

## Control Panel/Operation

### Control Settings



Throughout this manual, features and appearance may vary.

#### 1. Load Dishwasher

For best dishwashing results, follow the loading guidelines found in the **Loading the dishwasher** section. No pre-rinsing of normal food soil is required. Scrape off hard soils, including bones, toothpicks, skins, and seeds. Remove leafy vegetables, meat trimmings, and excessive amounts of grease or oil.

#### 2. Add Detergent

Add needed amount of detergent to the detergent dispenser. Use detergent such as **Finish® Quantum® Automatic Dishwashing Detergent**. See **Dispensers** section.

#### 3. Add Rinse Agent

Add rinse agent such as Finish® Jet-Dry® Rinse Aid to the rinse agent dispenser. See **Use a Rinse Agent** in the **Using the dishwasher** section.

#### 4. Select Cycle

Press the **SELECT CYCLE** pad for the desired wash cycle. Pressing the **SELECT CYCLE** pad will show various cycles in the display window. Press the pad until the desired cycle is shown.

**NOTE:** Actual cycle times vary based on soil level, water temperature, and options selected.

The cycle may be selected with the door in the open position. The cycle will not start until the **START** pad is pushed and the door is closed within 4 seconds.

**Auto Wash** This cycle automatically senses the soil level and adjusts the wash cycle accordingly. \*Time range: 1 hour 50 minutes - 2 hours 10 minutes.

**Intense** This cycle is meant for heavily soiled dishes, cookware, pots, or pans with dried-on or baked-on soils. Everyday dishes are safe to be used in this cycle. \*Time: 2 hours 31 minutes.

**Normal** This cycle is meant for daily, regular, or typical use to completely wash a full load of normally soiled dishes and is designed to conserve both water and energy. \*Time range: 1

hour 15 minutes - 1 hour 50 minutes. NOTE: Normal was used to rate the energy efficiency of this dishwasher.

**Delicate** This cycle is for light to medium soiled dishes. It is safe for china and crystal with no options selected. \*Time: 55 minutes.

**Rinse** For rinsing partial loads that will be washed later. Do not use detergent.

Detergent is not dispensed during the rinse cycle. \*Time: 16 minutes.

**30 Min. Wash** This cycle was designed to wash loosely soiled dishes in 30 minutes. Heated dry will add 65-105 minutes. For better drying, select **Power Dry** or **Max Dry**. This will raise the final rinse temperature and extend the dry time. When the Clean light comes on, open the door, pull the racks out, and the dishes will flash” dry in approximately five minutes.

**Eco** This cycle will efficiently wash dishes using about 2 gallons of water and .8 kWh. Selecting Power Dry with this cycle adds an energy efficient 50 to 90 minute dry period. Drying is accomplished with an efficient 2 watt fan. \*Time: 1 hour 3 minutes.

\*Washing time only. Does not include drying time, Auto Hot Start, or options. NOTE: If the incoming water temperature is too low, the Auto Hot Start feature may add up to 11 minutes of additional time.

## 5. Select Options

The light by the selected pad will be lit to indicate which Option has been selected.

**Normal Temp** This option is for normally soiled dishes, optimizes wash performance while conserving energy.

**Boost Temp** This option increases the temperature to help clean heavily soiled dishes and will increase the cycle time by 20 to 50 minutes. Option may be turned On or **Off** during the wash cycle. This option will also improve dry performance on the **Normal** cycle.

**Sanitize Temp** This option raises the water temperature in the final rinse to sanitize your dishware but may increase cycle time by 60 minutes. The cycle length will vary depending on the temperature of your inlet water.

**NOTE:** This option is monitored for sanitization requirements. If the cycle is interrupted during or after the main wash portion or if the incoming water temperature is so low that adequate water heating cannot be achieved, the sanitizing conditions may not be met. In these cases, the Sanitized light will not illuminate at the end of the cycle. Utilizing this option will modify the cycle to meet the requirements of Section 6, of the NSF 184 Standard for soil removal and sanitization efficacy.

**NOTE:** Certified residential dishwashers are not intended for licensed food establishments.

## **Power Dry**

- **Off** - Shuts off the drying option. Dishes air dry naturally and energy is saved. Open the dishwasher door to speed drying.
- **On** - Turns on the option for faster drying. This option may extend the time to your wash cycle up to 85 minutes. This option is not available with the Rinse or **30 Min. Wash** cycle.
- **Max Dry** - This option can be selected by pressing the Power Dry pad twice to illuminate the Max Dry light. It will add additional time to your drying option, further enhancing the dishwasher's performance for difficult to dry items.

**Pre Soak** Use this option to improve wash performance with heavy or dried-on soils. This option is available on Intense, Auto Wash, and Normal cycles and may add up to 30 minutes to the cycle time.

**Wash Zones** Selecting either the Upper or Lower **Wash Zones** will target dishwashing of just one rack. This will shorten the cycle time and conserve energy. This option should be used when dishes are placed in only one rack.

**Bottle Jets** This option increases the time that the bottle jets are on and may add up to 23 minutes to the cycle time. Use this to wash difficult to clean, dishwasher safe baby bottles, sport bottles, tall coffee cups, etc. See use recommendations in the Loading the dishwasher section.

**Delay Hours** Delays the start of a wash cycle up to 8 to 12 hours depending on model. Press **DELAY HOURS**, to select the number of hours, then press **START** one time and close door to begin countdown. The cycle will start once allotted time has expired.

**Control Lock** You can lock the controls to prevent selections from being made. You can also lock the controls after you have started a cycle to prevent cycle changes. For example, children cannot accidentally start the dishwasher by pressing pads with this option selected.

- **To LOCK the dishwasher control, press and hold both the Pre-Soak and Bottle Jets pads for 3 seconds.** The Control Lock light will turn on to indicate the control is locked.
- **To UNLOCK the dishwasher control, press and hold the Pre-Soak and Bottle Jets pads for 3 seconds.** The Control Lock light will turn off to indicate the control is unlocked.

## **6. Start Dishwasher - Continued**

**Start** Open door to select the desired options. Press the **START** pad and close the door within 4 seconds to start the cycle or begin the **DELAY HOURS** countdown. The wash cycle will begin shortly after closing the door. The display will turn off if the door remains open for two minutes. To activate the display, close and open the door or press any pad.

**Interrupt or Pause** To interrupt or pause a dish cycle, slowly open the door. Opening the door will cause the wash cycle to pause. The dishwasher will beep every minute to remind you to close the door. To restart or resume the cycle, press **START**, and close the door within 4 seconds.

**Cancel** To cancel a wash cycle, press and hold the **START** pad for 3 seconds and close door. The dishwasher will drain, emit a beep sound, and the wash cycle light will turn **OFF**.

## 7. Cycle Indicator Lights and Sounds

**Cycle Sanitized** Displayed at end of the cycle when Sanitize Temp has been selected and dishwasher has met requirements for sanitization. See Sanitize Temp, for complete description. Closing door or pressing any pad will turn off light.

**Cycle Complete** Displayed when a wash cycle is complete. The light stays **ON** as a reminder that the dishes are clean. The light will turn off when the door is opened.

**Low Rinse Aid** Displayed when rinse agent is low or empty. See Use a Rinse Agent section. To turn indicator off, press the **Pre-Soak** pad 5 times within 5 seconds. Repeat this process to turn the Low Rinse Aid indicator back on.

**Cycle Status** The indicator light on the door front will change color to indicate the wash status. During the wash cycle, the indicator light will be amber. When the wash cycle is complete, the light will change to green.

**Sounds** The dishwasher will emit a sound to indicate cycle completion, pad presses, and door ajar. To mute all sounds, press the **Power Dry** pad 5 times within 5 seconds. Repeat this process to turn sounds back on.

**Sabbath/ Door Wake Up Mode** To turn this option **ON/OFF**, press and hold the **START** and **WASH TEMP** pads for 5 seconds, close the door and wait 3 minutes for the dishwasher to go into sleep mode. In the **OFF** mode, the control display, control sounds, and interior lights (on some models) will not respond to the door opening/closing. This mode can be used when observing certain religious holidays such as the Sabbath. To activate the control and interior lights (on some models), press any pad.

## Lighting Features

### Interior Lights

The interior LED lights provide better visibility for loading and unloading. Do not look directly into the LED lights. They turn on when the door is opened and turn off when the door is closed. The lights will turn off after 15 minutes if the door remains open. To turn the lights back on, close and open the door.

Do not attempt to replace the lights. If light replacement is necessary, please contact Monogram Preferred by calling 800-444-1845. In Canada, call 800-561-3344.

## Water Temperature

The entering water must be at least 120°F (C) and not more than 150°F (66°C), for effective cleaning and to prevent dish damage.

Check the water temperature with a candy or meat thermometer. Turn on the hot water faucet nearest the dishwasher, place the thermometer in a glass and let the water run continuously into the glass until the temperature stops rising.

## Recommended Dishwasher Products

Monogram recommends the following products for use in its dishwashers:

- For your manual detergent dispenser, **Finish® Quantum® Powerball®** is recommended. Powders, liquids, and gels may also be used but may not work as effectively.
- For your rinse agent dispenser, **Finish® Jet-Dry® Rinse Aid**.

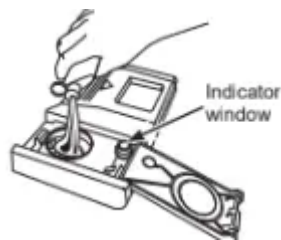
## Use a Rinse Agent

Rinse agents, such as **Finish® Jet-Dry® Rinse Aid** are designed for great drying action and to protect against spots and film build-up on your dishes, glasses, flatware, cookware, and plastic.

## Filling the Dispenser

The rinse agent dispenser holds 3.5 oz. (104 ml) of rinse agent. Under normal conditions, this will last approximately one month - depending on setting.

1. Make sure the dishwasher door is fully open.
2. Open the Rinse Agent dispenser door.
3. Slowly add rinse agent until the cup is full. You may need to pause several times to allow rinse aid to settle. NOTE: Indicator window does not light up.
4. Clean up any spilled rinse agent with a damp cloth to prevent foam from forming inside the dishwasher.
5. Close the Rinse Agent dispenser door.



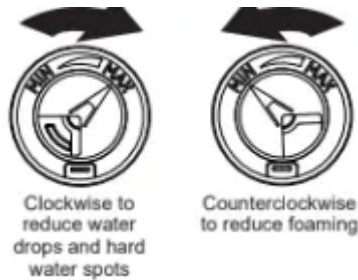
## Rinse Aid Setting

The amount of rinse agent released into the final wash can be adjusted. If water drops or hard water spots remain on dishes after the dry cycle, increase the setting.



### To adjust the setting

Open the Rinse Agent dispenser door; then turn the adjuster clockwise to increase the amount of rinse agent, counterclockwise to reduce the amount of rinse agent.



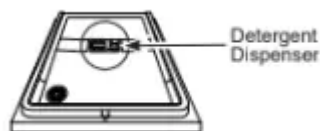
### Leak Protection

If a leak is detected, the dishwasher will drain and the cycle will stop. The display will show "LEAK DETECTED". Contact us for service.

### Detergent Dispenser

The detergent dispenser is located in the center of the dishwasher door. It has two compartments. The main wash compartment is found inside the detergent dispenser. To open, press the button on the side of the dispenser. The pre-wash compartment is on the lid of the detergent dispenser. Use the pre-wash compartment only when your water is extremely hard or when you have a heavy soiled load. The pre-wash compartment is not used when tablet or packet detergents are used.

**NOTE:** Do not block detergent dispenser with large or tall dishware.



You may use tablet, packet, powder, liquid or gel automatic dishwasher detergent. Make sure you use only detergents specifically labeled for use in automatic dishwashers. Never use liquid hand dish detergent in an automatic dishwasher.

Sudsing and poor wash performance will result with the use of improper detergents.

Detergents should be stored in a dry location and in their original container to prevent loss of effectiveness. Place detergent in the cup just prior to starting the dishwasher and then close the cover. The cover will open during the wash cycle.

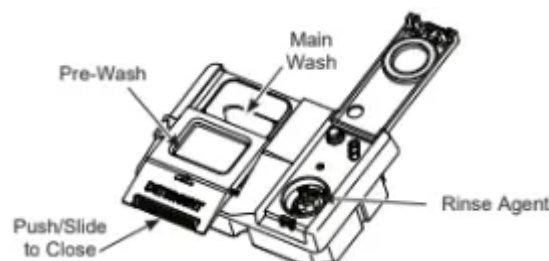
## Filling the Detergent Dispenser

Monogram recommends using detergent in tablet or packet form. Independent testing has shown this form of detergent is very effective in the dishwasher. **Finish® Quantum® Powerball®** is an example of this type of detergent. However, some single dose detergents are not designed for shorter cycles. If you experience wash-out issues with these tablets or packets, follow the instructions below:

**Rinsing cycles** - DO NOT use detergents. (These cycles are designed for rinsing dishes only, not soil removal.)

**Washing cycles less than 60 minutes (not including additional dry or wash options)** - Put a tablet or packet into the pre-wash compartment of the detergent cup, or in the bottom of the dishwasher. (These cycles are designed to be shorter which could result in bad detergent wash-out if the detergent is placed in the main wash compartment of the detergent cup. Wash performance will be diminished as a result.)

If you choose to use detergent in powder, liquid or gel form, the amount of detergent you use will be determined by the hardness of your water, the temperature of your water, and the food soil load inside the dishwasher. Contact your water company to get information about the hardness of the water in your area. Water hardness is measured in grains per gallon. Use this information and the table below to determine the amount of detergent to use. Call Monogram Preferred at 800-444-1845 and ask for part number WD01X10295. In Canada, call 800-661-1616.



Use the table as a starting point and then adjust the amount of detergent you use. Use just enough to get good wash performance. Using just the right amount of detergent will provide great wash performance without wasting detergent or etching glassware.

Using too much detergent with very soft and/or very hot water may cause a condition called etching on your glassware. Etching is a permanent cloudiness in your glassware. This condition is irreversible. However, using too little detergent will cause poor wash performance.

## DO NOT USE HAND DISH DETERGENT



**NOTE:** Using a detergent that is not specifically designed for dishwashers will cause the dishwasher to fill with suds.

During operation, these suds will spill out of the dishwasher vents, covering the kitchen floor and making the floor wet.

Because so many detergent containers look alike, store the dishwasher detergent in a separate space from all other cleaners. Show anyone who may use the dishwasher the correct detergent and where it is stored.

While there will be no lasting damage to the dishwasher, your dishes will not get clean using a dishwashing detergent that is not formulated for automatic dishwashers.

Appliance Communication

### **WiFi Connect (for customers in the United States)**

Your dishwasher is **Monogram WiFi Connect** capable. A WiFi communication card is built into the product allowing it to communicate with your smartphone for remote monitoring, control and notifications.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. *This device may not cause harmful interference, and*
2. *This device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:*
  - *Reorient or relocate the receiving antenna.*
  - *Increase the separation between the equipment and receiver.*
  - *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*

- Consult the dealer or an experienced radio/ television technician for help.

**Labelling:** Changes or modifications to this unit not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For best dishwashing results, follow these loading guidelines. Features and appearance of racks and silverware baskets may vary from your model.

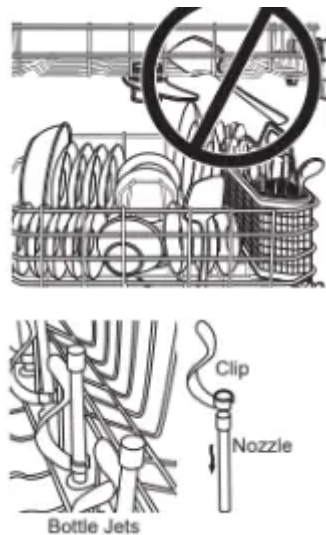
## Upper Rack

The upper rack is primarily for glasses, cups, and saucers. For best wash performance, tilt cup and glass openings toward the center of the rack.

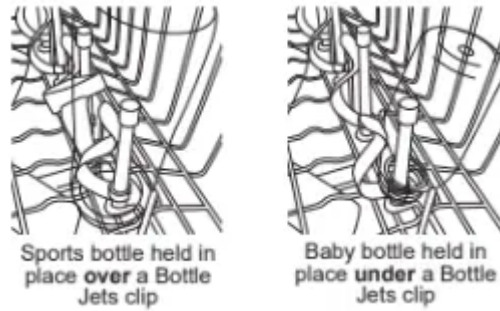
Other items such as pots, pans, and plates may be placed in the upper rack. This is also a secure place for dishwasher-safe plastic items. The upper rack can be used for odd sized utensils. Sauce pans, mixing bowls, and other similarly shaped items should be placed face down for best wash performance. The dishwasher has a hidden heater, so dishwasher safe plastic items can be placed in the lower rack.

**IMPORTANT:** Ensure items in the upper rack do not interfere with the 3rd Rack (on some models) when loading and unloading.

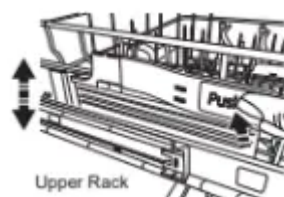
**IMPORTANT:** Ensure that items do not protrude through the bottom of the rack or silverware basket where they will block the rotation of the middle spray arm. This could result in noise during operation and/or poor wash performance.



The **Bottle Jets** system is the ideal location to position baby bottles, tall sports bottles, or other tall items with narrow openings. The Bottle Jets clips hold bottles with small openings in place so water jets are directed inside the bottles to clean hard to reach areas. Clips can be installed or removed by simply slipping the clip opening over the top of the nozzle.



The upper rack allows 2" of adjustment up or down to accommodate large items. The upper rack may be lowered by pushing the long flaps on each side of the rack. This will allow you to lower the rack (see fig. Upper Rack). To raise the rack, lift up on the rack until the rack locks in place.

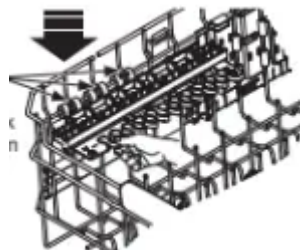


**CAUTION** A loaded upper rack may be heavier than anticipated. To prevent minor injury or damage to the contents, do not raise or lower the upper rack after the rack is loaded.

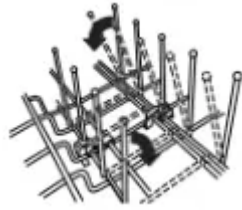


To add flexibility in loading, the utility shelf (on some models) may be placed in the up or down position. The shelf may also be used to secure stemware such as wine glasses. Because these stemware items come in various sizes, slowly push the rack in to ensure the items do not bump into the edges of the dishwasher, which may cause damage to the items.

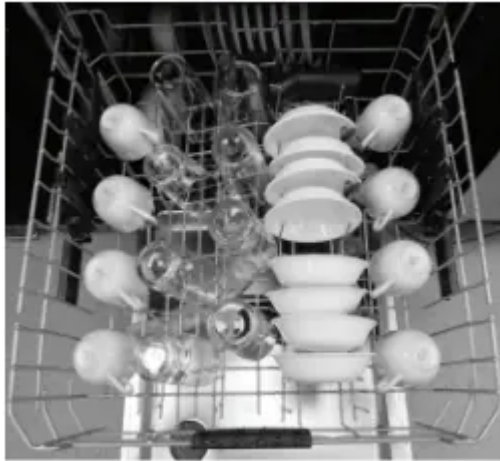
Place the slots in the utility shelf clips over the vertical rack wires and push down to attach utility shelf onto second wire of rack



The fold down tines (on some models) provide flexibility for extra-large and hard-to-fit items. The tine rows can be adjusted to a vertical or lay-down position.



### 8. Place Settings - Upper Rack



### 10 Place Settings - Upper Rack



### 12 Place Settings - Upper Rack



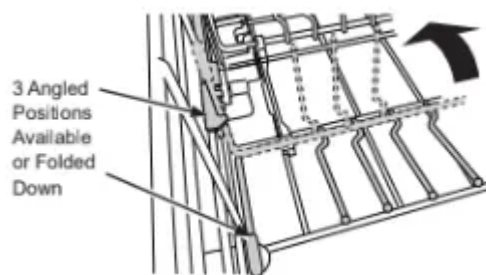
For best dishwashing results, follow these loading guidelines. Features and appearance of racks and silverware baskets may vary from your model.

### Lower Rack

The lower rack is best used for plates, saucers and cookware items. Large items, such as broiler pans and baking racks should be placed along the sides of the rack. If necessary, oversized glasses and mugs can be placed in the lower rack to maximize loading flexibility. Plates, saucers and similar items should be placed between the tines in the direction that allows the item to remain secure in the rack.

**NOTE:** Do not load large items in the lower rack where they may block the wash jets from rinsing out the detergent dispenser.

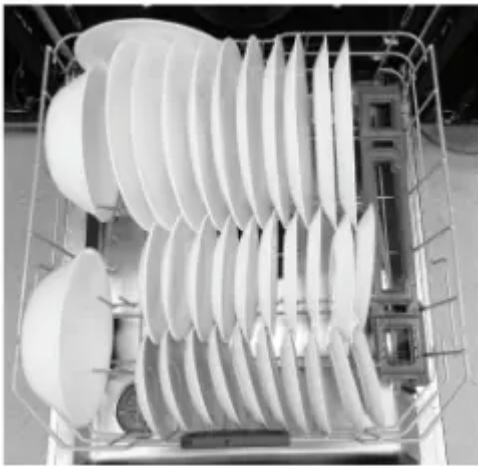
The lower rack fold down tines can be adjusted to different upright angles or placed flat to provide flexibility for hard-to-fit or extra-large items.



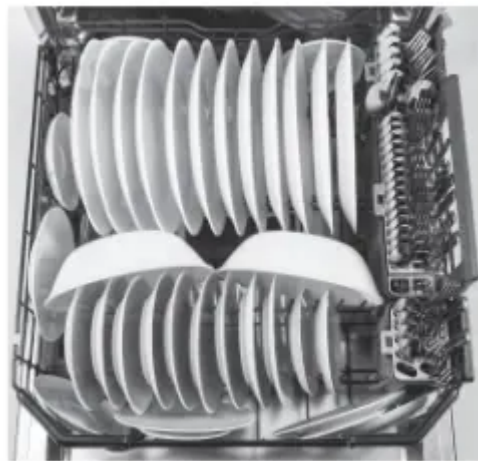
### 8 Place Settings - Lower Rack



**10 Place Settings - Lower Rack**



**12 Place Settings - Lower Rack**



For best dishwashing results, follow these loading guidelines. Features and appearance of racks and silverware baskets may vary from your model.

### 3rd Rack (Model ZDT925)

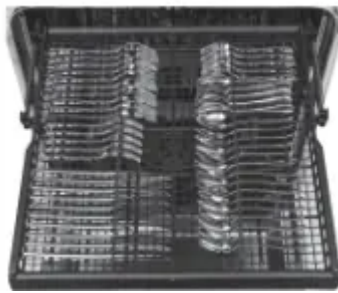
The 3rd rack is the recommended location for silverware and large utensils.

**▲ CAUTION** Take care when loading, unloading, or transporting the silverware or utensil tray. The tray may contain sharp or heavy items. If items are dropped from the tray or the tray is dropped, injury could occur.

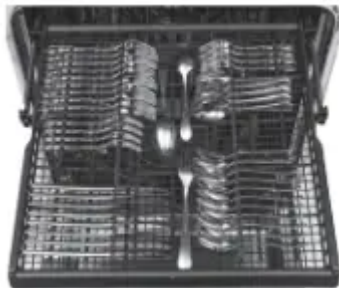
#### IMPORTANT NOTES:

- Do not allow cutlery of different materials to touch each other in the 3rd rack. Doing so may cause discoloration of the cutlery.
- The trays are only meant to be used with a Monogram 3rd rack dishwasher to hold silverware, cooking utensils, and other small items. Using the trays for any other purpose could result in damage to the trays or damage to anything interacting with the trays.
- Ensure that the 3rd rack is fully closed before shutting the dishwasher door. Shutting the door with the rack partially extended could cause damage to the dishwasher.

#### 8 Place Settings



#### 10 Place Settings

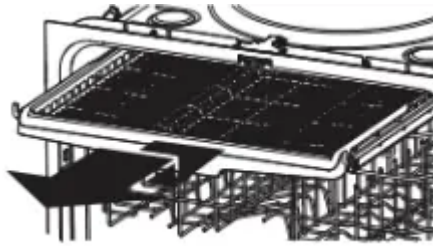


#### 12 Place Settings



The 3rd rack is also removable to allow extra large items to be placed in the upper rack:

**To remove the 3rd rack:**

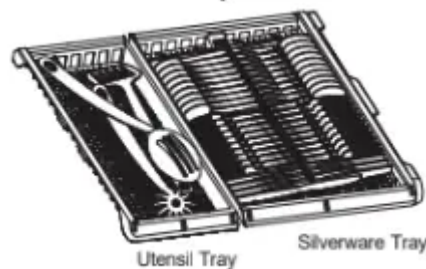


1. With the rack fully extended, lift the front of the rack so that the rack roller wheels clear the retaining hook.
2. Continue to pull the rack until the remaining rack roller wheels clear the retaining hook.
3. Replace the rack by aligning the rack roller wheels on the retaining hook and rack rails – Ensure all roller wheels are located on top of the rack rails.

For best dishwashing results, follow these loading guidelines. Features and appearance of racks and silverware baskets may vary from your model.

**3rd Rack (Model ZDT985)**

The 3rd rack is the recommended location for silverware and has 2 trays:

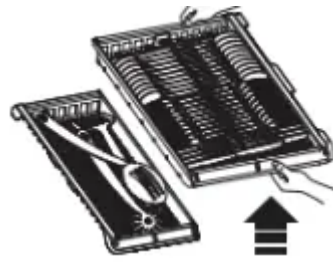


**The utensil tray** holds serving spoons, chop sticks, spatulas, cutlery, whisks, etc. Be sure not to overlap the utensil heads.

**The silverware tray** holds silverware individually in slots and is positioned by alternating the heads of the silverware.

These trays may be removed to allow for easier loading and unloading, changing the side that the trays are on, or to create extra space for the upper rack.

**To remove a tray**, fully extend the 3rd rack, grasp both the front and back handles on one tray and gently lift the tray out of the rack. To replace the tray, grasp both handles and gently place it on the rack so that the deepest part is towards the center of the rack.



**▲ CAUTION** Take care when loading, unloading, or transporting the silverware or utensil trays. The trays may contain sharp or heavy items. If items are dropped from the trays or the trays are dropped, injury could occur.

**IMPORTANT NOTES:**

- Do not allow cutlery of different materials to touch each other in the 3rd rack. Doing so may cause discoloration of the cutlery.
- The trays are only meant to be used with a Monogram 3rd rack dishwasher to hold silverware, cooking utensils, and other small items. Using the trays for any other purpose could result in damage to the trays or damage to anything interacting with the trays.
- Ensure that the 3rd rack is fully closed before shutting the dishwasher door. Shutting the door with the rack partially extended could cause damage to the dishwasher.

**8 Place Settings**



**10 Place Settings**



**12 Place Settings**

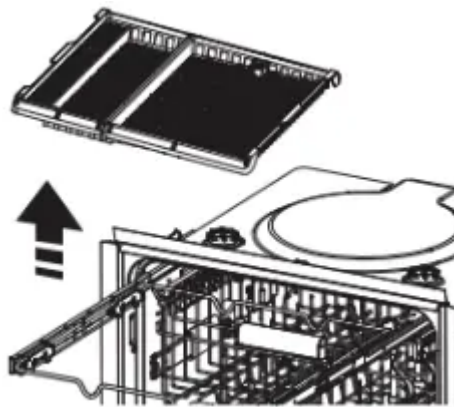


\*See Silverware Basket section on how to load silverware

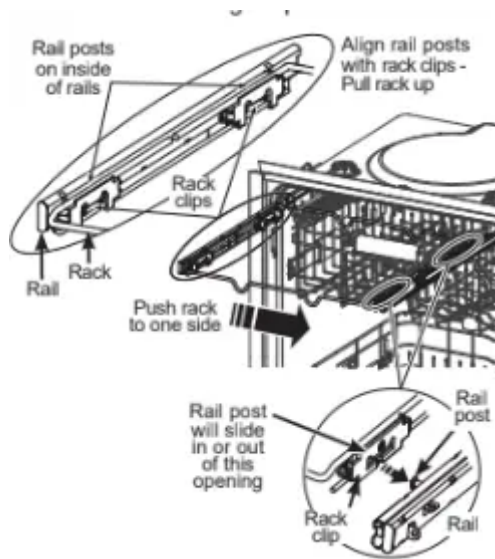
The 3rd rack is also removable to allow extra large items to be placed in the upper rack.

**To remove the 3rd rack:**

1. Remove the silverware and utensil trays. (See the IMPORTANT NOTES in this section.)



2. Push the rack all the way to one side so that a gap between it and the side rail forms on the other side. Align the side rail posts with the center of the clips on the rack and lift straight up.



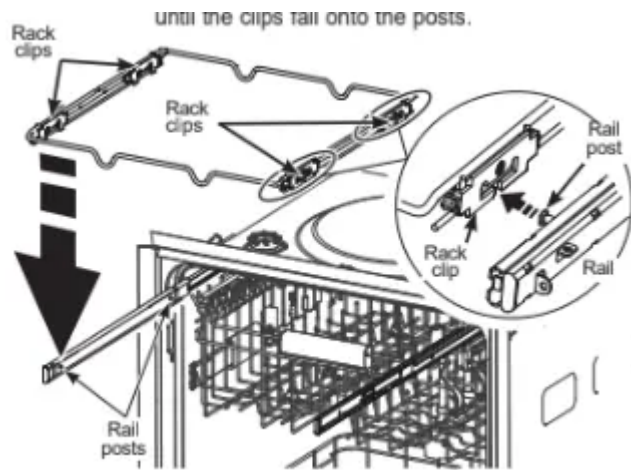
3. Continuing to hold the rack in the lifted position, repeat on the other side.

4. Once the rack is removed, push the side rails all the way back into the dishwasher.

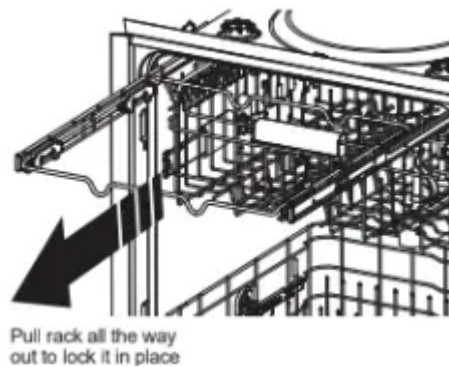


### To replace the 3rd rack:

1. Extend both side rails fully out of the dishwasher.
2. Orient the rack so that its side clips are aligned and centered with the posts on the side rail and lower the clips onto the posts.
3. Move the rack to one side of the dishwasher until the clips fall onto the posts.



4. Continuing to hold the rack in the lifted position, repeat on the other side.
5. Once the rack is replaced, pull it all the way out to lock it in place in its side rails.



6. Replace the silverware and utensil trays.

For best dishwashing results, follow these loading guidelines. Features and appearance of racks and silverware baskets may vary from your model.

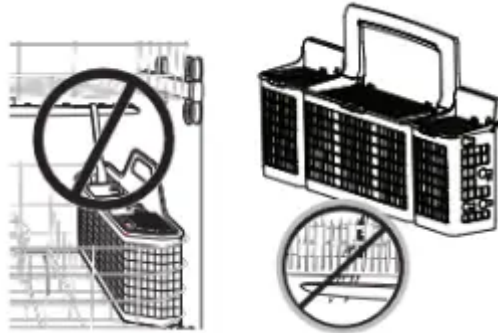
### Silverware Basket

Place flatware in the removable silverware baskets. Sharp objects, such as forks and knives, may be placed with the handles facing up, in order to protect your hands. For the best wash performance, place other items such as spoons with the handles facing down. Avoid allowing items to nest together, which may keep them from being properly washed. When loading, distribute items evenly in the basket.

The silverware baskets may also be used for small items, such as measuring spoons, baby bottle nipples, plastic lids, or corn cob holders. The silverware basket covers can be closed to contain small items.

The silverware basket may be positioned by placing the hooks on the back of the basket over the top wire on the sides of the lower rack.

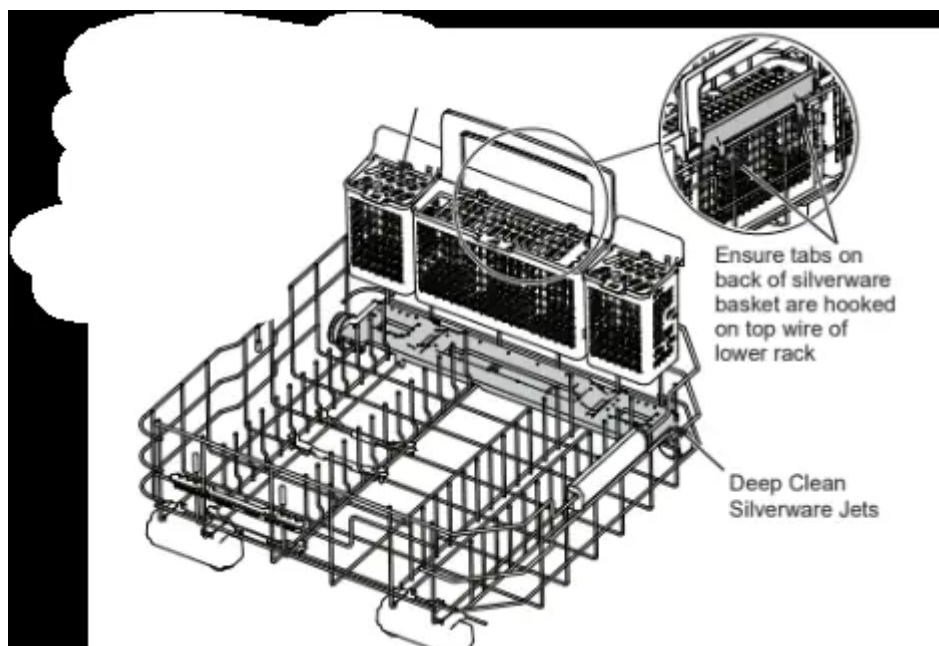
**IMPORTANT:** Do not load large or tall utensils where they may block the detergent dispenser, mid spray arm, or become trapped between the door and the gasket when the door is closed.



### Deep Clean Silverware Jets

Deep Clean Silverware Jets target stubborn, stuck-on food and help separate nested spoons and forks to keep your silverware spotless no matter how you load the silverware. For optimal silverware cleaning, the use of silverware basket lids is always recommended. For models with the third rack, the Deep Clean Silverware Jets can also be used to clean mixing bowls and other cookware.

Do not remove Deep Clean Silverware Jet spray assembly from the dishwasher rack.



Silverware/flatware is loaded using the silverware basket lids. This ensures great wash performance of the silverware. Loading in this manner prevents nesting and makes sure all items are washed uniformly.

### **8 Place Settings**



### **10 Place Settings**



### **12 Place Settings**



For best dishwashing results, follow these loading guidelines. Features and appearance of racks and silverware baskets may vary from your model.

## **Care and Cleaning**

### **Exterior Door Panel**

Before cleaning the front panel, make sure you know what type of panel you have. Refer to the last two letters of your model number. You can locate your model number on the left-hand tub wall just inside the door. If your model number ends with SS, then you have a Stainless Steel door panel. If your model number ends with II, then you have an Integrated door panel.

Follow the instructions below for cleaning the door panel for your specific model.

#### **Stainless Steel Door Panel** (model numbers ending in SS)

**For cleaning rust and tarnish**, cleaners with oxalic acid such as Bar Keepers Friend Soft Cleanser™ will remove rust, tarnish and small blemishes. Use only a liquid cleanser free of grit and rub in the direction of the brush lines with a damp soft sponge. Do not use appliance wax or polish on the stainless steel.

**For other blemishes and marks**, use Stainless Steel Magic or a similar product using a clean soft cloth. Do not use appliance wax, polish, bleach or products containing chlorine on Stainless Steel. You can order Stainless Steel Magic # WX10X29 through Monogram Preferred by calling In Canada, call 800-661-1616.

### **Integrated Door Panel** (model numbers ending in II)

This is a custom installed door panel, and you will need to refer to the cabinet manufacturers recommendations for proper cleaning.

### **Control Panel**

To clean the control panel, use a lightly dampened cloth. Then dry thoroughly.

### **Interior**

To clean and de-odorize your dishwasher, use citric acid or Finish® Dishwasher Cleaner, a detergent additive. **Finish® Dishwasher Cleaner** will break up mineral deposits, and remove hard water film and stains. You can order citric acid # WD35X151 through Monogram by calling 800-444-1845 . You can purchase Finish® Dishwasher Cleaner at your local grocery store.

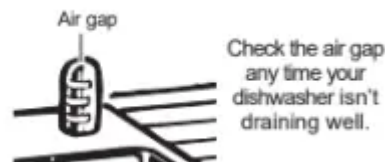
### **Stainless Steel Inner Door and Tub**

The stainless steel used to make the dishwasher tub and inner door provides the highest reliability available in a Monogram dishwasher.

If the dishwasher tub or inner door should be scratched or dented during normal use, they will not rust or corrode. These surface blemishes will not affect their function or durability.

### **Does Your Dishwasher Have an Air Gap?**

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



### **The air gap is easy to clean.**

1. Turn off the dishwasher and lift off the air gap cover.
2. Remove the plastic cap under the cover and clean with a toothpick.
3. Replace the cap and cover when the air gap is clean.

## Cleaning the Filters

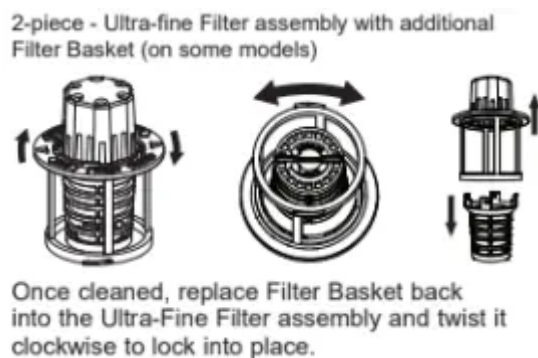
Inspect and clean the filters periodically. This should be done every other month or more depending on usage. If there is a decrease in wash performance or dishes feel gritty, this is also an indication the filters need to be cleaned.

**The retaining posts can be a choke hazard for small children if removed from the dishwasher. Keep out of reach of children**

### Ultra-Fine Filter Assembly

To clean the Ultra-Fine Filter assembly, remove the bottom rack. Twist the Ultra-Fine Filter assembly counterclockwise and lift to remove for cleaning. Rinse filter with warm soapy water and use a sponge to carefully remove any stubborn particles.

For models with a 2-piece Ultra-Fine Filter assembly with an additional Filter Basket for food particles, twist the Filter Basket in the counterclockwise direction to unlock it from the Ultra-Fine Filter assembly. See directional arrows on the bottom of the Filter Basket. Pull the Filter Basket to remove from the assembly, throw away any food particles, rinse with warm soapy water, and use a sponge to remove any stubborn particles.



### Fine Filter

To clean the Fine Filter (mesh plate), remove the bottom rack. Remove the Ultra-Fine Filter.

Twist each of the two retaining posts located toward the back bottom of the tub counterclockwise, and remove the Fine Filter. Rinse filter with warm soapy water. Scouring pads or brushes can scratch the filter surface but a soft brush or sponge may be needed to remove stubborn soils or calcium deposits caused by hard water. Once cleaned, replace the Fine Filter and the Ultra-Fine Filter. Twist the two retaining posts clockwise to lock in place.

## Protect Against Freezing

If your dishwasher is left in an unheated place during the winter, ask a service technician to:

1. Turn off electrical power to the dishwasher. Remove fuses or trip circuit breaker.
2. Turn off the water supply and disconnect the water inlet line from the water valve.
3. Drain water from the water inlet line and water valve. (Use a pan to catch the water.)

4. Reconnect the water inlet line to the water valve.

## Problem Solver

### Start status indicator light flashing

1. **The door was opened or the cycle was interrupted.**

- Press the **START** pad once and close the door within seconds to start the dishwasher.
- Press the **START** pad a second time when the dishwasher is running only if you wish to cancel the cycle.

### Dishwasher BEEPS once every minute

1. **This is a reminder that your dishwasher door has been left open during operation. It will continue beeping until you press START and close the door.**

- Press START and close the door.

### Display shows "LEAK DETECTED"

1. **Possible leak is detected**

- Some models are equipped with leak detection and the cycle will be cancelled if a leak is detected. The display will show "LEAK DETECTED". Contact us for service.

### Beeping at the end of the cycle (on some models)

1. **This is normal. The dishwasher will beep twice at the end of the cycle.**

- To turn off the double beep indicator (or re-activate it if it was previously turned off), press the DRY OPTIONS pad 5 times within 3 seconds. A triple beep will sound to indicate the end-of-cycle beep option has been turned on or off.

### Dishes and flatware not clean

1. **Ultra Fine or Fine filter is clogged**

- See the Care and cleaning section.

2. **Low inlet water temperature**

- Make sure inlet water temperature is correct (see the **Using the dishwasher** section). Turn on the hot water faucet nearest the dishwasher, let run until the water temperature stops rising. Then start the dishwasher and turn off the faucet. This ensures the entering water is hot. Select Boost Temp.

3. **Water pressure is temporarily low**

- Turn on a faucet. Is water coming out more slowly than usual? If so, wait until pressure is normal before using your dishwasher. Normal water pressure to the dishwasher should be 20-120 psi.

#### **4. Air gap or disposer is clogged**

- Clean the air gap or flush the disposer.

#### **5. Improper rack loading**

- Make sure large dishware does not block the detergent dispenser or the wash arms. See the **Loading the dishwasher** section.

#### **6. Poor performing detergent**

- Use a highly rated detergent such as **Finish® Quantum® Automatic Dishwashing Detergent**.

#### **7. Leak detected**

- Some models are equipped with leak detection and the cycle will be cancelled if a leak is detected. The display will show “**LEAK DETECTED**”. Contact us for service.

### **Spots and filming on glasses and flatware**

#### **1. Extremely hard water**

- Use rinse agents such as **Finish® Jet-Dry® Rinse Aid** to prevent spots and prevent new film buildup.
- If water is extremely hard, a softener may be required.

#### **2. Low inlet water temperature**

- Make sure water temperature is at least 120°F (49°C).

#### **3. Overloading or improper loading of the dishwasher**

- Load dishwasher as shown in the **Loading Place Settings** section.

#### **4. Old or damp powder detergent**

- Make sure detergent is fresh. Use a highly rated detergent such as **Finish® Quantum® Automatic Dishwashing Detergent**.

#### **5. Rinse agent dispenser empty**

- Refill with rinse agent such as **Finish® Jet-Dry® Rinse Aid**.

#### **6. Too little or low performing detergent**

- Make sure you use the proper amount of highly rated detergent.

### **Cloudiness on glassware**

#### **1. Combination of soft water and too much detergent**

- This is called etching and is permanent. To prevent this from happening, use less detergent if you have soft water. Wash glassware in the shortest cycle that will get it clean.

## **2. Low performing phosphate free detergent**

- See A white film on glassware, dishware and the interior in this **Troubleshooting** section.

## **3. Water temperature entering the dishwasher exceeds 150°F (66°C)**

- This could be etching. Lower the water heater temperature.

### **Suds in the tub**

#### **1. Wrong detergent**

- Use only automatic dishwasher detergents to avoid sudsing. Finish® Automatic Dishwashing Detergents have been approved for use in all Monogram dishwashers.
- To remove suds from the tub, open the dishwasher and let suds dissipate. Open the door, press and hold START for 3 seconds, and close the door.

#### **2. Rinse agent was spilled**

- Always wipe up rinse agent spills immediately.

### **Detergent left in dispenser cups**

#### **1. Dishes or utensils are blocking the detergent cup**

- Reposition the dishes, so the water from the lower spray arm can flush the detergent cup. See Loading the dishwasher section.
- Reposition the tall utensils or heavy silverware that may be keeping the dispenser cup door from opening. See the **Loading the dishwasher** section.
- Don't place large bowls or pots directly under detergent dispenser.

### **Black or gray marks on dishes**

#### **1. Aluminum utensils have rubbed against dishes**

- Remove marks with a mild, abrasive cleaner.

### **Dishes don't dry**

#### **1. Low inlet water temperature**

- Make sure inlet water temperature is at least 120°F.
- Select Power Dry or Max Dry.
- Use Boost Temp option.
- Select a higher cycle, such as Sanitize Temp or Intense.

#### **2. Rinse agent dispenser is empty**

- Check the rinse agent dispenser and fill as required.

### **3. Max Dry option was not selected**

- Select the Max Dry option to improve dry performance.

### **4. Additional drying time is needed**

- Allow the fan to run an additional 90 minutes after the Clean light appears. Note: If you open the door, this fan extension will be cancelled.

## **Control panel responded to inputs but dishwasher never filled with water**

### **1. Door may not be completely closed**

- Make sure the door is firmly closed.

### **2. Water valve may be turned off**

- Make sure water valve (usually located under the sink) is turned on.

### **3. Flood float may be stuck**

- Remove Ultra-Fine filter and lightly tap the piece under the ultra fine filter that looks like a salt shaker. Replace the filter.

## **Stained tub interior**

### **1. White film on inside surface— hard water minerals**

- Monogram recommends Finish® Jet-Dry® Rinse Aid to help prevent hard water mineral deposits from forming.
- Run dishwasher with citric acid to remove mineral deposits. You can order citric acid #WD35X151 through Monogram by calling 800-444-1845 or visiting Monogram.com. In Canada, call 800-661-1616. Alternatively, purchase Finish® Dishwasher Cleaner and follow the directions on the label.

## **Dishwasher won't run**

### **1. Fuse is blown or circuit breaker is tripped**

- Replace fuse or reset circuit breaker. Remove any other appliances from the circuit.

### **2. Power is turned off**

- In some installations, the power to the dishwasher is provided through a wall switch, often located next to the disposer switch. Make sure it is on.

### **3. Control panel is locked**

- Unlock control panel. See the Getting started section.

### **4. Possible leak is detected**

- Models are equipped with leak detection and the cycle will be cancelled if a leak is detected. The display will show "LEAK DETECTED". Contact us for service.

## **5. Proper Start sequence was not followed**

- See the Using the dishwasher section.

## **Control panel lights go off when you're setting controls**

### **1. Time too long between touching of selected pads**

- Each pad must be touched within 30 seconds of the others. To relight, touch any pad again or open the door and unlock top control).

## **Water standing in the bottom of the tub**

### **1. Air gap is clogged**

- Clean the air gap. See the Care and cleaning section.

### **2. High drain loop or air gap not installed**

- Refer to the Installation Instructions for proper drain line installation.

## **Water won't pump out of the tub**

### **1. Drain is clogged**

- If you have an air gap, clean it. See the Care and cleaning section.
- If the dishwasher drains into a disposer, run disposer clear.
- Check to see if your kitchen sink is draining well. If not, you may need a plumber.

## **Steam**

### **1. This is normal**

- Warm, moist air comes through the vent during drying and when water is being pumped out. This is necessary for drying.

## **Cycle Sanitized light does not illuminate at end of cycle**

### **1. The door was opened and the cycle was interrupted during final rinse**

- Do not interrupt the cycle by opening the door during the wash cycle.

### **2. The incoming water temperature was too low**

- Raise the water heater temperature to between 120°F and 150°F.

## **Noise**

### **1. Normal operating sounds: Detergent cup opening .Water entering dishwasher The motor stops and starts at various times during the cycle. Spray arms start and stop at various times . Drain pump sounds during pump out . Drain pump starts and stops several times during each drain Max Dry Fan .**

- These are all normal. No action is required.

## **2. Rattling dishes when the spray arm rotates**

- Make sure dishes are properly loaded. See the Loading the dishwasher section.

## **3. Rattling silverware against door during wash**

- Tall utensils may be placed in the upper rack to avoid bumping against inner door during wash cycle.

## **A white film on glassware, dishware and the interior**

### **1. This problem is likely caused by a low quality phosphate-free Dishwasher detergent**

- To remove the white film, run your dishes through a dishwasher cycle with citric acid. Use a WD35X151 citric acid kit found online. Otherwise, use Finish® Dishwasher Cleaner found at your local grocery store. Pour the citric acid in the detergent cup and close the cover. Place the filmed but otherwise clean glassware and dishware in the dishwasher. Leave silverware and other metal items out of the dishwasher. Turn the dishwasher on and let it run through a complete cycle without detergent. The glassware, dishware, and dishwasher should come out film free. Alternatively, a vinegar rinse may be used. Pour 1 cup of vinegar into dishwasher just after the detergent cup opens and let the dishwasher complete its cycle. This may be repeated several times a year as needed. The use of a rinse agent such as Finish® Jet-Dry® Rinse Aid may help minimize a repeat build up of film. Also, the use of a highly rated detergent such as Finish® Quantum® Automatic Dishwashing Detergent will help prevent film build-up.

## **Feel air on your legs when standing in front of the dishwasher during cycle**

### **1. This is normal.**

- Do not interrupt the cycle. No action is required.

## **Warranty for Customers in the USA**

### **YOUR MONOGRAM DISHWASHER WARRANTY**

Staple sales slip or cancelled check here. Proof of original purchase date is needed to obtain service under warranty.

### **WHAT IS COVERED**

From the Date of the Original Purchase

#### **Two Year**

**Any part** of the dishwasher which fails due to a defect in materials or workmanship. During this limited two-year warranty, Monogram will also provide, free of charge, all labor and in-home service to replace the defective part.

#### **Three to Five Years**

The dishwasher rack and/or the electronic control module, if these should fail due to a defect in materials or workmanship. During this three to five year limited warranty, you will be responsible for any labor or in-home service costs.

### **Lifetime**

The stainless steel tub or door liner, if it fails to contain water due to a defect in materials or workmanship. During this limited lifetime warranty, Monogram will also provide, free of charge, all labor and in-home service to replace the defective part.

This warranty is extended to the original purchaser and any succeeding owner for the products purchased for ordinary home use in the 48 mainland states, Hawaii or Washington, D.C. If the product is located in an area where service by a Monogram Authorized Servicer is not available, you may be responsible for a trip charge or you may be required to bring the product to an

Authorized Monogram Service location for service. 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 cost 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. Should your appliance need service, during warranty period or beyond, call Monogram Preferred at 800-444-1845. Please have serial number and model number available when calling for service.

### **WHAT IS NOT COVERED**

- **Service trips to your home to teach you how to use the product.**
- **Improper installation, delivery or maintenance.**
- **Replacement of house fuses or resetting of circuit breakers.**
- **Failure of the product if it is abused, misused, or used for other than the intended purpose or used commercially.**
- **Damage to the product caused by accident, fire, floods or acts of God.**
- **Incidental or consequential damage caused by possible defects with this appliance.**
- **Cleaning or servicing of the air gap device in the drain line.**
- **Damage caused after delivery, including damage from items dropped on the door.**
- **Product not accessible to provide required service.**
- **Damage to finish, such as surface rust, tarnish, or small blemishes not reported within 48 hours of delivery.**

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.

## **Warranty for Customers in Canada**

### **YOUR MONOGRAM DISHWASHER WARRANTY**

**Staple sales slip or cancelled check here. Proof of original purchase date is needed to obtain service under warranty.**

### **WHAT IS COVERED**

From the Date of the Original Purchase

#### **Two Year**

Any part of the dishwasher which fails due to a defect in materials or workmanship. During this limited two-year warranty, Monogram will also provide, free of charge, all labor and in-home service to replace the defective part.

#### **Three to Five Years**

The dishwasher rack, if it should rust, or the electronic control module, if it should fail due to a defect in materials or workmanship. During this three to five year limited warranty, you will be responsible for any labor or in-home service costs.

#### **Lifetime**

The stainless steel tub or door liner, if it fails to contain water due to a defect in materials or workmanship. During this limited lifetime warranty, Monogram will also provide, free of charge, all labor and in-home service to replace the defective part.

This warranty is extended to the original purchaser and any succeeding owner for products purchased in Canada for ordinary home use in Canada. In-home warranty service will be provided in areas where it is available and deemed reasonable by Monogram to provide. Proof of original purchase date is needed to obtain service under the warranty.

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

Should your appliance need service, during warranty period or beyond, call Monogram Preferred at 800-561-3344. Please have serial number and model number available when calling for service.

### **WHAT IS NOT COVERED**

- **Service trips to your home to teach you how to use the product.**
- **Improper installation, delivery or maintenance.**

- **Replacement of house fuses or resetting of circuit breakers.**
- **Failure of the product if it is abused, misused, or used for other than the intended purpose or used commercially.**
- **Damage to the product caused by accident, fire, floods or acts of God.**
- **Incidental or consequential damage caused by possible defects with this appliance.**
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- **Product not accessible to provide required service.**
- **Damage to finish, such as surface rust, tarnish, or small blemishes not reported within 48 hours of delivery.**

Some provinces 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 province to province. To know what your legal rights are in your province, consult your local or provincial consumer affairs office.

## **Consumer Support**

**With the purchase of your new Monogram appliance, receive the assurance that if you ever need information or assistance from Monogram, we will be there. All you have to do is call!**

### **Register Your Appliance**

Register your new appliance on-line at your convenience! Timely product registration will allow for enhanced communication and prompt service under the terms of your warranty, should the need arise. You may also mail in the pre-printed registration card included in the packing material.

### **Schedule Service**

Expert Monogram repair service is only one step away from your door. Get on-line and schedule your service at your convenience any day of the year. In the US: Monogram.com or call 800-444-1845 during normal business hours. In Canada: Monogram.ca or call 800-561-3344

### **Remote Connectivity**

For assistance with wireless network connectivity (for models with remote enable), visit our website at Monogram.com or call 800-444-1845 in the US only.

## Parts and Accessories

Individuals qualified to service their own appliances can have parts or accessories sent directly to their homes (VISA, MasterCard and Discover cards are accepted). Order on-line today 24 hours every day.

Instructions contained in this manual cover procedures to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.

Customers in Canada should consult the nearest MC COMMERCIAL INC. service center, visit our website at [Monogram.ca](http://Monogram.ca) or call 800-661-1616.

### Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.