

Commonly Used Tools

For the sake of safe and efficient manipulation, you should prepare and learn to use the following tools prior to servicing the dishwasher:

Plus screwdriver,
 Minus screwdriver,
 H screwdriver,
 Torque spanner,
 OTK caliper and universal meter.

Attention: never measure the resistance of live cord. Otherwise, your measuring device may be damaged.

The trouble shooting

SYMPTOM	CHECK FOR THE FOLLOWING	REEDY
E1	The water supply is turned off	Turn the water supply on
	The pipe was snapped	Put the pipe in the right way
	Low water pressure	Minimum water pressure of 0.04Mpa
	Defective water fill valve	Replace the water fill valve
	Obstructed water fill valve or hose	Disassemble and clean the water fill valve and hose
	Damaged or defective wiring	Repair the wiring
	Defective micro-switch	Replace the micro-switch
	Defective or too dirty the inner of the bobber base	Replace or clear the bobber base
	Heavy water usage elsewhere in home.	Use dishwasher when water usage is at a minimum.
	Defective the electric control	Replace the electric control
E2	Damaged or defective drain pump	Replace the drain pump
	Drain hose was obstructed or snapped	Put the hose in the right way
	Defective micro-switch	Replace the micro-switch
	Too dirty the inner of the bobber base	Replace or clear the bobber base
	Damaged or defective wiring	Repair the wiring
	Defective the electric control	Replace the electric control
E3	The voltage too low	Minimum voltage of 198V
	Damaged the thermostat 2 or the fuse for the heating element	Replace the thermostat 2 or the fuse
	Damaged or defective wiring	Repair the wiring
	Damaged thermostat 1	Replace the thermostat 1

	Damaged the heating element	Replace the heating element
	Defective the electric controller	Replace the electric controller
E4	Defective micro-switch	Replace the micro-switch
	Damaged or defective wiring	Repair the wiring
	Defective the electric control	Replace the electric control
E5	Damaged water valve	Replace the valve
	Defective micro-switch	Replace the micro-switch
	Defective or too dirty the inner of the bobber base	Replace or clear the bobber base
	Damaged or defective wiring	Repair the wiring
	Defective the electric control	Replace the electric control
Salt leakage (for equipped with softener)	The cover of the softener be loosed	Tighten the cover
	The o-ring of the cover be inversed	Replace the cover
Not operate after push start key	Door was not closed	Close door
	Damaged or defective door switch	Replace door switch
	Damaged or defective door lock	Replace door lock
	Damaged or defective wiring	Repair wiring
	Defective electric control	Replace electric control
	The control interference to panel	Repair the panel or control
Fill water not stop even no power	Defective water fill valve	Replace water fill valve
	Debris buildup under diaphragm in the water fill valve.	Clean out debris or replace water fill valve.
Fill water not stop, but stop if no power	Defective electric control	Replace electric control
Too less fill water	Low water pressure	Minimum water pressure of 0.03Mpa
	The pipe was snapped	Put the pipe in the right way
	The sump or the filter was obstructed	Clear the sump and filter,
	Defective micro-switch	Replace micro-switch
	Dishwasher not level	Level the dishwasher
Dishwasher runs with door open	Damaged or defective door switch	Replace door switch
	Damaged or defective door lock	Replace door lock
	Damaged or defective wiring	Repair wiring

	Defective electric control	Replace electric control
Motor hums but not start or run.	Defective motor bearings	Replace motor.
	Defective motor capacitor.	Replace motor capacitor.
	Damaged or defective wiring	Repair wiring
	Improper motor voltage.	Replace motor.
	Improper motor voltage.	Replace motor.
Motor trips out on internal thermal overload protector	Motor shaft binding.	Replace motor.
	Defective motor capacitor.	Replace motor capacitor.
	Motor windings shorted.	Replace motor.
	Defective electric control	Replace electric control
washing but not stop	Defective electric control	Replace electric control
The fuse for the heating element break	Water siphons out	See water siphons out
	The sump or the filter was obstructed	Clear the sump and filter
	Soap suds leak from dishwasher	Refer to owners manual
	Too less fill water	See too les fill water
	Defective thermostat	Replace thermostat
	Damaged or defective wiring	Repair wiring
	Defective micro-switch	Replace the micro-switch
	Defective or too dirty the inner of the bobber base	Replace or clear the bobber base
Defective electric control	Replace electric control	
Water siphons out	Drain hose loop too low.	Move drain hose to proper height.
	Drain hose connected to a floor drain not properly vented.	Install a vent air gap at counter top.
Etching on glassware	Soft water condition (Natural or artificial).	Have a sample of water analyzed by the local water department.
Spotting or filming on glasses(reposition of food soil)	Detergent allowed to stand too long in the dispenser or excessive amounts of detergent are being used	Instruct the customer on proper use of dishwasher detergent. Refer to the owner's manual
	Improper loading of dishes, pots, pans, and nesting of silverware	
	Improper installation of the dishwasher to a food waste disposal	Install properly. Refer to installation manual
Noisy pump assembly	Debris in bottom of tub sump area	Clean out the sump area
	Pump parts were not properly installed	Inspect the pump and correct and installation errors

	Impellers are not properly shimmed or are rubbing	Use the shim guage furnished in the impeller seal kit. When the seal is properly shimmed the impellers will be in the correct operating position
Poor clearing	The sump or the filter was obstructed	Clear the sump and filter
	The filter is not in position	Put filter and micro filter in position
	The filter was distorted	Repair or replace filter
	Dishes or knife/fork or something else stifled spray arm	Rotating the spray arm before start
	Improper loading of dishes, pots etc.	Instruct the customer on proper loading of the dishes, refer to the owners manual
	Too less of the detergent	
	The wrong wash program be chosen	
	Defective detergent/rinse module	Replace the detergent/rinse
	Defective spray arm	Clear or replace the spray arm
	Too few of the inlet water	Check as the ERROR 2
	Defective pump	Replace the pump
No salt in the softener	Add salt to the softener	
Poor drying	Improper loading of dishes, pots etc.	Instruct the customer on proper loading of the dishes, refer to the owners manual
	The wrong wash program be chosen	
	Defective detergent/rinse module	Replace the detergent/rinse
	The temperature too low during rinse wash	Replace the NTC thermistor Replace the electric control