

Problem	Possible Cause	What to do
<b>Unclean dishes</b>	Wash program unsuitable for the load.	Refer to the 'Wash program chart' for a suitable wash program, or the soils were too heavily baked on and dishes may need soaking.
	Spray arm unable to rotate.	Ensure no items are obstructing the spray arm path.
	DishDrawer® overloaded/incorrectly loaded.	Refer to the section on loading.
	Filter plate/drain filter is incorrectly inserted.	Refer to the 'User maintenance instructions' section.
	Detergent put in the wrong compartment.	Detergent must be placed in the large compartment.
	Excess food not removed from dinnerware prior to loading.	Scrape all food scraps off dinnerware prior to loading.
	Unsuitable detergent.	Use recommended brands of dishwasher detergent.
	Not enough detergent.	Refer to the detergent section or the detergent manufacturer's instructions.
	Spray arm holes are blocked.	Clean the spray arm.
	Filter plate/drain filter is blocked.	Clean the filter plate and drain filter.
	Insufficient salt in the water softener (DD24-H models only).	Ensure there is enough salt in the water softener and/or increase the water softener setting.
<b>Foaming</b>	Incorrect amount of detergent.	Refer to the detergent section or consult the detergent manufacturer's instructions.
	Too much egg in the wash load.	Increase the amount of detergent.
	Rinse agent setting too high.	Decrease the rinse agent setting.
<b>Water leaking</b>	Drain hose disconnected from waste pipe.	Reconnect the drain hose to the waste pipe.
	Water inlet hose not properly connected.	Ensure the inlet hose is connected securely.
	Other leaks.	Turn water and power supplies to the DishDrawer® off. Call your dealer or Authorized Service Agent.
<b>DishDrawer® will not open</b>	Childlock feature is on or the Closed drawer option is on, or both.	Turn the Childlock off. Hold down the  button until the  symbol disappears from the LCD screen or the light above the  button disappears and/or press the  button to open the DishDrawer®.
<b>Power failure during cycle.</b>		Wait until power resumes, cycle will restart in same part of wash program.

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<b>Continuous beeping</b>	A fault has occurred.	Refer to the 'Fault codes' section.
<b>Intermittent beeping</b>	DishDrawer® is in pause mode.	Close the DishDrawer® and press the ►   button.
<b>DishDrawer® will not start</b>	Power supply is not connected.	Connect the power supply.
	The drawer is not closed properly.	Ensure the drawer is firmly closed.
	Keylock or Childlock feature is on.	Turn the Keylock or Childlock off. Hold down the  /  button until the  symbol disappears from the LCD screen or the light above the  /  button disappears.
	►   button not pressed.	Press the ►   button.
<b>Excess water in the DishDrawer®</b>	Drain hose(s) bent or kinked.	Straighten the drain hose(s).
	Blocked filters.	Clean the filter plate/drain filter. Refer to the 'User maintenance instructions' section.
<b>Water marks on the dishes</b>	Rinse agent depleted.	Refill the rinse agent dispenser.
	Rinse agent setting too low.	Increase the rinse agent setting.
	DishDrawer® overloaded/ incorrectly loaded.	Refer to the section on loading.
	Insufficient or no salt in the water softener (DD24-H models only).	Ensure there is enough salt in the water softener and/or increase the water softener setting.
<b>DishDrawer® interior is stained</b>	Some foods, like tomato based products, may stain the inside of the DishDrawer®.	Pre-rinse dishes before placing in the DishDrawer®. Alternatively, using the Rinse program after adding the dishes may minimize staining.
<b>Dishes did not dry</b>	Incorrect loading.	Ensure the dishes are not nesting together.
	Rinse agent depleted.	Refill the rinse agent dispenser.
	Rinse agent setting too low.	Increase the rinse agent setting.
	Eco wash program used.	Choose a standard wash program.
<b>No detergent dispensed</b>	Detergent dispenser was wet when loaded.	Clean the dispenser and ensure the dispenser is dry when adding detergent.
<b>Excessive motor noise</b>	The filter plate and/or spray arm is incorrectly placed.	Refer to the 'User maintenance instructions' section for details on correct placement.
	No water in the motor area.	This usually occurs on the first use or when the DishDrawer® has not been used for long periods of time. Run the DishDrawer® through a wash program.

### How to recognize a fault code

When a fault has occurred, the DishDrawer® will continuously beep every second.

The fault code will be displayed on the electronic display for models with LCD and on the wash program selector for models with no LCD.

Each fault code is shown in the following chart.

### How to attend to a fault code

- 1 Press the  button to remove the fault code.
- 2 If the fault code and continuous beeps cannot be removed by pressing the  button, turn the DishDrawer® off at the power supply.
- 3 We recommend you check the following chart and correct the fault where possible.
- 4 After attending to the fault, turn the DishDrawer® on at the power supply.
- 5 If the fault code and continuous beeps remain, turn the water and power supply off to the DishDrawer®.
- 6 When calling your Authorized Service Center, advise them of the fault code that has appeared on the DishDrawer®. This information will help the Authorized Service Center respond to your request.

Fault Codes	Possible Causes	What to Do
<b>F1</b>  	Flood switch has been activated.	Turn the water and power supply to the DishDrawer® off and call your Authorized Service Center.
<b>F2</b>  	Motor problem.	Call your Authorized Service Center.
<b>F3</b>  	Temperature sensor failed.	Ensure water coming in through the inlet hose is less than 150 °F. You may need to install a tempering valve on your water supply.
<b>F4</b>  	Faulty temperature sensor or element	Call your Authorized Service Center.
<b>F5</b>  	Lid fault	<ol style="list-style-type: none"> <li>1 Turn power supply to DishDrawer off, then turn on power supply. Fault may reset.</li> <li>2 Call your Authorized Service Center.</li> </ol>
<b>F6</b>  	Lid fault	<ol style="list-style-type: none"> <li>1 Turn power supply to DishDrawer off, then turn on power supply. Fault may reset.</li> <li>2 Call your Authorized Service Center.</li> </ol>
<b>F7</b>  	Lid fault	Call your Authorized Service Center.
<b>F8</b>  	Electrical problem	<ol style="list-style-type: none"> <li>1 Turn power supply to DishDrawer off.</li> <li>2 Call your Authorized Service Center.</li> </ol>
<b>F9</b>  	Electronics malfunction.	Call your Authorized Service Center.

Fault Codes	Possible Causes	What to Do
<p><b>U1</b> </p> 	<p>Fill Fault</p>	<ol style="list-style-type: none"> <li>1 Turn the DishDrawer® water supply on.</li> <li>2 Ensure the spray arm is placed on the impeller and can rotate and if the DishDrawer® is full of water, it will need to be emptied manually.</li> <li>3 Call your Authorized Service Center.</li> </ol>
<p><b>U4</b> </p> 	<p>Fault in the other drawer preventing the use of this drawer</p>	<p>Check other drawer, attend to fault code on that drawer.</p>