

W10350140A

NOTE: Some models have replaced the "Clean" LED with "Completed."

INTERVAL 25

INTERVAL 24INTERVAL 23INTERVAL 22INTERVAL 21INTERVAL 20

INTERVALS 19-3

INTERVAL 2

INTERVAL 1

- For checking operation with diagnostics, refer to "Service Diagnostics Cycle" section.
- For information on normal cycle and options, see "Normal Cycle Operation" section.

CUSTOMER DESCRIPTION	POTENTIAL CAUSES	CHECK	RELATED ERROR CODE(S)
LEDs or Displays Run for Short Time (but No Loads Running) and then Shuts Off	Unit is in Sales Demo mode.	Check operation of Cancel key. If no Cancel LED response to multiple Cancel key presses, the control is likely in Sales Demo Mode. Run Service Diagnostics Cycle to clear Demo mode.	
	Open F8 (Wash motor) fuse or F3 (Trace load fuse) on control disabled loads.	Refer to Fuse Service and Resistance Checks on Page 1 (next to Meter Check Diagram).	
Can Start a Cycle, but Only Runs for a Short Time - Cycle Does Not Complete (Clean LED or Completed May Blink)	Control canceled cycle due to error detected with wash motor, float switch, low water, or suds.	Refer to "Service Error Codes" table.	4-1, 6-1, 6-2, 6-3, 6-4, 6-3
	Unit in Sales Demo mode.	Run Service Diagnostics cycle to clear Demo mode.	
Will Not Drain, or Excess Water Left in Dishwasher. NOTE: Check Error History, If No Error Codes for Electrical Problems, Problem is Mechanical. Do Not Replace Control.	Drain loop check valve not sealing.	1. Disconnect drain hose at plumbing connection. 2. Elevate hose above dishwasher and fill with water. If water flows into dishwasher, replace entire drain loop (install as high as possible).	
	Customer misunderstands water level after drain.	Instruct customer. Pump will normally have about 1" (2.5 cm) of water remaining in filter cup hole after cycle.	
	Draining problem.	Refer to "Service Error Codes" table.	8-1, 8-2
Detergent Not Dispensing or Detergent Left in Dispenser NOTE: Check Error History, If No Error Codes for Electrical Problems, Problem is Mechanical. Do Not Replace Control.	Item in lower rack blocked lid or blocked spray of water to dispenser.	Instruct customer on proper dish loading.	
	Mechanical binding of dispenser lid.	1. Unplug dishwasher or disconnect power. 2. Check/replace dispenser.	
	Lid latch binding due to excess detergent in mechanism	Instruct customer on proper dispenser filling.	
	Dispenser electrical problem.	Refer to "Service Error Codes" table.	10-1
	Control canceled cycle before dispensing due to error detected with wash motor.	Refer to "Service Error Codes" table.	4-3
Poor Wash	Cycle selection of customer not appropriate for dish load.	Instruct customer on cycle selection. Recommend "High Temp" option for wash performance boost.	
	Plugged or damaged screens.	Inspect following 3 screens. ■ Filter cup coarse screen ■ Filter cup fine screen ■ Sump fine screen	
	Spray arms not rotating or plugged.	1. Check arm rotation. If arms are blocked by dish item, instruct customer. Also check for correct upper spray arm alignment with docking station located on feed tube at back tub wall. 2. Check nozzles. If plugged, clean nozzles and confirm filters installed properly.	
	Poor wash due to draining, dispensing, and/or temperature problem.	See "Will Not Drain or Excess Water Left in Unit," or "Detergent Not Dispensing or Detergent Left in Dispenser" section, or details on temperature sensing in "Long Cycles and/or Stuck in Certain Part Of Cycle."	
	Control canceled cycle due to error detected with wash motor.	Refer to "Service Error Codes" table.	4-3
	Soil sensor problem.	Refer to "Service Error Codes" table. NOTE: Even if no error code recorded, confirm OWI passes all OWI checks in Service Diagnostics cycle and see checks for Error 3-3.	3-2, 3-3
	Diverter problem.	Refer to "Service Error Codes" table.	9-1, 9-2
	Diverter disc missing.	Remove outlet cover and inspect for red plastic disc through holes in outlet. Install new disc if missing.	
	Heating problem.	Refer to "Service Error Codes" table.	7-1
	Softener problem (on some models).	Refer to "Service Error Codes" table.	6-8
Film or Spots on Glasses and/or Dishes	Customer not using rinse aid and/or heated dry.	Check rinse aid gauge level on dispenser. Instruct customer how to fill and monitor, add or use rinse aid.	
	Rinse aid dispenser problem.	Refer to "Service Error Codes" table.	10-1
	Hard water leaving film on dishes.	Check water hardness. If hard, instruct customer to use maximum detergent or try pumping ¼ cup (60 mL) of Glass Magic into bottom of dishwasher. Also recommend the 1 HR Wash cycle. For models with water softener: Check for "Add Salt" LED at the end of cycle. If on, add salt and instruct customer.	
	Detergent canyover or over sudsing.	Check water hardness. If below 10 grains, then instruct customer to use less detergent and recommend the 1 HR Wash cycle.	6-3
	Etching of glass from too much detergent at too high of temperature.	Check water hardness. If below 10 grains, then instruct customer to use less detergent and recommend the 1 HR Wash cycle.	
	Diverter problems.	Refer to "Service Error Codes" table.	9-1, 9-2
	Drain loop check valve not sealing.	1. Disconnect drain hose at plumbing connection. 2. Elevate hose above dishwasher and fill with water. If water flows into dishwasher, replace entire drain loop (install as high as possible and attach to underside of countertop if possible).	
Poor Dry	Customer not using rinse aid or dispenser is empty.	Check rinse aid gauge level on dispenser. Instruct customer how to fill and monitor, add or use rinse aid.	
	Customer not using Heated Dry option.	Recommend the use of Heated Dry or Smart Dry to customer.	
	Rinse Aid dispenser problem.	Refer to "Service Error Codes" table.	10-1
	Vent stuck closed due to pilot relay stuck on.	Refer to "Service Error Codes" table.	1-1
	Diverter problem prevented water from heating in final rinse (plastic tub models only).	Refer to "Service Error Codes" table.	9-1, 9-2
	Fan problem (on models with fan).	Refer to "Service Error Codes" table.	10-3
	Control canceled cycle due to error detected with wash motor.	Refer to "Service Error Codes" table.	4-3
	Heating problem.	Refer to "Service Error Codes" table.	7-1
Sanitized LED Blinks or Incomplete Sanitization Message at the End of a Cycle (Control Could Not Confirm Sanitization Achieved)	Door opened during final rinse or dry.	Instruct customer.	
	Incoming water too cold.	Refer to "Service Error Codes" table.	6-6
	Heating problem.	Refer to "Service Error Codes" table.	7-1
	Thermistor/OWI sensor problem.	Refer to "Service Error Codes" table.	3-1, 3-2
	Intermittent door switch/ latch connection.	See the same checks as for 5-1 Error. Refer to "Service Error Codes" table.	
	Diverter problem prevented water from heating in final rinse (plastic tub models only).	Refer to "Service Error Codes" table.	9-1, 9-2
	Line voltage too low to heat fast enough.	Check power source. Confirm at least 100 VAC.	
	Air pressure surges in dishwasher due to washing with high suds causes brief opening of door switch contacts during final rinse.	Refer to "Service Error Codes" table.	6-3
Melted Dishware and/or Spray Arm and/or Dishwasher Always Hot	Customer uses non-dishwasher safe dishes or loads plastic dishes directly over heater.	Instruct customer.	
	Temperature sensing problem.	Refer to "Service Error Codes" table.	3-1
	Water heating problem. Heater stuck on.	Refer to "Service Error Codes" table.	7-2
	Water heater displaced from mounting clip and/or pulled off center.	Inspect heater. Adjust back into position as needed.	
Noisy Operation	Spray arm stalled or blocked and spraying on the door.	■ Instruct customer if blocked. ■ Check spray arm rotation and inspect for plugged nozzles. If plugged, clean nozzles and confirm filters installed properly.	
	Diverter problem.	Refer to "Service Error Codes" table.	9-1, 9-2, 9-3
	Motor problems force cycle to start and stop repeatedly.	Refer to "Service Error Codes" table.	4-2
	No or low water.	Refer to "Service Error Codes" table.	6-1, 6-2, 6-3, 6-4
	Drains too long.	1. Long drain due to OWI sensor problem - Refer to "Service Error Codes" table for 3-3. 2. Slow drain problem - Refer to "Service Error Codes" table for 8-1.	3-3, 8-1
	Vent stuck open.	Refer to "Service Error Codes" table.	10-2

SERVICE ERROR CODES TABLE
Example: 6-1 means "Inlet Water" function, "Low Water/Air in Pump" problem.

FUNCTION CODE	PROBLEM CODE	CAUSES	WHAT TO CHECK
3- Suds/Air in Pump		Too many suds.	1. Allow unit to fill and wash for 1 minute. Open door and check for excessive sudsing. 2. Confirm using proper dishwasher detergent, not hand detergent. 3. Check for excessive rinse aid leakage.
		Bowls or pots loaded or flipped upside down and captured wash water.	Instruct customer on loading. Refer to Use and Care Guide.
		Water leaking from dishwasher.	Check for leaks under dishwasher.
		Diverter disk in sump is missing.	Remove lower spray arm, turbo zone assembly, rear feedtube and outlet cover and verify whether the red diverter disk is installed.
		Overflow switch stuck in "Overflow" position and/or dishwasher not level.	Remove any items stuck under float. Verify that the float moves freely and you hear the "click" of the switch contacts. Check levelness of dishwasher.
	4- Float Switch Open	Drain hose check valve not sealing.	Water backs into dishwasher after draining and elevates water level. 1. Disconnect drain hose at plumbing connection. 2. Elevate hose above dishwasher and fill with water. If water flows into dishwasher, replace entire drain loop (install as high as possible).
		Fill valve Triac on control shorted.	If still filling while door is open, fill valve is mechanically stuck open (see below). If no fill with the door open, check operation in Service Diagnostics Test Cycle, Advance Service Cycle until detergent dispenser opens. Fill valve should be off. Listen to see if dishwasher is still filling. If still filling, then unplug dishwasher or disconnect power and replace control.
		Fill valve mechanically stuck open.	Confirm dishwasher fills while the door is open. If yes, then unplug dishwasher or disconnect power, turn off water to dishwasher, replace fill valve, and turn water back on.
		Too many suds.	1. Allow unit to fill and wash for 1 minute. Open door and check for excessive sudsing. 2. Instruct customer if using improper dishwasher detergent (hand detergent). 3. Disconnect power and replace dispenser if see excessive rinse aid leakage.
		Open fuse F9 to fill valve and other triac loads	Refer to Fuse Service and Resistance Checks on Page 1 (next to Meter Check diagram).
6- Cool Water		Incoming water under 29°C (84°F).	1. Be sure dishwasher is connected to the hot water supply. 2. Confirm temperature at sink (recommend 49°C/120°F). Instruct customer to run water at sink before running dishwasher. 3. Unplug dishwasher or disconnect power and check all connections and measure resistance in "Temperature Sensing Circuit." Replace OVI if resistance is high.
		Disconnected or damaged flowmeter	1. Disconnect power or unplug unit. 2. Check connections at sail level sensor and at flowmeter. 3. Use meter to check for flowmeter switch closed. Use meter to check sail level sensor. Switch is open when sail reservoir is filled and closed when sail reservoir is low/empty. 4. Disconnect flowmeter and leave sail sensor connected. Apply a magnet to side of sail tank near the sensor connection to force the switch closed. 5. With magnet in place, run the complete service diagnostics cycle. If the sanitized LED turns on in interval 3, the control is good; replace the flowmeter assembly. If the sanitized LED does not turn on, the control input has failed; replace the control.
		7- Flow Meter	
7- HEATING	8- Regen Valve Electrical Problem	Loose connection in Regen valve circuit, and/or open Regen valve solenoid.	Unplug dishwasher or disconnect power and check resistances of Regen valve solenoid and all connections in the Regeneration Valve Circuit. Fix/replace open connection/part.
		Open fuse on control to Regen valve.	Refer to Fuse Service and Resistance Checks on Page 1 (next to Meter Check diagram).
		Faulty Regen valve drive circuit on the control.	Unplug dishwasher or disconnect power and replace control.
	1- No Heat	Control is programmed to disable heater, but continue running cycles if it detects a water heating problem.	Running diagnostics clears the control, allows the heater to turn on again. Water heating problem must be corrected, or the control will disable the heater again. See heater circuit problem below.
		Heater Circuit problem: ■ Open in heater. ■ Open connection or component in Heater Circuit.	1. Unplug dishwasher or disconnect power. 2. Measure resistance of heater and all connections and connections in Water Heating Circuit/Heat Dry Circuit. Fix/replace open connection/part.
		Faulty Heater Drive Circuit on the control.	Unplug dishwasher or disconnect power and replace control.
	2- Heater Stuck On	Faulty Heater Drive Circuit on the control.	1. Unplug dishwasher or disconnect power and replace control. 2. Inspect heater and connections for overheating/shorting. If evidence of overheating/shorting exists, replace.
		Obstructed drain hose or path.	1. Unplug dishwasher or disconnect power. 2. Check for blockages from sump check valve to customer's plumbing. Potential items: plugged garbage disposal or plug not knocked out, drain loop check valve stuck and/or plugged hoses.
		1- Slow Drain	1. Unplug dishwasher or disconnect power. 2. Remove drain pump and check impeller (normally there is some uneven resistance). If it is stripped, replace drain pump.
8- DRAIN- ING	2- Drain Motor Electrical Problem	Loose connection in drain motor circuit, and/or open drain motor winding.	Unplug dishwasher or disconnect power and check resistances of drain motor winding and all connections in the drain motor circuit. Fix/replace open connection/part.
		Open fuse on control to drain motor.	Refer to Fuse Service and Resistance Checks on Page 1 (next to Meter Check diagram).
		Faulty drain motor drive circuit on the control.	Unplug dishwasher or disconnect power and replace control.
	3- Drain Stuck On	Faulty drain motor drive circuit on the control.	1. Unplug dishwasher or disconnect power and replace control. 2. Inspect drain motor and connections for overheating/shorting. If evidence of overheating/shorting exists, replace.
9- DIVER- TER	1- Can't Find Position	Corroded or loose connection in diverter sensor/motor circuit, or open/shorted sensor/motor.	1. Check operation in Service Diagnostics Cycle. Listen for CAM clicking as it rotates or inspect shaft with mirror to see if rotating during diverter interval. If rotating, then likely the sensor circuit. 2. Unplug dishwasher and parts disconnect power and check connections in Diverter Sensor and Motor Circuit with meter. Fix/replace open connections/parts. 3. Inspect diverter sensor for evidence of water or contaminants. If yes, replace.
		Mechanical binding of diverter shaft/disc.	Check operation of diverter motor during diagnostics. Inspect diverter shaft with mirror. If motor appears to be on (vibrates, hums), but you see limited rotation, then replace diverter and seal.
		Open fuse on control to diverter motor.	Refer to Fuse Service and Resistance Checks on Page 1 (next to Meter Check diagram).
	2- Stuck On	Faulty Diverter Motor Drive Circuit on the control.	Unplug dishwasher or disconnect power and replace control.
		Faulty Diverter Drive Circuit on the control.	1. Unplug dishwasher or disconnect power and replace control. 2. Inspect diverter motor and connections for overheating/shorting. If evidence of overheating/shorting exists, replace.
10- OTHER	1- Dispenser Electrical Problem	Control detected diverter disk in sump is missing.	Remove lower spray arm, turbo zone assembly, rear feed tube and outlet cover, and verify the round diverter disk is installed.
		Loose connection in dispenser circuit and/or open dispenser solenoid.	Unplug dishwasher or disconnect power and check resistances of dispenser solenoid and all connections in the dispenser circuit. Fix/replace open connection/part.
		Open fuse on control to dispenser.	Refer to Fuse Service and Resistance Checks on Page 1 (next to Meter Check diagram).
	2- Vent Wax Motor Electrical Problem	Faulty dispenser drive circuit on the control.	Unplug dishwasher or disconnect power and replace control.
		Loose connection in vent circuit and/or open vent wax motor.	Unplug dishwasher or disconnect power and check resistances of vent wax motor and all connections in the vent circuit. Fix/replace open connection/part.
		Open fuse on control to vent.	Refer to Fuse Service and Resistance Checks on Page 1 (next to Meter Check diagram).
	3- Drying Fan Error	Faulty vent drive circuit on the control.	Unplug dishwasher or disconnect power and replace control.
		Loose connection in fan circuit, and/or open fan motor.	Unplug dishwasher or disconnect power and check resistances of fan motor and all connections in the fan circuit. Fix/replace open connections or fan.
		Faulty fan drive circuit on the control.	Unplug dishwasher or disconnect power and replace control.