

Premier

Washing Machine &
Dishwasher Guide



Looking after your appliances...

Just like all things in life, your washing machine and dishwasher also need to be cared for. Both are very easy to look after if you keep them clean and follow our advice.

Living in a shared house can often lead to disputes about whose turn it is to clean. We would suggest making a cleaning rota to make sure you stay on top of everything - and avoid a house argument! Why not add cleaning of the washing machine and dishwasher into your cleaning rota; this will help make sure your appliances run smoothly for the whole tenancy.

Blocked filters and waste (food or otherwise) are the most common cause of a 'broken' dishwasher or washing machine. This is something that can easily be checked by the tenants. So, before calling Premier or your landlord to the rescue, read this guide thoroughly and ensure you check all areas covered and follow the useful tips first. If Premier or your landlord arrange for an appliance engineer to visit the property and it is found that the 'fault' is a blocked filter or similar, and this has been caused by the tenants, you may be liable for the cost of the repair.

If you do have a genuine problem and need an engineer to attend, please remember to have the make, model and serial number of the appliance before you call. This will help ensure that a suitably qualified engineer can attend your property on their first visit.



Maintaining your washing machine...

Cleaning your filter: Cleaning your filter regularly is important as a blocked filter is often the cause of a washing machine breaking down or not draining correctly. The filter is usually located at the bottom of the machine on the front panel.

Clean out your drawers: Rinse out any traces of detergent or softener in the dispenser drawer. Excess amount of scum from these products can cause a blockage.

Clean the inside of door seals: Lots of scum will collect in the folds of the door seals. Make sure you run a damp cloth around them at least once a month to keep them clean.

Dealing with bad odours: In order to prevent any odour build up, it is important to make sure you are keeping your washing machine clean. Most people wash their clothes at 30-40 degrees. This is a great way to save money on energy bills and is less harming to the environment. However, this does have some negatives! Washing at these temperatures will not completely rid your washing machine of mould and bacteria, whereas higher temperatures would. To rid your machine of bacteria, you need to run a service wash frequently...

Service wash: Running a service wash means running a full cycle without any clothes in at a high temperature. Ideally, you should run an empty wash once a month at 60°C or higher. This will remove odours and stop soap scum, lime scale and mildew build up.

Keep it level: Make sure your washing machine is level—if not, it won't work efficiently and you increase the risk of it breaking down. If your machine hops around when running a cycle the chances are it isn't balanced correctly.

Lighten the load: If you put too many clothes in your washing machine you could throw the drum out of balance. This will lead to costly repairs. Make sure you leave a space at the top of the drum, at least the size of one hand's width, to allow the clothes to move around in the water during a cycle.

If your washing machine is not powering on, washing clothes, spinning properly, or it's making knocking noises, flooding or leaking; before calling Premier or your landlord you must check the following:

1. Check the washing machine is switched on at the mains.
2. Avoid overloading the machine and make sure your clothes are evenly dispersed.
3. Check the hose at the back of the washing machine is not kinked or twisted in some way.
4. Check the filter and soap tray are both clean and properly fitted.
5. Check to make sure the washing machine is level.
6. Check the waste pipe at the back of the machine is connected.
7. Still need help? Make a note of the make, model and serial number and call us with the problem.



Maintaining your dishwasher..

Don't confuse scraping for washing: No one wants to wash their dishes before they wash their dishes; it's just silly! However, you must ensure you scrape all waste food off of your dishes before loading them into the machine. This will help make sure that food is not stuck on the dishes once the cycle is complete, and will prevent the filter getting blocked too.

Don't overcrowd the dishwasher: It's something that's easier said than done. It's quite tempting to layer in just one more bowl and overloading your dishwasher, just so you don't have to wash it by hand. It is more efficient to wash that extra item by hand than to have to rerun a wash because dishes were backed to tightly.

Run an empty dishwasher with vinegar: This is the same concept as running a service wash for your washing machine. However, this time, simply toss a cup of white vinegar into the bottom of an empty dishwasher and run a normal cycle. This will clean out old food particles to keep your washing machine smelling fresh.

Clean the dishwasher seals: After a few months of use, your dishwasher will accumulate scum around the rubber seals on the door and soap tray. Make sure you run a damp cloth around them at least once a month to keep them clean.

Clean the dishwasher trap and arms: Down in no mans land, under the lower sprayer, there's usually a piece which can be removed. Under it you'll usually find bits of food that didn't make it through the drain. Sometime the tray can be removed fully so you can wash it thorough in the sink; other models will require you to remove excess build up of food waste by hand or with a cloth. It is also very important to check and regularly clean the spinning arms to make sure the water jets (small holes) are clear and water can run through them freely. If these are full of waste, water will not be able to get into the dishwasher!

It is recommended that in a shared house you use liquid tablets rather than soap power based tabs as this tends to clog up the soap dispenser and trap if not cleaned regularly. This is only a recommendation but please be aware that if this causes a breakdown, you may be liable for a charge.

If your dishwasher is not powering on, washing dishes, or is flooding or leaking; before calling Premier or your landlord you must check the following:

- 1. Check the washing machine is switched on at the mains.**
- 2. Avoid overloading the machine - do the extras by hand!**
- 3. Check the hose at the back of the washing machine is not kinked or twisted in some way.**
- 4. Check the filter/trap and soap tray are both clean and properly fitted.**
- 5. Check the waste pipe at the back of the machine is connected.**
- 6. Still need help? Make a note of the make, model and serial number and call us with the problem.**



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