Possible Solutions

Was rinse aid used?

Today's dishwashers are designed to be more energy-efficient and use less water and less energy. To achieve the best drying performance, the use of rinse aid is necessary. Without rinse aid, your dishes and dishwasher interior will have excessive moisture. The Heat Dry and ProDry™ options will not perform as well without rinse aid. Rinse aid improves drying and reduces water spots and filming. When using rinse aid, water "sheets" off the dishes and dishwasher interior providing improved drying performance.

If your dishwasher does not have a built-in rinse aid dispenser, there are rinse aid baskets you can purchase that clip on to the top rack of the dishwasher. The rinse aid baskets are available at most grocery stores.

CLICK HERE for more information on using rinse aid.

CLICK HERE to watch a video on how rinse aid works

Is the dishwasher new?

It could take up to 2 weeks of regular usage for the new dishwasher to reach optimal drying performance.

Were the controls set correctly? Was a heated or quick dry cycle selected?

Use the Heat Dry or ProDry™ options for the best drying performance. When selecting a "quick" wash or "1 Hour" wash cycle you need to make sure the Heat Dry or ProDry™ option is selected to provide a dry program. If your dishwasher has a "high temp" option, select the option for optimal drying performance.

Heat Dry will be on by default when selecting a soil cycle. To use the ProDry™ option, touch the ProDry™ button until the light turns on.
Is the water temperature too low?

For best results, the water should be 120°F as it enters the dishwasher. Proper water temperature helps the dishes dry effectively.

Were items loaded correctly?

Load items at an angle. This is very important, especially for plastic items. For improved results, place items on the more slanted side of the rack.

Still need help? Call or schedule service.

You may need assistance from a qualified technician. Call 1-800-422-1230 or click below to schedule an appointment. Schedule Service Online