

4 | QUICK TROUBLESHOOTING GUIDE

1 | LIST OF POSSIBLE ISSUES

Issue	Possible causes	Known solutions
Bob does not turn on.	A fuse has blown in your electrical system or the circuit breaker has tripped.	Unplug all other appliances connected to the same electrical circuit as Bob. Replace the fuse or reset the circuit breaker.
	The power supply is not activated.	Check that the power cord is properly plugged in at both ends, into either the wall outlet or on Bob's side.
The cycle does not start.	The door is open.	Close the door.
	The door remains open, impossible to close it.	Check whether something is blocking the closing of the door or the seal. If it is not the case, please contact the After Sales Service.
	No water or not enough water in the tank.	If you are in the "integrated tank" mode: fill the tank up until the signal sounds. If you are in the "water supply" mode: check your installation (tap open, sufficient pressure).
	The screen is frozen and the buttons no longer respond.	Wait 3 seconds until Bob has started. If the screen is still frozen, disconnect and reconnect Bob.
Water does not drain out of Bob.	The drain hose is bent.	Check the drain hose and fix it with "Bob Easyfix".
	The water outlet is blocked (under the filter).	Clean the bottom of the interior and the filters.
	The drain hose is blocked by a foreign body/material.	Contact the After Sales Service.

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Formation of foam inside the tank during a cycle.	Inappropriate detergent.	Avoid special dishwasher detergents to avoid foaming. However, if this happens, open the dishwasher door and allow the foam to evaporate. Close the door and start a wash program to drain the water. Repeat the procedure if necessary.
	Debris that generates foam.	Different types of debris generate more or less foam. However, if there is too much foam during a cycle it can block the spray arm. In this case, empty the basket and run an empty cycle before you start washing your dishes again.
Stains on interior surfaces.	Limescale may appear on the surfaces.	Run a maintenance cycle at least once every 90 cycles with a rock'n'roll cassette (refer to page 32)
	I live in an area with very hard water.	We recommend using a Bob Tablette instead of Bob cassette and run a maintenance cycle with a rock'n'roll cassette more frequently (every 30 cycles).
The dishes are not clean.	The dishes are not placed correctly in the basket.	Avoid any contact between the different items in the basket. Please refer to page 17: Recommendations for the arrangement of dishes in the basket.
	The selected wash program is unsatisfactory.	Choose a more intensive program. Refer to page 22: Standard programs
	Insufficient amount of detergent, or unsatisfactory detergent.	We recommend using a Bob Tablette
	The spray arm is blocked by dishes.	Change the arrangement of the dishes so that the spray arm can rotate freely.
	One or more of the spray arm nozzles is/are clogged.	Disassemble and clean the spray arm as described on page 33
	The filters are not clean or are not correctly arranged.	Disassemble and clean the filters as described on page 30.

Issue	Possible causes	Known solutions
The dishes do not properly dry.	The dishes are incorrectly arranged within the basket	Refer to page 17: Recommendation for the arrangement of dishes in the basket.
	Insufficient amount of detergent, or unsuitable detergent.	We recommend using a Bob Tablette.
	The selected program is not suitable.	Choose a program with a longer washing time.
	The door did not open at the end of the cycle.	Check that nothing prevents the door from opening automatically at the end of the cycle.
	The dishes did not have sufficient time to dry.	Wait for the signal tone at the end of the cycle before taking out your dishes.
Water leaking out from under Bob	The tank floods.	The tank capacity is 4 litres. If you are in the "integrated-tank" mode, do not overfill it. If you are in the "water supply" mode: switch your water supply off and call the After Sales Service.
	The door leaks.	Check the condition and position of the seals on the door and whether something prevents the door from closing completely.
	Leak at the drain hose connection.	Use the supplied clamp and the screwdriver to tighten the drain hose on the back of Bob. (See page 3 and 4)
	Leak at Bob's easywater connection. .	Check the connection and tighten it. (See page 3)
	Leak in the tank	Contact the After Sales Service
My dishes are damaged.	Unsuitable cycle.	Do not put any fragile cutlery in Bob(see page 17)
Damp packaging	Every Bob is tested in the factory before delivery, which is why water residues may be present.	(N/A)

Issue	Possible causes	Known solutions
The inside of Bob is humid.	Every Bob is tested in the factory before delivery, which is why water residue may be present.	
Bob is not responsive (the screen is frozen, the buttons no longer react)	Malfunctioning	Restart Bob by unplugging and then plugging it in again.
Bob Cassette cannot be inserted.	The safety caps have not yet been removed.	Remove the safety cap before inserting Bob cassette (see page 10)
	The cassette is inserted upside down.	Insert Bob cassette with the text in reading direction.
	The inside of Bob cassette's tray is blocked.	Do not put anything other than a Bob cassette in the dedicated tray. If you use a detergent other than Bob cassette, put it directly into Bob's main chamber.
Bob does not recognise the Bob cassette.	Communication error between the cassette and your Bob.	Unplug your Bob, remove the Bob cassette, reinsert the Bob cassette and plug Bob back in to restart it. If the problem persists, try with a new Bob cassette.
Bad smell (inside the tank)	Bob has not been used for a long time.	Drain your Bob completely with the emptying cycle (Settings menu), then start an empty cycle. Leave the door open at a 10° angle, if Bob is not in use.
	No maintenance cycle has been run for more than 90 cycles.	Run a maintenance cycle at least once every 90 cycles with a rock'n'roll cassette. (see page 32)