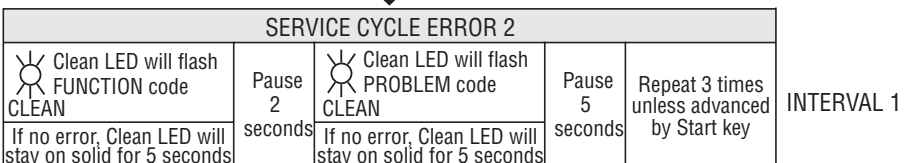
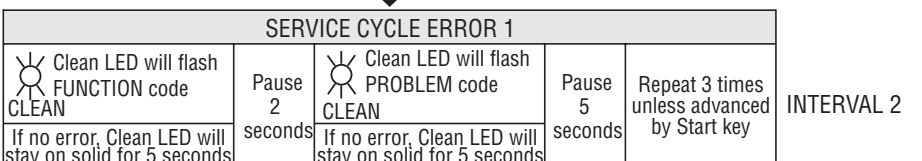
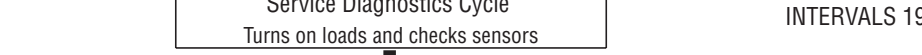
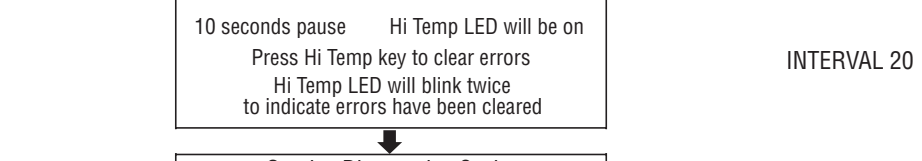
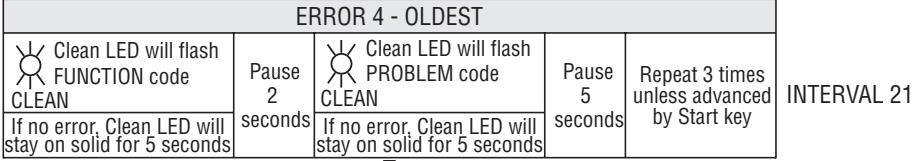
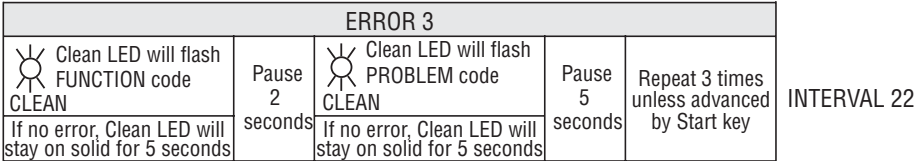
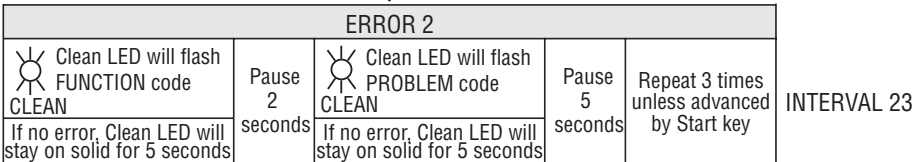
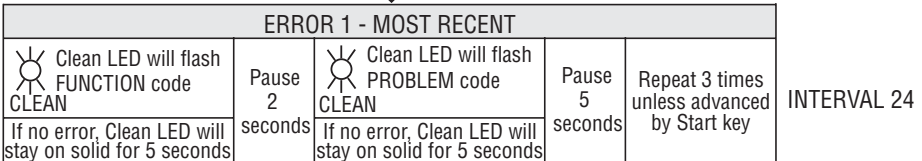


SERVICE DIAGNOSTICS WITH ERROR CODES

Entry sequence: Press and 3 keys in the sequence 1-2-3-1-2-3-1-2-3 with no more than 1 second between key presses.

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



TROUBLESHOOTING GUIDE

- 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.

CUSTOMER DESCRIPTION	POTENTIAL CAUSES	CHECK	RELAT-ED ERROR CODE(S)
Clean LED Flashes	Control programmed with self diagnostics.	Read error code from the dishwasher and refer to "Service Error Codes" table. Run service diagnostics test cycle to read full history of error codes.	
Won't Run or Power Up ("Dead" Keypad Console)	No power to unit or bad connection.	Check fuses, circuit breakers, and junction box	
No operation	Loose connections in dishwasher power up circuit or between keypad(s) and control.	1. Unplug dishwasher or disconnect power. 2. Check continuity of power connections to control and connections between keypad(s) and control.	
No keypad response	Model has an LCD display and the control has been exchanged for one that is not compatible with the LCD display module.	Verify correct control is installed. Control should have no 4-pin user interface connector present at P1B if it is configured for an LCD model. Replace control.	
No LEDs or display	Faulty user interface or control.	Replace UI/console and/or control.	
Won't Run and LED for Start/Resume Key is Blinking Slowly	By design, if the door is opened for more than 5 seconds or power is interrupted during a cycle, the user must press the Start/Resume key to resume operation.	Instruct customer. Refer to Use and Care Guide.	
Start/Resume key not responding.	Control detected door switch problem.	Refer to "Service Error Codes" table.	5-1
Won't Run and LED Above Key is Flashing Rapidly and Continuously.	Stuck key or short circuit(s) in keypad, or in the control's input lines that read the keys.	Refer to "Service Error Codes" table.	2-1
Won't Run and All LEDs On	Software or hardware incompatibility problem with control.	Refer to "Service Error Codes" table.	1-2
Won't Start and Start/Resume key LED Flashes 3 Times When Start/Resume Key is Pressed	Control looks for switch to open between cycles. Customer has not opened door since last cycle. Door switch contacts stuck closed.	Refer to "Service Error Codes" table.	5-2
Won't Accept Key Presses and Control Lock LED On	Control Lockout feature accidentally turned on by customer.	Instruct customer. Refer to Use and Care Guide (press and hold Control Lock key for 5 seconds to turn On/Off).	
One or More Keys Won't Respond Or Unusual LED Display/Key Behavior	Stuck key or short circuit(s) in keypad key or in control's input lines that read the keys.	Refer to "Service Error Codes" table.	2-1
	Capacitive touch keypad adhesive coming loose from console.	1. Unplug dishwasher or disconnect power. 2. Inspect keypad board for separation from console. Replace keypad and console if separation is seen.	
	Loose connections between keypad and control and/or bent or contaminated connector pins.	1. Unplug dishwasher or disconnect power. 2. Inspect connections in user interface circuits. Reconnect loose connections. Replace part(s) if pins are damaged or contaminated.	
	Excessive condensation on user interface parts due to vent and/or fan problem	Check error history for 10-2 vent error or 10-3 fan error. Refer to "Service Error Codes" table.	10-2, 10-3
	Defective user interface.	1. Unplug dishwasher or disconnect power. 2. Replace user interface console assembly.	
Dishwasher Beeps Constantly (for Models with Beeipers)	User opened door during cycle and closed door without pressing Start/Resume to resume cycle.	Instruct customer. Dishwasher control is designed to beep if dishwasher is in "Cycle Interrupt" mode with door latched. Control will stop beeping when door is opened and/or Start/Resume key is pressed to resume cycle.	
	Normal beeper operation is excessive to customer.	Instruct customer how to turn beeper off and on. Press and hold Hi Temp key for 3 seconds (tone sounds).	
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.	Instruct customer. Explain thermal holds and how the cycle pauses when they occur.	
	OWI soil sensor picking high soil cycle too often.	1. Run Service Diagnostics cycle to check if OWI is showing high soil with clear water. 2. Check lens surface. Clean if needed. 3. Unplug dishwasher or disconnect power. 4. Replace OWI and run Diagnostics after installing new OWI to force calibration on next wash cycle.	
	Diverter problem prevented water from heating (plastic tub models only).	Refer to "Service Error Codes" table.	9-1, 9-2
	A water heating problem could cause long cycles but will typically cause a "water heating fault."	Refer to "Service Error Codes" table.	7-1
	Heater takes a long time to heat water with low voltage.	Check for at least 100 VAC at power source.	
	Incoming water too cold.	Refer to "Service Error Codes" table.	6-6
	Suds or air in pump requires repeated wash periods.	Refer to "Service Error Codes" table.	6-3
	Motor problems force cycle to start and stop repeatedly.	Refer to "Service Error Codes" table.	
	OWI or NTC sensor problem.	Refer to "Service Error Codes" table.	3-1, 3-3

CUSTOMER DESCRIPTION	POTENTIAL CAUSES	CHECK	RELAT-ED 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.	
Can Start a Cycle, but Only Runs for a Short Time - Cycle Does Not Complete (Clean LED or Completed May Blink)	Open F8 (Wash motor) fuse or F9 (Triac load fuse) on control disabled loads.	Refer to Fuse Service and Resistance Checks on Page 1 (next to Meter Check Diagram).	4-3
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.	Control canceled cycle due to error detected with wash motor.	Refer to "Service Error Codes" table.	
	Drain loop check valve not sealing.	Refer to "Service Error Codes" table.	
	Unit in Sales Demo mode.	Run Service Diagnostics cycle to clear Demo mode.	
	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. Sump 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 line 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," 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 8-3.	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 pouring 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.		6-8
	For models with water softener: Regen valve electrical problem. Refer to "Service Error Codes" table.		
	Detergent carryover 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).	
	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
	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 speeds causes brief opening of door switch contacts during final rinse.	Refer to "Service Error Codes" table.	6-3
Melted Dishware and/or Spray Arm 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.	
	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

CUSTOMER DESCRIPTION	POTENTIAL CAUSES	CHECK	RELAT-ED ERROR CODE(S)
Noisy Operation (cont.)	Fan runs (makes noise) after cycle completed (on models with fan).	Dishwasher is designed to keep fan running after cycle to avoid moisture buildup in dishwasher. Fan will turn off if door is opened longer than 5 seconds. Instruct customer.	
	Excessive fan noise due to faulty fan.	1. Check fan operation during Service Diagnostics test cycle. 2. Unplug dishwasher or disconnect power. 3. Replace fan if fan does not spin freely.	
Leaks or Drips on Cabinet or Floor	Vent wax motor problem.	Refer to "Service Error Codes" table.	10-2
	Fan problem (on models with fan).	Refer to "Service Error Codes" table.	10-3
	Too many suds.	Refer to "Service Error Codes" table.	6-3, 6-4
	Leaking dishwasher	Check door/tub gasket and all water connections under dishwasher. Refer to "Service Error Codes" table.	6-1, 6-3
	Unit not level (leaning forward) and water surges over front lip during cycle.	Check error history for Float Error 6-4. Error 6-4 is likely to occur if unit is significantly out of level and leaning forward. Refer to "Service Error Codes" table.	6-4
	Air pressure surge when door is opened and immediately closed while dishwasher is hot can force droplets out of the vent duct.	Instruct customer to leave door open a few minutes before re-closing, if opened while dishwasher is hot.	

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
1-CONTROL	1-Pilot Stuck On	Control detected K2 pilot relay stuck closed.	1. Unplug dishwasher or disconnect power. 2. Check all loads on k2 pilot relay for shorts. 3. Replace control and all shorted components.
	2-Control Software Issue	Damaged or corrupted memory on control board. Incompatible software components inside micro.	1. Unplug dishwasher or disconnect power. 2. Replace control board.
		Control detected stuck key(s) in keypad or keypad connection.	Check responsiveness of each key. 1. If some keys do not respond, then: ■ Unplug dishwasher or disconnect power. ■ Disassemble door and disconnect keypad connection from control or LCD display module. ■ Verify all other connections to control are made. ■ Reassemble door but do not close door. ■ Plug in dishwasher or reconnect power. ■ Wait at least 7 seconds for control to power up completely. ■ Close dishwasher door and monitor control response: A. If control is OK (no longer sees stuck keys with keypad unplugged), it will respond by turning on the drain motor for 2 minutes. Replace keypad and console. B. If control is not OK (still sees stuck keys with keypad unplugged), it will not turn on drain motor. Wait for at least 10 seconds. If still no drain response, then replace control or LCD display module (whichever one the keypad was connected to). 2. If all keys appear OK or intermittent, and keypad is capacitive touch type, then: ■ Verify tub brackets are screwed to underside of countertop and not hanging over keys (if screw head too close, relocate screw to alternate hole). ■ Check for evidence of moisture or debris on the surface of the keys. If evident, clean and instruct customer about keeping surfaces clean. Check error history for Vent Error 10-2 and/or Fan Error 10-3 as potential cause of condensation on user interface.
2-USER INTERFACE	1-Stuck Key		
	1-Open	■ Open connector or component in Temperature Sensing Circuit. ■ Open or faulty temperature sensor. ■ Faulty temperature sensor input on control.	1. Check operation of temperature sensor in Service Diagnostic Cycle. 2. Unplug dishwasher or disconnect power. 3. Check all components and connections in the Temperature Sensing Circuit with meter. Fix/replace open connection/part.
	2-Shorted	■ Incoming water temperature above 75°C (167°F). ■ Shorted connection or component in Temperature Sensing Circuit. ■ Shorted or faulty temperature sensor. ■ Faulty temperature sensor input on control.	1. Check Incoming water temperature. 2. Check operation of temperature sensor in Service Diagnostic Cycle. 3. Unplug dishwasher or disconnect power. 4. Check all components and connections in the Temperature Sensing Circuit with meter. Fix/replace shorted wires/part. (See OWI Sensor strip circuit).
3-THERMISTOR/OWI	3-Failed Calibration	OWI failure.	1. Run Service Diagnostics to check OWI operation. OWI should see low soil with clear water. 2. Check OWI lens surface. Clean if needed. 3. Unplug dishwasher or disconnect power. 4. Check all connections in Soil Sensing Circuit with meter. Fix/replace bad connection/part. NOTE: Run Diagnostics after replacing new OWI to force calibration on next wash cycle.
	1-Open	■ Open connector or component in Temperature Sensing Circuit. ■ Open or faulty temperature sensor. ■ Faulty temperature sensor input on control.	1. Check operation of temperature sensor in Service Diagnostic Cycle. 2. Unplug dishwasher or disconnect power. 3. Check all components and connections in the Temperature Sensing Circuit with meter. Fix/replace open connection/part.
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	2-Shorted	■ Incoming water temperature above 75°C (167°F). ■ Shorted connection or component in Temperature Sensing Circuit. ■ Shorted or faulty temperature sensor. ■ Faulty temperature sensor input on control.	1. Check Incoming water temperature. 2. Check operation of temperature sensor in Service Diagnostic Cycle. 3. Unplug dishwasher or disconnect power. 4. Check all components and connections in the Temperature Sensing Circuit with meter. Fix/replace shorted wires/part. (See OWI Sensor strip circuit).
	3-Failed Calibration	OWI failure.	1. Run Service Diagnostics to check OWI operation. OWI should see low soil with clear water. 2. Check OWI lens surface. Clean if needed. 3. Unplug dishwasher or disconnect power. 4. Check all connections in Soil Sensing Circuit with meter. Fix/replace bad connection/part. NOTE: Run Diagnostics after replacing new OWI to force calibration on next wash cycle.
	1-Open	■ Open connector or component in Temperature Sensing Circuit. ■ Open or faulty temperature sensor. ■ Faulty temperature sensor input on control.	1. Check operation of temperature sensor in Service Diagnostic Cycle. 2. Unplug dishwasher or disconnect power. 3. Check all components and connections in the Temperature Sensing Circuit with meter. Fix/replace open connection/part.
	2-Shorted	■ Incoming water temperature above 75°C (167°F). ■ Shorted connection or component in Temperature Sensing Circuit. ■ Shorted or faulty temperature sensor. ■ Faulty temperature sensor input on control.	1. Check Incoming water temperature. 2. Check operation of temperature sensor in Service Diagnostic Cycle. 3. Unplug dishwasher or disconnect power. 4. Check all components and connections in the Temperature Sensing Circuit with meter. Fix/replace shorted wires/part. (See OWI Sensor strip circuit).
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