

BUSH

Customer Service Manual

Dishwasher
DW12SAE



Customer service manual

BUSH DW12SAE Series Dishwasher

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Precautions:

Always follow safety advice.

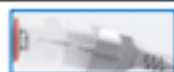
Always switch off and unplug the appliance before attempting to remove any part.

Always wear appropriate protective equipment when carrying out any work.

Always use the correct tools for carrying out any work.

Some repairs may not be suitable for unqualified users to carry out. If in doubt seek the advice of a profession repairer.

SAFETY PRECAUTIONS



Before any disassembly/repair operation make sure appliance is unplugged, water tap is closed and heating elements are cooled down. There is electrical shock, burning and flood risk.



Please replace whole cable group even in case there is any minor failure with cables / terminals / sockets. Never try to repair nor to solder cable group. It may cause smoke, ignition and there is major risk of electrical shock.



Straightly pull out or insert the terminals.
Do not twist it. It may be the cause of damage or ignition.



Always use insulator gloves to prevent injury by metal edges or to prevent electrical shock during electrical tests.
Work with uniforms having long sleeves to protect your arms from metal edges.



Always use original spare parts. You may harm appliance, end user, environment or yourself using untested and unapproved 3rd party spare parts.



Use right tools to prevent any wear or damage to components during assembly/disassembly.





Do not touch any rotating object with hand unless it stops completely. Slow rotation may also roll in your hands and cause injury.









Rebuilding is prohibited. Do not rebuild machine parts and components when repairing service. It may be the cause of damage or ignition.


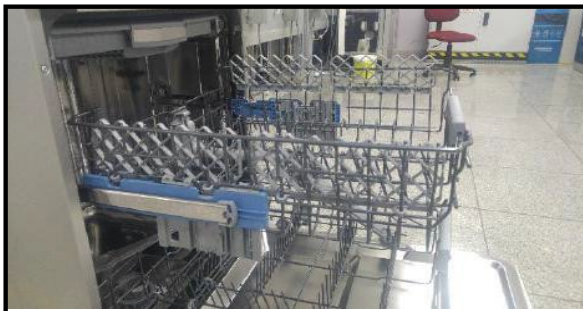
REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Top Plate	General	
1. Necessary Tools			
		<div>A. Pliers</div> <div>B. Flat head thin screwdriver</div> <div>C. Cordless screwdriver or classic screwdriver with torx bits (T20)</div>	
2. Disconnection. Remove electric plug from the socet			
			
3. . Remove two screws that fix the top plate at the back		4. Push the top-plate back and pull it up	
			

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Plastic Kick Plate	General	
1. Remove two screws fixing plastic kick plate			
<div></div>			
2. Remove the plastic kick plate as it is shown in the picture			
<div></div>			

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Internal Feeding Tubes and Spray Arms	General	
1. Unscrew the feed chanel tabs with the help of a scredriver			
			
2. To assemble, manually narrow the feed channel replacement and insert it into the tabs			
3. Pull out the top spray channel by turning it clockwise			
4. Turn it counterclockwise to reinstall it		5. To remove the lower spray arm, gently puul it up	
			

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Components inside the tub: course, micro and metal filters	General	
<div>1. Open the door.</div> <div>2. Remove lower basket</div> <div>3. To remove microfilter group rotate them in the direction of counter clockwise and pull them up as it is shown in the picture</div>			
<div></div> <div></div>			
<div>4. To remove microfilter group (course filter and micro filter) pull them as it is shown in the picture</div>			
<div></div>			
<div>5. To remove the metal filter pull it up as it shown in the picture</div>			
<div></div> <div></div>			

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Draining Hose	General	
<div>1. Remove the hose connection plastic.</div> <div>2. Remove lower cover</div> <div>3. Remove the clamp that fixes draining hose to the sump</div> <div>4. Remove draining hose</div>			
			

REPLACEMENT PROCEDURE		Applicable models	EN
		General	
Part name	Baskets		
Lower Basket		Upper Basket	
<div>1. Open machine's door</div> <div>2. Pull the basket to yourself</div>		<div>1. Open upper basket rail lock front</div> <div>2. Pull the basket to yourself and remove it</div>	
			

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Water Inlet valve	General	

Water Inlet valve



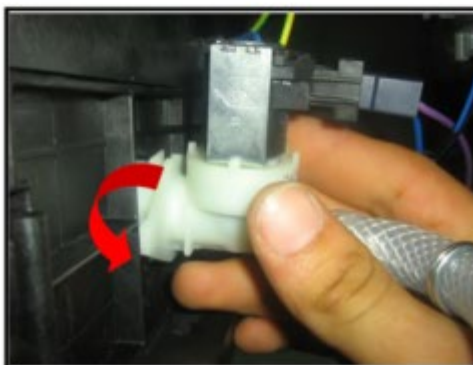
a) Remove lower cover.






b) Remove the wire that is connected to the water inlet valve.

c) Remove the clamp that connects water inlet valve and air-break as it is shown in the picture

To remove water inlet valve pull it back as it is shown in the direction of picture then release water inlet valve from the pins that is connecte to and rotate it in the direction of counterclockwise.




REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Sump Group	General	
<div><div><div><div><p>1)Remove 2 screws on top</p><p>sump screws</p></div><div><p>2)Remove the drain pump</p><p>drain pump</p></div></div><div><div><p>3)Remove the drain hose</p><p>drain hose</p></div><div><p>4) Remove the blue hose from the water softener to the pool group</p><p>blue hose</p></div></div></div></div>			

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Floater	General	
<div><div></div><div><p>a) Remove lower cover.</p></div><div></div><div><p>b) Remove two screws that fix floater as it is shown in the picture.</p></div><div></div><div><p>c) Remove the two floater hoses. d) Remove the wire that is connected to the floater.</p></div></div>			

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Water Softener	General	

Water softener




a) To remove salt cup cover, rotate it in the direction of counterclockwise

b) To remove salt cup nut, rotate it in the direction of counterclockwise.

c) Remove left side panel.

d) Derach the connections which are between water softener and air-break.

e) Remove lower cover.



f) Remove the hose that is between sump and salt camp.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Parasite Filter	General	

Parasite filter



- Remove lower cover.
- Remove one screw fixing parasite filter.
- Remove wires.
- Push parasite filter and remove it.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Hose connection plastic	General	

Hose connection plastic



a) Remove left side panel.




b) By using flat tip screwdriver remove hose connection plastic's hinge from the basement as it shown in the picture



c) Push the hose connection plastic.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Air - break	General	

Air - break





a) Remove the left side panel of the machine.

b) Open machine's door

c) Rotate counterclockwise air-break nut and remove it.

d) Remove air-break's connections with salt cap as it is shown in the picture. (be careful about plastic hinges)



REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door Inside	General	

Door Inside

- Remove side panels.
- Remove Hinge Spring.



Door spring

- Pull the door inside up as it is shown in the picture.
- Remove two screws that fix hinge movement sheet iron to the door inside.



KNOB REMOVAL INSTRUCTIONS




- Remove control panel,
- Remove the pcb box,
- Remove the plastic tabs around the knob by flexing them.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Dispenser Removal	General	

DISPENSER REMOVAL INSTRUCTIONS


1) Remove front panel

2) Disconnect the dispenser cable harness



Dispenser cables


3) Remove the metal tabs on the top, bottom and sides to disengage the dispenser.



metal tabs on the top

pressing to the dispenser down


4) Then the dispenser will drop in



dispenser is free

5) To assemble, tighten the metal tabs with a pliers

6) After applying silicone oil or liquid soap to dispenser, press down and engage dispenser.



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REPLACEMENT PROCEDURE		Applicable models	EN	
		General		
Part name	Door Lock			

DOOR LOCK REMOVAL INSTRUCTIONS

1) Remove control panel screws



2) Disconnect cable connections with door lock



3) Remove two door lock screws



ADDITIONAL SUPPORT	Applicable models	EN
	General	

The following parts are available for the customer to undertake repairs at their own risk.
Please carefully follow the guidance given in this manual including all safety measures.

- Door Hinge & Seals
- Other Seals
- Spray Arms
- Drain Filters
- Interior Racks
- Plastic Peripherals such as Baskets & Lids

Parts can be obtained by calling the support service listed in this section.
All repairs in this manual can be achieved using commonly available tools.

If you are in any doubt of your ability to carry out a repair, please use a professional repairer, also available through the support service.
Damage sustained to the appliance or future faults arising from poorly carried out repairs will not be covered under warranty.

Help and assistance

If you require any technical guidance or find that your dishwasher is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions or online at www.bush-support.com

If you still require further assistance, call one of our experts on **0345 257 7271***. To help us give you a fast and efficient service please have the following information ready.

Model Ref.

Serial number

You can find these on the rating plate - a small information panel (usually a sticker or metal plate) on the rear of your appliance

Date of purchase

This will be shown on your receipt

Local call rates apply*

Lines open 8am-7pm Monday to Saturday an 10am-4pm Sunday.

*Calls to Bush enquiry lines may attract a charge and set up fee residential lines depending on your call plan/tariff. Mobile and other providers costs may vary, see www.bt.com/pricing for details

For security and training purposes, telephone calls to and from customer service centres maybe recorded and monitored. Calls from Republic of Ireland will attract international call charges

Notes on disposal :



The symbol on the product or its packaging indicates that this product may not be treated as household waste. Instead it should be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling this product, please contact your local council office, your household waste disposal service or the shop where the product was purchased.