

Use & Care Guide

Guía de uso y cuidada

English / Español

Models/Modelos: 587.1463\*

# Kenmore® Dishwasher

Lavavajillas

\* = Color number, número de color

P/N: A15931501 (1901)

Sears Brands Management Corporation

Hoffman Estates, IL 60179 U.S.A.

[www.kenmore.com](http://www.kenmore.com)

[www.sears.com](http://www.sears.com)



# Record Model/Serial Numbers

This Use & Care Guide is part of our commitment to customer satisfaction and product quality throughout there service life of your new appliance.

We view your purchase as the beginning of a relationship. To ensure our ability to continue serving you, please use this page to record important product information.

\_\_\_\_\_

Purchase Date

\_\_\_\_\_

Model Number

\_\_\_\_\_

Serial Number

Registering your product with Kenmore enhances our ability to serve you. You can register online at [www.kenmore.com](http://www.kenmore.com) or by dropping your Product Registration Card in the mail.

## Product Specifications

|                     |  |
|---------------------|--|
| Capacity            | 10 place settings  |
| Dimensions          | 23.5 x 22.6 x 32.4 inches<br>598 x 575 x 825 mm<br>(W x D x H) |
| Power Supply        | 120v, 60Hz   |
| Rated Power Usage   | wash motor 100W,<br>heater 700W                                |
| Water feed pressure | 20–120psi<br>(0.14~0.82Mpa)                                    |

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# Important Safety Instructions

## Recognize Safety Symbols, Words and Labels

Safety items throughout this manual are labeled with a WARNING or CAUTION based on the risk type as described below:

### Definitions

**⚠** This is the safety alert symbol. It is used to alert the user of potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

### DANGER

**DANGER** indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

### CAUTION

**CAUTION** indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

### WARNING

**WARNING** indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

### IMPORTANT

Indicates installation, operation, or maintenance information which is important but not hazard-related.

# Important Safety Instructions



## WARNING

**For your safety the information in this manual must be followed to minimize the risk of fire or explosion or to prevent property damage, personal injury or loss of life.**

## Proper Installation

**Please read the Installation Instructions carefully and follow all instructions when installing the dishwasher.**

- This manual does not cover every possible condition and situation that may occur. Use common sense and caution when installing, operating and maintaining any appliance.
- Water supply inlet temperature should be between 120°F (48.9°C) and 135°F (57.2°C).
- Dispose of the discarded appliance and packing material properly.
- The dishwasher must be properly grounded, or it can result in a risk of electric shock. **See Installation Instructions for details.**
- If there is any damage to the dishwasher, please contact to your Dealer, do not attempt to repair or replace any part by yourself.

## Basic Precautions Before Use

- Read all instructions before using the dishwasher.
- The manual does not cover every possible condition and situation that may occur.

**Use the dishwasher only for intended function as described in this manual. When loading items to be washed:**

- Load sharp items and knives so that they are not likely to damage the door seal and tub.

- Load sharp items and knives with the handles up to reduce the risk of injury.
- Do not wash plastic items unless they are marked dishwasher safe. If not marked, check with manufacture for recommendation. Items that are not dishwasher safe may melt and create a potential fire hazard.
- If the dishwasher drains in to a food disposer, make sure disposer is completely empty before running dishwasher.
- Do not tamper with controls.
- Do not operate your dishwasher unless all enclosure panels are properly in place.
- Do not touch the heating element during or immediately after use, especially if the SANITIZE option has been selected.
- To reduce the risk of injury, do not allow children to play in or on a dishwasher.
- Do not let children abuse, sit, or stand on door or racks of the dishwasher.
- **Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period, before using dishwasher, turn on all hot water faucets and let water flow from each for several minutes. This will release any accumulated hydrogen gas. Hydrogen gas is flammable. Do not smoke or use an open flame during this time.**
- Do not store or use combustible materials, gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Use only detergents or rinse agents recommended for use in a dishwasher and keep them out of the reach of children.

# Important Safety Instructions

- Keep young children and infants away from dishwasher when it is operating.
- Do not use the dishwasher if it has a damaged power line or plug, and do not plug the dishwasher into a damaged outlet. Failure to observe these instructions may result in electrical shock.
- Remove the door to the washing compartment when removing an old dishwasher from service or discarding it.



## **WARNING**

**To reduce the risk of fire, electrical shock or injury when using your dishwasher, follow all basic precautions.**

**SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE.**

# KENMORE Limited Warranty

WITH PROOF OF SALE the following warranty coverage applies when this appliance is correctly installed, operated and maintained according to all supplied instructions.

## **One Year on Appliance**

FOR ONE YEAR from the date of sale this appliance is warranted against defects in material or workmanship. A defective appliance will receive free repair or replacement at option of seller.

## **Lifetime on Stainless Steel Tub and Inner Door Panel**

FOR AS LONG AS IT IS USED from the date of sale, a free replacement will be supplied for a stainless steel tub or inner door panel that leaks due to rust-through. If the tub or panel rusts through within the first year, a new part will be supplied and installed at no charge. If a tub or panel rusts through after the first year, a new part will be supplied but not installed at no charge. You are responsible for the labor cost of part installation after the first year from the date of sale.

For warranty coverage details to obtain free repair or replacement, visit the web page: [www.kenmore.com/warranty](http://www.kenmore.com/warranty)

All warranty coverage applies for only 90 DAYS from the sale date if this appliance is ever used for other than private household purposes.

**This warranty covers ONLY defects in material and workmanship, and will NOT pay for:**

1. Expendable items that can wear out from normal use, including but not limited to filters, belts, bags or screw-in base light bulbs.
2. A service technician to clean or maintain this appliance, or to instruct the user in correct appliance installation, operation and maintenance.
3. Service calls to correct appliance installation not performed by Sears authorized service agents, or to repair problems with house fuses, circuit breakers, house wiring, and plumbing or gas supply systems resulting from such installation.
4. Damage to or failure of this appliance resulting from installation not performed by Sears authorized service agents, including installation that was not in accord with electrical, gas or plumbing codes.
5. Damage to or failure of this appliance, including discoloration or surface rust, if it is not correctly operated and maintained according to all supplied instructions.
6. Damage to or failure of this appliance, including discoloration or surface rust, resulting from accident, alteration, abuse, misuse or use for other than its intended purpose.
7. Damage to or failure of this appliance, including discoloration or surface rust, caused by the use of detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
8. Damage to or failure of parts or systems resulting from unauthorized modifications made to this appliance.
9. Service to an appliance if the model and serial plate is missing, altered, or cannot easily be determined to have the appropriate certification logo.

## **Disclaimer of implied warranties; limitation of remedies**

Customer's sole and exclusive remedy under this limited warranty shall be product repair or replacement as provided herein. Implied warranties, including warranties of merchantability or fitness for a particular purpose, are limited to one year on the appliance and for as long as used on the stainless steel tub and inner door panel, or the shortest period allowed by law. Seller shall not be liable for incidental or consequential damages. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitation on the duration of implied warranties of merchantability or fitness, so these exclusions or limitations may not apply to you.

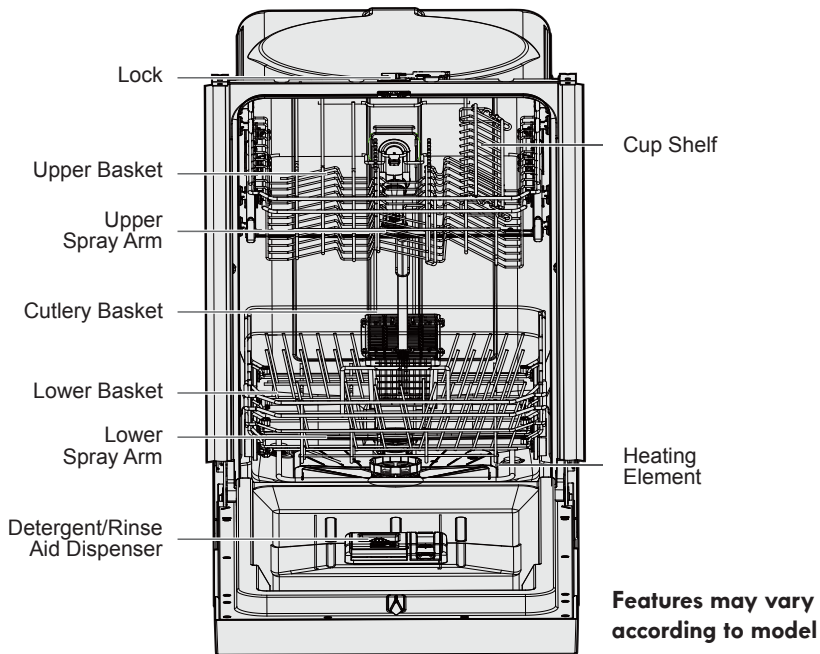
This warranty applies only while this appliance is used in the United States.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**Sears Brands Management Corporation, Hoffman Estates, IL 60179**

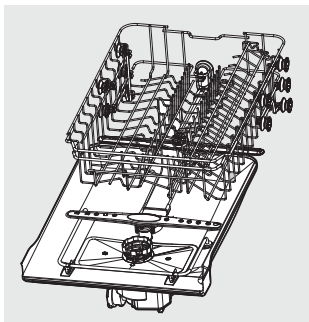
# Features at a Glance

Your dishwasher, illustrated below, cleans by spraying a mixture of hot, clean water, and detergent against the soiled surfaces of your dishes and tableware. The dishwasher fills with water covering the filter area. Water is then pumped through the multiple filter and spray arms. Separated soil particles go down the drain as the water is pumped out and replaced with clean water. The number of water fills will vary with the cycle being used.



## Smart Wash System

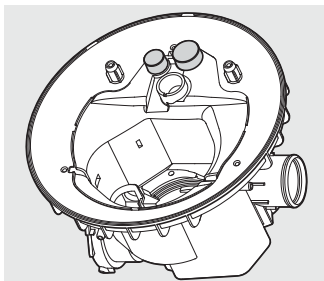
This dishwasher has a Smart Wash System. It can determine the type of cycle required and automatically adjust the cycle to clean the dishes more efficiently. When a partial load of lightly soiled dishes is placed in the unit, a wash cycle similar to a short wash will automatically be performed. When a full load of heavily soiled dishes is placed in the unit, a heavy wash cycle will automatically be performed.



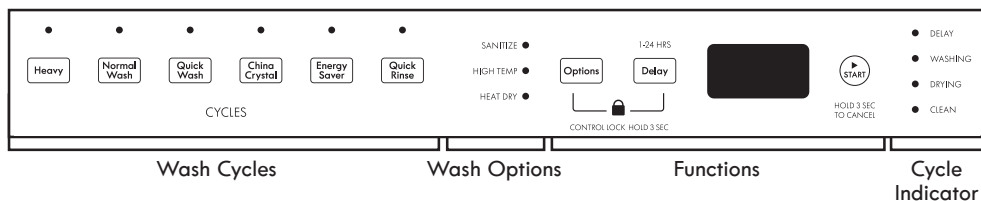
## Multiple Filter System

This dishwasher has a multiple Filter System. In the System there are three mesh filters. It can separate soiled water and clean water in different chambers.

The multiple filter system helps to get better performance with less water and less energy.



# Operating Instructions



## Wash Cycle Selections

Cycle times are approximate and will vary with the options selected. Hot water is necessary to activate the detergent and melt fatty food soils. An automatic sensor will check the incoming water temperature. If it is not at the appropriate temperature the timer will delay the cycle to allow automatic water heating during the main wash. When the **HIGH TEMP** wash is selected an even higher temperature will be assured to handle heavier soil loads.

### Wash Cycles

#### Heavy

Recommended for pots, pans, casseroles and dinnerware having light to heavily soiled loads.

#### Normal Wash

Recommended for lightly to heavily soiled loads.

#### Quick Wash

A shorter wash recommended for lightly soiled loads that do not need drying.

#### China Crystal

Recommended for lightly soiled China and Crystal.

#### Energy Saver

Recommended for lightly soiled and pre-rinsed dishes and silverware.

#### Quick Rinse

Recommended for pre-rinsing dishes or glasses. This is only a rinse that keeps food from drying on your dishes and reduces odor buildup in your dishwasher until you are ready to wash a full load. Do not use detergent.

## Wash Options

Press the **Options** button to scroll through the options. The indicator light will illuminate when the option has been selected.

### SANITIZE

When **SANITIZE** is selected, the temperature of water will be maintained at 156.2°F (69°C) max. The max temperature may not be reached if the incoming water temperature is not correct. Certified residential dishwashers are not intended for licensed food establishments.



### WARNING

The **SANITIZE** option is only available with **Heavy** and **Normal Wash** cycles.

### HIGH TEMP

When **HIGH TEMP** is selected, the temperature of the water will be maintained at 140°F (60°C) max.

### HEAT DRY

When **HEAT DRY** is selected, the heater will work during the drying process.

## Functions

### START

Press **START** to start a wash cycle. Press and hold **START** for **3 seconds** to cancel a cycle that is already in progress.

### Delay

The Delay option allows you to automatically delay starting your dishwasher from 1-24 hours. To start 1-24 hour delay, press the **Delay** button until the desired delay time shows in the display window (1h-24h) and press the **START** button. A light will come on indicating the delay start has been activated

# Operating Instructions

and will remain on until the cycle starts. To cancel the Delay option and begin the cycle before the delay period is over, press the **Start** button and hold for **3 seconds**.

## Control Lock

Use to lock all controls and prevent children from accidentally changing the dishwasher cycle or starting the dishwasher. Press and hold both **Option** and **Delay**, at the same time for **3 seconds to lock**. After the function is selected the control lock icon will illuminate. Press and hold both **Option** and **Delay** again for **3 seconds** to unlock.

## Display window

This LED screen displays minutes remaining in a running cycle, hours of delay before the unit is set to start, error codes, etc.

- If the machine is in operation, the remaining time (mins) of the selected cycle will be shown in the display window.

- If the **Delay** option is selected, the number of hours of delay (1h-24h) will be shown in the display window. After the machine starts, the remaining time of the selected cycle will be shown shown in minutes on the display window.

## NOTE

The remaining time could suddenly increase or drop several minutes. This means the Smart Sensor has checked the soil level and adjusted the number of fill cycles.

- If an error occurs which is critical to the machines function and safe operation, the control shall shut down and indicate an error code in the display window. (See Error Codes).

If Error codes are displayed, contact the dealer or qualified service center. They will be available to provide assistance in trouble shooting the problem and/or locate and authorized service technician if needed.

## Cycle Chart

| Cycle                | Options available                      | Water usage                      | Cycle Time    |
|----------------------|--|----------------------------------|---------------|
| <b>Heavy</b>         | SANITIZE,<br>HIGH TEMP, or<br>HEAT DRY | 5.7 gal.<br>21.5 liters          | 160–165 mins. |
| <b>Normal Wash</b>   | SANITIZE,<br>HIGH TEMP, or<br>HEAT DRY | 2.8–5.7 gal.<br>10.5–21.5 liters | 115–160 mins. |
| <b>Energy Saver</b>  | --                                     | 4.8 gal.<br>18 liters            | 135 mins.     |
| <b>China Crystal</b> | Heat Dry                               | 4.8 gal.<br>18 liters            | 110 mins.     |
| <b>Quick Wash</b>    | Heat Dry                               | 3.7 gal.<br>14 liters            | 60–100 mins.  |
| <b>Quick Rinse</b>   | Heat Dry                               | 2 gal.<br>7.5 liters             | 20–55 mins.   |



# Operating Instructions

## Cycle Progress Indicator

The cycle progress indicator lights will illuminate as each stage of the wash cycle is reached.



### DELAY

When the start of the cycle has been delayed the **DELAY** light will illuminate.

### WASHING

When the dishwasher is washing the load, the **WASHING** light will illuminate.

### DRYING

When the dishwasher is drying the load, the **DRYING** light will illuminate.

### CLEAN

After the cycle has ended, the **CLEAN** light will illuminate until the dishwasher door has been opened..

# Preparing and Loading Dishes

## Dish Preparation

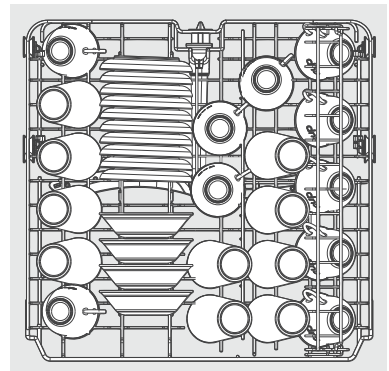
Scrape away large pieces of food, bones, pits, toothpicks, etc. The continuously filtered wash system will remove the remaining food particles. Burned on foods should be loosened before loading. Empty liquids from glasses and cups. Foods such as mustard, mayonnaise, vinegar, lemon juice and tomato based products may cause discoloration of stainless steel and plastics if allowed to sit for a long period of time.

Unless the dishwasher is to be operated at once it is best to rinse off these food soils. If the dishwasher drains into a food disposer, **be sure disposer is completely empty before starting dishwasher.**



## Loading the Upper Basket

Features and appearance of racks and silverware basket as shown may vary from your model.



Standard 10 place setting for upper basket.

# Preparing and Loading Dishes

The upper basket has been designed for small plates, mugs, glasses, and plastic items marked “dishwasher safe”, etc. For best results, place the bowls, cups, glasses with soiled surface facing down or toward the center. Tilt slightly for better drainage. Load small plates and bowls in two half rows, so that the front of each plate faces the back of the plate in front of it, and the open sides of the plates at the center of the dishwasher face each other.

When loading dishes, pull the upper basket out sufficiently so you can load it without striking the counter.



## WARNING

**Make sure the loaded dishes do not interfere with the rotation of the spray arm located at the bottom of the upper basket. (Check this by rotating the spray arm by hand.)**

- The fold-down tines in the bottom basket make it easy to load those extra large and hard-to-fit items. The tines may be left up for normal use or folded down for more flexible loading. Fold down for more space to load large pots or pans.

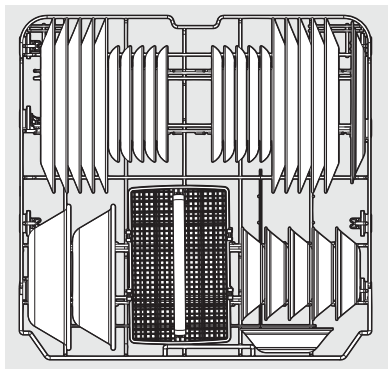
Load your plates into the dishwasher in two half rows, so that the front of each plate faces the back of the plate in front of it, and the open sides of the plates at the center of the dishwasher face each other.

Large items should be turned so that the inside faces downward. Load large items such as pans and pots into the dishwasher so their open sides face downwards. We recommend loading cups, stemware, and small plates into the upper basket.

Larger items should be placed along the edge so they do not interfere with the spray arm rotation. Check to ensure that they do not prevent the detergent dispenser from opening.

## Loading the Lower Basket

Features and appearance of racks and silverware basket as shown may vary from your model.



Standard 10 place setting for lower basket.

The bottom basket is designed to load plates, soup bowls, plates, saucers and cookware.

- The adjustable basket space will allow you to load items with a maximum height of 11 inches.



## WARNING

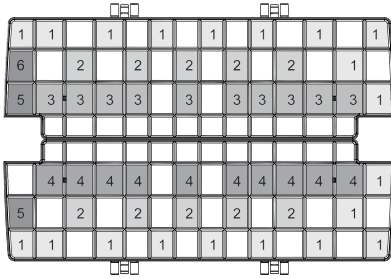
**Make sure the loaded dishes do not interfere with the rotation of the spray arm located at the bottom of the upper basket. (Check this by rotating the spray arm by hand.)**

## Loading the Silverware Basket

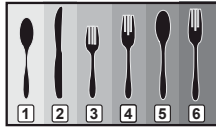
Features and appearance of racks and silverware basket as shown may vary from your model.

The silverware basket can be divided into three separate modules that can be used in both upper and lower racks.

# Preparing and Loading Dishes



1. Spoons
2. Knives
3. Salad forks
4. Forks
5. Large spoons
6. Large forks



## WARNING

Load sharp items (knives, skewers, etc.) pointing down. Failure to do so may result in injury.



## WARNING

Make sure the loaded items do not interfere with the rotation of the spray arm located at the bottom of the upper basket. (Check this by rotating the spray arm by hand.)

## Adding a Dish

To add or remove items after cycle starts:

1. Make sure there is a full wash cycle yet to be completed so that any added items are thoroughly washed and rinsed.
2. Open door slightly until wash action stops before completely opening
3. Add the item.
4. Close door firmly to latch and press the **START** button to resume the wash cycle.



## WARNING

**TO AVOID BURN INJURY:** Slightly open door and wait until spray arms and wash action stop. Hot water may splash out of dishwasher. Failure to do so may result in injury.

# Detergent and Rinse Aid Dispenser

The detergent and rinse aid dispenser will automatically release the measured amount of detergent and rinse aid at the appropriate time during the dishwasher cycles.

Rinse aid greatly improves drying and reduces water spots and filming. Without rinse aid your dishes and dishwasher interior will have excessive moisture.

The **HEAT DRY** option will not perform as well without rinse aid. The rinse aid dispenser, located next to the detergent cup, automatically releases a measured amount of rinse aid during the last rinse.

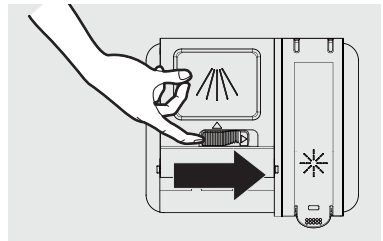
Check the viewing port over rinse aid dispenser to determine if the rinse aid is low. Fill as needed.

## NOTE

Your dishwasher is designed to use a liquid rinse aid. The use of rinse greatly improves drying performance after the final rinse. **DO NOT** use a solid or bar-type rinse aid. Under normal conditions, the rinse aid will last approximately one month. It is best to keep it full, but do not over fill.

## Filling the Detergent Dispenser

1. Push the dispenser cover release catch to open the main wash detergent compartment.

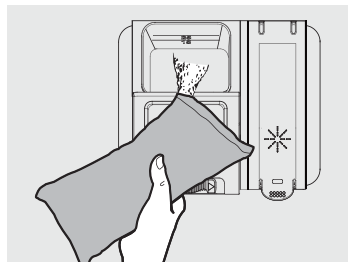


## NOTE

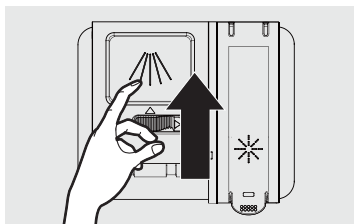
The flap is always open at the end of a dishwashing cycle.

# Detergent and Rinse Aid Dispenser

2. Add the recommended amount of detergent to detergent compartment.

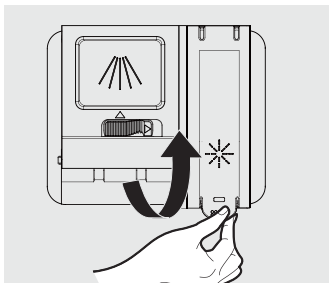


3. Press down on the top of cover to secure.

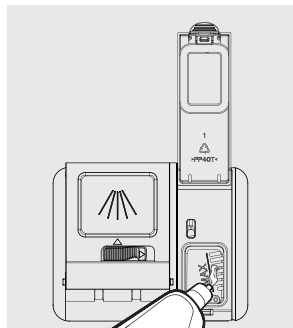


To refill the rinse aid dispenser:

1. Lift up end tab of rinse aid cover to open.



2. Fill the rinse aid dispenser with liquid rinse aid until full. **DO NOT** overfill.



## Filling the Rinse Aide Dispenser

Rinse aid improves the drying performance of the dishwasher.

This dishwasher has been designed to **use liquid rinse aid only**. Using a powdered rinse aid will clog the reservoir opening and cause the dishwasher to malfunction.



### WARNING

- **DO NOT** add regular detergent to the rinse aid dispenser.
- **DO NOT** use powdered rinse aid in the rinse aid dispenser.

### NOTE

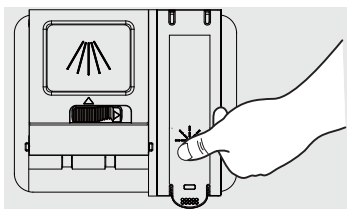
Use the viewing port when filling the rinse aid reservoir.



### WARNING

**DO NOT** fill the reservoir above the full level indicator. Excess rinse aid can overflow during the wash cycle.

3. Press the rinse aid cover down firmly to close.



### NOTE

Visually check viewing port to determine if rinse aid is low. Fill as needed.

# Care and Cleaning

## Cleaning the Dishwasher

Keeping your dishwasher clean improves its performance, reduces unnecessary repairs, and lengthens its life.

## Cleaning the Exterior

It's best to clean spills on the outside of your dishwasher as they occur. Use a soft, damp cloth on the control panel to gently wipe away spills and dust. **DO NOT** use benzene, wax, thinner, chlorine bleach, or alcohol. These materials may discolor the inner walls and cause stains. **DO NOT** clean the dishwasher by sprinkling water over it and avoid letting water come into contact with any of the electrical parts.

### NOTE

If your dishwasher has a stainless steel door panel, you can clean it with a stainless steel cleaner for Home Appliances or a similar product using a clean, soft cloth.

## Cleaning the Interior



### WARNING

#### BURN HAZARD

**Allow heating element to cool before cleaning the interior. Failure to do so can result in burns.**

Clean the interior of your dishwasher periodically to remove any dirt or food particles. Wipe the inside of the dishwasher and the inner part of the door with a wet dishcloth. We recommend filling the detergent dispenser with dish detergent, and then running the dishwasher empty periodically using either the Normal or Express 60 cycle with the SANITIZE option. This will keep your dishwasher clean.

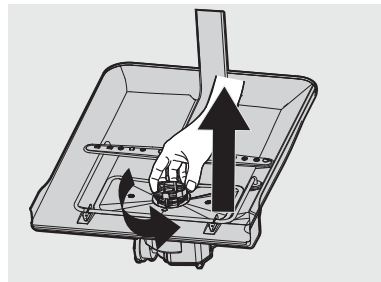
If white spots and odor are still present in your dishwasher, run the Normal cycle with the dishwasher empty and without detergent until it flushes. Then, interrupt the cycle and put an 8 ounce cup of white vinegar into the lower basket. Close the dishwasher and let the cycle finish.



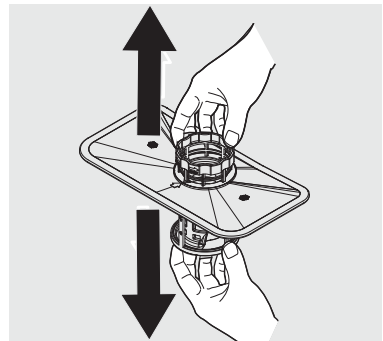
### WARNING

**DO NOT remove the tub front seal (the long rubber seal enclosing the opening of the dishwasher).**

1. Turn off the dishwasher.

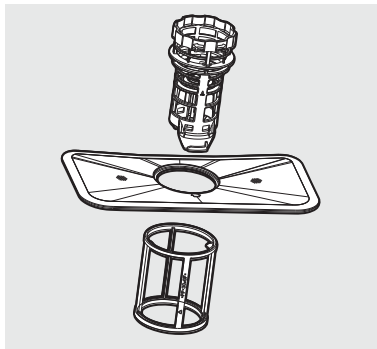


2. Rotate the filter insert counterclockwise to unfasten and then detach the filter insert.

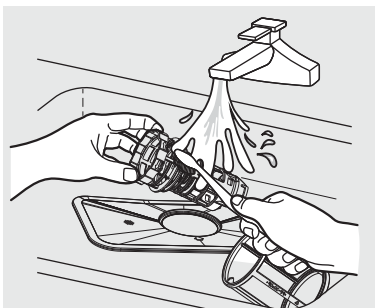


# Care and Cleaning

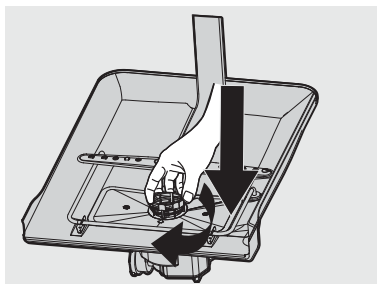
3. Remove the fine filter (flat, rectangular).



4. Remove any dirt or other remains from the filters, and then rinse them under running water.



5. Reassemble the filters in the reverse order of the disassembly, replace the filter insert, and rotate clockwise to the close arrow.

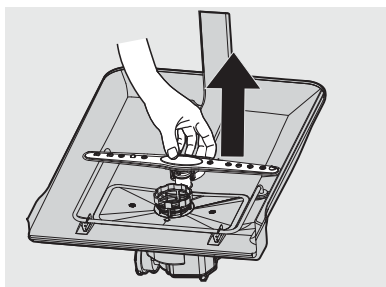


## Cleaning the Lower Spray Arm

If your dishwasher does not seem to be cleaning adequately or the spray arm nozzles seem clogged, the lower spray arm can be removed and cleaned. **Remove spray arm carefully to avoid damage.**

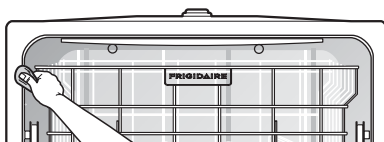
### Remove Lower Spray Arm

1. Check whether the nozzle holes are clogged by food particles.
2. If cleaning is needed, remove the spray arm by pulling it upwards.
3. Clean the nozzles, and then push the spray arm back into place.
4. Rotate the spray arm to check that it is properly in place.



## Cleaning the Door Gasket

If the dishwasher door is not closing properly or if water is leaking from the door during the cycle, check that door gasket is clear of debris. If needed, clean the door gasket with a damp cloth to remove food particles and ensure a tight seal.



### CAUTION

If the filter insert is not closed properly, its performance will be decreased.

# Before You Call

Before calling for service, review this list. It may save you both time and expense. This list includes common experiences that are not the result of defective workmanship or material in your dishwasher.

| Problem                                  | Possible Causes  | Solutions  |
|--|--|--|
| Dishwasher won't start                   | <ul style="list-style-type: none"> <li>Dishwasher won't start.</li> <li>Power supply or power line is not connected.</li> <li>Delay option has been selected.</li> <li>Control Lock activated (select models).</li> </ul>  | <ul style="list-style-type: none"> <li>Shut the door completely make sure it is latched.</li> <li>Check and connect the power supply.</li> <li>Refer to Delay section in this manual to reset.</li> <li>Deactivate the Control Lock, refer to Control Lock section in this manual.</li> </ul>  |
| Dishwasher beeps at the end of the cycle | <ul style="list-style-type: none"> <li>The wash cycle will beep to indicate the end of the cycle.</li> </ul>   |  |
| Dishwasher operates too long             | <ul style="list-style-type: none"> <li>The dishwasher is connected to cold water.</li> <li>The cycle time will vary due to the soil.</li> <li>The SANITIZE option is selected.</li> </ul>  | <ul style="list-style-type: none"> <li>Check the dishwasher, make sure it is properly connected to the hot water supply.</li> <li>When heavy soil is detected, some cycles will automatically increase the cycle time.</li> <li>When SANITIZE option is selected, the cycle time will be increase to meet the sanitized temperature request.</li> </ul>  |
| Dishes are not clean enough              | <ul style="list-style-type: none"> <li>Water pressure is temporarily low.</li> <li>The inlet water temperature is low.</li> <li>Dishes are loaded too close together.</li> <li>Improper use of detergent.</li> <li>The selected cycle is not suitable for food soil condition.</li> <li>Spay arms is blocked by some items.</li> </ul> | <ul style="list-style-type: none"> <li>Use you dishwasher when the water pressure is normal.</li> <li>Make sure the dishwasher is connected to the hot water supply Try not use your dishwasher when hot water is being used elsewhere in the house.</li> <li>Load the dishes again as the manual.</li> <li>Add detergent depending on the water hardness and the cycle you chose. Use fresh detergent.</li> <li>Choose anther cycle for longer washing time.</li> <li>Make sure the spay arm is rotating freely.</li> </ul> |
| Dishes not dry enough                    | <ul style="list-style-type: none"> <li>Rinse aid dispenser is empty.</li> <li>Improper loading of dishes.</li> <li>The cycle you chose did not included the drying.</li> </ul>   | <ul style="list-style-type: none"> <li>Fill rinse aid dispenser or increase the amount of rinse aid.</li> <li>Load the dishes again as the manual instructs.</li> <li>Choose the proper cycle with drying.</li> </ul>  |

# Before You Call

| Problem                            | Possible Causes  | Solutions   |
|------------------------------------|--|---|
| Spots and film on dishes           | <ul style="list-style-type: none"> <li>• Water hardness is too high.</li> <li>• Improper loading of dishes.</li> <li>• Old rinse aid is used.</li> <li>• Rinse dispenser empty.</li> </ul>               | <ul style="list-style-type: none"> <li>• For extremely hard water install a water softener.</li> <li>• Load the dishes again as the manual indicates.</li> <li>• Use fresh rinse aid.</li> <li>• Add rinse aid to the dispenser.</li> </ul> |
| Etching                            | <ul style="list-style-type: none"> <li>• Using too much detergent.</li> <li>• The inlet water temperature exceeds 158°F (70°C).</li> </ul>   | <ul style="list-style-type: none"> <li>• Use less detergent if you have soft water.</li> <li>• Lower the inlet water temperature.</li> </ul>  |
| Detergent left in dispenser cup    | <ul style="list-style-type: none"> <li>• Detergent may be too old.</li> <li>• Spray arm is blocked.</li> </ul>   | <ul style="list-style-type: none"> <li>• Use fresh detergent.</li> <li>• Load the dishes, making sure the spray arms are not blocked.</li> </ul>  |
| Detergent dispenser will not shut  | <ul style="list-style-type: none"> <li>• Improper operation of the detergent cover.</li> </ul>   | <ul style="list-style-type: none"> <li>• Add the detergent and rinse aid as indicated by the manual.</li> </ul>   |
| Water remains in the dishwasher    | <ul style="list-style-type: none"> <li>• Previous cycle has not finished or has been interrupted.</li> </ul>   | <ul style="list-style-type: none"> <li>• Select the proper cycle explained in the manual.</li> </ul>  |
| Dishwasher does not drain properly | <ul style="list-style-type: none"> <li>• Drain is clogged.</li> <li>• Drain hose is kinked.</li> </ul>   | <ul style="list-style-type: none"> <li>• Check the air gap if you have one. Make sure the disposer is empty if dishwasher is connected to disposer.</li> <li>• Make sure the drain hose is properly connected to the sink.</li> </ul>       |
| Suds in the tub                    | <ul style="list-style-type: none"> <li>• Improper detergent is used.</li> </ul>  | <ul style="list-style-type: none"> <li>• Make sure to use only the automatic dishwasher detergent.</li> </ul>   |
| Dishwasher leaks                   | <ul style="list-style-type: none"> <li>• Excessive suds caused by using the improper detergent.</li> <li>• Dishwasher is not level.</li> </ul>   | <ul style="list-style-type: none"> <li>• Make sure to use only the proper dishwasher detergent.</li> <li>• Level the dishwasher.</li> </ul>   |
| Black or gray marks on dishes      | <ul style="list-style-type: none"> <li>• Aluminum utensils have rubbed against dishes.</li> </ul>  | <ul style="list-style-type: none"> <li>• Rearrange the dishes.</li> </ul>   |
| Stained tub interior               | <ul style="list-style-type: none"> <li>• Coffee and tea soil.</li> <li>• Reddish stain.</li> </ul>   | <ul style="list-style-type: none"> <li>• Using an approved spot cleaner to remove the soil.</li> <li>• Some tomato-based foods will cause this, use of the rinse only cycle right after loading this will decrease the staining.</li> </ul> |
| Noises                             | <ul style="list-style-type: none"> <li>• Detergent cup opening \ Drain pump sound.</li> <li>• A hard object has entered the wash module. When the object is ground up, the sound should stop.</li> </ul> | <ul style="list-style-type: none"> <li>• This is normal.</li> <li>• If the noise persists after a complete cycle, call for service.</li> </ul>  |
| Dishwasher won't fill with water   | <ul style="list-style-type: none"> <li>• Water valve is turn off.</li> <li>• Door latch may not be properly seated.</li> </ul>   | <ul style="list-style-type: none"> <li>• Check if the water valve is turn on.</li> <li>• Make sure the door is closed.</li> </ul>   |



# Before You Call

## Error Codes

Error codes will display on the display window when the following errors occur:

| Code | Meaning           | Possible Causes   |
|------|-------------------|---|
| i1   | Longer inlet time | Faucets is not opened, or water intake is restricted, or water pressure is too low. |
| i4   | Unit leaking      | Some element of dishwasher leaks.   |



### WARNING

- If overflow occurs, turn off the main water supply before calling a service provider.
- If there is water in the base pan because of an overflow or small leak, the water should be removed before restarting the dishwasher.

# Kenmore®

## Customer Care Hotline

To schedule in-home repair service  
or order replacement parts

Para pedir servicio de reparación  
a domicilio, y ordenar piezas

# 1-844-553-6667

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