



Troubleshooting Guide

This Section Contains:

- Troubleshooting for Dishwashers

Section 3

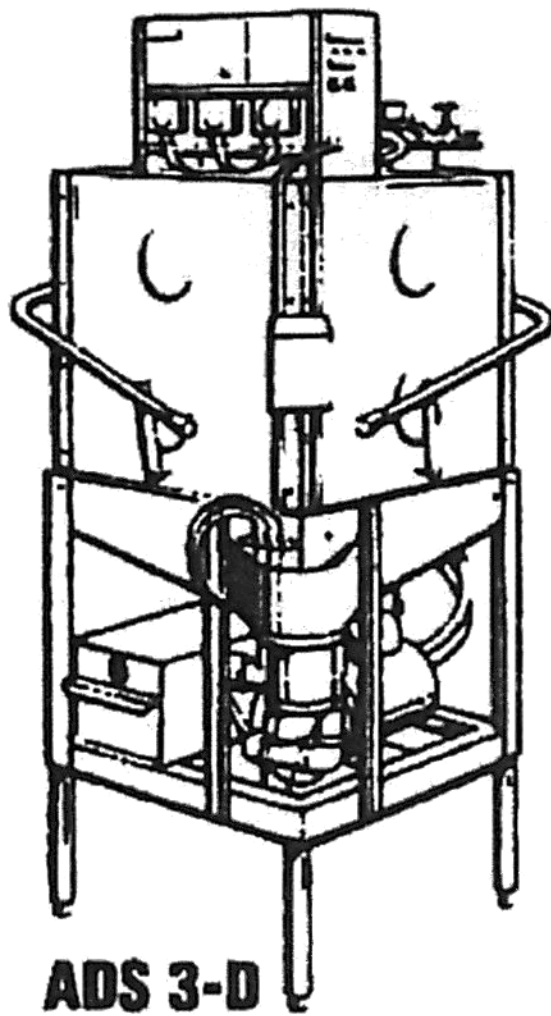
Troubleshooting

Guide

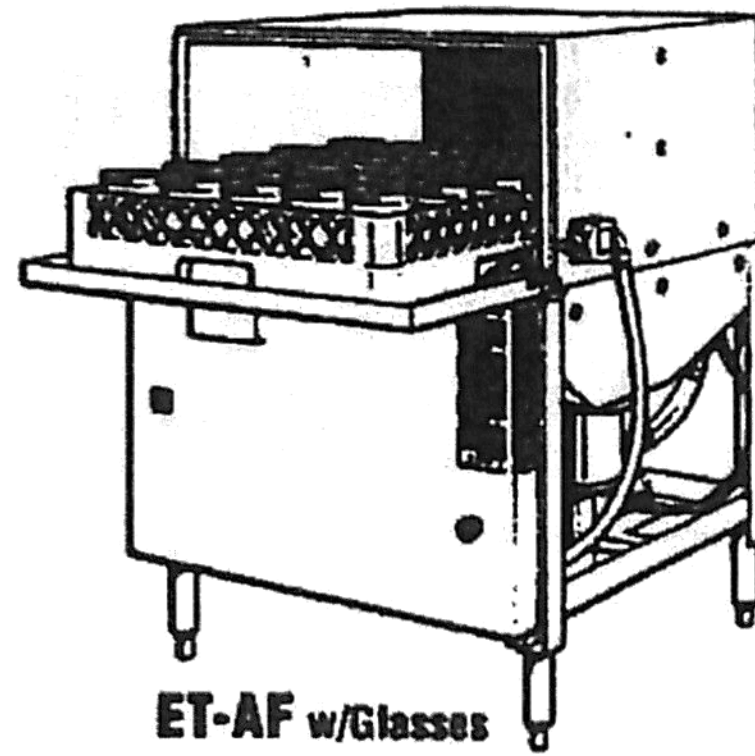


American Dish Service

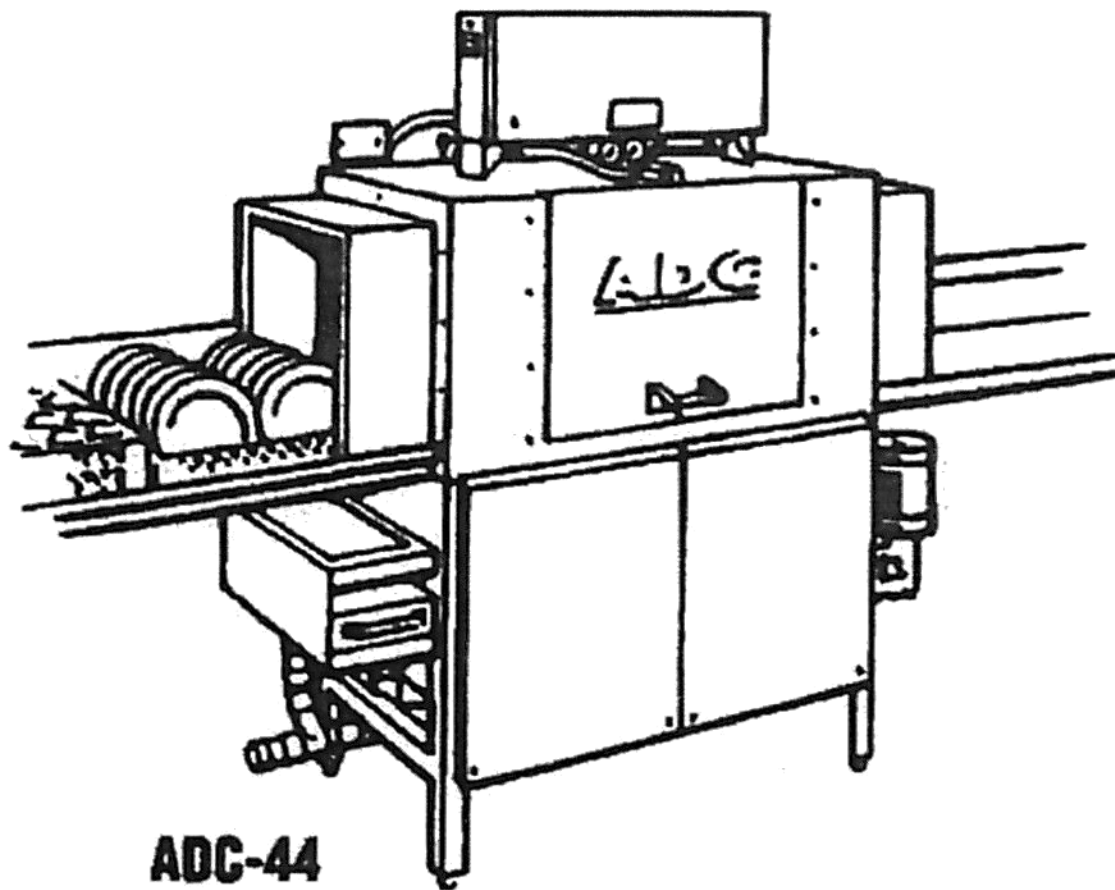
Manufacturers of Ware Washing Equipment



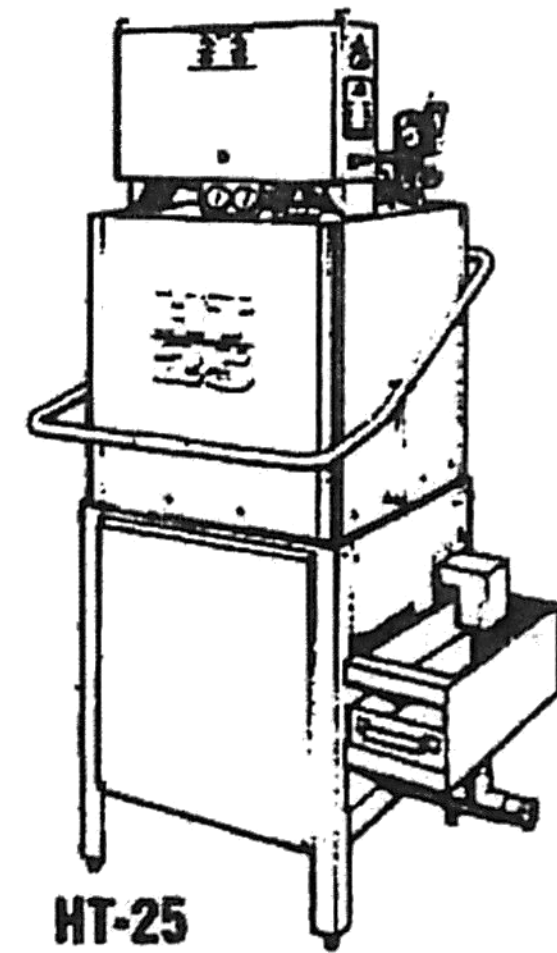
ADS 3-D



ET-AF w/Glasses



ADC-44



HT-25

TROUBLESHOOTING GUIDE FOR DISHWASHING MACHINES

TROUBLESHOOTING FOR DISHWASHERS

#1 PROBLEM DISHMACHINE DOES NOT RUN

CAUSE: Switches, wall plugs or circuit breakers are off
SOLUTIONS: Ensure all plugs are secure and circuits are on

#2 PROBLEM DISHMACHINE IS FOAMING

CAUSE: 1. Using Pot & Pan soap as presoak
 2. Low temps cause foam
 3. Wrong product in machine (ie: Pot & Pan instead of machine detergent)
 4. Product lines or tubing in wrong pails
 5. Dissolved or suspended solids in water
SOLUTIONS: Change to Low sudsing product
 Use an appropriate treatment method to reduce the soil content of the water
 Adequately remove gross soil before washing
 Change water in tanks at proper intervals

#3 PROBLEM DISHMACHINE SPRAYS WATER OUT

CAUSE: 1. Wash/Rinse end plugs are missing
 2. Wash/Rinse arm nozzles are clogged
SOLUTIONS: Check end plugs and arm nozzles periodically to ensure they are clean

#4 PROBLEM USING TOO MUCH PRODUCT

CAUSE: 1. Machine needs deliming
 2. Wash/Rinse temps low
 3. Fill valve left on, often soap tank is leaking
 4. Drain is leaking, clean debris and refill
 5. Using wrong product
 6. The injectors need calibration
SOLUTIONS: Review daily operating procedures
 Maintain proper temperatures according to specs.
 Repair any leaks and check injectors

#5 PROBLEM WATER DRAINS OUT

CAUSE: Drain is blocked (clear debris)
SOLUTIONS: Maintain drain, clear at all times

#6 PROBLEM	WATER DOES NOT DRAIN OR IS SLOW
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- CAUSE:
1. Grease trap is full
 2. Scrap tray is full
- SOLUTIONS:
- Do preventive maintenance on a regular basis

#7 PROBLEM	GLASSES/DISHES/FLATWARE IS DIRTY
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- CAUSE:
1. Out of product
 2. Using wrong product and calibration
 3. Temperatures are too low
 4. Clogged wash arms
 5. Clogged pump intake
 6. Clogged rinse jets
 7. Machine needs deliming
 8. Wash tank water is not being cleaned
 9. Wash tank water level is low, check drain for debris and refill
 10. Filters clogged
 11. End plugs missing on wash arms
 12. Not presoaking
 13. Using Pot & Pan or Hand dish soap for presoak
 14. Water softener needs salt
 15. Missing or wrong curtains
 16. Glasses and plates are bad quality or very old
 17. Using inadequate racks
 18. Not pre-scrapping
- SOLUTIONS:
- Use an external water softening products (ie: a water softener)
Use proper detergent to provide internal conditioning
Check temperature of wash water
When water is maintained above recommended temperature range, film may appear
Maintain adequate pressure and volume of rinse water
Ensure wash jets are not worn and angle of wash spray is correct
Prevent scale build-up in equipment by adopting a frequent deliming schedule

#8 PROBLEM	MACHINE OVERFLOWS
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- CAUSE:
1. Scrap trays full
 2. Grease trap is full – building drains clogged
- SOLUTIONS:
- Check grease trap and scrap trays to ensure there is no blockage

#9 PROBLEM STREAKING

- CAUSE:
1. Alkalinity in the water
 2. High dissolved solids in water
 3. Improperly cleaned or rinsed equipment
- SOLUTIONS:
- Check alkalinity, make sure alkaline cleaners used for washing is thoroughly rinsed from dishes
 - Ensure proper rinse additive is being used to eliminate streaking
 - Maintain adequate pressure and volume of rinse water

#10 PROBLEM COFFEE, TEA, & METAL STAINING

- CAUSE:
1. Improper detergent
 2. Improper cleaning equipment
- SOLUTIONS:
- Food dye or metal stains especially where plastic dishware is present you must use a chlorinated machine washing detergent for proper destaining
 - Keep all wash sprays and rinse nozzles open
 - Keep equipment free from all deposits and running smoothly

#11 PROBLEM BITS OF FOOD LEFT ON DISHES

- CAUSE:
1. Overcrowding is preventing the water from reaching the dishes
 2. Water temperature is too low
 3. Insufficient water fill, load the dishwasher correctly
- SOLUTIONS:
- Check heat booster and make sure water is to the fill line
 - Check water pressure, may be too low
 - Clean the filter periodically

#12 PROBLEM DISHES NOT COMPLETELY DRY

- CAUSE:
1. Incorrect loading is preventing good drainage
 2. The "air drying heat" cycle is preventing complete drying
- SOLUTIONS:
- Follow tips and procedures on proper loading
 - Be sure water is hot, then use the correct amount of detergent and rinse agent

#13 PROBLEM BLACK OR GRAY MARKS ON DISHES

- CAUSE:
- Aluminum utensils rubbing against dishes during wash cycle
- SOLUTIONS:
- Watch your loading
 - Be sure dishes and aluminum utensils don't rub against each other in the dishwasher
 - Pay special attention with lightweight foil containers

#14 PROBLEM DETERGENT SPOTS LEFT ON DISHES

- CAUSE:
1. Water is not reaching the surface of the dishes
 2. Water temperature is too low
 3. The filter is dirty
- SOLUTIONS:
- When you load the dishwasher make sure the spray arms are not blocked
 - Make sure the water is hot
 - Make sure you have a booster heater
 - Clean the dishwasher filter

#15 PROBLEM DETERGENT CAKES IN THE DISPENSER CUP

- CAUSE:
1. Detergent is being used/stored improperly
 2. The washer is not loaded correctly
- SOLUTIONS:
- Make sure the dispenser cup is dry before filling with powder detergent
 - Do not overfill the dispenser cup
 - Don't let gel detergents sit in the cup too long
 - Use detergents within one to two months of purchase
 - Be careful not to let large items, such as platters, block the dispenser cup

#16 PROBLEM DISHWASHER SMELLS FUNNY INSIDE

- CAUSE:
1. Unwashed dishes have been in the dishwasher too long
 2. The filter is dirty
- SOLUTIONS:
- Use "rinse/hold" cycle at least once a day until you are ready to run a full load
 - Make sure to clean dishwasher filters

#17 PROBLEM FOGGY WHITE FILM ON GLASSES

- CAUSE:
1. Hard water build-up
 2. Etching
- SOLUTIONS:
- Clean glasses with vinegar or delime solution from time to time
 - Use a rinse agent to prevent build-up
 - There is no solution for etching, this condition is irreversible

#18 PROBLEM RINGS ON GLASSES

- CAUSE:
- Glasses placed too close together in rack
- SOLUTIONS:
- Leave more space between glasses

**#19 PROBLEM MACHINE WILL NOT FILL, HAVING ELECTRICAL
POWER APPLIED EVEN THOUGH OTHER
COMPONENTS WORK**

CAUSE: 1. Water hand fill valve is off
 2. Fill switch is faulty and solenoid valve does not operate
SOLUTIONS: Turn hand valve on
 Replace switch in terminal
 Check your service manual for other repairs

#20 PROBLEM WATER RUNS CONTINUOUSLY WITH POWER ON

CAUSE: 1. Fill switch sluggish or faulty
 2. Solenoid valve is dirty or faulty
SOLUTIONS: Replace fill switch or solenoid valve

#21 PROBLEM VACUUM BREAKER LEAKS

CAUSE: 1. Too much lime build-up
 2. Faulty
SOLUTIONS: Clean and restore

#22 PROBLEM WASH/RINSE AUTOMATIC FUNCTIONS DO NOT WORK

CAUSE: 1. Start switch is faulty
 2. Wire connections are poor
SOLUTIONS: Check both start switches, replace if necessary
 Correct connections

#23 PROBLEM LEVEL OF AGENTS IN CONTAINERS DO NOT CHANGE

CAUSE: 1. Detergent agent pump (peristaltic)
 2. Suction hose (intake tube) out of pail
 3. Tubes in peristaltic pumps are worn
SOLUTIONS: Replace pump
 Return to pail
 Replace tubes