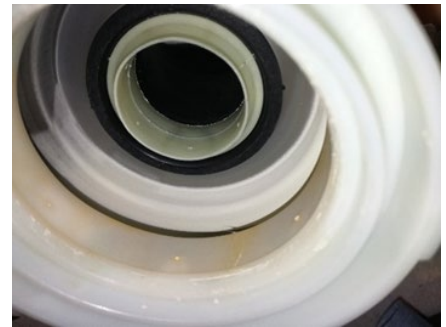


**HOW TO PREVENT LIMESCALE ON HEATER SHIELD****DESCRIPTION:**

In the presence of hard water and incorrect water softening settings, scale deposits over time on the heater. As a consequence the thermal fuse may be broken which leads to the heater replacement.

Majority of the Consumers do not use salt and do not set the water softener.

**SOLUTION:**

During each service visit, even if the heater is not broken, follow these actions:

1. Set the water hardness level of the dishwasher according to the tap water hardness level
2. Advise the Consumer to use salt every time, even if he uses multi-detergent tablets, which:
  - prevents the formation of the limescale on the heater
  - allows best washing performance
  - prevents the formation of white spots on the glasses



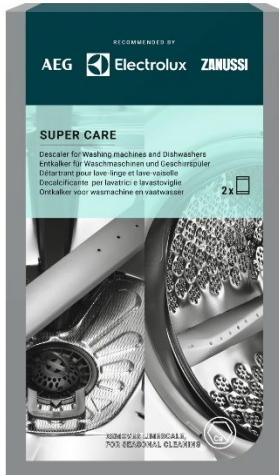
**SALT FOR DISWASHERS**  
**Part number: 9029799278**

3. Instruct the Consumer:
  - on how to put the salt
  - on how to properly open and close the salt cap
  - to put salt just before starting a wash cycle (to avoid salt crystals remaining on the tub bottom)

**Important remarks about the detergent:**

Local or unknown brand detergents do not always guarantee the same washing performance. For the same brand, the detergent manufacturer and its chemical composition may differ. Washing performance may vary completely and sometimes causing the foam formation.

- Advise the Consumer to use a **CLEANER** once every two months or 60 cycles. It prevents the limescale depositing on the heater.



**SUPER CARE DESCALER**  
Part number: 9029799286



**CLEAN AND CARE**  
Part number: 9029799187



**Result after the use of the cleaner**

These easy actions should prevent repetitive calls due to limescale on the heater. Moreover, it is a preventive action for service visits caused by other reasons.

**Water hardness**

German degrees (°dH)	French degrees (°fH)	mmol / l	Clarke degrees	Water softener level
47 - 50	84 - 90	8.4 - 9.0	58 - 63	10
43 - 46	76 - 83	7.6 - 8.3	53 - 57	9
37 - 42	65 - 75	6.5 - 7.5	46 - 52	8
29 - 36	51 - 64	5.1 - 6.4	36 - 45	7
23 - 28	40 - 50	4.0 - 5.0	28 - 35	6
19 - 22	33 - 39	3.3 - 3.9	23 - 27	5 1)
15 - 18	26 - 32	2.6 - 3.2	18 - 22	4
11 - 14	19 - 25	1.9 - 2.5	13 - 17	3
4 - 10	7 - 18	0.7 - 1.8	5 - 12	2
<4	<7	<0.7	< 5	1 2)

1) Factory setting.

2) Do not use salt at this level.

**MODELS INVOLVED:**

ALL Dorotea and Domodossola dishwashers with a water softener

**REVISION:**

<b>Revision</b>	<b>Date</b>	<b>Description</b>	<b>Author</b>	<b>Approved by - on</b>
00	05/2020	Document Creation	Marcin Pluta	Claudio Pigaiani 26-05-2020