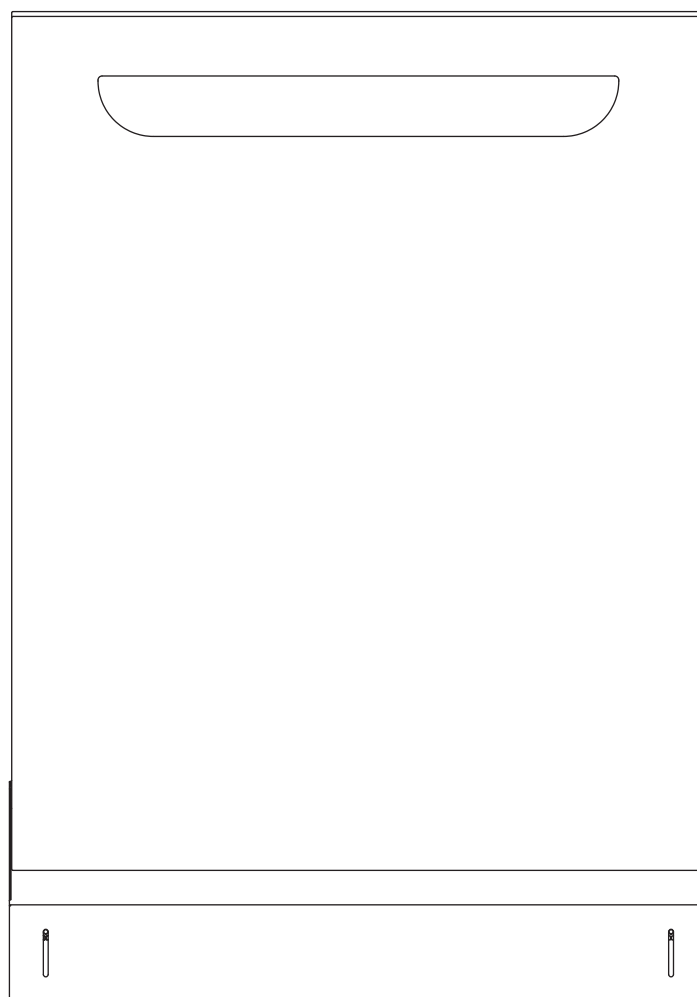


# Kenmore<sup>®/MD</sup>



## DISHWASHER

24" width / built-in / 2 racks / 49 decibels



KKDW2RPH-49SS  
KKDW2RPH-49W  
KKDW2RPH-49B  
Use & Care Guide

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Thank you for choosing this Kenmore product! Please make a note of your product model and serial numbers for future reference. These can be found near the door on the right or left side of the dishwasher interior.

This user manual contains important safety information and instructions for the operation and maintenance of your appliance. Please take the time to read this user manual before using your appliance and keep the manual for future reference.

## **YOUR SAFETY AND THE SAFETY OF OTHERS IS VERY IMPORTANT TO US**



This is the Safety Alert Symbol. This symbol alerts you to potential hazards that can kill or injure you if you do not follow instructions. All safety messages in this manual will follow this symbol and the word, **“WARNING.”**

All safety messages will describe the potential hazard, provide instructions on how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

**ALWAYS READ AND OBEY ALL SAFETY MESSAGES  
IN THIS MANUAL AND ON YOUR APPLIANCE.**

# IMPORTANT SAFETY INSTRUCTIONS



This symbol indicates that dangerous voltage constituting a risk of electric shock is present within your dishwasher.



This symbol indicates that there are important operating and maintenance instructions in the literature accompanying your dishwasher.

## WARNING

**When using your dishwasher, follow basic safety precautions, including the following:**

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Clean only with a damp cloth.
6. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
7. Make sure that the available AC power matches the voltage requirements of this appliance.
8. Refer all servicing to qualified service personnel. Servicing is required when the appliance has been damaged in any way or it does not operate normally.

## **WARNING - Electric Shock Hazard**

Failure to follow these instructions can result in electric shock, fire, or death.

## **WARNING – DANGER**

1. Never allow children to play with, operate, or crawl inside the dishwasher.
2. Turn off the dishwasher before carrying out user maintenance on it.
3. If a component part is damaged, it must be replaced by the manufacturer, its service agent, or similar qualified persons in order to avoid a hazard.
4. This appliance is intended to be used in a household and similar environments

# IMPORTANT SAFETY INSTRUCTIONS

## 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 cut-type injury.
  - Do not wash plastic items unless they are marked dishwasher safe or the equivalent. 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 garbage disposal, make sure that disposal is completely empty before running dishwasher.
- Do not tamper with the controls.
- Do not operate your dishwasher before it is properly installed in the cabinet.
- Do not touch the heating element during or immediately after use, especially if the sanitize option has been selected.
- Do not let children abuse, sit, or stand on the door or racks of the dishwasher.
- Do not store or use combustible materials, gasoline, or other flammable vapors and liquids in the vicinity of this or anyother appliance.
- 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, 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.
- Use only detergents or rinse agents recommended for use in a dishwasher and keep them out of the reach of children.
- Keep young children and infants away from the 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.
- To reduce the risk of injury, do not allow children to play in or on a dishwasher.
- Do not immerse in water.
- Household and indoor use only.
- A hose that attaches to a sink spray can burst if it is installed on the same water line as the dishwasher. If your sink has one, it is recommended that the hose be disconnected and the hole plugged.

## DISPOSAL AND RECYCLING

To ensure that the appliance presents no danger to children while being stored for disposal, before disposing of the dishwasher:

1. Disconnect the appliance from the electrical supply.
2. Cut the connections between the electrical supply and the dishwasher's junction box.
3. Remove the door to prevent children and pets from getting closed in the appliance.

Old appliances may contain materials that can be recycled. Please contact your local recycling authority about the possibility of recycling these materials.

**FOR HOUSEHOLD USE ONLY**  
**SAVE THESE INSTRUCTIONS**

# KNOW YOUR DISHWASHER

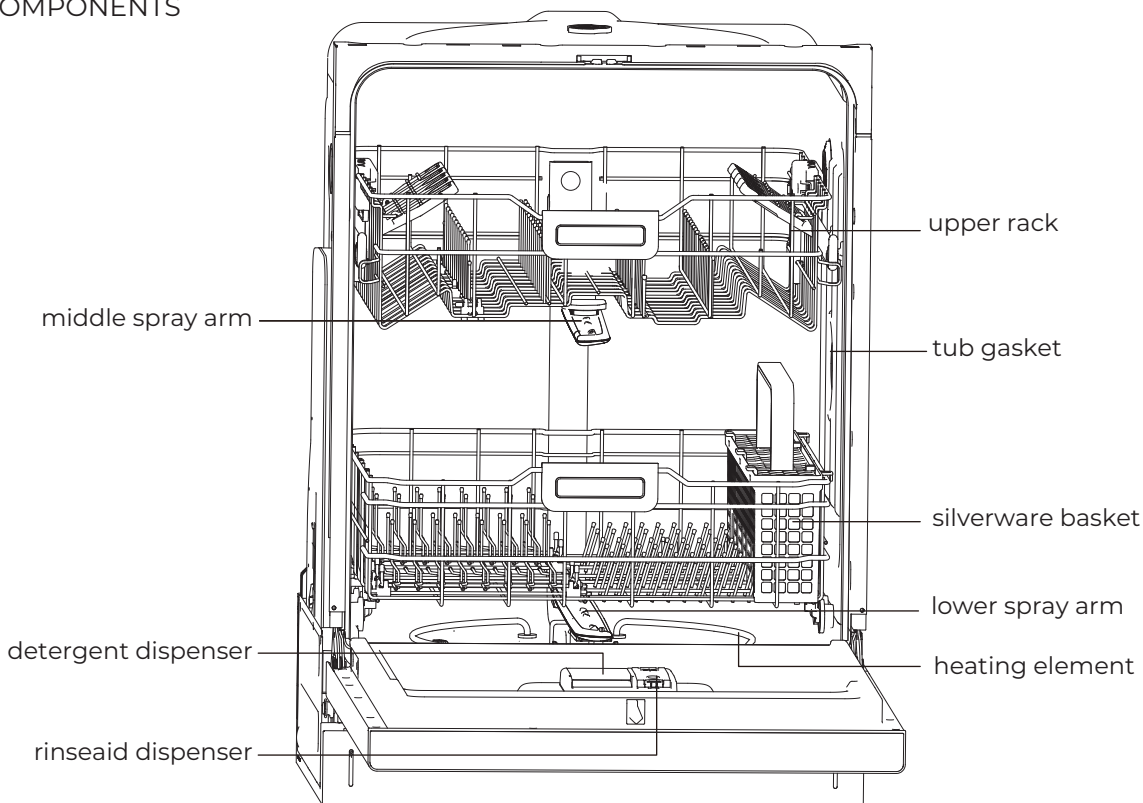
## PACKAGE CONTENTS

- Dishwasher
- Drain Hose
- Installation Kits
- User Guide
- Installation Guide

## SPECIFICATIONS

Capacity : maximum 14 place settings  
Dimensions (HxWxD) : 33 3/4 x 23 3/4 x 24 1/2 in (85.8 x 60.5 x 62.6 cm)  
Power requirements : 120V ~ 60Hz  
Current : 7.7A  
Water pressure : 20 to 100 psi (138 to 689 kPa)  
Noise : 49dB

## MAIN COMPONENTS



## HOW YOUR DISHWASHER CLEANS

The dishwasher fills with water, covering the filter area at the bottom. Water is then pumped through the various filter and spray arms, spraying a mixture of hot water and detergent against the soiled surfaces of your dishes and silverware. Soil particles are separated and go down the drain as the dirty water is drained and replaced with clean water. The number of water fills is determined by the cycle selected.

## WASH CYCLE SELECTIONS

Cycle times are approximate and will vary with options selected. Hot water is necessary to activate dishwasher detergent and melt fatty food soils.

An automatic sensor checks the incoming water temperature and, if it is not hot enough, the timer will be delayed to allow for the water to heat for the main wash of all cycles.

## FILTER SYSTEM

Your dishwasher has a multiple filter system which includes four separate filter meshes. It separates dirty water and clean water into different chambers. The multiple filter system helps your dishwasher to get better performance with less water and less energy.

## SMART WASH SYSTEM

Your dishwasher has a smart wash system, under the normal wash, which selects the wash cycle based on how large and how soiled the load, permitting your dishwasher to clean more efficiently every time. When a partial load of lightly soiled dishes is placed in the unit, a short wash cycle is automatically selected. When a full load of heavily soiled dishes is placed in the unit, a heavy wash cycle is automatically selected.

# INSTALLING AND SETTING UP YOUR DISHWASHER

## BEFORE USING YOUR DISHWASHER

1. Remove the interior packing.
2. Remove all twist-ties and tape from the racks and spray arms.
3. Dispose of the discarded appliance and packing material properly.
4. Clean the interior surface with lukewarm water using a soft cloth.
7. If there is any damage to the dishwasher, please contact Customer Service. Do not attempt to repair or replace any part by yourself.

## IMPORTANT

- Water supply temperature should be between 120°F ~ 149°F (49°C ~ 65°C).
- The hot water supply pressure must be between 20 and 100 psi.
- The dishwasher must be electrically grounded or it can result in a risk of electric shock.
- For information on installing and setting up your dishwasher, refer to the INSTALLATION GUIDE provided.

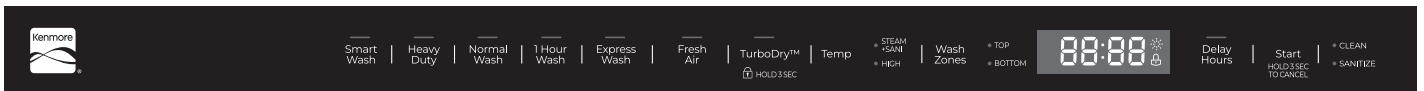
## FINDING A SUITABLE LOCATION

- This dishwasher is designed to be built-in.
- The dishwasher door must be able to fully open.

## PROVIDING A PROPER POWER SUPPLY

- Check your local power source.
- This dishwasher requires a 120V, 60Hz power supply.
- Refer to the INSTALLATION GUIDE for additional information.

## CONTROL PANEL



Your dishwasher's control panel is located on the top of the door. The door must be opened to make settings and operate the dishwasher.

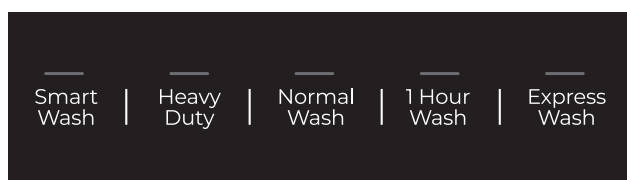
## POWER

Turn the power on by pressing the START/CANCEL button. No operation for 3 mins, the power will be off automatically.

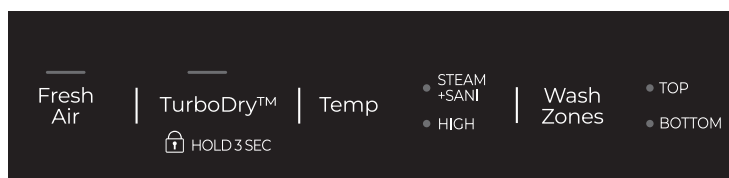
## CYCLES

- Select a cycle based on the type of dishes to be washed and the level of soil on the dishes.
- Cycle times are approximate and will vary with options selected.
- The timer will be delayed to allow for the water to heat for the main wash of all cycles if the sensor detects the water is not hot enough.
- Below is water use and cycle times under standard conditions.

## CONTROL PANEL




| CYCLE        | DESCRIPTION                                                                                                                                                                                                                                           | APPROXIMATE WATER USE      | CYCLE TIME   |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|--------------|
| Smart Wash   | Allows the dishwasher to self-adjust the water temperature and length of time depending on how dirty the dishes are.                                                                                                                                  | 2.8-6.8 gal. (10.5-25.6 l) | 140–207 min. |
| Heavy Duty   | Use for hard-to-clean, heavily soiled dishes, pots, and pans.                                                                                                                                                                                         | 5.8 gal. (21.8 l)          | 220 min.     |
| Normal Wash  | Generally cleans average amounts of leftover food residue without using extra water, heat or extended cycle times. Use the normal wash cycle for daily, regular or typical use to wash and dry a full load of dishes that don't have baked on messes. | 2.8-6.8gal. (10.5-25.6 l)  | 140-207 min. |
| 1 Hour Wash  | Uses more water, energy and heat for fast results, a quick wash cycle with 1 hour.                                                                                                                                                                    | 2.8 gal. (10.5 l)          | 60 min.      |
| Express Wash | One of the fastest wash cycles and runs for around 30 minutes. Designed for washing lightly stained dishes, glasses and cutlery.                                                                                                                      | 2.8 gal. (10.5 l)          | 45 min.      |



## OPTIONS

**Fresh Air** - Gently circulates air inside the dishwasher to prevent odors and keep dishes fresh for up to 7 days after a cycle. This feature is ideal if you can't unload right away or are away from home.

**TurboDry™** - This drying system uses a combination of a built-in fan and a heating element to powerfully remove moisture from the dishes, ensuring they come out dry and spot-free. TurboDry™ is not recommended for daily use.

**Child Lock** - press and hold the TurboDry™ button for 3 seconds to activate the child lock. A  icon will appear to indicate the control panel is locked.

**Temp** - There are two different options you can select under the temperature feature.

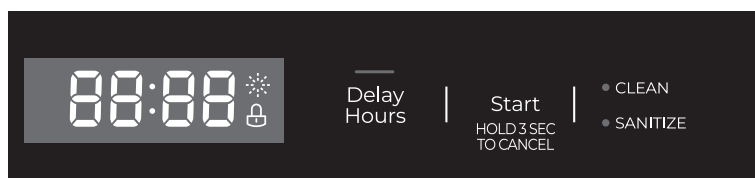
- **STEAM + SANI** : This function will sanitize your dishware and glassware. The water temperature will be maintained at 158°F (70°C) max. This feature is only available with the Heavy Duty cycle.

- **HIGH** : This will increase the temperature to 145°F (65°C) for your selected wash cycle to better clean dirty dishes.

**NOTE** - The selection of multiple options with a single cycle does not add significantly more time to the cycle than selecting a single option. The dishwasher automatically incorporates the selected options into the appropriate parts in the cycle.

**Wash Zones** - Press this button to select whether the dishwasher washes the upper zone, the lower zone, or both zones simultaneously. This feature can be used to conserve energy when washing a smaller load.

## CONTROL PANEL



### OPTIONS (cont.)

**Digital Display** - The display will show the duration of each cycle and the delay hours. The icon  will appear when the machine lacks rinse aid, the icon  will appear when you select the child lock option.

### NOTES

- Certified residential dishwashers are not intended for licensed food establishments.
- The sanitize cycle is NSF certified.

**Delay Hours** - Press repeatedly to delay the start of the selected wash cycle until the delay time indicator you want is on. You can select 1-24 hours delay. After you select the delay time you want, press START once, the delay begins to count down.

**IMPORTANT** - If you open the door while delay is in effect, you must close the door, then press START to begin the cycle from that point, otherwise the dishwasher will stop the delay and will beep as a reminder to resume the delay. To cancel the delay and begin the cycle before the delay period is complete, press and hold START for three seconds.

**Start** - When the program and options have been selected, press the START, then close the door to start a wash cycle.

- To stop or reset the wash cycle, open the door, the washing will be pause, hold on the START for 3 seconds to cancel the wash cycle.

- To continue the washing after pause, press the START then close the door, the washing will be go on.

**Clean** - Turns on when the cycle is in washing, turns off when washing is complete.

**Sanitized** - Turns on when the cycle is in sanitized drying, turns off when the sanitized drying is complete.

**CAUTION** - To avoid injury, open the door slowly and carefully, and keep your face away from the dishwasher. There is a possibility of hot steam from inside the dishwasher.

## OPERATING INSTRUCTIONS

### BASIC OPERATION

1. Load the dishwasher. See PREPARING AND LOADING DISHES.
2. Add detergent. See FILLING THE DETERGENT DISPENSER.
3. Add rinse aid, if needed. See FILLING THE RINSE AID DISPENSER.
4. Close the door.
5. Select the cycle you want. See the USING THE CONTROL PANEL. The indicator will flash when the selection is made.
6. Select the options you want. The indicator will flash when the selection is made.
7. To start, press START on the control pad.

# OPERATING INSTRUCTIONS

## PREPARING AND LOADING DISHES

### PREPARING DISHES FOR WASHING

- Scrape away large pieces of food, bones, pits, toothpicks, and similar items. The continuous 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 types of foods.
- If the dishwasher drains into a garbage disposal, be sure the disposal is completely empty before starting the dishwasher.

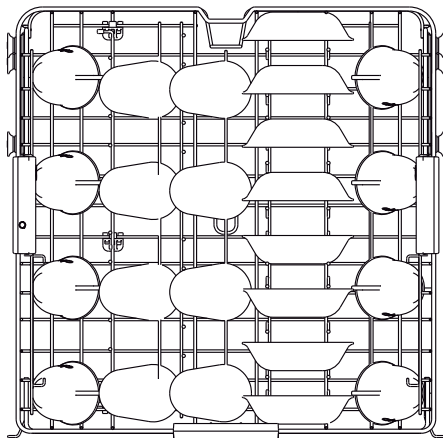


### LOADING THE UPPER RACK

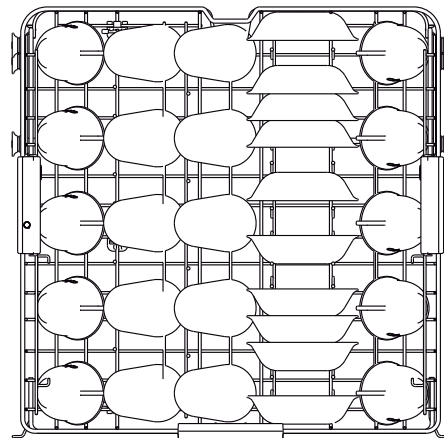
The upper rack is designed for cups, glasses, small plates, bowls, and plastic items marked dishwasher-safe. For best results, place the items with the soiled surface facing down or toward the center. Tilt them slightly for better drainage.

**NOTE** - Make sure that the loaded dishes do not interfere with the rotation of the middle spray arm, which is located just below the upper rack. You can check this by rotating the middle spray arm by hand.

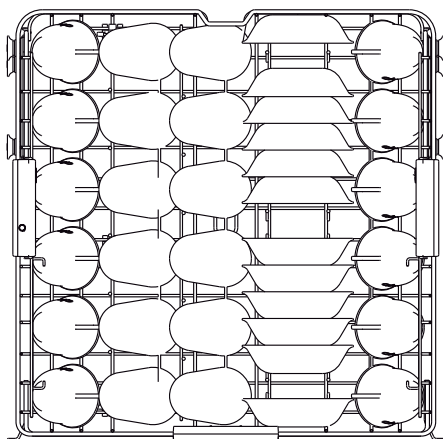
Loading suggestions are shown below:



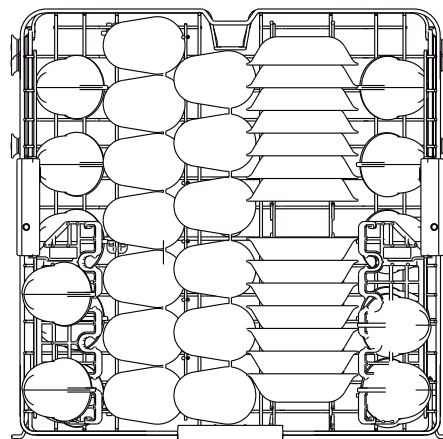
8 place settings



10 place settings



12 place settings



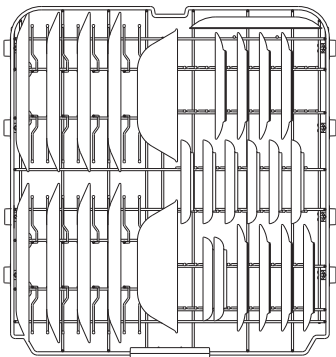
14 place settings

# OPERATING INSTRUCTIONS

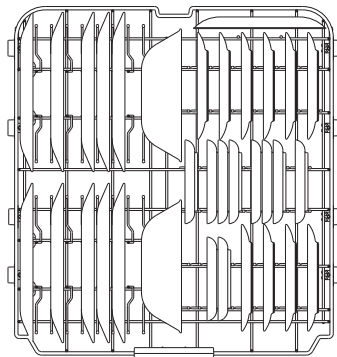
## LOADING THE BOTTOM RACK

- The bottom rack is designed to accommodate plates, bowls, saucers, and cookware. Large items should be placed along the edge, with the inside facing down, so they do not interfere with the middle or lower spray arms or prevent the detergent dispenser from opening.
- The fold-down tines in the bottom rack make easy loading for 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. See FOLD-DOWN TINES.

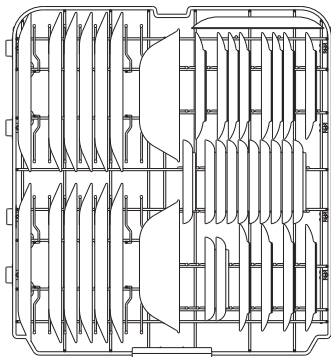
Loading suggestions are shown below:



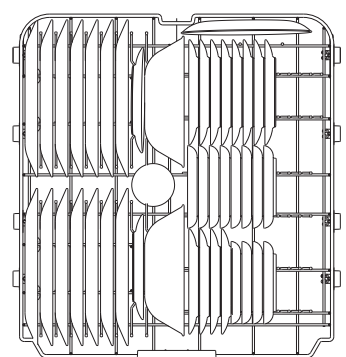
8 place settings



10 place settings



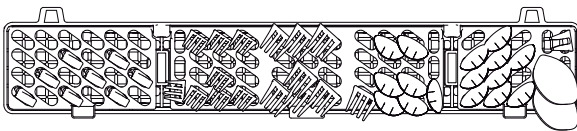
12 place settings



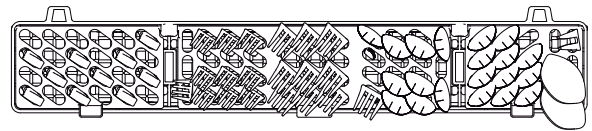
14 place settings

## LOADING THE SILVERWARE BASKET

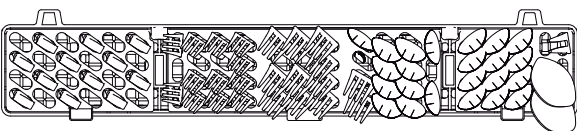
The silverware basket is separate, which can be placed on lower rack. The basket fits small forks, spoons, knives, large spoons, and large forks.



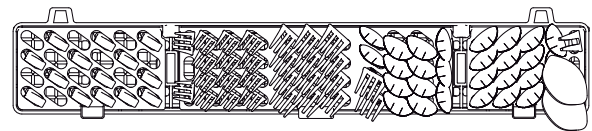
8 sets of cutlery



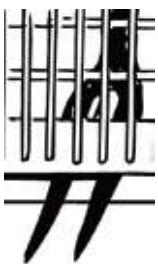
10 sets of cutlery



12 sets of cutlery



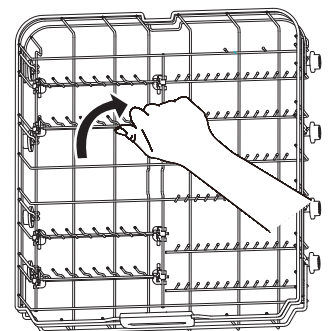
14 sets of cutlery



**CAUTION** - Make sure that nothing protrudes through the bottom of the silverware basket to block the lower spray arm.

## FOLD-DOWN TINES

The fold-down tines in the bottom rack make easy loading for 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.



# OPERATING INSTRUCTIONS

## ADDING A DISH

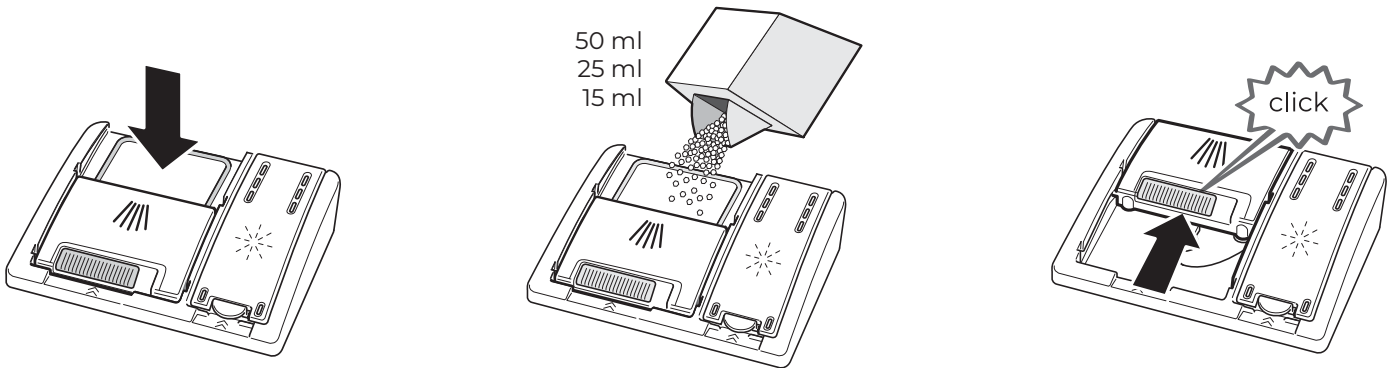
**CAUTION - TO AVOID BURN INJURY :** Open the door slowly and wait until the spray arms and wash action stop. Hot water may splash out of the dishwasher. Failure to do so may result in injury.

Before adding dishes, refer to PREPARING AND LOADING DISHES for instructions on loading. Once a cycle has started, you can add more dishes before the main wash portion of the wash cycle has started. To determine this, check the detergent dispenser in the door after the door has been opened. If the detergent dispenser is still closed, you can add more dishes. If it is open, you can add dishes to the dishwasher if the dish quantity is small. If the quantity is large, restart the cycle. Also see information on START in the BASIC OPERATION section.

To add or remove items after the wash cycle starts:

1. Open the door slightly and wait a few seconds until the wash action stops before completely opening.
2. Add / remove the item.
3. Press the START button and then close the door, the cycle will be continued.

## FILLING THE DETERGENT DISPENSER



1. Pour detergent into the detergent sink. You can add dishwashing powder or dishwashing 3 in 1 block.

2. Detergent - Removes grease and breaks down grease on dishes. It needs to be added every time you wash.

3. Close the detergent cover. The sound of the cover snapping into place can be heard.

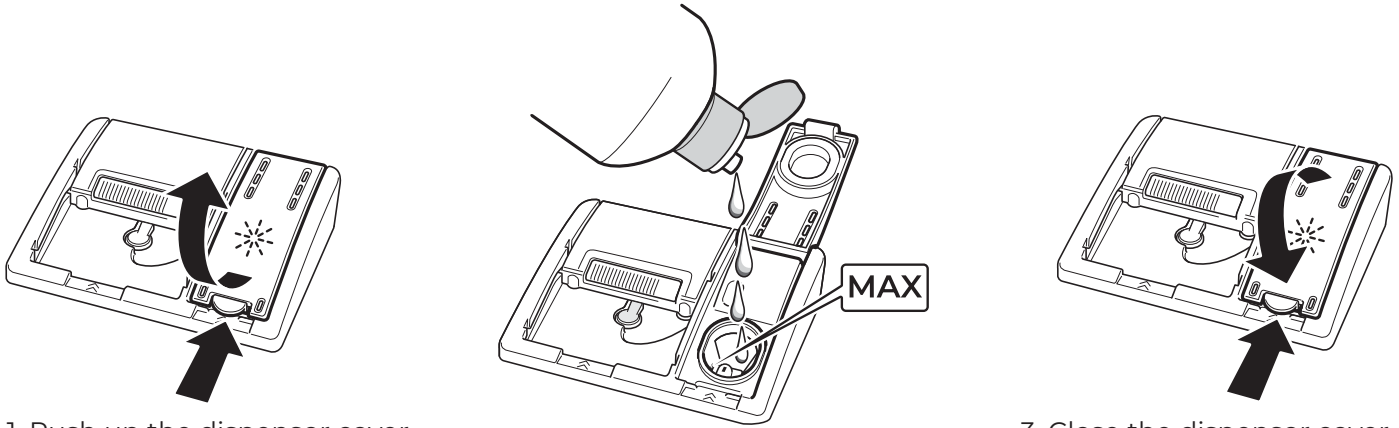
The amount of detergent required depends on the water hardness. Refer to the following table for the recommended amount.

| CYCLE                      | Soft Water (0-3 grains)            | Medium Hard Water (4-8 grains)                      | Hard Water (9-12 grains)                  | Very Hard Water (over 12 grains)                         |
|----------------------------|------------------------------------|-----------------------------------------------------|-------------------------------------------|----------------------------------------------------------|
| Normal<br>Heavy<br>Express | 2 tsp.<br>(main wash cup 1/4 full) | 5 tsp.<br>(main wash cup fill toline above regular) | 8 tsp.<br>(main wash cup completely full) | Main wash cup completely full (water softener recommend) |

# OPERATING INSTRUCTIONS

## FILLING THE RINSE AID DISPENSER

Your dishwasher is designed to use a liquid rinse aid. The use of a rinse aid 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. Try to keep the dispenser full, but do not overfill it.



1. Push up the dispenser cover.

2. Add the detergent into the highest level.

3. Close the dispenser cover. The sound of the cover snapping into place can be heard.

## IMPROVING PERFORMANCE

### USING RINSE AID

- Rinse aid greatly improves drying and reduces water spots and filming. Without rinse aid, your dishes and dishwasher interior will have excessive moisture. In addition, 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.
- If spotting and poor drying is a problem, increase the amount of rinse aid dispensed by rotating the dial to a higher number. The dial is located under the dispenser cap.
- If the rinse aid is low, the rinse aid light turns on at the beginning and end of the cycle indicating that it is time to refill.
- Refer to FILLING THE RINSE AID DISPENSER.

### WATER TEMPERATURE

- Hot water is required for optimum dishwashing and drying results. Water entering the dishwasher should be at least 120°F (49°C) to achieve satisfactory results.
- To check the water temperature entering the dishwasher:
  1. Turn on the hot water faucet near the dishwasher and let it run for several minutes.
  2. Hold a thermometer (a candy or meat thermometer will work) in the water stream to check the temperature. If temperature is below 120°F (49°C), have a qualified person raise the hot water heater thermostat setting.

**IMPORTANT** - To make sure that the water entering the dishwasher is hot, run hot water from the nearest hot water faucet to clear cool water from the pipe before starting the cycle.

### HEAT DRY OPTION

**CAUTION** - Plastic dishes could melt/deform due to the heat, especially if placed in the lower rack. The heat dry option, when used with a rinse aid, enhances drying performance. If you do not choose the heat dry option, items in your load may not be completely dry at the end of the cycle.

### WATER PRESSURE

For optimum performance, the hot water supply line for your dishwasher must provide water pressure of at least 20 psi and not more than 100 psi. You may experience low water pressure during high-demand periods, such as when laundry or showers are in use while you are washing the dishes. To eliminate this problem, wait until hot water demand is reduced before starting the dishwasher.

# MAINTAINING YOUR DISHWASHER

**CAUTION** - TO AVOID BURN INJURY, allow the heating element to cool before attempting to clean the interior of your dishwasher.

## CLEANING THE STAINLESS STEEL PANEL

Clean the stainless steel door and plastic handle regularly with a soft cloth and standard household cleaner to remove dirt and debris monthly.

**CAUTION** - Do not use appliance wax, polish, bleach, or products containing chlorine to clean the stainless steel door.

## CLEANING THE CONTROL PANEL

Clean the control panel gently with a soft, lightly dampened cloth.

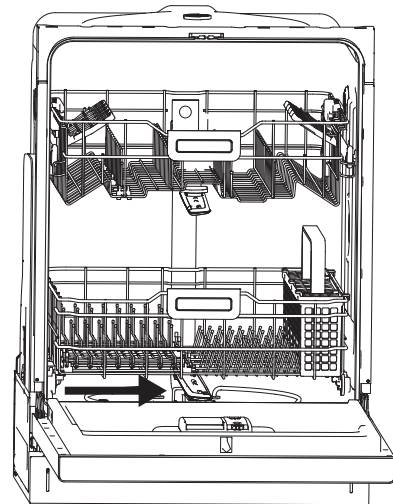
## CLEANING THE STAINLESS STEEL INNER DOOR AND TUB

- The tub is made of stainless steel. It will not rust or corrode, even if the dishwasher should be scratched or dented.
- Clean the spots on the steel inner door and tub with a damp non-abrasive cloth.

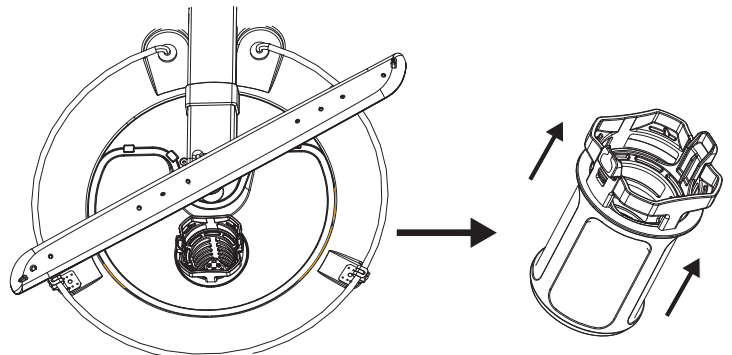
## CLEANING THE FILTERS

The filters are designed to collect debris and need to be cleaned monthly to maximize wash performance.

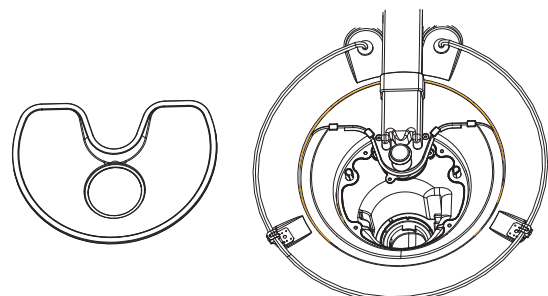
1. Remove the bottom rack.



2. Rotate the cylinder filter, then lift it out.



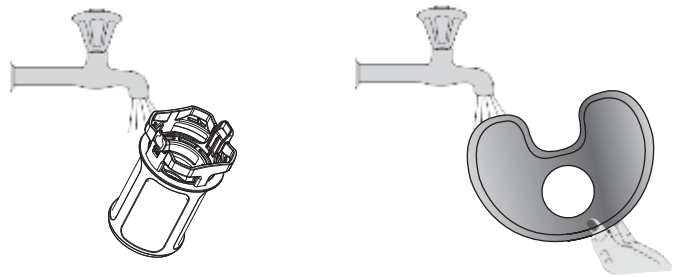
3. Lift the fine filter from the bottom of the tub.



# MAINTAINING YOUR DISHWASHER

## CLEANING THE FILTERS (cont.)

4. Flush the filters by holding them under running water.



5. Replace the fabric filter.

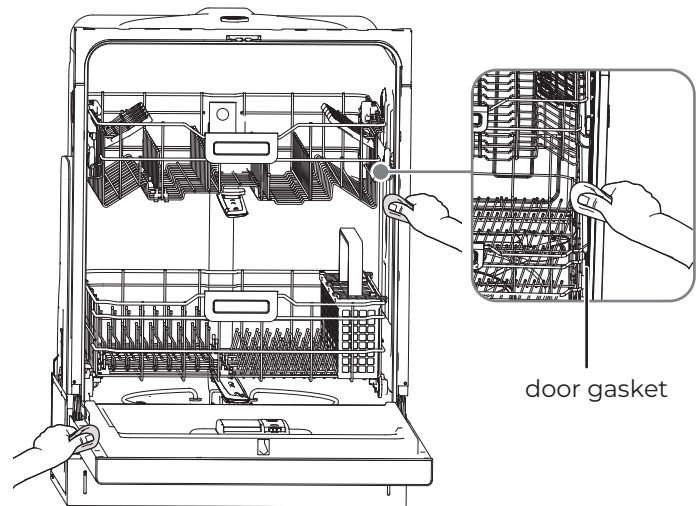
6. Replace the fine filter.

7. Replace the cylinder filter and lock into place.

8. Replace the bottom rack.

## CLEANING THE DOOR GASKET

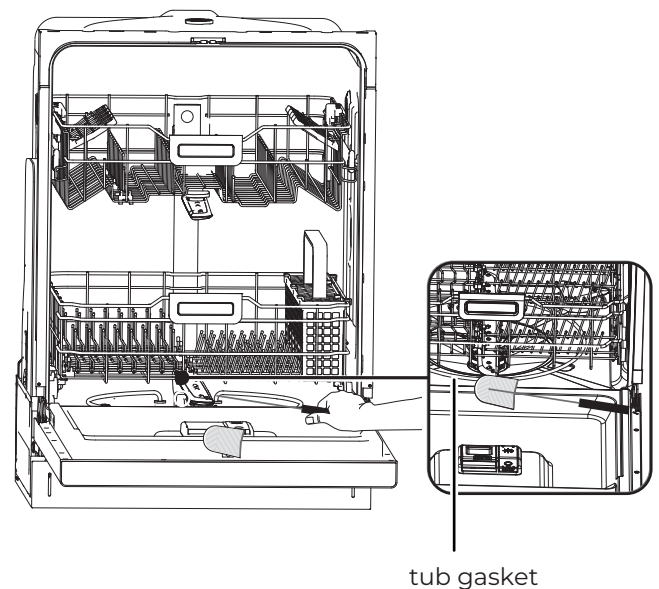
Clean the door gasket with a damp cloth to remove food particles regularly.



## CLEANING THE TUB GASKET

The inside of the dishwasher is self-cleaning under normal use. If needed, the tub gasket can be cleaned with a damp cloth.

Use a brush to clean the opening in the end of the gasket.

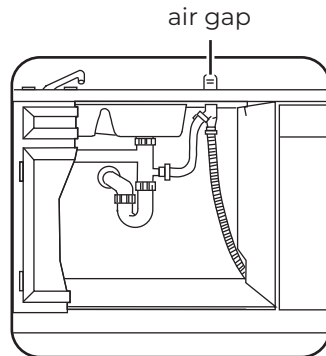


# MAINTAINING YOUR DISHWASHER

## CLEANING THE AIR GAP

An air gap is an external plumbing device that is not actually part of your dishwasher. Some state or local plumbing codes require the installation of a drain air gap between the dishwasher and the home drain system. It is usually located on the countertop near the sink or the dishwasher.

If there is an air gap installed with your dishwasher, make sure that it is clean so the dishwasher will drain properly. Before you clean the air gap, turn off the dishwasher, then remove the plastic air gap cover and clean with a toothpick.



## LONG-TERM STORAGE

Your dishwasher should be protected from freezing if you plan to leave it for extended periods in an unheated place.

Have a qualified person do the following:

### TO DISCONNECT SERVICE:

1. Turn off the electrical power to the dishwasher at the supply source by moving fuses or tripping the circuit breaker.
2. Turn off the water supply.
3. Place a pan under the inlet valve, then disconnect the water line from the inlet valve and drain it into a pan.
4. Disconnect the drain line from the pump and drain the water into a pan.

### TO RESTORE SERVICE:

1. Reconnect the water, drain, and electrical power.
2. Turn on the water and the electrical power supply.
3. Fill the detergent cup and the rinse aid cup and run the dishwasher through a heated-wash cycle.
4. Check all connections to make sure that they do not leak.

# TROUBLESHOOTING

**NOTE** - This troubleshooting guide addresses the most common issues that can be solved by the consumer. If the problem cannot be solved using the suggestions below, contact Kenmore Customer Support. All service or repairs must be performed by qualified and authorized service technicians. Failure to comply will void your warranty.

## ERROR CODES

| CODE                                                                            | MEANING                                                           | POSSIBLE CAUSE                                                                                                                                                                                                     | POSSIBLE SOLUTION                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rinse light blinks and your dishwasher beeps for 15 seconds                     | The water flow is insufficient or the water pressure is too high. | <ul style="list-style-type: none"> <li>• Water faucet is not opened</li> <li>• Water pressure is too low</li> <li>• The drain hose is plugged</li> <li>• Other (parts failure of inlet or drain system)</li> </ul> | <ul style="list-style-type: none"> <li>• Make sure that the water is turned on to the dishwasher</li> <li>• Make sure that the water pressure is 20~100 psi</li> <li>• Check the drain hose</li> <li>• Contact Customer Service</li> </ul> |
| Express and rinse lights blink and your dishwasher beeps for 15 seconds         | Abnormal heating                                                  |                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Contact Customer Service</li> </ul>                                                                                                                                                               |
| Heavy light blinks and your dishwasher beeps for 15 seconds                     | Overflow or leak sensor activated                                 | <ul style="list-style-type: none"> <li>• A leak</li> <li>• Too much water in the tub</li> </ul>                                                                                                                    | <ul style="list-style-type: none"> <li>• Turn off water to your dishwasher, then check the filter system for blockage. Unblock if necessary.</li> <li>• If there is no water in the tub, contact Customer Service.</li> </ul>              |
| Heavy and express lights blinks and your dishwasher beeps for 15 seconds        |                                                                   |                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Contact Customer Service</li> </ul>                                                                                                                                                               |
| Heavy, express, and rinse lights blink and your dishwasher beeps for 15 seconds |                                                                   |                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Contact Customer Service</li> </ul>                                                                                                                                                               |
| Normal, heavy, and rinse lights blink and your dishwasher beeps for 15 seconds  | Communication exception or issue                                  | <ul style="list-style-type: none"> <li>• The display board can't receive or the main board can't send a signal for longer than 20 seconds</li> </ul>                                                               | <ul style="list-style-type: none"> <li>• Contact Customer Service</li> </ul>                                                                                                                                                               |

### NOTE

- After resolving an error code issue, cycle the power on the dishwasher using the power button on the dishwasher control panel.
- If the error code persists, you may need to cycle the power to the dishwasher by resetting the circuit breaker that powers the dishwasher.

### IMPORTANT

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

## TROUBLESHOOTING

| PROBLEM                                                  | POSSIBLE CAUSE                                                       | POSSIBLE SOLUTION                                                                                                                                                                                 |
|----------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The dishwasher won't start                               | The door may not be closed properly.                                 | Make sure that the door is closed and latched.                                                                                                                                                    |
|                                                          | The power is off or not connected.                                   | Make sure that the power is connected and turned on. If your home has a wall switch above the dishwasher that powers the dishwasher outlet, make sure that the wall switch is in the On position. |
|                                                          | The delay start option is selected.                                  | Refer to the "11- Delay" section.                                                                                                                                                                 |
|                                                          | The child lock is activated.                                         | Deactivate the child lock. Refer to the "Child lock" section.                                                                                                                                     |
|                                                          | The wall switch is not turned on.                                    | Some dishwashers have a wall switch mounted above the counter that controls the dishwasher. Make sure that this switch is turned on.                                                              |
| The dishwasher beeps eight times at the end of the cycle | This is normal and indicates that the wash cycle is complete.        |                                                                                                                                                                                                   |
| The rinse aid light is on                                | The rinse aid level is low.                                          | Add rinse aid.                                                                                                                                                                                    |
| The dishwasher runs too long                             | The dishwasher is connected to a cold water supply.                  | Make sure that the dishwasher is connected to a hot water supply. If not, change the water supply to a hot water source.                                                                          |
|                                                          | The cycle time varies, depending on the soil level of the dishes.    | When heavy soil is detected, the wash times will be longer.                                                                                                                                       |
|                                                          | Some cycles and options take longer.                                 | This is normal.                                                                                                                                                                                   |
| The dishes are not clean enough                          | The water pressure is too low.                                       | Make sure that the water pressure is above 20 psi. Use your dishwasher when water demand is low.                                                                                                  |
|                                                          | The inlet water temperature is too low.                              | Make sure that the dishwasher is connected to a hot water supply. If not, change the water supply to a hot water source. Use your dishwasher when hot water demand is low.                        |
|                                                          | The water temperature may be too low at the start of the wash cycle. | Run the hot water in the sink for 30 seconds or until the water runs hot, then start the dishwasher.                                                                                              |
|                                                          | Dishes are too close together.                                       | Reload the dishwasher as shown in PREPARING AND LOADING DISHES.                                                                                                                                   |
|                                                          | Improper use of detergent.                                           | Add detergent depending on the water hardness and washing cycle you choose. Use fresh detergent.                                                                                                  |

## TROUBLESHOOTING

| PROBLEM                                 | POSSIBLE CAUSE                                                       | POSSIBLE SOLUTION                                                                                                                                              |
|-----------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The dishes are not clean enough (cont.) | The selected cycle is not suitable for the soil level on the dishes. | Choose a different cycle with a longer washing time.                                                                                                           |
|                                         | The spray arms are blocked.                                          | Make sure that the spray arms are not blocked and are free to rotate.                                                                                          |
| Spots and filming on dishes             | Water hardness is too high                                           | For extremely hard water, install a water softener.                                                                                                            |
|                                         | Dishes are loaded improperly.                                        | Reload the dishwasher as shown in <b>LOADING THE UPPER RACK</b> and <b>LOADING THE BOTTOM RACK</b> .                                                           |
|                                         | Old or damp rinse aid powder is used.                                | Use fresh, liquid rinse aid.                                                                                                                                   |
|                                         | The rinse aid dispenser is empty or the setting is too low.          | Fill the rinse aid dispenser. Increase the rinse aid setting.                                                                                                  |
| Etching                                 | Too much detergent being used.                                       | Use less detergent if you have soft water.                                                                                                                     |
|                                         | The inlet water temperature exceeds 150°F (65.6°C).                  | Lower the inlet water temperature.                                                                                                                             |
| Detergent left in dispenser cup         | Detergent may be too old.                                            | Use fresh detergent.                                                                                                                                           |
|                                         | The spray arm is blocked.                                            | When you load the dishes, make sure that the spray arms are not blocked.                                                                                       |
| The detergent dispenser will not close  | Improper operation of the detergent cover.                           | Add detergent and rinse aid only as indicated in this manual. See <b>FILLING THE DETERGENT DISPENSER</b> .                                                     |
| Water remains in the dishwasher.        | The previous cycle has not finished or has been interrupted.         | Make sure that the current cycle is finished.                                                                                                                  |
| The dishwasher does not drain properly. | The drain is clogged.                                                | Check the air gap (if so equipped). Make sure that the disposer is empty (if so connected).                                                                    |
|                                         | The drain hose is kinked.                                            | Make sure that the drain hose is not kinked and is properly connected.                                                                                         |
|                                         | The garbage disposal inlet port is plugged.                          | Check the inlet port to the disposal unit to make sure that it is not plugged. If a new disposal unit was installed, make sure its plastic inlet port is open. |
| Suds in the tub                         | Used the wrong type of detergent.                                    | Make sure that you use only detergents approved for automatic dishwashers.                                                                                     |
|                                         | The rinse aid cup is overfilled.                                     | Add rinse aid only to the indicated fill level.                                                                                                                |

## TROUBLESHOOTING

| PROBLEM                                     | POSSIBLE CAUSE                                                             | POSSIBLE SOLUTION                                                                                                                                                      |
|---------------------------------------------|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The dishwasher leaks                        | Excessive suds caused by using the wrong type of detergent.                | Make sure that you use only detergents approved for automatic dishwashers.                                                                                             |
|                                             | The dishwasher is not level.                                               | Level the dishwasher. Refer to the INSTALLATION MANUAL.                                                                                                                |
| There are black or gray marks on the dishes | Aluminum utensils have rubbed against the dishes.                          | Hand wash aluminum items. Remove aluminum markings by using a mild abrasive cleaner.                                                                                   |
| The interior of the tub is stained          | Coffee or tea stains.                                                      | Use a spot cleaner to remove the stains.                                                                                                                               |
|                                             | Food or beverage stain.                                                    | Some tomato products may cause this. Running a rinse only cycle immediately after loading will help this.                                                              |
| Noises                                      | Detergent cup opening / drain pump.                                        | This is normal.                                                                                                                                                        |
|                                             | A hard object or piece of food is in the dishwasher during the wash cycle. | If the noise continues after the cycle is complete, call for service. If the object is a piece of food that can be broken down by the wash cycle, the noise will stop. |
| The dishwasher won't fill                   | The water valve is turned off.                                             | Turn on the water valve.                                                                                                                                               |
|                                             | The door may not be closed completely.                                     | Make sure that the door is closed and latched.                                                                                                                         |

# WARRANTY

**1** Year  
Limited Warranty

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

## One Year Limited Warranty on Appliance

FOR ONE YEAR from the date of original sale this appliance is warranted against defects in material or workmanship. A defective appliance will receive free repair. If the appliance cannot be repaired, it will be replaced free of charge.

All warranty coverage applies for only 90 DAYS from date of original sale 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 the exclusions to repair service listed as follows:

1. A service technician to clean or maintain the product.
2. A service technician to instruct the user in correct appliance installation, operation or maintenance.
3. Expendable items that can wear out from normal use within the warranty period.
4. Service calls to correct appliance installation not performed by Kenmore / Koolatron authorized service agents, or to repair problems with house fuses, circuit breakers, house wiring, and plumbing or gas supply systems resulting from such installation.
5. Damage to or failure of this appliance resulting from installation not performed by Kenmore / Koolatron authorized service agents, including installation that was not in accord with electrical, gas or plumbing codes.
6. 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.
7. 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.
8. Damage to or failure of this appliance, including discoloration or surface rust, caused by using detergents, cleaners, chemicals or utensils other than those recommended in all instructions supplied with the product.
9. Damage to or failure of this appliance resulting from natural or other catastrophe, such as flood, fire or storm.
10. Damage to or failure of parts or systems resulting from unauthorized modifications made to this appliance.
- 11 . Service to an appliance if the model and serial plate is missing, altered, or cannot easily be determined to have the appropriate certification logo.

Direct all claims for warranty service to Kenmore Customer Assistance, call 1-800-265-8456 or email [KenmoreCustomerCare@KC.com](mailto:KenmoreCustomerCare@KC.com)

Koolatron Corporation  
4320 Federal Drive, Batavia, NY 14020 U.S.A.  
139 Copernicus Blvd., Brantford, ON N3P1N4 Canada

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