

TECHNICAL SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT

☐ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS ☒ KITCHEN PRODUCTS

W10402734

March 2011

This Service Pointer Applies To The Following Brands:

☒ Whirlpool® ☐ KitchenAid® ☐ Jenn-Air® ☒ Maytag®
☒ Amana® ☐ Roper® ☐ Admiral® ☒ Magic Chef®

Amana, Crosley, Estate, Magic Chef, Maytag and Whirlpool Tall Tub Dishwashers New Revised Control for Cycle Draining Issue

Model Numbers:

*Denotes color

Whirlpool	Magic Chef	Crosley	Maytag	Amana	Estate
DU1010XTX*	CDB7000AW*	CUD6710X*	MDB4630AW*	ADB1400AW*	TUD8700X*
DU1014XTX*	www.Appliantology.org				
DU1015XTX*					
DU1030XTX*					
DP1040XTX*					

Serial Range: FY46 to F108

Customer Concern:

After 10 minutes of operation the dishwasher goes into cancel drain and stops. This issue can be very sporadic. Technicians will find a 6-1 error code recorded in the service diagnostics

Possible Causes:

This issue may be caused by:

- Siphoning through the drain hose
- Severe Sudsing
- Debris in the sump
- Control Board software error may cause a false error code resulting in cycle cancellation. (This issue is more likely to happen in areas that are susceptible to abnormal power supply variations)

Correction:

If the customer has a cancel drain issue, check the following:

1. Make sure the dishwasher is installed according to installation instructions provided with the unit.
2. Check for water siphoning out through the drain hose. Insure that the drain hose termination point is above the water level in the tub. (The drain loop must be attached to the side of the tub and high enough to prevent siphoning.)
3. Check for severe sudsing or a malfunctioning Rinse Aid dispenser.
4. Check for locked rotor in wash pump.
5. Remove any debris in the bottom of the sump/chopper area.
6. Check for water supply and proper water level in the dishwasher.
7. If all the above checks are OK, then the control will need to be replaced with one that has upgraded software designed to handle abnormal power variations.
See chart below for part numbers.

Original Control Part Number	Replace with Part Number
W10319897	W10395153
W10319898	W10395154
W10319899	W10395155

ALL POINTERS ONLINE: http://www.servicematters.com/tech_ref/tech_ref_main.htm

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