

TROUBLESHOOTING GUIDE

NOTES:

- For resistance checks, refer to "Dishwasher Strip Circuits" section.
- For checking operation with diagnostics, refer to "Service Diagnostics Cycle" section.
- For information on Normal cycle and options, see "Normal Cycle Operation" section.

POTENTIAL CAUSES CHECK

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Power to unit or bad connection. Loose connections in dishwasher power up circuit or between keypad(s) and control. Door switch not making contact: <ul style="list-style-type: none"> Faulty door latch assembly. Faulty door switch. Opened Bi-Metal attached to control. 	<ul style="list-style-type: none"> Unit is in Sales Demo mode. Press the following key sequence in less than 3 seconds to Turn Demo mode off (or on): High Temp⇒Heated Dry⇒Heated Dry⇒High Temp⇒Heated Dry⇒Heated Dry NOTE: Diagnostics will also clear Demo.
<ul style="list-style-type: none"> No power to unit or bad connection. Loose connections in dishwasher power up circuit or between keypad(s) and control. 	<ul style="list-style-type: none"> Check fuses, circuit breakers, and junction box connections. 1. Unplug dishwasher or disconnect power. 2. Check resistance of all connections in junction box and control.
<ul style="list-style-type: none"> Door switch not making contact: <ul style="list-style-type: none"> Faulty door latch assembly. Faulty door switch. 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. Measure resistance of door switch contacts while checking mechanical operation of latch assembly. Confirm switches not loose from assembly.
<ul style="list-style-type: none"> Opened Bi-Metal attached to control. 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. Measure resistance. If open, replace. If replaced more than once, replace harness as well. NOTE: Replace any component with evidence of overheating.
<ul style="list-style-type: none"> Multiple open or shorted circuits in keypad. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".
<ul style="list-style-type: none"> Faulty control. 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. Check/replace control.

PROBLEM: Won't Run and Blinking Slowly

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> By design, if the door is opened or power is interrupted during a cycle, the user must press the Start/Resume key to resume operation. The door must be latched for the Start/Resume key to work. NOTE: For models with all keys on top of the door, the Start/Resume key can be pressed with the door open but the door must be latched within 3 seconds. Door switch not making contact: <ul style="list-style-type: none"> Faulty or sloppy door latch assembly (which can be aggravated by high door closure force). Faulty door switch (high resistance). Faulty control does not detect door closed. Loose connections between door switches and pin 8 on control (pin 4 on plastic tub models only). 	<ul style="list-style-type: none"> Instruct customer, refer to Use & Care manual. 1. Unplug dishwasher or disconnect power. 2. Check resistance of door switch contacts while checking mechanical operation of latch assembly. Confirm switches not loose from assembly. Check strike plate and door closure. 3. Check/replace control.
<ul style="list-style-type: none"> Start/Resume key not responding. 	<ul style="list-style-type: none"> See "One or More Keys Won't Respond".

PROBLEM: Won't Run and LED Above Key(s) is Flashing Rapidly

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Short circuit(s) in keypad or control's input lines that read the keys. 	<ul style="list-style-type: none"> Don't replace both: See first section of control's input lines that read the keys.
<ul style="list-style-type: none"> Control is programmed to stop spinning and not allow any further cycles if it detects a water heating problem (no temperature increase detected in heated Main Wash on 3 consecutive cycles). Control blinks the Clean LED 7 times repeatedly and disables the Start/Resume key until cleared. 	<ul style="list-style-type: none"> Running Diagnostics clears the control and allows it to operate again. The water heating problem must be fixed or the control will stop running again. See potential causes below.
<ul style="list-style-type: none"> Heater circuit problem: <ul style="list-style-type: none"> Open in heater. Open connection or component in heater circuit. Faulty heater drive circuit on control. 	<ul style="list-style-type: none"> 1. Check operation of heater in Diagnostics cycle. 2. Unplug dishwasher or disconnect power. 3. Check resistance of heater and all components and connections in the water heating circuit or heat dry circuit.
<ul style="list-style-type: none"> Wash pump not pumping water past the heater efficiently. 	<ul style="list-style-type: none"> See "Wash Pump Will Not Pump".

PROBLEM: Stopped Running, Will Not Start and Clean LED Blinks 7 Times, then Repeats (Water Heating Fault)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Control is programmed to stop spinning and not allow any further cycles if it detects a water heating problem (no temperature increase detected in heated Main Wash on 3 consecutive cycles). Control blinks the Clean LED 7 times repeatedly and disables the Start/Resume key until cleared. 	<ul style="list-style-type: none"> Running Diagnostics clears the control and allows it to operate again. The water heating problem must be fixed or the control will stop running again. See potential causes below.
<ul style="list-style-type: none"> Heater circuit problem: <ul style="list-style-type: none"> Open in heater. Open connection or component in heater circuit. Faulty heater drive circuit on control. 	<ul style="list-style-type: none"> 1. Check operation of heater in Diagnostics cycle. 2. Unplug dishwasher or disconnect power. 3. Check resistance of heater and all components and connections in the water heating circuit or heat dry circuit.
<ul style="list-style-type: none"> Wash pump not pumping water past the heater efficiently. 	<ul style="list-style-type: none"> See "Wash Pump Will Not Pump".

PROBLEM: Control Lock Won't Accept Key Presses, Control Lock LED On

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Control Lockout feature accidentally turned on by customer. Intermittent open or short of Heated Dry key or circuit in keypad or keypad connection. 	<ul style="list-style-type: none"> Press and hold the Heated Dry key for 5 seconds to turn off (or on) the Control Lock feature. See "Checking Keypad Operation".
<ul style="list-style-type: none"> PROBLEM: One or More Keys Won't Respond 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

PROBLEM: Pump motor seized up (will not turn).

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Pump motor seized up (will not turn). 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. After accessing chopper system, verify rotation of impeller by rotating chopper blade. Rotation should require only moderate force. If rotation is difficult or not possible, replace pump and motor assembly.

PROBLEM: Door switch not making contact consistently.

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Faulty or sloppy door latch assembly (which can be aggravated by high door closure force keeping strike plate from fully seating). Faulty door switch (high resistance). 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. Measure resistance of door switch contacts while checking mechanical operation of latch assembly. Confirm switches not loose from assembly. Check strike plate and door closure.

PROBLEM: Door switch not making contact consistently.

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Faulty or sloppy door latch assembly (which can be aggravated by high door closure force). Faulty door switch (high resistance). Faulty control does not detect door closed. 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. Measure resistance of door switch contacts while checking mechanical operation of latch assembly. Confirm switches not loose from assembly. Check strike plate and door closure. 3. Check/replace control.

PROBLEM: Unusual LED or Display Readouts (Such as "--" on Display)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Open ID diodes and/or LED circuit(s) in keypad, or open circuits on the control to the keys and LEDs. Some models do not allow keypresses with door open. Door switch not making contact: <ul style="list-style-type: none"> Faulty or sloppy door latch assembly (which can be aggravated by high door closure force). Faulty door switch (high resistance). Faulty control does not detect door closed. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

PROBLEM: Unusual LED or Display Readouts (Such as "--" on Display)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Open ID diodes and/or LED circuit(s) in keypad, or open circuits on the control to the keys and LEDs. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

POTENTIAL CAUSES CHECK

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Unit is in Sales Demo mode. Press the following key sequence in less than 3 seconds to Turn Demo mode off (or on): High Temp⇒Heated Dry⇒Heated Dry⇒High Temp⇒Heated Dry⇒Heated Dry NOTE: Diagnostics will also clear Demo. 	<ul style="list-style-type: none"> Problem: Long Cycles and/or Stuck in Certain Part of Cycle As part of normal operation, the dishwasher pauses 2 or 3 times during the cycle for thermal holds and advances once temperature is met. Low inlet water temperature or hooked up to cold water line. Temperature sensor problem: <ul style="list-style-type: none"> Open connection or component in temperature sensor circuit. Open or faulty temperature sensor. A water heating problem could cause long cycles but will typically cause a water heating fault. OVI soil sensor picking high soil cycle too often.
<ul style="list-style-type: none"> Low water pressure or no water to dishwasher. Loose connection to dishwasher fill valve, or in the valve circuit, or in fill valve solenoid. Floater switch stuck in "overflow" position and/or dishwasher not level. Drain loop improper from tub and/or detached drain connection. 	<ul style="list-style-type: none"> Confirm temperature at sink (recommend 49°C/120°F). Instruct customer to run water at sink before running dishwasher. 1. Check operation of temperature sensor in Service Diagnostics cycle. 2. Unplug dishwasher or disconnect power. 3. Check all components and connections in the water heating temperature sensing circuit. See "Stopped Running, Will Not Start and Clean LED Blinks 7 Times, then Repeats (Water Heating Fault)". Run Service Diagnostics to check present operation of OVI soil sensor and force a calibration to occur during the next regular wash cycle. NOTE: If OVI soil sensor is replaced, run Diagnostics after installing new OVI to force calibration on next cycle.
<ul style="list-style-type: none"> Low water pressure or no water to dishwasher. Loose connection to dishwasher fill valve, or in the valve circuit, or in fill valve solenoid. Floater switch stuck in "overflow" position and/or dishwasher not level. Drain loop improper from tub and/or detached drain connection. 	<ul style="list-style-type: none"> Verify water is turned on and supply line adequate. Correct installation as necessary. 1. Unplug dishwasher or disconnect power. 2. Check resistances of fill valve solenoid and all connections in the fill circuit. Remove any items stuck under float. Verify that the float moves freely and hear "click" of the switch contacts. Check/adjust levelness of dishwasher. Check for water siphoning out of unit: <ol style="list-style-type: none"> Allow dishwasher to complete a normal fill cycle. Drain for 5-10 seconds by pressing Cancel/Drain. Open door and confirm water does not siphon out of unit. If it does, confirm drain loop is attached to side of dishwasher and drain hose is connected to a drain at least 50.8 cm (20 inches) off the floor. Disconnect water line to fill valve and inspect inlet for obstruction. Check operation of fill valve by control during Diagnostics.
<ul style="list-style-type: none"> Customer misunderstands proper water level. Flow meter faulty on equipped models. 	<ul style="list-style-type: none"> Customer instruct. Normal water level is just above filter screen. 1. Run Service Diagnostics. 2. Lock for Clean LED to turn on during fill cycle. 3. Cancel the cycle and drain the dishwasher. 4. Refer below. <ul style="list-style-type: none"> Clean LED did not turn on: <ul style="list-style-type: none"> Unplug dishwasher or disconnect power. Check all connections in the flow meter circuit. If all connections are good, replace the flow meter and repeat steps 1 and 2. Clean LED turned on: <ul style="list-style-type: none"> Start a normal cycle and time the first fill of the cycle. If time was 2:50 seconds or greater and: <ul style="list-style-type: none"> the water level is below the filter screen, check for restricted or no water supply. the water level is above the filter screen, then replace the flow meter. the water level is below the filter screen, then replace the flow meter. the water level is above the filter screen, then the dishwasher is operating correctly.

PROBLEM: Will Not Fill or Low Water

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Low water pressure or no water to dishwasher. Loose connection to dishwasher fill valve, or in the valve circuit, or in fill valve solenoid. Floater switch stuck in "overflow" position and/or dishwasher not level. Drain loop improper from tub and/or detached drain connection. 	<ul style="list-style-type: none"> Verify water is turned on and supply line adequate. Correct installation as necessary. 1. Unplug dishwasher or disconnect power. 2. Check resistances of fill valve solenoid and all connections in the fill circuit. Remove any items stuck under float. Verify that the float moves freely and hear "click" of the switch contacts. Check/adjust levelness of dishwasher. Check for water siphoning out of unit: <ol style="list-style-type: none"> Allow dishwasher to complete a normal fill cycle. Drain for 5-10 seconds by pressing Cancel/Drain. Open door and confirm water does not siphon out of unit. If it does, confirm drain loop is attached to side of dishwasher and drain hose is connected to a drain at least 50.8 cm (20 inches) off the floor. Disconnect water line to fill valve and inspect inlet for obstruction. Check operation of fill valve by control during Diagnostics.

PROBLEM: Will Not Fill or Low Water

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Low water pressure or no water to dishwasher. Loose connection to dishwasher fill valve, or in the valve circuit, or in fill valve solenoid. Floater switch stuck in "overflow" position and/or dishwasher not level. Drain loop improper from tub and/or detached drain connection. 	<ul style="list-style-type: none"> Verify water is turned on and supply line adequate. Correct installation as necessary. 1. Unplug dishwasher or disconnect power. 2. Check resistances of fill valve solenoid and all connections in the fill circuit. Remove any items stuck under float. Verify that the float moves freely and hear "click" of the switch contacts. Check/adjust levelness of dishwasher. Check for water siphoning out of unit: <ol style="list-style-type: none"> Allow dishwasher to complete a normal fill cycle. Drain for 5-10 seconds by pressing Cancel/Drain. Open door and confirm water does not siphon out of unit. If it does, confirm drain loop is attached to side of dishwasher and drain hose is connected to a drain at least 50.8 cm (20 inches) off the floor. Disconnect water line to fill valve and inspect inlet for obstruction. Check operation of fill valve by control during Diagnostics.

PROBLEM: Will Not Fill or Low Water

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Low water pressure or no water to dishwasher. Loose connection to dishwasher fill valve, or in the valve circuit, or in fill valve solenoid. Floater switch stuck in "overflow" position and/or dishwasher not level. Drain loop improper from tub and/or detached drain connection. 	<ul style="list-style-type: none"> Verify water is turned on and supply line adequate. Correct installation as necessary. 1. Unplug dishwasher or disconnect power. 2. Check resistances of fill valve solenoid and all connections in the fill circuit. Remove any items stuck under float. Verify that the float moves freely and hear "click" of the switch contacts. Check/adjust levelness of dishwasher. Check for water siphoning out of unit: <ol style="list-style-type: none"> Allow dishwasher to complete a normal fill cycle. Drain for 5-10 seconds by pressing Cancel/Drain. Open door and confirm water does not siphon out of unit. If it does, confirm drain loop is attached to side of dishwasher and drain hose is connected to a drain at least 50.8 cm (20 inches) off the floor. Disconnect water line to fill valve and inspect inlet for obstruction. Check operation of fill valve by control during Diagnostics.

PROBLEM: Will Not Fill or Low Water

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Low water pressure or no water to dishwasher. Loose connection to dishwasher fill valve, or in the valve circuit, or in fill valve solenoid. Floater switch stuck in "overflow" position and/or dishwasher not level. Drain loop improper from tub and/or detached drain connection. 	<ul style="list-style-type: none"> Verify water is turned on and supply line adequate. Correct installation as necessary. 1. Unplug dishwasher or disconnect power. 2. Check resistances of fill valve solenoid and all connections in the fill circuit. Remove any items stuck under float. Verify that the float moves freely and hear "click" of the switch contacts. Check/adjust levelness of dishwasher. Check for water siphoning out of unit: <ol style="list-style-type: none"> Allow dishwasher to complete a normal fill cycle. Drain for 5-10 seconds by pressing Cancel/Drain. Open door and confirm water does not siphon out of unit. If it does, confirm drain loop is attached to side of dishwasher and drain hose is connected to a drain at least 50.8 cm (20 inches) off the floor. Disconnect water line to fill valve and inspect inlet for obstruction. Check operation of fill valve by control during Diagnostics.

PROBLEM: Will Not Fill or Low Water

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Low water pressure or no water to dishwasher. Loose connection to dishwasher fill valve, or in the valve circuit, or in fill valve solenoid. Floater switch stuck in "overflow" position and/or dishwasher not level. Drain loop improper from tub and/or detached drain connection. 	<ul style="list-style-type: none"> Verify water is turned on and supply line adequate. Correct installation as necessary. 1. Unplug dishwasher or disconnect power. 2. Check resistances of fill valve solenoid and all connections in the fill circuit. Remove any items stuck under float. Verify that the float moves freely and hear "click" of the switch contacts. Check/adjust levelness of dishwasher. Check for water siphoning out of unit: <ol style="list-style-type: none"> Allow dishwasher to complete a normal fill cycle. Drain for 5-10 seconds by pressing Cancel/Drain. Open door and confirm water does not siphon out of unit. If it does, confirm drain loop is attached to side of dishwasher and drain hose is connected to a drain at least 50.8 cm (20 inches) off the floor. Disconnect water line to fill valve and inspect inlet for obstruction. Check operation of fill valve by control during Diagnostics.

PROBLEM: Will Not Fill or Low Water

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Low water pressure or no water to dishwasher. Loose connection to dishwasher fill valve, or in the valve circuit, or in fill valve solenoid. Floater switch stuck in "overflow" position and/or dishwasher not level. Drain loop improper from tub and/or detached drain connection. 	<ul style="list-style-type: none"> Verify water is turned on and supply line adequate. Correct installation as necessary. 1. Unplug dishwasher or disconnect power. 2. Check resistances of fill valve solenoid and all connections in the fill circuit. Remove any items stuck under float. Verify that the float moves freely and hear "click" of the switch contacts. Check/adjust levelness of dishwasher. Check for water siphoning out of unit: <ol style="list-style-type: none"> Allow dishwasher to complete a normal fill cycle. Drain for 5-10 seconds by pressing Cancel/Drain. Open door and confirm water does not siphon out of unit. If it does, confirm drain loop is attached to side of dishwasher and drain hose is connected to a drain at least 50.8 cm (20 inches) off the floor. Disconnect water line to fill valve and inspect inlet for obstruction. Check operation of fill valve by control during Diagnostics.

PROBLEM: Wash Pump Will Not Pump

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Pump motor seized up (will not turn). 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. After accessing chopper system, verify rotation of impeller by rotating chopper blade. Rotation should require only moderate force. If rotation is difficult or not possible, replace pump and motor assembly.

PROBLEM: Door switch not making contact consistently.

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Faulty or sloppy door latch assembly (which can be aggravated by high door closure force). Faulty door switch (high resistance). 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. Measure resistance of door switch contacts while checking mechanical operation of latch assembly. Confirm switches not loose from assembly. Check strike plate and door closure.

PROBLEM: Door switch not making contact consistently.

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Faulty or sloppy door latch assembly (which can be aggravated by high door closure force). Faulty door switch (high resistance). Faulty control does not detect door closed. 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. Measure resistance of door switch contacts while checking mechanical operation of latch assembly. Confirm switches not loose from assembly. Check strike plate and door closure.

PROBLEM: Unusual LED or Display Readouts (Such as "--" on Display)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Open ID diodes and/or LED circuit(s) in keypad, or open circuits on the control to the keys and LEDs. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

PROBLEM: Unusual LED or Display Readouts (Such as "--" on Display)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Open ID diodes and/or LED circuit(s) in keypad, or open circuits on the control to the keys and LEDs. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

PROBLEM: Unusual LED or Display Readouts (Such as "--" on Display)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Open ID diodes and/or LED circuit(s) in keypad, or open circuits on the control to the keys and LEDs. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

PROBLEM: Unusual LED or Display Readouts (Such as "--" on Display)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Open ID diodes and/or LED circuit(s) in keypad, or open circuits on the control to the keys and LEDs. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

PROBLEM: Unusual LED or Display Readouts (Such as "--" on Display)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Open ID diodes and/or LED circuit(s) in keypad, or open circuits on the control to the keys and LEDs. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

PROBLEM: Unusual LED or Display Readouts (Such as "--" on Display)

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Open ID diodes and/or LED circuit(s) in keypad, or open circuits on the control to the keys and LEDs. 	<ul style="list-style-type: none"> See "Checking Keypad Operation".

POTENTIAL CAUSES CHECK

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Drain loop check valve not sealing AND customer disposer/waste line partially or fully plugged. Faulty drain motor drive circuit on control. 	<ul style="list-style-type: none"> 1. Disconnect drain hose at plumbing connection. 2. Elevate 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). Check operation of drain motor during Diagnostics.
<ul style="list-style-type: none"> Problem: Detergent Not Dispensing Item in lower rack blocked lid or blocked spray of water to dispenser. Mechanical binding of dispenser lid. Lid latch binding due to excess detergent in mechanism. Open coil on dispenser solenoid or loose/open connection in dispenser circuit. Faulty dispenser drive circuit on control. 	<ul style="list-style-type: none"> Instruct customer on proper dish loading. 1. Unplug dishwasher or disconnect power. 2. Check/replace dispenser. Instruct customer on proper dispenser filling. 1. Unplug dishwasher or disconnect power. 2. Check/replace dispenser. 1. Unplug dishwasher or disconnect power. 2. Check resistance of dispenser coil and all connections in dispenser circuit. Check operation of dispenser during Diagnostics.
<ul style="list-style-type: none"> Problem: Poor Wash Sump check valve stuck open (leaky). Cycle selection of customer not appropriate for dish load. Chopper fractured. 	<ul style="list-style-type: none"> 1. Unplug dishwasher or disconnect power. 2. Access the chopper system and verify check valve opens and closes freely using a bent wire and flashlight. Instruct customer on cycle selection. Recommend "High Temp" option for wash performance boost. 1. Unplug dishwasher or disconnect power. 2. Access the chopper system and replace if broken.
<ul style="list-style-type: none"> Plugged or damaged screens. Spray arms not rotating. 	<ul style="list-style-type: none"> Inspect following 3 screens. Remove lower spray arm assembly and inspect accumulator cover screen. Access chopper system and check foreign object and chopper assembly screens. Clean/replace as needed. Check for free and proper arm rotation by operating dishwasher and opening door to see whether arms remain in the same position. If arms are blocked by dish items, instruct customer. May also have restricted movement due to misalignment of the upper spray arm water delivery system.
<ul style="list-style-type: none"> Mechanical items covered previously. OVI soil sensor picking low soil cycle too often. 	<ul style="list-style-type: none"> See "Wash Pump Will Not Pump", or "Will Not Drain or Excess Water Left in Unit", or "Detergent Not Dispensing", or details on temperature sensing in "Long Cycles and/or Stuck in Certain Part Of Cycle". Run Service Diagnostics to check operation of OVI soil sensor and force a calibration to occur during the next regular wash cycle. NOTE: If OVI soil sensor is replaced, run Diagnostics after installing new OVI to force calibration on next cycle.

PROBLEM: Film on Glasses and/or Dishes

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Hard water leaving film on dishes. Detergent carryover. 	<ul style="list-style-type: none"> Check water hardness. If hard, instruct customer to use maximum detergent or try pumping ¼ cup of Glass Magic into bottom of dishwasher. Also recommend the High Temp option. To clean the dishwasher, recommend running with 1 cup of white vinegar sitting upright in upper rack. Check water hardness. If below 10 grains, then instruct customer to use less detergent and recommend the High Temp option. Disconnect drain hose at plumbing connection. 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).

PROBLEM: Film on Glasses and/or Dishes

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Hard water leaving film on dishes. Detergent carryover. 	<ul style="list-style-type: none"> Check water hardness. If hard, instruct customer to use maximum detergent or try pumping ¼ cup of Glass Magic into bottom of dishwasher. Also recommend the High Temp option. To clean the dishwasher, recommend running with 1 cup of white vinegar sitting upright in upper rack. Check water hardness. If below 10 grains, then instruct customer to use less detergent and recommend the High Temp option. Disconnect drain hose at plumbing connection. 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).

PROBLEM: Film on Glasses and/or Dishes

POTENTIAL CAUSES	CHECK
<ul style="list-style-type: none"> Hard water leaving film on dishes. Detergent carryover. 	<ul style="list-style-type: none"> Check water hardness. If hard, instruct customer to use maximum detergent or try pumping ¼ cup of Glass Magic into bottom of dishwasher. Also recommend the High Temp option. To clean the dishwasher, recommend running with 1 cup of white vinegar sitting upright in upper rack. Check water hardness. If below 10 grains, then instruct customer to use less detergent and recommend the High Temp option. Disconnect drain hose at plumbing connection. 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).

PROBLEM: Film on Glasses and/or Dishes