Responsible: D. Rutz Tel: (0209) 401 733

Poor washing result

Appliances

Dishwashers of the series GV640

Subject

Poor washing result

On account of an increased number of enquiries concerning the washing result of the series GV640, the possible reasons for the “poor washing result” complaint and information on possible remedies are listed below.

Faults which can be clearly attributed to operating faults, as well as inadequate maintenance, must not be claimed under the warranty. Appropriate use and maintenance instructions can be found in the indicated chapters in the *Instructions for use* and *Quick reference guide* 🕮.

From experience it is important to scrutinise not only the fault description but also the circumstances of the occurrence on acceptance of the order and to mention these in the order.

- Does the problem persist, sporadically or at specific intervals?
- Were different programmes or detergents used or tested?
- Has the problem been occurring since a specific time (new utensils, change in detergent, ...)?
- Are only utensils in certain areas (only top/bottom basket, only corner areas, ...) affected?

The performance test must be conducted in the customer service test programme using the “glass door”.

1. Residue on the utensils / appliance
    a. Food remnants or sandy residue
    b. Detergent residue
    c. Water stains on plastic parts
    d. Coloured (yellow,orange, brown), easily removable, soapy residue in the interior
    e. Residue in the pull-out rails or at the cutlery drawer
2. Coatings
    a. Wipe-clean or water-soluble coatings in the container or on the door
    b. White, stubborn coatings; limescale on the utensils, container or door
    c. Starch deposits on the utensils
    d. Tea or lipstick residue on the utensils
    e. Coloured (blue, yellow, brown), difficult to remove to non-removable coatings in the container or on the door
3. Discolouration
    a. Coloured (blue, yellow, brown), shimmering, difficult to remove to non-remmovable discolouration in the container or on the door
    b. Discolouration on plastic parts
4. Streaking on glasses and cutlery
    a. Removable streaking on glasses and cutlery/Glasses with metallic appearance
5. Damage to utensils/water-insoluble residue
    a. Initial or existing irreversible clouding of glass
6. Rust marks or stains on cutlery
    a. Rust marks on cutlery
    b. Stains on the cutlery

1. Residue on the utensils

Fault description	Cause	Remedial action
Food remnants or sandy residue	Utensils placed too closely together, overfilled.	Observe correct arrangement of utensils (arrange according to Fig. 1, Fig. 2 and Fig. 3).
	Spray arm blocked by utensils or cutlery.	Arrange utensils so that spray arm can rotate without obstruction. (arrange according to Fig. 2 and Fig. 3); *see* 🕮 *Utensils*
	Utensils precleaned too intensely; sensors therefore decide on weak programme sequence. Stubborn soiling cannot be completely removed.	Do not prerinse utensils; remove only large food remnants. Programme recommendation Eco 50°.
	Filter not locked in the pump sump or incorrectly inserted.	Insert and lock filter correctly; *see* 🕮 *Maintenance and care*
	Spray arm nozzles, roof shower head blocked (e.g. lemon pips, etc.).	Clean nozzles and roof shower head and insert/lock filter correctly; *see* 🕮 *Maintenance and care*
	Coarse, micro and fine filter dirty.	Clean filters; *see* 🕮 *Maintenance and care*
	Spray arm bearings do not move smoothly (dirt around the bearings).	Clean parts, show customer how to insert filter correctly.
	Spray arm or supply pipe deformed -> spray arm strikes the basket or the docking site.	Replace spray arm.
	Waste-water pump blocked.	Check waste-water pump; *see* 🕮 *Eliminating faults yourself*
	Dirty water runs back into the appliance -> re-soiling.	Check draining, check non-return valve for leaks.
	Top basket on right and left not set to same height.	Set top basket to same height using side levers.
	Utensils unfavourably arranged (very large utensils e.g. pans in the bottom basket), avoid contact points, prong rows bent.	Arrange utensils so that spray jets can reach surface of utensils (arrange according to Fig. 2 and Fig. 3).
	Tall narrow receptacles are not rinsed adequately in the corner area.	Do not place tall narrow receptacles too obliquely or in the corner area (arrange according to Fig. 2 and Fig. 3).

Detergent residue	Detergent dispenser cover blocked by utensils (cover does not open fully).	Check detergent dispenser function, detergent cover must not be obstructed by utensils. Do not place any utensils or aroma dispensers in the dosing assistant.
	Detergent dispenser cover is blocked by the tablet.	Advise customer, insert tablet correctly (flat, not upright).
	Tablets used in the Quick or Short programme. -> Dissolving time of the detergent is not reached in the selected short programme.	Advise customer, dissolving time of the tablets too long. Use detergent powder or select a more intensive programme.
	Detergent residue in final rinse; detergent-solution carry-over.	Check draining, check non-return valve for leaks.
	Detergent very lumpy, washing effect and dissolving performance are reduced after a prolonged storage time.	Advise the customer. Always insert tablet just before the programme starts.
Water stains on plastic parts	Droplet formation on plastic surface is physically unavoidable. Plastics do not store heat. After drying, substances in water are visible.	– Use more intensive programme (more water changes); *see* 🕮 *Programme overview* – Note inclination when arranging utensils. – Use rinse aid, if required increase see 🕮 Rinse aid. – If required, increase softening setting; *see* 🕮 *Water softening system*
Coloured (yellow, orange, brown), easily removable, soapy residue in the interior	Soap-like layering of ingredients of food residue and lime. Because of tolerances for combined detergents (3 in 1 or higher) can make it necessary to use the water softener already at a water hardness of 16 ° dH.	Advise customer and contrary to the indication of the detergent manufacturer activate the water softener additionally
Residue in the pull-out rails or at the cutlery drawer	Depending on user conditions, detergent and food residues can deposited due to design .	Clean by hand, - for the upper basket use the modified pull-out rails with mat.no. 708086 - for the cutlery drawer use mat.no. 687970

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2. Coatings

Fault description	Cause	Remedial action
Wipe-clean or water-soluble coatings in the container or on the door	Detergent substances are deposited. These coatings cannot usually be removed with chemicals (appliance cleaner, ...).	Change detergent brand. Clean appliance mechanically.
	Water softening system set marginally; fault description occurs cyclically “White coating on container floor”.	Increase softening setting and change detergent if required.
	Regeneration salt on the utensils: – Leaking salt dispenser cover. – Leaking regeneration valve.	Advise customer, eliminate leak. Check regeneration valve or valve seat (customer service programme).
	Detergent residue in the final rinse; detergent-solution carry-over. Wrong programme selected. (Quick programme selected)	Check detergent dispenser function, detergent cover must not be obstructed by utensils; Select suitable programme. *see 🕮 Programme overview*
	Initial clouding of glass -> can only apparently be wiped off.	Damage to utensils
White, stubborn coatings; limescale on the utensils, container or door	Detergent substances are deposited. These coatings cannot usually be removed with chemicals (appliance cleaner, ..).	Change detergent brand. Clean appliance mechanically.
	Hardness range incorrectly set or untreated water hardness greater than 50 °dH.	Check residual hardness in the cleaning and final rinse cycles and set water softening system according to instructions for use. Top up salt; *see 🕮 Water softening system*
	Water softening system is not being regenerated.	Check function of the regeneration valve in the customer service programme.
	3in1 detergent or bio/eco detergent not effective enough.	Set water softening system according to instructions for use; use separate agents (proprietary detergent, salt, rinse aid); *see 🕮 Water softening system*
	Detergent in the salt dispenser (verification with Minilabor mat. no. 340070).	Replace water softening system.

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Starch deposits on the utensils	Underdosage of detergent (verification with Minilabor mat. no. 340070).	Advise customer; increase detergent dosage, change detergent.
	Wrong programme selection (programme too weak) selected.	Advise customer; correct programme selection; *see* 🕮 *Programme overview*
Tea or lipstick residue on the utensils	Too low rinsing temperature.	Select programme with higher washing temperature; *see* 🕮 *Eliminating faults yourself*
	Too little detergent.	Use suitable detergent at correct dosage.
	Utensils precleaned too intensely; sensors therefore decide on weak programme sequence. Stubborn soiling cannot be completely removed.	Do not prerinse utensils; remove only large food remnants. Programme recommendation Eco 50°.
	Unsuitable detergent.	Change detergent.
Coloured (blue, yellow, brown), difficult to remove to non-removable coatings in the container or on the door	Film formation consisting of ingredients from vegetables (e.g. cabbage, celery, potatoes, noodles, ..) or the tap water (e.g. manganese).	Can be partly removed with machine cleaner (mat. no. 311313) or mechanical cleaning. Coatings are harmless.
	Film formation caused by metallic components. Known for silver or aluminium utensils.	Can be partly removed with machine cleaner (mat. no. 311313) or mechanical cleaning.

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3. Discolouration

Fault description	Cause	Remedial action
Coloured (blue, yellow, brown), shimmering, difficult to remove to non-removable discolouration in the container or on the door	Film formation consisting of ingredients from vegetables (e.g. cabbage, celery, potatoes, noodles, ..) or the tap water (e.g. manganese).	Can be partly removed with machine cleaner (mat. no. 311313) or mechanical cleaning. Mechanical removal with “Vienna chalk” (mat. no. 311136) usually possible. Coatings are harmless.
	Film formation caused by metallic components. Known for silver or aluminium utensils.	Can be partly removed with machine cleaner (mat. no. 311313) or mechanical cleaning.
Discoloration on plastic parts	Wash programme too weak.	Select different wash programme; *see* 🕮 *Eliminating faults yourself*
	Too low rinsing temperature.	Select programme with higher wash temperature.
	Utensils precleaned too intensely; sensors therefore decide on weak programme sequence. Stubborn soiling cannot be completely removed.	Do not prerinse utensils; remove only large food remnants. Programme recommendation Eco 50°.

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4. Streaking on glasses and cutlery

Fault description	Cause	Remedial action
Removable streaking on glasses and cutlery Glasses with metallic appearance	Too much rinse-aid.	Set rinse-aid amount to lower level; *see* 🕮 *Rinse aid*
	No rinse aid added or setting too low.	Add rinse aid and check dosage (recommendation level 4-5); *see* 🕮 *Rinse aid*
	Non-return valve leaking.	Check non-return valve for leaks.
	Detergent residue in the final rinse. Detergent dispenser cover blocked by utensils (cover does not open fully).	Check detergent dispenser function, detergent cover must not be obstructed by utensils. Do not place any utensils or aroma dispensers in the dosing assistant.
	Utensils precleaned too intensely; sensors therefore decide on weak programme sequence. Stubborn soiling cannot be completely removed.	Do not prerinse utensils; remove only large food remnants. Programme recommendation Eco 50°.

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5. Damage to utensils/water-insoluble residue

Fault description	Cause	Remedial action
Initial or existing irreversible **clouding of glass**	Glasses not adequately dishwasher-proof (glasses are usually only suitable for dishwasher).	Advise the customer. Reduce main causes of glass corrosion: – Use dishwasher-proof glasses. – Avoid long steam phase (standing time after wash cycle ends). – Use programme at lower temperature. – Set water softening system according to the water hardness (if required one level lower); *see* 🕮 *Water softening system* – Use detergent with glass protection component.

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6. Rust

Fault description	Cause	Remedial action
Rust marks on cutlery	Cutlery not adequate corrosion-resistant. Knife blades are frequently more severely affected.	Use corrosion-resistant cutlery.
	Cutlery infected by extraneous rust from rusting parts (metal lid, damaged utensils basket, etc.).	Do not wash rusting parts.
	Salt content in the rinsing water too high, as salt dispenser lock not fastened firmly or salt was spilled while being refilled.	Fasten salt dispenser lock firmly or remove spilled salt (by prerinsing cycle).
Stains on the cutlery	Large contact surfaces between cutlery and too little inclination of e.g. spoons prevent the water from draining and cause staining.	Arrange cutlery so that there are as few contact surfaces as possible. (Arrange according to Fig. 1 and Fig. 2).
	Coarse, micro and fine filter dirty.	Clean filters; *see* 🕮 *Maintenance and care*
	No rinse aid added or setting too low. (Combination detergents have a lower final rinsing effect than separate rinse aids).	Add rinse aid and check dosage (recommendation level 4–5); *see* 🕮 *Rinse aid*
	Hardness range incorrectly set or untreated water hardness greater than 50 °dH.	Check residual hardness in the cleaning and final rinse cycles and set water softening system according to instructions for use. Top up salt; *see* 🕮 *Water softening system*
	Minor discolouration or residue at the contact points are physically induced and unavoidable.	Minimisation possible by means of the points stated in this section.

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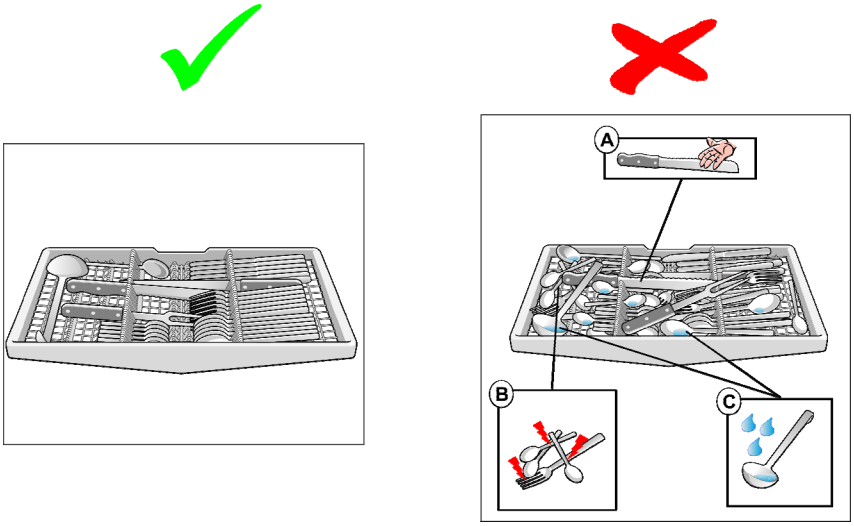
Images

Fig. 1

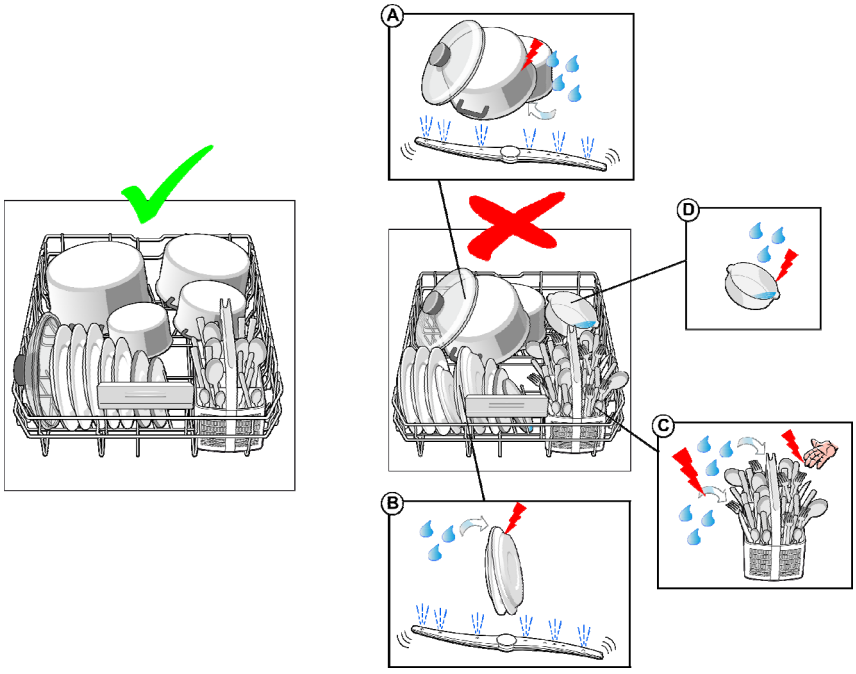


A – Arrange knives and other sharp-edged or pointed cutlery with the blades face down to prevent accidental injury.

B – Do not place items of cutlery on top of each other. Correct arrangement certainly aids stain-free cutlery.

C – Arrange spoons and ladles at an incline. This will prevent accumulation of water and stains.

Fig. 2



B – Do not place utensils on top of each other. Otherwise, parts on top will not be sprayed from below with adequate water.

B – Avoid large contact points between utensils. This prevents food remnants and stains on the utensils.

C – Do not overload cutlery basket. Minimise contact points between items of cutlery. This ensures stain-free cutlery.

D – Arrange hollow receptacles in such a way that water cannot collect inside.

Do not let utensils project through the utensils basket. This ensures that the spray arm is not blocked.

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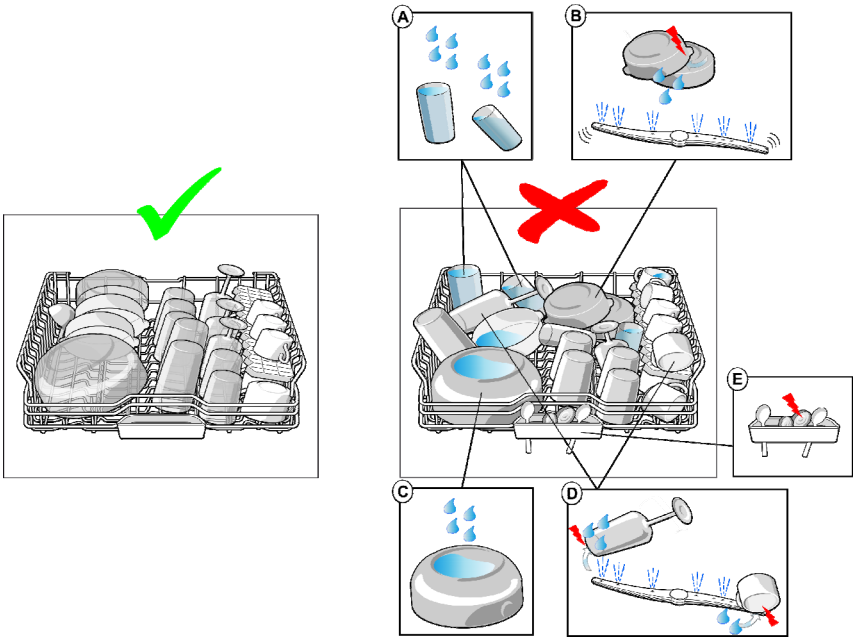
Fig. 3



A – Arrange hollow receptacles in such a way that water cannot collect inside.

B – Do not place utensils on top of each other. Otherwise, parts on top will not be sprayed from below with adequate water.

C – Arrange cups and bowls at an incline. This prevents water from accumulating in their base area.

D – Do not place hollow receptacles too obliquely and do not place directly in the corner area. This ensures that they can be flushed out properly.

E – If appliances feature a tablet collecting tray, do not load it with utensils or aroma dispensers, otherwise the detergent dispenser will be obstructed.

Do not let utensils (e.g. small ladles) project through the utensils basket. This ensures that the spray arm is not blocked.

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