

Dishwasher Symptom Analysis Achieving the Diamond Standard






Finish. The Diamond Standard

Dishwasher Symptom Analysis – Achieving the Diamond Standard




This quick diagnostic tool is designed to help identify the typical problems that households experience when using their dishwasher. As dishwashing experts for over 50 years, Finish have compiled this booklet to help users achieve the Diamond Standard of dishwashing.

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Dishwasher

Observation/Detection	Interpretation/Cause	Solution/Answer
<p>Wet dishes</p>  <p>Dishes are not dry at the end of a cycle</p>	<ul style="list-style-type: none"> a) Poor performance of rinse and dry function b) Formation of puddles due to shape of dishes c) Unloading of dishes too soon at the end of a cleaning cycle d) Temperature < 40 °C (defective heating element) 	<ul style="list-style-type: none"> a) Use/refill Finish Shine & Dry Rinse Aid and if necessary increase dosage b) Load and position dishes securely so that they cannot turn over and water can run off completely c) Open the machine at the end of the cycle and allow excess rinse water to dry/evaporate before unloading d) Inform service technician
<p>Foaming</p>  <p>Heavy foaming inside the dishwasher!</p>	<ul style="list-style-type: none"> a) Dishes are cleaned first with washing-up liquid (which leads to foaming) b) Rinse aid was spilt during refilling, or rinse aid chamber is leaking (heavy foaming at temperatures < 40 °C) c) Extremely high amount of protein based food e.g. yoghurt, cottage cheese etc. d) Temperature < 40 °C (broken heating element) 	<ul style="list-style-type: none"> a) Only use cutlery or napkins etc to pre-clean dishes b) Rinse away rinse aid with cold water (will be pumped off when new cycle is started). In case of leaking rinse aid chamber inform the service technician c) Scrape off food properly before loading d) Inform service technician
<p>In foam-flood emergency: Remove foam manually as much as possible and use a special defoaming agent. Dose 2-3 table spoons of vegetable oil or use soap to clear suds.</p>		
<p>Residues of detergent</p>  <p>Residues of powder or tab inside the dishwasher or dosing chamber</p>	<ul style="list-style-type: none"> a) Tab is not completely dissolved at the end of a cycle (e.g. short programmes) b) Flap of dosing chamber is blocked by bulky dishes c) A damp dosing chamber can cause tablets and powder to stick d) Tablet does not fit in dispenser 	<ul style="list-style-type: none"> a) Ensure you are using the standard or normal wash cycle. Do not use short or china/delicate cycles or temperatures below 50 °C b) Sort dishes in a way that the flap of the dosing chamber can open freely c) Make sure that the dosing chamber is dry when detergent is dosed d) Place tablet in the bottom of the dishwasher
<p>If problem persists, place tablet in base of the machine and run without pre-wash cycle.</p>		






Dishwasher

Observation/Detection	Interpretation/Cause	Solution/Answer
<p>Discolouration</p>  <p>Brownish-yellow/ blue-purple discolouration of metal (e.g. machine wall)</p>	<p>a) Impurities in tap water such as iron or manganese oxide</p>	<p>a) Generally removable by running an acidic machine cleaner such as Finish Dishwasher Cleaner</p>
<p>Deposits</p>  <p>Deposits of soils or grease in outlet areas, e.g. filters</p>	<p>Unfavourable cleaning conditions caused by:</p> <p>a) High concentration of soils, e.g. on filters, spray arms</p> <p>b) Frequent use of short programmes (leading to poor emulsifying of fatty stains)</p> <p>c) Insufficient detergent is dosed</p> <p>d) Residues of fat or starch, e.g. on filters, spray arms</p>	<p>a) Scrape off food before loading dishes; remove filters regularly to clean them manually</p> <p>b) Ensure you are using the standard or normal wash cycle</p> <p>c) Dose detergent as recommended</p> <p>d) Remove spray arms, clear the blockage and rinse properly; use Finish Dishwasher Cleaner regularly to prevent further blockages</p>
<p>Blockage</p>  <p>Residues block nozzles and sieves</p>	<p>a) Water-insoluble solids present in wash (e.g. foil, paper)</p> <p>b) No or under dosage of detergent leads to insufficient hydration of water hardness; and depending on water hardness to formation of mineral residues, e.g. limescale on nozzles, spray arms</p>	<p>a) Scrape off food and remove paper labels from jars etc before loading; clear the blockage and rinse properly; use Finish Dishwasher Cleaner regularly to prevent further blockages</p> <p>b) Dose detergent as recommended (no half tabs), if necessary remove functional parts, clear the blockage and rinse properly; use Finish Dishwasher Cleaner regularly to prevent further blockages</p>

Glass, Porcelain & Ceramics

<p>Smears, streaks</p>   <p>Water-soluble smears, streaks (alkaline); Removable</p>	<p>Carry over of alkalinity, caused by:</p> <p>a) Poor loading and sorting of dishes</p> <p>b) Formation of puddles due to shape of dishes</p> <p>c) Tabs still dissolving during rinse cycle (due to using short programmes)</p> <p>d) Over dosage of detergent</p> <p>e) Insufficient intermediate and rinse cycle, can be caused by calcified valves</p>	<p>a) Ensure that cleaning solution can completely run off the dishes</p> <p>b) Load and position dishes securely so that they cannot turn over and the cleaning solution can run off</p> <p>c) Ensure you are using the standard or normal wash cycle, or use 'Finish Powder or Finish Liquid' for short programmes</p> <p>d) Dose detergent as recommended</p> <p>e) Use Finish Dishwasher Cleaner, or else replace affected parts or inform the service technician</p>
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Glass, Porcelain & Ceramics

Observation/Detection	Interpretation/Cause	Solution/Answer
<p>Drop-marks</p> 	<p>a) Poor drying and/or rinse performance</p>	<p>a) Use / refill with Finish Shine & Dry Rinse Aid, and if necessary increase dosage</p>
<p>Surface corrosion</p>  <p>Partial to complete turbidity; Irreversible</p>	<p>Glass corrosion can occur when the surface of the glass has imperfections (caused by manufacturing process). These weak areas become visible after several cleaning cycles</p>	<p>a) Use Finish multibenefit detergents tabs with glass protection function like Finish Quantum</p> <p>b) Open the machine at the end of the cycle</p>
<p>Bleachable stains</p>  <p>Yellowish-brown residues (e.g. tea, coffee); Removable</p>	<p>a) Short and/or low-temperature programmes used</p> <p>b) Insufficient detergent dosage levels used</p> <p>c) Use of low quality detergent</p>	<p>a) Use standard or normal programmes</p> <p>b) Dose detergent as recommended</p> <p>c) Use high quality multibenefit tabs like Finish Quantum</p>
<p>Starch stains</p>  <p>Dull residues (e.g. rice, potatoes); Removable with water or scouring agent RB Lab kit detection with iodine solution</p>	<p>a) Poorly sorted and loaded dishes</p> <p>b) Over-use of short programmes</p> <p>c) Insufficient detergent is used</p> <p>d) Ineffective spraying action due to blocked spray arms</p> <p>e) Ineffective spraying action due to low water level (e.g. calcified valve)</p> <p>f) Use of low quality detergent</p>	<p>a) Ensure that cleaning solution can completely run off the dishes</p> <p>b) Use standard or normal programmes</p> <p>c) Dose detergent as recommended</p> <p>d) Remove spray arms, clear the blockage and rinse properly; use Finish Dishwasher Cleaner regularly to prevent further blockages</p> <p>e) Check the reason, exchange affected parts or inform the service technician</p> <p>f) Use higher-quality detergent products like Finish multibenefit tabs</p>
<p>Fading decoration</p> 	<p>a) Use of detergent that does not contain decor protection</p> <p>b) Quality of dishes (and finish of décor)</p>	<p>a) Use high-quality Multi-Benefit Tabs with integrated decor protection like Finish Quantum</p> <p>b) Purchase dishwasher-safe dishes (e.g. in-glaze, under-glaze decors) Alternatively, wash dishes by hand</p>


Metal: Stainless Steel

Observation/Detection	Interpretation/Cause	Solution/Answer
<p>Starch residues</p>  <p>Dull starch residues remain (e.g. rice, potatoes); Removable with scouring agent, water</p>	<ul style="list-style-type: none"> a) Poorly sorted and loaded dishes b) Over-use of short programmes c) Insufficient detergent is used d) Ineffective spraying action due to blocked spray arms e) Ineffective spraying action due to low water level (e.g. calcified valve) f) Use of low quality detergent 	<ul style="list-style-type: none"> a) Ensure that cleaning solution can completely run off the dishes b) Use standard or normal programs c) Dose detergent as recommended d) Remove spray arms, clear the blockage and rinse properly; use Finish Dishwasher Cleaner to prevent further blockages e) Check the reason, exchange affected parts or inform the service technician f) Use high-quality detergent products from Finish like Finish Quantum
<p>Discolouration</p>  <p>Iridescent dis-colouration (brownish-yellow/black-purple); Removable</p>	<p>Caused by food such as vegetables (e.g. cauliflower, potatoes); absolutely harmless</p>	<ul style="list-style-type: none"> a) Easily removable using surface cleaners for stainless steel, glass or ceramics b) Use high-quality detergent products from Finish like Finish Quantum
<p>Rusting</p>  <p>Brownish-red spots (rust) Removable with metal polish</p>	<ul style="list-style-type: none"> a) Critical acidic or salty foodstuff like mustard or ketchup left on metal surfaces for too long before cleaning b) Lower grade stainless steel being less resistant to corrosion in damp dishwasher environment c) Steel and silver cutlery items in contact and reacting 	<ul style="list-style-type: none"> a) Avoid prolonged contact with such acidic and/or salty food residues b) Use high grade quality stainless steel (e.g. 18/10). Empty dishwasher straight after wash cycle c) Separate silver from steel items in cutlery basket


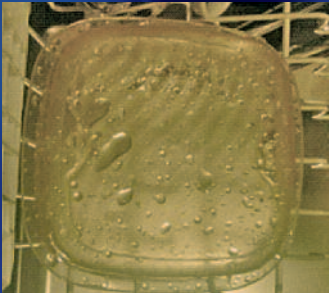
Metal: Silver

<p>Tarnishing</p>  <p>Discolouration due to silver tarnishing (yellowish/brownish-black/black)</p>	<ul style="list-style-type: none"> a) Formation of silver sulphide (Ag_2S) due to sulphur-containing food residues like mustard, eggs, mayonnaise b) Formation of silver oxide (Ag_2O) due to bleaching agents (oxidation) c) Steel and silver cutlery items in contact and reacting 	<ul style="list-style-type: none"> a) Avoid prolonged contact with sulphur-containing food. Pre-rinse. Tarnishing can be removed easily by using an immersion and detarnishing bath b) Use high-quality detergent like Finish Quantum with integrated silver protection. Tarnishing is removed by applying a silver polish c) Separate silver from steel items in cutlery basket
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Metal: Aluminium

Observation/Detection	Interpretation/Cause	Solution/Answer
<p style="text-align: center;">Corrosion</p>  <p>Discolouration on metal surface due to corrosion (brightening or blackening - permanent)</p>	<p>a) Brightening: e.g. of unsealed base of layered pans</p> <p>b) Blackening: black marks of kitchen utensils (e.g. garlic press)</p>	<p>a) Wash by hand unless aesthetic changes to the material are acceptable to the user</p>

Plastics

<p style="text-align: center;">Staining</p>  <p>Sometimes removable with chlorine bleach or by exposing to strong sunlight</p>	<p>Staining caused by colour-intensive food such as tomato sauce or gravy, plus either:</p> <p>a) Use of short or low-temperature programs</p> <p>b) Damp detergent used (tablets or powder that have absorbed moisture before use) which leads to loss of bleaching performance</p>	<p>Prevent by scraping or rinsing off sauce before loading, plus:</p> <p>a) Use standard or normal programs</p> <p>b) Replace damp detergent and repeat the cleaning cycle</p>
<p style="text-align: center;">Water Drops</p>  <p>Plastic is still wet and small puddles of water visible.</p>	<p>a) Poor drying/ rinse performance due to low residual heat in plastics</p> <p>b) Wrongly sorted or unfavourably shaped dishes (form puddles)</p> <p>c) Unloading dishes too soon after program has finished</p> <p>d) Temperature < 40° C too low for drying dishes (defective heating element)</p>	<p>a) Use or refill with Finish Shine & Dry Rinse Aid, if necessary adjust to maximum dosage level</p> <p>b) Load so items cannot turn over and the rinse water can run off completely</p> <p>c) After the program has finished, open the door for a short time, then close again and wait before unloading</p> <p>d) Inform service technician</p>

Wood

<p style="text-align: center;">Cracking and fading</p>  <p>Greying (fading) of the surface, cracking</p>	<p>The changing conditions - swelling of wooden dishes in an aqueous-alkaline cleaning process followed by complete searing outside the appliance can lead to cracking, e.g. cutlery boards</p>	<p>Dishes made of wood, e.g. cutlery with wooden grips should not be cleaned in a dishwasher.</p> <p>Recommendation: use cutting boards made of plastic, or clean wooden pieces by hand or replace them regularly</p>
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Greener and Cleaner

With a dishwasher and Finish you can get Diamond Standard results without wasting energy and water. A 2009 independent Australian study found that dishwashers use 5 times less water and 3 times less energy than washing up by hand.

TIPS TO SAVE ENERGY AND WATER:

- Do not pre-rinse dishes by hand - it's not needed and only wastes more water.
- Always run a fully loaded dishwasher.
- Load dishes according to the dishwasher manufacturer's instructions to allow for proper water circulation.
- Check and clean drains and filters regularly to ensure efficient operation.
- Recycle packaging. Look for the Our Home Our Planet panel on Finish packaging for full details.



For other greener ways to clean with leading household products, visit www.ourhome-ourplanet.com








USEFUL CONTACT INFORMATION

For more detailed technical information on our products register at reckittbenckiserservice.com/au

Finish Consumer Relations
Phone No. 1800 022 046

www.finishinfo.com.au

Product Information & Functions

		ENHANCERS					
		 Shine & Dry Rinse Aid		 Dishwasher Cleaner		 Dishwasher Freshener	
		DETERGENT FUNCTIONS				MACHINE MAINTENANCE	
DETERGENT	Cleaning	Rinse, Dry & Shine		Machine Cleaning	Machine Freshening		
Classic Powder 	Green	Red				Maintain performance of your dishwasher with the monthly use of Finish Dishwasher Cleaner.	Use Finish Freshener Lemon & Lime for a refreshing scent in the dishwasher.
Classic Liquid 							
Classic Tabs 							
All in 1 	Green	Orange					
Max in 1 							
Quantum 	Green	Orange					
FUNCTION INCLUDED IN DETERGENT		FUNCTION INCLUDED, BUT ENHANCER RECOMMENDED TO MAXIMISE PERFORMANCE				FUNCTION NOT INCLUDED IN DETERGENT - USE ENHANCERS AS DIRECTED	