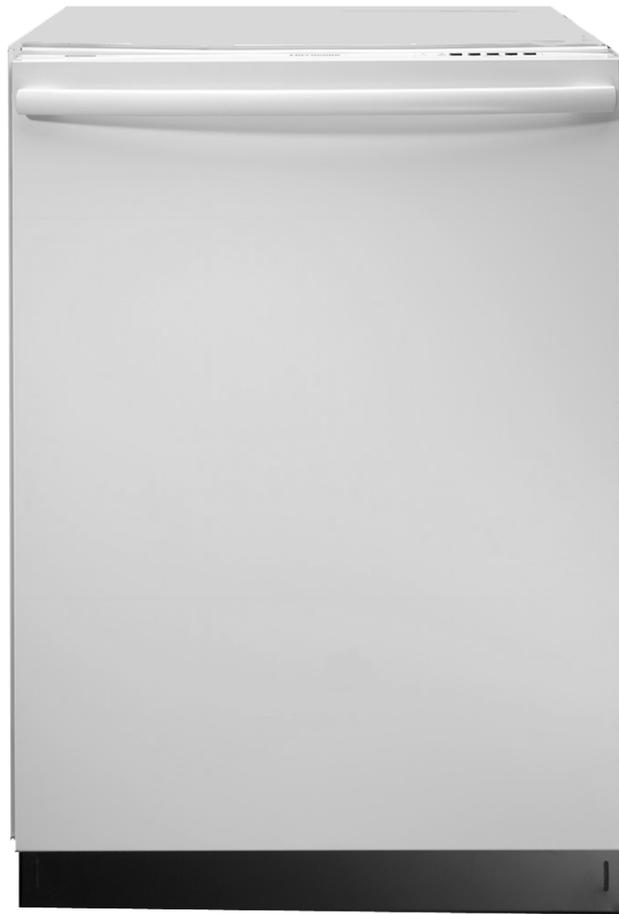


***Thermador***<sup>®</sup>

**Care and Use Manual**



**Dishwasher**

Models DW44ZB, DW44ZW, DW44ZS, DW44ZP, DW44ZSB

## *A Special Message to Our Customers*

Thank you for buying a *Thermador*<sup>®</sup> dishwasher. We recommend that you take the time to read this entire booklet before using your new appliance.

We hope that the information in this manual will help you easily operate and care for your dishwasher for years of satisfaction.

Please contact us if you have any questions or comments. Phone 1-800-735-4328 or write to us at:

Thermador  
Customer Support Call Center  
5551 McFadden Avenue  
Huntington Beach, CA 92649

Our website is: [www.thermador.com](http://www.thermador.com)

Sincerely,

Test Kitchen Consumer Scientists

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# Unique Features of Your Thermador Dishwasher

## STAINLESS STEEL INTERIOR

- Improves drying performance.
- Resists staining/odors.
- Lifetime warranty (see details on last page of manual).

## TRIPLE FILTER SYSTEM

- 100% of the wash water is filtered before it touches your dishes.
- “Large Object Trap” prevents undesirable objects from damaging the pump system.

## IN LINE FLOW THROUGH WATER HEATER

- Temperatures in excess of 160°F kills harmful germs while dissolving hard-to-remove fats and soils.
- Eliminates an exposed heater element that can damage items that fall from the rack.
- Creates more interior space.
- Flexibility to load dishwasher safe items in upper or lower rack.

## LOW NOISE SYSTEM

- Vibration isolated pump system reduces annoying noises.
- Triple insulation creates the Thermador silence rating.
- Side panels encapsulate noise.
- Separate pump systems, one for washing and one for draining, improve efficiency and reduce noise.

## RACKS

- Tall tub allows use of 10-inch plates in the upper rack and 12-inch plates in the lower rack.
- Extra Tall Item Sprinkler allows removal of the upper rack and washing of items up to 22 inches tall.
- 12-place-setting loading capacity.

## SAFETY

- Side panels enclose all electrical connections and conserve energy.
- Water shutoff device, stops the flow of incoming water when it is detected under the dishwasher.
- Child-proof cycle selection buttons must be pressed twice to change the settings.

## PRESSURE CONTROLLED FILLING SYSTEM

- Water consumption is reduced when washing small loads.
- Water fill levels are consistent over various water pressures.
- Improved accuracy over time-filled systems.

## DUAL PUMP SYSTEM

- Single-direction main pump is more reliable.
- Improved main motor efficiency.

## DETERGENT and RINSE AID DISPENSER

- Sliding detergent cup lid prevents blockage.
- Adjustable rinse aid dispenser for improved performance in various water conditions.

# Important Safety Instructions



## WARNING

When using your dishwasher, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and/or injury to persons, including the following:

1. Thermador dishwashers are provided with two manuals: an Installation Instruction Manual and a Care and Use Manual. Read all instructions before using the dishwasher.
2. Use the dishwasher only for its intended function.
3. Use only detergents or wetting agents recommended for use in a dishwasher and keep them out of the reach of children.
4. When loading items to be washed:
  - a. Locate sharp items so that they are not likely to damage the door seal; and
  - b. Load sharp knives with the handle up to reduce the risk of cut-type injuries.
5. Do not wash plastic items unless marked "dishwasher safe" or the equivalent. For plastic items not so marked, check the manufacturer's recommendations.
6. Do not touch the heating element during or immediately after use.
7. Do not operate your dishwasher unless all the enclosure panels are properly in place.
8. Do not tamper with controls.
9. Do not abuse, sit on, or stand on the door or dish rack of the dishwasher.
10. To reduce the risk of injury, do not allow children to play in or on the dishwasher.
11. Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. Hydrogen gas is explosive. If the hot water system has not been used for such a period, before using the dishwasher turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
12. Remove the door to the washing compartment when removing an old dishwasher from service or discarding.

## SAVE THESE INSTRUCTIONS!



## GROUNDING INSTRUCTIONS

This appliance must be connected to a grounded metal, permanent wiring system, or an equipment grounding conductor must be run with the circuit conductors and connected to the equipment grounding terminal or lead on the dishwasher.



## WARNING

This dishwasher must be grounded in accordance with the National Electrical Code and/or local codes. Make sure this dishwasher has been properly grounded and installed by a qualified installer before using.

# Instructions de Sécurité Importantes



## AVERTISSEMENT

Lorsque l'on utilise le lave-vaisselle, il faut prendre les précautions de sécurité suivantes afin de réduire les risques d'incendie, de choc électrique et/ou de blessures.

Ceci comprend:

1. Les lave-vaisselle Thermador sont livrés avec deux guides; un pour les instructions d'installation et l'autre pour l'utilisation et l'entretien. Lire toutes les instructions avant d'utiliser le lave-vaisselle.
2. Utiliser le lave-vaisselle seulement pour l'usage auquel il est destiné.
3. Utiliser seulement des détergents et des agents de rinçage recommandés pour les lave-vaisselle. Les garder hors de la portée des enfants.
4. Au moment de charger des articles :
  - a. Placer les objets pointus de façon à ce qu'ils n'endommagent pas le joint de la porte ; et
  - b. Placer les couteaux le manche vers le haut pour réduire les blessures.
5. Ne pas laver des articles en plastique à moins qu'ils portent la mention «vont au lave-vaisselle» ou l'équivalent. Vérifier les recommandations du fabricant.
6. Ne pas faire fonctionner le lave-vaisselle à moins que tous les panneaux internes soient en place.
7. Ne pas modifier les commandes.
8. Ne pas abuser, s'asseoir ni se tenir debout sur la porte ou le panier du lave-vaisselle.
9. Pour éviter les blessures, ne pas laisser les enfants jouer sur ou dans le lave-vaisselle.
10. Dans certaines conditions, de l'hydrogène peut se produire dans un système d'eau chaude qui n'a pas été utilisé pendant plus de deux semaines. L'hydrogène est un gaz explosif. Si le système d'eau chaude n'a pas été utilisé pendant une telle période, avant d'utiliser le lave-vaisselle, ouvrir les robinets d'eau chaude et laisser l'eau couler quelques minutes. Ceci élimine le gaz hydrogène accumulé. Puisque ce gaz est inflammable, ne pas fumer ni utiliser une flamme nue pendant ce temps.
11. Retirer la porte du lave-vaisselle lorsque l'on enlève un vieux lave-vaisselle pour le mettre aux rebuts.

## CONSERVER CES INSTRUCTIONS !



## INSTRUCTIONS DE MISE À LA TERRE

Cet appareil doit être branché sur un système de filage permanent métallique mis à la terre; ou un conducteur de mise à la terre doit longer les conducteurs de circuit et être branché à la borne ou au fil de mise à la terre de l'équipement sur le lave-vaisselle.

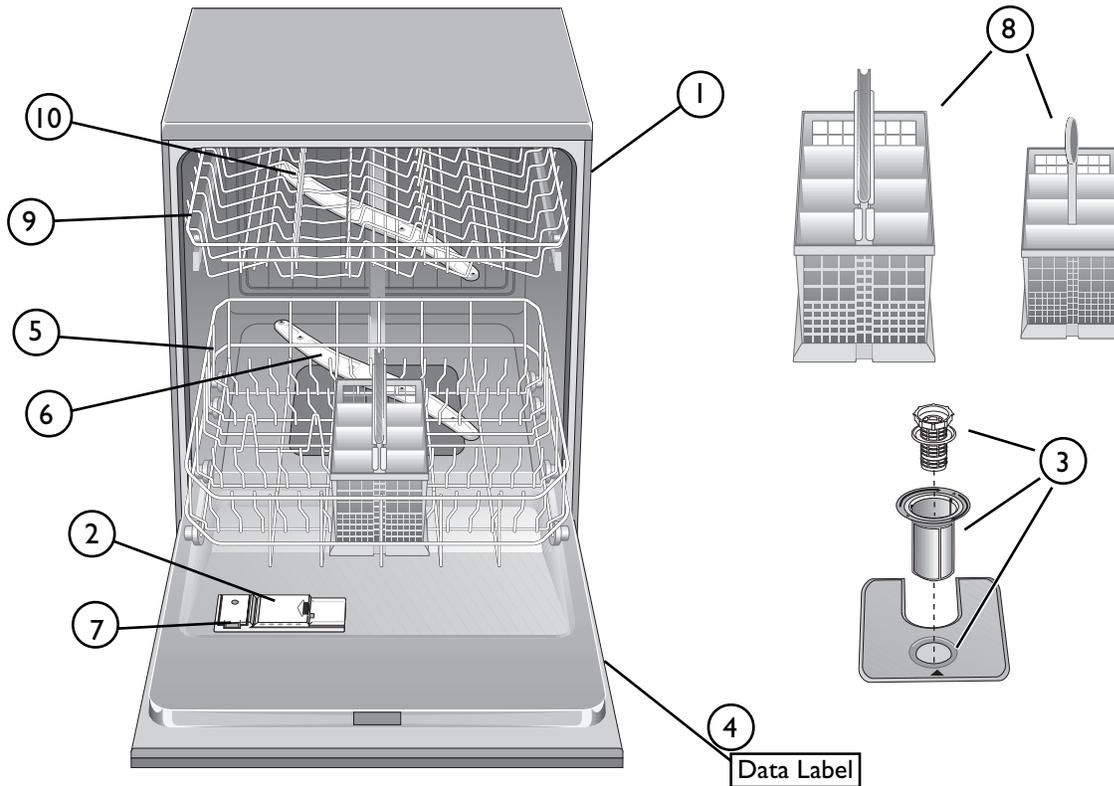


## AVERTISSEMENT

Ce lave-vaisselle doit être mis à la terre conformément au code national d'électricité et/ou à tous les codes locaux. Avant de l'utiliser, s'assurer que ce lave-vaisselle soit mis à la terre de façon appropriée et installé par un technicien qualifié.

# Dishwasher Components

Figure 1, below, identifies the components of your dishwasher and shows the page number(s) in this manual on which more information about the component is available. Familiarize yourself with the various parts of your dishwasher before you attempt to wash the first load of dishes.



**Figure 1**

<b>Item #</b>	<b>Components:</b>	<b>Page Number:</b>
1.	Door gasket .....	21
2.	Detergent Dispenser .....	10
3.	Filters (3) .....	20
4.	Model and Serial Number Label .....	25
5.	Lower Rack .....	9
6.	Lower Spray Arm .....	21
7.	Rinse Agent Dispenser .....	11
8.	Silverware Baskets (2) .....	9
9.	Upper Rack .....	8
10.	Upper Spray Arm .....	21

# Materials Chart

## Important

Before you wash anything in the dishwasher, check the materials chart shown in the table below. Some materials are not dishwasher-safe and should be hand-washed. Others require special loading considerations. Before washing any dishware or cookware, contact the manufacturer of the material to confirm that it is dishwasher-safe.

<b>MATERIAL</b>	<b>DISHWASHER USE</b>	<b>COMMENTS AND/OR SPECIAL INSTRUCTIONS</b>
<b>ACRYLIC</b>	<b>NOT RECOMMENDED</b>	Crazing may occur.
<b>ADHESIVE JOINED ITEMS</b>	<b>NOT RECOMMENDED</b>	Items joined by adhesives, whether plastic, wood, bone, steel, copper or tin, etc. may be loosened.
<b>ALUMINUM</b>	<b>USUALLY SAFE</b>	Colored anodized aluminum may fade over time. Minerals in the water may cause spotting or darkening of aluminum. This can usually be removed by scouring with a soap filled steel wool pad.
<b>BONE HANDLED UTENSILS</b>	<b>NOT RECOMMENDED</b>	Handles may separate.
<b>CHINA, CRYSTAL, &amp; STONEWARE</b>	<b>USUALLY SAFE</b>	Decorated china, stoneware, and crystal that is hand-painted or trimmed may discolor, fade, or spot. You should hand-wash these items. Position fragile glassware so that it will not topple over or come in contact with other dishes during the wash cycle. If you are not sure whether a particular item is dishwasher safe, contact the dish manufacturer.
<b>GLASS</b>	<b>USUALLY SAFE</b>	Milk glass may yellow.
<b>IRON</b>	<b>NOT RECOMMENDED</b>	Iron will rust. Wash by hand and dry immediately.
<b>NON-DISHWARE ITEMS</b>	<b>NOT RECOMMENDED</b>	The Thermador dishwasher is only intended for use in cleaning standard household dishware items.
<b>NON-STICK COATINGS</b>	<b>USUALLY SAFE</b>	After drying the non-stick coating should be covered with a light coating of vegetable oil.
<b>PEWTER, BRASS, &amp; BRONZE</b>	<b>NOT RECOMMENDED</b>	Pewter will tarnish. Wash by hand and dry immediately.
<b>PLASTIC</b>	<b>USUALLY SAFE</b>	Wash only "dishwasher-safe" plastics. Decorated plastics may fade.
<b>STAINLESS STEEL</b>	<b>USUALLY SAFE</b>	Do not let stainless steel items contact copper, sterling silver, silverplate, or dissimilar metal items.
<b>STERLING SILVER &amp; SILVERPLATE</b>	<b>USUALLY SAFE</b>	Do not let sterling silver or silverplate items come in contact with dissimilar metal items.
<b>TIN</b>	<b>NOT RECOMMENDED</b>	Tin will rust. Wash by hand and dry immediately.
<b>WOOD</b>	<b>NOT RECOMMENDED</b>	Wooden bowls, wooden utensils and wood handled utensils can warp, crack, or lose their finish.

# Loading the Dishwasher

## Pre-Load Preparation

- Remove large particles of food from the dishes before food has a chance to dry but rinsing is not necessary.

**Food soils will actually enhance the detergent's performance.**

- Use the Rinse Only cycle if waiting an extended period of time before washing.
- Pre-soak and hand-scour pots and pans with burned-on or blackened food.
- Do not place foreign objects, such as toothpicks, paper products, plastic bags, or packaging materials, into the dishwasher!**

**Before loading the dishwasher, review the material chart provided on Page 5.**

## General Loading Tips

- Load dishwasher so water can circulate freely and reach every part of item.
- Do not allow delicate items to touch; they could be damaged.
- Place items upside down so water does not collect inside of them.
- Place items so that nothing protrudes through the bottom of the racks; this could block the rotation of the spray arms.

## Loading the Bottom Rack

Place large and/or heavily soiled items in the bottom rack of the dishwasher. Load heavily soiled pots and pans face down, as shown in Figure 4.

For larger items, fold down the rear tines on the bottom rack. When in the down position, they can hold extra large utensils, such as serving spoons or large knives.

Figure 2

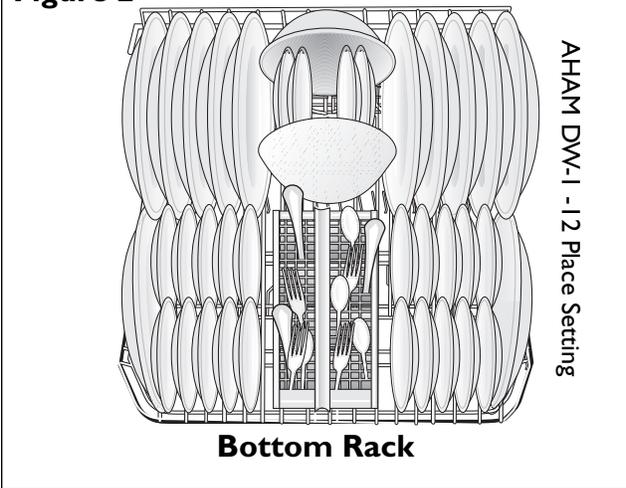


Figure 3

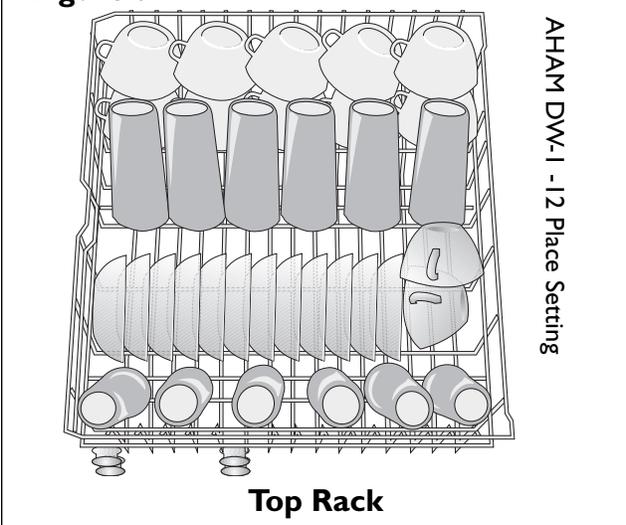
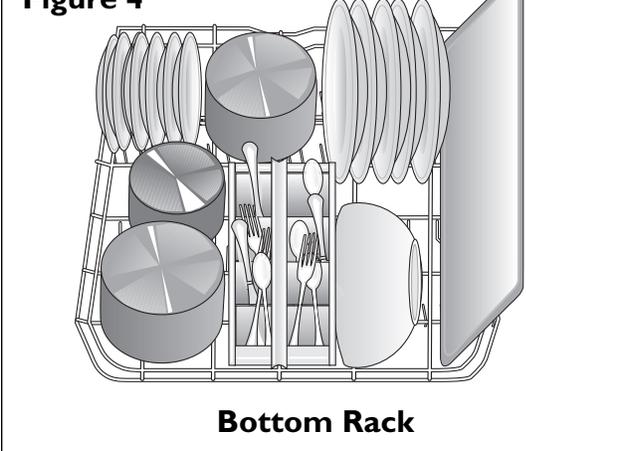
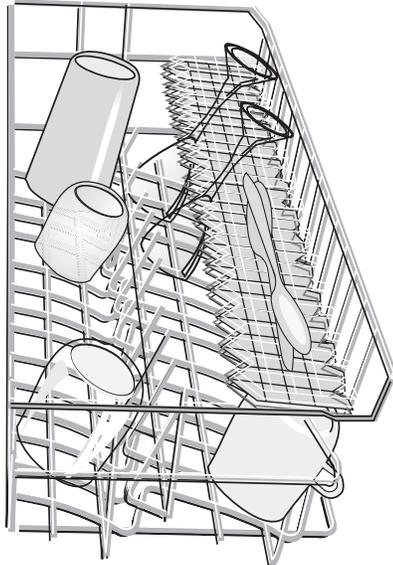


Figure 4



# Loading the Dishwasher

**Figure 5**

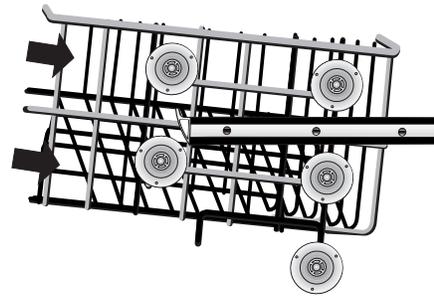


**Loading the Top Rack**

**Figure 6**



**Figure 7**



## Top Rack Adjustment

The top rack height of the Thermador dishwashers is adjustable. There is an upper and lower position for the top rack which is used to accommodate items with different heights.

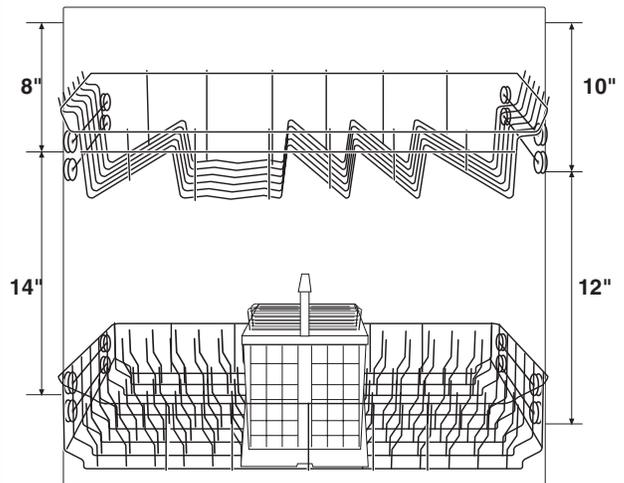
### Cup Shelves

- Flip down cup shelves.
- Place glasses upside down with stem resting in the “V” of the shelves.

## How to Adjust the Top Rack

1. Pull out (empty) top rack to the point where it can be lifted upward. (See Figure 6)
2. Pull the rack outward and up until rollers are completely free of channels.
3. Reinsert the rack with the other set of rollers on the channel. (See Figure 7)

**Figure 8**



### Upper Position

**Max. height (on top) 8”**

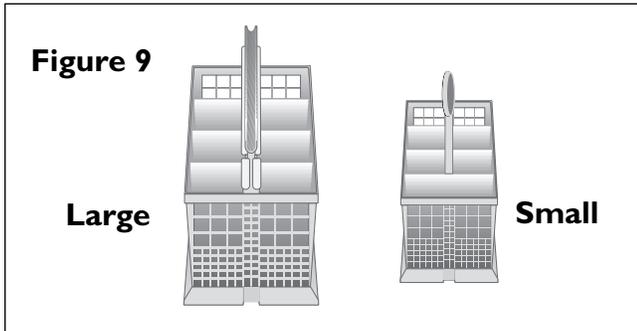
**Max. height (on bottom) 14”**

### Lower Position

**Max. height (on top) 10”**

**Max. height (on bottom) 12”**

# Loading the Dishwasher



## Loading the Silverware Basket(s)

The Thermador dishwasher Model DW44Z has a large silverware basket in the bottom rack. An additional upper small silverware basket for use with the Upper Wash feature is also included (See Figure 9).

For personal safety and a top quality clean, place the silverware in the baskets:

- so that they do not nest together. (See Figure 10)
- place silverware with handles-down, but
- place knives and other potentially dangerous utensils handles-up.

**CAUTION**  
Always load sharp utensils with the sharp point down!

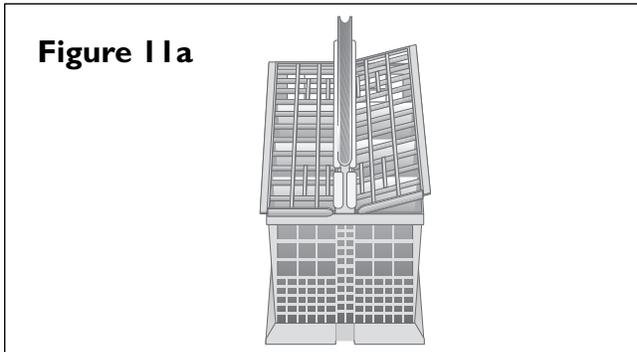
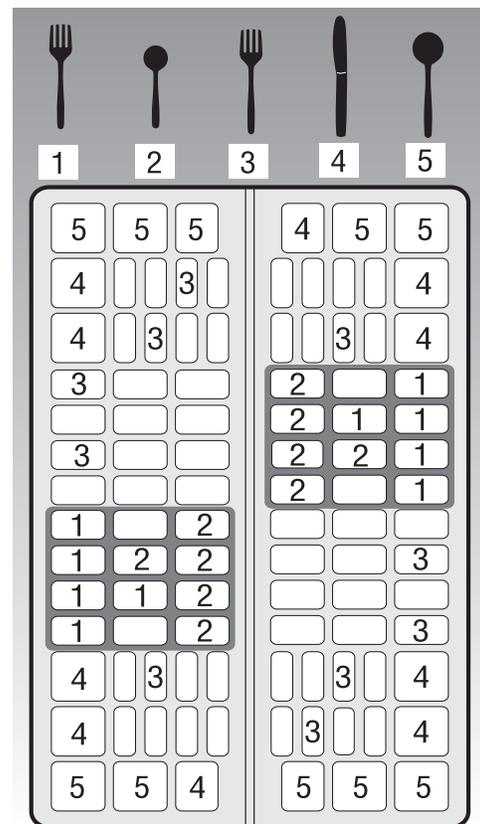
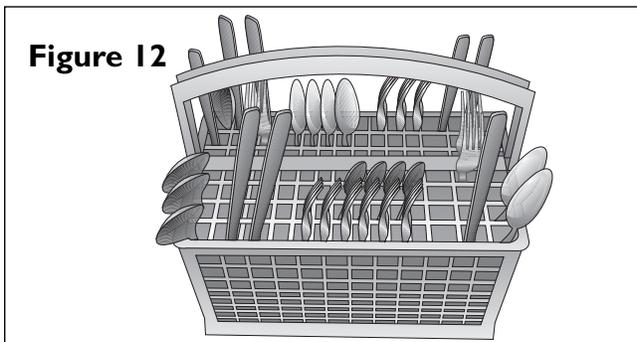


Figure 11b – Below is an example of a silverware loading pattern that prevents nesting.



## Large Silverware Basket with Lid

Some models have a large silverware basket with a lid. The lid prevents nesting of silverware. To use, first fold the basket lids down (snap in place), then load silverware. Refer to Figures 11a, 11b and 12 for recommended silverware loading.



# Adding Detergent

## Selecting the Right Detergent

Use only fresh dishwashing detergent (powder is recommended). Use of other types of detergents can result in excessive suds. Concentrated detergents usually call for lower usage than standard detergents.

**For the best washing results it is important to use the correct type and amount of detergent and rinse agent.**

## Filling the Detergent Dispenser

1. Locate the detergent dispenser on the inside door of the dishwasher (see Figure 1, Page 4).
2. Open the detergent dispenser cover by pushing the release tab. (See Figure 13).
3. Fill dispenser. Measure the amount of detergent to use based on the cycle selected and the water hardness (see chart below and Figure 14).
4. Close dispenser. With fingers on arrow, slide cover over the detergent chamber and press down on the arrow until it clicks shut.

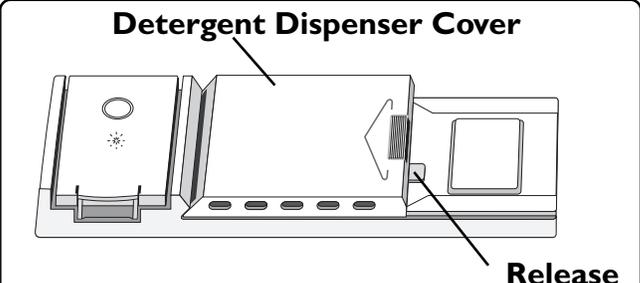


Figure 13

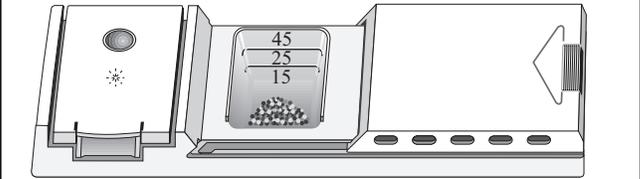


Figure 14

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**The detergent will be dispensed automatically during the wash portion of the cycle.**

---



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**Important**  
**Too much detergent combined with soft water may cause etching of glassware.**

---

## Recommended Detergent Usage

WATER TYPE	WASH CYCLE				
	Upper Wash	Heavy Wash	Normal Wash	Light Wash	Rinse Only
<b>Hard</b>	45 ml	45 ml	25-45 ml	25 ml	None
<b>Medium</b>	45 ml	25-45 ml	25 ml	15-25 ml	None
<b>Soft</b>	25-45 ml	25 ml	15-25 ml	15 ml	None

# Adding Rinse Agent

## Rinse Agent

Rinse agent or a rinse aid is used to provide optimum drying results and diminish water spotting. **Always** use a rinse agent with the Thermador dishwasher to insure proper drying results. It rinses the dishware and also rinses the internal parts of the dishwasher.

### To Fill the Rinse Agent Reservoir:

1. Open the dishwasher door fully.
2. Open the cover of the rinse agent dispenser by pressing the star on the cover with your index finger while pulling on the tab with your thumb.
3. Add rinse agent to the reservoir until the level indicator turns dark, indicating that the reservoir is full (capacity is approx. 3.5 oz.).

## Rinse Agent Dispenser Regulator

The rinse agent reservoir of the Thermador dishwasher is provided with a regulator calibrated from 1 to 6. (See Figure 15.) This regulator controls the amount of rinse agent dispensed. The dishwasher leaves the factory preset to 4. However,

- if you see streaks, you should turn the regulator to a lower number.
- if you see water spots, you should turn the regulator to a higher number.

## Rinse Agent Indicator Light

An additional rinse aid indicator light is on the control panel. When the rinse agent dispenser is empty, the indicator light will glow and the level indicator will show a silver background with black lines.

After filling the rinse agent dispenser, close the door and wait a few minutes for the indicator light to register.

### To adjust Rinse Agent Regulator Setting:

1. Open the cover of the rinse agent dispenser.
2. Turn the setting indicator to the desired setting.

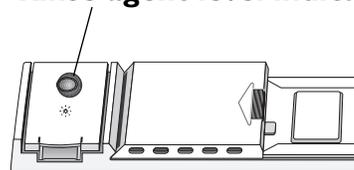


Figure 15

**NOTE: Refill rinse agent when the level indicator shows a silver background with black lines.**

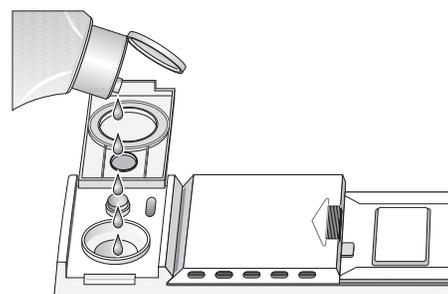
Figure 16

### Rinse agent level indicator



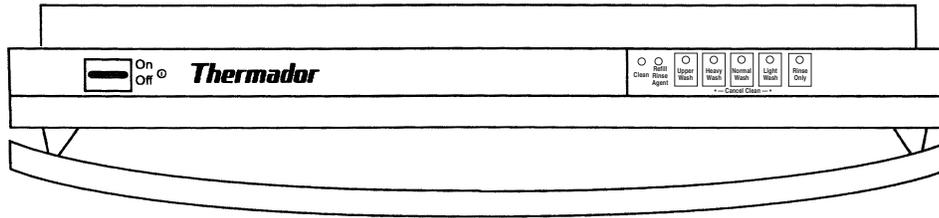
**Rinse agent is available in liquid or solid form. Only use the liquid type of rinse agent in the Thermador dishwasher.**

Figure 17

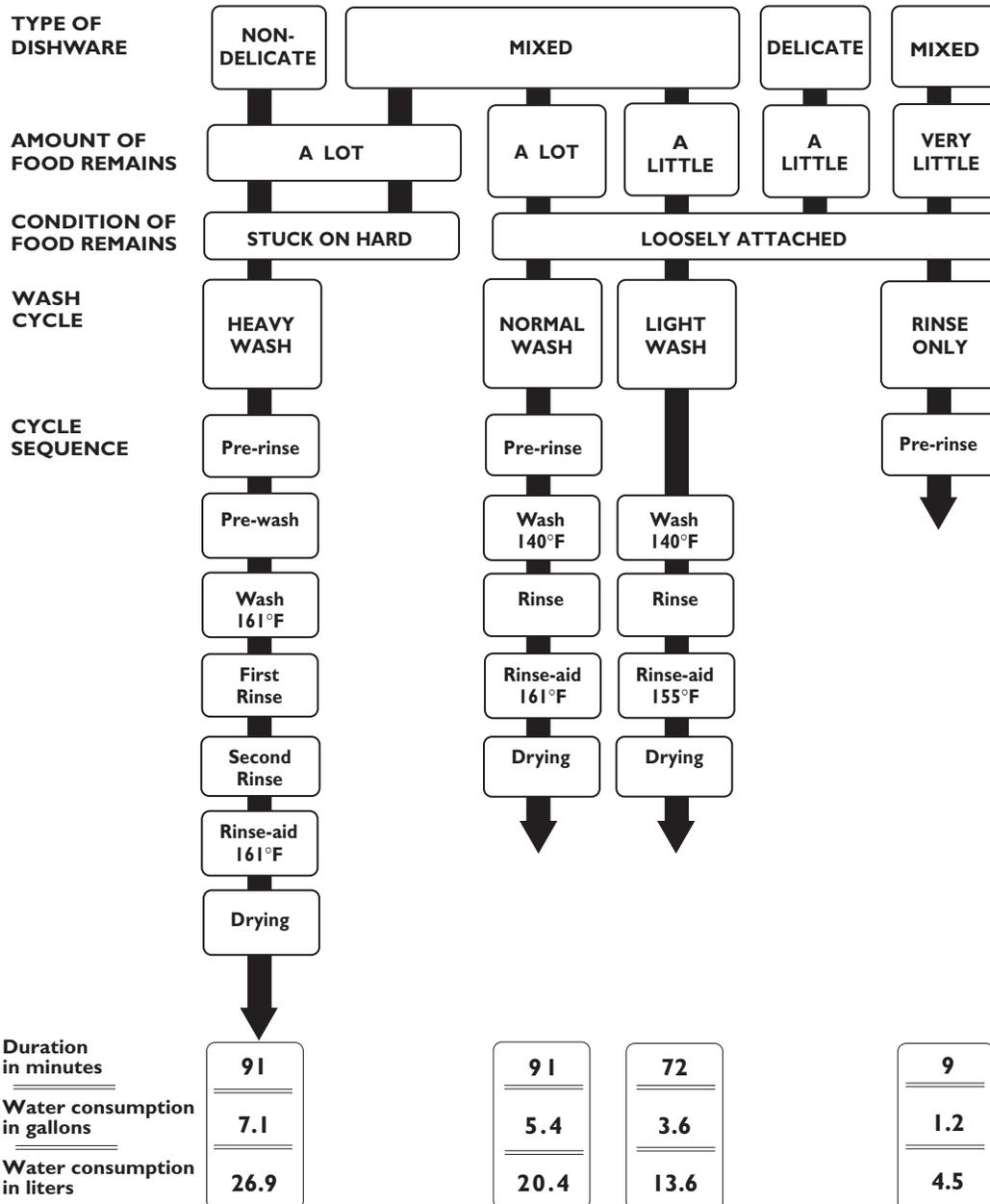


# Thermador Dishwasher Control

Figure 18. Control panel for the Thermador dishwasher Model DW44Z



## Wash Cycle Selection Chart



For Upper Wash, water consumption is reduced approximately 30% when using the feature. Shown above are the average values that may be obtained while running the dishwasher under normal conditions. Actual values may vary. The actual cycle duration, water and energy usage are dependent upon inlet water temperature.

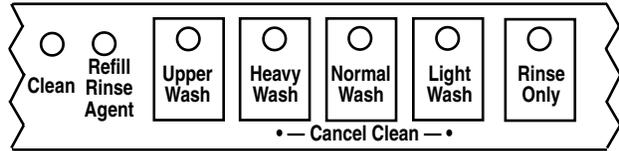
# Selecting a Wash Cycle

The dishwasher will wash and dry the contents based on cycle selection made. Refer to Wash Cycle Selection Chart on Page 11 to select the most appropriate cycle for the wash load.

Follow these steps to select a cycle and start the dishwasher:

1. Open dishwasher door.
2. Press the on/off switch.
3. Push the button once for the program desired.
4. Close door until it latches and the program will begin.
5. At the end of the cycle the dishwasher will stop and the "Clean" light will become illuminated.

**NOTE: All indicator lights will remain illuminated until the on/off switch is pressed or the door is opened.**



**Figure 19**

## END OF CYCLE INDICATORS

- \* Clean light illuminates
- \* Cycle Completion Beeper sounds off

# Interrupting, Changing or Canceling a Cycle

## Cycle Interruption

As a safety feature the dishwasher will automatically turn itself off whenever the door is opened. However, if the door is opened quickly while in a wash or rinse cycle some water may splash out of the dishwasher. For this reason it is recommended that the machine always be switched off before opening the door.

### To Interrupt a Cycle

1. Press the on/off button to stop operation.
2. Wait at least 10 seconds (or until the water noises stop) before opening the door.

### To Resume a Cycle

1. Push the on/off button and close the door.

## Changing a Cycle

To change the cycle selection, press the program button of the desired cycle TWICE. The chosen cycle button (or the light above it) becomes illuminated, showing that it has been selected.

## Canceling a Cycle

1. Press the cancel drain buttons at the same time and hold for approximately 3 seconds.
2. When the drain pump noises stop and the LED display or clean light indicate that the end of the cycle has been reached, the dishwasher is reset.
3. Press the on/off button to turn the dishwasher off.
4. The dishwasher is now ready to run a selected cycle. Add more detergent if necessary.



## WARNING

**DO NOT PULL DOOR FULLY OPEN WHILE DISHWASHER IS IN OPERATION. QUICKLY OPENING THE DOOR WHILE DISHWASHER IS IN OPERATION COULD RESULT IN SERIOUS SCALDING.**

## ON/OFF BUTTON

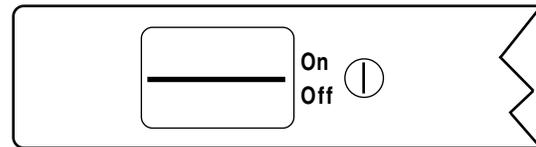


Figure 20

## CHANGE CYCLE

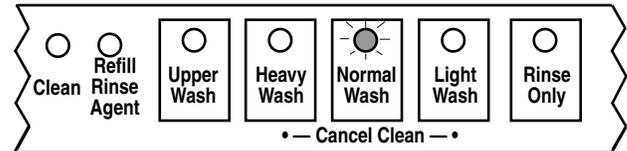


Figure 21

## CANCEL CYCLE

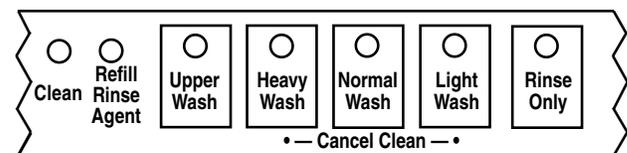


Figure 22

# Unloading the Dishwasher

## Unloading

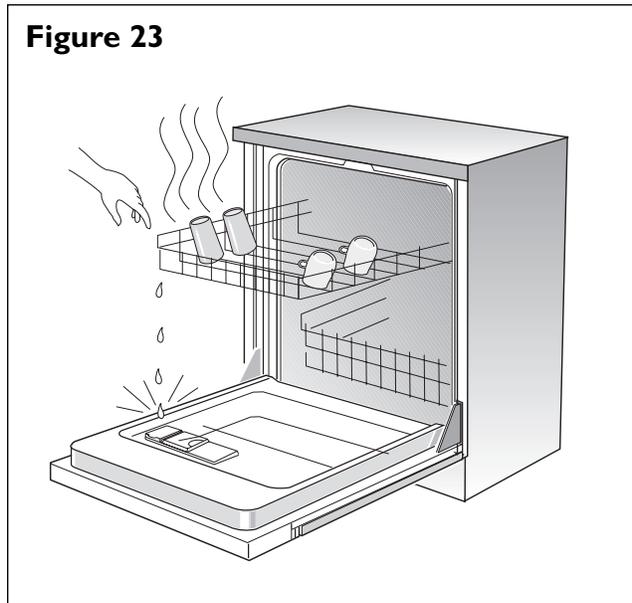
When unloading the dishwasher always unload the lower rack first and then unload the upper rack. This will minimize the chance of water drops from the upper rack falling on the dishes in the lower rack. The silverware basket(s) of the Thermador dishwasher can be removed for easy unloading.

Dishware tends to get hot immediately following a completed cycle. If the door is opened slightly for a few minutes before unloading, the dishes will cool more quickly.

## Condensation Drying

The combination of a high final rinse temperature, the tub's cool stainless steel interior, and the sheeting action of a Rinse Agent result in effective and efficient drying. The closed condensation drying feature is hygienic, and saves energy and money. For best drying results, it is important that the RinseAid Dispenser be kept full.

Figure 23

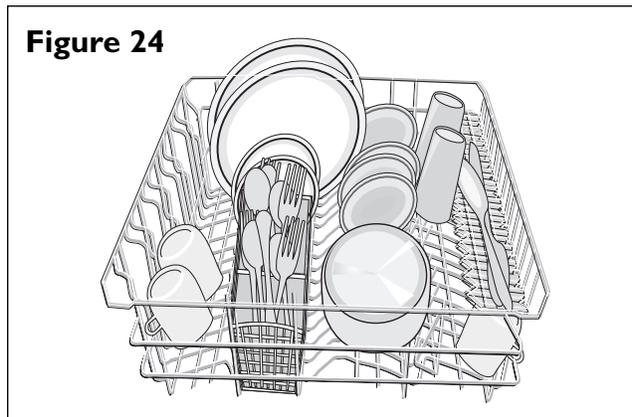


# The Upper Wash Cycle

The Thermador Model DW44Z has an Upper Wash cycle that saves energy and water when you have only a small load of dishes. Also, you'll use less detergent for the Upper Wash cycle. The washing time, however, is not reduced.

The upper rack of the dishwasher has been designed with flexibility in mind. You can load glasses, cups, plates, bowls and small pots in many different positions to fit your needs. Figure 24 shows a typical mixed load placed correctly in the upper rack for the Upper Wash cycle.

Figure 24



### Cycle Completion Signal

At the end of a wash cycle, the beeper will sound off two times, and again every 15 minutes until the dishwasher is turned off.

#### To Enable or Disable the Cycle Completion Signal

1. Open the door, hold down the “Light Wash” button and simultaneously turn the Dishwasher on. The “Light Wash” light will blink (program mode).
2. While the light is still blinking, push the “Light Wash” button.
  - If the machine beeps, then the Cycle Completion Signal has been enabled.
  - When you push the button again and it does not beep, it means that the Cycle Completion Signal has been disabled.
3. Turn the Dishwasher off to take it out of program mode.

### Accommodating Extra Tall Items

If you have extra tall items that cannot fit in the bottom rack without interfering with the upper spray arm or without hitting the top rack (max. height 22”), you can remove the upper rack. A special accessory, the Extra Tall Item Sprinkler, lets you run the dishwasher with top rack removed. See Figures 27 and 28.

#### Installing ‘Extra Tall Item Sprinkler’

1. With top rack empty, remove it from the dishwasher by pulling the rack toward you to the point where you can lift it up and out, disengaging the wheels from the side rails.
2. Place the “Extra Tall Item Sprinkler” over the top rack spray outlet at the back of the dishwasher tub and turn it clockwise to lock the sprinkler head in place. See Figure 26.
3. Place the extra tall items in the bottom rack for washing, as shown in Figure 25. To remove the Extra Tall Item Sprinkler, turn it counterclockwise and pull it out. Then replace the top rack.

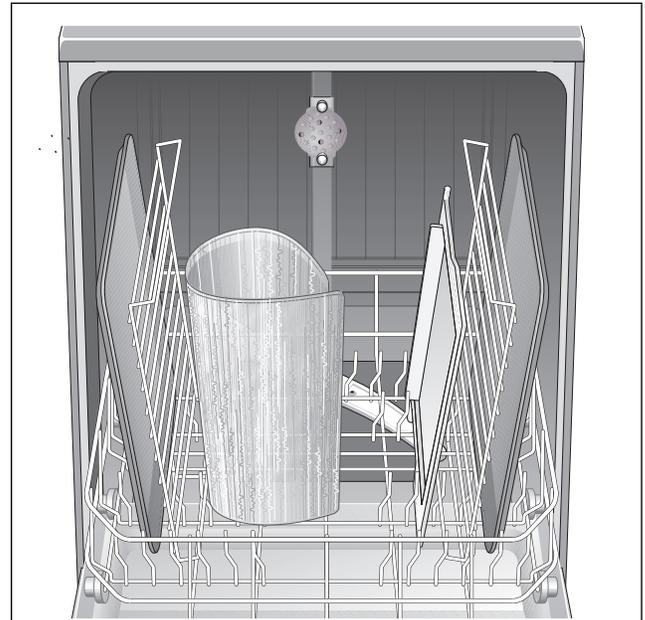


Figure 25

**NOTE: Be sure to remove the Extra Tall Item Sprinkler before you reinstall the top rack, otherwise the door could become damaged and not close properly.**

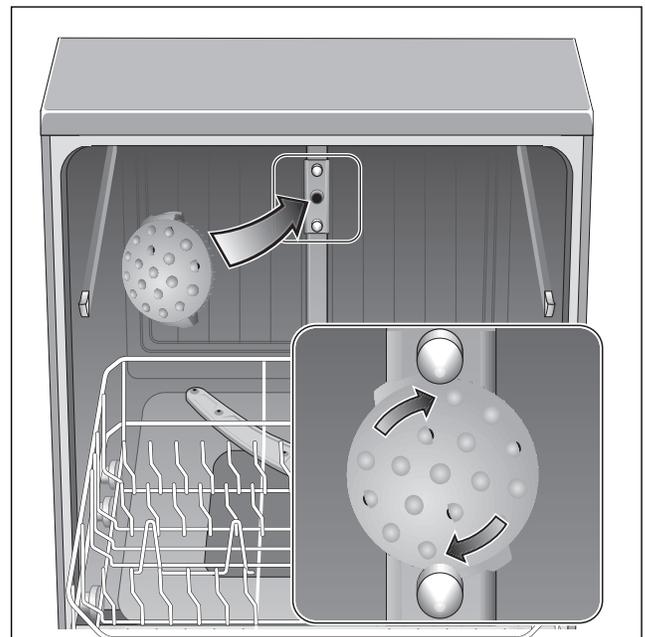


Figure 26

# Care and Cleaning

## General Maintenance

Certain areas of your Thermador Dishwasher require periodic owner inspection. The following maintenance tasks can be performed to help assure top performance:

- Check the Large Object Trap\*
- Check the Wash Arms
- Clean Stainless Steel Inner Door
- Clean Door Panel (Stainless Steel or Colored)
- Clean the Door Gasket

*These tasks are described in subsequent sections.*

## Clean Filters

**Under normal use, the filter system is self-cleaning. The purpose of the Large Object Trap is to help prevent undesirable objects such as bones, glass, straws and toothpicks from damaging the pump system. Items such as these should be removed from the Large Object Trap.**

\* Thermador dishwashers have a triple filter system composed of a Microfilter, a Fine Filter and a Large Object Trap.

### To Remove the Large Object Trap:

1. Turn the ring handle (as shown in Figure 28) 1/4-turn counter-clockwise and lift out.
2. Lift out the large object trap for inspection.
3. If large solids, such as bones, large seed(s), or paper labels are present, remove them by hand. The Large Object Trap can also be flushed out by holding it under running water.
4. If necessary, the micro and fine filters can be removed at this time.

### To Re-insert the Large Object Trap in the Dishwasher:

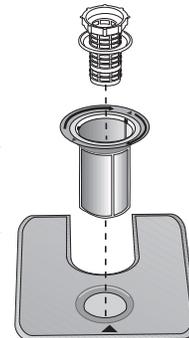
1. Press the filters firmly into position.
2. Turn 1/4 turn clockwise until locked.
3. Pull gently to ensure that it is locked in place.

**Figure 27. Triple Filter System**

### 1. Large Object Trap

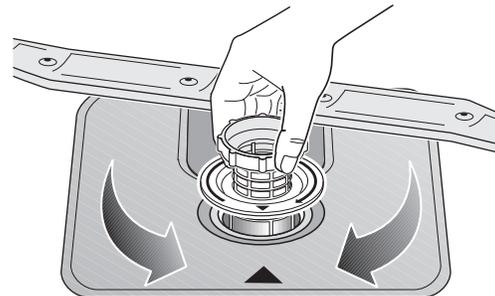
### 2. Micro Filter

### 3. Fine Filter



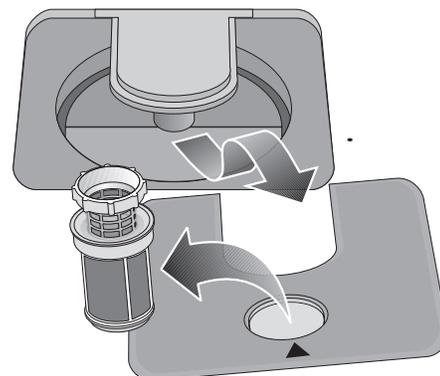
**Figure 28.**

Turn **left to loosen** (counter-clockwise) and **right to tighten** (clock-wise).



**Figure 29**

Take out Large Object Trap, Microfilter and Fine Filter to inspect and clean.



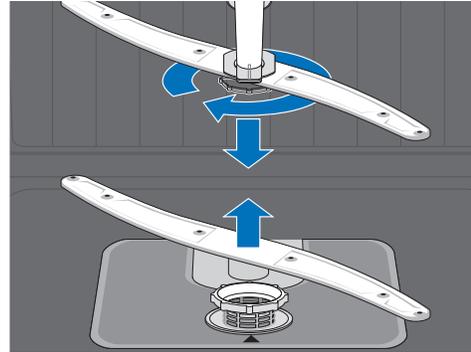
# Care and Cleaning

## Check Wash Arms

The wash arms should be checked periodically to ensure that the spray orifices are clear and unobstructed. If the wash arms require cleaning they are easy to remove and replace:

1. The lower wash arm simply snaps into place. Pull gently upwards to remove it.
2. The upper wash arm is held in position by a locking nut. Turn the locking ring approximately 1/8-turn clockwise to release the arm. See Figure 30.
3. After cleaning, reinstall the wash arms.

Figure 30



## Clean Stainless Steel Tank and Inner Door

Clean the outer edges of the inside door panel regularly to remove food particles that can gather there from normal loading. If spots begin to appear on the stainless steel tank or inner door, check to make sure that the rinse agent reservoir is full.

## Clean Outer Door

### Colored Doors

Use only soft cloth that is lightly dampened with soapy water. Do not use paper towels or an abrasive cloth.

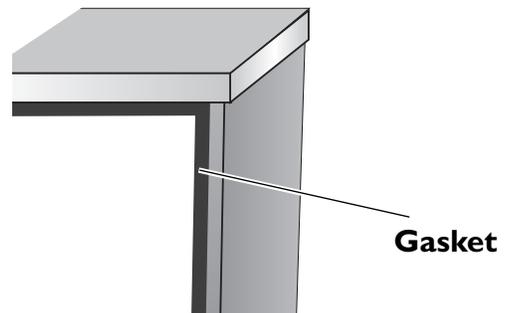
### Stainless Steel Doors:

Use a soft cloth with a non-abrasive stainless steel cleaner. For best results, apply stainless steel cleaner directly to the cloth, then wipe the surface. Do not use metal scouring pads to clean the stainless steel surfaces as these can scratch the surface and leave metal fragments that can rust.

Figure 31



Figure 32



## Clean Door Gasket

Clean the door gasket regularly to remove food particles that can gather from normal loading. If necessary clean the door gasket using a damp cloth.

# Self-Help

Dishwashers may exhibit problems that are unrelated to a malfunction of the dishwasher itself. The following table may serve to answer your question about a problem you are having without having to call a repair person.

<b>PROBLEM</b>	<b>POSSIBLE CAUSE</b>
<b>Dishes do not dry</b>	Rinse-aid dispenser is empty. Fill rinse-aid dispenser.
<b>Indicator light(s) do not come</b>	A fuse may have blown or a circuit breaker tripped. Replace fuse or reset circuit breaker at your fuse box/breaker box.
<b>Dishwasher does not start</b>	Door of dishwasher not properly closed. Close dishwasher making sure that door latches.
<b>Dishwasher runs a long time</b>	If the dishwasher completes the cycle, but the run time seem exceptionally long it is probably due to cold incoming water. To avoid this problem it is recommended that before starting the dishwasher: open the hot water faucet at the sink nearest the dishwasher and run the water until it runs hot. Then turn off the water and start the dishwasher.
<b>Machine cycle does not advance to rinse</b>	Water line is closed or inlet filter is blocked. Open water valve and/or check inlet filter.
<b>Water not pumped from dishwasher</b>	Kink in drain hose. Filter clogged. Kitchen sink clogged. Air gap (type installed at sink) clogged. Check drain hose and fine and coarse filters (see section titled CARE and CLEANING). Check kitchen sink to make sure it is draining well. If problem is kitchen sink not draining you may need a plumber rather than a service-man for the dishwasher.
<b>Detergent dispenser lid will not close</b>	A program was not completely finished.
<b>Lower spray arm does not rotate freely</b>	Remove lower spray arm and clean arm and spray arm mounts.
<b>White deposits left on dishes</b>	Too little rinse-aid.
<b>Streaks on glassware</b>	Too much rinse-aid used.
<b>Rattling noises</b>	Utensils not properly arranged.
<b>Suds in dishwasher</b>	Incorrect type of detergent used. Use only automatic dishwasher detergents.
<b>Unsatisfactory washing result</b>	<ul style="list-style-type: none"> <li>• Incorrect amount of detergent or rinse agent.</li> <li>• Utensils incorrectly arranged or rack overloaded.</li> <li>• Wash arm rotation blocked by utensils.</li> <li>• Filters not properly fitted into position.</li> <li>• Clogged nozzles in wash arm(s)</li> <li>• Unsuitable program selected.</li> </ul>

## Features Descriptions

**Thermador Silence Rating:** A two-pump motor system, suspension motor, and triple insulation makes Thermador the quietest dishwasher in North America. An added measure of insulation is on the DW44Z in the form of a sound tight seal eliminating noise typically emitted from the toe-kick area.

**Thermador Suspension Motor:** By suspending the motor in air, any vibration that may be caused is eliminated.

**Condensation Drying:** The combination of a high final rinse temperature, the tub's cool stainless steel interior and the sheeting action of a Rinse Agent result in effective and efficient drying. The closed condensation drying feature is hygienic and saves energy and money.

**Cycle Completion Signal:** An optional beeper which lets you know when the cycle is complete.

**Light Wash Cycle:** Saves water and energy, while removing loosely attached food from delicate dishware.

**Electronic Controls:** Easy to use push button controls with programs

**Thermador Flow-Through Heater:** Water passes through a heating chamber where it is efficiently heated to temperatures up to 161°F.

**Four-level Wash:** Multiple spraying levels provide optimal disbursement of fresh water.

**Height-Adjustable Upper Rack:** Raise or lower the top rack to fit items up to 14" tall in the bottom rack, or up to 10" tall in the top rack.

**LED Sequence Indicator:** Indicates the current point in the wash cycle, so you'll know if it's OK to add a last-minute dish.

**Exceptionally Low Water Usage:** Thermador dishwashers use very little water – as low as 2.5 gallons in the Light Wash cycle.

**Flip Tines:** Fold-down tines in the bottom rack accommodate even large cookware.

**Nylon Racks:** Eliminate cuts and nicks with nylon-coated racks featuring a five-year warranty.

**Heavy Wash Cycle:** For heavy loads with stuck-on food, this powerful cycle features an extra 125°F pre-wash to soak food loose.

**“Refill Rinse Agent” Light:** Lets you know when you need to add more rinse agent.

**Normal Wash Cycle:** Good for everyday loads with loosely attached food.

**Rinse Only Cycle:** If you don't want to wash right away, use this cycle to rinse the dishware, then hold it until you have a full load.

**Stainless Steel Thermador:** Provides the assurance of a lifetime warranty against rust-through with a hygienic interior surface.

**Thermador Upper Wash:** When you don't have a full load of dishes to wash, this feature washes just those on the top rack, saving water.

**Triple Filter System:** Three built-in filters ensure the distribution of clean water throughout the wash cycle, and an added safety feature preventing any foreign materials from clogging the main pump or drain pump.

## Customer Service

Your **Thermador** dishwasher requires no special care other than that described in the care and cleaning chapter. If you are having a problem with your dishwasher, before calling for service please refer to the Self-Help chapter. If service becomes necessary, contact your dealer or installer or an authorized service center. Do not attempt to repair the appliance yourself. Any work performed by unauthorized personnel may void the warranty.

If you are having a problem with your **Thermador** dishwasher and are not pleased with the service you have received, please take the following steps (in the order listed below) until the problem is corrected to your satisfaction.

1. Contact your installer or the Thermador Authorized Service Contractor in your area.
2. E-mail us from the customer service section of our web site,  
**www.thermador.com**
3. Write to us at the address below:  
**BSH Home Appliances, Corp.**  
**555 I McFadden Avenue**  
**Huntington Beach, CA 92649**
4. Phone us at: **1-800-735-4328**

Please be sure to include (if writing), or have available (if phoning), the following information:

- **Model Number** \_\_\_\_\_
- **Serial Number** \_\_\_\_\_
- **Date of Original Purchase** \_\_\_\_\_
- **Date Problem Originated** \_\_\_\_\_
- **Explanation of Problem** \_\_\_\_\_

**Also, if writing, please be sure to include a daytime phone number.**

You will find the model number and serial number information on the label located on the right-hand side of the inner door of the dishwasher. See *Item 4* on *Figure 1*, Page 4.

***Please make a copy of your invoice and keep it with your manual.***

# Warranty for Thermador Dishwashers

The warranty provided by BSH Home Appliances Corp. (“Thermador”) in this Statement of Warranty applies only to Thermador dishwashers sold to the first using purchaser by Thermador or its authorized dealers, retailers or service centers in the United States or Canada. The Warranty provided herein is not transferable.

LENGTH OF WARRANTY	SCOPE OF WARRANTY
<b>1 Year Full Limited Warranty From Date of Installation*</b>	Thermador will repair or replace any component part that proves defective under conditions of normal home use free of charge, labor and shipping costs included. Repair service must be performed by an Authorized Thermador Service Center (All cosmetic defects must be reported within 30days of installation).
<b>2 Year Limited Warranty From Date of Installation*</b>	Thermador will provide replacement parts free of charge for any component part that proves defective under conditions of normal home use, labor charges excluded.
<b>5 Year Limited Warranty on Electronics From Date of Installation*</b>	Thermador will repair or replace any microprocessor or printed circuit boards that prove defective under normal use during the second through fifth year from the date of original purchase, labor charges excluded.
<b>5 Year Limited Warranty From Date of Installation*</b>	Thermador will replace the upper or lower dish rack (excluding rack components) free of charge, if the rack proves defective in materials or workmanship under conditions of normal home use, labor charges excluded.
<b>Lifetime Limited Warranty against Stainless Steel Rust Through From Date of Installation*</b>	Thermador will replace your dishwasher with the same model or a current model that is equivalent or better in functionality if the inner liner should rust through under conditions of normal home use, labor charges excluded. Thermador will replace the stainless steel door of any dishwasher if the door should rust through under conditions of normal home use, labor charges excluded.

\* Date of installation shall refer to the earlier of the date the dishwasher is installed or ten business days after the delivery date.

**Exclusions:**

This warranty does not cover service calls or repairs to correct the installation of the dishwasher, to provide instructions on the use of your dishwasher, to replace house fuses or correct plumbing or the electric wiring in your home or to repair any dishwasher that’s use was in a manner other than what is normal and customary for home use. In addition, the warranties provided in this Statement exclude any defects or damage arising from accident, alteration, misuse, abuse, improper installation, unauthorized service work, external forces beyond Thermador’s control, such as fire, flood, and other acts of God, or installation not in accordance with local electrical and plumbing codes. Labor charges incurred in the repair or replacement of any dishwasher after the one year from date of installation shall not be covered by this warranty. Any and all replaced and/or repaired parts shall assume the identity of the original for purposes of the applicable warranty period.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THERMADOR DOES NOT ASSUME ANY RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

TO OBTAIN WARRANTY SERVICE, CONTACT THE NEAREST THERMADOR AUTHORIZED SERVICE CENTER OR PHONE 1 - 800 / 735-4328, OR WRITE BSH HOME APPLIANCES CORP. DIRECTLY AT: 5551 McFADDEN AVE., HUNTINGTON BEACH, CA 92649. BE SURE TO PROVIDE YOUR DISHWASHER’S MODEL, SERIAL NUMBER, PURCHASE DATE AND THE SELLER’S NAME AND ADDRESS.<sup>1</sup>

Specifications are for planning purposes only. Refer to installation instructions and consult your countertop supplier prior to making counter opening. Consult with a heating and ventilating engineer for your specific ventilation requirements. We reserve the right to change specifications or design without notice. Some models are certified for use in Canada. Thermador is not responsible for products which are transported from the U.S. for use in Canada. Check with your local Canadian distributor or dealer.

For the most up to date critical installation dimensions by fax, use your fax handset and call (702) 833-3600. Use code #8030

***Thermador***®

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