

Dishwasher Troubleshooting



Wear PVC or disposable apron and gloves when checking machines.
Wear eye protection when checking chemical drums.
Caution when machine is hot.



Holchem Chemical Dosing Unit appears to be faulty

Go through procedure below and if fault still present then contact Holchem on 01706 222288

Is the dip tube in contact with chemical?

The white flexible tubing should be visible at the bottom end of the rigid grey pipe in the drum. If it is not visible undo the screw at the top of the rigid grey pipe and feed the flexible tubing through until at least 2cm is visible at the base of the grey pipe. Ensure the screw is re-attached at the top of the grey pipe.

Is the wall dosing unit working?

Isolate the machine at the wall then turn back on. The wall unit should light up on the red screen and then after 10-20 seconds the right hand detergent pump should start turning and run for at least 60 seconds. To ensure detergent is being pulled through, take the dip tube out of the drum, while the pump is turning, wait 10 seconds then replace it. You should see a bubble being pulled up the tube.

Washed Items are dirty / Gritty

Go through procedure below and if fault still present then contact machine service provider

Does the water require refreshing?

This should be done 3 times a day.

Are the dishmachine racks loaded correctly and machine not over loaded?

Refer to operating manual for correct loading.

Are the filters blocked at the base of the machine?

Refer to operating manual for correct loading.

Are the rinse bars working?

Remove curtains at the far end of the machine then pass a few empty trays through the machine. As the trays get towards the end of the machine the rinse bars should automatically turn on and spray water. If the bars do not spray any water, remove the bars and clean according to Dishwasher Cleaning Method Card. Replace the bars and repeat the process.

Are the wash arms working?

Remove the curtains at the front end of the machine and then turn the machine on. All of the washarms should be spraying water from above and below. If any of the arms appear not to be working, remove the arms and clean according to Dishwasher Cleaning Method Card. Replace the bars.

Washed Items are coming out wet

Go through procedure below and if fault still present then contact Holchem on 01706 222288

Is the Rinse Dosing Pump Working?

Pass a few trays through the machine, as the trays get towards the end of machine the left hand dosing pump should turn.

Please Note: The rinse pump will not turn if the rinse bars are not working so check that the rinse bars are working.