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## Frequently Asked Questions

### Question 1: How do you turn off the start delay?

To cancel the delayed start and begin the cycle before the delay period is complete:

- Open the door, then press and hold **START/Cancel** for three seconds.

OR

- Press **Delay** repeatedly until the display shows "0" again.

### Question 2: What should I do if my dishwasher doesn't start?

- Make sure that the door is closed and latched.
- Make sure that your dishwasher is connected to power and is turned on.
- Make sure that the Delay Start option is not selected. If it is, open the door, then press and hold **START/Cancel** for three seconds.
- Make sure that the child lock is not turned on. An indicator lights up when the dishwasher is locked. To turn the child lock on or off, press **Steam Wash** and **Vortex Wash** at the same time. The Child Lock indicator turns off.

### Question 3: Why does it smell bad?

- If the dishwasher drains into a garbage disposal, make sure that the disposal is completely empty before starting dishwasher.
- Wash your dishwasher's filters monthly for the best performance.

### Question 4: How much space is on the bottom rack?

The bottom rack is designed to accommodate plates, bowls, saucers, and cookware. The adjustable rack lets you load items up to 13 inches high.

## Question 5: What should I do if my dishes aren't drying?

To dry dishes, the dishwasher uses a very hot final rinse and then shuts off. As the sides cool, it pulls the moisture off the dishes, to the sides of the dishwasher, and into the drain.

If your dishwasher is not fully drying your dishes:

- Makes sure that the **Heating dry** or **Jet dry** option is turned on. The indicator should be light when you start the cycle.
- Make sure that your dishes are loaded properly. Position your dishes so they do not shift or collect water during the cycle.
- Add liquid rinse aid to your dishwasher, or adjust the rinse aid knob to use more rinse aid.
- Makes sure that your dishwasher's water temperature reaches at least 120°F (40°C). Turn on the hot water faucet near the dishwasher, and let it run for several minutes. Hold a thermometer (a candy or meat thermometer will work) in the water stream to check the temperature.

## Question 6: Why aren't my dishes clean?

- Make sure that your dishes are not too close together. See "Preparing and loading dishes" in your *User Guide* for more information.
- Make sure that you select an appropriate wash option. See the "Wash cycle selections" in your *User Guide* for more information.
- Make sure that your water line provides hot water and enough water pressure for the best washing and drying results:
  - **Water Temperature:** Turn on the hot water faucet near the dishwasher, and let it run for several minutes. Hold a thermometer (a candy or meat thermometer will work) in the water stream to check the temperature. Water entering the dishwasher should be at least 120°F (49°C). If temperature is below 120°F (49°C), have a qualified person raise the hot water heater thermostat setting.
  - **Water Pressure:** The hot water supply line for your dishwasher must provide water pressure of at least 20 psi (138 kPa) and not more than 120 psi (828 kPa). You may experience low water pressure during high-demand periods, such as when laundry or showers are in use while you are washing the dishes. To eliminate this problem, wait until hot water demand is reduced before starting the dishwasher.

## Question 7: I accidentally activated an E9 error. Why and how do I fix it?

This error is caused when you touch a button for 30 seconds or more, and even water can activate it. To reset the dishwasher:

- Unplug the dishwasher, and then plug it back in again.
- OR
- Reset the breaker where the washing machine is located.

## Question 8: Does the dishwasher machine come with a food dispenser?

No, but it has filters for food. It is recommended they are washed monthly for optimal performance.

## Question 9: Are racks adjustable?

Check your dishwasher's model number:

- The NS-DWH1SS9 and NS-DWH1WH9 do not have adjustable racks.
- NS-DWH2SS8 and NS-DWR2SS8 have adjustable top and upper racks.

For more information and adjustment instructions, see the *User Guide* that came with your dishwasher.

### Question 10: What do the error codes mean?

CODE	DESCRIPTION	POSSIBLE CAUSE	POSSIBLE SOLUTION
E1	Either the water flow is insufficient or the water pressure from the incoming line is too high	<ul style="list-style-type: none"> <li>The water faucet is not open</li> <li>Water pressure is too low</li> <li>Drain hose is plugged</li> <li>Other (parts failure of inlet or drain system)</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that the water is turned on to your dishwasher</li> <li>Make sure that the water pressure is 20~100 psi</li> <li>Make sure that the drain hose is not plugged</li> <li>Contact Customer Service</li> </ul>
E3	Abnormal heating	Dishwasher not reaching defined temperature after 90 minutes	Contact Customer Service
E4	Overflow or leak sensor activated	<ul style="list-style-type: none"> <li>A leak in the dishwasher</li> <li>Too much water in the tub</li> </ul>	<ul style="list-style-type: none"> <li>Turn off water to the dishwasher, then check the filter system for blockage. Unblock if necessary.</li> <li>If there is no water in the tub, contact Customer Service</li> </ul>
E6	Thermister open circuit		Contact Customer Service
E7	Thermister short circuit		Contact Customer Service
Ed	Communication exception or issue	The display board can't receive or the main board can't send a signal for over 20 seconds	Contact Customer Service
E8	Diverter valve assembly problem	Diverter valve assembly problem	Contact Customer Service
E9	Button pressed for over 30 seconds	Button stuck	Contact Customer Service

\* The E8 error code is only for models NS-DWH2SS8 and NS-DWR2SS8.