

CLEANING & MAINTENANCE

CLEANING THE OUTSIDE OF THE WASHING MACHINE

Use a soft damp cloth to clean the outer parts of the washing machine .

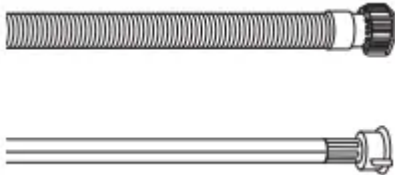
Do not use glass or general purpose cleaners, scouring powder or similar to clean the control panel – these substances might damage the printing .



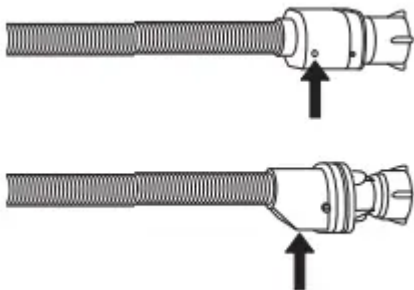
CHECKING THE WATER SUPPLY HOSE

Check the inlet hose regularly for brittleness and cracks . If damaged, replace it by a new hose available through our After-Sales Service or your specialist dealer

Depending on the hose type:



If the inlet hose has a transparent coating, periodically check if the colour intensifies locally . If yes, the hose may have a leak and should be replaced

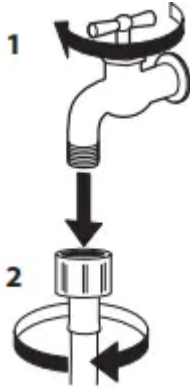


For water stop hoses: check the small safety valve inspection window (see arrow) . If it is red, the water stop function was triggered, and the hose must be replaced by a new one

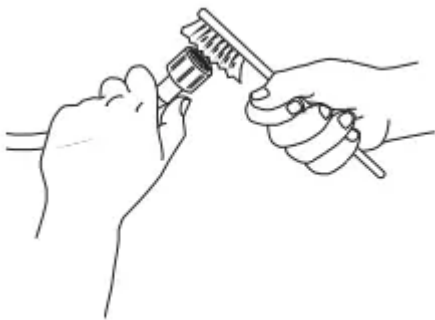
For unscrewing this hose, press the release button (if available) while unscrewing the hose

CLEANING THE MESH FILTERS IN THE WATER SUPPLY HOSE

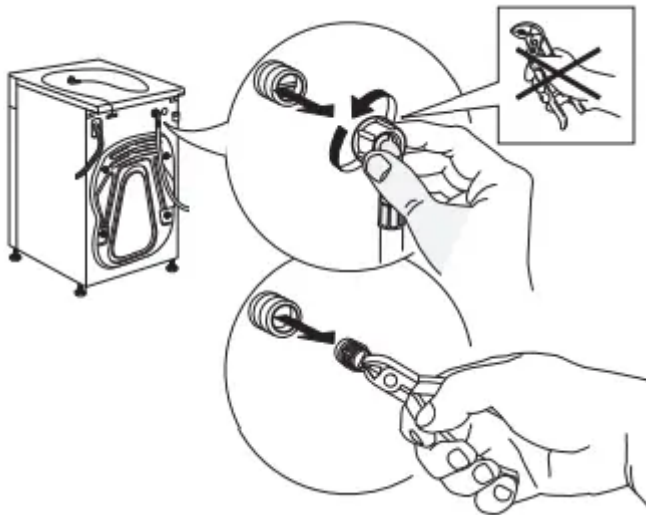
1. Close water tap and screw off the inlet hose



2. Clean the mesh filter at the hose's end carefully with a fine brush

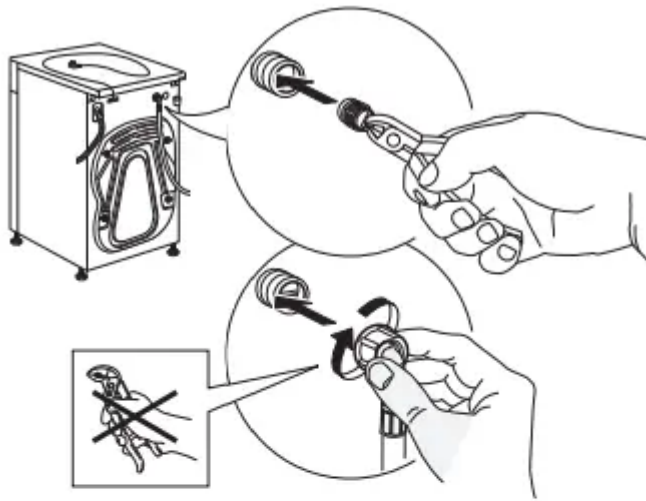


3. Now unscrew the inlet hose on the back of the washing machine by hand . Pull out the mesh filter from the valve on the back of the washing machine with pliers and carefully clean it .



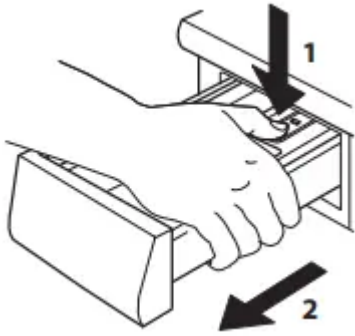


4. Insert the mesh filter again . Connect the inlet hose to water tap and washing machine again . Do not use a tool to connect the inlet hose . Open the water tap and check that all connections are tight .

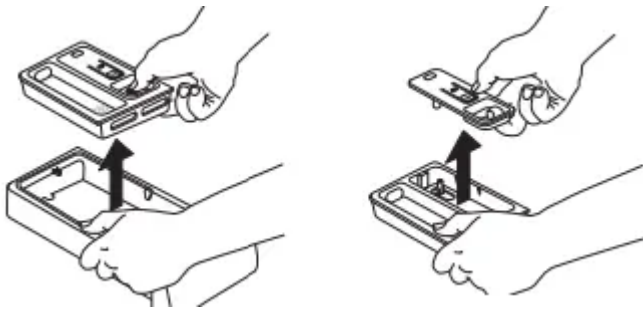


CLEANING THE DETERGENT DISPENSER

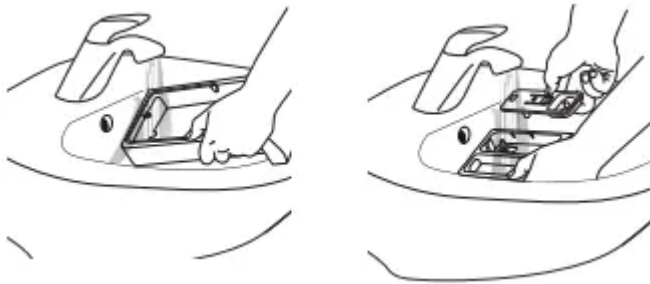
1. Remove the detergent dispenser by pressing on the release button and at the same time pulling out the detergent dispenser



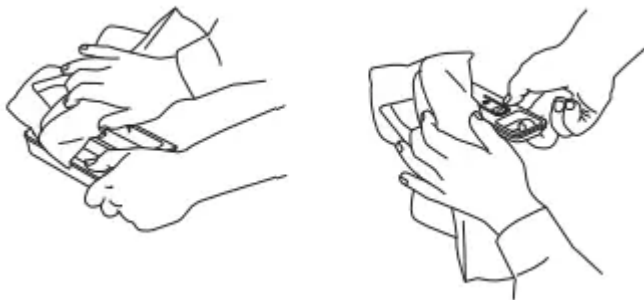
2. Remove the insert from the detergent dispenser, as well as the insert of the softener compartment .



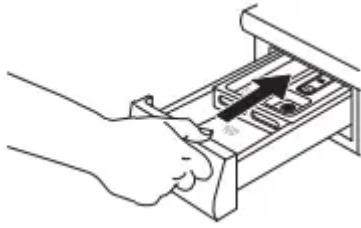
3. Clean all parts under running water, removing all detergent or softener residues



4. Wipe the parts dry with a soft cloth

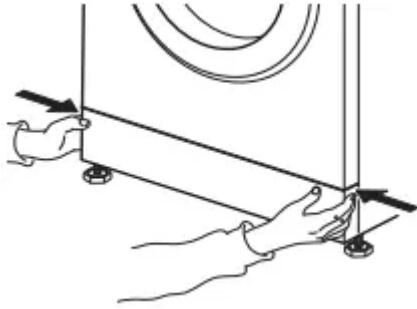


5. Reinstall the detergent dispenser and push it back into the detergent compartment



CLEANING THE WATER FILTER / DRAINING RESIDUAL WATER

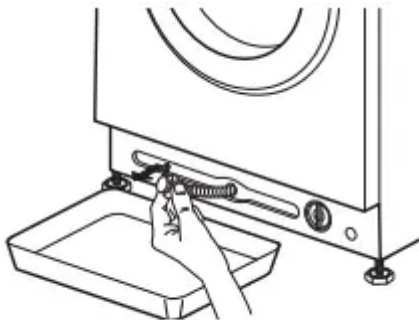
1. Remove the plinth: Push the tabs left and right to release the plinth and remove it



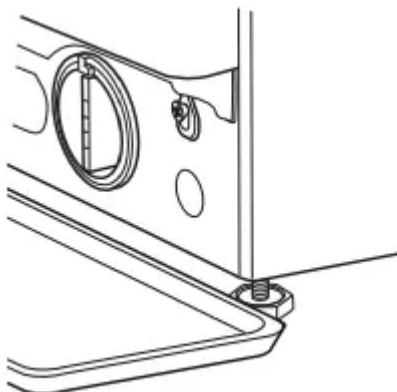
2. Container for drain water:

If your washing machine model has an emergency drain hose:

Provide a flat container for the drain water . Remove the emergency drain hose from the base of the washing machine



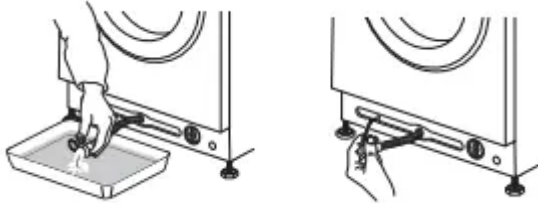
If your washing machine model has no emergency drain hose: Place a broad, flat container beneath the water filter, to collect the drain water .



3. Drain the water:

If your washing machine model has an emergency drain hose:

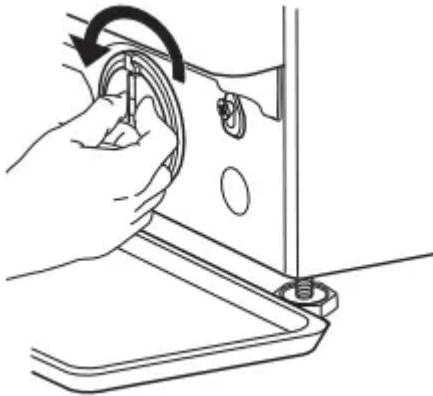
Remove the stopper at the end of the hose and let the water flow into the container . When the container is full with water, plug the stopper to the hose end and empty the container . Repeat this procedure until no more water flows out . Afterwards firmly close the emergency drain hose with the stopper and reinsert the hose in the washing machine's base



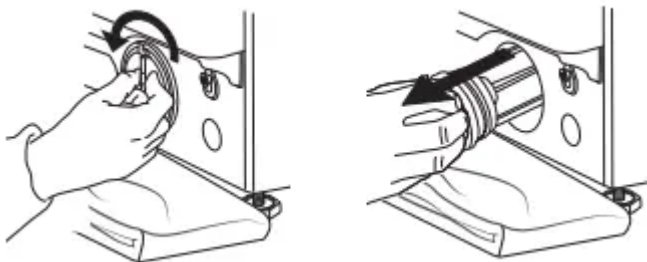
If your washing machine model has no emergency drain hose:

Slowly turn the filter counterclockwise until water flows out . Let the water flow out, without removing the filter

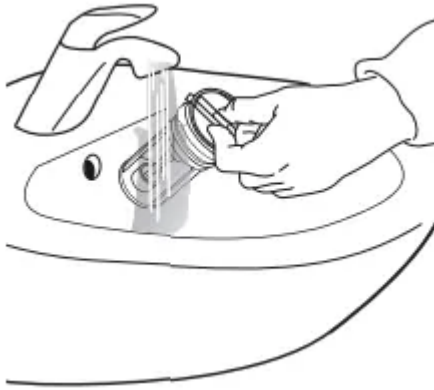
When the container is full, close the water filter by turning it in clockwise . Empty the container . Repeat this procedure until all the water has drained .



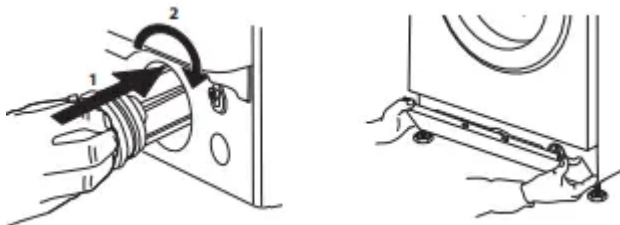
4. Remove filter: Lay a cotton cloth beneath the water filter, which can absorb a small amount of rest water . Then remove the water filter by turning it out anticlockwise



5. Clean the water filter: remove residues in the filter and clean it under running water



6. Insert the water filter and reinstall the plinth: Reinsert the water filter again by turning it in clockwise direction . Make sure to turn it in as far as it goes; the filter handle must be in vertical position . To test water tightness of the water filter, you can pour about 1 liter of water into the detergent dispenser . Then reinstall the plinth



TRANSPORT AND HANDLING

1. Make sure that door and detergent dispenser are properly closed .
2. Disconnect the inlet hose from the water tap, and remove the drain hose from your draining point . Remove all rest water from the hoses, and fix them so that they cannot get damaged during transport .
3. Refit the transport bolts . Follow the instructions for removing the transport bolts in the Installation Guide in reverse order

Important: Do not transport the washing machine without having fixed the transport bolts

TROUBLESHOOTING

Your washing machine is equipped with various automatic safety functions . These enable failures to be detected in good time and the safety system can react appropriately .

These failures are frequently so minor that they can be removed within a few minutes

PROBLEM	POSSIBLE CAUSE	SOLUTION
Washing machine does not start, no indicators are on	<ul style="list-style-type: none"> • Not connected to mains • Socket or fuse does not function • Power breakdown 	<ul style="list-style-type: none"> • Insert plug into socket • Test function with a lamp, have faulty part repaired • The washing machine will automatically continue when power is available again
Washing machine does not start, although “Start/Pause” has been pressed	<ul style="list-style-type: none"> • Door not properly closed • Key lock is activated 	<ul style="list-style-type: none"> • Push door to close it until it clicks shut • Press the button with the key symbol at least 3 seconds to deactivate the key lock
Washing machine stops during the programme, and “Start/Pause” blinks	<ul style="list-style-type: none"> • Rinse hold (= position of spin button) is activated • Programme was interrupted, maybe door has been opened • Safety system has been activated: failure indicator lights up and/or display shows failure (F...); 	<ul style="list-style-type: none"> • Terminate Rinse hold with draining the water or spinning the laundry (see “Rinse hold” – FUNCTIONS AND OPTIONS) • Make sure door is closed Press “Start/Pause” to proceed with the programme • Refer to paragraph “Failure indicators” . Make sure that water tap is open

	water tap might be closed	and inlet hose has no kinks
Detergent dispenser contains detergent residues after programme end	<ul style="list-style-type: none"> • Inlet water pressure too low; mesh filter of the water supply hose may be blocked 	<ul style="list-style-type: none"> • Make sure water tap is properly opened . Check mesh filters of inlet hose, see CLEANING AND MAINTENANCE / Cleaning the mesh filters of the inlet hose
Washing machine vibrates during spinning	<ul style="list-style-type: none"> • Transport bolts have not been removed (!) • Washing machine not standing level on all four feet 	<ul style="list-style-type: none"> • Remove transport bolts according to the instructions in the INSTALLATION GUIDE • Adjust feet (INSTALLATION GUIDE) . Make sure that washing machine stands on level and firm underground
Spin speed “0” blinks on control panel and/or laundry still very wet	Unbalance of laundry load prevented spin cycle, to protect the washing machine	If you want to spin the wet laundry, add more laundry items of different sizes and start “Rinse&Spin” programme . Avoid small laundry loads consisting of few big, absorbent pieces of laundry / wash different sizes of articles in one load
Spin result poor	<ul style="list-style-type: none"> • Spin button was set to a low spin speed 	<ul style="list-style-type: none"> • Select and start “Spin” programme with a higher spin

	<ul style="list-style-type: none"> • Unbalance during spinning prevented final spin cycle . • Excessive foam formation prevented spinning 	<p>speed (if selectable)</p> <ul style="list-style-type: none"> • Select and start “Spin” programme with a higher spin speed (if selectable) . • Start “Rinse&Spin” programme . Avoid excessive detergent dosing . Adjust and use the Dosing Aid function
Detergent residues on laundry after wash	<ul style="list-style-type: none"> • Too much powder detergent used / quality of detergent . 	<p>Avoid detergent overdosing . Brush out the fabric . Use “Intensive Rinse” option (if selectable) . Use liquid detergent / use special detergent for black or dark laundry</p>
Washing machine stands still during programme / programme seems not to proceed / during standstill, animation may appear on display	<ul style="list-style-type: none"> • Programme phases without drum movement . • Excessive foam formation (maybe by overdosage of detergent) interrupted the programme . Can be repeated several times until the foam reduction is sufficient • Under- or overvoltage of 	<ul style="list-style-type: none"> • Standstill phases lasting up to about 2 minutes are normal in some wash programmes . • The programme continues automatically, as soon as the foam reduction is sufficient . If display shows Fod (=failure overdosage), refer to table FAILURE INDICATORS AND MESSAGES . • Programme will automatically continue as soon

	mains might be detected	as the mains voltage is in the proper range .
Programme duration is longer or shorter as initially indicated on the display / in the programme chart .	<ul style="list-style-type: none"> • Washing machine adapts to factors having an effect on duration, such as size of laundry load, excessive foam formation, load unbalance, prolonged heating time due to low inlet water temperature etc . . When programme duration is recalculated, an animation appears on the display 	<ul style="list-style-type: none"> • Avoid small laundry loads with absorbent, big pieces of laundry / add articles of different sizes . Avoid detergent overdosing – respect the dosing recommendations of the detergent manufacturer . Adjust and use the Dosing Aid function
Door is locked, with or without failure indication, and the programme does not run	<ul style="list-style-type: none"> • Door is locked in case of power breakdown . • Washing machine is in a standstill (as described in previous section “Washing 	<ul style="list-style-type: none"> • Programme will continue automatically as soon as the mains is available again • Programme will continue automatically after the origin of the standstill does not persist anymore

	<p>machine stands still...)</p> <ul style="list-style-type: none"> • Water level or temperature too high, or electrical component failure 	<ul style="list-style-type: none"> • See instructions for failure “Service”: doorlock failure” / FdL / F29 in section Failure indicators
<p>Drum light (if available) does not work anymore .</p>	<ul style="list-style-type: none"> • Light bulb needs to be replaced 	<ul style="list-style-type: none"> • Call our After-Sales Service to exchange the light bulb

FAILURE INDICATORS AND MESSAGES

Below is a summary of possible failure causes and solutions

If the problem persists after having removed the cause of the failure, press and hold On/Off for at least three seconds . If afterwards the failure indication still persists, close the water tap, switch off and unplug the washing machine and contact our After-Sales Service

Failure Indicator	Possible Cause	Solution
WATER TAP CLOSED	<p>No or not sufficient water supply</p> <ul style="list-style-type: none"> • Water tap closed • Kinks in inlet hose • Water tap pressure too low • Mesh filters in inlet hose clogged • Water inlet hose frozen up 	<p>Open water tap</p> <p>Make sure there are no kinks in the inlet hose .</p> <p>Make sure water pressure is sufficient</p> <p>Clean mesh filters in inlet hose (CLEANING AND MAINTENANCE)</p> <p>Install washing machine at an ambient temperature of at least 5°C</p> <p>After problem has been removed, press Start/Pause . If problem persists, press and hold On/Off for at least 3 seconds</p>
CLEAN FILTER	<p>Waste water is not pumped out</p> <ul style="list-style-type: none"> • Kinks in drain hose • Drain hose blocked or frozen up • Filter blocked • Pump blocked 	<p>Check drain hose for kinks . Install washing machine at an ambient temperature of at least 5°C</p> <p>Clean water filter as described in section CLEANING THE FILTER .</p> <p>After problem has been removed, press Start/Pause . If problem persists, press On/Off for at least 3 seconds</p>

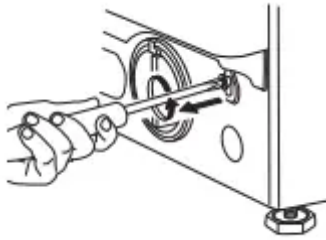
DOOR – HOW TO OPEN IT IN CASE OF A FAILURE, TO TAKE OUT YOUR LAUNDRY

Before opening the door as described in below section, refer to failure “Door is locked with or without failure indication, and the programme does not run” . The door may unlock by itself after conditions like for example a power breakdown do not persist anymore

If you want to take out your laundry immediately, first try to unlock the door as described in FAILURE INDICATORS AND MESSAGES (FdL or F29) . Only if the door cannot be opened as described in the section mentioned before, proceed as described below

In case of a power breakdown, the washing machine will proceed where it was interrupted as soon as power is available again . If a failure occurs on the washing machine and the door is locked, but you must take out your laundry :

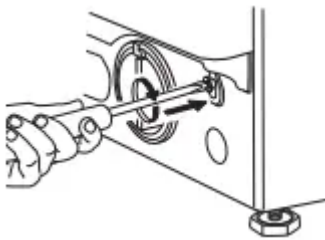
1. First drain the residual water, as described in section “Draining residual water”
2. Remove the screw with a screwdriver .



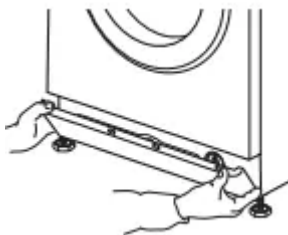
3. Then pull downwards the strap marked with “Door open” . You can now open the door and take out your laundry



4. Afterwards fix the strap again by firmly turning in the screw with the screwdriver .



5. Reinstall the plinth



AFTER-SALES SERVICE

BEFORE CALLING THE AFTER SALES SERVICE

1. Check if you can solve the problem yourself by consulting section TROUBLESHOOTING GUIDE.
2. Switch the washing machine off and on again to see if the failure persists .

IF AFTERWARDS THE FAILURE STILL OCCURS, CONTACT THE AFTER SALES SERVICE

Call the number shown on the warranty booklet, or follow the instructions on website www.whirlpool.com.au

Always indicate

- A brief description of the failure
- Washing machine model (see rating plate inside door)
- Service number (on service sticker inside door; number after “Service”)
- Your full address and telephone number .

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.