

# Training Bulletin

January 2013

## 2012 Plastic Tub Dishwasher Poor Wash Complaints

### Introduction

Although wash complaints are rare for the 2012 plastic tub dishwasher, they can be very difficult to diagnose. Many things can impede proper operation, including installation, use and care, restrictions from soil or debris or a failed component. All should be checked to ensure proper operation and to prevent repeat calls.

**Models: GDF510, GDF520, GDT530, GDF540 & GDF550**

### Understanding the consumers complaint

To properly diagnose the issue, it must be understood. Then focus can be directed to the proper components.

- Top Rack not washing
- Lower Rack not washing
- Detergent not washing out of dispenser
- Filming of dishes or glassware
- Soil left on all dishes or partial

### Installation

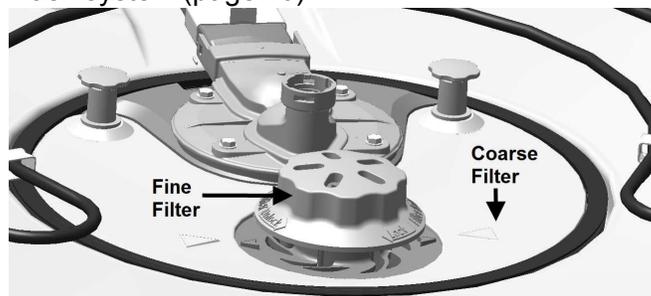
Improper installation may cause many issues including poor wash complaints.

- Is the dishwasher level, front to rear and side to side? Poor leveling can lead to starving the sump of water, poor soil removal, as well as many other non wash related issues.
- No air gap or removal of high drain loop will affect wash results.
- Drain hose kinked or drain installed over 72 inches in height, will affect wash performance.
- Kinked fill tubing / hose or water supply valve in the home, will affect proper water fill amount.

### Use and Care causes

Many wash complaints are caused by use and care issues discussed in the Owner's Manual Pub # 49-55082-1, 49-55082-2 & 49-55082-3.

- Proper loading and adjusting of racks as discussed in the Owner's Manual, check for items blocking spray arms from turning (pages 8&9) and spray pattern.
- Cleaning filters, allows peak water flow through the wash system (page 10).



- Rinse Aid helps prevent filming or cloudiness, verify use by checking the sight glass the dispenser
- Cycles and options may contribute to wash results (using a Light cycle when Heavy may be needed). wake the control by opening and closing the door to see what cycle the consumer is using, then discuss their load and soil level.
- GE recommends inlet water temperature of a minimum of 120°F.
- Model GDT550H has a wash zone setting, make sure control setting is set for both upper and lower zones, unless single wash zone is needed.
- Detergent (page 7), GE recommends using Cascade Complete All-in-1 Action Pacs.



GE Appliances  
General Electric Company  
Louisville, KY 40225

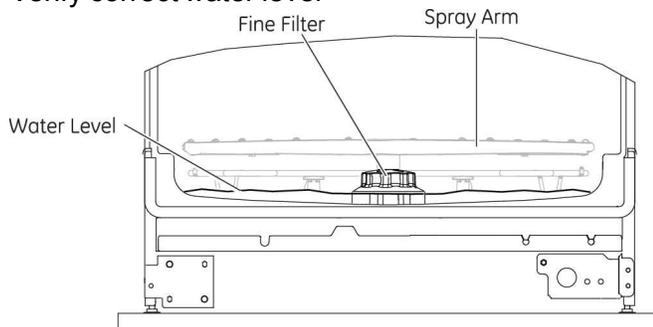
- Water Hardness is measured in grains per gallon, a softener is recommended if over about 13 grains per gallon. Contact your water company to get information about the hardness of the water in your area. Or Call GE 1-800-626-2002 and ask for part number WD01X10295.

Number of Grains/Gal.	Detergent Cups to Fill
Less than 4	Fill cup to 1/3 full
4 to 8	Fill cup to 2/3 full
8 to 12	Fill cup completely full
Greater than 12	Fill both main wash cup and pre wash cup

## Checking Operation

Look for active error codes (see mini-manual) for wash temp not met or thermistor errors. Verify Heater operation in service mode (see mini-manual).

- Verify correct water level



- Check detergent cup operation (use service mode)
- Run the dishwasher in either a cycle or service mode, listen carefully for subtle change in wash action noise to verify spray arms are alternating. The lower spray arm will start first and alternate to the mid and upper spray arms.

## Visual Checks

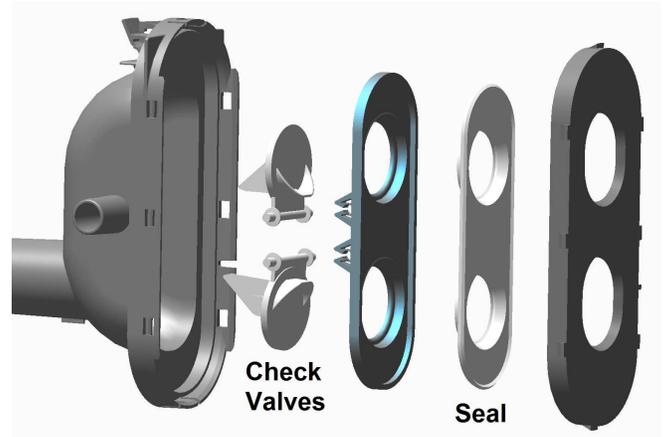
There are several visual checks that must be made to the wash system components, to prove leaks or restrictions are not the cause for poor wash pressure to spray arms and hinder alternating of spray arms.

### Spray Arms

- Check each spray arm for any type of binding, cracks or bad welds and restricted jets, clean or replace as needed.

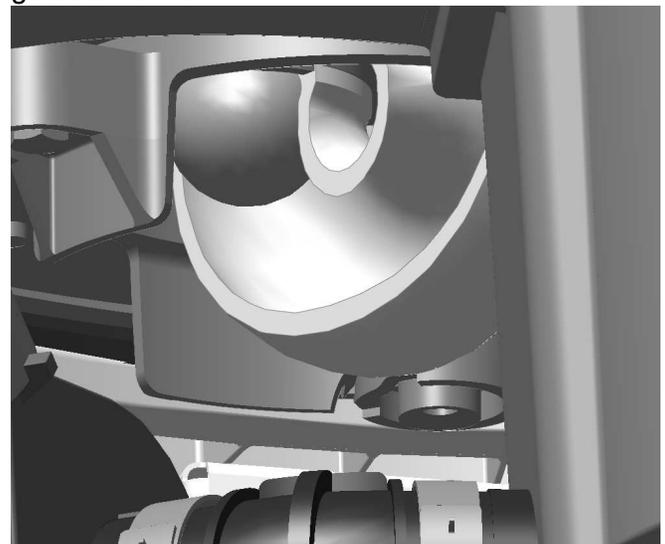
## Mid Conduit

- Check the mid spray arm conduit seal and check valves for cuts, tears or other damage (can be done with conduit still on upper rack and no conduit dis-assembly), replace as needed. The mid conduit comes as a complete assembly.



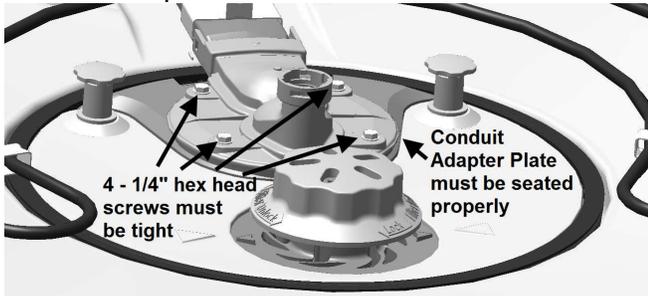
## Diverter

- If Spray arms are not alternating and all of the above are found to not be the issue, check the diverter check ball. A flashlight and inspection mirror may be used to view the diverter check ball. It may be stuck in the front or rear position. The ball should be at the bottom of the diverter during non operation. Shown in the below illustration, the diverter is sectioned with the ball in stuck in rear port. This would cause poor wash in the upper rack. The diverter is a translucent plastic, the check ball is orange in color and can be seen when an inspection mirror and flashlight are used. For full diverter operation explanation, please view service guide 31-9226.

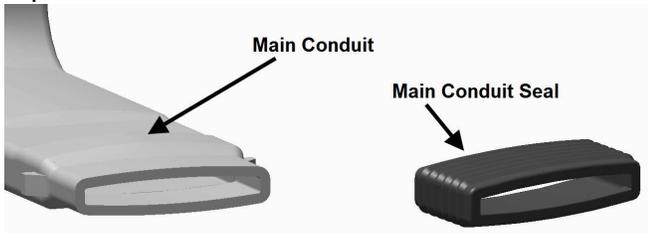


## Conduit Adapter Plate and Main Conduit

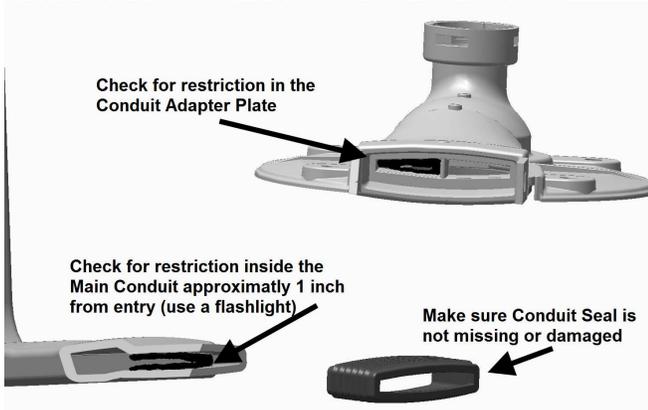
- Check the conduit adapter plate to verify it is seated properly and screws are tight or even missing screws. Re-install, tighten or replace needed components.



- Check the main conduit seal, damaged or missing, replace as needed.



- Check Adapter plate and main conduit for restrictions, Remove the adapter plate to check, use a flashlight to inspect the main conduit, it may be restricted about 1 inch inside the conduit.



## Poorly aligned Sump Module

- Check for a poorly aligned sump module, this can cause a leak in the conduit adapter plate to the main conduit. This miss-alignment can cause leaks, low pressure to the upper spray system and not alternate spray to the upper arms. Sump will have to be removed and re-installed. Follow procedure in mini-manual or service guide

