

## CLASSEQ CHECK SHEET FOR WARRANTY CALLS



G350,  
G400, D400,  
G500, D500,



Fill / Heating

Ready

Cycle / Drain



G400DUO, D400DUO,  
G400DUOWS, D400DUOWS  
, G500DUO, D500DUO,  
G500DUOWS, D500DUOWS

### POOR WASH RESULTS

Check and replenish Chemicals

Check basket is correctly loaded, i.e. not over loaded or stacked incorrectly

Check and clean wash and rinse jets on wash arm assembly

Clean filters within the appliance and check they are correctly fitted

Check water supply is ON and fully open

Rinse dishes of any food debris before placing into the dishwasher

Glasses may need to be renovated

If glasses are 'blooming' you may need a water softener, call your dealer to advise on size of softener required

If water softener is fitted, replenish the salt within the softener, as per the water softener instructions

### FOAMING

Check to see if domestic washing up liquid has been introduced into the machine

Check both rinse and wash tank temperatures are correct

Do you pre wash dishes in domestic washing up liquid, cutlery to be washed in water only

Has the machine been cleaned using domestic washing up liquid

If fitted check water softener is working correctly

Check detergents are set correctly for site conditions

### NOT DRAINING

Check and clean all filters within the appliance

Check that the stand pipe / drain is not clogged / blocked

Ensure that the drain pump has been bled

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### NOT FILLING

Check water supply is turned on and water is present at tap
Check water supply hose is not kinked or trapped
Check appliance is switched on
Rinse jets are not blocked
Check the anti syphon unit is clean and free of debris
For Gravity machines check the drain plug is fitted

### OVER FILLING

Drain appliance fully, and try again to fill machine
Check and clean all filters within the appliance
Check stand pipe / drain height is configured correctly
Check that the stand pipe / drain pipe is not clogged / blocked
Make sure drain pump has been bled on installation
<b>If appliance continues to overfill isolate both mains electricity and water, call service engineer</b>

### NOT TAKING IN CHEMICALS

Check for blockages in the bottle weights
Check for air locks or kinks within the tubes
Check the bottle weights are taking the pipes to the bottom of the chemical bottles
Check chemical bottles are not empty

### NOT RINSING

Check water supply is turned on and water is present at tap
Check water supply hose is not kinked or trapped
Check appliance is switched on
Rinse jets are not blocked

### NOT GOING INTO CYCLE

Check door is closed
Check machine is full and heating
Check the green light is on and the cycle has been selected

**All text in RED is for the installer / distributor to confirm before a warranty call is placed.**

**Rinse aid and detergent levels must be set up during installation, this is not considered valid warranty**

**Water softeners must be fitted in hard water areas**

**Refer to the service and maintenance and troubleshooting section in the installation and operating manuals for further information**