

# How to get the best from **Your Dishwasher**



Use and Care of <sup>#39-5157</sup>  
Built-in Model **HDA 997**

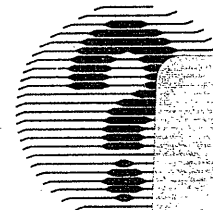
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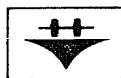
Save time and money.  
Before you request service,  
use the Problem Solver. p12



The GE Answer  
800.626

39-5157

EFFDATE  
5-9-85



**Hotpoint**

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## Energy-Saving Tips

The power consumption of your dishwasher can be minimized if you follow these suggestions:

- **Operate dishwasher only when full.** Let dishes accumulate in dishwasher. When you put in a partial load, use RINSE & HOLD cycle to rinse off heavy soils. Be sure to latch door when waiting for full load. This helps keep soils moist, easier to remove.
- **Select cycle that uses least amount of water to remove soil from load.** See pages 4, 5.
- If you don't need your dishes right away, use your **Drying Heat OFF** feature that turns the drying heater off automatically and saves energy. Dishes dry naturally over a longer period such as overnight.

## Help us help you...

### Read this book carefully

It is intended to help you operate and maintain your new dishwasher properly.

Keep it handy for answers to your questions.

If you don't understand something or need more help... Call, toll free: **The GE Answer Center™**  
**800.626.2000**  
consumer information service

or write (include your phone number):

Consumer Affairs  
Hotpoint  
Appliance Park  
Louisville, KY 40225

### Write down the model and serial numbers

You'll find them on a label just inside the dishwasher door.

These numbers are also on the Consumer Product Ownership Registration Card that comes with your dishwasher. Before sending in this card, please write these numbers here:

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Model Number

---

Serial Number

Use these numbers in any correspondence or service calls concerning your dishwasher.

**If you received a damaged dishwasher,** immediately contact the dealer (or builder) that sold you the dishwasher.

**Save time and money... before you call for service,** check the Problem Solver (pages 12-14). It lists minor causes of operating problems that you can correct yourself. It could save you an unnecessary service call.

# IMPORTANT SAFETY INSTRUCTIONS

Read all instructions before using this appliance.

**WARNING**—When using this appliance, always exercise basic safety precautions, including the following:

- Use this appliance only for its intended purpose, as you will find described in this Use and Care Book.
- This dishwasher must be properly installed and located in accordance with the Installation Instructions before it is used. If you did not receive an Installation Instructions sheet with your dishwasher you can obtain one by contacting the service location nearest you.
  - Connect to a properly rated, protected and sized power-supply circuit to avoid electrical overload.
  - This appliance must be connected to a grounded metal, permanent wiring system; or an equipment-grounding conductor must be run with the circuit conductors and connected to the equipment-grounding terminal or lead of the appliance.
- Use only detergents or wetting agents recommended for use in a dishwasher.
- Do not wash plastic items unless marked “dishwasher safe” or the equivalent. For plastic items not so marked, check the manufacturer’s recommendations.
- Load light plastic items so they will not become dislodged and drop to the bottom of the dishwasher—they might come into contact with the heating unit and be damaged.

**To minimize the possibility of injury.**

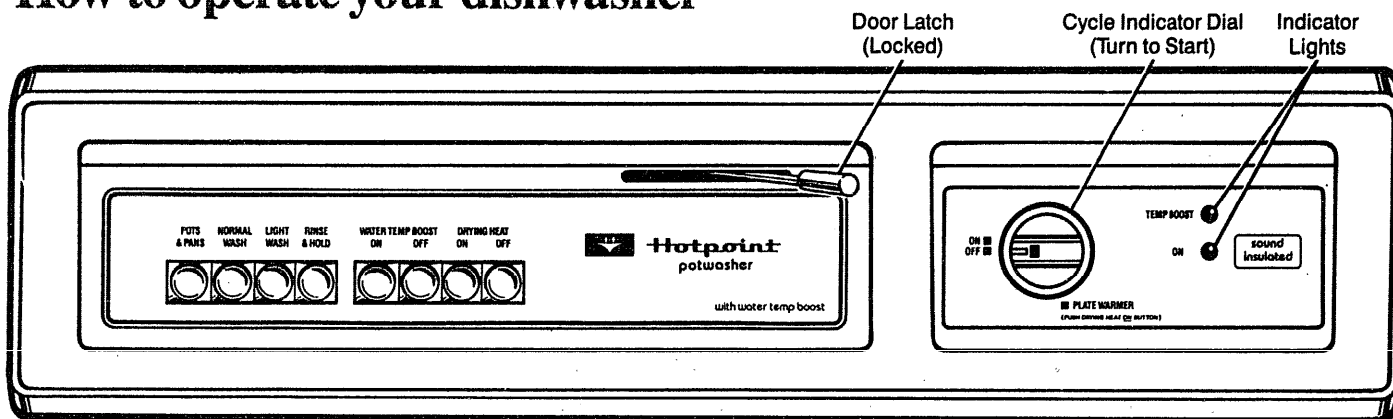
- When loading items to be washed:
  - A. Locate sharp items so that they are not likely to damage the door seal, and
  - B. Load sharp knives with the handles up to reduce the risk of cut-type injuries.
- Do not touch the heating element during or immediately after use.
- Do not operate your dishwasher unless all enclosure panels are properly in place.
- Do not tamper with controls.
- Do not abuse, sit on, or stand on the door or dish rack of the dishwasher.
- Close supervision is necessary if this appliance is used by or near children. Do not allow children to play inside, on or with this appliance or any discarded appliance. Dispose of discarded appliances and shipping or packing material properly. Before discarding a dishwasher, remove the door of the washing compartment.
- Keep all washing detergents and wetting agents out of the reach of children, preferably in a locked cabinet. Observe all warnings on container labels to avoid personal injury.

• **HYDROGEN GAS** is produced by the chemical action within your water heater. It can accumulate in the water heater and/or water pipes if hot water has not been used for a period of two weeks or longer.

**HYDROGEN GAS IS EXPLOSIVE.** To prevent the possibility of damage or injury, if you have not used hot water for two weeks or more, or move into a residence in which the hot water system may not have been used for some time, turn on all hot water faucets and allow them to run for several minutes before using any electrical appliance which is connected to the hot water system. This will allow any hydrogen gas to escape. Also, since the gas is flammable, do not smoke or use an open flame or appliance during this process.

**SAVE THESE INSTRUCTIONS**

# How to operate your dishwasher

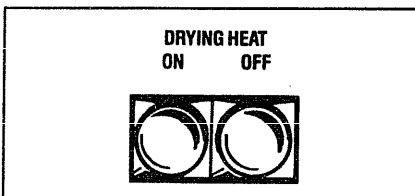


**STEP 1.** Load your dishwasher with dishes, silverware, pots, pans, bowls, etc. according to instructions on pages 8 and 9.

**STEP 2.** Add detergent to the detergent dispenser. Make sure the Cycle Indicator Dial is at OFF position before adding detergent. (See pages 6 and 7.)

Use rinse aid agent to help prevent spotting. (See page 6.)

**STEP 3.** Select DRYING HEAT Option. It must be ON for PLATE WARMER cycle, OFF for RINSE & HOLD cycle. It can be ON or OFF, at your option (see below), for any of the wash cycles.



**ON.** Turns the drying heater on for fast drying.

**OFF.** Turns the drying heater off to save energy. Dishes will dry naturally over a longer period such as overnight.

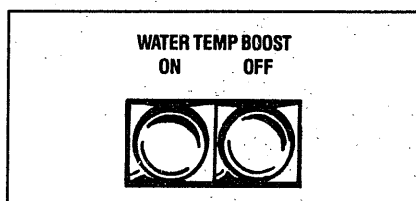
If you need your dishes sooner, open the dishwasher door after the cycle is complete to reduce the natural drying time.

Use of this option reduces the electrical energy used by this model approximately 8% for the NORMAL WASH cycle.

Estimated yearly savings, depending on your local electrical rates, are as follows:

Electric Rate (per Kwh)	\$ .05	\$ .08	\$ .11
Estimated Yearly Savings	\$3.60	\$5.80	\$8.00

**STEP 4.** Select WATER TEMP BOOST Option.



**ON:** The wash cycle may be extended while the dishwasher automatically heats the water for good washing and drying. The entering water must be at least 120°F.

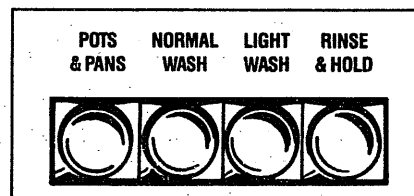
**OFF:** The entering water must be at least 140°F.

**STEP 5.** Select the cycle and start the dishwasher.

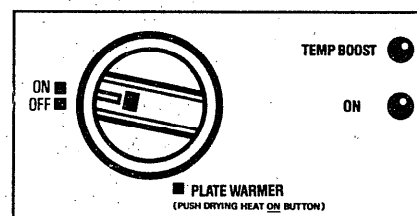
If your dishwasher drains into a food waste disposer, operate the disposer until it is empty before starting the dishwasher. (See Cycle Selection Hints at right.)

To obtain the benefits of a complete cycle, be careful that you do not turn the dial any further than necessary to start the dishwasher.

• For all wash cycles:



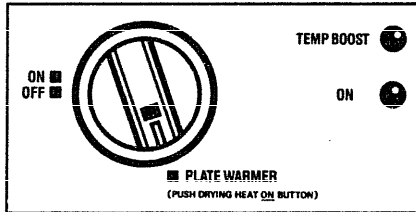
- Push selected cycle button.
- Latch the door.



- Slowly turn Cycle Indicator Dial to ON position to start the cycle.
- The "ON" indicator light comes on when the cycle starts, and it stays on until the cycle ends.

• For **PLATE WARMER** cycle:

- Load clean plates and dishes to be warmed.
- Select **DRYING HEAT—ON** drying option.
- Leave the door unlatched.



- Slowly turn Cycle Indicator Dial clockwise to **PLATE WARMER** position.
- Latch the door to start the cycle.

### Cycle selection hints

It is important to follow the loading instructions on pages 8 and 9.

**POTS & PANS**—For items such as pots, pans, cookware, dishes and glasses with heavy soil. Everyday dishes may be included.

**NORMAL WASH**—For most loads of everyday dishes, glasses and cookware with medium soils. It saves hot water over the **POTS & PANS** cycle.

**LIGHT WASH**—For dishes that have been *pre-rinsed* before loading. Also, for washing *very lightly* soiled dishes with soils that have not dried on.

**RINSE & HOLD**—For rinsing partial loads which will be washed later. Select **DRYING HEAT—OFF** drying option. *Do not use detergent.*

**PLATE WARMER**—For warming clean dishes and serving plates for the serving of hot food.

### What happens in each cycle

Wash Cycles	Water Use Gallons (approx.)	Minimum Wash Cycle Time (approx. minutes)	Cycle Sequence					
			Wash/Rinse	Rinse	Rinse	Main Wash	Rinse	Rinse
<b>POTS &amp; PANS</b>	11.4	45*	Wash/Rinse	Rinse	Rinse	Main Wash	Rinse	Rinse
<b>NORMAL WASH</b>	9.5	45*	Wash/Rinse	Rinse	Main Wash	Rinse	Rinse	
<b>LIGHT WASH</b>	7.5	45*	Wash/Rinse	Main Wash	Rinse	Rinse		
<b>RINSE &amp; HOLD</b>	3.7	8				Rinse	Rinse	

\***WATER TEMP BOOST—ON**: The timer will not advance until water reaches proper temperature. (See **WATER TEMP BOOST** option on page 4.)

\***DRYING HEAT—ON**: Add 22 minutes.

• You'll hear occasional clicking sounds:

—Soft food disposer shredding action.

—Drain valve opening to pump water out.

—Timer control as cycle progresses.

—Detergent cup opening.

• The **TEMP BOOST** indicator light comes on when **WATER TEMP BOOST** is selected. The light stays on while the dishwasher heats the water to the proper temperature.

• During the drying period:

—The motor stops.

—Water vapor is released through the vent under the door handle. It may be visible.

## Good dishwashing starts with HOT water.

To get dishes clean and dry you need hot water. To help you get water of the proper temperature, your Hotpoint dishwasher has a WATER TEMP BOOST feature that automatically senses the temperature of the water in the wash cycle and heats it, if necessary, to the proper temperature. This water heating feature may allow you to turn down your household water heater and save energy if you're willing to let the dishwasher run a little longer while it heats water to the proper temperature. For good washing and drying, the entering water must be at least 120°F. To prevent dish damage, inlet water should not exceed 150°F.

### How to test water temperature:

Check your water temperature with a candy or meat thermometer. Turn on the hot water faucet nearest the dishwasher. Put the thermometer in a glass and let the water run continuously into the glass until the temperature stops rising. If the water temperature is below 120°F., adjust your water heater.

**Helpful hints:** If outside temperatures are unusually low, or if your water travels a long distance from heater to dishwasher, you may need to set your heater's thermostat up. If you have not used hot water for some time, the water in the pipes will be cold. Turn on the hot water faucet at the sink and allow it to run until the water is hot. Then start the dishwasher. If you've recently done laundry or run hot water for showers, give your water heater time to recover before operating the dishwasher.

## Help prevent spotting with a rinse agent.

A rinse agent makes water flow off dishes quicker than usual. This lessens water spotting. Makes drying faster, too.

For best dishwashing performance, use of a rinse agent is recommended.

Rinse agents come in either liquid or solid form. Your dishwasher's dispenser uses the liquid form.

**Here's how to fill the rinse agent dispenser.** Unscrew the cap. Add the liquid rinse agent until it just reaches the bottom of the lip inside the dispenser opening. Replace the cap. The dispenser automatically releases the rinse agent into the final rinse water.

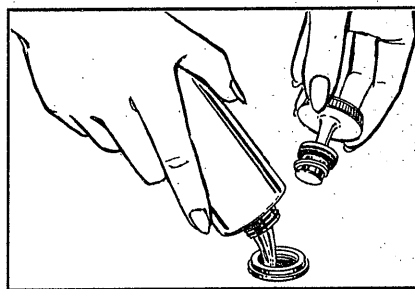
**If you accidentally spill:** Wipe up the rinse agent with a damp cloth. Don't leave the spill in the dishwasher. It can keep your detergent from working.

**If you can't find any rinse agent,** write:

ECONOMICS LABORATORY,  
INC.

("JET DRY")

Osborn Building  
St. Paul, Minnesota 55102



Your dishwasher's rinse agent container holds 4½ ounces. This should last about 3 months. Fill as needed. Do not overfill.

## How to choose and use the right detergent.

**First, use only detergent specifically made for use in dishwashers. Other types will cause oversudsing.**

**Second, check the phosphate content.** Phosphate helps prevent hard-water materials from forming spots or film on your dishes. If your water is hard (7 grains or more), your detergent has to work harder. Detergents with a higher phosphate level will probably work better. If the phosphate content is low (8.7% or less), you'll have to use extra detergent with hard water.

**Your water department can tell you how hard your water is.** So can your rural county agent. Or your area's water softener company. Just call and ask them how many "grains" of hardness is in your water.

**How much detergent should you use?** That depends. Is your water "hard" or "soft"? With hard water, you need extra detergent to get dishes clean. With soft water, you need less detergent.

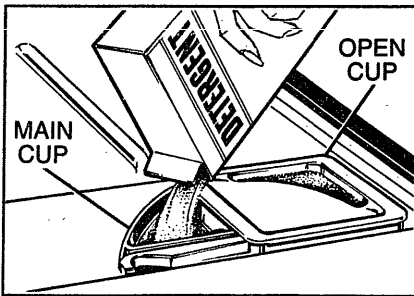
Too much detergent with soft water not only wastes money, it can be harmful. It can cause a permanent cloudiness of glassware, called "etching." An outside layer of glass is etched away! But why take a chance when it's easy to find out the hardness of your water.

**Keep your detergent fresh and dry.** Under the sink isn't a good place to store detergent. Too much moisture. Don't put detergent into the dispenser until you're ready to wash dishes, either. (It won't be fresh OR dry.)

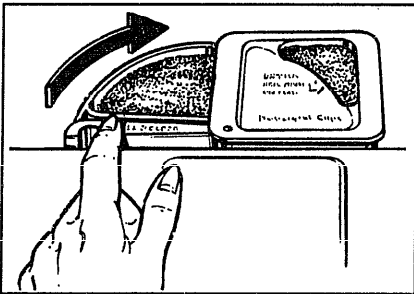
## What you can leave on dishes. And what you shouldn't.

If your detergent gets old or lumpy, throw it away. It won't wash well. Old detergent loses its power. Lumpy detergent often won't dissolve.

You'll find two detergent dispensers on the inside door of your dishwasher. Two, because some cycles use two washes.



See "Detergent Usage Guide" below. (Be sure the Cycle Indicator Dial is at OFF position before adding detergent.)



Close the main cup.  
**NOTE:** Detergent cup may be opened manually with no harm.

If this is your first dishwasher, or if you're replacing a much older model, you may wonder how much pre-preparation your dishes need. Actually very little. Pre-rinsing of normal food soils is not necessary. With common sense and a little practice you'll soon know what foods to remove. Here are some guidelines:

1. Scrape off bones, seeds, skins, toothpicks and other hard solids. It is also best to remove hard shelled vegetables, meat trimmings, leafy vegetables and crusts. Remove excessive quantities of oil or grease.
2. Remove large quantities of any food. Your dishwasher has a built-in soft food disposer that pulverizes soft food bits and flushes them away. It can handle *small* amounts of soft foods, but large amounts of food as soft as mashed potatoes or applesauce will be difficult to handle.

3. Try to remove food scraps and place dishes in dishwasher before soil has a chance to dry and become hard. Dishes with dried-on soil are more difficult to wash and may not come clean in the **NORMAL WASH** cycle. Remember to use your **RINSE & HOLD** cycle for small "holding" loads.

**Note:** The foods mentioned above are for examples only. Other foods not mentioned may also need to be removed from your dishes. You may also want to consider removing foods such as mustard, mayonnaise, vinegar, lemon juice and other foods that can cause discoloration of stainless steel if allowed to remain on dishes for a long period of time.

When using the **POTS & PANS** cycle, less preparation is required before loading. The **POTS & PANS** cycle can wash heavily-soiled dishes. Items with burned-on and baked-on soils may not come clean. And the dishwasher cannot remove burn marks or restore fading caused by overheating during cooking.

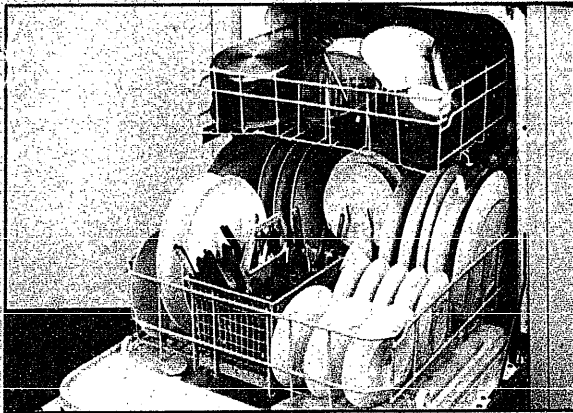
## Detergent Usage Guide

CYCLES	SOFT WATER (0-3 grains hardness)		MEDIUM WATER (3-7 grains)		HARD WATER (7-12 grains*)	
	Main Cup	Open Cup	Main Cup	Open Cup	Main Cup‡	Open Cup‡
POTS & PANS and NORMAL WASH cycles	1 Tablespoon minimum	1 Tablespoon minimum	Half Full	Half Full	Completely Full	Completely Full
LIGHT WASH cycle	1 Tablespoon minimum	None	Half Full	None	Completely Full	None
RINSE & HOLD cycle	Use no detergent		Use no detergent		Use no detergent	

\*12 grains and up is extremely hard water. A water softener is recommended. Without it, lime can build up in the water valve. The water valve may stick while open and cause flooding.

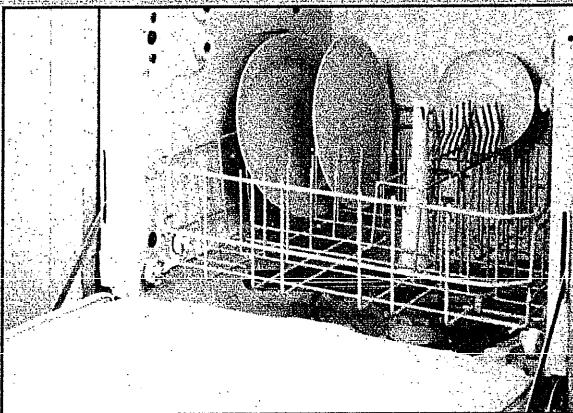
‡Filled Main Cup holds 3 tablespoons; Filled Open Cup holds 2 tablespoons.

## Loaded right, dishes get cleaner



*This is a random mixed load, the most common type you will have.*

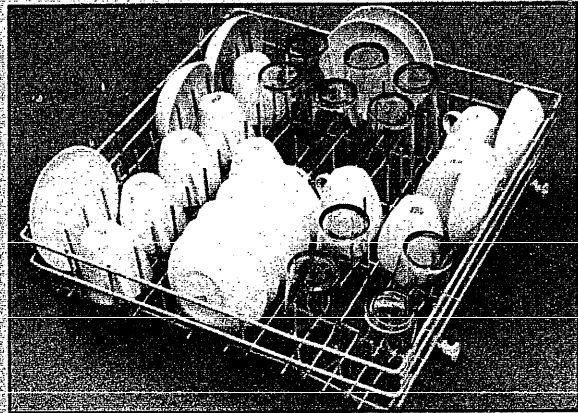
Make sure dishes are properly loaded to insure that water can reach the soiled surfaces. The wash arm in the bottom sprays water up. The tower that rises in the center sends water out over the dishes to wash the items in the upper rack. A spray arm in the top washes down also.



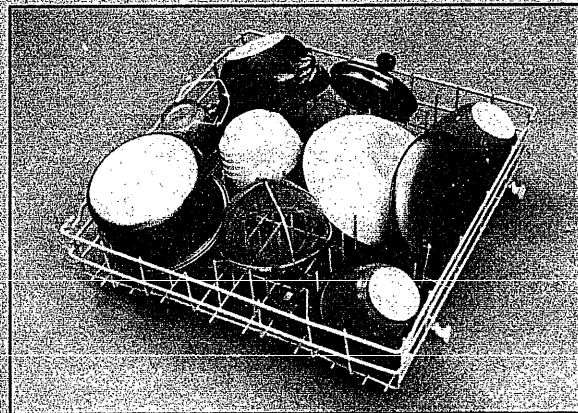
### **WATCH OUT FOR THIS**

The wash tower rises through the center of the bottom rack during the wash and rinse portions of the cycle. Don't block it or load tall things next to it. Also, be careful not to let portions of items such as knives, skewers or pot handles extend through the bottom rack of the silverware basket.

## How to load the TOP RACK



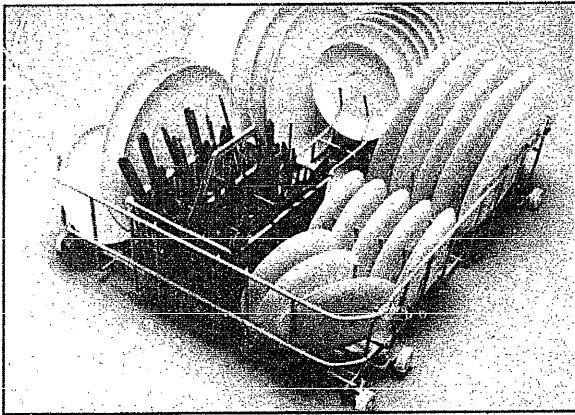
The top rack is best for glasses, cups and saucers. Cups and glasses fit best along the sides. This is the place for dishwasher-safe plastics, too. Make sure small plastic items are lodged in tightly so they can't fall onto the Calrod® heating unit.



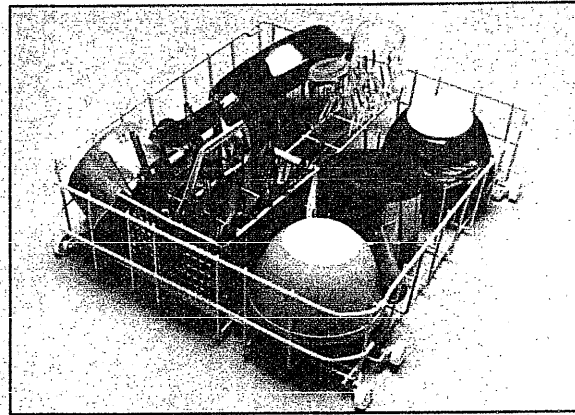
Sauce pans, mixing bowls and other small items may be placed—face down—in the top rack. The top rack is handy for all kinds of odd shapes. Be sure the force of water and detergent can reach soiled surfaces.



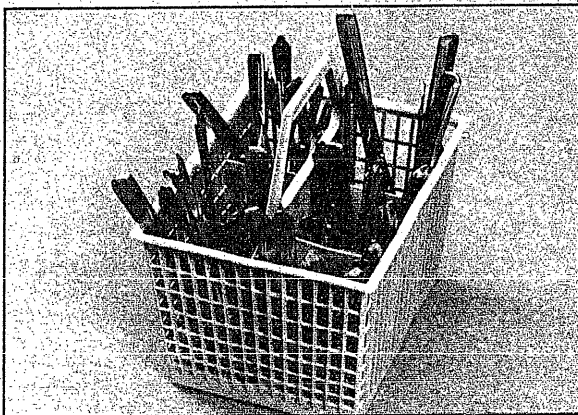
## How to load the BOTTOM RACK



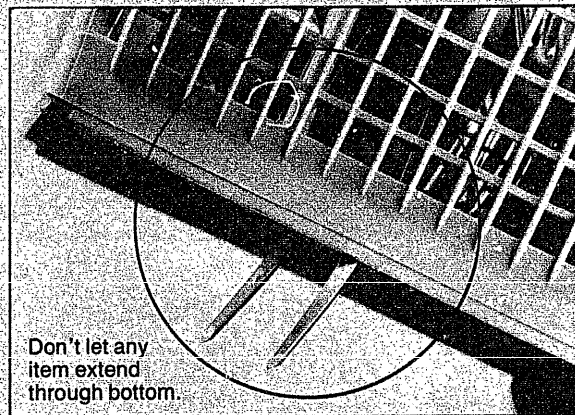
Fit plates and saucers between the pins. Load platters, pots, pans and bowls along the sides, in corners or in the back.



Heavily soiled pots, pans and casseroles **MUST** be loaded in the bottom rack, facing down. Prop the broiler pan and rack along the edge, tilted toward the center. Shallow items may be angled, provided the lower side does not shield the soiled inside surface from the water.



Put flatware in the silverware basket with handles up to protect your hands. Mix knives, forks and spoons so that they don't nest together. Distribute evenly. Small plastic items such as measuring spoons and small container lids are not recommended for automatic dishwashing. If placed in dishwasher, they should go in bottom of silverware basket with silverware on top.



Don't let any item extend through bottom.

Take out anything that may fall or extend through the bottom of the basket.

## What you can usually wash safely in your dishwasher. And what you can't.

Material	Usually Safe	Exceptions (not safe)	Special Instructions
Aluminum	YES	Some colored anodized aluminum can fade.	Some darkening or spotting possible. Remove by scouring with soap-filled steel wool pads.
China/ Stoneware	YES	Antique, metal-trimmed, hand-painted or over-the-glaze patterns fade. Gold leaf will discolor.	If in doubt, check with the manufacturer. Or test wash one piece daily for at least a month. Compare with the rest of the set.
Crystal	YES	Antique, metal-trimmed or hand-painted patterns fade. Gold leaf will discolor.	Load securely to prevent movement.
Non-dishware items—such as electronic air cleaner filters, furnace filters, paint brushes, etc.	NO		Do not wash in dishwasher. Damage to dishwasher and discoloration or staining of dishwasher may result.
Glass	YES	Milk glass may yellow.	
Iron	NO	Iron will rust.	
Pewter	NO	Pewter tarnishes.	
Plastics	YES		If it doesn't say DISHWASHER SAFE, test one piece before dishwashing an entire set. Wash in top rack only.
Stainless steel	YES		Rinse if not washing immediately. Salty or acid foods can stain if left on.
Sterling Silver and Silver plate	YES	Don't put in same silverware basket with stainless steel. Contact between metals can damage silver. Don't use copper utensils in the same load. Silver may get a brown film. Adhesive used to attach some hollow-handle knives can loosen.	Rinse if not washing immediately. Salty or acid foods can stain if left on. Dry detergent can cause difficult-to-remove black spots. Place in back section of silverware basket to avoid exposure to detergent from the detergent cup.
Non-stick coatings	YES		After washing, wipe the non-stick coating area with vegetable oil to keep it from losing its non-stick quality.
Tin	NO	Tin can rust.	
Wood	NO	Wood can warp, crack or lose its finish with any type washing.	

### Forget a dish? Here's when you can add it.

Add dishes any time during a RINSE & HOLD cycle. With other wash cycles, you can add dishes at any time BEFORE the main detergent wash portion of the cycle.

However, opening the door during any cycle lessens cleaning power. So try to load everything at the beginning.

Here's how to add a forgotten dish:

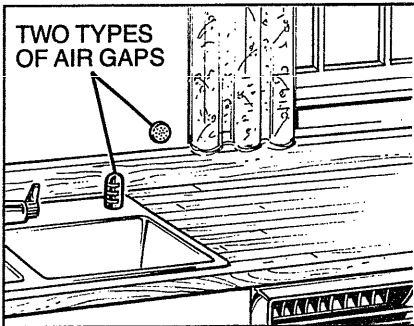
1. Push the door latch to the left. Washing will stop.

2. Wait a few seconds until the water calms. Then open the door.  
3. Add dishes you've forgotten.  
4. Close the door and push the latch to the far right. When the door is locked, washing will continue.

# User Maintenance Instructions

## Built-in dishwashers often use an air gap. Keep it clean.

An air gap is a plumbing device. It protects your dishwasher against water backing up into it if a drain clogs. The air gap is not a part of the dishwasher. And you may not even have one. Not all plumbing codes require air gaps.



If you have an air gap, check it at least once a month. **THE AIR GAP IS NOT PART OF YOUR DISHWASHER. IT IS NOT COVERED IN YOUR WARRANTY.**

The air gap is easy to clean. With most types, first turn off the dishwasher, then lift off the chrome cover. Then unscrew the plastic cap and check for any build-up of grit. A toothpick makes cleaning easy.

**Check the air gap any time your dishwasher isn't draining well.**

## To keep your dishwasher looking good . . .

Clean the control panel with a lightly dampened cloth. Dry thoroughly. Do not use abrasives or sharp objects on the panel. They can damage it.

Clean the outside with a good appliance polish wax. The outside cabinet finish is durable, but it can scratch. So use no scouring pads, harsh or gritty cleaners.

Appliance Polish Wax & Cleaner (Cat. No. WR97X216) is available from Hotpoint Appliance Parts Marts.

The inside usually takes care of itself. If it should ever need cleaning, use a mild cleansing powder. Scouring pads and harsh cleaners can mar the finish.

## How to prepare your dishwasher for winter storage

If the dishwasher is to be left unused in an unheated location during the winter months, have a service technician take the following steps to prevent the machine from freezing:

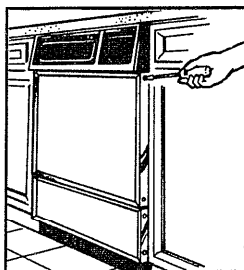
- Remove fuses or trip circuit breakers to remove electric power from the dishwasher.
- Turn off water to dishwasher. Disconnect the water inlet line from the water valve and drain.
- Remove water valve from the dishwasher and blow on small plastic outlet to remove water. Replace water valve and water line.
- Remove plug in bottom of rubber boot and drain completely. Replace the plug.

## How to change color panels

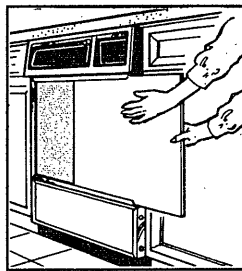
Your dishwasher comes with reversible and interchangeable front panels. Both door and access panels are held in place by the panel trim. Each side of each panel is finished in a different color.

### To change color panels:

1. Take out two screws from door and two screws from access panel. Then remove the side trims from either side of the dishwasher.



2. Slide out the panels and replace them with the color you want in front.



3. Replace the side trims.

**Note: Do not operate dishwasher while changing panels or when lower access panel is removed.**

**Special 1/4" thick wood inserts can replace the two metal panels.**  
Dimensions for 1/4" wood inserts:  
Door Panel: 23 1/4"W x 16 1/16"H.  
Access Panel: 23 1/4"W x 6 1/2"H.

**Other special finishes can be applied to the metal panels to match your kitchen decor.**

# Save Time and Money--

## Before you call for service, check the Problem Solver.

If you have a problem, it may be minor. You may be able to correct it yourself. Just use this Problem Solver to locate your problem and then follow the suggested recommendations.

## The Problem Solver

PROBLEM	POSSIBLE CAUSE AND REMEDY
DISHWASHER WON'T RUN	A fuse in your home may be blown, or the circuit breaker tripped. Replace fuse or reset circuit breaker. Remove any other appliances from the circuit.
UNUSUAL NOISE	Utensils may not be secure on rack pins. Or something small may have dropped from the rack. Water is causing utensils to rattle. Make sure everything is securely placed in dishwasher.
DISHES DON'T DRY	Make sure inlet water temperature is correct. (See page 6.) Unload the bottom rack first. Water from dishes in the top rack may be spilling into the bottom rack. Check for improper loading. Dishes shouldn't nest together. Avoid overloading. Check the rinse agent dispenser to see that it's not empty.
UNCLEAN DISHES AND FLATWARE	Check inlet water temperature. It should be at least 120°F. (To test, see page 6.) To obtain the benefits of a complete cycle, be careful that you <b>do not turn the dial any further than necessary</b> to start the dishwasher. Water pressure may be temporarily low. Turn on a faucet. Is water coming out slower than usual? If so, wait until pressure is normal before using your dishwasher. rugged air gap. (See page 11.) Improper rack loading. (See pages 8-9.)
BLACK OR GRAY MARKS ON DISHES	Aluminum deposits often leave marks when they rub against other things. Remove marks with a mild abrasive cleanser.
DETERGENT LEFT IN DISPENSER CUPS	Water may not be reaching the detergent cups. Move dishes that may be blocking detergent cup. The dispenser cover may not be opening or may be blocked by improperly loaded items. Open the cup and remove any caked-on detergent. If the cup still doesn't open automatically, call for service. Detergent may be old. If it's hard or caked in the box, throw it away. The detergent may not be working well. Try another brand.

# The Problem Solver (continued)

PROBLEM	POSSIBLE CAUSE AND REMEDY
DETERGENT CUP COVER WON'T LATCH	Make sure Cycle Indicator dial is in OFF position.
SPOTS AND FILMING ON GLASSES AND FLATWARE	<p>Spotting can be caused by all these things:</p> <ul style="list-style-type: none"> <li>• Extremely hard water. (See page 6.)</li> <li>• Low inlet water temperature. (To test, see page 6.)</li> <li>• Overloading the dishwasher.</li> <li>• Improper loading. (See pages 8-9.)</li> <li>• Old or damp detergent.</li> <li>• Phosphate level in detergent too low. (See page 6.)</li> <li>• Rinse agent dispenser empty. (See page 6.)</li> <li>• Too little detergent. (See page 6.)</li> </ul> <p>Due to varying local water conditions and personal preferences, try several brands of detergents to find one that gives the best results for you.</p> <p><b>To remove severe spots and film from glassware:</b></p> <ol style="list-style-type: none"> <li>1. Remove all metal utensils from the dishwasher.</li> <li>2. Do not add detergent.</li> <li>3. Select POTS &amp; PANS cycle.</li> <li>4. Start the dishwasher and allow to run for 15 to 20 minutes. The dishwasher will now be in the main wash.</li> <li>5. Then open the door and pour 2 cups (500ml) of white vinegar into the bottom of the dishwasher.</li> <li>6. Close the door and allow to complete the cycle.</li> </ol> <p><b>If vinegar rinse doesn't work:</b> Repeat as above, except use ¼ cup (60ml) of citric acid crystals instead of vinegar. (Most drug stores carry citric acid crystals. If yours doesn't, call Hotpoint Factory Service.)</p> <p>Using a vinegar or citric acid crystal rinse more than twice a month? Consider a home water softener.</p>
CLOUDINESS ON GLASSWARE	<p>If vinegar or citric acid crystal rinse doesn't work, the cloudiness is "etching." The film cannot be removed.</p> <p><b>It can be prevented:</b> Use less detergent if you have soft water. Wash glassware in the shortest cycle that will get them clean.</p> <p>Water temperature entering dishwasher exceeds 150°F.</p>
YELLOW OR BROWN FILM	<p>Tea or coffee can stain cups. Remove the stains by hand, using a solution of ½ cup bleach and 3 cups warm water.</p> <p>An overall yellow or brown film on dishes or glassware can be caused by iron deposits in water. A special filter in the water supply line is the only way to correct this problem. Your water softener company can tell you about the filter.</p> <p>Yellow film on sterling silver results when you wash copper utensils in the same load. Silver polish will usually remove this stain.</p>

(continued on next page)

## The Problem Solver (continued)

PROBLEM	POSSIBLE CAUSE AND REMEDY
CHIPPING OF CHINA	<p>Rough handling can cause chipping. Load with care. Make sure glassware and china are secure and can't jar loose. (See pages 8 &amp; 9 for correct way to load glassware.) Make sure tall glasses and stemware will clear the top of the tub when you push the rack into the dishwasher.</p> <p>Always use the top rack for delicate items.</p>
SMALL AMOUNT OF WATER STANDING IN THE BOTTOM OF THE TUB	<p>Water around the outlet on the tub bottom at the back of the tub is normal. It is clean water. It's there to keep the water seal lubricated.</p>
WATER WON'T PUMP OUT OF THE TUB	<p>If the entire bottom of the tub has water, you may have a drain problem. Clean the air gap, if you have one. (See page 11.)</p> <p>Check the kitchen sink. Is it draining well? You may need a plumber.</p> <p>If dishwasher drains into disposer, run disposer to clear. Be sure disposer is not clogged.</p>
SUDS IN THE TUB	<p>Sudsing detergents are not meant for dishwashers. <b>USE ONLY AUTOMATIC DISHWASHER DETERGENTS TO AVOID SUDSING.</b></p> <p><b>To remove suds from the tub:</b> Open the dishwasher. Let suds evaporate. Add 1 gallon of cold water to the tub. Close and latch the dishwasher. Pump out water by slowly turning the control dial until a drain period is reached.</p> <p>Repeat if necessary.</p>
DISHWASHER LEAKS	<p>Suds can cause unit to overflow. That's why it's so important to use a detergent that's designed for automatic dishwashers.</p> <p>Spilling the rinse agent can cause foam during washing. This can lead to overflowing. (Page 6 tells you how to clean accidental spills of rinse agents.)</p>

# Consumer Services

Our Consumer Services are designed with your needs and wants in mind.

## 1. Warranty Protection

Before your new appliance left the factory, it went through rigorous tests to detect manufacturing defects.

And you have a written warranty to protect you. See the warranty on the back page of this book for details.

## 2. Convenient Service

Whether your appliance is in or out of warranty, you're just a phone call away from our nationwide network of Factory Trained Service professionals.

Simply call our Hotpoint service organization. Look in the White or Yellow Pages of your telephone directory for **HOTPOINT FACTORY SERVICE, GENERAL ELECTRIC-HOTPOINT FACTORY SERVICE** or **HOTPOINT CUSTOMER CARE® SERVICE**.

Service can normally be scheduled at your convenience and the technician drives a fully-stocked parts service truck so that, in most cases, the repair can be completed in one visit.

We're proud of our service and want you to be pleased, but if for some reason you are not happy with the service you receive, here are three steps to follow for further help.

**FIRST**, contact the people who serviced your appliance. Explain why you are not pleased. In most cases, this will solve the problem.

**NEXT**, if you are still not pleased write all the details—including your phone number to:

Manager, Consumer Relations  
Hotpoint  
Appliance Park  
Louisville, Kentucky 40225

**FINALLY**, if your problem is still not resolved, write:

Major Appliance Consumer Action Panel  
20 North Wacker Drive  
Chicago, Illinois 60606

## 3. Service Contracts

**For trouble-free service beyond the written warranty period.**

If you prefer to budget your repair expenditures instead of being surprised by them, Hotpoint offers service contracts for varying lengths of time on all Hotpoint major appliances. With a contract, we'll keep your appliance in good operating condition during the contract period at no additional charge.



Service contracts let you pay today's prices for service a month, a year, or several years from now. And, you'll receive service from Hotpoint trained service technicians using only genuine Hotpoint parts. If you have any questions about Service Contracts, call **TOLL-FREE 800.626.2224**. (In Kentucky, call 800.292.2057.)

## 4. The Quick Fix® System

**You can save money and time by doing it yourself.**

For do-it-yourselfers who would prefer to fix Hotpoint major appliances themselves... Hotpoint offers an industry first, the Quick Fix® System.



A program for do-it-yourself appliance repair, the system includes *step-by-step repair manuals* for refrigerators, most non-microwave electric ranges, dishwashers, and standard and large capacity washers and dryers, plus *specially packaged replacement parts*, and technical help with a *toll-free 800 number*.

## 5. Help for You by Phone

Should you need help in the selection and purchase of new appliances, or have questions about the operation of the Hotpoint appliances you now own—or have *any* other questions about Hotpoint consumer products or services, you are only a **TOLL-FREE** call away.



The GE Answer Center™  
**800.626.2000**

The GE Answer Center™ consumer information service is open 24 hours a day, seven days a week.

Our staff of experts stands ready to assist you anytime.

**WARRANTY**

Save proof of original purchase date such as your sales slip or cancelled check to establish warranty period.

**WHAT IS COVERED****FULL ONE-YEAR WARRANTY**

For one year from date of original purchase, we will provide, free of charge, parts and service labor in your home to repair or replace **any part of the dishwasher** that fails because of a manufacturing defect.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for ordinary home use in the 48 mainland states, Hawaii and Washington, D.C. In Alaska the warranty is the same except that it is **LIMITED** because you must pay to ship the product to the service shop or for the service technician's travel costs to your home.

All warranty service will be provided by our Factory Service Centers or by our authorized Customer Care® servicers during normal working hours.

Look in the White or Yellow Pages of your telephone directory for **HOTPOINT FACTORY SERVICE, GENERAL ELECTRIC-HOTPOINT FACTORY SERVICE** or **HOTPOINT CUSTOMER CARE® SERVICE**.

**WHAT IS NOT COVERED**

- Service trips to your home to teach you how to use the product.

**Read your Use and Care material.** If you then have any questions about operating the product, please contact your dealer or our Consumer Affairs office at the address below or call, toll-free:

The GE Answer Center™  
800.626.2000  
consumer information service.

- Improper installation.

If you have an installation problem, contact your dealer or installer. You are responsible for providing adequate electrical, plumbing and other connecting facilities.

- Replacement of house fuses or resetting of circuit breakers.

- Cleaning or servicing of air gap device in drain line.

- Failure of the product if it is used for other than its intended purpose or used commercially.

- Damage to product caused by accident, fire, floods or acts of God.

**WARRANTOR IS NOT RESPONSIBLE FOR CONSEQUENTIAL DAMAGES.**

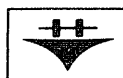
Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. To know what your legal rights are in your state, consult your local or state consumer affairs office or your state's Attorney General.

**Warrantor: General Electric Company**

**If further help is needed concerning this warranty, contact:**

**Manager—Consumer Affairs, General Electric Company, Appliance Park, Louisville, KY 40225**

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**HDA997**



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