

# Solutions to Automatic Glassware Washer Cleaning Problems

<i>Complaint</i>	<i>Cause</i>	<i>Solution</i>
Cloudy film/spots	Too much detergent	Use the proper amount of detergent. To remove cloudiness, add 1/2 cup of bleach to washer during Wash 1. Run through wash and rinse. Alternate: Replace bleach with 2 cups of vinegar or 1/4 cup citric acid crystals.
	Insufficient detergent	Use the proper amount of detergent.
	Old detergent	Use newly purchased detergent.
	Water too cold	Increase the water temperature.
	Water has high mineral content	Install water softener. Use more detergent.
	No rinse aid	Use rinse aid, such as LabSolutions Neutralizing Acid Rinse, Labconco product number 4522200.
	Too little water	Correct the water level.
	No DI rinse	Rinse with DI water.
Glassware etching	Reaction with soft water and detergent	Use less detergent. Shorten the dry time. Use maximum number of rinses.
	Rinse aid used with soft water	Use rinse aid with hard water only.
Reddish brown film	High iron content in water	Install water softener. To remove cloudiness, add 1/2 teaspoon oxalic acid (POISON) to washer during Wash 1. Run through wash and rinse. Alternate: Substitute 1-3 teaspoons citric acid crystals for oxalic acid. Install an iron removal system.
Grayish white film	High calcium content in water	Try white vinegar rinse. To remove spots, add 2 cups of white vinegar during Wash 1. Run through wash and rinse.
Gray to black film	High manganese in water	Install removal system.
Glassware not clean	Too much time standing without rinsing (Soil dried on)	Rinse before placing in washer. Use extra detergent. Use the steam cycle.
	Water too cold	Increase the temperature — temperature must be at least 120°F. 150°F is recommended. Use the high heat cycle if possible.

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Glassware not clean	Hard water	Install a water softener. Use more detergent.
	Too much glassware on lower rack, or lower rack glassware blocking upper rack	Decrease quantity, reorient glass to allow more water to reach top rack.
	Improper loading	Check loading instructions in manual.
	Insufficient detergent	Add more detergent.
	Old detergent	Use newly-purchased detergent. Replace lumpy detergent.
	Detergent caked in cup	Clean the cup, replace with new detergent. Make sure the water inlet is at least 120°F. Make sure the detergent cup door is not blocked.
	Detergent not dispensing	Check detergent cup door operation. Make sure detergent cup door is not blocked with glassware. Add detergent just before washing so it does not sit in cup and cake. Cup must be dry before adding detergent.
	Wrong detergent	Use low-sudsing detergent, such as LabSolutions Powder Detergent, Labconco #4422000 and 4422100, or Liquid Detergent, Labconco #4522000.
	Insufficient wash time	Increase the wash time. Check the controller.
	Blocked fill valve screen	Clean the fill valve screen.
	Spray arm blocked by glassware	Check loading instructions in manual. Make sure that holes in arms are not blocked.
	Water pressure too low	Increase water pressure.
	Drain pump inoperable	Remove obstruction. Check impeller and motor operation.
	Back siphoning from sink	Check installation, drain loop and air gap.
	Incorrect controller function	Check timing.
	Controller malfunction	Run diagnostics — check all system operations. Run cycle and check times.

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Glassware not clean	Water level too low	Check valve inlet screen. Check float switch operation. Check water pressure. Check controller.
	Defective components	Wash pump is inoperable. Detergent dispenser inoperable. Fill valve inoperable or blocked. Float switch stuck. Spray arms blocked or dirty. Spindles blocked. Electrical connector disconnected. Drain pump inoperable. Controller malfunction.