

TROUBLESHOOTING

If the appliance does not start or it stops during operation. Before you contact an Authorised Service Centre, check if you can solve the problem by yourself with the help of the information in the table.



WARNING!

Repairs not properly done may result in serious risk to the safety of the user. Any repairs must be performed by qualified personnel.

With some problems, the display shows an alarm code.

The majority of problems that can occur can be solved without the need to contact an Authorised Service Centre.

Problem and alarm code	Possible cause and solution
You cannot activate the appliance.	<ul style="list-style-type: none">• Make sure that the mains plug is connected to the mains socket.• Make sure that there is no damaged fuse in the fuse box.
The program does not start.	<ul style="list-style-type: none">• Make sure that the appliance door is closed.• Press Start.• If the delay start is set, cancel the setting or wait for the end of the countdown.• The appliance has started the procedure to recharge the resin inside the water softener. The duration of the procedure is approximately 5 minutes.
The appliance does not fill with water. The display shows <i>i0</i> .	<ul style="list-style-type: none">• Make sure that the water tap is open.• Make sure that the pressure of the water supply is not too low. For this information, contact your local water authority.• Make sure that the water tap is not clogged.• Make sure that the filter in the inlet hose is not clogged.• Make sure that the inlet hose has no kinks or bends.

Problem and alarm code	Possible cause and solution
The appliance does not drain the water. The display shows <i>20</i> .	<ul style="list-style-type: none"> • Make sure that the sink spigot is not clogged. • Make sure that the filter in the outlet hose is not clogged. • Make sure that the interior filter system is not clogged. • Make sure that the drain hose has no kinks or bends.
The anti-flood device is on. The display shows <i>30</i> .	<ul style="list-style-type: none"> • Close the water tap and contact an Authorised Service Centre.
The appliance stops and starts more times during operation.	<ul style="list-style-type: none"> • It is normal. It provides optimal cleaning results and energy savings.
The program lasts too long.	<ul style="list-style-type: none"> • If the delayed start option is set, cancel the delay setting or wait for the end of the countdown.
The remaining time in the display increases and skips nearly to the end of program time.	<ul style="list-style-type: none"> • This is not a defect. The appliance is working correctly.
Small leak from the appliance door.	<ul style="list-style-type: none"> • The appliance is not levelled. Loosen or tighten the adjustable feet (if applicable). • The appliance door is not centred on the tub. Adjust the rear foot (if applicable).
The appliance door is difficult to close.	<ul style="list-style-type: none"> • The appliance is not levelled. Loosen or tighten the adjustable feet (if applicable). • Parts of the tableware are protruding from the baskets.
Rattling/knocking sounds from inside the appliance.	<ul style="list-style-type: none"> • The tableware is not properly arranged in the baskets. Refer to basket loading leaflet. • Make sure that the spray arms can rotate freely.
The appliance trips the circuit-breaker.	<ul style="list-style-type: none"> • The amperage is insufficient to supply simultaneously all the appliances in use. Check the socket amperage and the capacity of the meter or turn off one of the appliances in use. • Internal electrical fault of the appliance. Contact an Authorised Service Centre.



Refer to "**Before first use**", "**Daily use**", or "**Hints and tips**" for other possible causes.

the problem occurs again, contact an Authorised Service Centre.

For alarm codes not described in the table, contact an Authorised Service Centre.

Once you have checked the appliance, deactivate and activate the appliance. If

1 The washing and drying results are not satisfactory

Problem	Possible cause and solution
Poor washing results.	<ul style="list-style-type: none"> • Refer to "Daily use", "Hints and tips" and basket loading leaflet. • Use more intensive washing programmes. • Clean spray arm jets and filter. Refer to "Care and Cleaning".
Poor drying results.	<ul style="list-style-type: none"> • Tableware has been left for too long inside a closed appliance. • There is no rinse aid or the dosage of rinse aid is not enough. Set the rinse aid dispenser to a higher level. • Plastic items may need to be towel dried. • For the best drying performance activate the option XtraDry. • We recommend to always use rinse aid, even in combination with multi-tablets.
There are whitish streaks or bluish layers on glasses and dishes.	<ul style="list-style-type: none"> • The release quantity of rinse aid is too much. Adjust the rinse aid level to a lower level. • The quantity of detergent is too much.
There are stains and dry water drops on glasses and dishes.	<ul style="list-style-type: none"> • The released quantity of rinse aid is not sufficient. Adjust the rinse aid level to a higher level. • The quality of the rinse aid can be the cause.
The dishes are wet.	<ul style="list-style-type: none"> • For the best drying performance activate the option XtraDry. • The programme does not have a drying phase or has a drying phase with low temperature. • The rinse aid dispenser is empty. • The quality of the rinse aid can be the cause. • The quality of the multi-tablets can be the cause. Try a different brand or activate the rinse aid dispenser and use rinse aid and multi-tablets together. • Keep the dishwasher door ajar for some time before removing tableware.
The interior of the appliance is wet.	<ul style="list-style-type: none"> • This is not a defect of the appliance. It is caused by the humidity in the air that condenses on the walls.
Unusual foam during washing.	<ul style="list-style-type: none"> • Use the detergent for dishwashers only. • There is a leak in the rinse aid dispenser. Contact an Authorised Service Centre.
Traces of rust on cutlery.	<ul style="list-style-type: none"> • There is too much salt in the water used for washing. Refer to "The water softener". • Silver and stainless steel cutlery were placed together. Avoid to put silver and stainless steel items close together.

Problem	Possible cause and solution
There are residues of detergent in the dispenser at the end of the programme.	<ul style="list-style-type: none"> • The detergent tablet got stuck in the dispenser and therefore was not completely washed away by water. • Water cannot wash away the detergent from the dispenser. Make sure that the spray arm is not blocked or clogged. • Make sure that items in the baskets do not impede the lid of the detergent dispenser from opening.
Odours inside the appliance.	<ul style="list-style-type: none"> • Refer to "Internal cleaning".
Limescale deposits on the tableware, on the tub and on the inside of the door.	<ul style="list-style-type: none"> • Refer to "The water softener".
Dull, discoloured or chipped tableware.	<ul style="list-style-type: none"> • Make sure that only dishwasher-safe items are washed in the appliance. • Load and unload the basket carefully. Refer to basket loading leaflet. • Place delicate items in the upper basket.



Refer to "**Before first use**", "**Daily use**" or "**Hints and tips**" for other possible causes.