

## Troubleshooting

PROBLEM	POSSIBLE CAUSES	ACTION
White spots	Water not hot enough	Check temperature - should be 60-70C
	Hard water or dissolved minerals	Check rinse aid, check salt level
White or yellow film	Hard water	Check salt level in softener
	Food film	Rinse off excess food before loading
	Insufficient detergent	Load properly Increase dose
Specks of food particles	Clogged filter	Remove and clean filter
	Pre-rinse programme not used	Use pre-rinse programme
	Excess food on dishes	Scrape off excess before loading
	Caked detergent	Discard old detergent, try tablets
Reddish brown stains	Iron deposits in water	Increase detergent dosage Reduce temperature to 60C
	Iron from pans	Do not wash iron items in machine
	Hard water	Check salt level in softener
		Check rinse aid level
Iridescence ('rainbow') on glasses	Certain glasses with high silica content	Test one glass, do not wash in machine if problem
	Alkali in detergent combined with soft water	Reduce detergent and increase rinse aid, load carefully
Etching / scratches on glasses	As above (silica film usually precedes etching)	As above, reduce water temperature, use short cycle
Bluish film on knives and glassware	Too much rinse aid	Reduce dosage if possible
Black marks on china	Metal marks from knives	Check if dishwasher proof
	Metal marks from metallic rims	Use a mild bleach solution to remove
		Avoid sliding metallic rims together
Fading china pattern	Over-glaze decoration, hand painted or poor glazing	Wash by hand
Tarnish on silverware	Mixed silver and steel in load	Avoid mixing
	Food soiling	Avoid prolonged contact with sulphide-rich foods such as eggs, mayonnaise and sea foods, also acidic fruits
		Use pre-rinse programme
	Worn plating / exposed base metal	Wash by hand
	Contact with dry detergent	Avoid contact / fill dispenser carefully/ do not put tablets into cutlery basket
Distorted plastics	Not dishwasher safe	Hand wash
	Plastic not heat resistant	
	Too close to heating/drying element	Place items in a higher tray, away from heating element

Stained plastics	Stains from tea, coffee, colourings	Increase detergent dose, wash more regularly
Staining and pitting on stainless steel	Acidic food residues	Scrape properly before loading
		Load machine correctly - avoid items touching
		Use pre-rinse programme
	Storage in humid machine	Remove as soon as possible after cycle
	Mixed quality cutlery	Separate carefully when stacking
Caked detergent	Moisture in dispenser	Dry dispenser surface before dosing
	Faulty cover on dispenser	Check closure
		Do not overload dispenser
		Try tablets
Machine leaks	Worn or soiled gasket	Check gasket / edge of door, clean gasket if necessary
Machine does not empty properly	Blocked food filter	Remove and clean
	Kinked hose	Re-route hose.