Problem Solving Guide / Glass & Dish Washers

Pentland wholesale limited

Will not switch on

- Check Mcb / fuses in mains fuse board/ distribution board
- Test socket, plug another electrical item into the socket
- If socket is ok, try replacing the plug's fuse
- Check door is closed and door switch appears ok

Will not fill Up

- Test socket, check water supply is switched on
- Check door is closed, drain plug and filter in correct position
- Switch off and manually fill the wash tank, test as this may provide temp use

Will not heat up

- Leave for half an hour after it has filled up to fully heat (wash=55ºC, rinse=85ºC)
- Drain machine, ensure no water is holding in the base, and refill
- Is machine full of water? Check water is on, and cabinet level

Will not drain

- Check drain filter for blockage, carefully clean (beware of broken glass)
- If unit is a drain pump version, press drain button (with power on and off)
- Check drains for blockage, clear with a plunger / call a plumber

Leaking water

- Check filters, wash and rinse jets are clear and wash arms spin freely (clean)
- Check water connection & valves for loose fittings
- Check detergent and rinseaid tubes are in the correct chemicals (frothing)
- Leave for half an hour to fully heat (low temps cause frothing)

Will not take in chemicals

- Check you have sufficient water pressure
- Check the detergent and rinse-aid bottles are more than a quarter full
- Check the detergent and rinse-aid tubes are inserted into the correct bottles
- Check the detergent and rinse-aid pipes are not trapped or kinked

Not cleaning properly

- Check filters, wash and rinse jets are clear and wash arms spin freely (clean)
- Check the detergent and rinse-aid tubes are inserted into the correct bottles
- Check quality of detergent, use correct type for cabinet use and intakes are set correctly

Note! If a report of a unit is giving electric shocks, the equipment is unsafe and should be disconnected and not used until a technician has repaired the fault.