

# DISHWASHER

## TROUBLESHOOTING GUIDE

### Table of contents

<b>General Performance Problem</b>	<b>2</b>	<b>Cleaning Problem</b>	<b>5</b>	<b>Machine Problem</b>	<b>9</b>
Doesn't Run	2	Food Left on Dishes	5	Leaks Water	9
Runs Too Long	2	Film on Dishes	5	Console Light Flashing	9
Doesn't Drain	3	Spotting	6	Condensation	10
Doesn't Fill	4	Rust on dishes	6	<b>Odor or Noise Problem</b>	<b>10</b>
		Stains on dishes	7	Bad Odor	10
		Dishes not dry	7	Noisy	11
		<b>Soaping Problem</b>	<b>8</b>		
		Detergent Left in Dispenser	8		
		Oversudsing	8		

## GENERAL PERFORMANCE PROBLEM



Click here for related products and accessories.

### DOESN'T RUN

Is the power supply cord unplugged? → Plug the cord into an outlet.

Is the household fuse blown or circuit breaker tripped? → Replace the fuse or reset the circuit breaker.

Is the overfill float in the up position? → If the float is up, push it down and restart the cycle. If the float is not up, make sure the control is set to start a cycle. See your owner's manual for operating instructions. [You can download your owner's manual here.](#)

Is the control set to start a cycle? → Make sure no LOCK features are activated. See your owner's manual for instructions. [You can download your owner's manual here.](#)

Is the unit filling but the motor won't run? → Call for service.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

### RUNS TOO LONG

Does the dishwasher run from 1 to 3 hours? → A run time of 1 to 3 hours is normal. Run time depends on the cycle option you select.

Did you select HEAT CYCLE or SANITARY CLEAN? → The HEAT CYCLE and SANITARY CLEAN options increase the run time.

Do you run hot water at the sink before running the dishwasher? → Run hot water at the sink so the initial fill of the dishwasher is warm water.

Is the water temperature too low? → Adjust your water heater so the water temperature is at least 120 degrees Fahrenheit when it reaches the dishwasher.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

## GENERAL PERFORMANCE PROBLEM



Click here for related products and accessories.

### DOESN'T DRAIN

Is the dishwasher newly installed and is there a garbage disposal under the sink?

→ Make sure the knockout plug on the disposal is removed and the dishwasher is correctly installed according to the directions in the owner's manual. [You can download your owner's manual here.](#)

Is the door latched?

→ Make sure that the door is properly closed and latched. If the door is opened, washing stops.

Did the unit complete the cycle?

→ Press the CANCEL/DRAIN button. The water should drain within two minutes.

Does the water level just cover the cover module, which is right under the lower spray arm?

→ It is normal to have water left in the tub up to the cover module.

Does the sink drain properly (to check, run the garbage disposal)?

→ Most dishwashers connect to the sink drain. If the sink drain is clogged, the dishwasher won't drain. If the sink does not drain, call a licensed plumber.

Does the sink have an air gap?

→ Clean any buildup from the air gap. See your owner's manual for instructions. [You can download your owner's manual here.](#) If cleaning the air gap doesn't solve the problem, call for service.

Was the drain hose installed correctly?

→ Make sure the drain hose is positioned properly. Refer to the dishwasher's installation instructions.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

## GENERAL PERFORMANCE PROBLEM



Click here for related products and accessories.

### DOESN'T FILL

Did you start the machine correctly?

→ Push and hold the START button to activate dishwasher.

Is the house water supply or the hot water valve under the sink shut off?

→ Turn on the house water supply or the hot water valve.

Is the door closed and latched?

→ Close the door and close the latch completely.

Is the overfill float in the up position?

→ If the float is up, push it down and restart the cycle. If the float is not up, make sure the control is set to start a cycle. See your owner's manual for operating instructions. [You can download your owner's manual here.](#)

Does it sound like the machine is filling and draining at the same time?

→ Make sure the drain hose is position properly. Refer to the dishwasher's installation instructions.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

## CLEANING PROBLEM



Click here for related products and accessories.

### FOOD LEFT ON DISHES

Is the filter warped? → Replace the filter according to the directions in the owner's manual. [You can download your owner's manual here.](#)

Is your water hard? → Use the correct amount of detergent for the hardness of the water. Consider installing a water softener.

Is the water temperature too low? → Adjust your water heater so the water temperature is at least 120 degrees Fahrenheit when it reaches the dishwasher.

Are the dishes loaded too closely? → Follow the guidelines in your owner's manual for loading dishes. [You can download your owner's manual here.](#) If packed too tightly, spray cannot hit soiled areas.

Did you use the correct amount of detergent? → Follow the package directions and the guidelines in your owner's manual to determine how much detergent to use. [You can download your owner's manual here.](#) Make sure the amount of detergent is correct for the hardness of the water.

Use fresh detergent – old detergent doesn't dissolve properly and can cause caking and sticky residue.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

### FILM ON DISHES

Did you use too much dishwasher detergent? → Follow the package directions and the guidelines in your owner's manual to determine how much detergent to use. [You can download your owner's manual here.](#)

Did you use regular dish detergent? → Don't use dish detergent, because it creates too many suds.

Is the dishwasher detergent more than eight months old? → Use fresh dishwasher detergent – old detergent doesn't dissolve properly and can cause caking and sticky residue.

Can you wipe the film off? → If you can wipe the film off, it is detergent residue. To prevent it, use a rinse aid. If it can't be removed, it might be silica film and etching, which are permanent and cannot be removed. Handwash glasses vulnerable to etching.

Do you use a rinse aid? → Use a rinse aid to reduce soap deposits and dry the dishes faster.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

## CLEANING PROBLEM



Click here for related products and accessories.

### SPOTTING

Is the filter warped? → Replace the filter according to the directions in the owner's manual. [You can download your owner's manual here.](#)

---

Is your water hard? → Use the correct amount of detergent for the hardness of the water. Consider installing a water softener.

---

Is the water temperature too low? → Adjust your water heater so the water temperature is at least 120 degrees Fahrenheit when it reaches the dishwasher.

---

Are the dishes loaded too closely? → Follow the guidelines in your owner's manual for loading dishes. [You can download your owner's manual here.](#) If packed too tightly, spray cannot hit soiled areas.

---

Did you use the correct amount of detergent? → Follow the package directions and the guidelines in your owner's manual to determine how much detergent to use. [You can download your owner's manual here.](#) Make sure the amount of detergent is correct for the hardness of the water.

Use fresh detergent-old detergent doesn't dissolve properly and can cause caking and sticky residue.

---

Do you use a rinse aid? → Use a rinse aid to reduce soap deposits and dry the dishes faster.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

### RUST ON DISHES

Do the dishwasher racks have any chips or scratches that expose the metal underneath? → Dishrack tine repair kits are available, as are replacement racks. To order, call 1-800-4-MY-HOME or to order online [click here.](#)

---

Are you washing rusty dishes? → Wash dishes with rust on them separately.

---

Does your water have a high iron content? → Use the correct amount of detergent for the hardness of the water. Consider installing a water softener.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

# CLEANING PROBLEM

 [Click here for related products and accessories.](#)

## STAINS ON DISHES

Are the stains brown? → A high iron content in hard water can cause brown stains. Use the correct amount of detergent for the hardness of the water. Consider installing a water softener.

---

Do plastic dishes have orange stains? → Tomato-based foods can cause orange stains on plastic dishes. To prevent stains, scrape tomato foods from the dishes before washing, rinse them, and wash right after loading. Also, not using the heat dry option can reduce the staining on plastic dishes.

---

Do the dishes have black or grey marks? → If packed too tightly, aluminum dishes may rub against other items. Follow the guidelines in your owner's manual for loading dishes. [You can download your owner's manual here.](#)

---

Does the interior of the dishwasher have a white film? → Follow the package directions and the guidelines in your owner's manual to determine how much detergent to use. [You can download your owner's manual here.](#) Make sure the amount of detergent is correct for the hardness of the water.

Use fresh detergent – old detergent doesn't dissolve properly and can cause caking and sticky residue.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**  
[Click here](#) to book an appointment for service.

## DISHES NOT DRY

Is the water temperature too low? → Adjust your water heater so the water temperature is at least 120 degrees Fahrenheit when it reaches the dishwasher.

---

Did you use a rinse aid? → Follow the package directions and the guidelines in your owner's manual to determine how much rinse aid to use. [You can download your owner's manual here.](#)

---

Are the dishes loaded too closely? → If packed too tightly, dishes can't dry. Follow the guidelines in your owner's manual for loading dishes. [You can download your owner's manual here.](#)

---

Did you select HEAT CYCLE or SANITARY CLEAN? → The HEAT CYCLE and SANITARY CLEAN options speed drying.

---

Is your water hard? → Soft water facilitates drying. Consider installing a water softener.

---

Are your plastic dishes not drying? → No action is required. Plastic dishes don't conduct heat well and take longer to dry.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**  
[Click here](#) to book an appointment for service.

## SOAPING PROBLEM



Click here for related products and accessories.

### DETERGENT LEFT IN DISPENSER

Did you use the correct type of detergent? → Follow the package directions and the guidelines in your owner's manual to determine how much detergent to use. [You can download your owner's manual here.](#)

Use dry detergent – moisture causes the detergent to clump in the dispenser cup.

Is the detergent more than eight months old? → Use fresh detergent – old detergent doesn't dissolve properly and can cause caking and sticky residue.

Is the water temperature too low? → Adjust your water heater so the water temperature is at least 120 degrees Fahrenheit when it reaches the dishwasher.

Is the dispenser door blocked? → If packed too tightly, dishes could block the dispenser door. A large item, such as a cookie sheet, could also block the door. Follow the guidelines in your owner's manual for loading dishes. [You can download your owner's manual here.](#)

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

### OVERSUDSING

Did you use too much detergent? → Follow the package directions and the guidelines in your owner's manual to determine how much detergent to use. [You can download your owner's manual here.](#)

Did you use dish detergent? → Don't use dish detergent, because it creates too many suds.

Is the detergent more than eight months old? → Use fresh detergent – old detergent doesn't dissolve properly and can cause caking and sticky residue.

Do you use a rinse aid? → Use a rinse aid to reduce soap deposits and dry the dishes faster.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

## MACHINE PROBLEM



Click here for related products and accessories.

### LEAKS WATER

- Are all the hose connections tight? → Make sure the connection to the water source and all hose connections are secure.
- 
- Is the lower rack empty? → Load dishes on the lower rack. A hard spray of water can leak from the door if no dishes are on the lower rack.
- 
- Is the unit level? → Level the machine. For detailed instructions, see your owner's manual. [You can download your owner's manual here.](#)
- 
- Is the bottom door seal loose or torn? → If the seal is not secured, reinstall it. If it's torn, replace it. To order a replacement, call 1-800-4-MY-HOME or to order online [click here](#).
- 
- Is the dishwasher leaking sudsy water? → Follow the package directions and the guidelines in your owner's manual to determine how much detergent to use. [You can download your owner's manual here.](#)
- 
- Did you use dish detergent? → Don't use dish detergent, because it creates too many suds.
- 
- Did you use the recommended amount of detergent for your water hardness? → Follow the package directions and the guidelines in your owner's manual to determine how much detergent to use. [You can download your owner's manual here.](#)

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

### CONSOLE LIGHT FLASHING

- Does the error clear when you press the CANCEL button? → No action is required if the light stops flashing. If it continues flashing, schedule a service call.
- Note:** If you have a fully integrated door (the controls are on top of the door), close the door within 3 seconds after pressing the START button.
- 
- Is the code 88 displayed? → Press the QUICK RINSE button.

Does this solve your problem?




**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.

## MACHINE PROBLEM

 [Click here for related products and accessories.](#)

### CONDENSATION

Is there light condensation around the vent, which is at the top of the door? → No action is required. Some condensation is normal. Condensation can occur if the dishwasher is not aligned with the edge of the counter. Barriers are available for protecting your countertops. To order, call 1-800-4-MY-HOME or to order online [click here](#). The part number is 4396277.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**  
[Click here](#) to book an appointment for service.

## ODOR OR NOISE PROBLEM

### BAD ODOR

Is it the odor of new plastic? → No action is required. Plastic tub dishwashers have an odor that dissipates over time. Try vinegar rinse, no more than once a year to prevent damaging the seal:

1. Wash and rinse dishes. Use an air-dry or an energy-saving drying option.
2. Put 2 cups (500mL) white vinegar in a glass or dishwasher-safe measuring cup on the bottom rack.
3. Run the dishwasher through a complete washing cycle using an air-dry option. Do not use detergent.
4. Run the dishwasher through a normal cycle with detergent after cleaning interior.

Is it the odor of petroleum? → No action is required. Sound-deadening material has an odor that dissipates over time.

Is it the odor of varnish? → No action is required. The new motor has an odor that dissipates over time.

Is it the odor of burnt plastic? → Check for objects fallen on the heating element or any plastic dishes in lower rack. Follow the guidelines in your owner's manual for loading dishes. [You can download your owner's manual here.](#)


Is it a musty, spoiled odor? → Straighten the drain hose; a loop can cause a backup from the sink.

Does this solve your problem?

 **Yes! Problem solved.**

 **No. I need Service.**  
[Click here](#) to book an appointment for service.

## ODOR OR NOISE PROBLEM

 [Click here for related products and accessories.](#)

### NOISY

Is it a grinding, grating, crunching, or buzzing noise? → Hard objects such as seeds and egg shells cause noise, which should decrease as the cycle progresses. Rinse food from the dishes before loading, as recommended in your owner's manual. [You can download your owner's manual here.](#)

---

Is it a water-sloshing noise? → No action is required. Water spraying against interior walls and doors causes this noise.

---

Is it a hissing noise? → No action is required. Water entering the tub from the fill valve causes this noise.

---

Is it a humming noise? → No action is required. The pump makes this noise.

---

Is it a thumping or vibrating noise? → The drain hose may be knocking against the cabinet during the drain cycle. Call for service.

Does this solve your problem?



**Yes! Problem solved.**



**No. I need Service.**

[Click here](#) to book an appointment for service.