

Installation and connection

Unpacking the appliance

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

ATTENTION!

Objects remaining in the drum that are not designed for operation with the appliance may cause material damage and damage to the appliance.

► Remove these objects, along with all supplied accessories, from the drum before starting the appliance.

1. Remove any packaging and protective covers completely from the appliance.

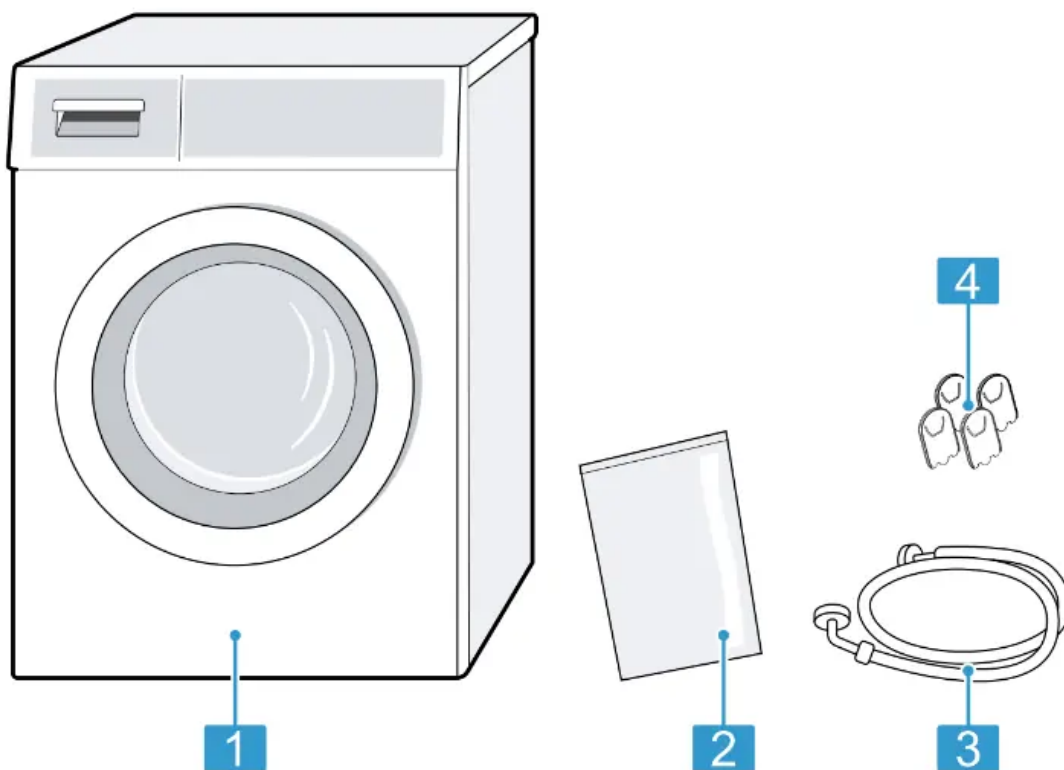
For the environmentally friendly disposal of the packaging materials, observe the information on the topic of

→ "Disposing of packaging", Page 11.

2. Check the appliance for visible damage.
3. Open the door.
→ "Basic operation", Page 32
4. Remove the accessory from the drum.
5. Close the door.

Contents of package

After unpacking all parts, check for any damage in transit and completeness of the delivery.



1. Washing machine
2. Accompanying documents
3. Water inlet hose
4. Cover caps

Requirements for the in- stallation location

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

WARNING

Risk of electric shock!

The appliance contains live parts.

Touching live parts is dangerous.

- ▶ Do not operate the appliance without a cover cap.

WARNING

Risk of injury!

When using the appliance on a base, the appliance may tip over.

- ▶ Always secure the feet of the appli- ance to a base using the manufac- turer's fixing brackets → Page 27 before using the appliance for the first time.

ATTENTION!

If the appliance is installed in areas exposed to frost or outdoors, frozen residual water may damage the appliance and frozen hoses may crack or split.

► Do not install or operate this appliance anywhere that is liable to experience frost and/or outdoors.

The appliance underwent a function test before leaving the factory and may, therefore, contain residual water. This residual water may leak out if the appliance is tilted at an angle greater than 40°.

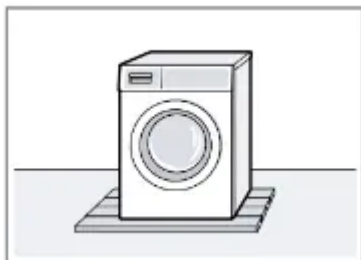
► Tilt the appliance carefully.

On a base



Secure the appliance with fixing brackets → Page 27.

On a wooden joist floor



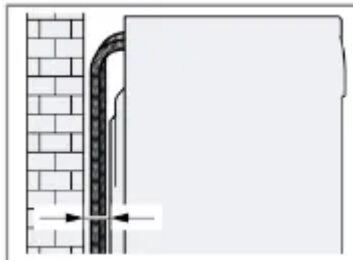
Place the appliance on a water-resistant wooden board which is screwed tightly to the floor. The wooden board should be at least 30 mm thick.

In a kitchen unit



- A niche width of 60 cm is required.
- Only install the appliance underneath a continuous worktop that is securely connected to adjacent cabinets.

On a wall



Do not trap the hoses between the wall and the appliance.

Note: If you want to install the washing machine with a dryer as a washer-dryer stack, your washing machine's worktop must be replaced first.

To replace the worktop, please contact customer service → Page 53.

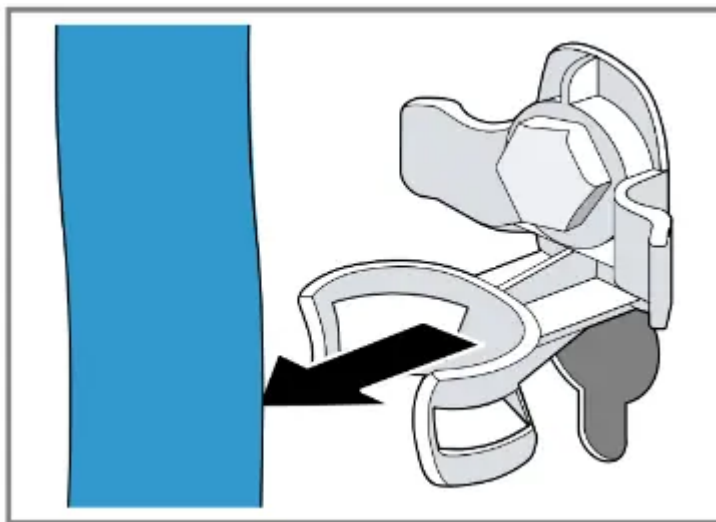
Removing the transit bolts

The appliance is secured for transportation using transit bolts on the rear of the appliance.

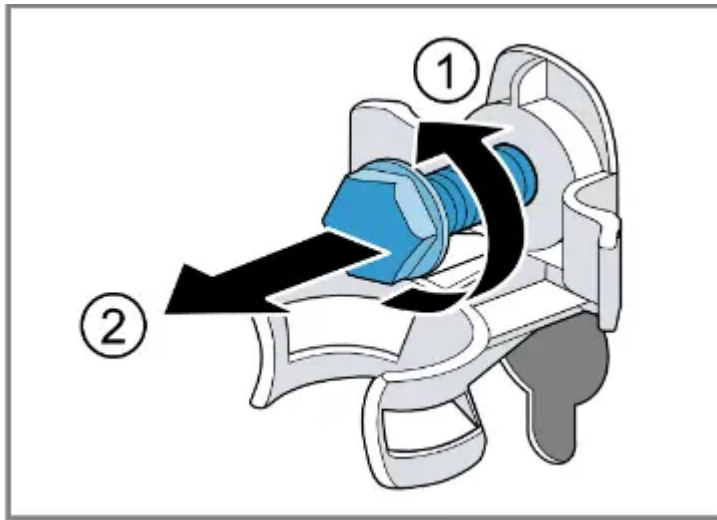
Notes

- Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.
- Keep the transit bolts, screws and sleeves in a safe place for future transport → Page 51.

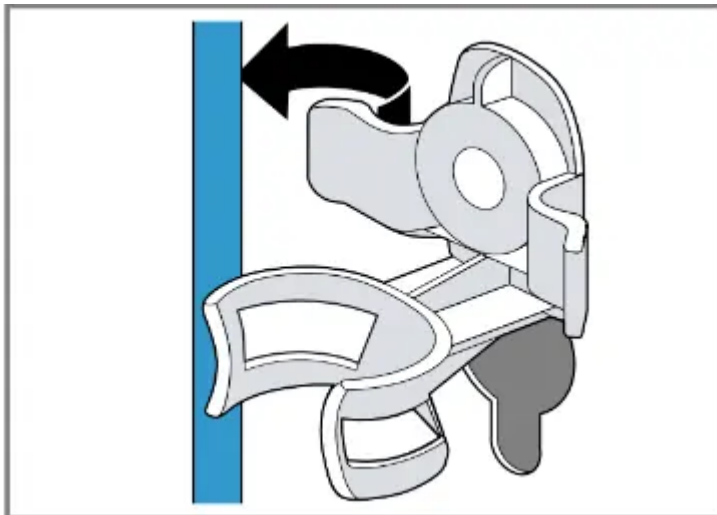
1. Pull the hoses out of the holders.



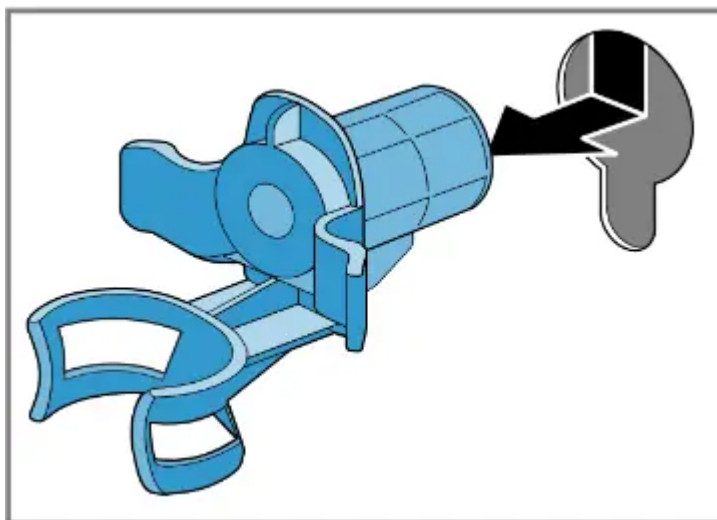
2. Unscrew and remove all four screws for the transit bolts with a WAF 13 wrench.



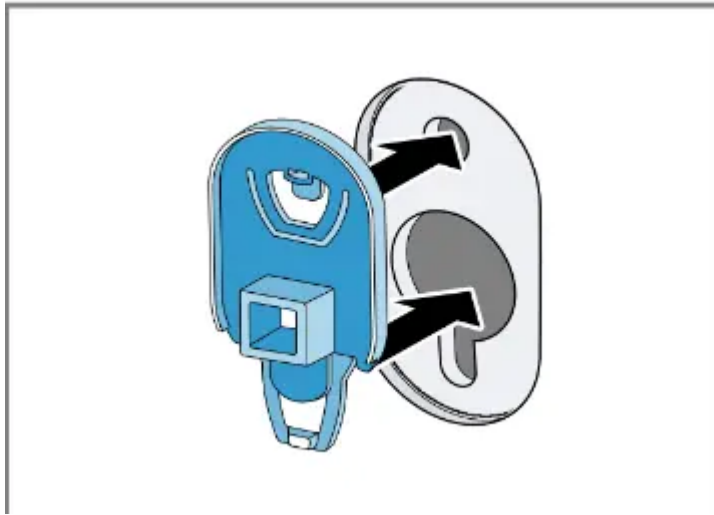
3. Pull the power cord out of the holder.



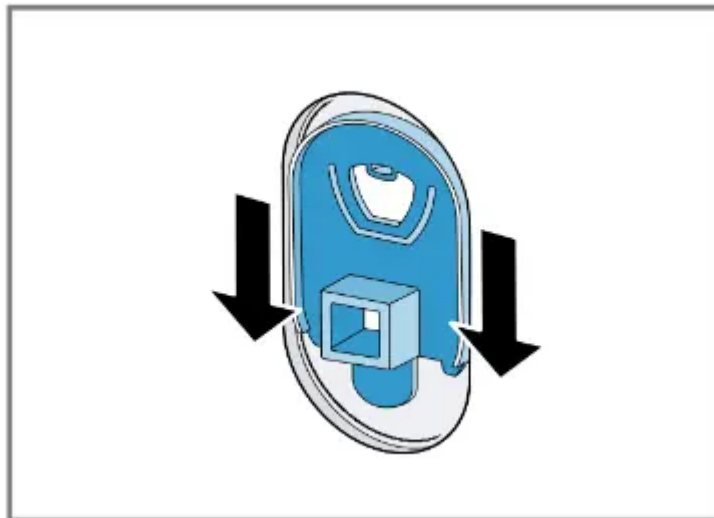
4. Remove the four sleeves.



5. Put on the four cover caps.



6. Press down on the four cover caps.



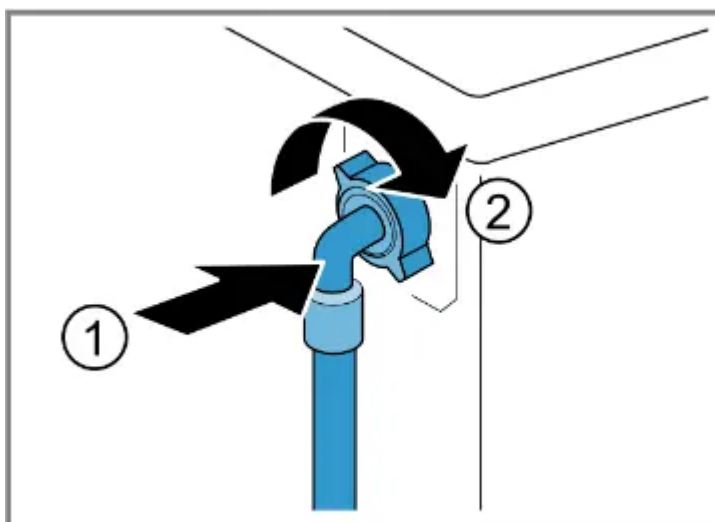
Connecting the appliance

Connecting the water inlet hose

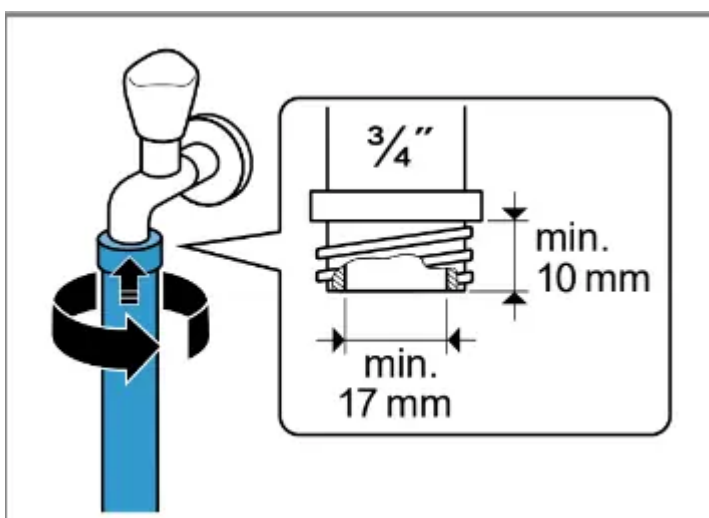
Note

- Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

1. Connect the water inlet hose.



2. Connect the water inlet hose to a tap (26.4 mm = 3/4"). min.



3. Open the water tap carefully and check that the connection points are tight.

Water outlet connection types

This information is intended to help you to connect this appliance to the water outlet.

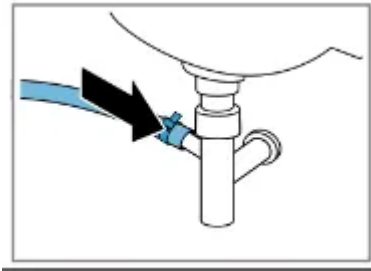
Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

ATTENTION!

When draining, the water outlet hose is subject to water pressure and may come loose from the installed connection point.

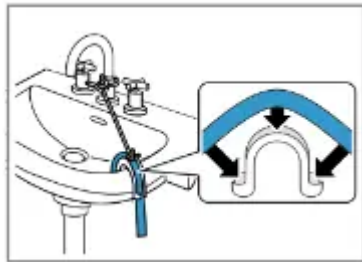
- ▶ Secure the water outlet hose against unintentional loosening.

Drainage into a siphon



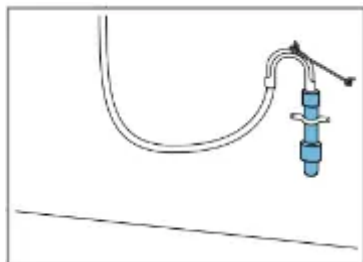
Secure the connection point with a (24–40 mm) hose clamp.

Drainage into a washbasin



Fix and secure the water outlet using an elbow. → Page 27

Drainage into a plastic pipe with rubber sleeve.

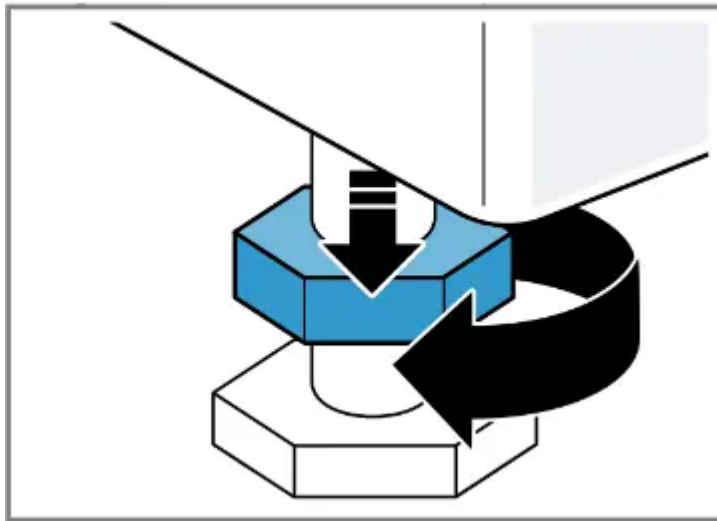


Fix and secure the water outlet using an elbow. → Page 27

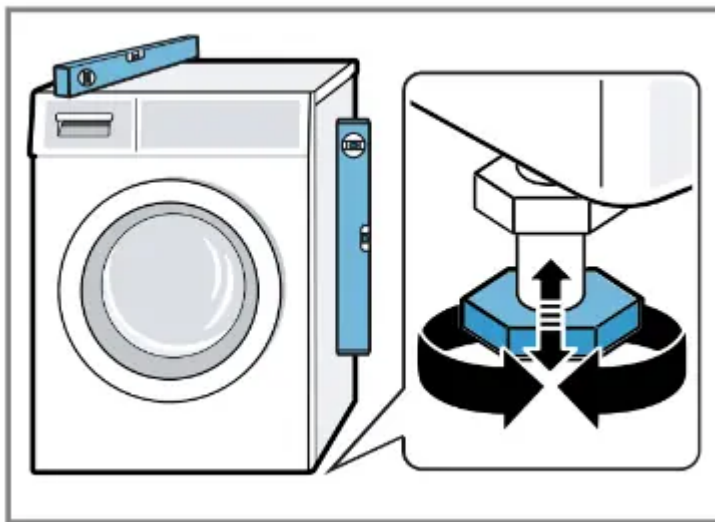
Aligning the appliance

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

1. Loosen the lock nuts using a WAF wrench by turning it in a clock-wise direction.

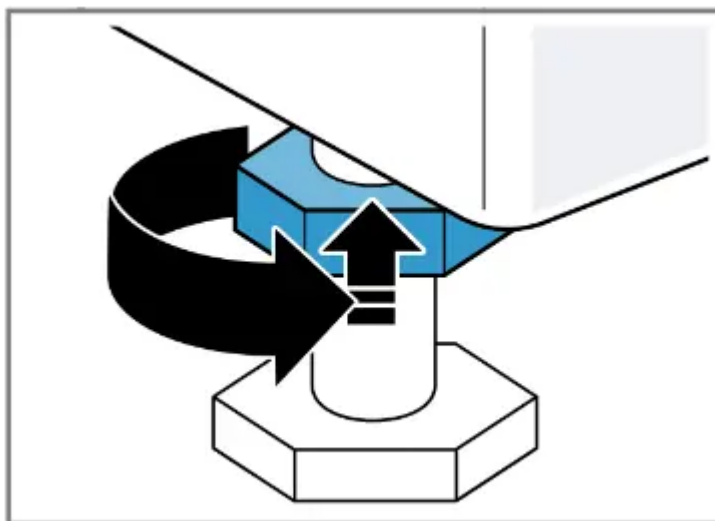


2. To align the appliance, turn the appliance feet. Check that the appliance is level using a spirit level.



All appliance feet must stand firmly on the ground.

3. Screw the lock nuts tightly against the housing using a WAF 17 wrench.



In order to reduce noise and vibration and to prevent the appliance from moving, align the appliance correctly.

Connecting the appliance to the electricity supply

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

1. Insert the mains plug of the appliance's power cable in a socket nearby.

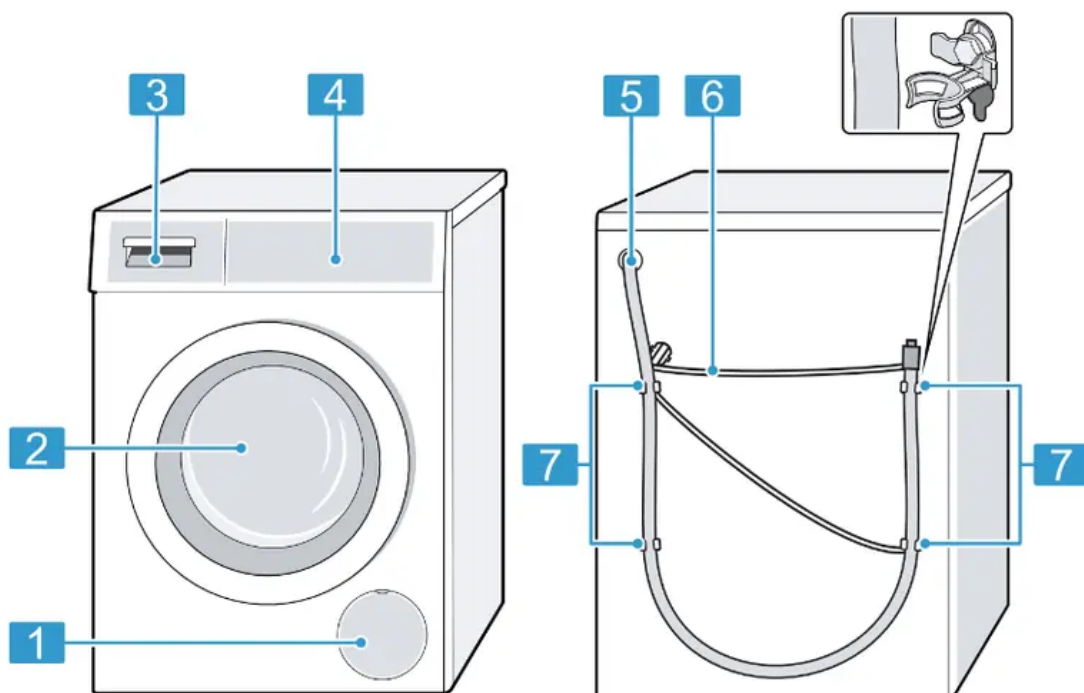
The connection details of the appliance can be found under Technical data → Page 55.

2. Check the mains plug is inserted properly.

Familiarising yourself with your appliance

Appliance

You can find an overview of the parts of your appliance here.



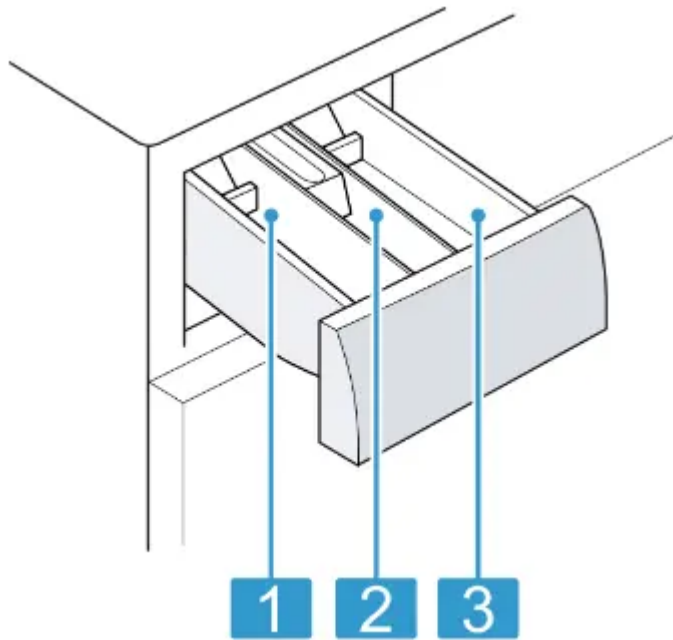
On certain models, specific details such as the colour and shape may differ from those pictured.

1. Maintenance flap for the drain pump → Page 39
2. Door
3. Detergent drawer → Page 19
4. Controls → Page 19
5. Water outlet hose → Page 16

6. Power cord → Page 17

7. Transit bolts → Page 14

Detergent drawer



1. Compartment II:

- Detergent for main wash
- Water softener
- Bleach
- Stain remover

2. Compartment :

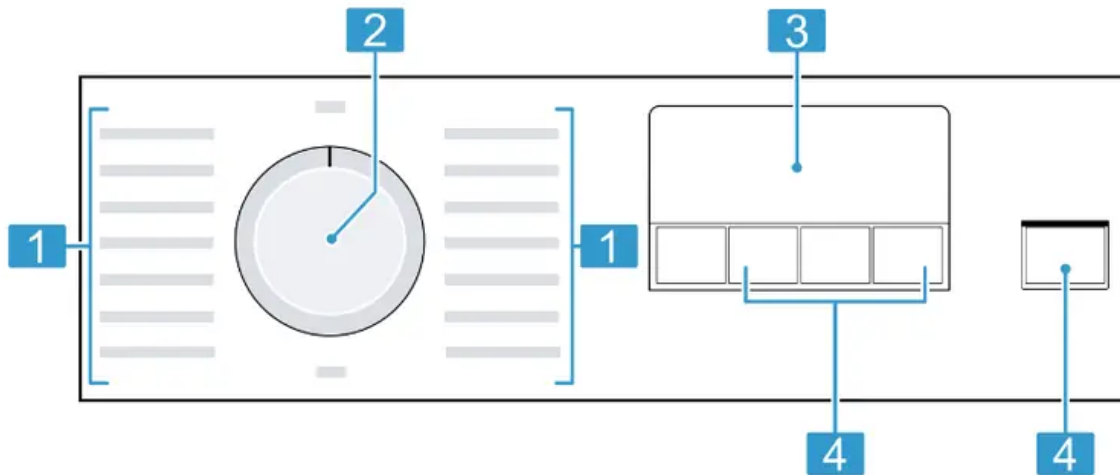
- Fabric softener
- Liquid starch
- Waterproofing agent

3. Compartment I:

- Detergent for prewash
- Hygiene detergent

Controls

You can use the control panel to configure all functions of your appliance and to obtain information about the operating status.



- 1. Programmes → Page 23
- 2. Programme selector → Page 32
- 3. Display → Page 20
- 4. Buttons → Page 22

Display

The display shows the current settings, options or relevant information.



0:40¹

Programme duration/programme time remaining

Approximate expected programme duration or programme time remaining.

10h¹

"Ready in" time

The programme end has been set and the remaining number of hours is displayed.

→ "Buttons", Page 22

7 kg ¹

Recommended load

The maximum load capacity for the selected programme in kg.

--- 1200

Spin speed

Set spin speed in rpm.

→ "Buttons", Page 22

0=No final spin, only draining

---: Rinse Hold, no draining



Wash

▶ Programme status



Rinse

▶ Programme status



Spin

▶ Programme status

Rinse Hold

▶ Programme status

End

End of programme

▶ Programme status



Childproof lock

- lights up: The childproof lock is activated.
- flashes: The childproof lock is activated and the appliance has been operated.

→ "Deactivating the childproof lock", Page 35



SpeedPerfect

Short wash activated.

→ "Buttons", Page 22



Door

- Lights up: The door is locked and can- not be opened.
- Flashes: The door is not closed prop- erly.
- Off: The door is unlocked and can be opened.



Tap

- No water pressure.
- The water pressure is too low.

E:35 / -10 1

Error

Error code, error display, signal.

Buttons

The selection of programme settings depends on the programme that is set.

You can see the selection options for each programme in the overview for

→ "Programmes", Page 23.

Start / Pause

- Start
- Cancel
- Pause

Start, cancel or pause the pro- gramme.

Speed Perfect

- Activate
- Deactivate

Activate or deactivate a short washing programme.

Note: Energy consumption increases. The washing result is not affected by this.

Finish in

1–24 hours

Set the programme end.

The programme duration is already included in the set number of hours. Once the programme has started, the programme duration is displayed.

Spin

— — - 1200

Adjust the spin speed or activate — — (Rinse Hold).

If — — is selected, the water is not drained at the end of the washing cycle and the spin cycle is deactivated. The laundry remains in the water used for rinsing.

3 sec.

- Activate
- Deactivate

Activate or deactivate the childproof lock.

Disable the control panel to prevent unwanted or accidental operation. If the childproof lock is activated and the appliance has been switched off, the childproof lock remains activated.

→ "Childproof lock", Page 35

Before using for the first time

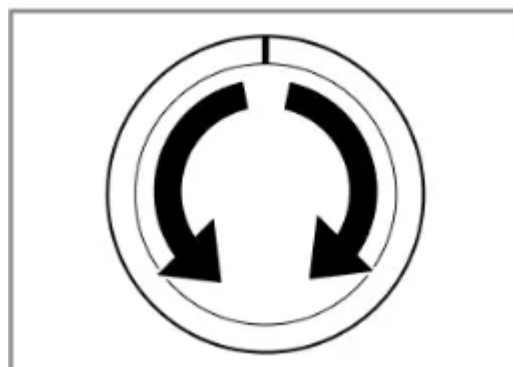
Prepare the appliance for use.

Starting an empty washing cycle

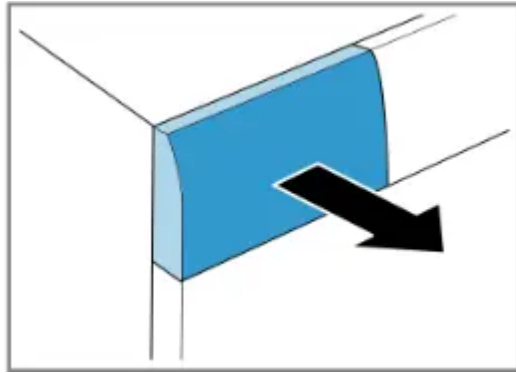
Your appliance was inspected thoroughly before leaving the factory. To remove any residual water, run the first wash cycle without any laundry.

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

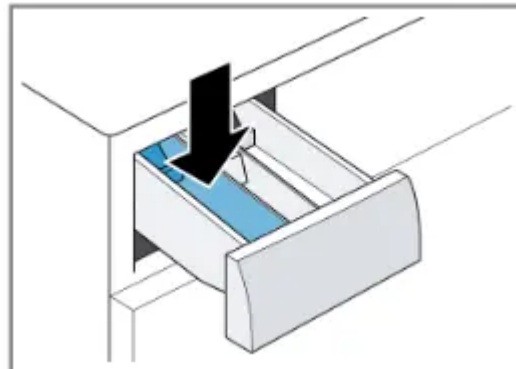
1. Turn the programme selector to **Cottons 90°**.



2. Close the door.
3. Pull out the detergent drawer.

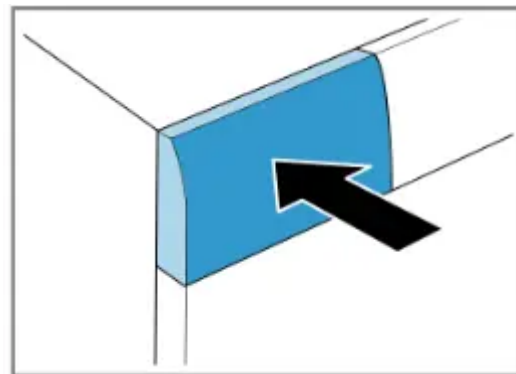


4. Pour washing powder into compartment II.



To prevent foaming, use only half of the amount of detergent recommended by the detergent manufacturer for light soiling. Do not use detergent suitable for woollens or delicates.

5. Push in the detergent drawer.



6. Press **Start / Pause** to start the programme.

- The display shows the remaining programme duration.
- After the programme has ended, the display shows: "End".

7. Start the first wash cycle or set the programme selector to Off to switch off the appliance.

→ "Basic operation", Page 32

Laundry

Preparing the laundry

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

ATTENTION!

Objects remaining in the laundry may damage the laundry and the drum.

- ▶ Remove all items from any pockets in your laundry before using the appliance.
- ▶ To protect your appliance and the laundry, prepare the laundry beforehand.
 - Empty any pockets
 - Brush sand out of all collars and pockets
 - Close bed covers and cushion covers
 - Close all zips, Velcro fasteners, hooks and eyes
 - Tie cloth belts, apron strings, etc. together or use a laundry bag.
 - Tie together longer drawstrings, and tie cords with solid end-pieces in hoods or trousers
 - Remove curtain hooks and lead strips or use a mesh laundry bag
 - Use a mesh laundry bag for small items of laundry, such as children's socks
 - Some stubborn or dried-in stains can be removed by washing several times
 - Wash large and small items of laundry together
 - Do not rub fresh stains but dab them with soapy water
 - Separate items of laundry and shake them out, or observe the programme description

Sorting laundry

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

▶ To improve washing results and prevent discolouration, sort the laundry according to the following criteria before washing.

- Type of fabric and fibre
 - Wash laundry of the same type of fabric and fibre together.
- Care symbols on the care labels
 - Page 29
- Description of the programmes
 - Page 23
- Whites
- Colours

Wash new coloured items separately the first time you wash them.

Degrees of soiling

Degree of soiling	Soiling	Examples
Light	<ul style="list-style-type: none">▪ No dirt or stains are visible▪ Laundry has absorbed odours	Light summer clothing or sports clothing that has been worn for a just a few hours
Normal	Dirt or light stains are visible	<ul style="list-style-type: none">▪ T-shirts, shirts or blouses are sweat-soaked or have been worn a few times▪ Towels or bedding that has been used for up to one week
Heavy	Dirt or stains are clearly visible	Tea towels, baby items or work clothing

Detergents and care products

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

The manufacturer's instructions for use and dosage can be found on the packaging.

Notes

- Only use liquid detergents that are self-flowing
- Do not mix different liquid detergents
- Do not mix detergent and fabric softener
- Do not use products that have expired or are highly congealed
- Do not use products containing solvents, caustic agents or volatile substances (e.g. bleach)
- Use dyes sparingly as salt may damage stainless steel
- Do not use bleaching agents in the appliance

Detergent recommendation

Detergent	Fabrics	Pro-gramme	Temperature
Standard detergent with optical brighteners	Heat-resistant white fabrics made from cotton or linen	Cotton	From cold up to 90 °C
Detergent for colours without bleach or optical brighteners	Coloured fabrics made from linen or cotton	Cotton	From cold up to 60 °C
Detergent for colours/delicates without optical brighteners	Coloured fabrics made from easy-care fabrics or synthetic materials	Easy-Care	From cold up to 60 °C
Detergent for delicates	Delicate fine textiles, silk or viscose	Delicates/Silk	From cold up to 40 °C
Detergent for wools	Wool	Wool	From cold up to 40 °C

Detergent dosage

The detergent dosage depends on:

- The amount of laundry
- Degree of soiling
- Water hardness

You can find out how hard your water is from your local water company or measure it yourself using a water hardness tester.

Water hardness

Hardness range	Total hardness in mmol/l	German degrees in °dH
soft (I)	0–1.5	0–8.4
medium (II)	1.5– 2.5	8.4–14
hard (III)	over 2.5	over 14

Example of a manufacturer's instructions for detergent

These example values refer to a standard load of 4–5 kg.

Soiling	Light	Normal	Heavy
Water hardness: Soft/medium	40 ml	55 ml	80 ml
Water hardness: Hard/very hard	55 ml	80 ml	105 ml

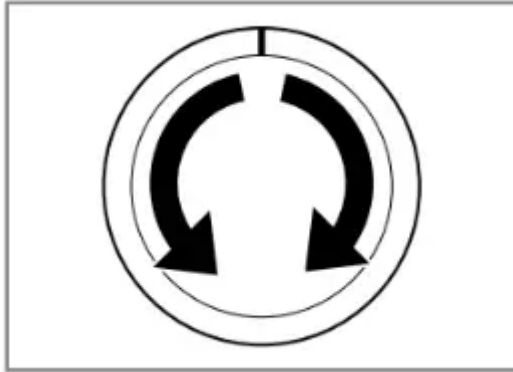
The dosages can be found on the manufacturer's packaging.

- Adjust the dosage to the actual load.

Basic operation operation

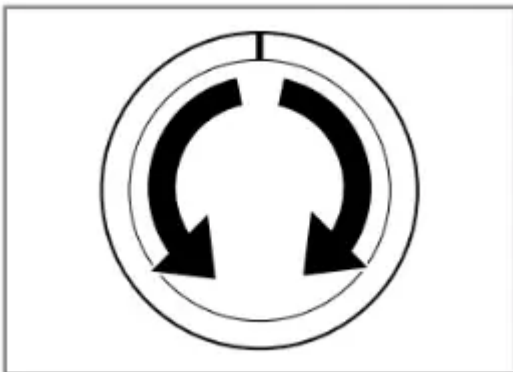
Switching on the appliance

- ▶ Turn the programme selector to a programme.



Setting a programme

1. Set the programme selector to the required programme. → "Programmes", Page 23



2. If necessary, adjust the programme settings → Page 32.

Adjusting the programme settings

Requirement: A programme has been set.

→ "Setting a programme", Page 32

- ▶ Adjust the programme settings. → "Programmes", Page 23

Note: The programme settings are not saved permanently for the programme.

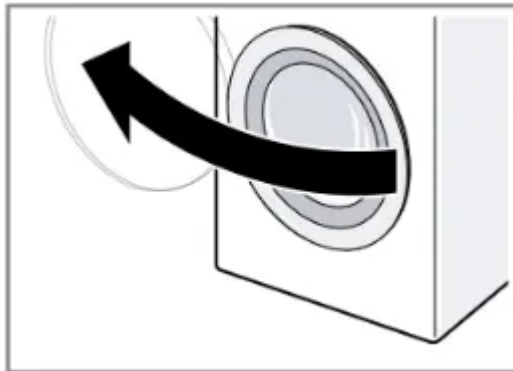
Loading laundry

Notes

- Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.
- To prevent creasing, take note of the maximum load for the → "Programmes", Page 23.

Requirement: The laundry is pre- pared and sorted. → "Laundry", Page 28

1. Open the door.



Make sure that the drum is empty.

2. Load the laundry unfolded into the drum.

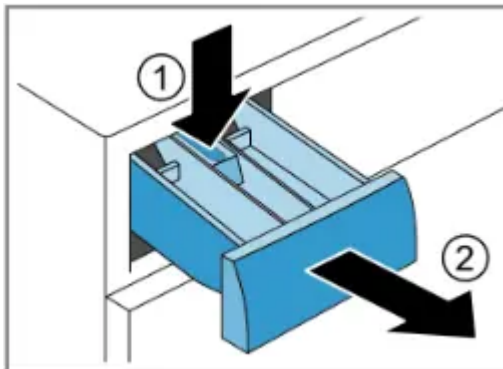
3. Close the door.

Ensure that there is no laundry trapped in the door.

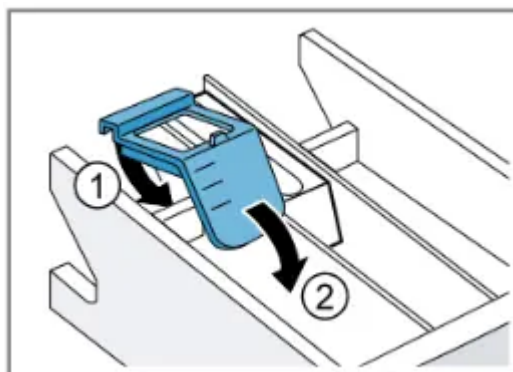
Using a measuring aid for liquid detergent

If you order the measuring aid as an accessory, you must use the measur- ing aid.

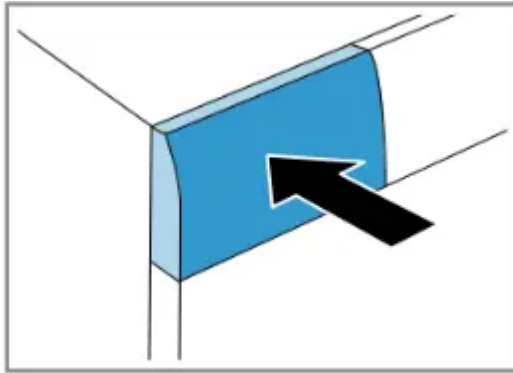
1. Press down on the insert and re- move the detergent drawer.



2. Insert the measuring aid.



3. Insert the detergent drawer.



Adding detergent and care product

Notes

- Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.
- Do not use the measuring aid for liquid detergent for gel detergents, washing powder, or if Prewash or "Ready in" time are activated.

Requirement: Find out the optimum dosage for detergent and care product. → Page 30

1. Pull out the detergent drawer.
2. Pour in detergent. → "Detergent drawer", Page 19
3. If required, add the care product.
4. Push in the detergent drawer.

Starting the programme

Note: If you want to change the time until the programme ends, set the "Ready in" time first.

► Press **Start / Pause**.

- The drum rotates and load detection takes place. This can take up to 2 minutes, after which water enters the drum.
- The display shows either the programme duration or the "Ready in" time.
- After the programme has ended, the display shows: "End".

Soaking laundry

Note: No additional detergent is required. The washing solution is then used for washing.

1. Start the programme.
2. To pause the programme, after approx. 10 minutes, press **Start / Pause**.
3. To resume the programme, after the desired soaking time, press **Start / Pause**.

Adding laundry

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

1. Press **Start / Pause**.

The appliance is paused and checks whether it is possible to add or remove laundry.

Take note of the programme status.

2. Add or remove laundry.
3. Close the door.
4. Press **Start / Pause**.

Cancelling the pro- gramme

Once the programme has started, you can cancel it at any time.

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

1. Press **Start / Pause**.

2. Open the door.

The appliance door remains locked for safety reasons if the temperature and water levels are high.

- If the temperature is high, start the **Rinse** programme.

- If the water level is high: Start the **Spin** or **Drain** programme.

3. Remove the laundry.

Resuming the pro- gramme when the pro- gramme status is Rinse Hold

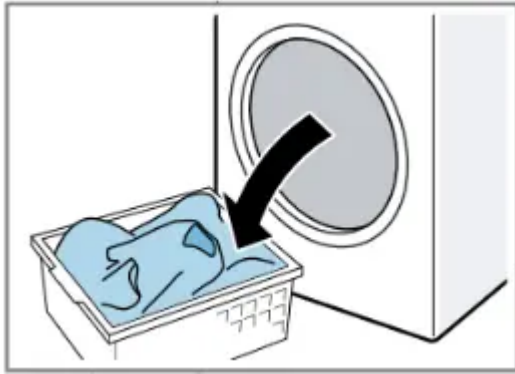
1. Set the **Spin** or **Drain** programme.

2. Press **Start / Pause**.

Unloading the laundry

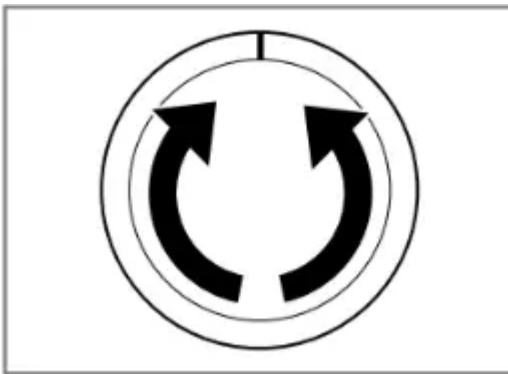
Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

1. Open the door.
2. Remove the laundry.

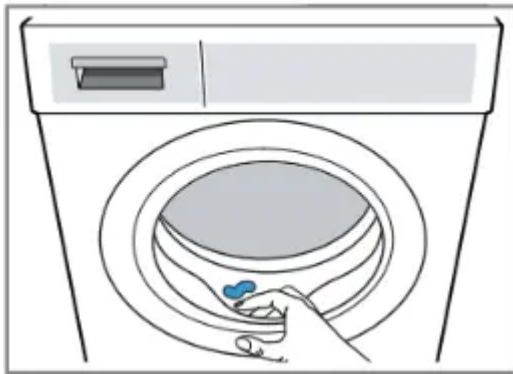


Switching off the appliance

1. Turn the programme selector to Off.



2. Turn off the tap.
3. Wipe the rubber gasket dry and remove any foreign objects.



4. Leave the door and detergent drawer open so that residual water can evaporate.

Childproof lock

Secure your appliance against being operated unintentionally using the controls.

Activating the childproof lock

- Press and hold the two 3 sec. buttons for approx. **3 seconds**.

- ▶ The display shows .
- ▶ The controls are locked.
- ▶ The childproof lock remains active even after the appliance has been switched off.

Deactivating the child- proof lock

Requirement: To deactivate the childproof lock, the appliance must be switched on.

- Press and hold the two 3 sec. buttons for approx. 3 seconds.

So that the programme currently running is not cancelled, the programme selector must be set to the initial programme.

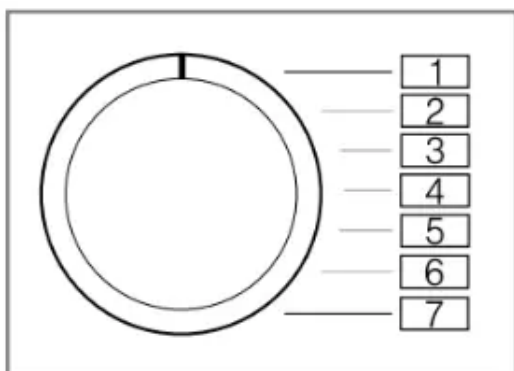
goes out in the display.

Basic settings

You can configure the appliance to meet your needs.

Overview of the basic settings

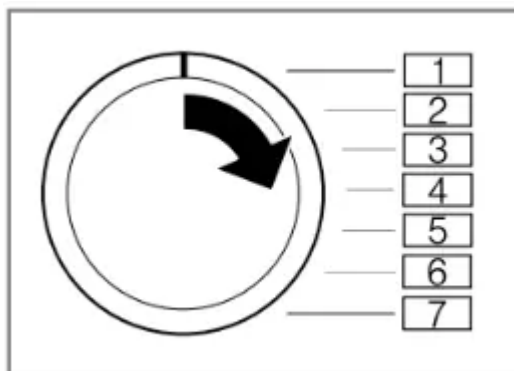
Below is an overview of the basic settings on your appliance.



Basic setting	Programme position	Value	Description
End signal	2	0 (off) 1 (quiet) 2 (medium) 3 (loud) 4 (very loud)	Set the volume of the signal at the end of the programme.
Button signal	3	0 (off) 1 (quiet) 2 (medium) 3 (loud) 4 (very loud)	The volume of the audible signal emitted when the buttons are pressed.

Changing the basic settings

1. Set the programme selector to position 1.



2. Press **Start / Reload** and, at the same time, turn the programme selector to position 2.
The display shows the current value.
3. Set the programme selector to the required position.
→ "Overview of the basic settings", Page 36
4. To change the value, press **Finish in**.
5. To save the changes, switch off the appliance.

Cleaning and servicing

To keep your appliance working efficiently for a long time, it is important to clean and maintain it carefully.

Tips on appliance care

Wipe down the housing and the control panel with nothing but water and a damp cloth.

- This ensures the parts of the appliance will remain clean and hygienic.

Remove all detergent residue, spray residue or other residues immediately.

- Fresh deposits are easier to remove without leaving any residue.

Keep the appliance door and detergent drawer open after use.

- This allows the residual water to dry, reducing odours in the appliance.

Cleaning the drum

CAUTION

Risk of injury!

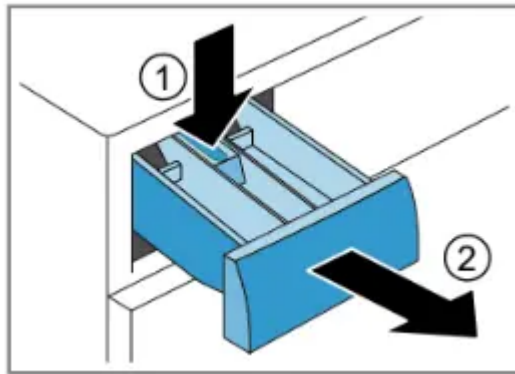
Permanently washing at low temperatures and a lack of ventilation for the appliance may damage the drum and cause injury.

- Regularly run a programme for cleaning the drum or wash at temperatures of at least 60 °C.
 - Leave the appliance to dry after every operation with the door open, and leave the detergent drawer to dry.
 - Run the Cottons 90° programme without laundry.
- Add washing powder.

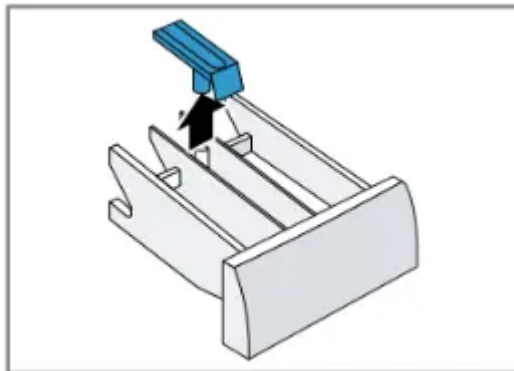
Cleaning the detergent drawer

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

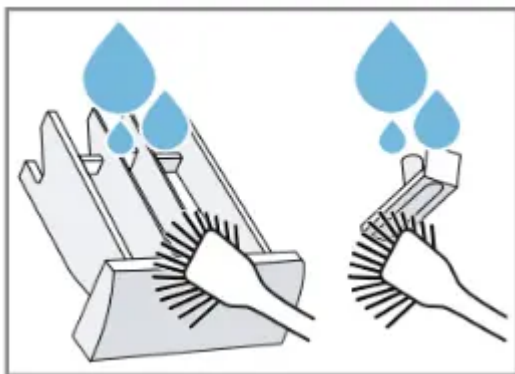
1. Pull out the detergent drawer.
2. Press down on the insert and re- move the detergent drawer.



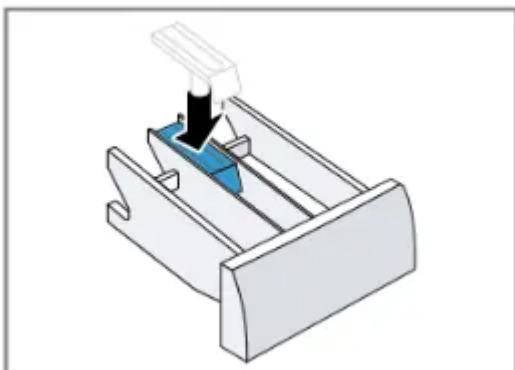
3. Press out the insert upwards from below.



4. Clean the detergent drawer and insert with water and a brush, and then dry them.



5. Fit the insert and lock it into place.



6. Cleaning the opening for the detergent drawer.



7. Push in the detergent drawer.

Descaling

ATTENTION!

The use of unsuitable descaling agents, e.g. for coffee machines, may damage the appliance.

- For this appliance, only use descaling agents that are available from the manufacturer's website or our after-sales service.

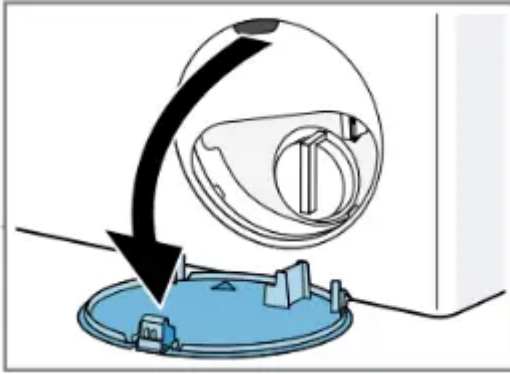
Cleaning the drain pump

Clean the drain pump in the event of faults, e.g. blockages or rattling noises.

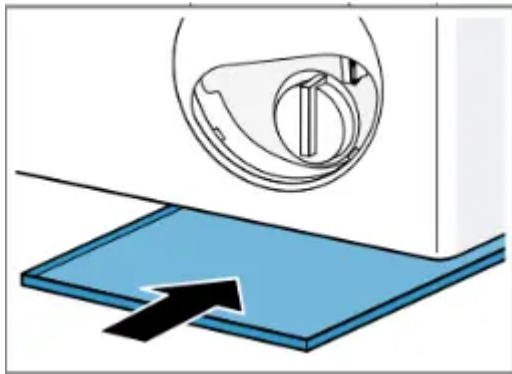
Emptying the drain pump

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

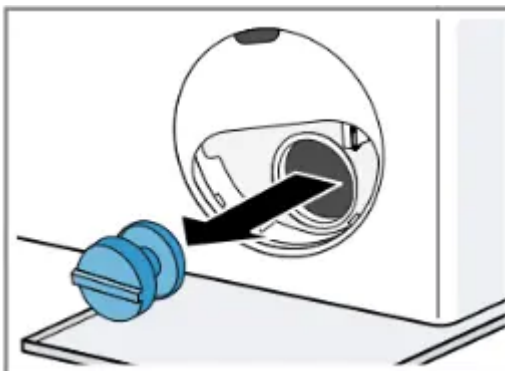
1. Turn off the water tap.
2. Switch off the appliance.
3. Disconnect the appliance's mains plug from the power supply.
4. Open the maintenance flap.



5. Slide a sufficiently large receptacle under the opening.



6. To allow the detergent solution to flow out into the container, remove the pump cap carefully.

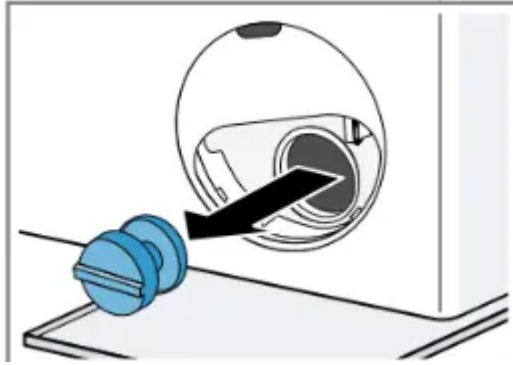


Cleaning the drain pump

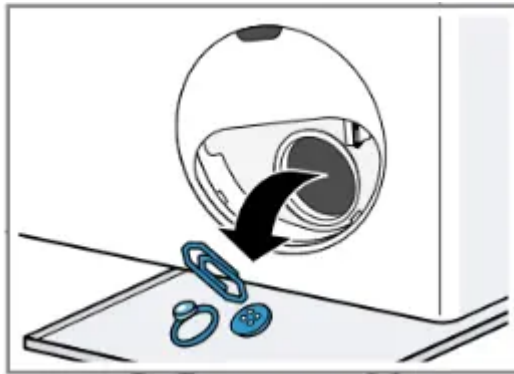
Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

Requirement: The drain pump is empty. → Page 39

1. Since water may remain in the drain pump, remove the pump cap carefully.

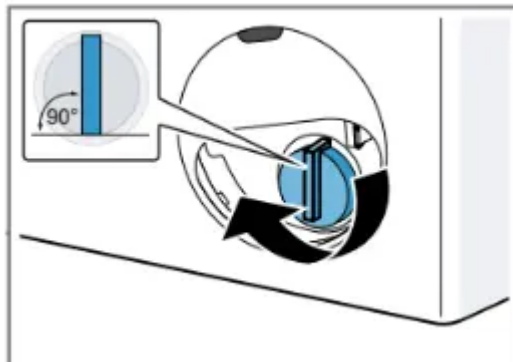


2. Clean the interior, the thread on the pump cap and the pump housing.



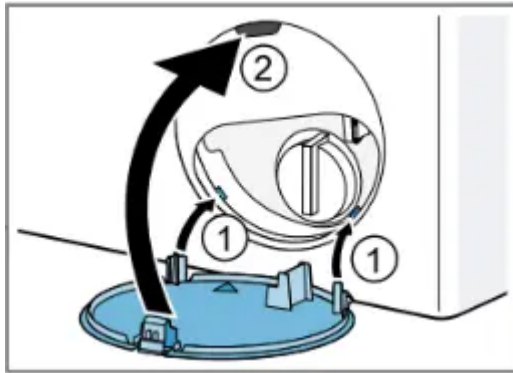
3. Make sure that the impeller in the drain pump can be rotated.

4. Insert the pump cap and screw it on as far as it will go.



The handle on the pump cap must be in a vertical position.

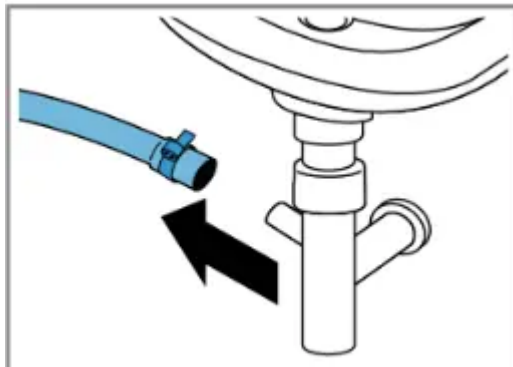
5. Insert the maintenance flap and lock it into place.



6. Close the maintenance flap.

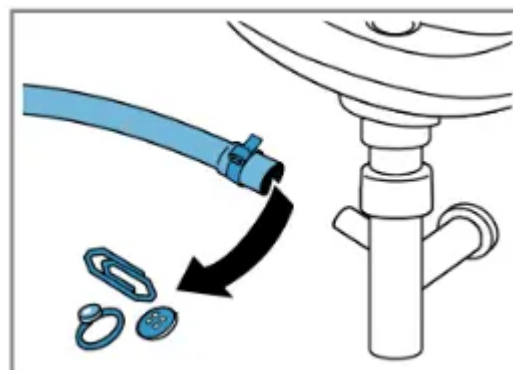
Cleaning the water outlet hose at the siphon

1. Switch off the appliance.
2. Disconnect the appliance's mains plug from the power supply.
3. Loosen the hose clamp and carefully remove the water outlet hose.

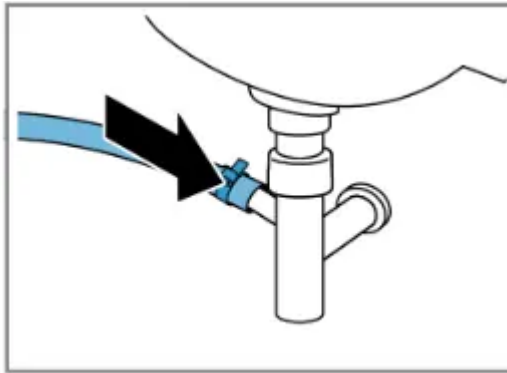


Residual water may leak out.

4. Clean the water outlet hose and siphon connecting piece.



5. Reattach the water outlet hose and secure the connection point using the hose clamp.



Clean the water inlet fil- ters.

Emptying the water inlet hose

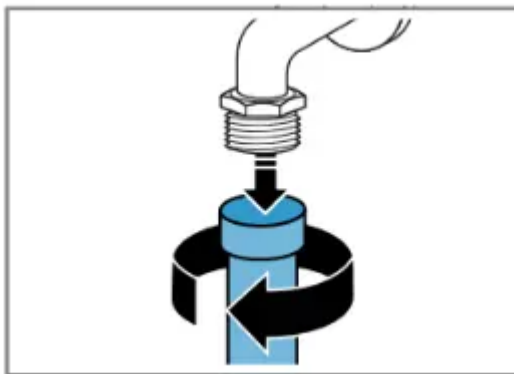
1. Turn off the tap.
2. Set a programme, except for **Rinse**, **Spin** or **Drain**.
3. Start the programme and leave it to run for approx. 40 seconds.
4. Switch off the appliance.
5. Disconnect the appliance's mains plug from the power supply.

Cleaning the filter on the tap

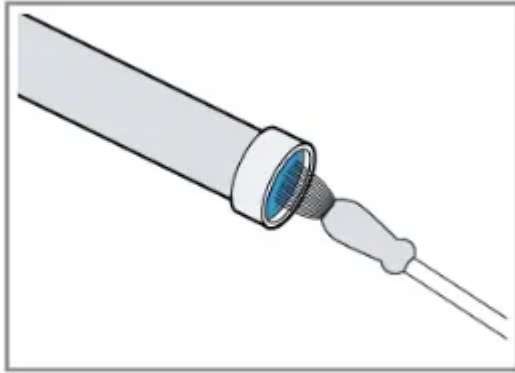
Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

Requirement: The water inlet hose is empty.

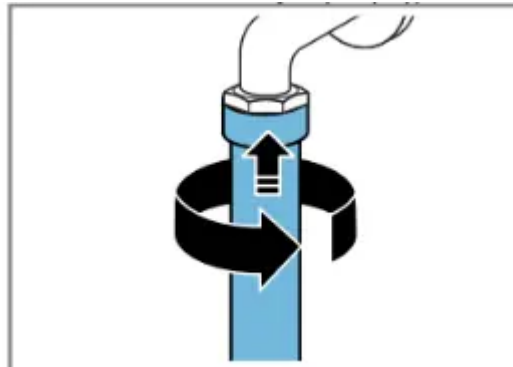
1. Remove the water inlet hose from the tap.



2. Clean the filter with a small brush.



3. Connect the water inlet hose and check for leaks.



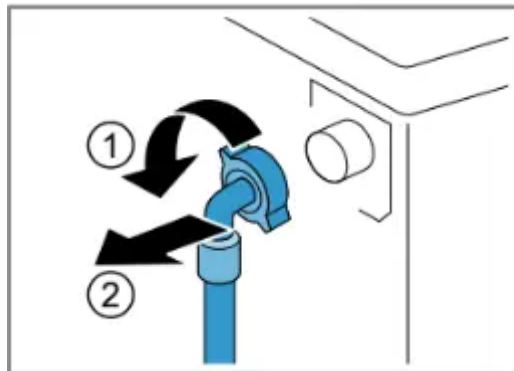
Cleaning the filter on the appliance

Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

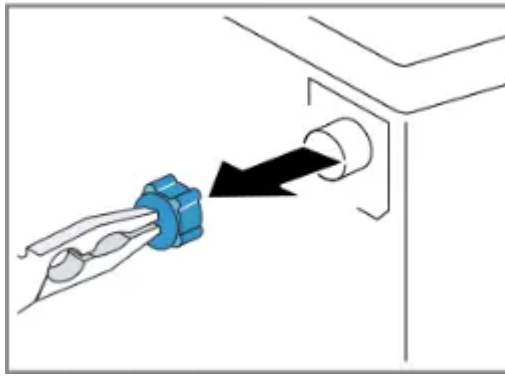
Requirement: The water inlet hose is empty.

→ "Emptying the water inlet hose", Page 41

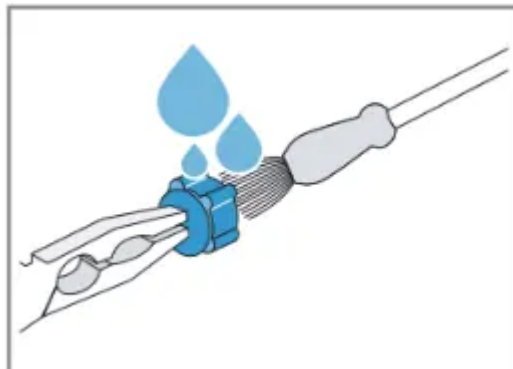
1. Disconnect the hose from the rear of the appliance.



2. Use pliers to remove the filter.



3. Clean the filter with a small brush.



4. Reinsert the filter.

5. Connect the hose and check for leaks.

Troubleshooting

You can rectify minor faults on your appliance yourself. Read the troubleshooting information before contacting after-sales service. This will avoid unnecessary costs.

WARNING

Risk of electric shock!

Incorrect repairs are dangerous.

- Repairs to the appliance should only be carried out by trained specialist staff.
- Only use genuine spare parts when repairing the appliance.
- If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

The display goes out and Start / Pause flashes.

- Energy-saving mode is active
- Press any button. a The symbol lights up again.

" E:36 / -10"

Drain pipe or water outlet hose is blocked.

- Clean the drain pipe and the water outlet hose.

Drain pipe or water drain hose is caught or jammed.

- Ensure that the drain pipe and water drain hose are not kinked or trapped.

Drain pump is blocked.

- → "Cleaning the drain pump", Page 39

The water outlet hose is connected too high.

- Install the water outlet hose at a maximum height of metre.

Detergent dosage is too high.

- Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).
- Reduce the amount of detergent for the next washing cycle with the same load.

Unapproved extension installed on the water drain hose.

- Remove any unapproved extensions from the water hose. Connecting the appliance

E:36 / -25 / -26"

Drain pump is blocked.

- → "Cleaning the drain pump", Page 39



The water pressure is low.

No remedial action possible.

The filters in the water inflow are blocked.

- Clean the filters in the water inflow → Page 41.

The tap is turned off.

- Turn on the tap.

The water inlet hose is kinked or jammed.

- Ensure that the water inlet hose is not kinked or jammed.

 lights up.

The temperature is too high.

- Wait until the temperature has dropped.
- → "Cancelling the programme", Page 34

Water level is too high.

- Start the Drain programme.

Laundry is caught in the door.

1. Open the door again.
2. Remove any trapped laundry.
3. Close the door.
4. Press **Start / Pause** to start the programme.

 **flashes.**

Door is not closed.

1. Close the door.
2. Press Start / Pause to start the programme.

All other error codes.

Malfunction

- Call the after-sales service.

→ "Customer Service", Page 53

The appliance is not working.

The mains plug of the power cord is not plugged in.

- Connect the appliance to the power supply.

The circuit breaker is faulty.

- Check the circuit breaker in the fuse box.

There has been a power cut.

- Check whether the lighting in your kitchen or other appliances are working.

The programme does not start.

You have not pressed **Start / Pause**.

- Press **Start / Pause**.

Door is not closed.

1. Close the door.
2. Press Start / Pause to start the programme.

Childproof lock is activated.

The programme does not start.

→ "Deactivating the childproof lock", Page 35

Finish in is activated.

- Check whether **Finish in** is activated.

→ "Buttons", Page 22

Laundry is caught in the door.

1. Open the door again.
2. Remove any trapped laundry.
3. Close the door.
4. Press Start / Pause to start the programme.

The door cannot be opened.

— — is activated.

- Continue the programme by selecting **Spin** or **Drain** and pressing **Start / Pause**.

→ "Resuming the programme when the programme status is Rinse Hold", Page 34

The temperature is too high.

- Wait until the temperature has dropped.
- → "Cancelling the programme", Page 34

Water level is too high.

- Start the **Drain** programme.

Power failure.

- Open the door using the emergency release.

→ "Emergency release", Page 51

The water is not drain- ing.

Drain pipe or water outlet hose is blocked.

- Clean the drain pipe and the water outlet hose.

Drain pipe or water drain hose is caught or jammed.

- Ensure that the drain pipe and water drain hose are not kinked or trapped.

Drain pump is blocked.

- → "Cleaning the drain pump", Page 39

— — is activated.

- Continue the programme by selecting **Spin** or **Drain** and pressing **Start / Pause**.

→ "Resuming the programme when the programme status is Rinse Hold", Page 34

The water outlet hose is connected too high.

- Install the water outlet hose at a maximum height of metre.

Detergent dosage is too high.

The water is not drain- ing.

- Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mix- ture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).
- Reduce the amount of detergent for the next wash- ing cycle with the same load.

Unapproved extension installed on the water drain hose.

- Remove any unapproved extensions from the water hose. Connecting the appliance

Water is not flowing in. Detergent is not being dispensed.

You have not pressed **Start / Pause**.

- Press **Start / Pause**.

The filters in the water inflow are blocked.

- Clean the filters in the water inflow → Page 41.

The tap is turned off.

- Turn on the tap.

The water inlet hose is kinked or jammed.

- Ensure that the water inlet hose is not kinked or jammed.

The spin cycle runs several times.

The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.

- Not a fault – no action required.

Note: When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.

The programme dura- tion changes during the wash cycle.

The programme operation is optimised electronically. This may change the programme duration.

- Not a fault – no action required.

The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.

- Not a fault – no action required.

Note: When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.

Foam detection system switches on a rinse cycle if foam build-up is too high.

- Not a fault – no action required.

No water is visible in the drum.

Water is below the visible area.

- Not a fault – no action required.
- Do not add any extra water to the appliance while it is operating.

Drum jerks after the programme starts.

This is caused by an internal motor test.

- Not a fault – no action required.

Residual water is present in the com- partment .

Insert in compartment is blocked.

→ " Cleaning the detergent drawer", Page 37

Vibrations and move- ment of the appliance whilst spinning.

Appliance is not correctly aligned.

- Aligning the appliance

The appliance feet are not fixed.

- Secure the appliance feet. Aligning the appliance

Transit bolts have not been removed.

- Removing the transit bolts

Drum does not turn, water does not flow in.

Load detection is active.

- Not a fault – no action required.

Note: The load detection can take up to two minutes.

Heavy foam build-up

Detergent dosage is too high.

- Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mix- ture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).
- Reduce the amount of detergent for the next wash- ing cycle with the same load.

High spin speed not reached.

A low spin speed is selected.

- The next time you run a wash cycle, set a higher spin speed.

Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.

Redistribute the laundry in the drum.

Note: Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.

- Start the Spin programme.

The spin programme does not start.

Drain pipe or water outlet hose is blocked.

- Clean the drain pipe and the water outlet hose.

Drain pipe or water drain hose is caught or jammed.

The spin programme does not start.

- Ensure that the drain pipe and water drain hose are not kinked or trapped.

The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.

- Redistribute the laundry in the drum.

Note: Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.

- Start the Spin programme.

Rushing, hissing noise.

Water is flushed under pressure into the detergent drawer.

- Not a fault – normal operating noise.

Loud noises during the spin cycle.

Appliance is not correctly aligned.

- Aligning the appliance

The appliance feet are not fixed.

- Secure the appliance feet. Aligning the appliance

Transit bolts have not been removed.

- Removing the transit bolts

Banging noises, rattling in the drain pump.

Foreign bodies have got into the drain pump.

- → "Cleaning the drain pump", Page 39

Slurping, rhythmical suction noise.

The drain pump is active, the detergent solution is pumped out.

- Not a fault – normal operating noise.

Creasing.

The spin speed is too high.

- The next time you run a wash cycle, set a lower spin speed.

The load is too large.

- The next time you run a wash cycle, reduce the amount of laundry being loaded.

The wrong programme is selected for the type of fabric.

- Select the programmes that are suitable for the type of fabric.

→ "Programmes", Page 23

Detergent or fabric softener drips off the seal and collects on the door or in the seal fold.

Too much detergent/fabric softener in the detergent drawer.

- When dosing liquid detergent and fabric softener, observe the marking in the detergent drawer and do not dose above this.

The spin result is not satisfactory. The laundry is too wet/too damp.

A low spin speed is selected.

- The next time you run a wash cycle, set a higher spin speed.
- Start the Spin programme.

Drain pipe or water outlet hose is blocked.

- Clean the drain pipe and the water outlet hose.

Drain pipe or water drain hose is caught or jammed.

- Ensure that the drain pipe and water drain hose are not kinked or trapped.

The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.

- Redistribute the laundry in the drum.

Note: Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.

- Start the Spin programme.

Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.

- Redistribute the laundry in the drum.

Note: Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.

- Start the Spin programme.

Detergent residue on the damp washing.

Detergents may contain water-insoluble substances that deposit on the laundry.

- Start the Rinse programme.

Detergent residue on the dry laundry.

Detergents may contain water-insoluble substances that deposit on the laundry.

- Brush out the laundry after washing and drying.

Water is leaking out at the water inlet hose.

Water inlet hose is not correctly/securely connected.

1. Connect the water supply hose correctly. Connecting the water inlet hose
2. Tighten the screw connection.

Water is leaking out at the water outlet hose.

The water outlet hose is damaged.

- Replace the damaged water outlet hose.

Water outlet hose is not connected correctly.

- Connect the water outlet hose correctly. Water outlet connection types

Odours have formed in the appliance.

Humidity and detergent residue may promote the formation of bacteria.

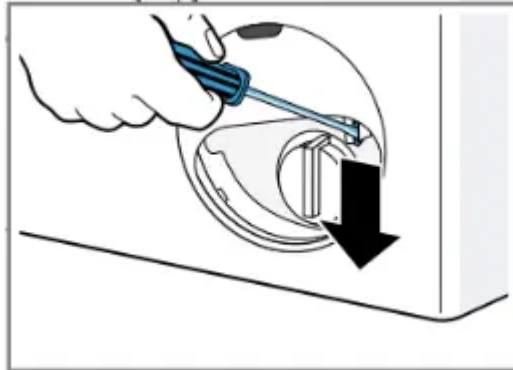
- → "Cleaning the drum", Page 37
- If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate.

Emergency release

Releasing the door

Requirement: The drain pump is empty. → Page 39

1. **ATTENTION!** Escaping water may cause material damage.
- Do not open the door if you can see water through the glass.
- Pull the emergency release down- wards with a tool and release.



- The door lock is released.
2. Insert the maintenance flap and lock it into place.
 3. Close the maintenance flap.

Transportation, storage and disposal

You can find out here how to prepare your appliance for transportation and storage. You will also find out how to dispose of old appliances.

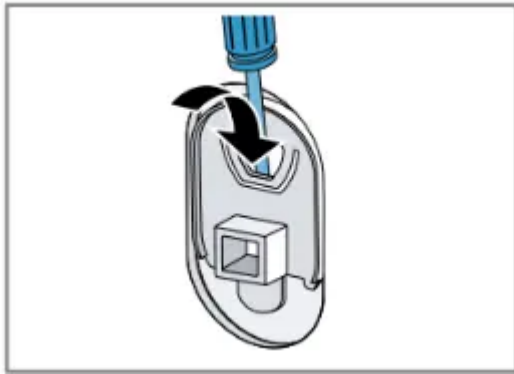
Removing the appliance

1. Turn off the tap.
2. → Emptying the water inlet hose", Page 41.
3. Switch off the appliance.
4. Unplug the appliance's mains plug.
5. Drain the remaining detergent solution.
→ "Cleaning the drain pump", Page 39
6. Detach the hoses.

Inserting the transit bolts

Secure the appliance for transporta- tion using transit bolts in order to pre- vent damage.

1. Remove the four cover caps.
- If necessary, use a screwdriver to remove the cover caps.

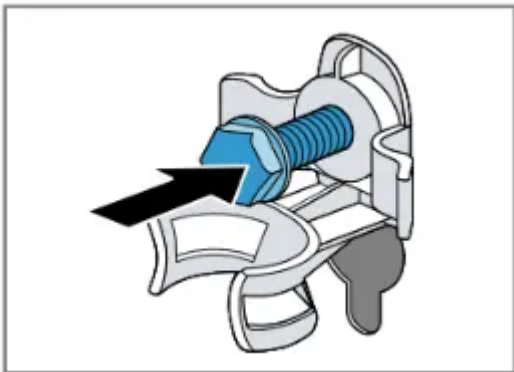


Keep the cover caps.

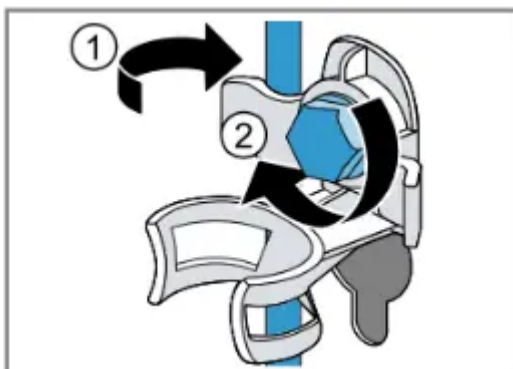
2. Insert the four sleeves.



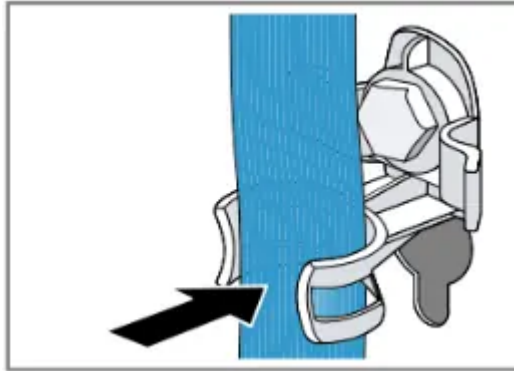
3. Insert all screws into the four transit bolts and tighten slightly.



4. Insert the power cord into the holder and tighten all four screws for the transit bolts with a WAF 13 wrench .



5. Insert the hose into holder.



Using the appliance again

- Remove the transit bolts.

Disposing of old appliance

Valuable raw materials can be re-used by recycling.

WARNING


Risk of harm to health!

Children can lock themselves in the appliance, thereby putting their lives at risk.

- Do not install the appliance behind a door as this may obstruct the appliance door or prevent it from opening.
- With redundant appliances, unplug the power cord. Then cut through the cord and damage the lock on the appliance door beyond repair so that the appliance door will no longer close.

1. Unplug the appliance from the mains.
2. Cut through the power cord.
3. Dispose of the appliance in an environmentally friendly manner. Information about current disposal methods are available from your specialist dealer or local authority.



 This appliance is labelled in accordance with European Directive EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

Customer Service

If you have any queries on use, are unable to rectify faults on the appliance yourself or if your appliance needs to be repaired, contact Customer Service.

Function-relevant genuine spare parts according to the corresponding Eco-design Order can be obtained from Customer Service for a period of at least 10 years from the date on which your appliance was placed on the market within the European Economic Area.

Note: Under the terms of the manufacturer's warranty the use of Customer Service is free of charge.

Detailed information on the warranty period and terms of warranty in your country is available from our after-sales service, your retailer or on our website. If you contact Customer Service, you will require the product number (E-Nr.) and the production number (FD) of your appliance. The contact details for Customer Service can be found in the enclosed Customer Service directory or on our website.

Product number (E-Nr.) and production number (FD)

You can find the product number (E-Nr.) and the production number (FD) on the appliance's rating plate. Depending on the model, the rating plate is located:

- On the inside of the door.
- On the inside of the maintenance flap.
- On the rear of the appliance.

Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

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.