



# Common Dishwashing Problems, Causes and Solutions

## **Problem: Bits of food left on dishes**

**Probable Cause:** Overcrowding is preventing water from reaching the dishes.

**Solution:** Load the dishwasher correctly, and clean the filter periodically. (Check your User’s Manual to see how often.)

**Probable Cause:** Water temperature is too low.

**Solutions:**

- No heat booster? (Your User’s Manual will tell you.) Run the hot water at the kitchen sink for a few minutes before starting the dishwasher.
- If you DO have a heat booster but it’s not working - time to call for repair service.

**Probable Cause:** Insufficient water fill.

**Solution:** Water pressure is too low. Avoid running other water while the dishwasher is running.

## **Problem: Dishes not completely dry**

**Probable Cause:** Incorrect loading is preventing good drainage.

**Solution:** Refer to User’s Manual and follow tips on proper loading.

**Probable Cause:** The “air dry/no-heat” cycle is preventing complete drying.

**Solutions:**

- Be sure water is hot, then use the correct amount of detergent and add a rinse agent.
- Choose the heated drying cycle instead.

## **Problem: Black or gray marks on dishes**

**Probable Cause:** Aluminum utensils rubbing against dishes during the wash cycle.

**Solution:** Watch your loading! Be sure dishes and aluminum utensils don’t rub against each other in the dishwasher. This is particularly important with lightweight foil containers.

**TIP:** To remove existing black marks, use a plastic scouring pad and a mild cleanser.

## **Problem: Water spots on dishes**

**Probable Cause:** You have hard water.

**Solution:** Use a rinse agent and/or a little extra detergent.

## **Problem: Detergent spots left on dishes**

**Probable Cause:** Water is not reaching the surfaces of the dishes.

**Solution:** When you load the dishwasher, be sure that the spray arms are not blocked.

**Probable Cause:** Water temperature is too low.

**Solution:** Make sure the water is hot. If you don’t have a heat booster, run the hot water at the sink for a few minutes before starting the dishwasher.

**Probable Cause:** You aren’t using enough detergent (sounds contradictory, but it’s true!)

**Solutions:**

- Be sure to use recommended amount of detergent and if you have hard water, use a little extra detergent.
- Use fresh detergent that is not caked in the box or the detergent cup.

**Probable Cause:** The filter is dirty.

**Solution:** Clean the dishwasher filter.

**FLATWARE Problem: Dark spots on sterling or silverplate items**

**Probable Cause:** Wet flatware came into contact with undissolved or highly-concentrated detergent.

**Solutions:**

- Close dispenser cup before running dishwasher.
- Don't sprinkle or pour dishwasher detergent directly on flatware.
- Follow dishwasher manufacturer's instructions for loading.
- Place sterling or silverplate items as far away as possible from the dispenser cups.

**TIP:** Remove existing spots with silver polish, then rewash.

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**Problem: Pit marks on stainless steel flatware**

**Probable Cause:** Flatware had prolonged contact with salty or acidic foods.

**Solution:** Wash stainless steel items soon after use; run the "rinse-hold" cycle if they will not be washed right away.

**Probable Cause:** Wet flatware came in contact with undissolved or highly-concentrated detergent.

**Solutions:**

- Avoid spilling or pouring detergent directly on flatware.
- Make sure dispenser cup is closed.
- Close dishwasher door slowly to prevent any loose detergent from landing on flatware.

**Probable Cause:** Stainless steel flatware touched the silver flatware in the dishwasher.

**Solution:** Place silverware and stainless steel flatware in separate compartments in silverware basket so they don't touch. Don't overload the baskets.

**TIP:** To remove existing spots, rub with silver polish, then rinse.

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**Problem: Silver is discolored**

**Probable Cause:** Silver and silverplate may not be dishwasher-safe.

**Solution:** You'll have to hand wash these items!

**TIP:** To remove existing discoloration, clean using a silver polish.

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**POTS & PANS Problem: Aluminum pots turn black**

**Probable Cause:** The aluminum is not dishwasher-safe.

**Solution:** Check and follow cookware manufacturer's cleaning instructions, or clean by hand with a metal cleaning product recommended for aluminum.

**TIP:** To remove existing stains, use the pot to cook an acidic food, such as tomatoes. This will remove stains from the aluminum without affecting the food.

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**GLASSWARE Problem: Foggy, white film on glasses**

**Probable Cause:** Etching.

**Solutions:**

- There are none, unfortunately. This condition is irreversible.
- Check with the manufacturer of any new glassware to make sure it's dishwasher-safe. Is it temporary buildup, or permanent Etching?

Here's how to tell:

1. In a glass pie plate, soak one side of an affected glass in some vinegar for one hour.
2. Remove glass, rinse and dry. Hold the glass up to the light.
3. If the side soaked in vinegar looks different from the unsoaked side, the film is probably the result of hard water buildup.
4. If there is no difference between the two sides, the film is due to a chemical reaction between some types of glassware and the water and/or the detergent. This means your glass has permanent etching.

## Common Dishwashing Problems, Causes and Solutions (cont.)

### **Problem: Foggy, white film on glasses (cont.)**

**Probable Cause:** Hard water buildup.

**Solutions:**

- Clean the glasses with vinegar from time to time.
  - Use a rinse agent to prevent buildup.
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### **Problem: Rings on glasses**

**Probable Cause:** Glasses placed too close together in the rack.

**Solution:** You guessed it. Leave more space between glasses.

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## IN THE DISHWASHER

### **Problem: Detergent cakes in the dispenser cup**

**Probable Cause:** The detergent is being used/stored improperly.

**Solutions:**

- Make sure the dispenser cup is dry before filling with powder detergent.
- Do not overfill detergent in the cup.
- Don't let gel detergent sit in the cup too long.
- Use detergent within one to two months of purchase.

**Probable Cause:** The washer is not loaded correctly.

**Solutions:**

- Be careful not to let large items, such as platters, block the dispenser cup.
- Close dispenser cover tightly. (If the cover doesn't fit, it may need to be replaced.)

**Probable Cause:** The machine itself has a problem.

**Solution:** If solutions to numbers 1 or 2 don't resolve the problem, contact a repair person.

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### **Problem: The dishwasher smells funny inside**

**Probable Cause:** Unwashed dishes have been in the dishwasher for too long.

**Solution:** Use "rinse/hold" cycle at least once a day until you are ready to run a full load.

**Probable Cause:** The filter is dirty.

**Solution:** Clean dishwasher filter following manufacturer's instructions.