

## **MAINTENANCE**

### **Detergents**

High-quality premeasured tablets and packs are recommended for improved performance.

Quality tablets and packs have been proven better than powder, liquid, or gel detergents at reducing filming on dishes. Using tablets and packs over time will start to reduce or eliminate white film. They are suitable for all water hardness and soil levels. Also, by using a rinse aid, you can minimize repeat buildup of white film (not all packs and tablets contain rinse aid). Always place premeasured detergents in main compartment and close lid. NOTE: Follow instructions on the package when using other dishwasher detergent types.

- Use automatic dishwasher detergent only. Add detergent just before starting a cycle.
- Fresh automatic dishwasher detergent results in better cleaning. Store tightly closed detergent container in a cool, dry place.
- Extremely hard water mineral deposits (15 grains per U.S. gallon or more) can cause damage to your dishwasher and make it difficult to achieve good results. A water softener is recommended to avoid damage and achieve good results.
- For more details about powders, liquids, and gels and hard water conditions consult the brand website.

### **Rinse aid**

Using rinse aid will optimize your drying and wash performance. This dishwasher is specifically designed to be used with rinse aid for improved drying performance and controlling buildup of hard water deposits. Rinse aid needs to be added to the product every 1 to 3 months depending on usage. Refer to the Quick Start Guide or brand website for information about filling the rinse aid dispenser.

### **Cycle Selection and Energy**

Efficient dishwashers run longer to save water and energy, just as driving a car slower saves on gas. Typical cycle time is approximately 2 1/2 hours, but can take less or significantly more time depending on your selections and incoming water temperature and amount of food soils on the dishes. For optimum performance the dishwasher should be connected to a 120 F (49° C) hot water supply.

If you first press the Start button, the main sensor cycle with heated drying will be automatically selected. This cycle senses the soil amount, and toughness of soil, to adjust the cycle for improved cleaning.

### **Sanitize or Sani**

Sanitizes dishes and glassware in accordance with NSF International NSF/ANSI Standard 184 for Residential Dishwashers. Certified residential dishwashers are not intended for licensed food establishments. Only sanitizing cycles have been designed to meet the requirements of the NSF/ANSI 184 performance standard for soil removal and for sanitization efficacy. There is no intention, either directly or indirectly, that all cycles on a NSF/ANSI 184 certified dishwasher meet the NSF/ANSI 184 performance standard for soil removal and for sanitization efficacy. The Sani Rinse indicator glows at the end of the cycle if the Sani Rinse option was successfully completed. If the indicator does not activate, it is probably due to the cycle being interrupted.

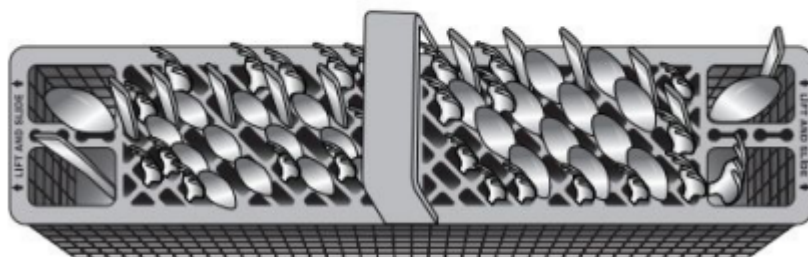
## DISHWASHER LOADING TIPS

NOTE: Features are model specific. Your dishwasher may not have all features described.

### Silverware Baskets



Style 1



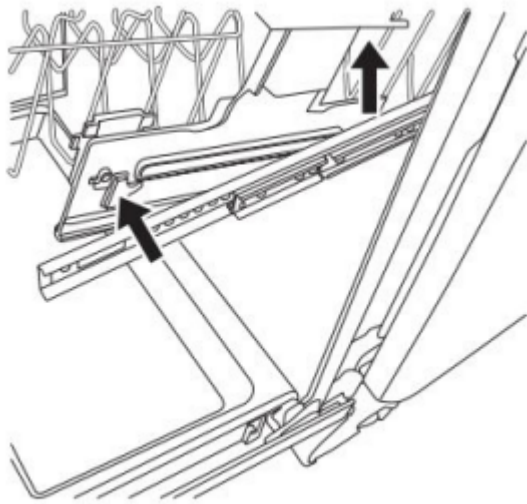
Style 2

Use silverware basket lids to provide optimal spacing and best cleaning performance.

**NOTE:** If your silverware does not fit into the designated slots, open the lids (Style 1) or lift on the ends of the lids and pull to remove (Style 2). Mix silverware types to keep them separated. Load knives down, forks up, and alternate spoons for best cleaning results.

### Removing Upper Racks

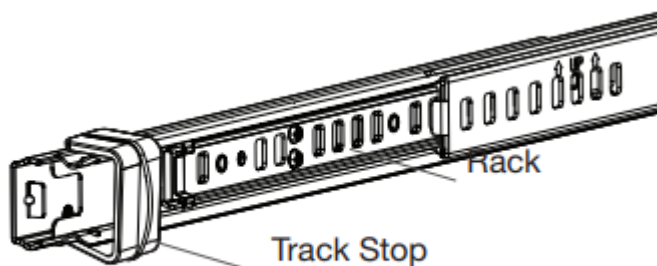
In order to make space for tall items, your upper racks are removable. The manner in which to remove will depend on whether the rack is mounted with Style 1 or Style 2. Remove dishes prior to removing any racks.



### Style 1

To remove the rack, pull the rack forward about halfway out of the tub. On one side, press the tab on the track in and pull up the front end of the rack, out of the track. Then repeat this step on the other side to completely remove the front end of the rack. Then remove the rack by pulling the back end out using a forward and upward motion.

To replace the rack, Push back of rack into rail first and then push front down.

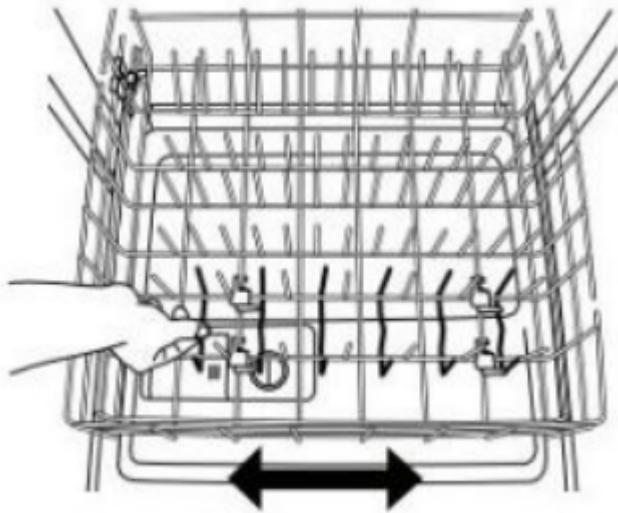


### Style 2

To remove the rack, pull the rack out until it stops. On the left and right side of the rack, push the plastic track stops on the front of the rail sideways to open them. Pull out the rack. To replace the rack, push the rack back onto the rails. Push the track stops closed.

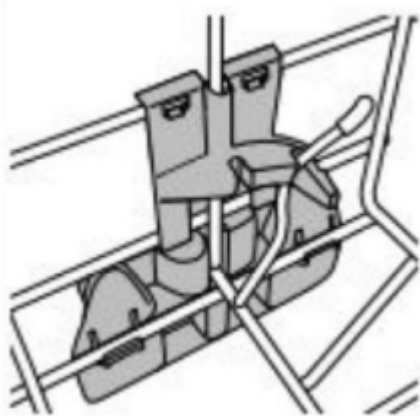
### Sliding Bowl Tines





The sliding bowl tines allow you to easily load bowls of multiple sizes. Grab the moveable tine row in the lower rack and slide into the desired position.

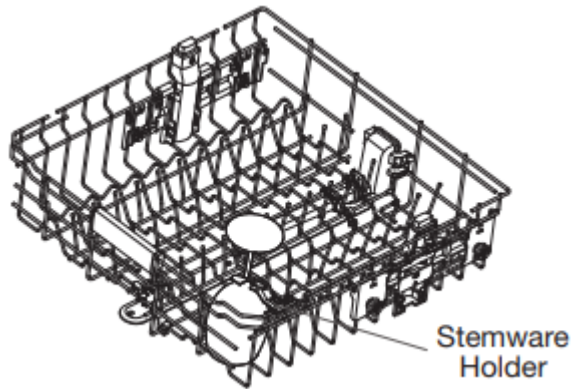
### **Fold Down Tines**



Fold down tines allow you to optimize the spacing in the rack. Fold down tines might be in the lower rack , the second level rack and/or third level rack depending on your model. To fold or unfold the tine, hold the tine nearest the clip at the end of the tine row and gently push it past the stop on the clip and in the direction you want to fold it.

### **Stemware Holder**

Use the stemware holders to support wine glasses and other stemware. Push them up to rotate them out of the way when not needed.



### Cup Shelf



Use the cup shelf to hold additional cups or small items. Push up to fold out of the way when not needed.

## CARE AND CLEANING

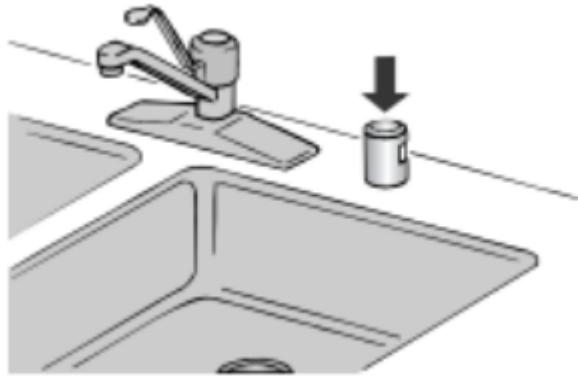
### Interior Cleaning

Many detergents may leave white spots or a white residue on dishware and on the interior of the dishwasher. Over time this residue can become unsightly and could affect dishwasher performance. Use of a dishwasher cleaning product such as affresh® Dishwasher Cleaner can help to remove the residue. Monthly use of affresh® Dishwasher Cleaner is recommended to help maintain the dishwasher. Follow package directions.

**NOTE:** We recommend the use of high-quality, premeasured detergent tablets or packs and the use of rinse aid for dishwasher cleaning and daily care.

### Countertop Air Gap

If you have a drain air gap, check and clean it if the dishwasher isn't draining well.



### **Extended Time Without Use**

To Reduce Risk of Property Damage During Vacation or Extended Time Without Use

- When you will not be using the dishwasher during the summer months, turn off the water and power supply to the dishwasher.
- Make sure the water supply lines are protected against freezing conditions. Ice formations in the supply lines can increase water pressure and cause damage to your dishwasher or home.
- Damage from freezing is not covered by the warranty.
- When storing your dishwasher in the winter, avoid water damage by having your dishwasher winterized by authorized service personnel.

### **Exterior Cleaning**

Clean the exterior of dishwasher with a soft, damp cloth and mild detergent. Avoid using abrasive cleaning products on the exterior of the dishwasher. Abrasive cleaning products can damage the finish.

### **Troubleshooting**

The brand website listed on the Quick Start Guide has detailed information to troubleshoot most problems customers encounter. This information may save you the cost of a service call.

### **Foreign Object Cup**

If the Foreign Object Cup is full the Quick Start Guide or the brand website listed on the Quick Start Guide has detailed information about how to empty it.

## **SETTING MENU**

Follow the below instructions to enter into the menu to change your current settings.

Menu	Display Text (if display is present)	LED Pattern (no display)			What this setting does	Default Setting
		PROWASH OR SENSOR	TOUGH OR COOKWARE	NORMAL		
Rinse Aid Level	A		X		Adjust amount of rinse aid dispensed	
Rinse Aid Level sub-menu	A 0	X	X	X	0 mL - rinse aid off	
	A 1	X			1 mL	X
	A 2		X		2 mL	
	A 3	X	X		3 mL	
	A 4			X	4 mL	
	A 5	X		X	5 mL	
	A 6		X	X	6 mL	
Sound Level	S	X	X		Turn sound On and Off	
Sound Level sub-menu	S 1	X			Sound On	X
	S 0		X		Sound Off	
Light in Tub	L			X	Turn the inner light on and off (if present)	
Lights in Tub sub-menu	L 1	X			Light in Tub ON when door is opened	X
	L 0		X		Light in Tub OFF when door is opened	
Kosher Consumer Friendly mode	E	X		X	Turn Kosher Consumer Friendly mode On and Off	
	E 1	X			Turn mode ON	
	E 0		X		Turn mode OFF	X
Factory Reset	r	X	X	X	Factory Reset	

1. Press and hold the “Hi Temp” button for 5 seconds until “Hi Temp” and “Dry” lights turn on.
2. Press the “Start/Resume” button within 2 seconds. If you do not press Start within 2 seconds, then the display will turn off and you will need to start over and go back to step 1.
  - a. For Models with a Display, an “A” will show in the display to indicate Rinse Aid Level.
  - b. For Non-display models, “Tough or Cookware” light will turn on to indicate Rinse Aid Level.
3. To go to a feature other than Rinse Aid Level, press the “Cycle” button or “Normal” button (depending on model) to move to the feature you would like to change (Sound Level, Light in Tub, Kosher Friendly, Factory Reset, Rinse Aid Level). See the table for what is shown on the display to indicate these features.
4. Press the “Start/Resume” button to select the feature and enter the sub-menu. The display will change to show the current setting of the feature. (For example, if you selected Sound Level and you haven’t changed it before, then S1 will show for display models and sensor will light for non-display models.)
5. Press “Cycle” button or “Normal” button (depending on model) to change the value of the feature setting. (For example, if you want to turn the sound off, then press the “Cycle” or “Normal” button and S0 shows on display models or “pots and pans” lights for nondisplay models.)
6. Press the “Start/Resume” button to confirm the new selection. The feature setting will not be changed until the “Start/Resume” button is pressed. The dishwasher will return to the Off state when the Start button is pressed. To exit the customer settings menu at any time, press the “Cancel” button, or wait 30 seconds without pressing any buttons.

NOTE: To see the current setting of a feature, follow steps 1-4. When the “Start/Resume” button is pressed in step 4, the dishwasher will show the current setting. Press the “Cancel” button to exit without making any changes.



NOTE: If you enter into a Feature Setting Page and need to go back to the Main Menu Press “Cancel” and proceed to step 1.

NOTE: To exit “Kosher Consumer Friendly Mode” at any time, press the “Cancel” button or you can wait 72 hours.

**Kosher Consumer Friendly Mode:** When turned on, will disable all of the buttons on the dishwasher except for the cancel key, and disable the light inside the tub (if equipped) for a time period of 75 hours. If this mode is turned on during a cycle, then the status lights at the end of cycle will not turn off when the door is opened and then re-closed. To exit this mode, press the “Cancel” button, or wait 75 hours.

## ERROR CODES

### ERROR CODES / BLINKING LIGHTS

Issue	Code Shown (7 Seg Display) (if present)	Code Shown on Front Panel LED * (# blinks, Pause, # blinks)	What will happen?	What to do?
Dishwasher fails to operate fill valve correctly	F1E1	1 Pause 1 Pause - pause, repeat	Drain sequence will begin, machine operation will be prevented	Turn off water to unit (if possible). Turn off power to unit. If the water cannot be turned off, DO NOT turn off power and keep door closed. Press Cancel key one time to silence alarm tone. Call service.
Motor controller failure	F1E2	1 Pause 2 Pause, repeat	Cycle ends	Call service
No water present at dishwasher	H2O	8 Pause 1 Pause - pause, repeat	Cycle is paused	Ensure fill hose is connected to product. Ensure water supply is turned ON. Press Start to resume cycle. If alarm still present, call service.
Wash motor failure	F7E2	7 Pause 2 Pause, repeat	Cycle ends	Call service
Dishwasher overfills	F8E4	8 Pause 4 Pause - pause, repeat	Drain sequence will begin, machine operation will be prevented	Turn off water to unit (if possible). Turn off power to unit. If the water cannot be turned off, DO NOT turn off power and keep door closed. Press Cancel key one time to silence alarm tone. Call service.
Fill valve stuck on	F8E5	8 Pause 5 Pause - pause, repeat	Drain sequence will begin, machine operation will be prevented	Turn off water to unit (if possible). Turn off power to unit. If the water cannot be turned off, DO NOT turn off power and keep door closed. Press Cancel key one time to silence alarm tone. Call service.
Dishwasher will not drain	F9E1	9 Pause 1 Pause - pause, repeat	Cycle ends	If drain hose is connected to a garbage disposal, confirm that drain hose is not clogged and disposal plug has been knocked out. If unit still will not drain, call service.
Water present under dishwasher	FAE5	10 Pause 5 Pause - pause, repeat	Cycle ends	Call service.
User interface service communication fault	F6E1	6 Pause 1 Pause - pause, repeat	Product will not able to start or resume cycles	Call service.

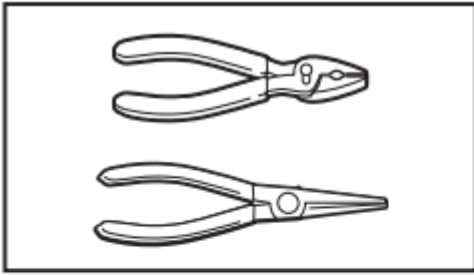
## INSTALLATION REQUIREMENTS

### TOOLS AND PARTS

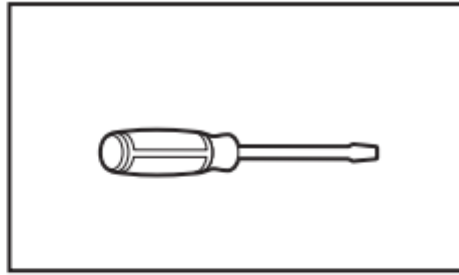
Gather the recommended tools and parts before starting installation. Read and follow the instructions provided with the tools listed here.

### All Installations

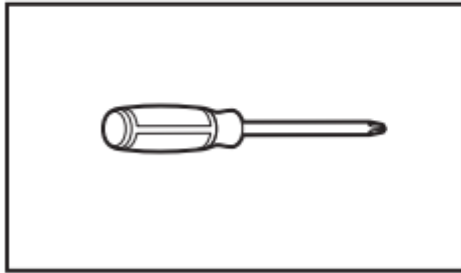
**Tools Needed:**



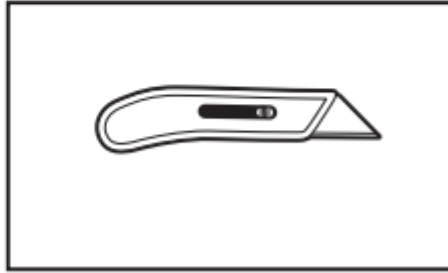
**Pliers**



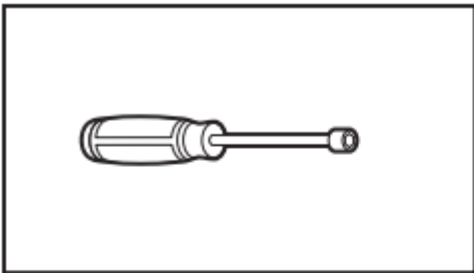
**Flat-blade screwdriver**



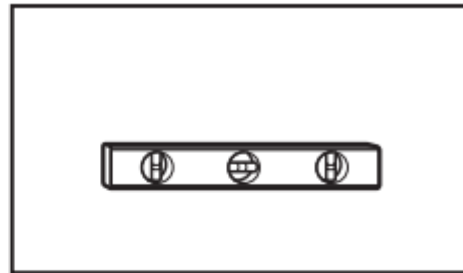
**Phillips screwdriver**



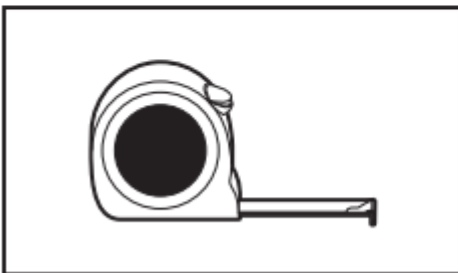
**Utility knife**



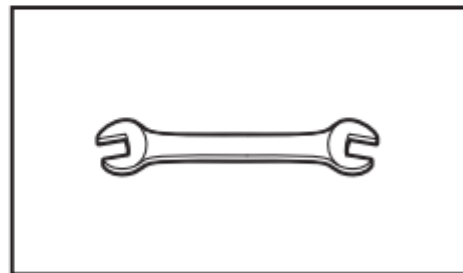
**5/16" (7.9 mm) and  
1/4" (6.4 mm) nut drivers or hex  
sockets**



**Small level**

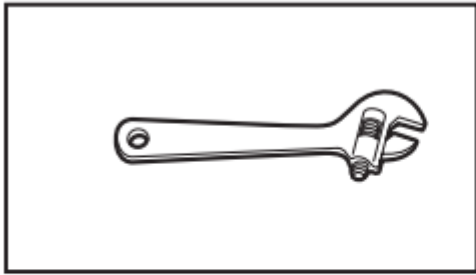


**Measuring tape or ruler**

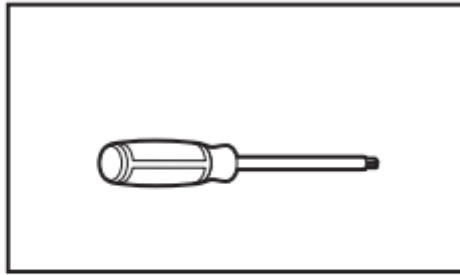


**5/8" (15.9 mm) open-end  
wrench**



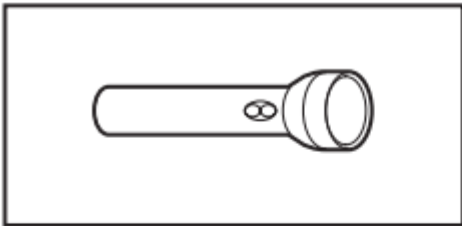


10" adjustable wrench that opens to 1<sup>1</sup>/<sub>8</sub>" (29 mm)

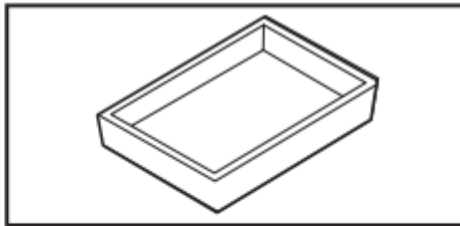


Torx<sup>†</sup> T20 and, if installing custom front panels, Torx T15 screwdrivers

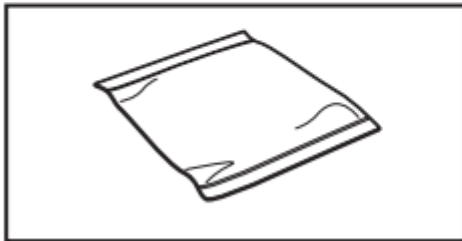
**Other Useful Items You May Need:**



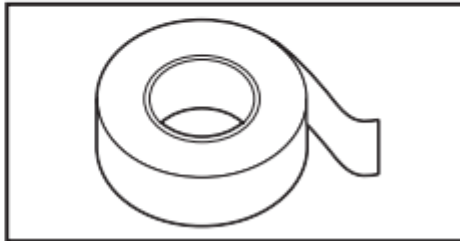
Flashlight



Shallow pan

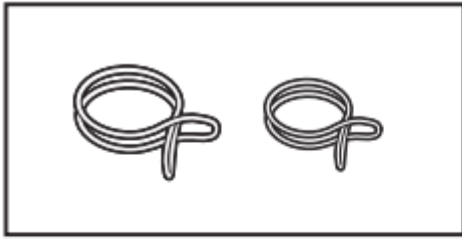


Bath towel

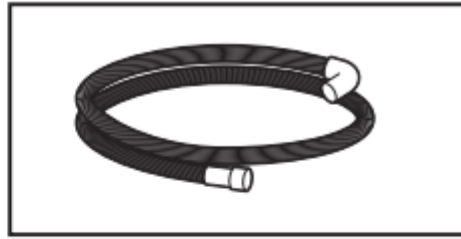


Masking, or duct tape

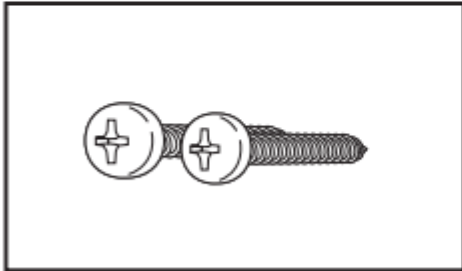
**Parts Supplied:**



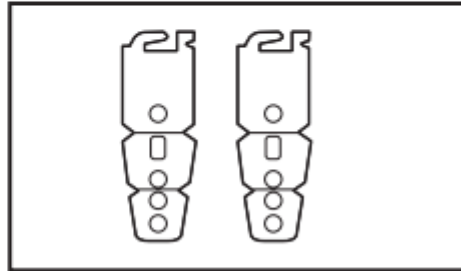
Drain hose clamps (2)  
(1 large/red and 1 small/silver)



Drain hose

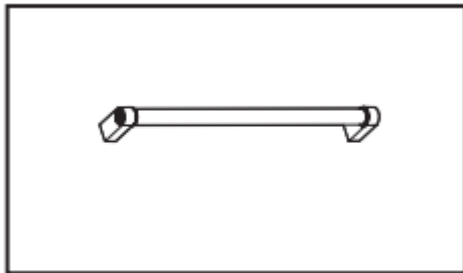


#8 x 1/2" (12.7 mm) Phillips-head  
screws (2)



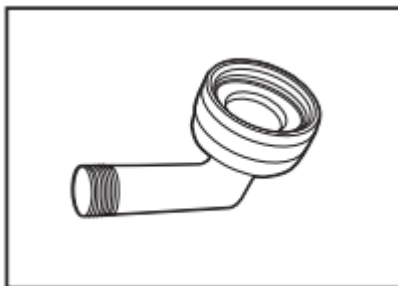
Undercounter mounting  
brackets (2)

Make sure all parts are included in the literature package.



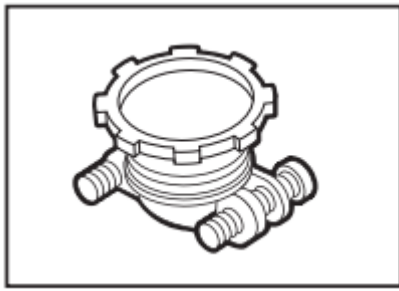
Door handle (on some models)

**Other Parts Needed (not provided):**



**3/8" (9.5 mm) Compression x 3/4" (19 mm) Hose Fitting** with rubber seal and 90° elbow  
(required to properly connect household water line to the dishwasher.)

**Part no: W10685193**

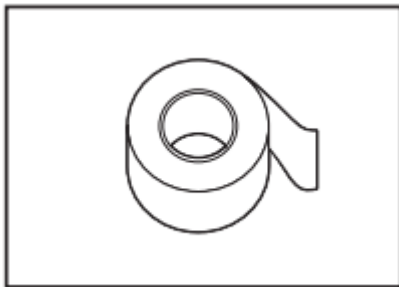


**Household Wiring (Metallic) Strain Relief** to fit 7/8" (22 mm) hole (required to properly secure household wiring to the dishwasher terminal box.)

**Part no: 4396672**

**NOTE:** Use only UL Listed/ CSA Approved parts.

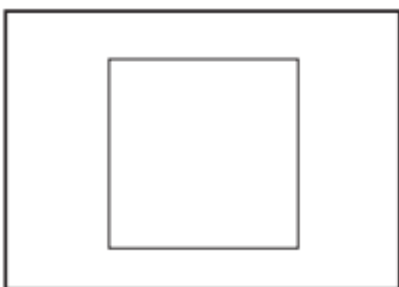
**Optional Accessory Parts Available:**



**Moisture Barrier Tape**

**NOTE:** Moisture barrier tape is an optional, added level of protection if installing a dishwasher under a wooden countertop. Recommended but not required for wooden countertops.

**Part no: 4396277**



**Side Panel Kit**

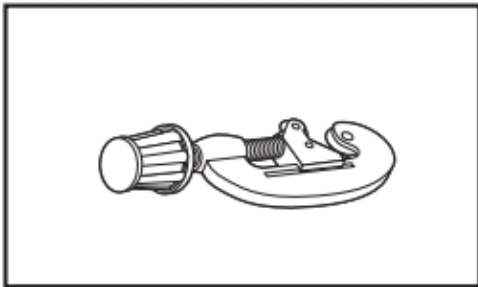
For enclosing the side of the dishwasher when installing it at the end of your cabinetry (Whirlpool part number varies with color).

Call us at our toll-free number or visit the brand website listed in the Quick Start Guide for accessory and part information.

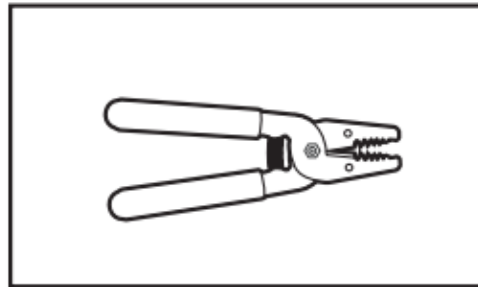
**First-Time Installations**

Check local codes. Check existing electrical supply. See the “Electrical Requirements” section. It is recommended that electrical connections be made by a licensed electrical installer.

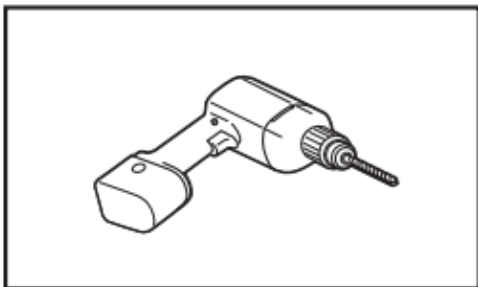
**Additional Tools Needed:**



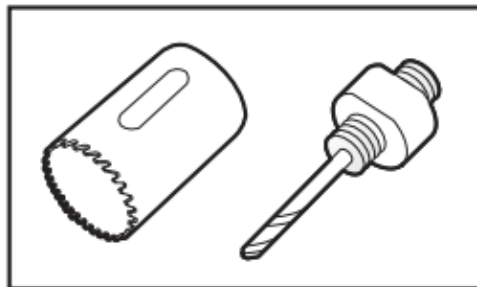
Small tubing cutter



Wire stripper

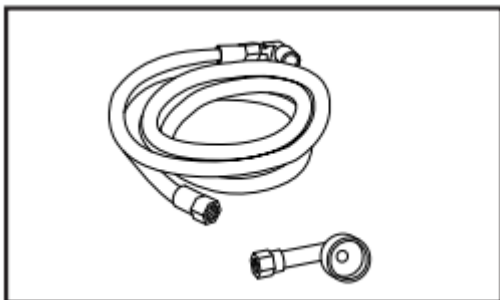


Cordless drill



1/2" (12.7 mm), 3/4" (19 mm),  
and 1 1/2" (38 mm)  
hole saw bits

**Additional Parts Needed (not provided):**



**Copper Tubing** (3/8" O.D. suggested) or Flexible Braided Water Supply Line Kit. Kit includes braided hose and 3/8" compression x 3/4" hose fitting.

**Part no: W10278635RP**





**Screw-Type Clamps** 1 1/2"- 2" (38 mm - 50 mm) (3 maximum)



**Optional-Longer Drain Hose** (Maximum length 12 ft (3.7 m))

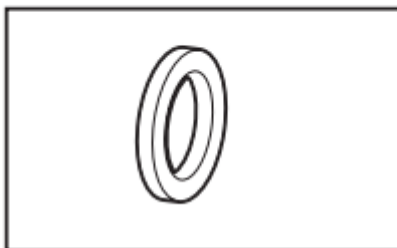
**NOTE:** Must meet AHAM/ IAPMO test standards, fit 1" (25 mm) drain connection, and be resistant to heat and detergent.

**Part no: W11381654**

**NOTE:** If using a flexible braided hose, replace inlet hose after 5 years to reduce the risk of hose failure. Record hose installation or replacement dates on the hose for future reference.

**NOTE:** Be sure to purchase only Whirlpool factory-certified parts and accessories for your appliance. Your installation may require additional parts. To order, refer to the contact information referenced in your Quick Start Guide.

**For Direct Wire**

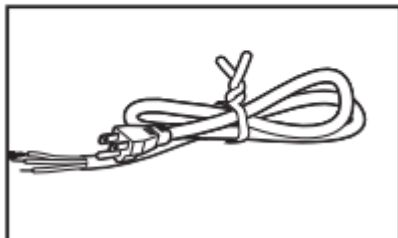
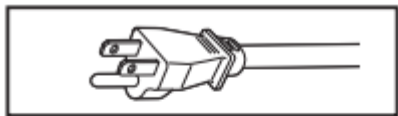


Cabinet Grommet

For 1 1/2 (38 mm) hole in cabinet.

NOTE: Required for metal cabinets

### For Power Cord



### Power Cord Kit

Kit typically includes power cord, metallic strain relief, grommet.

(Whirlpool Part Number

Cord Kit - Straight - W11365011

Cord Kit - Right Angle - W11365014)

Call us at our toll-free number or visit the brand website listed in the Quick Start Guide for accessory and part information.

NOTE: Be sure to purchase only Whirlpool factory-certified parts and accessories for your appliance. Your installation may require additional parts. To order, refer to the contact information referenced in your Quick Start Guide.

### LOCATION REQUIREMENTS

Dishwasher must be fully enclosed (top, sides, back, and floor) upon installation. A side panel kit is available from your dealer for installing your dishwasher at the end of your cabinetry.

An optional moisture barrier accessory is also available for installing underneath a wooden countertop. Check location where dishwasher will be installed. The location must provide:

- Convenient access for loading and unloading dishes. Corner locations require a 2" (5.1 cm) minimum clearance between the side of the dishwasher door and the wall or cabinet.
- Easy access to water, electricity, and drain:
  - Grounded electrical supply is required.
  - This dishwasher has a water heating feature and also requires a connection to a hot water supply line.
  - Make sure pipes, wires and drain hose are within the shaded area shown in the "Product and Cabinet Opening Dimensions" section.

- Do not run drain lines, water lines, or electrical wiring where they can interfere with or contact dishwasher motor or legs.

- Shelter dishwasher and water lines leading to dishwasher against freezing. Damage from freezing is not covered by the warranty.

NOTE: If dishwasher will be left unused for a period of time or in a location where it may be subject to freezing, have it winterized by authorized service personnel.

- If installed in new construction, flush the water supply line of debris before connecting it to the fill valve. If it is not flushed, debris from the water supply could plug the fill valve screen.

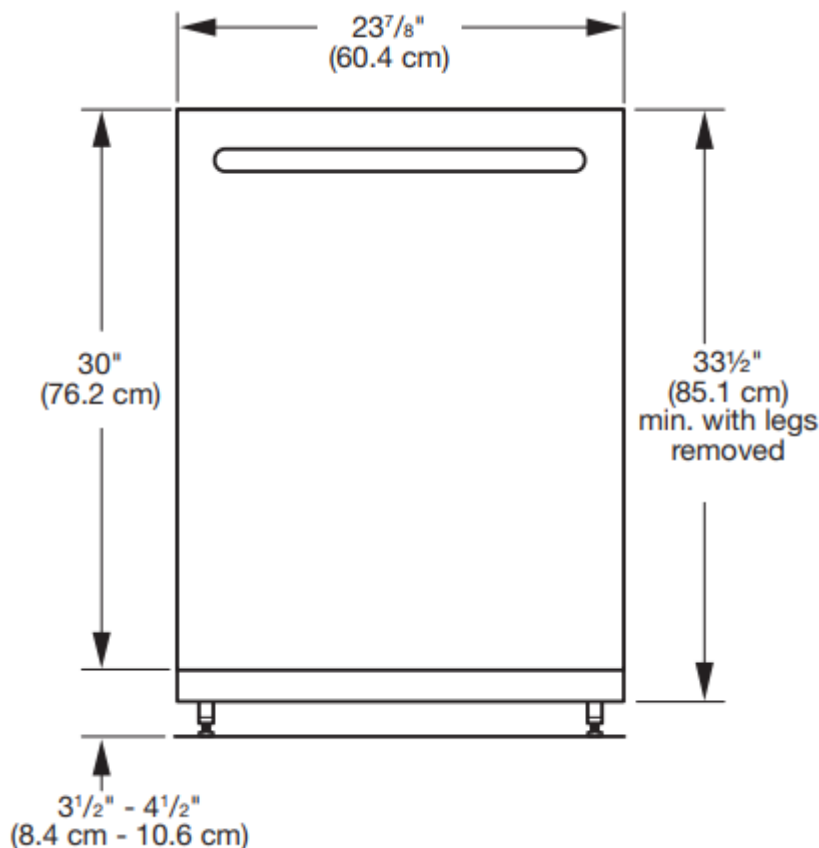
- A square opening for proper operation and appearance.

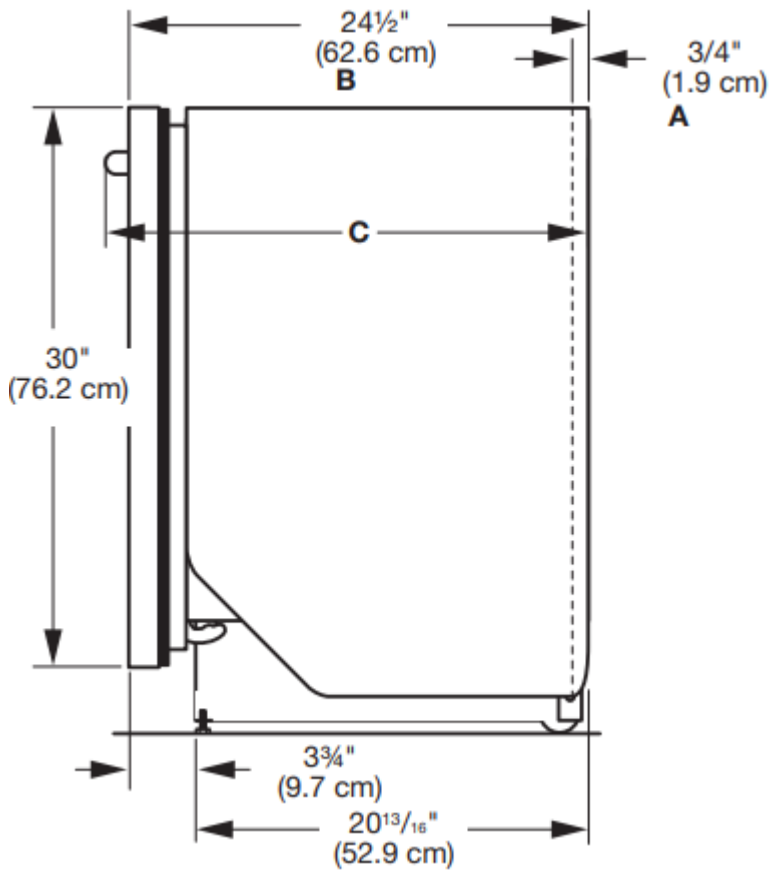
- The cabinet front to be perpendicular to floor.

- Level floor. Helpful Tip: If floor at front of opening is not level with floor at rear of opening, shims may be used to level dishwasher. NOTE: To avoid shifting during dishwasher operation, shims must be securely attached to the floor.

- The location where the dishwasher will be installed must provide clearance between motor and flooring. Motor should not touch the floor.

- Do not install dishwasher over carpeted flooring.

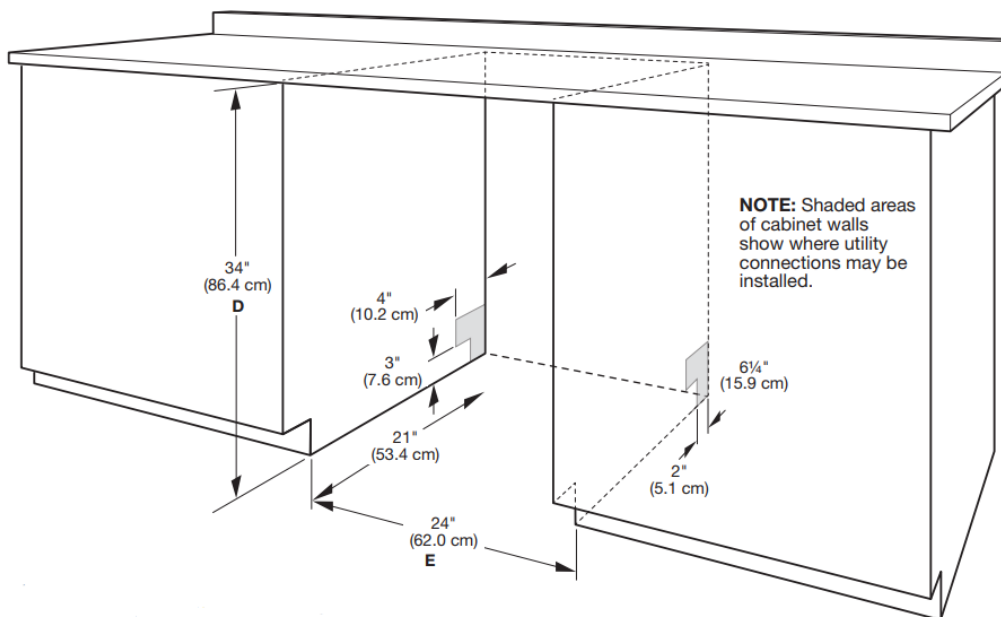




A. Insulation may be compressed (not used on all models).

B. For panel-ready models, dishwasher depth is 24" (61.0 cm), not including the 3/4" (1.9 cm) custom door panel.

C. Door handles may protrude forward of the face of the dishwasher, varies by model.



Check that all surfaces have no protrusions that would prohibit dishwasher installation.



D. Measured from the lowest point on the underside of the countertop. May be reduced to 33 1/2" (85.1 cm) by removing the wheels and perforated area of insulation (blanket) on dishwasher.

E. Minimum, measured from narrowest point of opening.

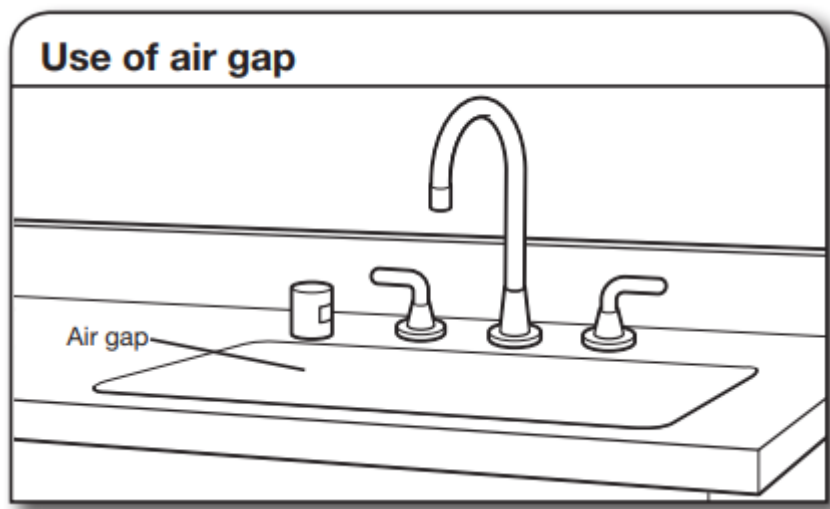
### **DRAIN REQUIREMENTS**

■ A new drain hose is supplied with your dishwasher. If drain hose is not long enough, use a new drain hose with a maximum length of 12 ft (3.7 m) that meets all current AHAM/ IAPMO test standards, is resistant to heat and detergent, and fits the 1" (2.5 cm) drain connector of the dishwasher.

NOTE: Do not connect multiple drain hoses together.

■ Make sure to connect drain hose to waste tee or disposer inlet above drain trap in house plumbing and 20" (50.8 cm) minimum above the floor. It is recommended that the drain hose either be looped up and securely fastened to the underside of the counter or be connected to an air gap.

■ Make sure to use an air gap if the drain hose is connected to house plumbing lower than 20" (50.8 cm) above subfloor or floor.



■ If required, the air gap should be installed in accordance with the air gap installation instructions. When you are connecting the air gap, a rubber hose (not provided) will be needed to connect to the waste tee or disposer inlet.

■ Use 1/2" (1.3 cm) minimum I.D. drain line fittings.

### **WATER SUPPLY REQUIREMENTS**

■ This dishwasher has a water heating feature and also requires a connection to a hot water supply line.

■ A hot water line with 20 psi to 120 psi (138 kPa to 862 kPa) water pressure can be verified by a licensed plumber.

■ 120°F (49°C) water at dishwasher.

- 3/8" (0.95 cm) O.D. copper tubing with compression fitting or flexible braided water supply line.

NOTE: 1/2" (1.3 cm) minimum plastic tubing is not recommended.

- A 90° elbow with 3/4" (0.95 cm) hose connection with rubber washer.
- Do not solder within 6" (15.2 cm) of the water inlet valve.
- If installed in new construction, make sure the house water supply lines have been flushed prior to connecting the dishwasher to remove any debris that may exist in the supply line.

**NOTE:** If replacing an existing dishwasher, it is recommended to install a new water line and drain hose (supplied) with the new dishwasher.

## **ELECTRICAL REQUIREMENTS**

Be sure that the electrical connection and wire size are adequate and in conformance with the National Electrical Code, ANSI/NFPA 70 - latest edition, and all local codes and ordinances.

A copy of the above code standards can be obtained from:

National Fire Protection Association

1 Batterymarch Park

Quincy, MA 02169-7471 You Must Have:

- 120 V, 60 Hz, AC only, 15 A or 20 A, fused electrical supply
- Copper wire only
- A maximum of 2 field wiring supply conductors (12 AWG largest size) plus 1 grounding conductor are permitted in the terminal box.

### **We Recommend:**

- A time-delay fuse or circuit breaker.

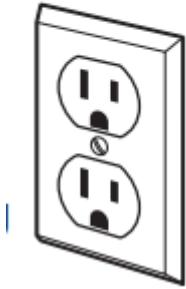
### **Circuit Requirements:**

- The dishwasher may be installed on the same circuit as a garbage disposal providing that the branch circuit cannot exceed rated circuit load and must comply with all governing codes and regulations such as but not limited to National Electrical Code, ANSI/NFPA 70 - latest edition.
- No electrical connections other than the dishwasher power and ground connections can be made inside of the dishwasher terminal box.

### **If connecting dishwasher with a power supply cord:**

- Use UL Listed power cord kit marked for use with dishwasher.
- Plug into a grounded 3 prong outlet. Outlet must meet all local codes and ordinances.


### **If connecting dishwasher with direct wiring:**



- Use flexible, armored, or nonmetallic sheathed copper wire with grounding wire that meets the wiring requirements for your home and local codes and ordinances.
- Use a UL Listed/CSA Approved metallic strain relief.



## INSTALLATION INSTRUCTIONS

<b>⚠ WARNING</b>

<b>Electrical Shock Hazard</b> <b>Disconnect electrical power at the fuse box or circuit breaker box before installing dishwasher.</b> <b>Failure to do so can result in death or electrical shock.</b>

### STEP 1:

Video of installation steps can be found online at [whirlpool.com](http://whirlpool.com) in the “Service & Support” section “How To’s & FAQ.”

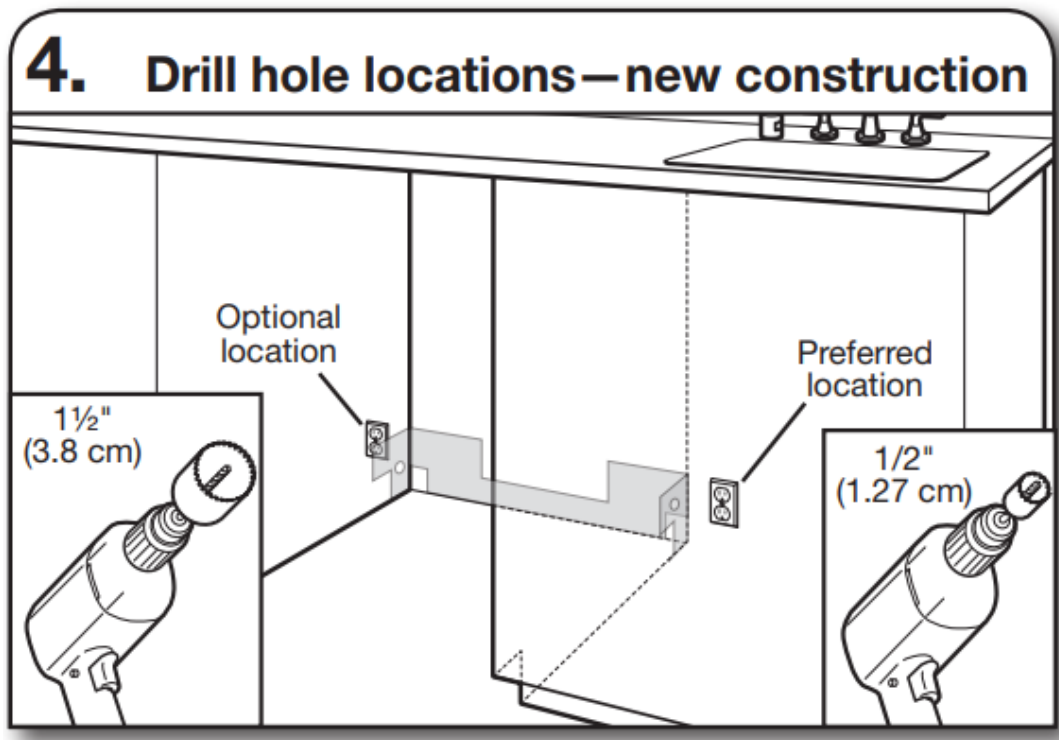
### 2. Disconnect power

Disconnect electrical power at the fuse box or circuit breaker box before installing dishwasher.

### 3. Shut off water supply

Shut off the water supply to the dishwasher.

#### PREPARE CABINET OPENING— NEW UTILITIES



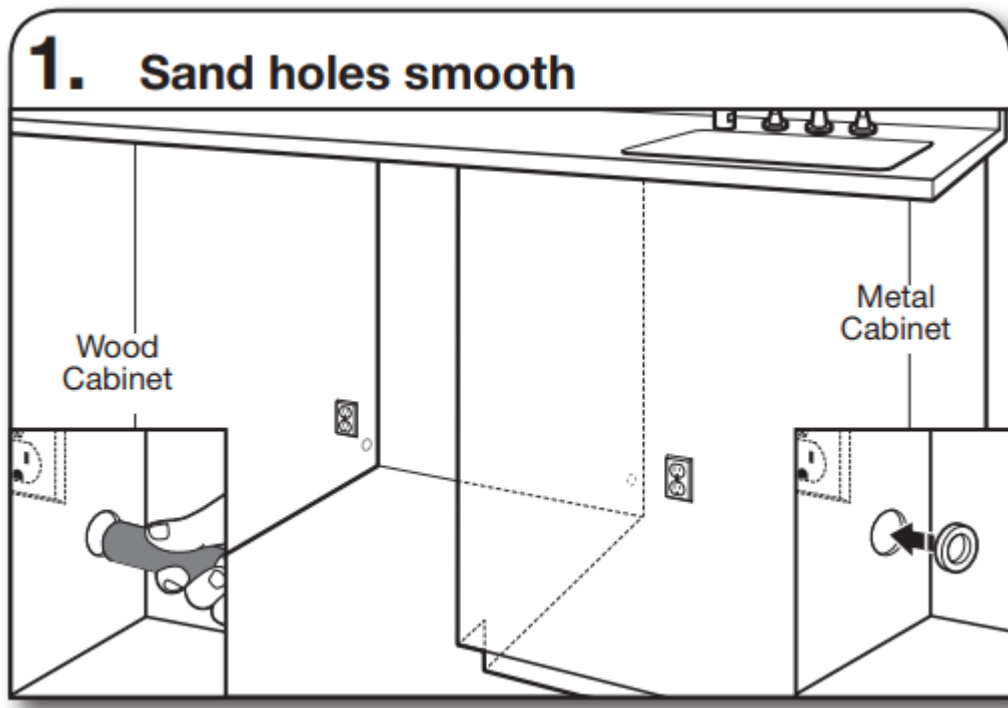
The power-supply receptacle for the appliance shall be installed in a cabinet or on a wall adjacent to the undercounter space in which the appliance is to be installed.

NOTE: Refer to the "Product and Cabinet Opening Dimensions" section for the correct hole placement and dimensions of the shaded area.

Drill a 1 1/2" (3.8 cm) drain hose hole in the side or rear of cabinet, depending on location of drain hose routing and drain hose connection location.

Drill a 1/2" (1.27 cm) water supply hose hole in the side or rear of cabinet, depending on location of water supply routing and connection location

Drill a 1 1/2" (3.8 cm) electrical conduit hole in the right-hand side or rear of cabinet.

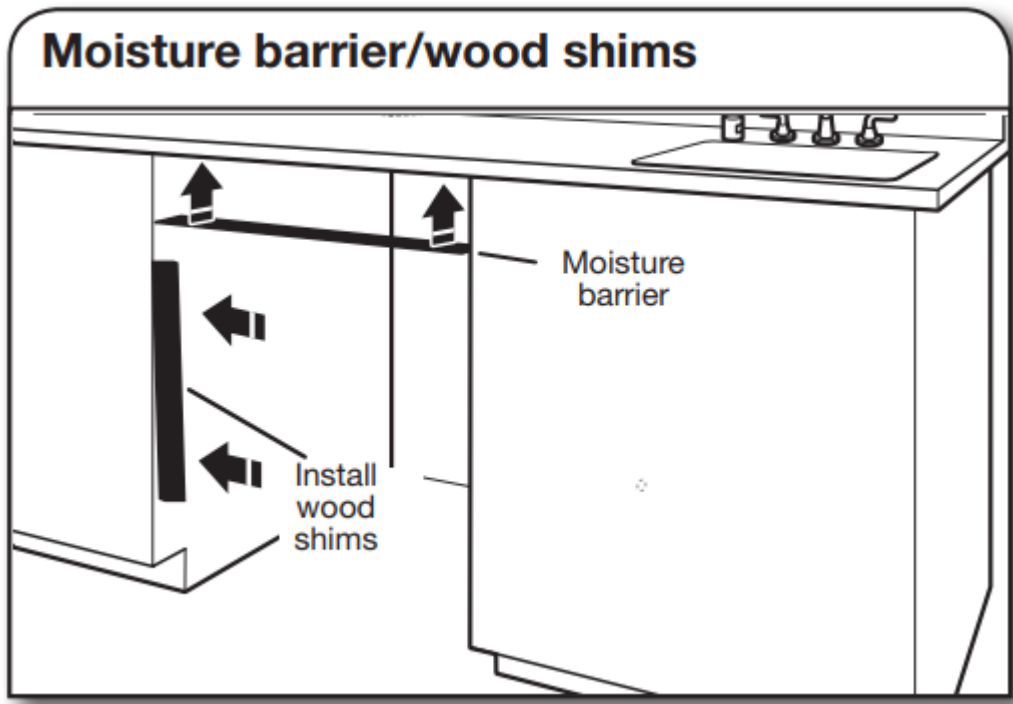


**Wood cabinet:** Sand the hole until smooth.

**Metal cabinet:** Cover edges of hole with grommet included with power cord kit.

**Helpful Tip:** Wiring the dishwasher will be easier if you route the cable into the cabinet opening from the right-hand side.

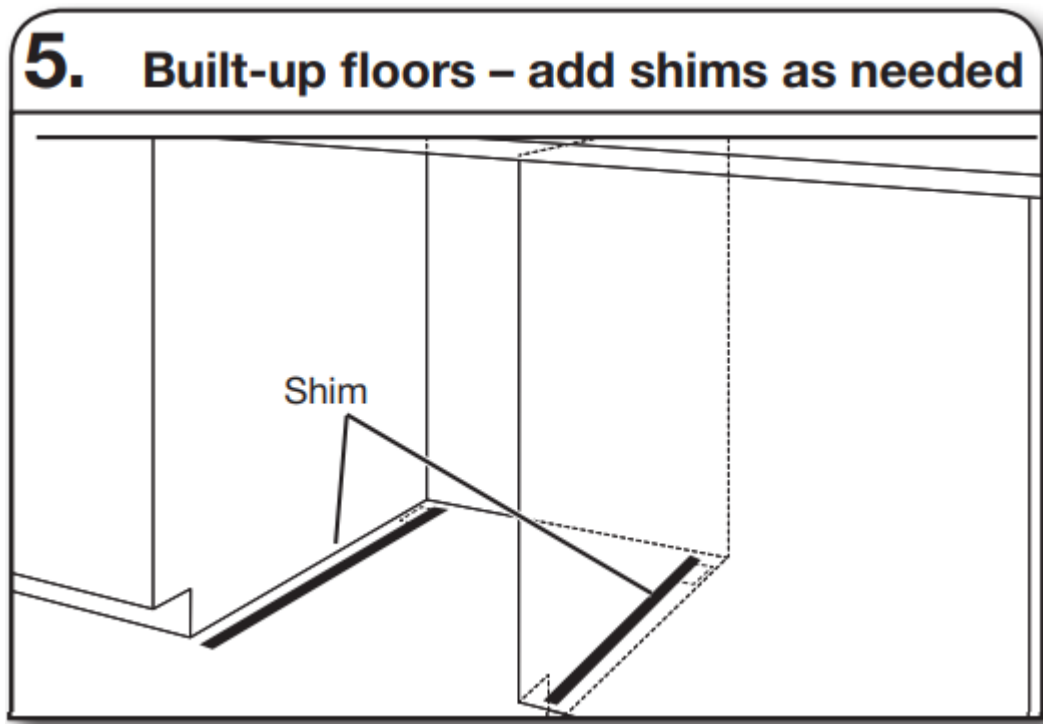
**INSTALL OPTIONAL MOISTURE BARRIER - RECOMMENDED FOR WOOD COUNTERTOPS**



Make sure the area under the cabinet is clean and dry for installation of the moisture barrier. Remove the backing of the moisture barrier, and apply to underside of the countertop along the front edge of the counter.

**NOTE:** The use of this moisture barrier is recommended but not required.

**NOTE:** Install wood shims if side anchoring and the gap between the sides of the cabinet and sides of the dishwasher are greater than 1/2" (1.27 cm) on each side or are greater than the length of the side anchor screws.

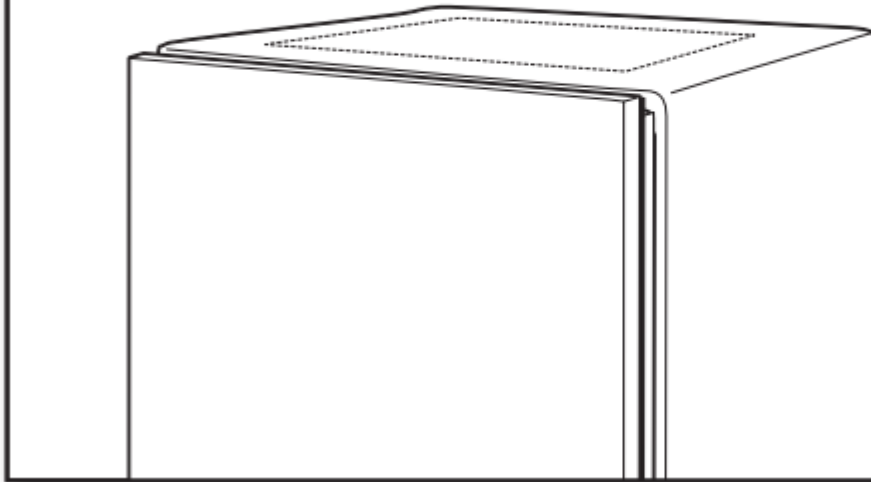


**Note:** The wood runners that come with the shipping base work well for shims.

**Built-up floors:** If the kitchen floor is higher than the cabinet opening's floor - for example, the kitchen floor tile does not extend into the cabinet opening - add shims, as needed, in the area shown to bring cabinet floor up to same level as the kitchen floor.

**NOTE:** Shims must be securely attached to floor to avoid movement when the dishwasher is in use.

## 6. If installing into a 33½" (85.1 cm) opening

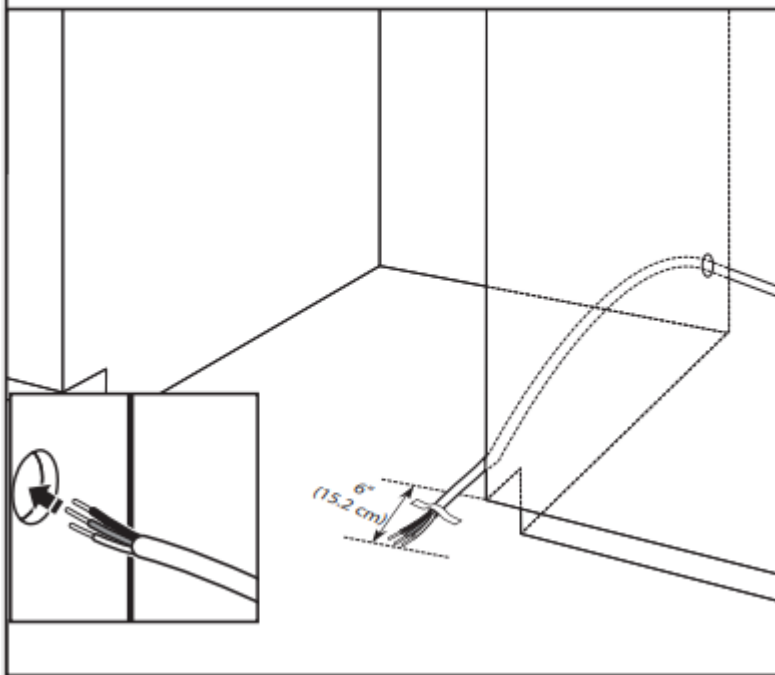


Cut insulation blanket along perforation for cabinet opening height of 33½" (85.1 cm). For other cabinet opening heights, do not cut the insulation blanket.

### ELECTRICAL CONNECTION

- For Direct Wire, begin with Step 7
- For Power Cord, wait until Step 18

## 7. Direct wire - route cable



If installing with direct wire, route the cable as shown. Do not connect the wire to the product at this time. This connection will be made later, after the unit is installed into the cabinet opening.

Route cable from power supply through cabinet hole. (Cable must extend to the right front side of cabinet opening.) Tape cable to the floor in area shown. This will prohibit cable from moving when dishwasher is moved into cabinet opening.

### PREPARE DISHWASHER

**⚠ WARNING**

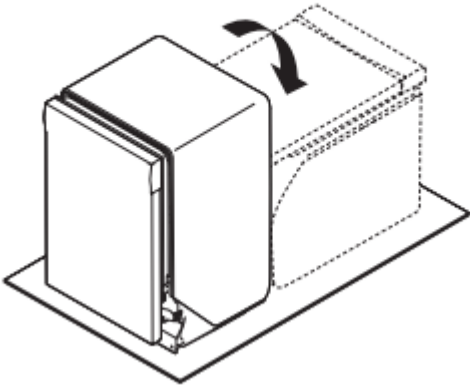


**Tip Over Hazard**  
Do not use dishwasher until completely installed.  
Do not push down on open door.  
Doing so can result in serious injury or cuts.

**⚠ WARNING**

**Excessive Weight Hazard**  
Use two or more people to move and install dishwasher.  
Failure to do so can result in back or other injury.

**8. Put the dishwasher on its back**



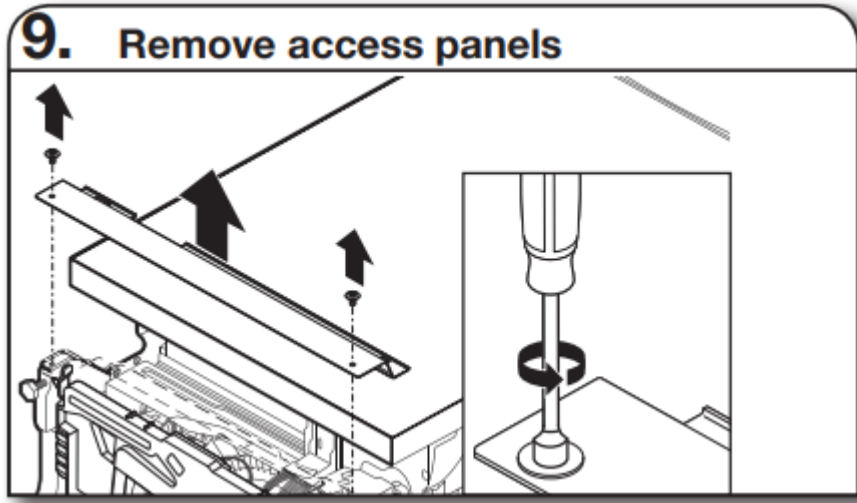
**Helpful Tip:** Remove all internal shipping material, drain hose, installation kit, and handle (if included,) before laying on it's back, and not to remove film on the door at this time.

Place cardboard under dishwasher until installed in cabinet opening to avoid damaging floor covering.

Using two or more people, grasp sides of dishwasher door frame, and place the dishwasher on its back.

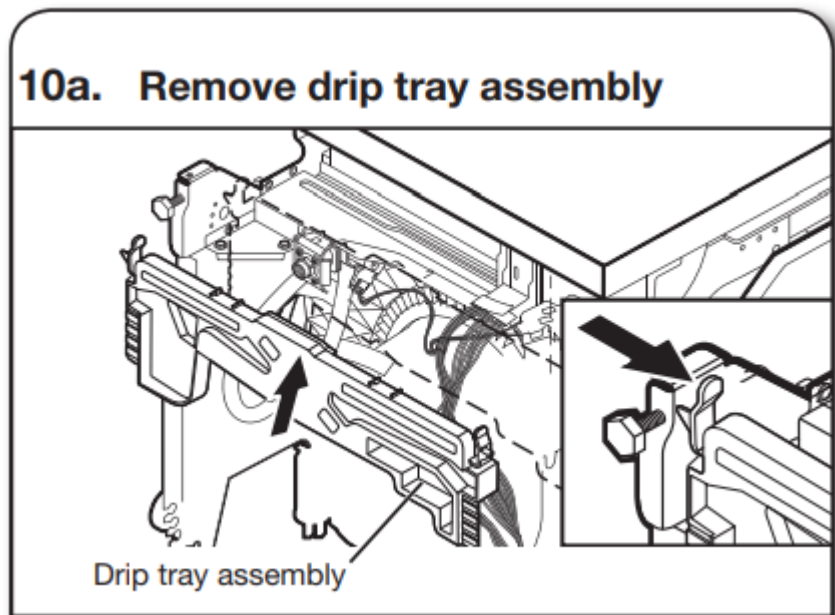
Do not use the door panel as a worktable without first covering it with a towel to avoid scratching the door panel.

### REMOVE ACCESS PANEL AND INSULATION



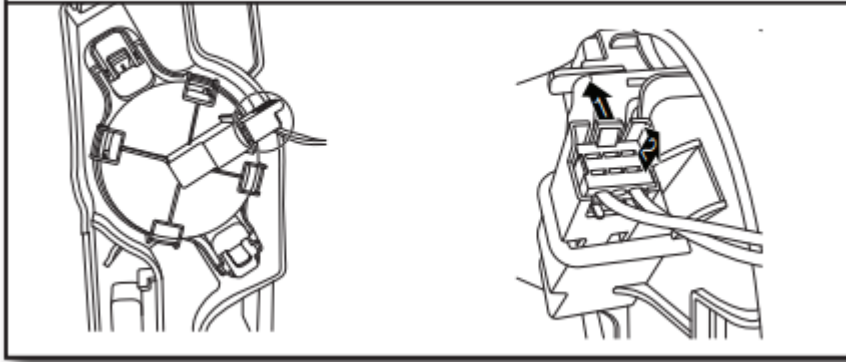
Using a 5/16" (7.9 mm) nut driver, remove the two screws attaching access panels to dishwasher. Once the screws are removed push the access panel toward the top of the project to unhook it and then remove it.

### DISCONNECT AND REMOVE DRIP TRAY ASSEMBLY



To remove the drip tray assembly, press the snap at each side of the plastic tray in toward the center of the product and pull toward yourself. Take caution not to pull too far or too hard as the float switch wire is still connected at this time.

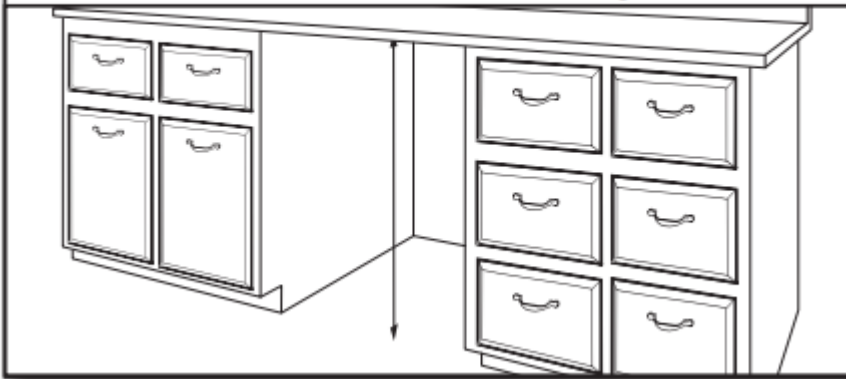
## 10b. Remove float switch wire



To remove the float switch wire, gently push the connector latch tab (1) and then pull the connector (2) out of the housing. The float itself should not be removed from the tray.

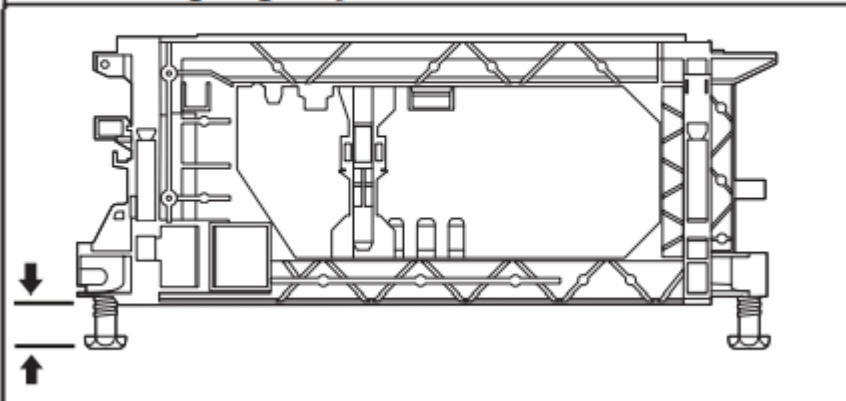
**NOTE:** Not to install drip tray until instructed.

## 11. Measure cabinet opening



Measure the height of cabinet opening from the underside of the countertop to the floor where the dishwasher will be installed. Be sure to measure the lowest point on the underside of the countertop and the highest point on the floor.

## Leveling leg adjustment



Use wrench to initially loosen leveling legs if needed.

Adjust all four leveling legs to the same height by rotating each foot clockwise or counterclockwise as needed.

The unit comes with the legs set for a 33 1/2" (85.1 cm) height installation. If your opening height is 34 1/2" (87.6 cm), you would therefore need to lower all four legs by 1" (2.54 cm).

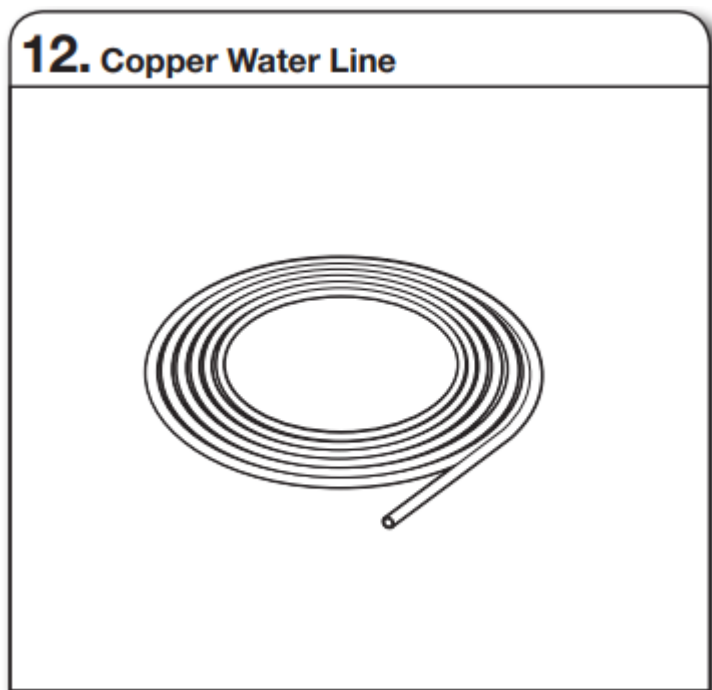
NOTE: Adjust rear leg height first before moving unit into the cut out.

Legs can be removed if necessary for tight installations.

### **CONNECT WATER LINE TO FILL VALVE**

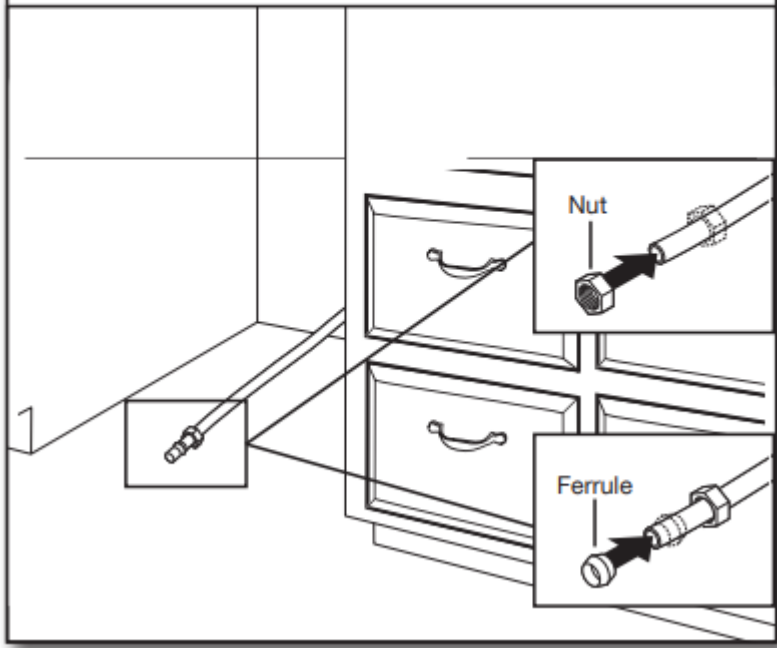
– For Copper line, begin with Step 12

– For Flexible line, begin with Step 14



If using copper tubing, measure overall length of copper tubing required to reach the water supply, cut to length, and attach with compression fittings.

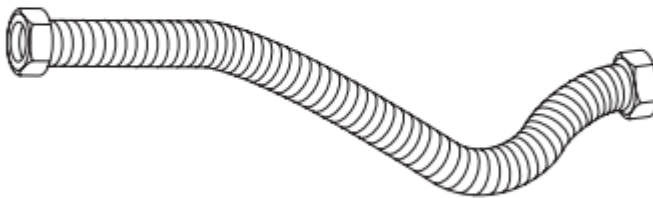
### 13. Slide nut and ferrule onto tubing (copper tubing only)



**Copper tubing only:** Put the tubing into the 90° elbow fitting as far as it will go. (The copper tubing bends and kinks easily.) Push the nut and ferrule forward and tighten it, so that it sits right up against elbow threads.

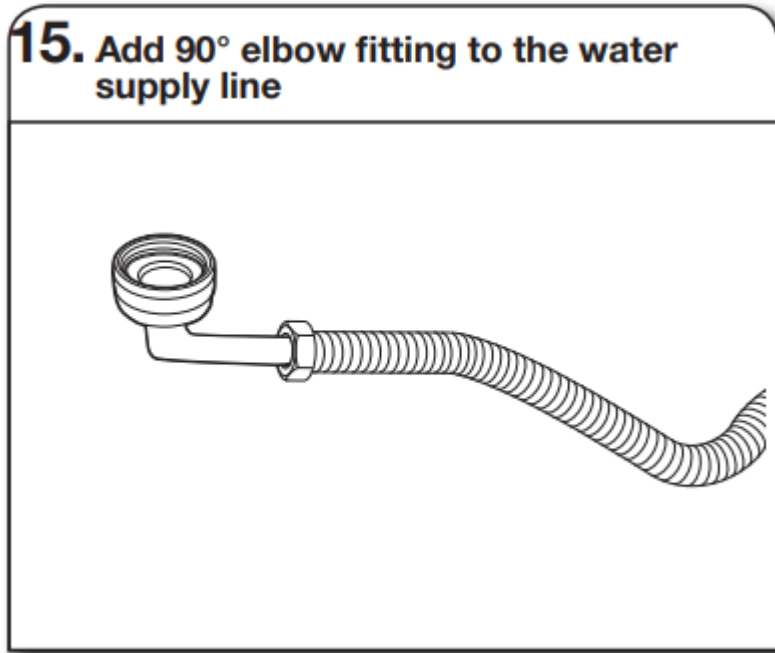
**NOTE:** To avoid vibration during operation, route the water supply line so that it does not touch the dishwasher base, frame, or motor. If using copper tubing, skip step 14 and go to 15.

### 14. Flexible line

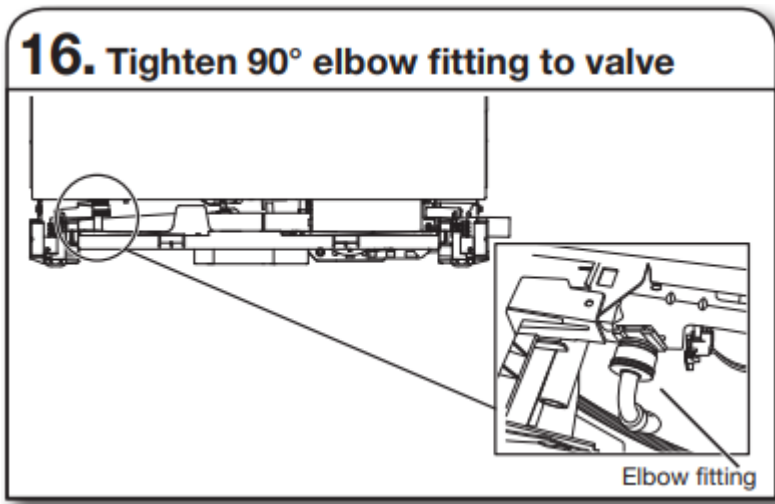


**Flexible braided line:** Confirm the flexible braided line is long enough.

Get 3/8" compression x 3/4" hose fitting with 90° elbow. Connect the 3/8" compression fitting of the 90° elbow fitting to the water supply line. Attach such that the 3/4" connection is facing upward as shown above.



#### CONNECT FILL HOSE TO FILL VALVE



Be sure rubber washer is properly seated in fitting. Slide the 3/4" (19 mm) fitting of the 90° elbow up to the valve and hand tighten it to avoid cross-threading. Hand tighten until the coupling is tight.

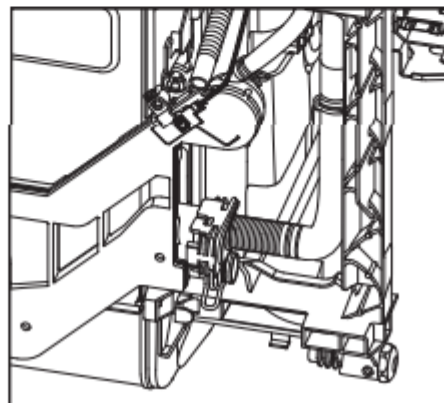
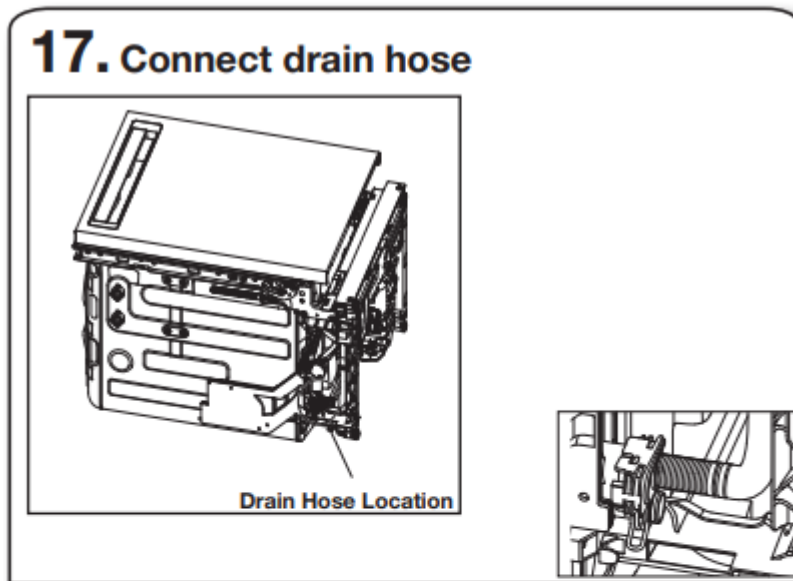
Using pliers, check the tightness of the coupling. An additional 1/4 to 1/2 turn may be required to seal the rubber gasket. Route fill hose out the rear left side of unit.

#### NOTES:

- Do not use tape with compression fittings.

- Do not over-tighten. Damage to the coupling can result.
- Route water supply line out rear of unit before setting unit up.

## DRAIN HOSE CONNECTION




Put provided silver clamp over elbow end of drain hose. Then push the hose onto the drain port with the hose facing underneath the dishwasher. Using pliers squeeze, open the drain hose clamp and slide it over the elbow to ensure those hose is attached in place. Route the hose out of the back of the product.

### NOTE:

- If the hose is installed with the rubber elbow facing out, the drain hose may become kinked causing slow or incomplete draining in tight cabinet installations.
- There may be a plastic plug in the drain port for shipping purposes where you will connect the drain hose. Remove this plug before installing drain hose, if present.

## POWER CORD CONNECTION

**⚠ WARNING**



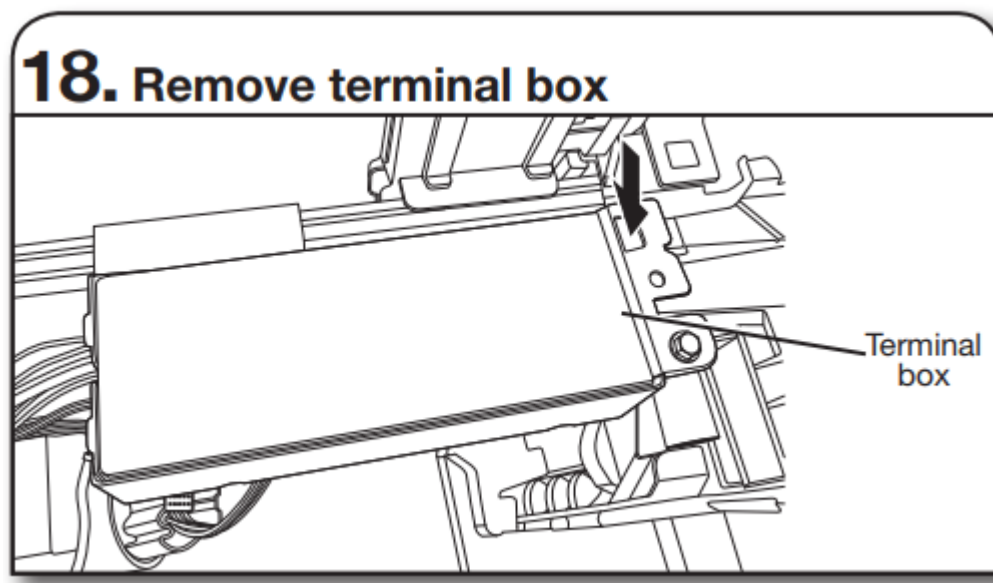
**Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**  
**Do not remove ground prong.**  
**Do not use an adapter.**  
**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**

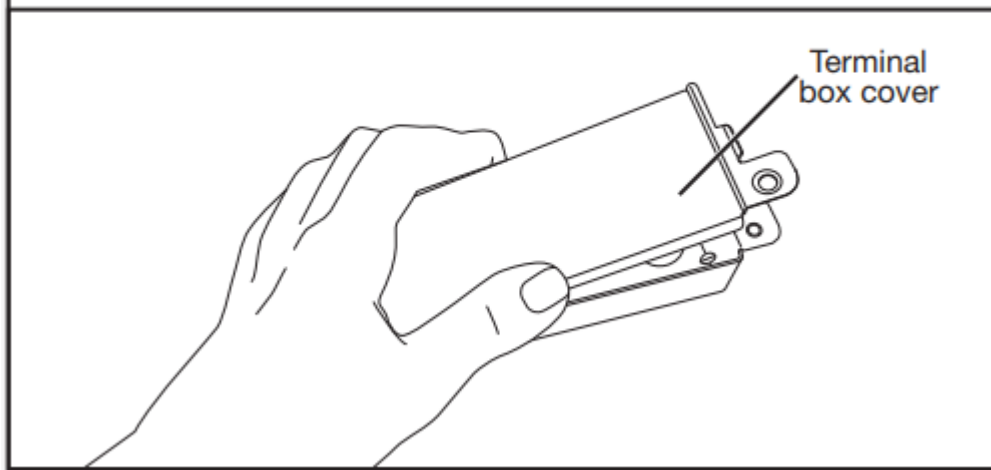
If installing product using a Power Cord.

**NOTE:** Route drain hose out the back of unit before standing unit upright. Proceed to Step 18. If installing a product with direct wiring, wait until after Step 44 when the unit has been installed in the cabinet opening.



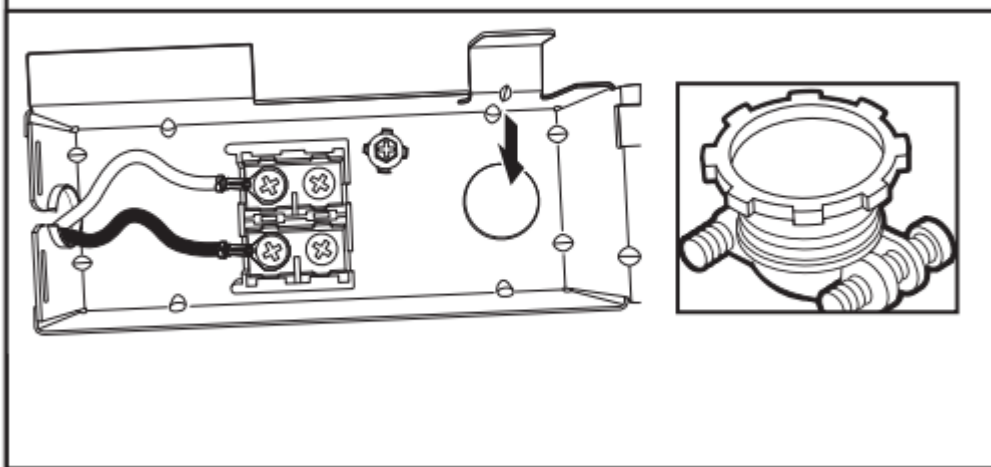
To remove the terminal box, depress the plastic latch, slide the box toward the left of the unit along the metal tube and rotate the left side of the box forward. Make sure that the product wiring will still be attached within the terminal box.

## 19. Remove terminal box cover



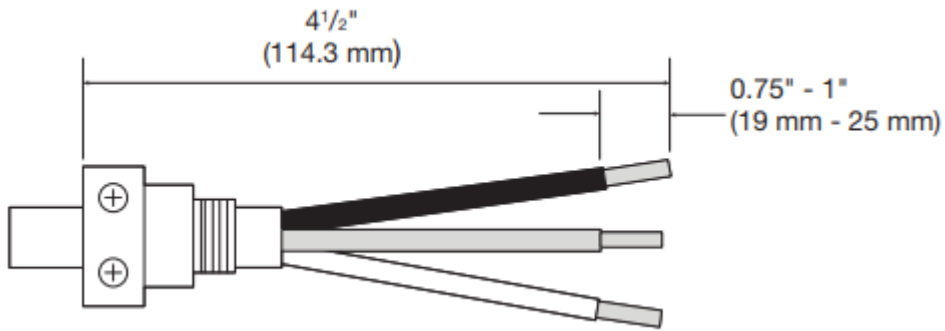
Using 1/4" (6.4 mm) nut driver remove the screw holding the terminal box cover. Remove the cover by lifting it out of the box. Keep the cover for later use.

## 20. Install strain relief

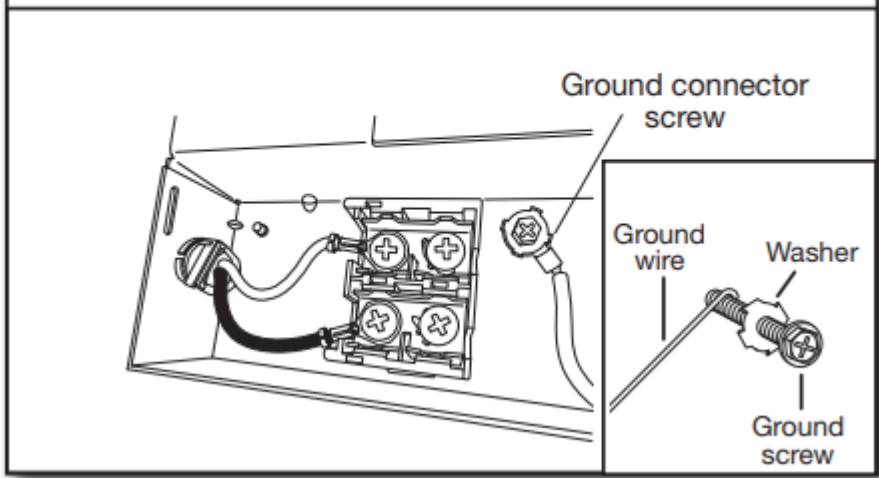


Install a UL Listed/CSA Approved metallic strain relief. Make sure screw heads are facing up when tightening conduit nut. Strain relief is provided with the power cord kit.

**Suggested wire length relative to strain relief**

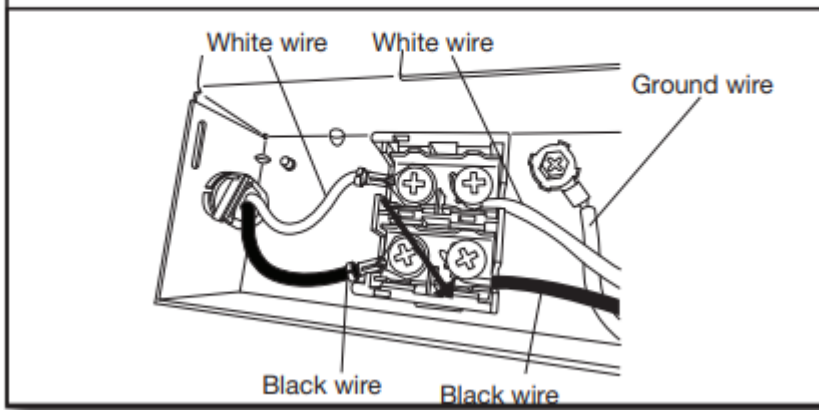


## 21. Connect ground wire



Route power cord through strain relief in the back of the terminal box. Remove the ground connector screw on the raised floor inside the box and place it through the ring terminal of the green ground wire of power cord. Reattach and tighten the ground connector screw to the raised floor of the box.

## 22. Connect remaining wires



Select UL Listed/CSA Approved power cord for the Dishwasher.

## Power Cord Kit

Kit typically includes power cord, metallic strain relief, grommet.

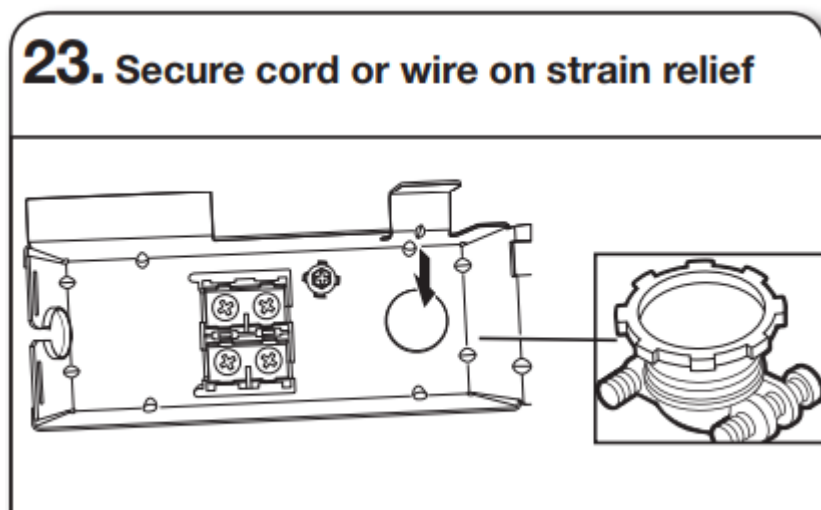
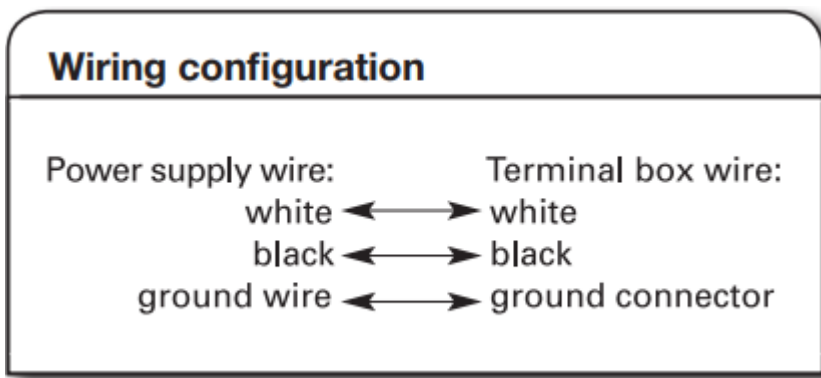
(Whirlpool Part Number Cord Kit - Straight - W11365011

Cord Kit - Right Angle - W11365014)

To connect wires with ring terminals, remove the screws from the terminal block, place the screw through the ring terminals, and reattach screws back into the terminal block.

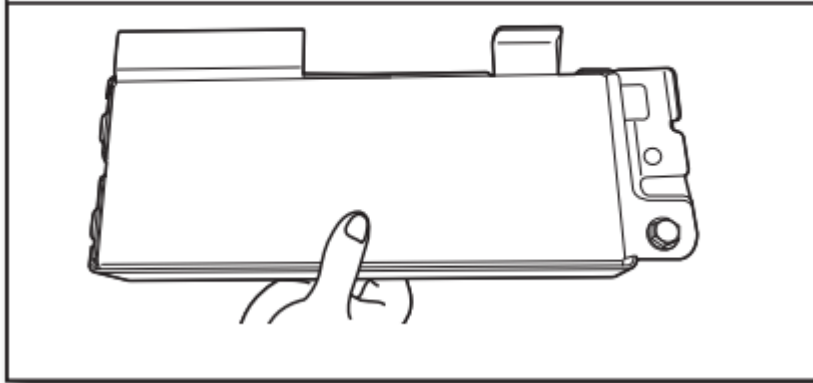
To connect wires without ring terminals, remove the screws from the terminal block, push the wire ends under the screw heads, and tighten the screws.

NOTE: Pre-tinned wires should not be used when connecting to the terminal block.



Tighten strain relief screws to secure cord.

## 24. Reinstall terminal box cover and wires



Place wires inside terminal box. Replace the cover by inserting the hooks of the terminal cover into the slots in the floor of the terminal box and sliding the cover tight against the back wall where wires come in. Make sure wires are tucked inside the box and not pinched by the cover.

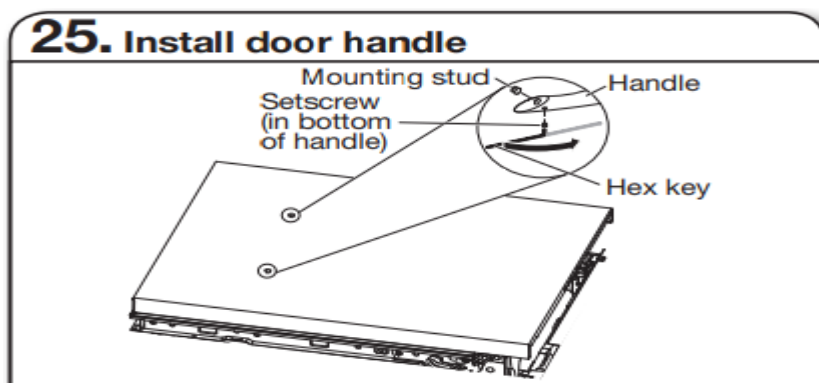
Put the terminal box back on the crossbar and push to the right so terminal box snaps into the plastic side member.

### NOTES:

- Once the terminal box has been remounted on the dishwasher, tuck any excess length or slack over nearby components to help keep them off the floor.
- Route cord out the rear of the dishwasher so that it does not touch dishwasher motor or lower part of dishwasher tub.
- Do not plug cord into an outlet until instructed to do so.
- A maximum of 2 power cord supply conductors (12 AWG largest size) plus 1 grounding conductor are permitted in the terminal box.

**IMPORTANT:** NO ADDITIONAL CONNECTIONS OTHER THAN DISHWASHER POWER CONNECTION ARE TO BE MADE INSIDE THE DISHWASHER TERMINAL BOX.

### INSTALL DOOR HANDLE (ON SOME MODELS)



**IMPORTANT:** Do not scratch the front panel during this procedure. If door panel has a protective film, peel film back past the point of the handle studs before installing handle. Handle is easiest to install while unit is on its back.

Remove the door handle and hex key from the packaging. Setscrews are already installed in the handle. Place handle on mounting studs with the setscrews facing down. Push the door handle tightly against the door. Insert the short end of the hex key into the setscrews. Tighten the setscrews 1/4 turn past snug.

Retain hex key with Installation Instructions.

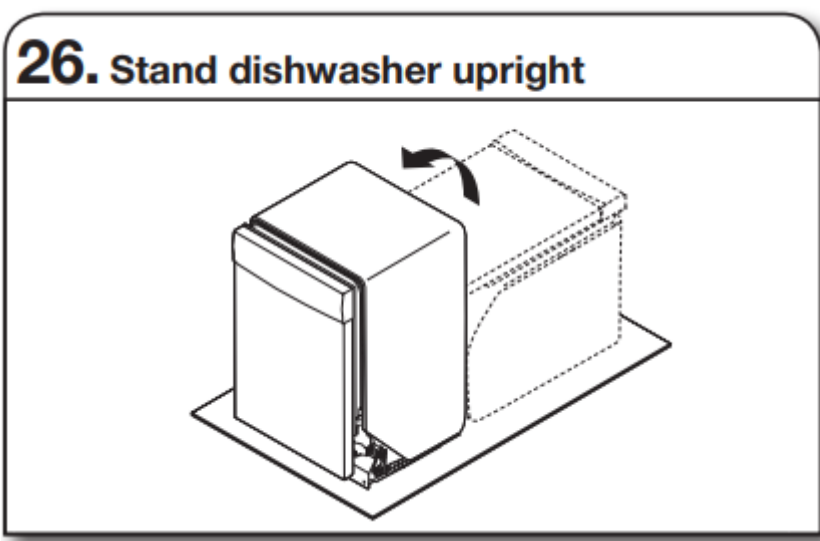
## PLACE DISHWASHER IN CABINET

**⚠ WARNING**

**Excessive Weight Hazard**

**Use two or more people to move and install dishwasher.**

**Failure to do so can result in back or other injury.**



Using two or more people, stand the dishwasher up.

**NOTE:** Do not install kick plate until instructed to do so. Dishwasher may fit tightly into cabinet opening. Do not remove insulation blanket—the blanket reduces the sound level.

**IMPORTANT:** Do not kink or pinch water line, drain hose, power cord, or direct wire between dishwasher and cabinet. Remove cardboard from under dishwasher (if used).

### Install Foam Side Shields (on some models)

Install the foam side shields on both the right and left sides of the dishwasher. There are three attachment points on each side.

- Attachment 1: Locate the slit on the side shield and attach it to the hook on the side of the dishwasher. (See figure 1)

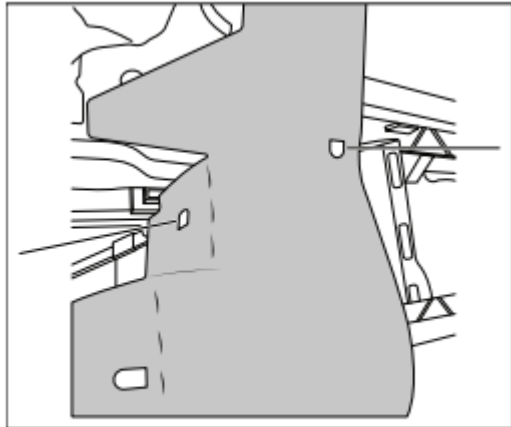


Figure: 1

- Attachment 2: Use the other slit on the side shield and attach it to the hook on the front of the dishwasher. (See figure 2)

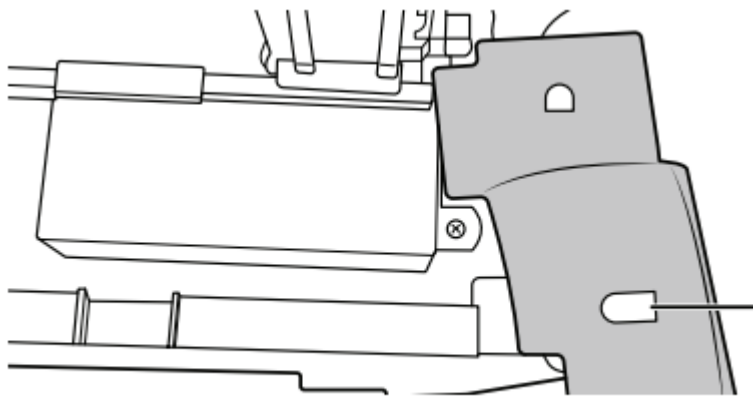


Figure: 2

- Attachment 3: Align the rectangular hold in the side shield with the toe panel screw hole. Insert the Toe Panel Screw(see figure 3) and Loosely tighten it to hold it in place until the Toe Panel is installed.

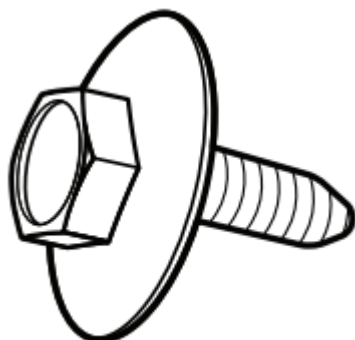


Figure: 3

- Tuck the lower ends of the side shields under the dishwasher. (See figures 4 and 5)

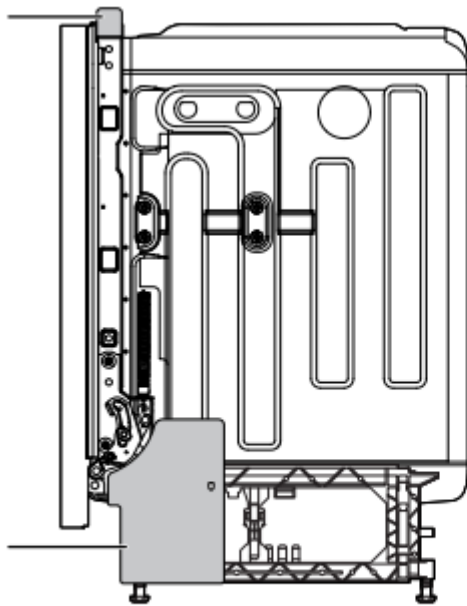


Figure: 4

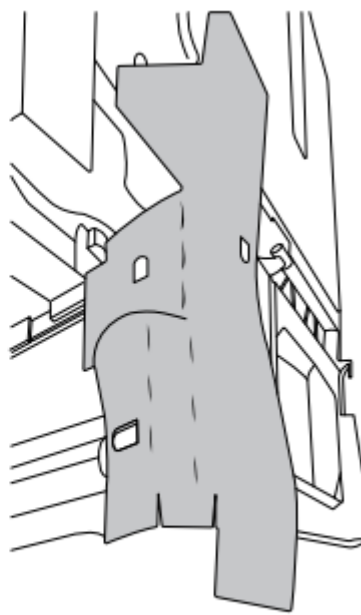
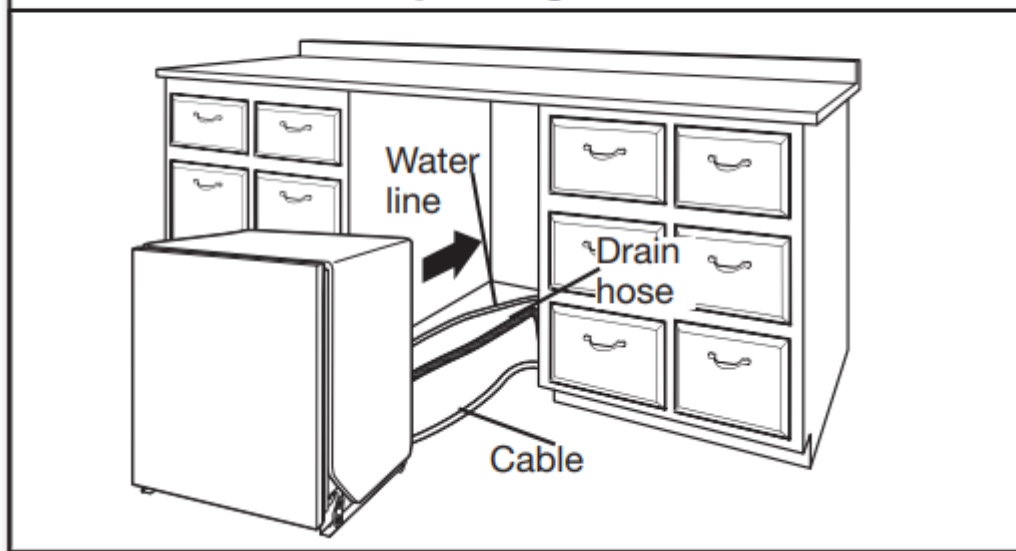


Figure: 5

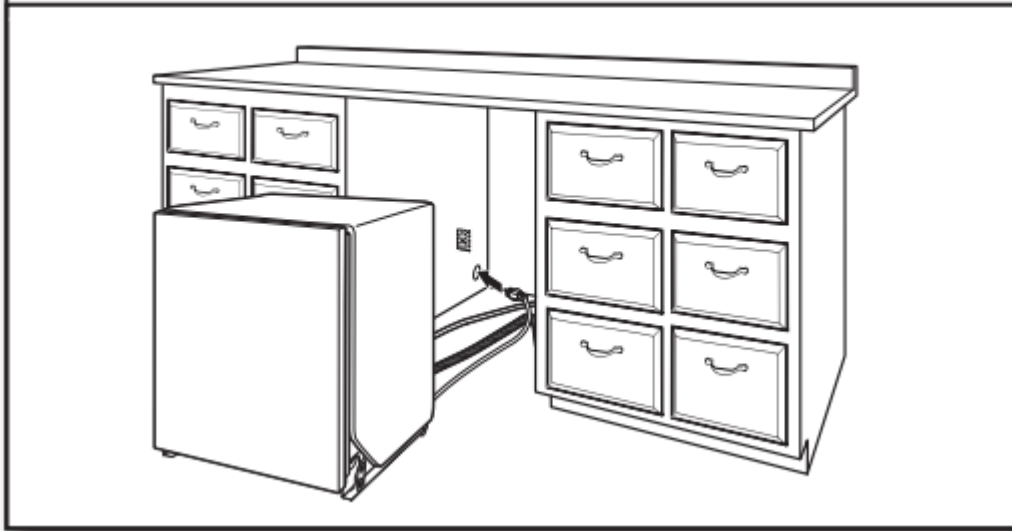
**NOTE:** Route water supply, drain hose, and power cord out the rear of the dishwasher. If your product has insulation around the bottom, route these lines through the slits in that insulation in the rear of the product.

## 27. Move dishwasher close to cabinet opening



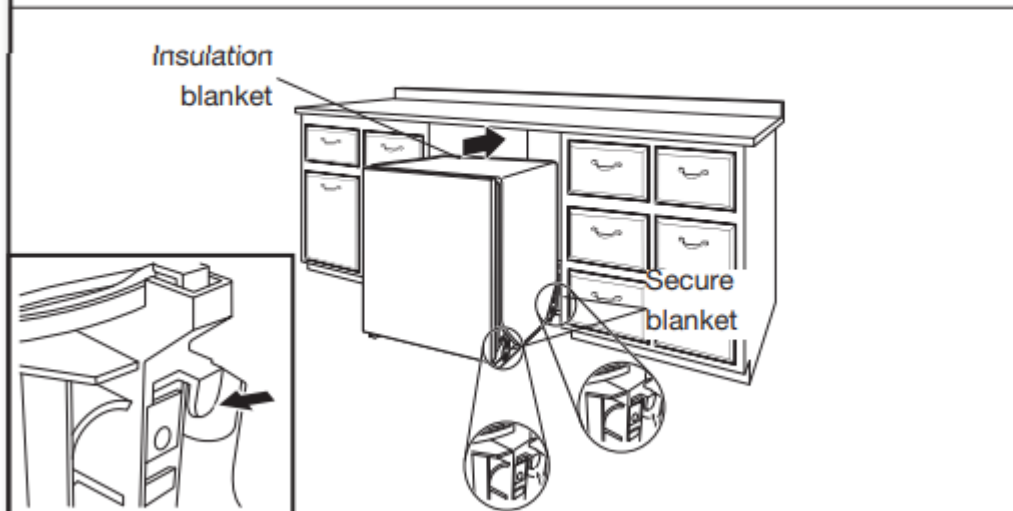
Route the utilities through the holes in the cabinet, and pull the slack out at the same time as the dishwasher is pushed into the cabinet.

## 28. Route power cord



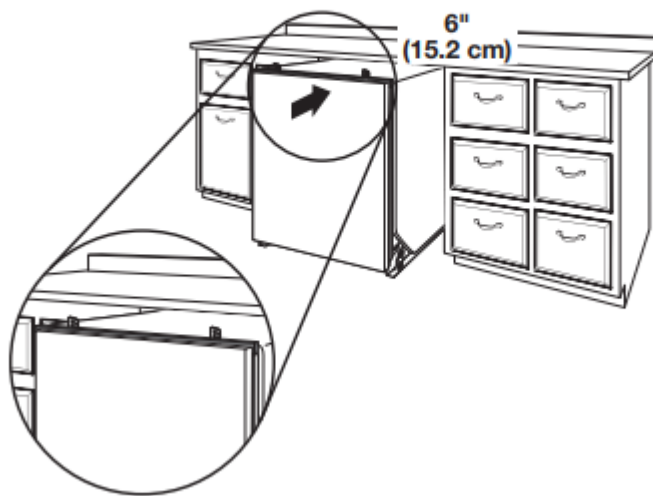
If using a power cord, make sure to route the end through hole in cutout before sliding dishwasher into the cabinet opening.

## 29. Secure insulation blanket



**NOTE:** Make sure insulation blanket is secured at both left and right rear corners before pushing into cabinet opening to keep the blanket from bunching up in a tight fitting cabinet. The blanket can be secured by pulling the insulation down toward the bottom of the product and ensuring the hooks on the side members grab onto the slots in the insulation blanket.

### 30. Move dishwasher all but 6" (15.2 cm) into cabinet opening

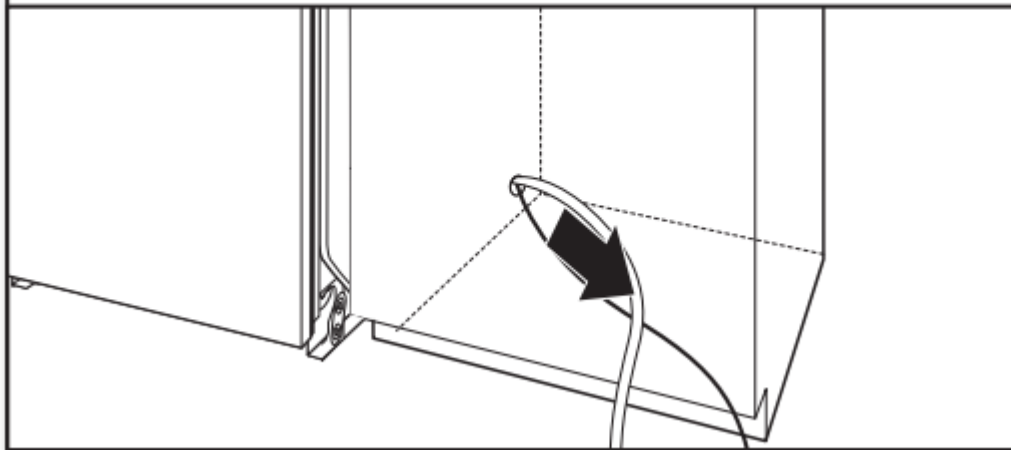


- Place Top Foam Sound Insulation (on some models)

- Snug the top foam into the slot on the top collar of the dishwasher as shown in the figure.

**NOTE:** Leave unit about 6" (15.2 cm) out from cabinet in order to install anchor brackets.

### 31. Pull slack from utilities



**NOTE:** Pull slack out of utilities at the same time the dishwasher is pushed into the cabinet opening to avoid any kinks.

#### **CUSTOM PANEL INSTALLATION (CUSTOM PANEL MODELS ONLY)**

For custom panel installation, refer to the Custom Panel Installation Instruction Sheet included in the literature package. Complete custom panel installation before proceeding to the "Choose Anchor Attachment Method" section.

## CHOOSE ANCHOR ATTACHMENT METHOD

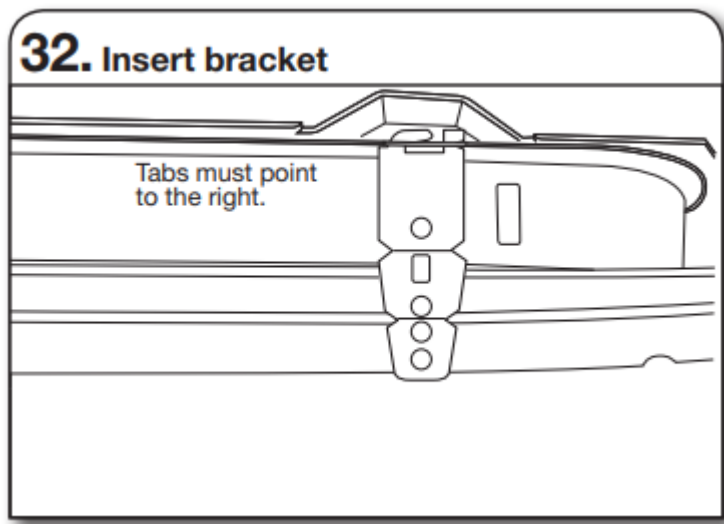
**IMPORTANT:** The dishwasher must be secured to the cabinet as one of the final steps. Prepare the dishwasher for this by attaching the 2 brackets found in the parts bag to the dishwasher.

– For countertops that are wood, laminate or another similar surface: use Countertop Attachment and go to Step 32.

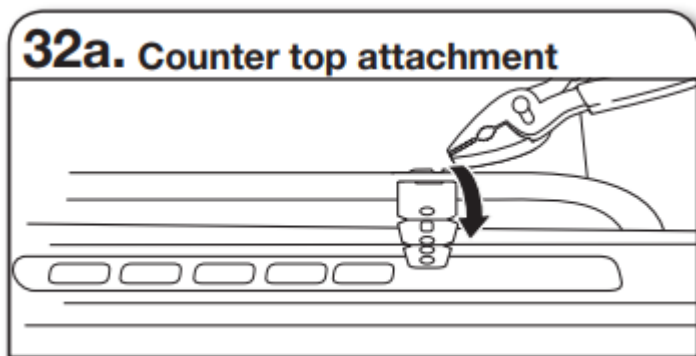
– For countertops that are marble, granite, or another hard surface: use Side Attachment and go to Step 33.

**NOTE:** If the gap between the top of the door and the underside of the counter top is tight (less than 1/4" [6.35 mm]), we suggest using Side Attachment to keep from scratching the User Interface or console with the anchor screws.

### Countertop Attachment:

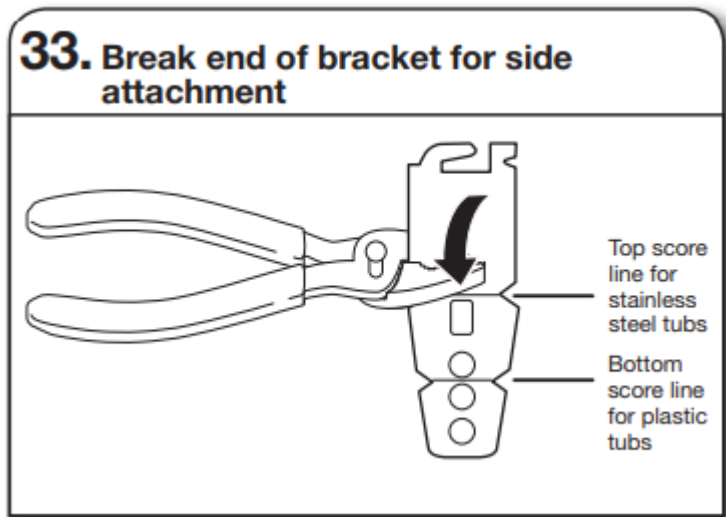


Remove the brackets from the package, and insert into the open slots on the left- and right-hand top of the dishwasher collar as shown.

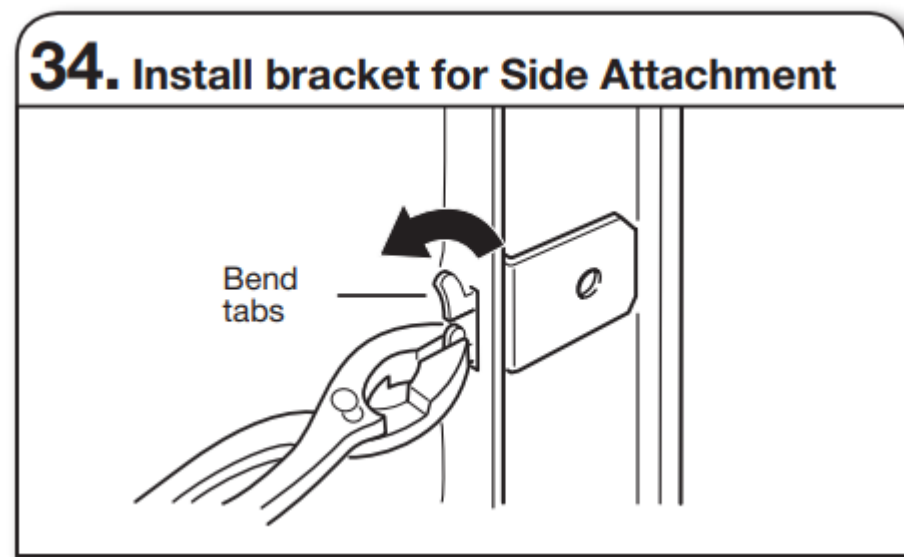


Using pliers, bend/twist tab to lock the brackets in place.

### Side Attachment:



Break off the end of the bracket along the scored line using pliers. Use sandpaper to smooth any burrs.



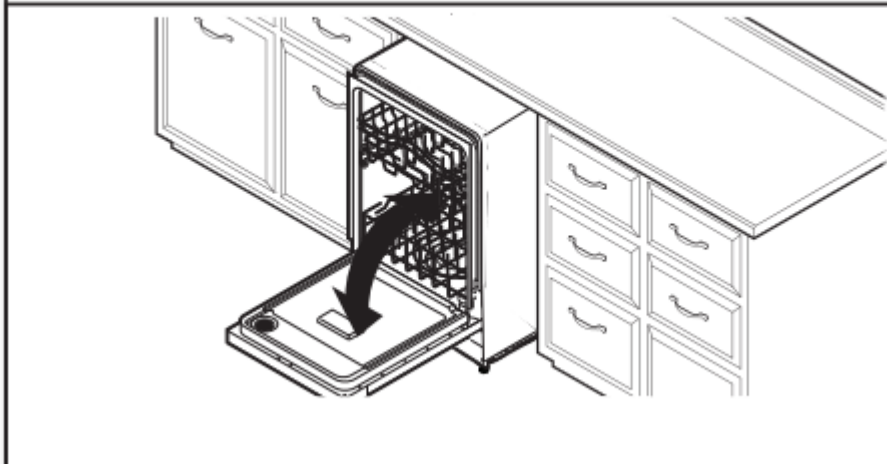
Push bracket into slot on the side of dishwasher, and bend tab in toward the side of the dishwasher so that it keeps the bracket in place. Repeat this step for the other side of the dishwasher.

**NOTE:** Install wood shims to the inside of the cabinets if the gap between the sides of the cabinet and the sides of the dishwasher are greater than 1/2" (1.3 cm) on each side.

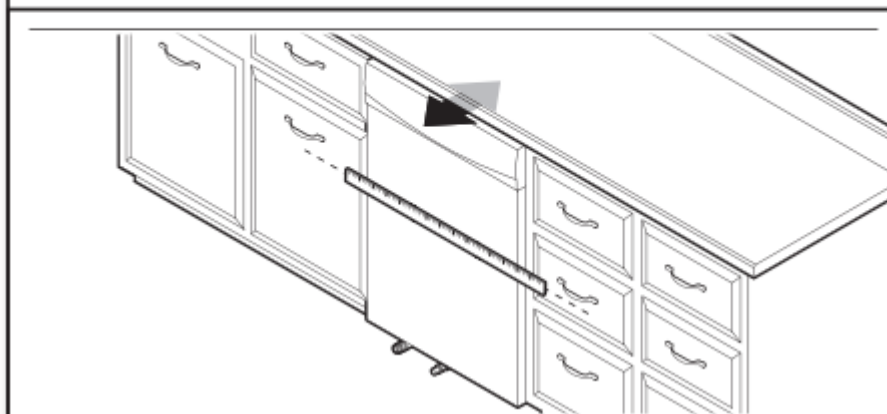
**NOTE:** Do not attach the dishwasher. This will be done later.

**FINAL INSTALLATION CHECK**

### 35. Open and close door

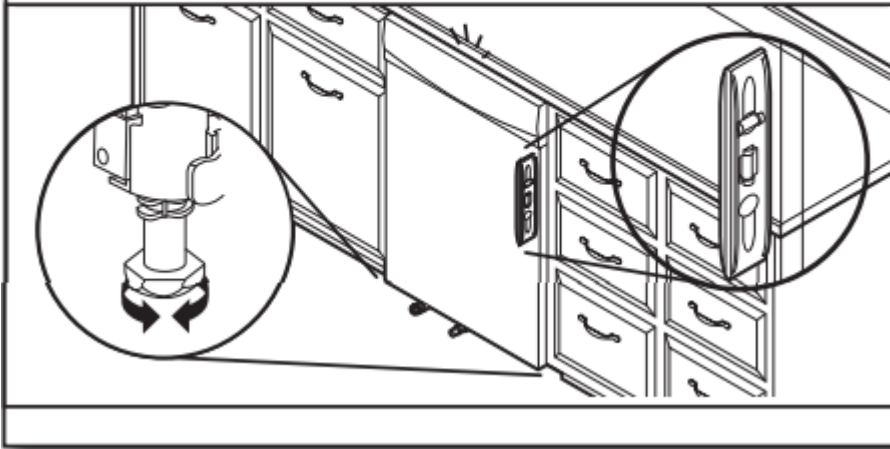


### 36. Align front of dishwasher with front of cabinet doors



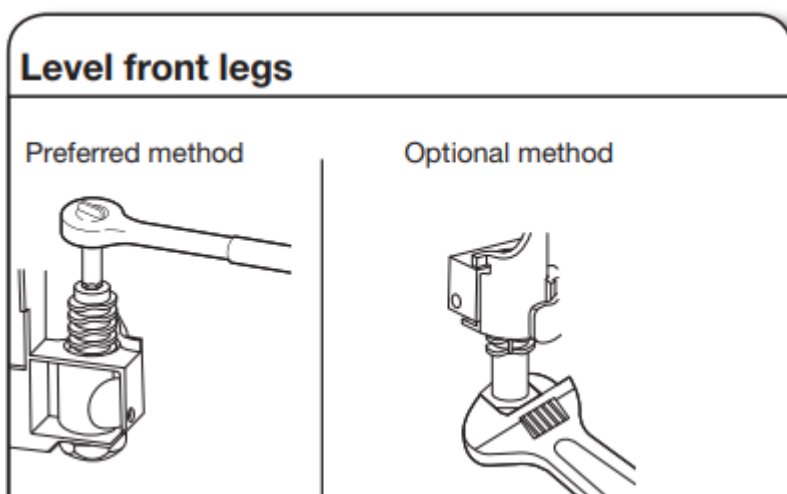
Align front of dishwasher door panel with front of cabinet doors. You may need to adjust alignment to be even with your cabinets.

## 37. Check for plumb and adjust legs if needed

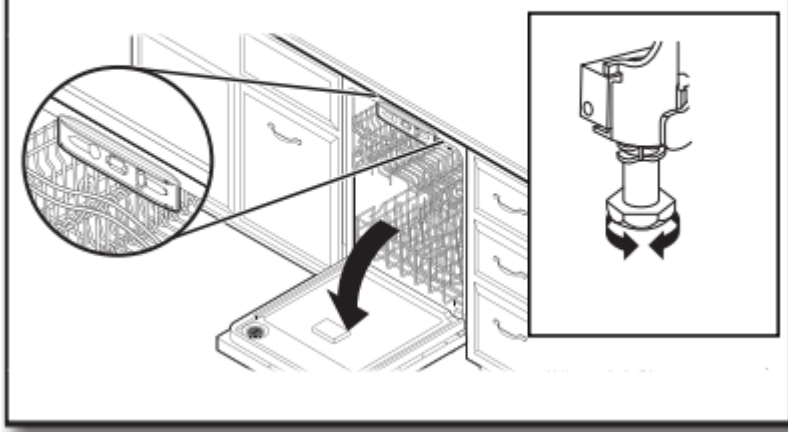


- Check that leveling legs are firmly against the floor. Close and latch the door and place level against the front panel. Check that dishwasher is centered from front to back in the opening. If needed, adjust leveling leg until dishwasher is plumb. Repeat for other side of dishwasher.
- With dishwasher plumb check that racks do not roll out on their own when you open the door. Adjust front level legs until racks no longer roll unless you pull them.

**Helpful Tip:** Push up on front of dishwasher to raise dishwasher off the ground to adjust front legs. With some installations, it may be easier to adjust the front leg using a 7 mm hex head socket or adjustable wrench. If the gap between the top of the door and the underside of the counter top is tight (less than 1/4" [6 mm]), we suggest side anchoring to keep from scratching the User Interface or console.



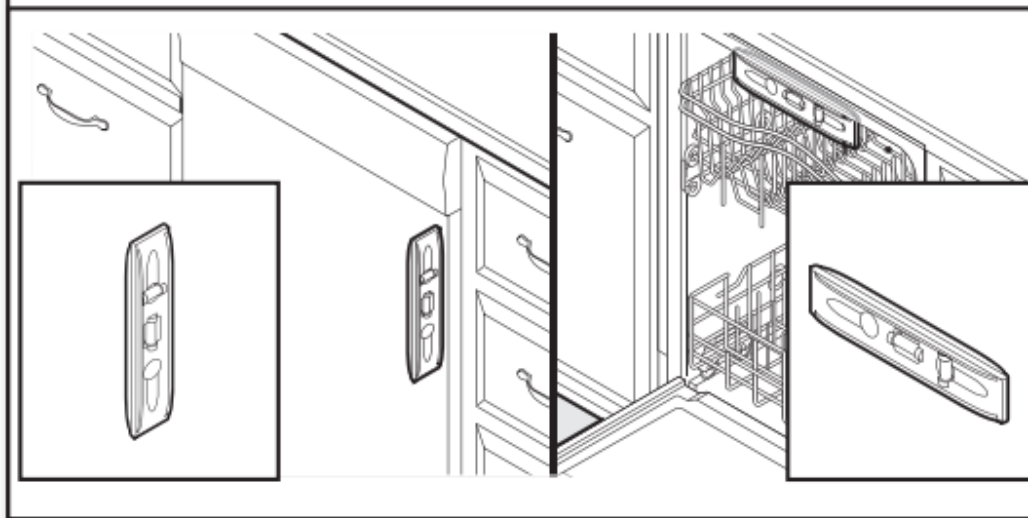
### 38. Check level side to side and adjust legs if needed



Place level against top front opening of tub. Check that dishwasher is level from side to side. If dishwasher is not level, adjust front legs up or down until dishwasher is level.

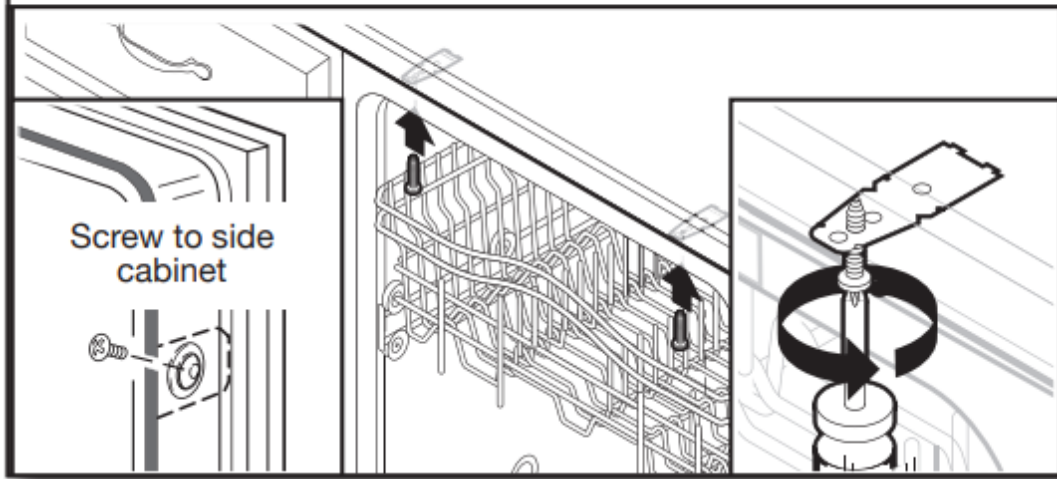
#### SECURE DISHWASHER IN CABINET OPENING

### 39. Double-check dishwasher alignment in cabinet opening



Check that dishwasher is still level front to back and side-to-side in the cabinet opening. \Open dishwasher door and place towel over pump assembly and spray arm of dishwasher. This will keep screws from falling into pump area when you are securing dishwasher to cabinet.

## 40. Secure dishwasher

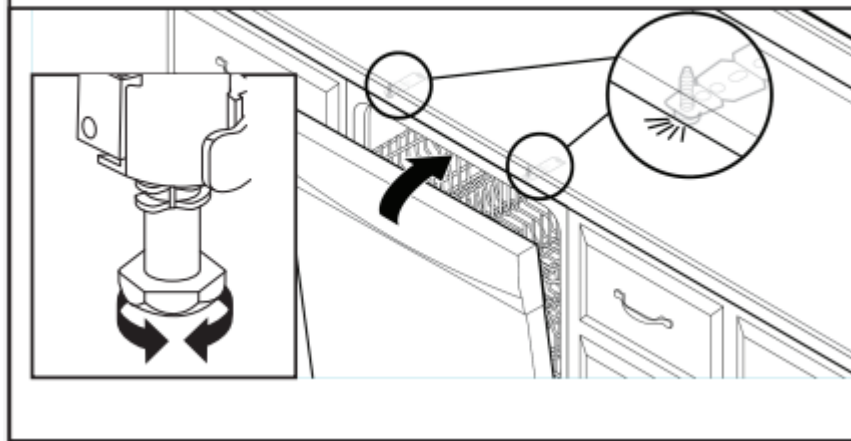


Open dishwasher door to prepare for securing the dishwasher to the countertop or side cabinet.

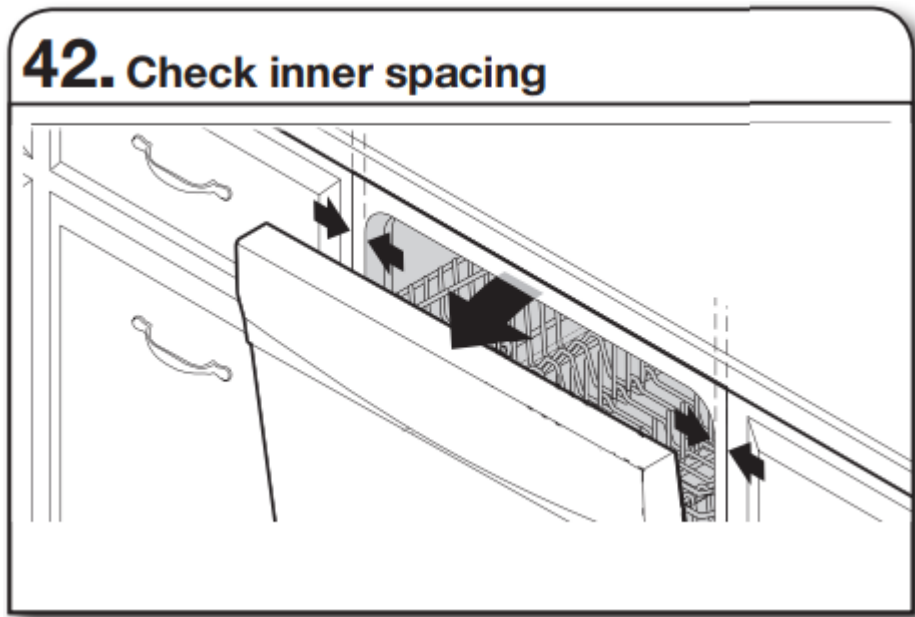
### NOTES:

- The dishwasher must be secured to keep it from shifting when the door is opened or closed.
- Do not drop screws into bottom of dishwasher.
- Locate brackets installed in the “Choose Anchor Attachment Method” section, either on top or on the sides of the dishwasher.
- If countertop anchoring: Secure dishwasher to the countertop with two Phillips-head screws (included).
- If side anchoring: Drill 7/32" pilot holes in cabinet to avoid splitting the wood. Secure dishwasher to cabinet with two Philips-head screws (included). Remove second rack for easier access. See the Dishwasher Loading Tips section for instructions on how to remove the second rack if needed.

## 41. Check door clearance



**IMPORTANT:** Check that top of door does not contact screws, brackets, or countertop. If it does, adjust leveling legs or use the side attachment option.



Open door and check that space between dishwasher cabinet opening and tub is equal on both sides. If spacing is not equal, loosen bracket screws and shift tub. Tighten bracket screws.

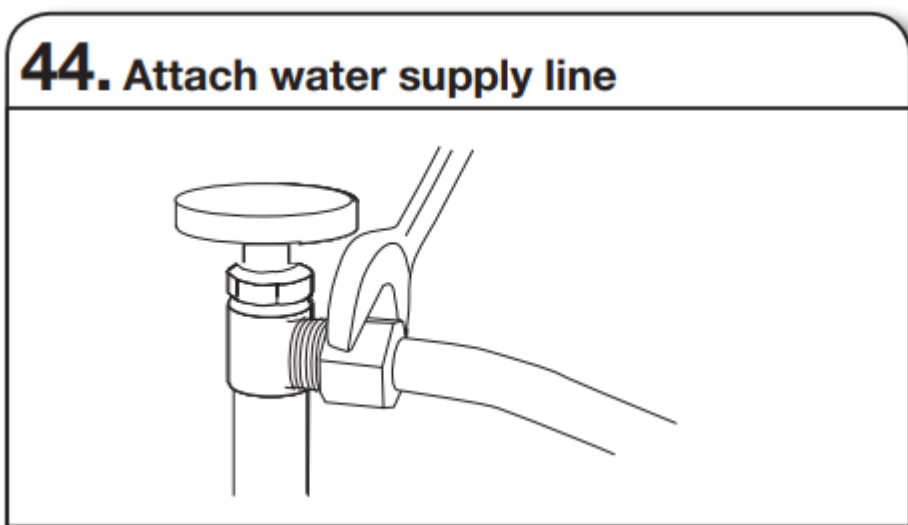
#### **43. Direct Wire Connection**

To complete direct wire connection. Complete Steps 18 to 24 in this installation guide.

Once complete, return here to Step 44 to complete Product Installation.

CONNECT WATER LINE TO HOUSE SHUT-OFF VALVE

**NOTE:** If using a flexible braided hose, replace inlet hose after 5 years to reduce the risk of hose failure. Record hose installation or replacement dates on the hose for future reference.



Attach the water supply line (copper tubing or flexible braided line) to the hot water line using a connection configuration that is in compliance with local codes and ordinances. The water supply to the dishwasher should have a manual shut-off valve located under the sink. Turn water valve on after attaching water supply line.

## CONNECT DRAIN HOSE

### 45. Connect drain hose

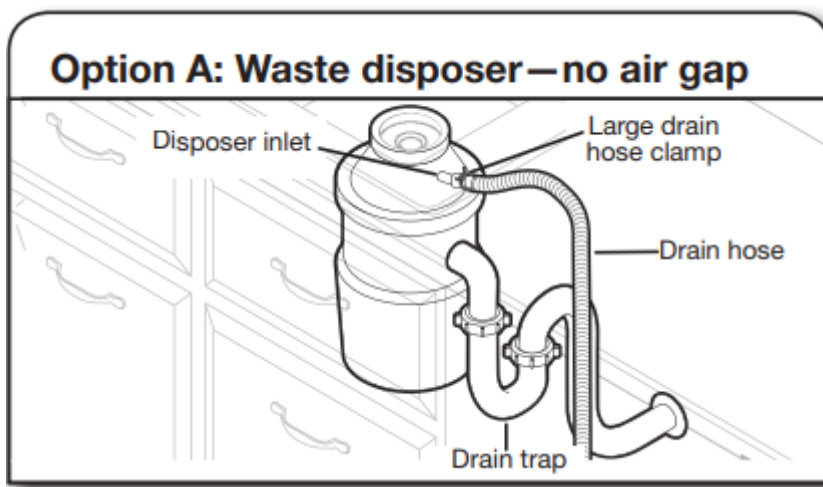
Connect drain hose to waste tee or waste disposer using one of the following options:

- Option A: Waste disposer – no air gap
- Option B: No waste disposer – no air gap
- Option C: Waste disposer – with air gap
- Option D: No waste disposer – with air gap

**IMPORTANT:** The drain hose connection of the disposer or a waste tee must be made before the drain trap and at least 20" (50.8 cm) above the floor where the dishwasher will be installed.

**Helpful Tip:** To reduce vibration of the hose, keep the hose away from the floor.

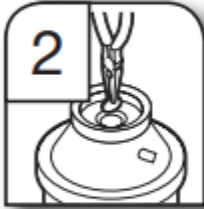
**NOTE:** Use the red clamp provided to connect the drain hose to the customer connection - plumbing or garbage disposal.



**Helpful Tip:** Remove disposer knockout plug.



1. Using a hammer and screwdriver, knock plug into disposer.

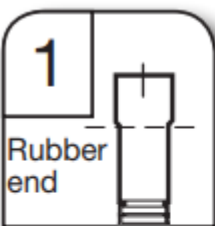
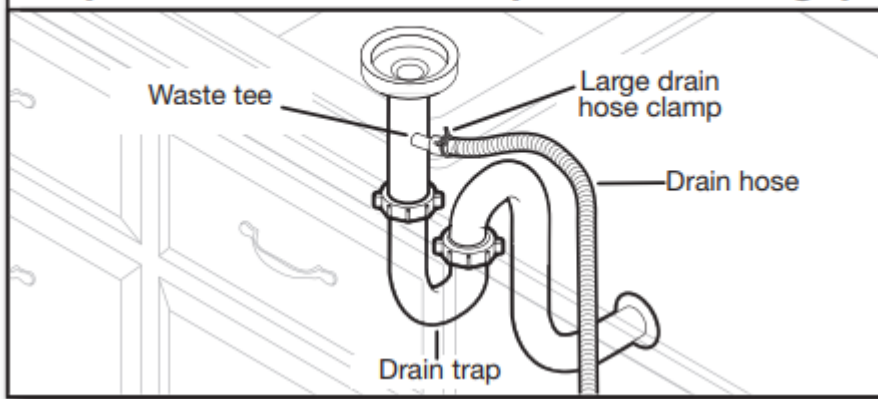


2. Use needle-nose pliers to remove plug.



3. Attach drain hose to disposer inlet with large drain hose clamp (provided). Use pliers to squeeze clamp open and move into position.

### Option B: No Waste disposer—no air gap



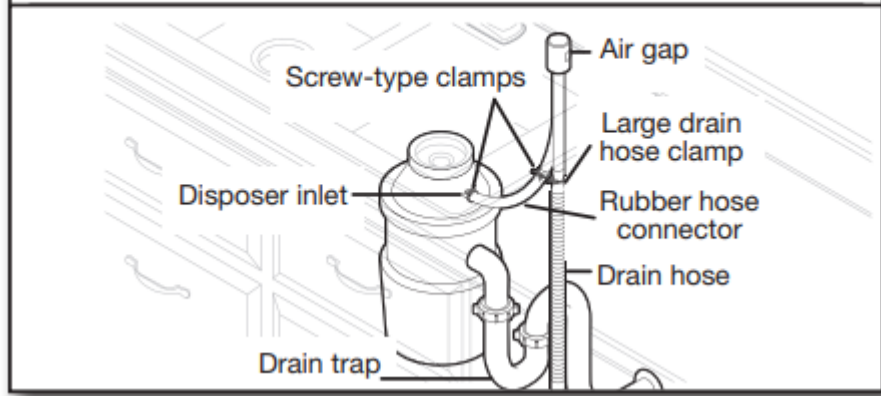
1. Fit rubber end of drain hose to waste tee.



2. Attach rubber end of drain hose to waste tee with a large drain hose clamp (provided). Use pliers to squeeze clamp open and move into position. If the drain hose was cut, use a 1½" to 2" (3.8 cm to 5.0 cm) screw-type clamp (not provided).



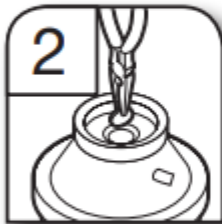
### Option C: Waste disposer – with air gap



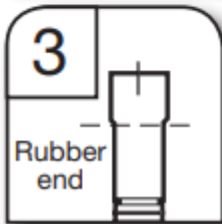
**Helpful Tip:** Remove disposer knockout plug.



**1.** Using a hammer and screwdriver, knock plug into disposer.



**2.** Use needle-nose pliers to remove plug.



**3.** Connect rubber end of drain hose to air gap.

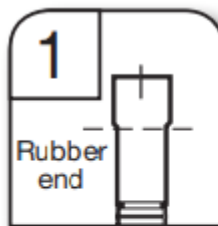
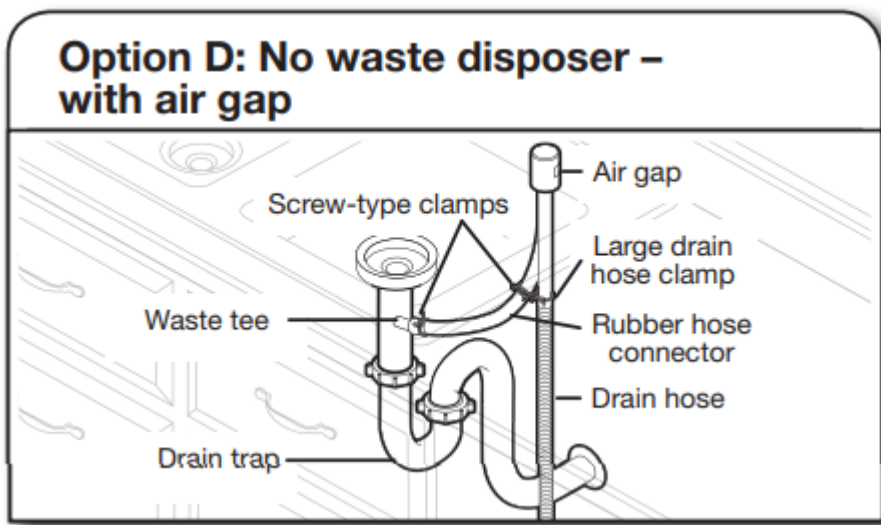
**NOTE:** Do not cut ribbed section.



4. Attach drain hose to air gap with large drain hose clamp (provided). Use pliers to squeeze clamp open and move into position. If the drain hose was cut, use a 1½" to 2" (3.8 cm to 5.0 cm) screw-type clamp (not provided).



5. Use a rubber hose (not provided) with screw-type clamps to connect from air gap to disposer inlet.



1. Connect rubber end of drain hose to air gap.

**NOTE:** Do not cut ribbed section.



2. Attach drain hose to air gap with large drain hose clamp (provided). Use pliers to squeeze clamp open and move into position. If the drain hose was cut, use a 1½" to 2" (3.8 cm to 5.0 cm) screw-type clamp (not provided)..

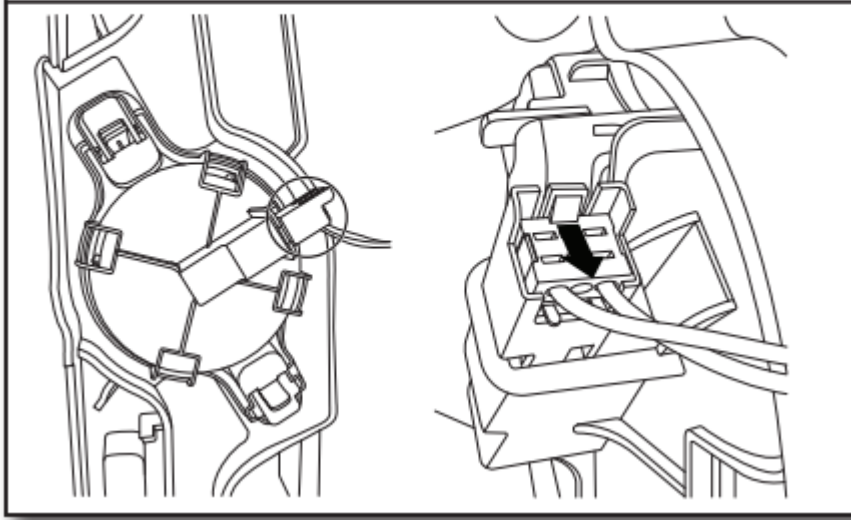


3. Use a rubber hose (not provided) with screw-type clamps (not provided) to connect from waste tee to air gap.



## COMPLETE INSTALLATION

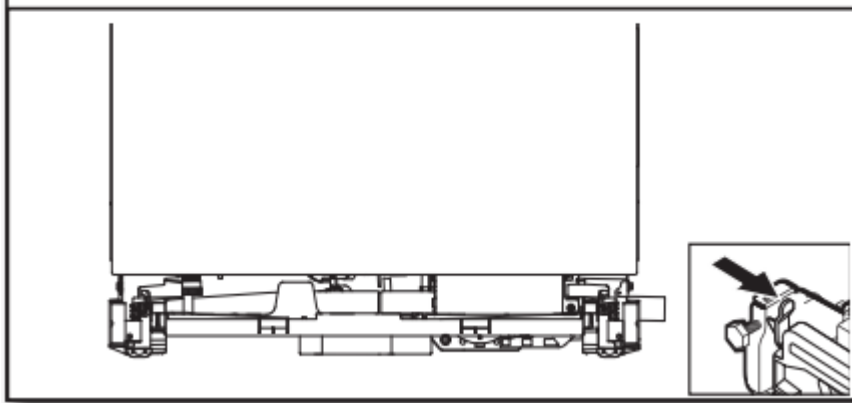
### 46. Reconnect float switch



Check that the power supply wire or cord does not touch dishwasher motor or the lower part of the dishwasher tub.

Reconnect float switch by aligning connector removed in Step 10 with the connector housing and pushing in until the locking tab is visible over the back of the connector.


### 47. Replace drip tray



**NOTE:** Before replacing the dip tray, ensure that there is no water present in the tray.

To replace drip tray, align with snaps in side members and push in toward unit. It is important that the black hoses are above the drip tray on both ends once it is pushed all of the way in.

**⚠ WARNING**



**Electrical Shock Hazard**

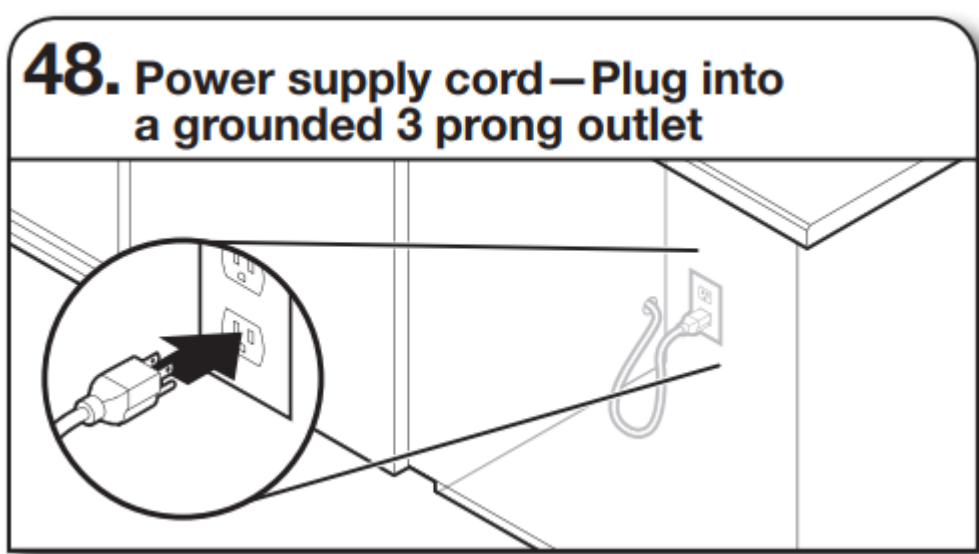
**Plug into a grounded 3 prong outlet.**

**Do not remove ground prong.**

**Do not use an adapter.**

**Do not use an extension cord.**

**Failure to follow these instructions can result in death, fire, or electrical shock.**



Plug into a grounded 3 prong outlet.

#### **49. Reconnect power**

Reconnect electrical power at the fuse box or circuit breaker box.

**NOTE:** With the access panel off, start the dishwasher and allow it to complete the shortest Installation Cycle while checking unit for leaks. See instructions on this manual under Check Operations section.

#### **CHECK OPERATION**

- Read the dishwasher Quick Start Guide that came with your dishwasher.
- Check that all parts have been installed and no steps were skipped. Check that you have used all tools.
- Run the Installation Cycles as follows (Note that it can be beneficial to run this with the access panel removed in order to look for presence of water under the unit. If running in this state, the float switch wire **MUST** still be connected to the float switch.)

- If the dishwasher is not working properly, disconnect power or unplug dishwasher and refer to the “If Dishwasher Does Not Operate” section.
- Press any 3 keys (except Delay or Cancel) in the sequence 1-2-3-1-2-3-1-2-3 with no more than 1 second between key presses to enter the Installation cycle then press button #2.
- Close the door and the cycle will start.
- All LEDs turn on immediately upon receiving entry sequence.
- A tone may play depending on the model.
- The cycle will pause when the door is opened and resume when closed.
- No Start/Resume key press required to resume.
- The installation cycle may last several minutes.
- Press Cancel key to exit installation cycle mode. The product will exit this mode after 10 minutes or if power is removed from the appliance.

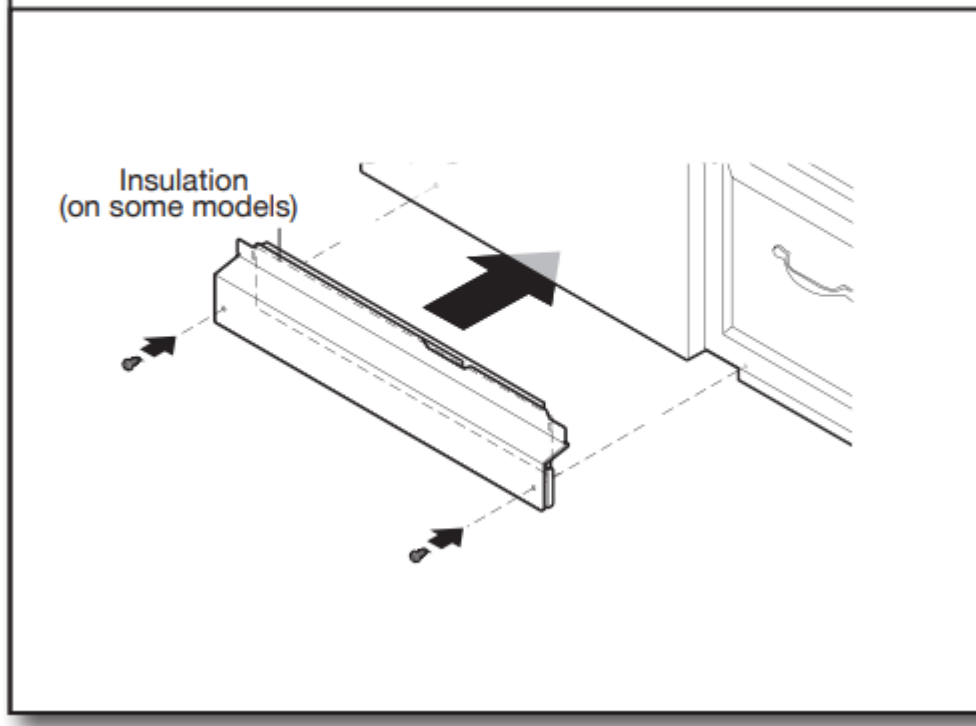
**NOTE:** It is normal for the drain pump to sound loud upon the first run since no water is present in the system.

Numeric Display	All LEDs on	1	2	3	4	5 (Some models)	6	7
Approximate interval Time	0:01	0:30 (Maximum 5:00)	2:00	0:20	0:20	0:20	0:30	1:00 (Maximum 5:00)
Machine Action	Pause	Initial Drain	Fill 3.8 L+ Wash motor pulses	Wash+ Dispenser (Middle spray pulses arm)	Wash+ Fan (Ceiling spray arm)	Wash+ Third Level Rack. If present in this model	Wash+ Heater (Lower spray arm)	Drain Process

## INSTALL ACCESS PANELS



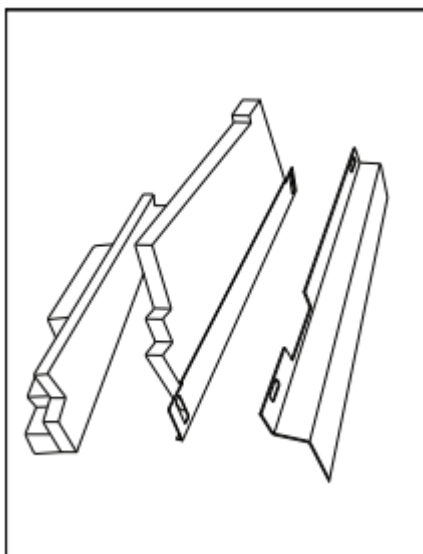
## 50. Reinstall access panels and fasteners



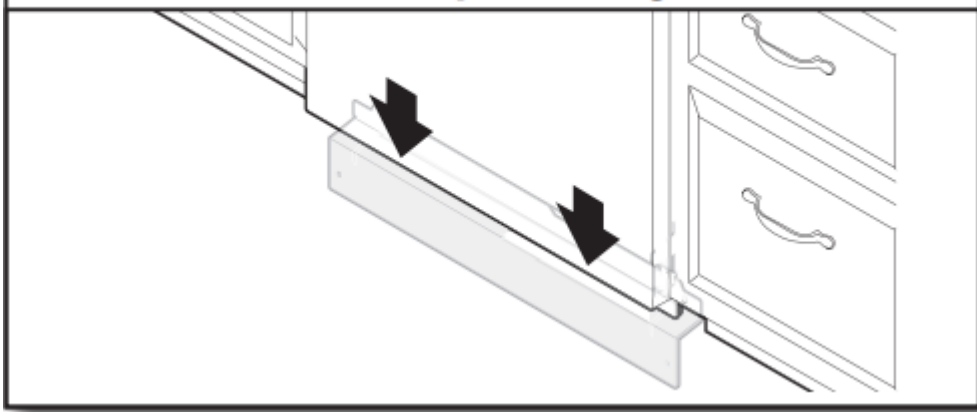
Place the toe panel behind the access panel against the dishwasher leg. If insulation is included on this model, make sure insulation does not interfere with the float assembly. Push the access panel up toward the top of the product so that it hangs on the hooks on the plastic side members.

■ Reinstall the toe/access panel assy. With side shield to go between the toe/access panel assembly and the side member. Align the rectangular slot in the foam and assembly the toe/access panel assembly to the unit using the screw.

NOTE: Remove film on door Score around door for easier removal.

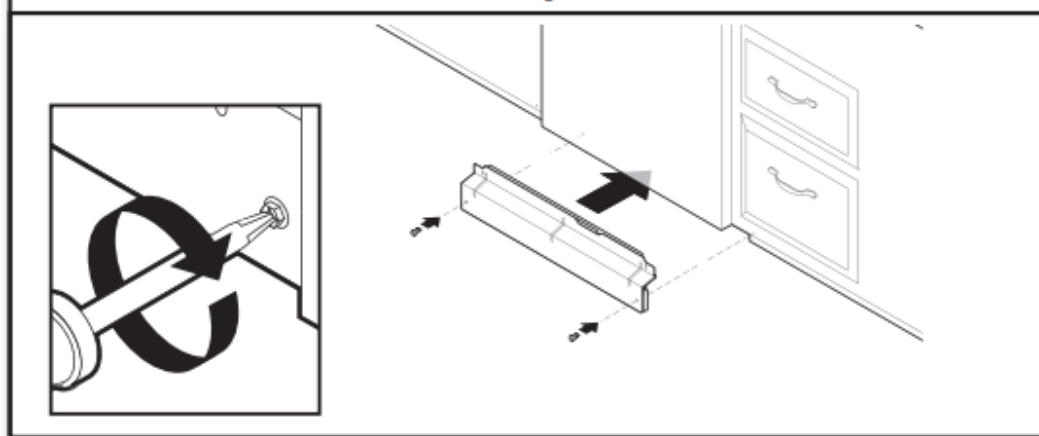


## 51. Check access panel edge



Check that the lower edge of the access panel touches the floor. Adjust if necessary.

## 52. Reinstall access panels



Use a 5/16" nut driver to reinstall the screws through the holes in the access panels.

### IF DISHWASHER DOES NOT OPERATE

First try the solutions suggested here to possibly avoid the cost of a service call.

- Has the circuit breaker tripped or the house fuse blown?
- Is the door closed tightly and latched?
- Has the cycle been set correctly to start the dishwasher?
- Is the water turned on?
- Is the float switch wire under the product connected to the float switch?
- Make sure control lock is not on.

If none of these possible solutions work, please see the Quick Start Guide for service contact information.

**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.

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