

# Troubleshooting

What to do if

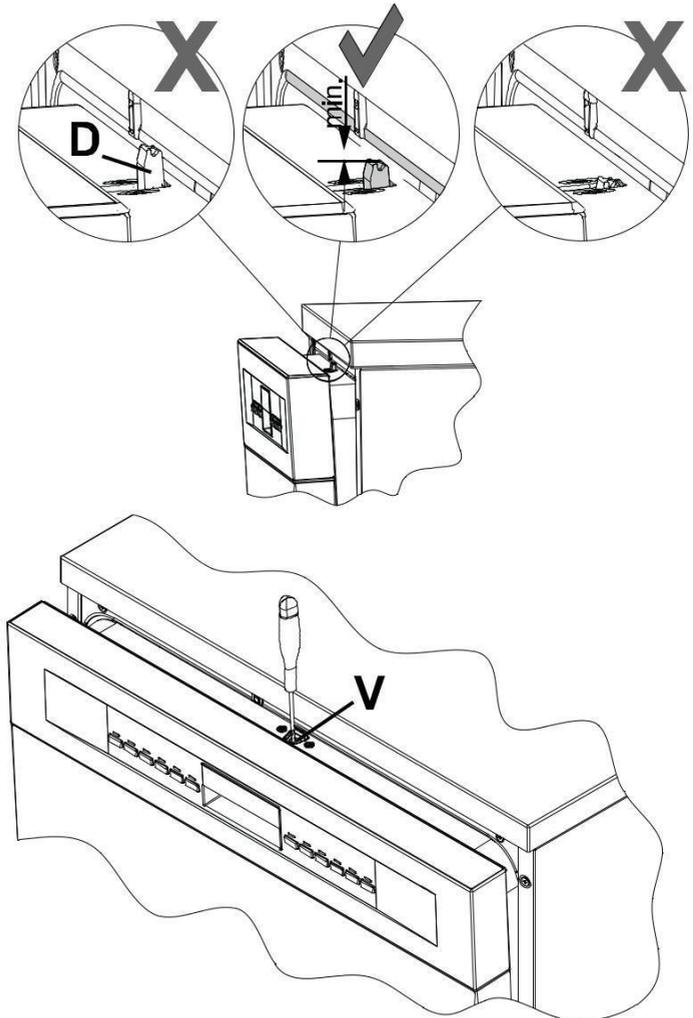
Fault	Possible cause	Solution
The no salt indicator light does not light up	There is still sufficient salt	Check the filling level
The no rinse aid indicator light does not light up	There is still sufficient rinse aid	Check the filling level and adjustment settings
Water stagnates at the bottom of the dishwasher	The water inlet pipe is twisted or crushed	Check the pipe section
	The drain syphon is clogged	Check the syphon to make sure it is not clogged, even partially
	The filtering unit is clogged	Clean the filters as indicated in the manual
Cutlery not dry	Presence of water in the cavities of spoons or ladles	Cutlery (e.g. serving spoons) placed in the cutlery tray at the bottom of the rack or on the side foldable racks must be placed face down
Tea or lipstick residues on the tableware	Insufficient washing temperature	Select a program with a higher washing temperature
	Insufficient or unsuitable detergent	Use suitable detergent and correct dosage
	Incorrect positioning in the cutlery basket	Make sure the cutlery does not touch and overlap each other
It is wet inside the dishwasher	Condensation	The device is not defective. It is normal for condensation to remain on the internal walls
Change in colour of the plastic parts inside the tub	The plastic parts inside the dishwasher may fade with use	It is normal and does not compromise the dishwasher's operation and efficiency

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Fault	Possible cause	Solution
The no salt or rinse aid indicator light is on	No salt	Add salt
	No rinse aid	Add rinse aid
Detergent residues	The detergent distribution cover does not open completely since it is blocked by the tableware	The tableware must not protrude from the basket
	The detergent distribution cover is blocked by the tab	The tab must be crosswise, not vertical
	Tab used in a short program during which the detergent does not have the time to dissolve	Use powder detergent or a stronger program
	Detergent stored for too long or with the box open or a damp environment and loss of efficiency of the detergent, aged or lumpy	Replace the detergent.
Traces of rust on the cutlery	Cutlery not resistant to oxidation. The blades of knives are particularly sensitive.	Only use stainless steel cutlery
	Cutlery oxidises also if washed together with items that oxidise (handles of pots, knives that are already damaged, etc.)	Avoid washing parts that can oxidise
	Very high content of salt in the washing water	Tighten the cap correctly of the water softener's tank

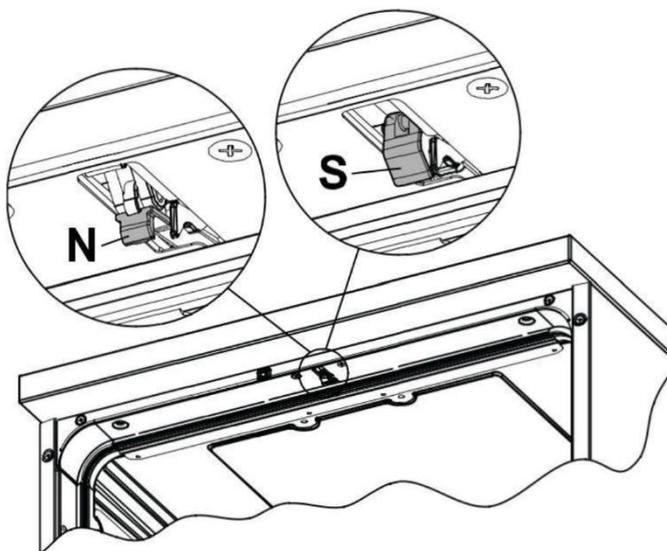
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Fault	Possible cause	Solution
The dishwasher does not start	The door does not close	Check the position of the locking teeth (D). If necessary, lift it from the plastic screw (V) in line with the teeth.



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Fault	Possible cause	Solution
The dishwasher does not start	The door does not close	Check the condition of the locking hook: <ul style="list-style-type: none"><li>• if it has not clicked (N), the door opens and closes normally</li><li>• if it has clicked (S), force the door closed until it resets, then open and close the door</li></ul>



The door does not close correctly	Check that there are no obstructions when closing the door (e.g. items protruding from the basket)
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Sprayer operation is not detected	Rotation of the sprayers starts approximately 5 minutes after pressing start; it is a normal procedure of the washing cycle
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Fault	Contact the authorised technical service department
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Fault	Possible cause	Solution
The dishwasher does not start	No power	Check the main power supply. Check the power supply cable.
Tableware not dry	No rinse aid	Add rinse aid
	A program that does not provide for final drying has been used	Refer to the programs table
	Presence of water in the cavities	When loading, be careful of the position of the tableware, which must not be perfectly vertical, but oblique
	The tableware has been removed too soon	Wait at least 20 minutes after the end of the program
	Use of ecological rinse aid	Ecological products may be less efficient than traditional products
	Plastic tableware	Plastic has a lower thermal accumulation; therefore, drying is rather difficult
	The combined detergent used does not guarantee good drying results	Use a different type of combined detergent in order to obtain better drying results. Using traditional rinse aid improves drying.

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Fault	Possible cause	Solution
Opaque glass	Glass not resistant to washing in a dishwasher	Only use glass items that withstand mechanical washing. Check the water softener's adjustment (if necessary, reduce the setting). Use a detergent that contains additives to protect glass
Water stains on parts or plastic tableware	The formation of water drops on plastic parts is inevitable. Consequently, water stains are visible after drying.	Use a stronger program. Place the tableware tilted so that the water can slide off easily. Use traditional rinse aid or increase the dosage. Increase the adjustment of the water softener.
Removable streaks on glasses, metal items and cutlery	Excessive rinse aid	Reduce the delivery of rinse aid
	No rinse aid or adjustment too low	Add rinse aid or increase delivery
	Detergent not efficient	Boxes of detergent must not be stored open for too long. The detergent loses its efficiency

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Fault	Possible cause	Solution
Food residues on the tableware	Tableware stacked too close, baskets too full	There must always be sufficient space between the tableware for the water jets to pass through. Avoid points of contact.
	The sprayers do not turn	Be careful not to hinder rotation of the sprayers when loading
	Clogged sprayer holes	Clean the sprayers as indicated in the manual
	Dirty filters	Clean the filters as indicated in the manual
	Filters inserted incorrectly or not blocked	Check and correct accordingly.
	Washing program not suitable for the type of dirt	Identify the suitable washing program from the programs table
	Combined detergent used with programs that are too short	Use powder detergent or a more powerful washing program
	Insufficient detergent (if power detergent is used)	Increase the dosage of detergent used
	Top basket not horizontal	The top basket must be used with the right and left side adjusted to the same level.

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Fault	Possible cause	Solution
White coating in the tub or on the door	The substances contained in the detergent deposit themselves	Use a detergent for dishwashers. Wash the device manually. Change the detergent.
	Incorrect adjustment of the water hardness (too low or too high)	Adjust the setting of the water softener. Change the detergent.
	Salt tank cap not secured (saline solution that mixes with the washing water)	Tighten the salt tank cap correctly
	Combined detergent or poorly effective bio/eco detergent	Use the specific option for combined detergents (if applicable) Adjust the softener system. Use separate products.