

symptom	possible reason	analysis	operation	remedy
E1 longer inlet time	check the AQUA STOP hose	defective AQUA STOP hose might cut off the water inlet route	for mechanical AQUA STOP hose, check whether the mechanical device is lock or not	replace the hose
			for electronic AQUA STOP hose, check whether the valve circuit is ok or not	reconnect or replace the hose
	check the water supply	the tap isn't open	check whether the tap open or not	give advice
		lower hydraulic pressure	make sure the hydraulic pressure in the range from 0.04 to 1.0 Mpa	give advice
	check the inlet	inlet hose is blocked or kinked	unblock or unkink	unblock or unkink
	check the inlet valve	loosing connection or defective inlet valve might cause the E1 alarm	check the circuit of inlet valve	reconnect or replace the valve
	check the flowmeter	for models with flowmeter, defective flowmeter might cause the E1 alarm	check the circuit of flowmeter	reconnect or replace flowmeter
	check the pressure switch (83/63)	for models controlling water filling by pressure switch, defective pressure switch might cause the E1 alarm	check the circuit of pressure switch	reconnect or replace the pressure switch
	check the drain	wrong installation of drain hose might cause water siphon out	make sure it is installed properly.(refer to instruction manual)	reinstall drain hose
	check the pressure switch (140/120)	defective pressure switch might cause the drain pump always run	listen the sound to check whether the drain pump is run or not	replace the pressure switch (140/120)
	check the PCB	defective PCB might cause the E1 alarm	When you have eliminated other possible causes, maybe there is something wrong with PCB	reconnect or replace PCB

E3 heating fault	check filter	severely jammed filter might cause E3 alarm, so give advice to end customer on clean regularly the interior of dishwasher.	Advice: Even though a dishwasher is constantly being pounded with water and soap, it needs an occasional cleaning. Food particles, hard water deposits, mildew, mold and bacteria can and do build up along the surfaces and in the crevices of a dishwasher. Cleaning a dishwasher regularly will keep it functioning properly, keep your family healthy and safe, and keep your dishes coming out sparkling	clean the filter and give advice
	check the hydraulic pressure	low hydraulic pressure might cause the less filling water	make sure the hydraulic pressure in the range from 0.04 to 1.0 Mpa.	give advice
	check the drain hose	wrong installation of drain hose might cause water siphon out	make sure it is installed properly.(refer to instruction manual)	reinstall drain hose
	check washing pump	washing pump doesn't running might cause E3 alarm	listen to the sound of appliance to see whether washing pump run or not. Defective motor might cause the washing	replace the washing pump
			measure the capacitance of starting capacitor. Capacitor attenuation could cause the motor can't start	replace the capacitor
	check heater and NTC	malfunction of heater or NTC might cause E3 alarm	measure temperature of water in tub continuously when test program is running to see whether temperature increasing (approximate 2 °C/min) is normal and the appliance pause when the water temperature reach 60 degree or not.	replace the defective component
	check anti-drying pressure switch	abnormal anti-drying pressure switch might cause E3 alarm	if haven't find the problem after checking the components mentioned above, it is most possible reason that anti-drying pressure switch is abnormal.	replace the anti-drying pressure switch
	check PCB	defective PCB also might cause E3 alarm, but its probability is small.	So, When you have eliminated other possible causes, you can try to change PCB to see if the problem be solved.	reconnect or replace PCB
	check the use of detergent	too much detergent used during the wash cycle could cause the water foams up and overflow on the bottom	give advice to end customer advice on use the amount of detergent used during the wash cycle according to instruction manual	give advice

E4 overflow	check whether the appliance is level	If appliance is not level, it might cause the E4 alarm	make sure the appliance is level	level appliance
	check the drain pump	defective drain pump might cause the E4 alarm	the first step of all the washing program is drain, which could be used to test whether drain pump work normally or not	replace the drain pump
	check the amount of filling water	too much filling water could make a overflow	for models controlling water filling by pressure switch(83/63), run test program and check whether the amount of filling water is normal or not.	replace the pressure switch(83/63)
			for models controlling water filling by flowmeter, run test program and check whether the amount of filling water is	replace the flowmeter
	check the float microswitch	sticking float microswitch could cause the E4 alarm	disassemble the bottom tray and check whether the float microswitch moves freely up and down	repair or replace the float microswitch
	find where leakage is	if there is a real leakage, finding where leakage is and solving the problem would be	to find and solve problem, do as suggestion mentioned in service manual	repair or replace the defective component
E6 & E7 open-circuit & short-circuit	check the NTC	if the appliance detect the malfunction of NTC thermistor, E6 or E7 would be set off	check the NTC circuit and measure the resistance of NTC thermistor	reconnect or replace the NTC thermistor
	check the PCB	if the NTC thermistor is ok, but the alarm still be set off, the PCB might have defect	change the PCB to see if the appliance is run normally	reconnect or replace PCB
	check the loading	improper loading could block the spray arm, so give advice to end customer on how to load dishes and silverware properly.	following the advice on how to load mentioned in instruction manual, which is the necessary condition of getting good washing performance	give advice
	check filter	severely jammed filter might cause E3 alarm, so give advice to end customer on clean regularly the interior of dishwasher.	Advice: Even though a dishwasher is constantly being pounded with water and soap, it needs an occasional cleaning. Food particles, hard water deposits, mildew, mold and bacteria can and do build up along the surfaces and in the crevices of a dishwasher. Cleaning a dishwasher regularly will keep it functioning properly, keep your family healthy and safe, and keep your dishes coming out sparkling	clean the filter and give advice
	check the using program	improper program might cause poor performance		

poor washing performance	check the use of detergent and rinse	improper amount of detergent and rinse aid and poor quality detergent and rinse aid might cause poor performance	refer to instruction manual	give advice
	check the setting of salt consumption	improper salt consumption might cause the poor performance	Observe whether there are water spots or white film on washed dishes and glass which caused by hard water mineral. If water is too hard, there is a need to adjust salt consumption to adopt to the situation.(refer to instruction	adjust salt consumption
	check dispenser	malfunction of dispenser might cause the poor performance	Run the test program to see whether dispenser open normally.	replace the dispenser
	check the water level	less water might cause the poor performance	make sure the appliance is level	level appliance
			wrong installation of drain hose might cause water siphon out, so make sure it is installed properly.(refer to instruction	reinstall drain hose
			low hydraulic pressure might cause the less filling water, so make sure the hydraulic pressure in the range from 0.04 to	give advice
			for models controlling water filling by flowmeter, defective flowmeter might cause less filling water. When you have eliminated other causes of less water, you could roughly judge the flowmeter is something wrong.	replace flowmeter
			for models controlling water filling by pressure switch(83/63), defective pressure switch might cause less filling water. When you have eliminated other causes of less water, you could roughly judge the pressure switch is something wrong.	replace pressure switch
			defective PCB also might cause less filling water, but its probability is small. So, the last choice is replace PCB.	replace PCB
	check heater and NTC	malfunction of heater or NTC might cause E3 alarm	measure temperature of water in tub continuously when test program is running to see whether temperature increasing (approximate 2 °C/min) is normal and the appliance pause when the water temperature reach 60 degree or not.	replace the defective component
	check washing pump	washing pump not running	listen to the sound of appliance to see whether washing pump run or not	replace the washing pump

poor drying performance	check loading	improper loading might cause water remains on the dishes. Make sure tilt the dishes and load the glass bottom-side-up.	following the advice on how to load mentioned in instruction manual, which is the necessary condition of getting good drying performance	give advice
	check the using program	improper program might cause poor performance	refer to instruction manual	give advice
	check rinse aid dispenser	Rinse aid is formulated to ensure that food and chemical residues are not redeposited on your dishes during the final rinse cycle and dishwasher get expected drying performance. Malfunction of dispenser might cause the rinse	make sure the rinse aid container is not empty and rinse aid is normally release in the cycle.	fill rinse aid or replace dispenser
	-	get better drying performance	The air drying process can be speeded up if you open the dishwasher just after it is finished and the dishes are still hot. This will allow the moist air to leave the dishwasher as the dishes cool and dry.	give advice
noise	check whether the noise is normal	some audible sound are normal	-	give advice
	check the loading	dishes are not secure in the rack or something small has dropped	ensure everything is secured in the dishwasher	reload and give advice
	check the washing pump	malfunction of washing pump might make a abnormal noise	check the washing motor whether run normally	replace washing pump
	check the drain pump	blocked or defective drain pump might make a abnormal noise	check the drain motor whether run correctly	replace drain pump