

## DISHWASHER DISPENSER – TROUBLESHOOT QUESTIONS

### Chemicals are not sucking up or going into the dishwasher?

- Are the chemical levels in the drums very low or empty? If so replace with a full drum.
- Is the detergent or rinse line/tube right at the bottom of the drum? If not ensure it is adjusted or that the product tube extends out of the bottom of the spear.
- Is there chemical in the line?
- Is the dispenser's power switch turned on? If not you will see a switch underneath the dispenser to double check and switch it on.

### I'm getting bad wash or rinse results.

- Are the chemical levels in the drums very low or empty? If so replace with a full drum.
- Is the detergent or rinse line/tube right at the bottom of the drum? If not ensure it is adjusted or that the product tube extends out of the bottom of the spear.
- Is there chemical in the line?
- Is the wash and or rinse jets in the machine blocked? If so, water/chemical flow through the jets will be reduced. This means dirty cutlery/plates will not be cleaned as effectively. Clean the jets out to allow sufficient water to flow through.
- Is the dispenser's power switch turned on? If not you will see a switch underneath the dispenser to double check and switch it on.
- Are the correct racking procedures being used? If the cups, plate's cutlery etc. are incorrectly stacked or over loaded in the wash tray, this will make it hard for all the dishes to be washed effectively.

### I'm using too much dishwashing liquid or getting excess suds.

- Have you been busier? (More washes equal more chemical usage).
- Are the correct racking procedures being used? Are the trays being filled up full of cups, plates cutlery etc. before washing? It's very important to do this otherwise you aren't being cost efficient.
- Have you drained and refilled with fresh water after every service (i.e. breakfast, lunch)? Dirty water equals bad wash results and excess suds.
- Ensure all scraps are rinsed off prior to being washed as it can/will create excess suds.

### I'm using too much rinse aid.

- Is the machine on the wash or rinse cycle? It must always be on the wash cycle otherwise it will over dose rinse aid.
- Is the machine going through a full wash cycle or is it getting stuck on the rinse cycle continuously pumping in rinse aid? If it is stuck on the rinse cycle, this is due to an electrical problem with the dishwasher as it is sending incorrect signals and needs to be looked at by a dishwasher service technician.
- It should only take 2 intervals at initially filling the machine. If it is taking longer than this, you will need to have it looked at by a dishwasher service technician.

**Best results are obtained if the following procedures are implemented:**

- 1) Dishes are washed immediately after use.
- 2) Scrape dishes before washing.
- 3) Plates and cutlery are properly stacked.
- 4) Drain dishwasher and refill with fresh water after every service.
- 5) Wash water temperature is maintained at 60°C - 65°C.
- 6) Rinse water temperature is maintained at 80°C - 85°C.
- 7) Clean and unblock rinse and wash jets frequently.

