

## Installation and connection

### Unpacking the appliance

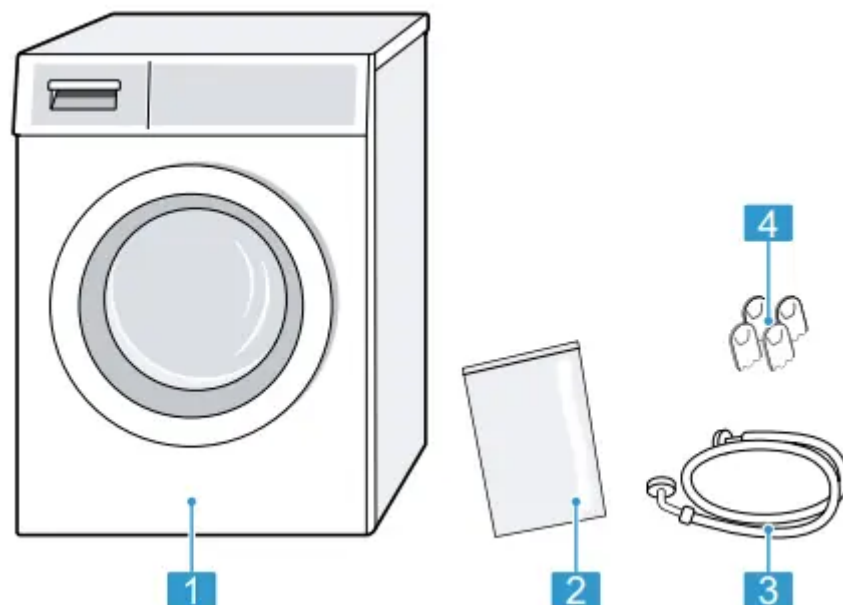
Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely

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 12.
  2. Check the appliance for visible damage.
  3. Open the door. → "Basic operation", Page 36
  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 the completeness of the delivery.



1. Washing machine
2. Accompanying documents

3. Water inlet hose

4. Cover caps

### Requirements for the installation location

The appliance may "wander" when it spins. Observe the instructions for the installation location.

Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

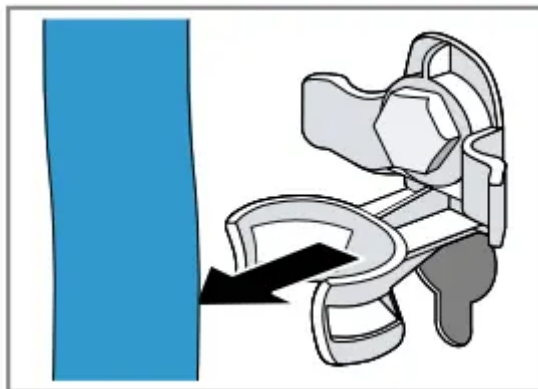
### Removing the transit bolts

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

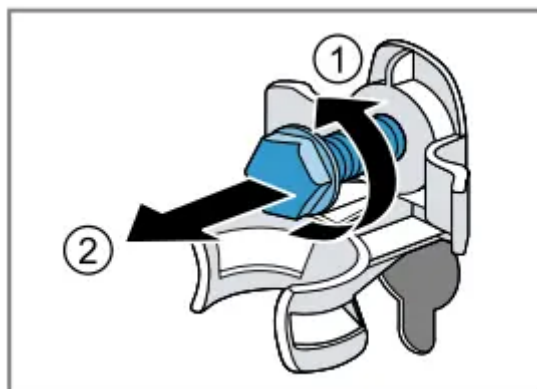
Notes

- Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.
- Keep the transit bolts, screws and sleeves in a safe place for future "transport" → Page 66.

1. Pull the hoses out of the holders



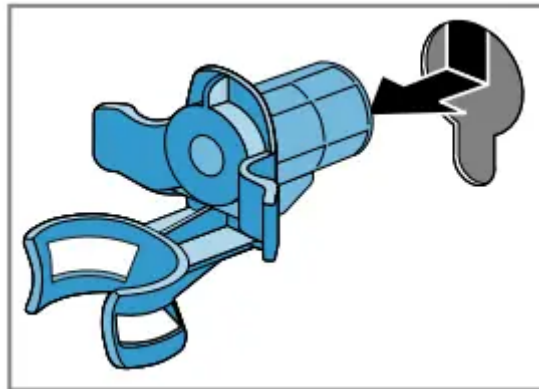
2. Unscrew 1 and remove 2 all four screws for the transit bolts with a WAF 13 wrench.



3. Pull the power cord out of the holder.



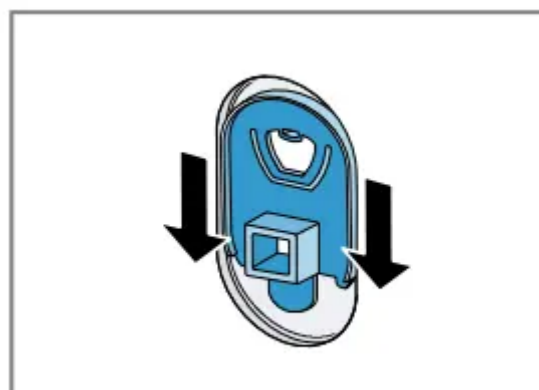
4. Remove the four sleeves.



5. Put on the four cover caps.



6. Press down on the four cover caps.



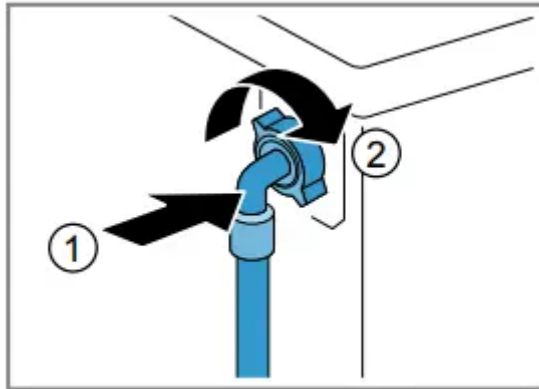
## Connecting the appliance

Connect your appliance to the power supply, water inlet and water outlet.

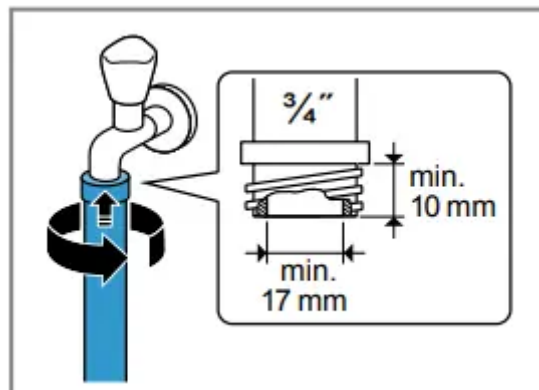
### Connecting the water inlet hose

Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 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").



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

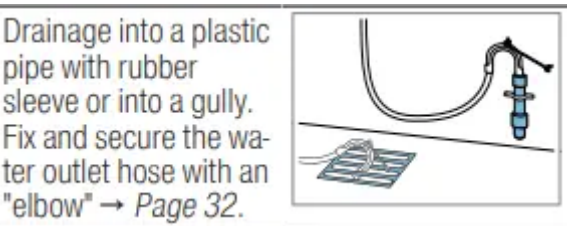
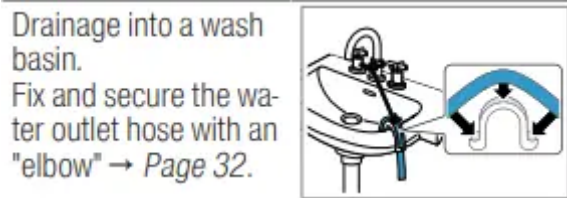
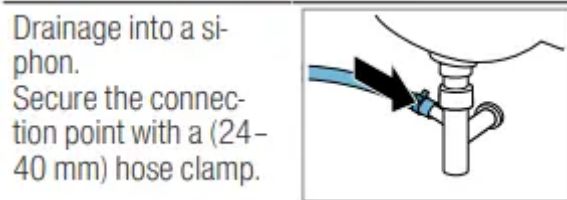
### Water outlet connection types

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 11 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.



### Connecting the appliance to the electricity supply

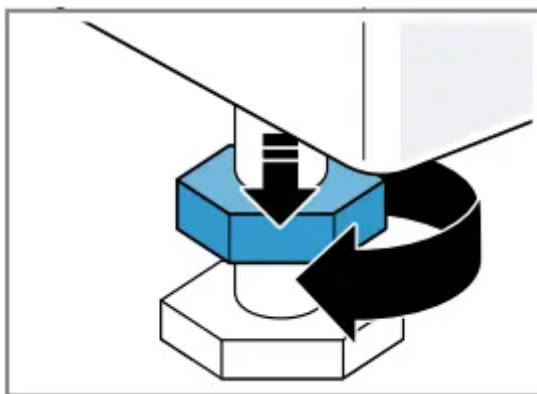
Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

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 69.
2. Check the mains plug is inserted properly

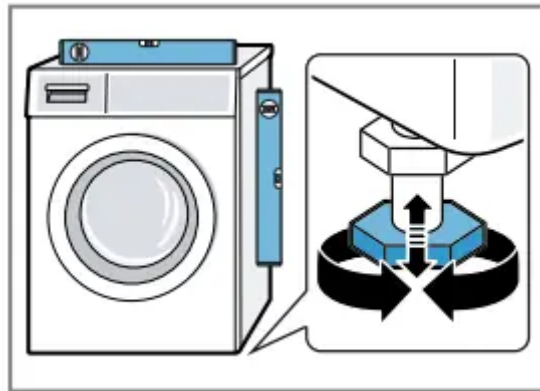
### Aligning the appliance

In order to reduce noise and vibration and to prevent the appliance from moving, align the appliance correctly. Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

1. Loosen the lock nuts using a WAF 17 wrench by turning it in a clockwise direction.

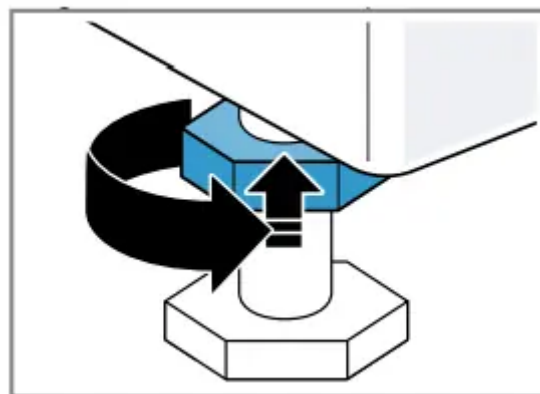


2. To align the appliance, turn the appliance's feet. Check that the appliance is level using a spirit level.



All appliance feet must stand firmly on the ground.

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

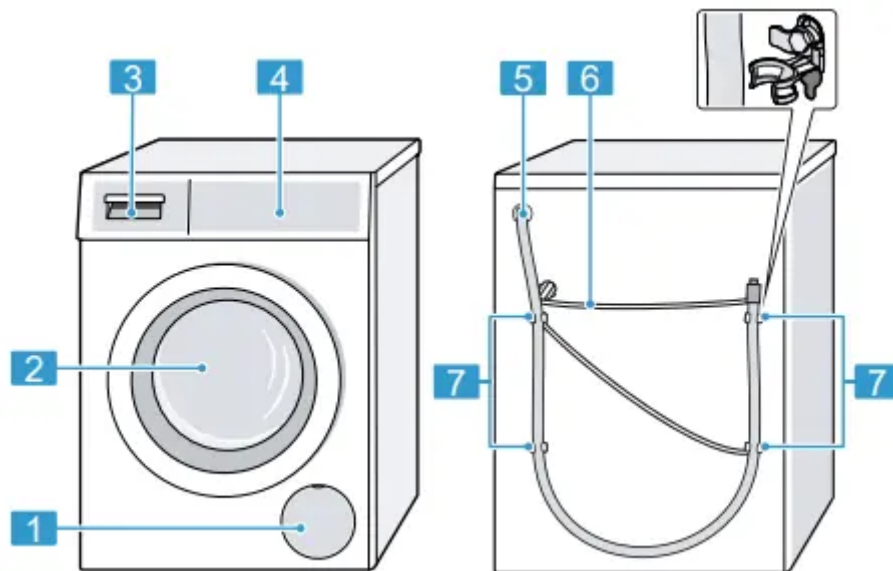


In doing so, hold the foot tight and do not adjust its height.

## 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 color and shape may differ from those pictured.

1 "Maintenance flap for the drain pump" → Page 50

2 Door

3 "Detergent drawer" → Page 20

4 "Controls" → Page 20

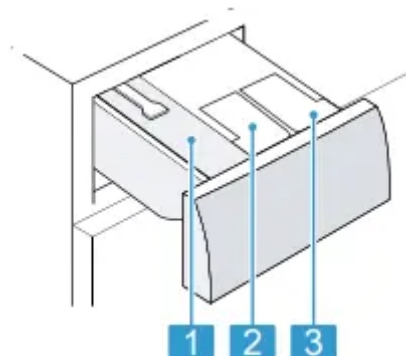
5 "Water outlet hose" → Page 17

6 "Power cord" → Page 17

7 "Transit bolts" → Page 15


### Detergent drawer

Below is an overview of the structure of the detergent drawer.



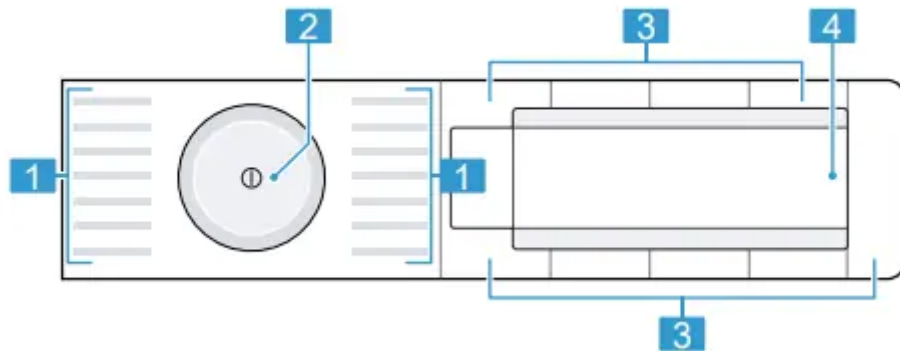
1 Manual dosing compartment

2  Dispenser for fabric softener or detergent

3  Dispenser for detergent

## Controls

The controls are used to configure all functions of your appliance and to obtain information about the operating status.



1 "Programmes" → Page 26

2 "Programme selector" → Page 36









3 "Buttons" → Page 24










4 "Display" → Page 21

## Display



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



Display	Designation	Description
0:40 <sup>1</sup>	Programme duration/ programme time re- maining	Approximate expected programme duration or pro- gramme time remaining.
10h <sup>1</sup>	"Ready in" time	The programme end has been set and the remaining number of hours is displayed. → "Buttons", Page 24
9 kg <sup>1</sup>	Recommended load	The maximum load capacity for the selected pro- gramme in kg.
 - 1400	Spin speed	Set spin speed in rpm. → "Buttons", Page 24 0= No final spin, only draining  : Rinse Hold, no draining
 - 90	Temperature	Set temperature in °C. → "Buttons", Page 24  (cold)
	Prewash	Programme status
	Wash	Programme status
	Rinse	Programme status
	Spin	Programme status
-P-	Pause	Programme status
<sup>1</sup> Example		












Display	Designation	Description
End	End of programme	Programme status
	Childproof lock	<ul style="list-style-type: none"> <li>Lights up: The childproof lock is activated.</li> <li>Flashes: The childproof lock is active and the programme selector has been adjusted. → "Deactivating the childproof lock", Page 40</li> </ul>
	Energy consumption	Energy consumption for the selected programme. <ul style="list-style-type: none"> <li>— : Low energy consumption</li> <li>----- : High energy consumption</li> </ul>
	Water consumption	Water consumption for the selected programme. <ul style="list-style-type: none"> <li>— : Low water consumption</li> <li>----- : High water consumption</li> </ul>
	Wi-Fi	<ul style="list-style-type: none"> <li>Lights up: The appliance is connected to your home network.</li> <li>Flashes: The appliance is trying to connect to your home network. → "Home Connect", Page 41</li> </ul>
	Energy manager	The appliance is connected to the smart energy system (energy manager). → "Connecting the appliance to the energy manager", Page 43
	Dispenser for liquid detergent	<ul style="list-style-type: none"> <li>Lights up: The intelligent dosing system for liquid detergent is activated.</li> <li>Flashes: The fill level of the dispenser is below the minimum level. → "Intelligent dosing system", Page 40</li> </ul> ◊ (liquid detergent)
	Dispenser for liquid detergent or fabric softener.	<ul style="list-style-type: none"> <li>Lights up: The intelligent dosing system for liquid detergent or fabric softener is activated.</li> <li>Flashes: The fill level of the dispenser is below the minimum level. → "Intelligent dosing system", Page 40</li> </ul> ◊ (liquid detergent) ⊗ (fabric softener)
50 ml <sup>1</sup>	Basic dosage	Basic dosage for detergent or fabric softener. → "Basic dosage", Page 41
	Foam detection system	The appliance has detected too much foam. → "Error code / Fault display / Signal", Page 56
	Door	The door is unlocked and can be opened.
<sup>1</sup> Example		





  

Display	Designation	Description
	Tap	<ul style="list-style-type: none"> <li>No water pressure. → "Error code / Fault display / Signal", Page 56</li> <li>The water pressure is too low.</li> </ul>
	Detergent drawer	The detergent drawer has not been pushed in fully. → "Error code / Fault display / Signal", Page 56
E:60 / -2B <sup>1</sup>	Error	Error code, error display, signal. → "Error code / Fault display / Signal", Page 56
<sup>1</sup> Example		

## Buttons

Below is an overview of the buttons and their setting options. The selection of program settings depends on the selected program. You can see the selection options for each program in the overview for → "Programmes", Page 26.



Button	Selection	Description
Start/Reload 	<ul style="list-style-type: none"> <li>■ Start</li> <li>■ Cancel</li> <li>■ Pause</li> </ul>	Start, cancel or pause the programme.
SpeedPerfect	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> </ul>	<p>Activate or deactivate a short washing programme.</p> <p><b>Note:</b> Energy consumption increases. The washing result is not affected by this.</p>
Intensive Plus 	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> </ul>	<p>Activate or deactivate an extended washing programme. The programme duration is extended by up to 30 minutes. Suitable for heavily soiled laundry.</p>
 i-DOS	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> <li>■ Basic dosage</li> </ul>	<p>Briefly press the button to activate or deactivate the intelligent dosing system for liquid detergent .</p> <p>Press the button for approx. 3 seconds to set the basic dosage.</p> <p>→ "Intelligent dosing system", Page 40</p>
 f-DOS	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> <li>■ Dispenser contents</li> <li>■ Basic dosage</li> </ul>	<p>Briefly press the button to activate or deactivate the intelligent dosing system for fabric softener  or liquid detergent .</p> <p>Press the button for approx. 3 seconds to specify the contents of the dispenser or set the basic dosage.</p> <p>→ "Intelligent dosing system", Page 40</p>
- Finish in +	1-24 hours	<p>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.</p>
Temperature	 - 90 °C	Adjust the temperature in °C.
Spin Speed	 - 1400	<p>Adjust the spin speed or activate  (Rinse Hold).</p> <p>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.</p>

Button	Selection	Description
⓪ (mains switch)	<ul style="list-style-type: none"> <li>■ Switch on</li> <li>■ Switch off</li> </ul>	Switch the appliance on or off.
Remote Start 	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> <li>■ Open the Home Connect menu</li> </ul>	<p>If you briefly press the button, the appliance will be enabled for remote start via the Home Connect app</p> <p>If you press the button for approx. 3 seconds, the Home Connect menu opens.</p> <p><b>Notes</b></p> <ul style="list-style-type: none"> <li>■ Remote start cannot be activated for safety reasons in the following circumstances: <ul style="list-style-type: none"> <li>- The door is open.</li> <li>- The detergent drawer has not been pushed in fully.</li> </ul> </li> <li>■ Remote start is deactivated for safety reasons in the following circumstances: <ul style="list-style-type: none"> <li>- Open the door.</li> <li>- Press Start/Reload </li> <li>- Press Remote Start .</li> <li>- Switch off the appliance.</li> <li>- Following a power cut.</li> </ul> </li> </ul>
 Child Lock push 3 sec.	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> </ul>	<p>Activate or deactivate the childproof lock. Disable the control panel to prevent unwanted or accidental operation.</p> <p>If the childproof lock is activated and the appliance has been switched off, the childproof lock remains activated.</p> <p>→ "Childproof lock", Page 39</p>
Spin Speed	Basic settings	<p>Change the basic settings for the appliance.</p> <p>→ "Changing the basic settings", Page 47</p>
Prewash	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> </ul>	<p>Activate or deactivate prewash, e.g. for washing heavily soiled laundry.</p> <p><b>Note:</b> If the intelligent dosing system is activated, the detergent will be dispensed automatically for the prewash and the main wash. If the intelligent dosing system is deactivated, place the detergent for the prewash directly in the drum.</p>
Extra Rinse	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> </ul>	<p>Activate or deactivate an additional rinse cycle. Recommended for particularly sensitive skin or in regions with very soft water.</p>

## Programmes

Below is an overview of the programmes. You can find information on the load and on the adjustable programme options.

**Tip:** The laundry's care labels provide you with additional information on programme selection.  
→ "Care symbols on the care labels", Page 34





Programme	Description	Max. load (kg)	Max. temperature (°C) <sup>1</sup>	Max. spin speed (rpm) <sup>1</sup>	SpeedPerfect	Extra Rinse	Spin Speed ▾ (Rinse Hold)	Prewash	i-DOS 	i-DOS 
Cottons	Wash hard-wearing items made from cotton, linen or blended fabrics. Also suitable as a short programme for normally soiled laundry when you activate SpeedPerfect. If SpeedPerfect is activated, the maximum load capacity is reduced to 5 kg.	9	90	1400	●	●	●	●	●	●
Colour	Wash hard-wearing items made from cotton, linen or blended fabrics. Energysaving programme. <b>Note:</b> To save energy, the actual washing temperature may deviate from the set washing temperature. The washing performance meets legal requirements.	9	90	1400	-	●	●	●	●	●

<sup>1</sup> Programme setting

Programme	Description	Intensive Plus <sup>†</sup>	2) I-DOS <sup>⊗</sup>	I-DOS <sup>⊙</sup>	Prewash	Spin Speed <sup>∩</sup> (Rinse Hold)	Extra Rinse	SpeedPerfect	Max. spin speed (rpm)	Max. temperature (°C) <sup>1</sup>	Max. load (kg)
Eco 40-60	Wash items made from cotton, linen or blended fabrics. Suitable for normally soiled items. <b>Note:</b> Textiles which can be washed as per the care symbol <sup>∩</sup> at 40 °C or <sup>∩</sup> at 60 °C can be washed together. In order to achieve the best possible energy efficiency, the optimum washing temperature for this programme was saved. The washing temperature is activated and cannot be changed.	-	•	•	•	•	•	-	1400	-	9
Easy Care	Wash items made from synthetic or blended fabrics.	•	•	•	•	•	•	•	1200	60	4
Mixed Load	Wash items made from cotton, linen, or synthetic or blended fabrics. Suitable for lightly soiled laundry.	•	•	•	•	•	•	•	1400	60	4
Delicates/Silk	Wash delicate, washable items made from silk, viscose and synthetics. Use a detergent that is suitable for delicates or silk.	-	•	•	•	•	•	-	800	40	2
<sup>1</sup> Programme setting											




Programme	Description	Max. load (kg)	Max. temperature (°C) <sup>1</sup>	Max. spin speed (rpm) <sup>1</sup>	SpeedPerfect	Extra Rinse	Spin Speed ▾ (Rinse Hold)	Prewash	i-DOS ∅	i-DOS ⊗	Intensive Plus ⊕
	<b>Note:</b> Wash especially delicate items or items with hooks, eyelets or clips in a mesh laundry bag.										
Wool	Hand- or machine-washable items that are made from wool or contain wool. To prevent the laundry from shrinking, the drum moves the items very gently with long pauses. Use a detergent that is suitable for wool.	2	40	800	-	-	●	-	-	●	-
Rinse	Rinses and then spins the laundry, and then drains the water.	-	-	1400	-	●	●	-	-	●	-
Spin/Drain	Spins and drains the water. If you only want to drain the water, activate 0. The laundry is not spun.	-	-	1400	-	-	-	-	-	-	●
Auto Soft	Wash delicate items made from cotton, synthetic or blended fabrics. Gentle laundry care. The degree of soiling and the type of fabric are automatically detected. The washing process is adapted.	3,5	30	1000	-	-	●	-	-	●	-

<sup>1</sup> Programme setting







Programme	Description
Intensive Plus 	
2) i-DOS 	
1) i-DOS 	
Prewash	
Spin Speed  (Rinse Hold)	
Extra Rinse	
SpeedPerfect	
Max. spin speed (rpm)	1200
Max. temperature (°C)	1
Max. load (kg)	
Drum Clean	<p>Cleaning and caring for the drum. Use this programme in the following cases:</p> <ul style="list-style-type: none"> <li>■ Before using the appliance for the first time</li> <li>■ If you regularly wash at temperatures of 40 °C or lower</li> <li>■ After a prolonged period of non-use</li> </ul> <p>Use washing powder or a detergent containing bleach. Halve the amount of detergent to avoid foaming. Do not use fabric softener. Do not use liquid detergent or detergent that is intended for woollens or delicates.</p> <p><b>Note:</b> The drum cleaning indicator will flash to remind you if you have not used a programme at 60 °C or higher for a long time.</p>

<sup>1</sup> Programme setting



Programme	Description		
Intensive Plus <sup>1</sup>		●	
2) I-DOS 		●	-
1) I-DOS 		●	●
Prewash		●	●
Spin Speed  (Rinse Hold)		●	●
Extra Rinse		●	●
SpeedPerfect		-	-
Max. spin speed (rpm)		800	800
Max. temperature (°C) <sup>1</sup>		60	40
Max. load (kg)		2	2
Shirts	Wash non-iron shirts and blouses made from cotton, linen, synthetic fibres or blended fabrics. <b>Tip:</b> In order to avoid creasing in your laundry, you can activate . The laundry is only given a short spin and can be removed while still dripping wet. Hang out shirts and blouses while they are still dripping wet so that they drip dry. Use the Delicates/Silk programme to wash shirts and blouses made from silk or delicate fabrics.		
Sportswear	Wash sports and leisure items made from synthetic fibres, microfibre or fleece. Use a detergent that is suitable for sports items. Do not use fabric softener. <b>Tip:</b> Use the Easy Care programme to wash heavily soiled laundry.		

<sup>1</sup> Programme setting

Intensive Plus 		
 I-DOS 	•	
 I-DOS 	•	
Prewash		
Spin Speed  (Rinse Hold)	•	
Extra Rinse	•	
SpeedPerfect	•	
Max. spin speed (rpm) <sup>1</sup>	1200	
Max. temperature (°C) <sup>1</sup>	40	
Max. load (kg)	4	
<b>Programme</b>	<b>Description</b>	
Super Quick 15/30 <sup>1</sup>	Wash items made from cotton, synthetic or blended fabrics. Short programme for small items of lightly soiled laundry. The programme duration is approx. 30 minutes. If you wish to reduce the programme duration to 15 minutes, activate SpeedPerfect. The maximum load is reduced to 2 kg.	
	<sup>1</sup> Programme setting	

## Accessories

Only use original accessories. These have been made especially for your appliance. Here you can find an overview of your appliance's accessories and how to use them.

	Use	Order number
Water inlet hose extension	Extend the water inlet hose for cold water or AquaStop (approx. 2.50 m).	WMZ2381
Fixing brackets	Improves the stability of the appliance.	WMZ2200
Elbow	Secure the water outlet hose in place.	00655300

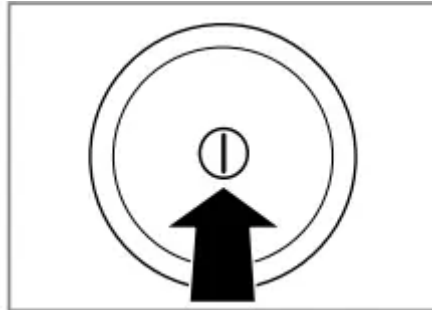
## Before using for the first time

### 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.

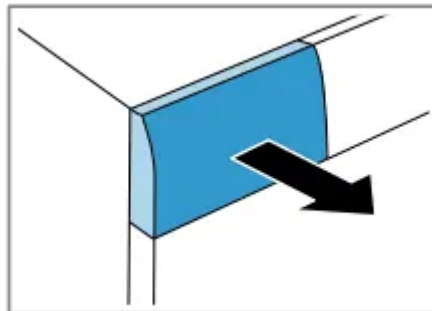
Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

1. Press ① .

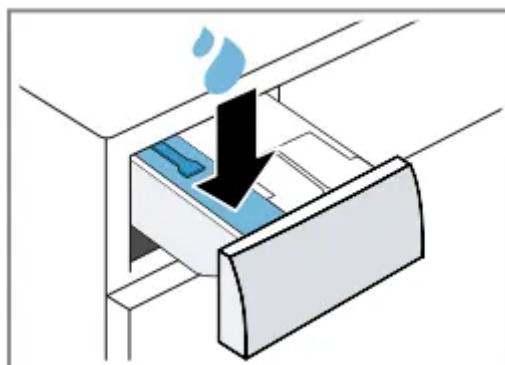


It may take a few seconds for the appliance to switch on.

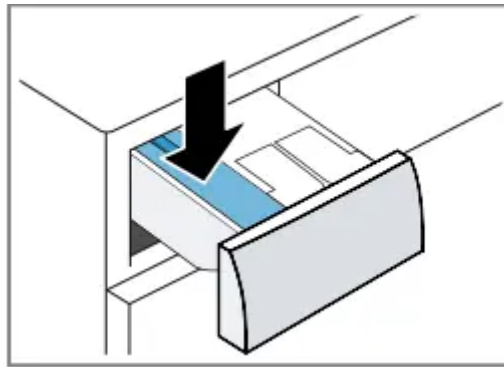
2. Set the Drum Clean program.
3. Close the door.
4. Pull out the detergent drawer.



5. Pour approx. 1 liter of water into the manual dosing compartment.

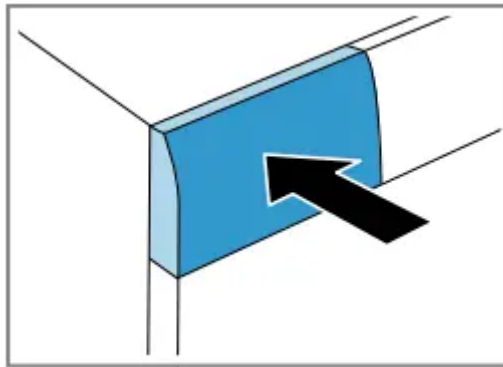


6. Add washing powder to the manual dosing compartment.




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 woolens or delicates.

7. Push in the detergent drawer.



8. Press Start/Reload  to start the program.

- The display shows the remaining program duration.
- After the program has ended, the display shows End.

9. Start the first wash cycle or press  to switch off the appliance. → "Basic operation", Page 36

## Laundry

You can wash all items that the manufacturer has marked as machine washable on the care label and fabrics made from hand-washable wool using your appliance.

### Preparing the laundry

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 all 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 and apron strings together or use a mesh laundry bag
- 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
- Separate items of laundry and shake them out
- Wash large and small items of laundry together
- Dab fresh stains with soapy water (do not rub them)
- Some stubborn or dried-in stains can be removed by washing several times

### Sorting laundry

Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

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

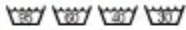




- Type of fabric and fiber type
- Whites
- Colors Wash new colored items separately the first time you wash them. – "Soiling" → Page 34
- "Care symbols on the care labels" → Page 34

### Degrees of soiling

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

### Care symbols on the care labels

The symbols indicate the recommended program and the numbers in the symbols indicate the maximum recommended washing temperature.

Symbol	Washing process	Recommended programme
	Normal	Cottons
	Gentle	Easy Care
	Particularly gentle	Delicates/Silk for washing by hand
	Hand wash	Wool
	Not suitable for machine-washing	-

## Detergents and care products

You can protect your appliance and your laundry by selecting and using the correct detergents and care products. You can use all detergents and care products which are suitable for domestic washing machines.

Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely. The manufacturer's instructions for use and dosage can be found on the packaging.

### Detergent recommendation

This information helps you to choose the right detergent for your fabrics.

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

### Detergent dosage

Use the correct detergent dosage to achieve optimal washing results and save resources. 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.

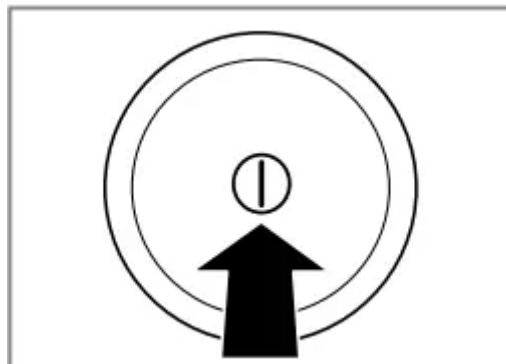
- If you are not using manual dosage, adjust the dosage to the actual load.
- If intelligent dosing is activated, do not adjust the dosage to the actual load capacity. The quantity of detergent and fabric softener is automatically calculated via the "basic dosage" → Page 41 and the amount of laundry detected. The basic dosage setting must always comply with the dosage for a load of 4.5 kg.

## operation Basic operation

You can find out everything you need to know about operating your appliance here.

### Switching on the appliance

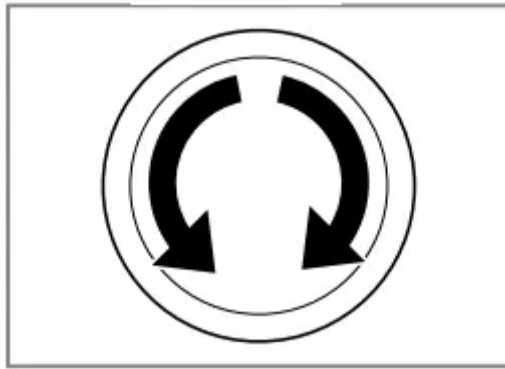
► Press .



It may take a few seconds for the appliance to switch on.

### Setting a program

1. Set the program selector to the required "program" → Page 26.



2. If necessary, "adjust the program settings" → Page 37.

### Adjusting the program settings

Depending on the program and program progress, you can adjust or activate/deactivate the settings.

Note: Overview of all program settings: → "Buttons", Page 24 Requirement: A program has been set.

► Adjust the program settings. The program settings are not saved permanently for the program.

Note: The setting is saved if you activate or deactivate the intelligent dosing system.

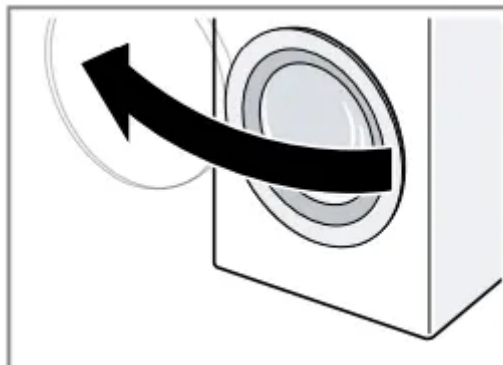
### Loading laundry

Notes

- Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.
- To prevent creasing, take note of the maximum load for the relevant "program" → Page 26.

**Requirement:** Prepare and sort the laundry. → "Laundry", Page 33

1. Open the door



2. Ensure that the drum is empty.

3. Separate the laundry and place it in the drum.

4. Note: Ensure that there is no laundry trapped in the door. Close the door.

### **Adding detergent and care product**

For programs in which intelligent dosing is not possible or desirable, you can add detergent to the manual dosing compartment.

Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

Tip: In addition to intelligent dosing, you can also add additional care products for the laundry, e.g. stain remover, starch or bleach, to the manual dosing compartment. Do not add any additional detergent to the manual dosing compartment to avoid overdosage and/or foaming.

Requirement: Find out the optimum dosage for "detergent and care product." → Page 35

1. Pull out the detergent drawer.
2. Pour in detergent. → "Detergent drawer", Page 20
3. If required, add the care product.
4. Push in the detergent drawer.

### **Starting the program**

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



▶ Press Start/Reload .

- 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 program duration or the "Ready in" time.
- After the program has ended, the display shows End.

### **Soaking laundry**



You can soak the laundry before washing in the appliance by pausing the program.

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

1. Start the program.
2. To pause the program, after approx. 10 minutes, press Start/Reload .
3. To resume the program, after the desired soaking time, press Start/Reload .

### **Adding laundry**


Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

1. Press Start/Reload  . The appliance is paused and checks whether it is possible to add or remove laundry. Take note of the program status.
2. Add or remove laundry.
3. Close the door.
4. Press Start/Reload  .

### Canceling the program

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

Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

1. Press Start/Reload  .
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 program.

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

3. Remove the laundry.

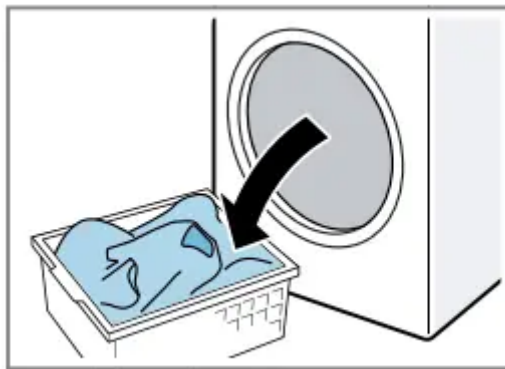
### Resuming the program when the program status is Rinse Hold

1. Set the Spin or Drain program.
2. Press Start/Reload  .

### Unloading the laundry

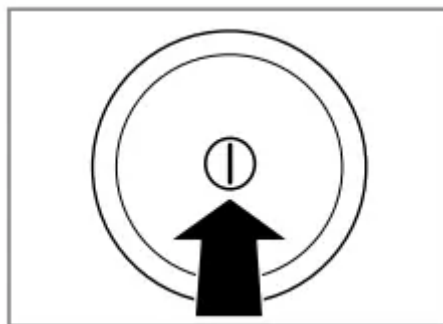
Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

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

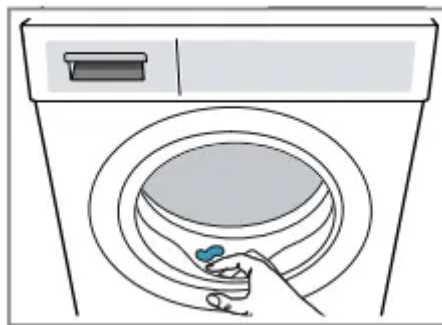


### Switching off the appliance

1. Press ① .



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

Childproof lock Secure your appliance against being operated unintentionally using the controls.


### Activating the childproof lock


- ▶ Press and hold the two  Child Look push 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 childproof lock

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

► Press and hold the two  Child Lock push 3 sec. buttons for approx. 3 seconds. So that the program currently running is not canceled, the program selector must be set to the initial program.

-  goes out in the display.


## Intelligent dosing system

Your appliance has an intelligent dosing system for liquid detergent and fabric softener. The optimum quantities of liquid detergent and fabric softener are dispensed automatically depending on the program and settings. The intelligent dosing system has been activated at the factory for all the designated "programs" → Page 26 and can be deactivated for each one individually. In all other programs, you can manually add detergent. → "Adding detergent and care product", Page 38

### Filling the dispenser

Note : In order to use intelligent dosing, fill the dispenser.

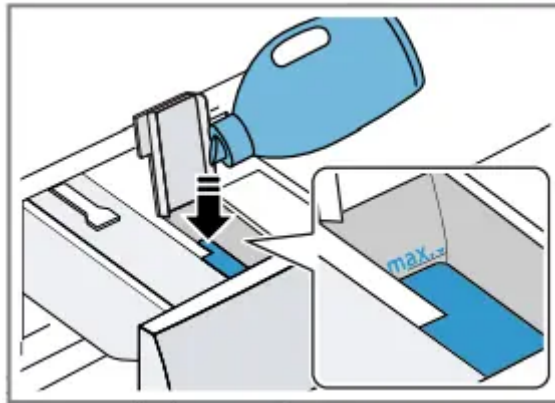
- Fill the dispenser only with suitable "detergent and care products" → Page 35.
- If you change the liquid detergent or fabric softener, empty and clean the dispenser beforehand. → "Cleaning the detergent drawer", Page 48
- If you want to use both dispensers for liquid detergent, adjust the "contents of the dispenser" → Page 41.

Requirement:  flashes.

1. Pull out the detergent drawer.
2. Open the dispenser lid.



3. Pour liquid detergent and fabric softener into the relevant dispensers. → "Detergent drawer", Page 20





4. Close the dispenser lid.

Note: To prevent the detergent from drying out or drying up, do not leave the dispenser lid open for a long period of time.

5. Push in the detergent drawer.

6. Adjust the "basic dosage" → Page 41.







### Dispenser contents

When it leaves the factory, the dispenser is set for fabric softener . Alternatively, you can also use this dispenser for a second liquid detergent .

Notes

- If you change the content of the dispenser, the basic dosage for this dispenser is reset.
- If you use both dispensers for liquid detergent, you must select a dispenser that is to be used during washing.

### Adjusting the dispenser contents

1. Press and hold  i-DOS for approx. 3 seconds.
2. To set , press  i-DOS. a The display shows .
3. To set , press  i-DOS again.
4. To end the setting process, wait briefly.

### Basic dosage


You can adjust the preset basic dosages for liquid detergent and fabric softener. The basic dosage depends on the manufacturer's instructions for the detergent, the water hardness and the degree of soiling of the laundry. Always set a basic dosage that

corresponds to the dosage for a standard load of 4.5 kg. → "Detergent dosage", Page 36

### Adjusting the basic dosage

You can individually adjust the basic dosages for each dispenser.

1. Press and hold  i-DOS for approx. 3 seconds.

- The display shows the basic dosage set for .

2. To adjust the setting, press - / +.

3. To end the setting process, wait briefly.

Note: To adjust the basic dosage for , repeat the steps with  i-DOS

## Home Connect

Home Connect This appliance is network-capable. Connecting your appliance to a mobile device lets you control its functions via the Home Connect app, adjust its basic settings and monitor its operating status. Home Connect services are not available in every country. The availability of the Home Connect function depends on the availability of Home Connect services in your country.

- → "Connecting the appliance to a WLAN home network (Wi-Fi) with WPS function", Page 42
- → "Connecting the appliance to a WLAN home network (Wi-Fi) without WPS function", Page 42

The Home Connect app guides you through the entire login process. Follow the instructions in the Home Connect app to configure the settings.

### Tips

- Please consult the documents supplied by Home Connect.
- Please also follow the instructions in the Home Connect app.

### Notes

- Please note the safety precautions in this instruction manual and make sure that they are also observed when operating the appliance via the Home Connect app. → "Safety", Page 4
- Operating the appliance on the appliance itself always takes priority. During this time it is not possible to operate the appliance using the Home Connect app.





### Home Connect settings

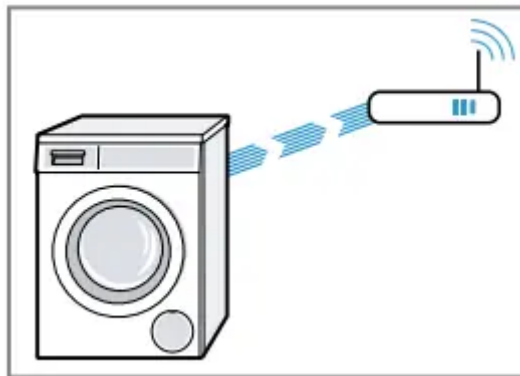
Adapt Home Connect to your needs. You can find the Home Connect settings in the basic settings for your appliance. Which settings the display shows will depend on whether Home Connect has been set up and whether the appliance is connected to your home network.

### Connecting the appliance to a WLAN home network (Wi-Fi) with WPS function

Using your router's WPS function is the simplest way to connect the appliance to your home network.

Requirement: If your router has a WPS function, you can connect the appliance to your WLAN home network (Wi-Fi) automatically.

1. Press and hold Remote Start  for approx. 3 seconds.
  - The display shows Aut.
2. Press Start/Reload  .
3. Press the WPS button on the router within the next 2 minutes. Take note of the information in the documents for your router.
  -  flashes in the display.
  - The appliance attempts to connect to your WLAN home network.
  - If the display shows con and  lights up permanently, the appliance is connected to the home network.






4. If the display shows Err, the appliance is not connected to the home network.
  - Check whether your appliance is in range of your home network.
  - Reconnect the appliance to the WLAN home network (Wi-Fi) with WPS function.
5. "Connect your appliance to the Home Connect app." → Page 43

### Connecting the appliance to a WLAN home network (Wi-Fi) without WPS function

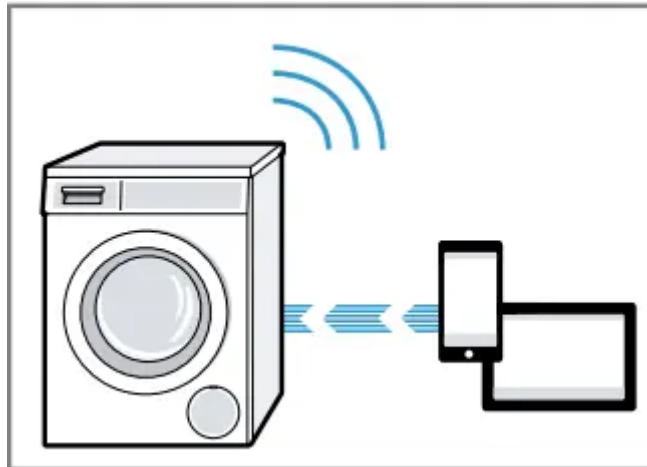
If your router does not have a WPS function, you can connect the appliance to your WLAN home network (Wi-Fi) manually. The appliance quickly sets up its own Wi-Fi network. You can connect a mobile device to the WLAN network and transfer the network information for the WLAN home network (Wi-Fi) to your appliance.

**Requirement:** The Home Connect app is open and you have logged on.

1. Press and hold Remote Start  for at least 3 seconds.
  - The display shows Aut.
2. Set the program to position 2.
  - The display shows SAP.
3. Press Start/Reload .
  -  flashes in the display.
  - The appliance now sets up its own Wi-Fi network with the name (SSID) HomeConnect.




4. Call up the Wi-Fi settings on the mobile device. Connect the mobile device to the Home Connect Wi-Fi network and enter the password (key) HomeConnect.
  - Your mobile device now connects to the appliance. The connection process may take up to 60 seconds.



5. Open the Home Connect app on your mobile device and carry out the steps in the app.

6. In the Home Connect app, enter the network name (SSID) and password (key) for your home network.

7. Carry out the steps in the Home Connect app to connect the appliance.

- If the display shows con and  lights up permanently, the appliance is connected to the home network.

8. If the display shows Err, the appliance is not connected to the home network.

- Check whether your appliance is in range of your home network.
- Reconnect the appliance to the WLAN home network (Wi-Fi) with WPS function.

9. "Connect your appliance to the Home Connect app" → Page 43.

## Connecting your appliance to the Home Connect app

### Requirements

- The appliance is connected to the WLAN home network (Wi-Fi).
- The Home Connect app is open and you have logged on.

1. Set the program to position 3.

- The display shows APP.

2. Press Start/Reload .

- The appliance connects to the Home Connect app.

3. Once your appliance is displayed in the Home Connect app, carry out the last steps in the Home Connect app.

- If the display shows con, the appliance is connected to the Home Connect app.

### Connecting the appliance to the energy manager

If you connect the appliance to the smart energy system (energy manager), you will optimize your energy consumption. The appliance starts only when your home photovoltaic system can provide sufficient energy or the energy tariff is good.

#### Requirements

- The smart energy system (energy manager) must use the EEBus Initiative communications standard.
- You have read about how to connect your appliance to the smart energy system (energy manager) in the instruction manual for the smart energy system (energy manager).

1. Press and hold Remote Start  for approx. 3 seconds.


- The display shows Aut.

2. Set the program to position 7.

- The display shows EnG.

3. Press Start/Reload  .

- The appliance is connected to the smart energy system (energy manager).
- If the appliance has connected to the energy manager successfully, the

display shows con and  .

4. Activate Flex Start if you want the smart energy system (energy manager) to start up your appliance. → "Activate Flex Start", Page 44

### Activate Flex Start

Activate Flex Start to allow your smart energy system (energy manager) to start your appliance once your home photovoltaic system is able to provide sufficient energy or the energy tariff is good.

**Requirement:** The smart energy system (energy manager) cannot start your appliance until it is connected to the appliance.


1. Set the program you require.
2. Press - Finish in + to set the required time.

3. Press Start/Reload .

4. Press Start/Reload



- The display shows and Flex Start is activated. The appliance waits to be started by the smart energy system (energy manager).
- If the time changes on the display, e.g. to 8 h, the smart energy system (energy manager) has established a time at which your appliance can start.
- If the smart energy system (energy manager) does not start the appliance within the set time, the appliance will start the program itself before the set time period ends. The program ends when the time period ends.

Note : Flex Start is deactivated for safety reasons in the following circumstances:

- Press Start/Reload .
- Open the door.
- Switch off the appliance.
- Power failure.



### Activating Wi-Fi on the appliance

Note: When Wi-Fi is activated, the energy consumption increases in comparison to the values specified in the consumption value table.

1. Press and hold Remote Start  for approx. 3 seconds.
2. Set the program to position 4.
  - The display shows Con.
3. Press Start/Reload  repeatedly until the display shows On.
  - Wi-Fi is activated.

Note: If Wi-Fi is activated, the appliance will not switch itself off automatically.



### Deactivating Wi-Fi on the appliance

1. Press and hold Remote Start  for at least three seconds.
2. Set the program to position 4.
  - The display shows Con.
3. Press Start/Reload  repeatedly until the display shows OFF.
  - Wi-Fi is deactivated.

Note: If Wi-Fi is switched off and your appliance was previously connected to your home network, this connection will be re-established automatically when Wi-Fi is switched back on.




### Software update

Requirement: The display shows Upd.

1. Press and hold Remote Start  for approx. 3 seconds.
2. Set the program to position 6.
  - UdP appears on the display.
3. Press Start/Reload  .
  - The software update is installed.
  - If End is shown on the display, the software update is installed.

Note: The software update may take several minutes. Do not switch off the appliance while the software update is in progress.

### Resetting the appliance network settings

1. Press and hold Remote Start  for at least 3 seconds.
2. Set the program to position 5.
  - The display shows rES.
3. Press Start/Reload  .
  - The display shows YES.
4. Press Start/Reload  .
  - The network settings are reset.
  - If End is shown on the display, the network settings are reset.

Tip: If you wish to operate your appliance again via the Home Connect app, you will need to reconnect it to the Wi-Fi and to the Home Connect app.

### Remote diagnostics

Customer Service can use Remote Diagnostics to access your appliance if you contact them, have your appliance connected to the Home Connect server and if Remote Diagnostics is available in the country in which you are using the appliance.

### Data protection

Please see the information on data protection. The first time your appliance is registered on a home network connected to the Internet, your appliance will transmit the following types of data to the Home Connect server (initial registration):

- Unique appliance identification (consisting of appliance codes as well as the MAC address of the Wi-Fi communication module installed).
- Security certificate of the Wi-Fi communication module (to ensure a secure data connection).
- The current software and hardware version of your appliance.
- Status of any previous reset to factory settings.

This initial registration prepares the Home Connect functions for use and is only required when you want to use the Home Connect functions for the first time

Note: Please note that the Home Connect functions can only be utilized with the Home Connect app. Information on data protection can be retrieved in the Home Connect app.


### Declaration of Conformity

Robert Bosch Hausgeräte GmbH hereby declares that the appliance with Home Connect functionality meets the essential requirements and other relevant provisions of Directive 2014/53/EU. A detailed RED Declaration of Conformity can be found online at [www.bosch-home.com](http://www.bosch-home.com) among the additional documents on the product page for your appliance.



2.4 GHz band: 100 mW max.

5 GHz band: 100 mW max.

	BE	BG	CZ	DK	DE	EE	IE	EL
	ES	FR	HR	IT	CY	LV	LT	LU
	HU	MT	NL	AT	PL	PT	RO	SI
	SK	FI	SE	UK	NO	CH	TR	

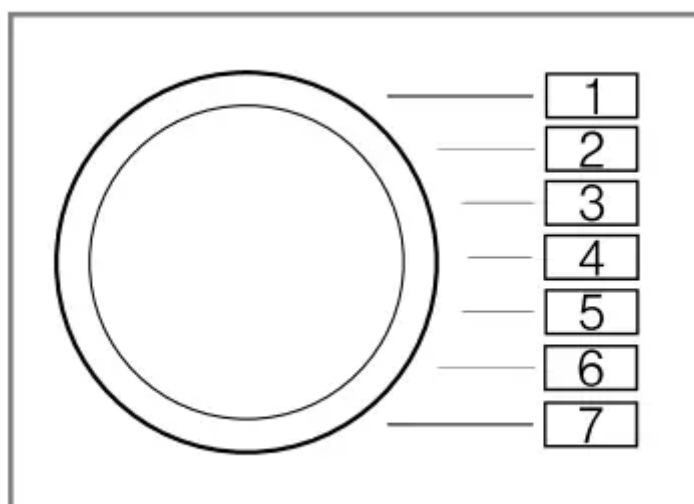
5 GHz WLAN (Wi-Fi): For indoor use only.

## Basic settings

Basic settings You can configure the appliance to meet your needs.

### Overview of basic settings

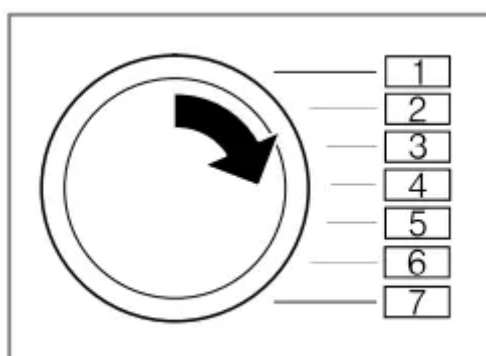
Below is an overview of the basic settings on your appliance.



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.
Drum cleaning reminder	4	ON OFF	Activate or deactivate the reminder to clean the drum.

### Changing the basic settings

1. Set the program selector to position 1.



2. Press Spin Speed and, at the same time, turn the program selector to position 2.
  - The display shows the current value.
3. Set the program selector to the required position.
4. To change the value, press - / +.
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

Follow the tips for appliance care to ensure your appliance works correctly in the long term.

- Wipe down the housing and the control panel with nothing but water and a damp cloth. The appliance parts 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 odors in the appliance.

### Cleaning the drum

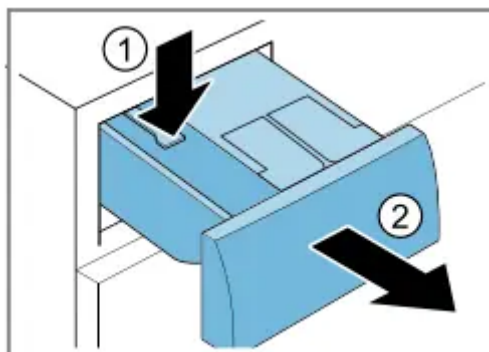
If you often wash at a washing temperature of 40 °C and lower or the appliance has not been used for a long period, clean the drum.

### Cleaning the detergent drawer

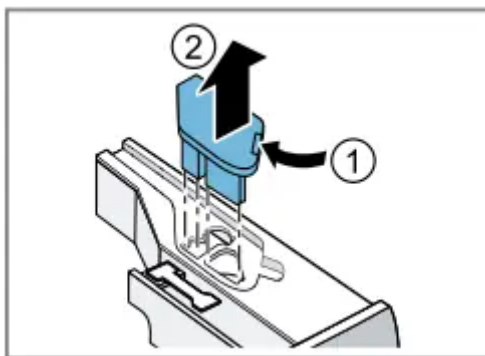
If you change detergent or the detergent drawer is dirty, clean the detergent drawer and the pump unit of the intelligent dosing system.

Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

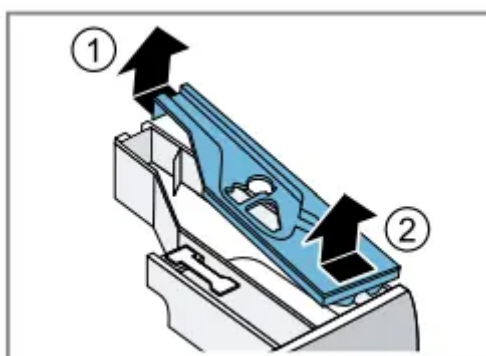
1. Switch off the appliance.
2. Pull out the detergent drawer.
3. Press down on the insert and remove the detergent drawer.



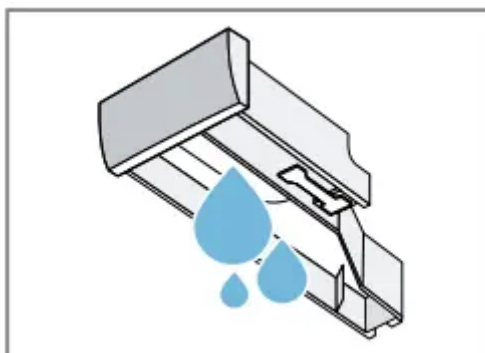
4. Remove the pump unit.



5. Unclip the detergent drawer lid and remove it.

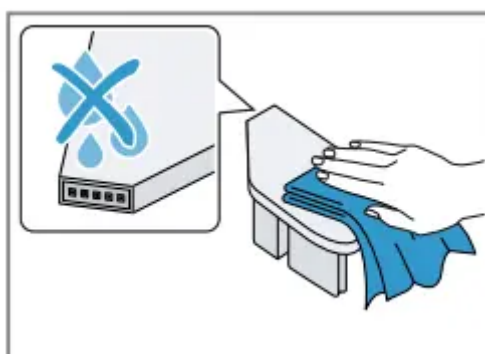


6. Empty the detergent drawer.

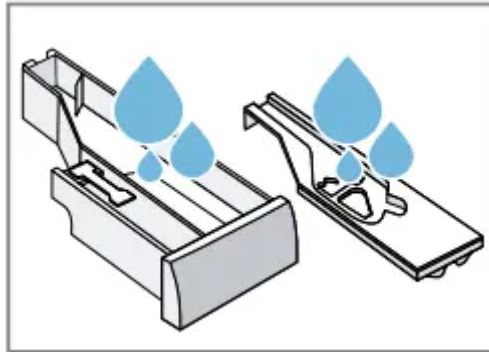


7. ATTENTION: The pump unit contains electrical components.

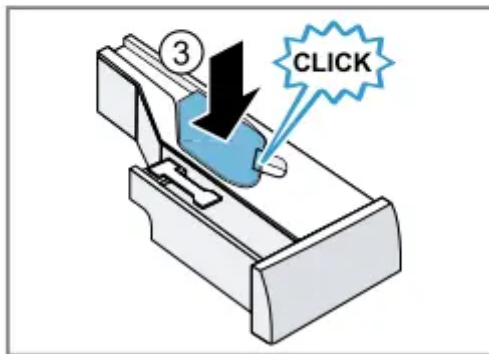
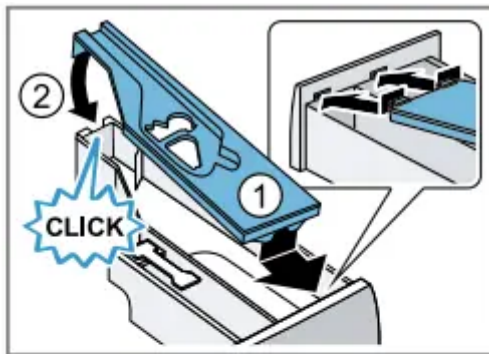
- ▶ Do not clean the pump unit in the dishwasher and do not immerse it in water.
- ▶ Protect the electrical connection on the rear against water, detergent and fabric softener residue. Clean the pump unit with a damp cloth.



8. Clean the detergent drawer and the lid with a soft, damp cloth or hand shower.



9. Dry the detergent drawer, lid and pump unit and reinsert them.



10. Clean the inside of the detergent drawer housing.



11. Push in the detergent drawer

## Descaling

If you add detergent correctly, you do not need to descale your appliance. If you still wish to use the descaler, follow the manufacturer's instructions for use.

**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.

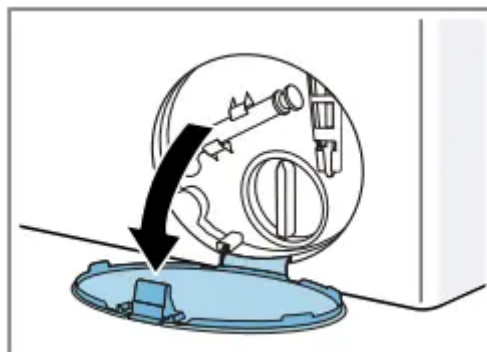
### **Cleaning the drain pump**

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

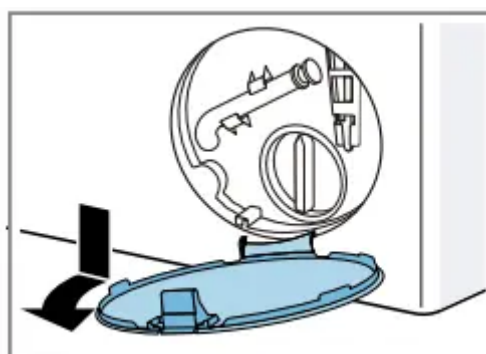
### **Emptying the drain pump**

Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

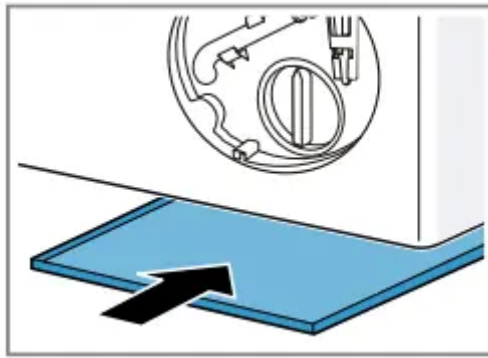
1. Turn off the water tap.
2. Switch off the device.
3. Disconnect the appliance's mains plug from the power supply.
4. Open the maintenance flap.



5. Remove the maintenance flap.



6. Slide a receptacle under the opening



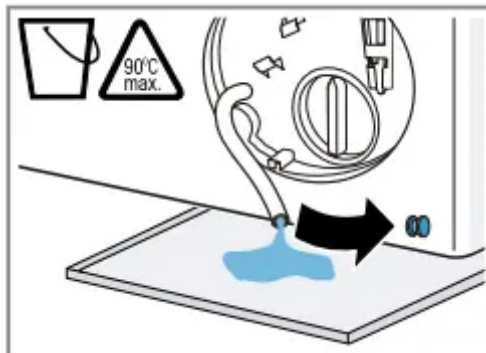
7. Take the drain hose out of the holder.



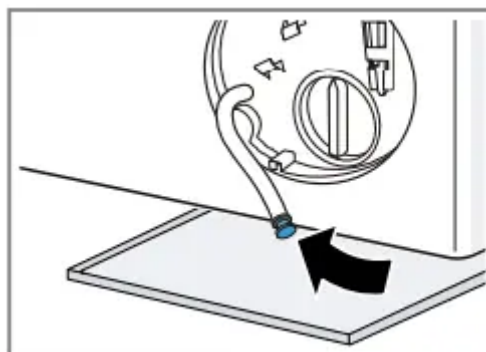
8. CAUTION - Risk of scalding! When you wash at high temperatures, the detergent solution gets hot.

► Do not touch the hot detergent solution.

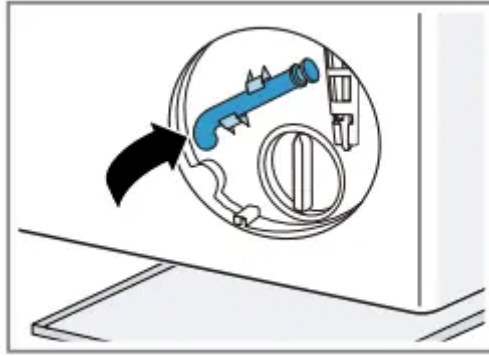
To allow the detergent solution to flow out into the container, remove the sealing cap.



9. Firmly press on the sealing cap.



10. Insert the drain hose into the holder.

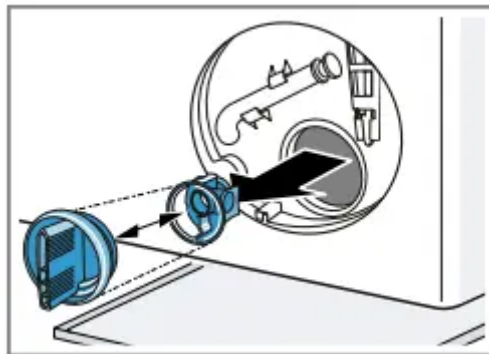


### Cleaning the drain pump

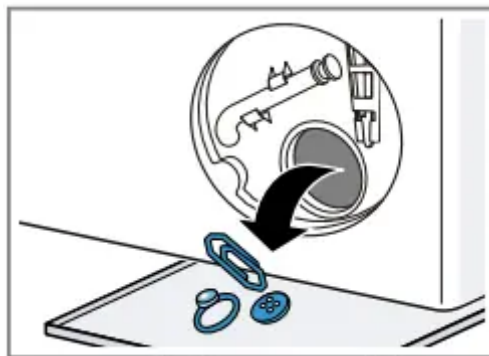
Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

Requirement: "The drain pump is empty." → Page 50

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

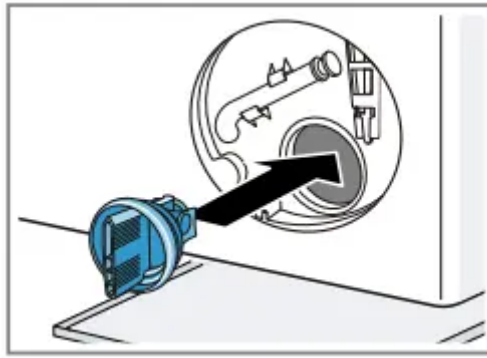


2. Clean the interior, the thread on the pump cap and the pump housing.

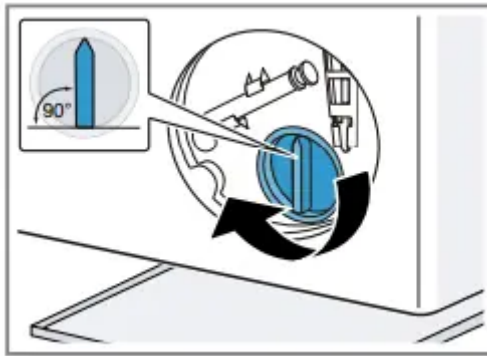


The pump cap is comprised of two parts that can be taken apart for cleaning.

3. Make sure that the impeller in the drain pump can be rotated.
4. Insert the pump cap.
  - Ensure that the parts of the pump cap are correctly assembled.

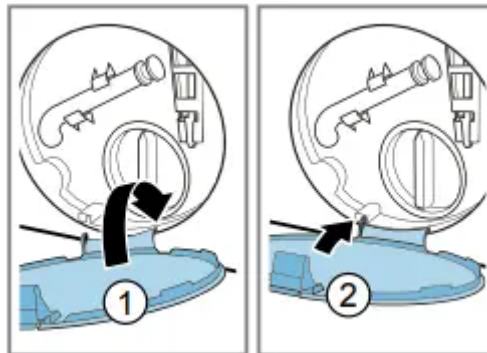


5. Screw on the pump cap.



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

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



7. Close the maintenance flap.

### Before the next wash

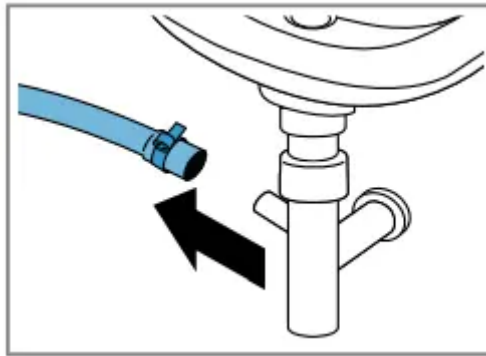
To prevent unused detergent from flowing straight into the outlet in the next wash, run the Drain program after you have emptied the drain pump.

1. Turn on the tap.
2. Insert the mains plug.
3. Switch on the appliance.
4. Pour 1 liter of water into the manual dosing compartment.
5. Start the Drain program.

### Cleaning the water outlet hose at the siphon

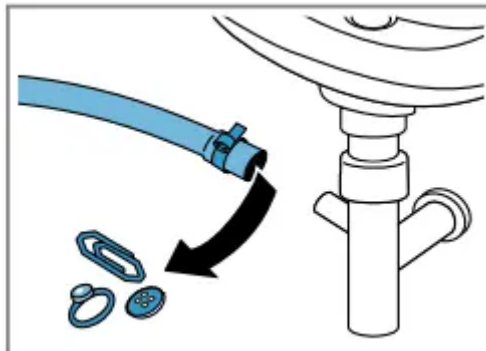
If the water outlet hose at the siphon is dirty or the detergent solution is not being pumped out, you must clean these.

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.

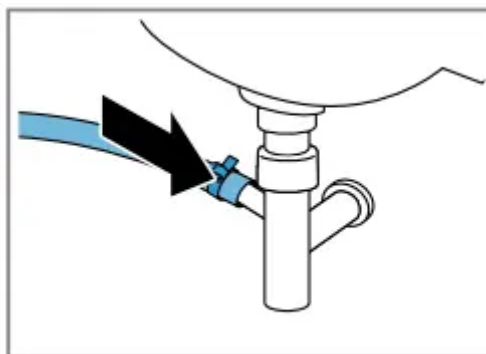


Residual water may leak out.

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 filters.**

Clean the filter in the water inlet in the event of blockages or if the water pressure is too low.

### **Emptying the water inlet hose**

1. Turn off the tap.
2. Set the Cottons program.
3. Start the program and leave it to run for approx. 70 seconds.
4. Switch off the appliance.
5. Disconnect the appliance's mains plug from the power supply.

### **Cleaning the filter on the tap**

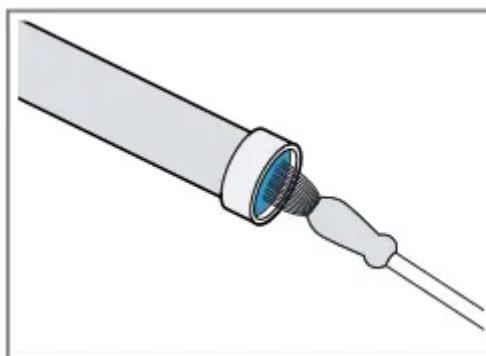
Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely.

Requirement: The water inlet hose is empty.

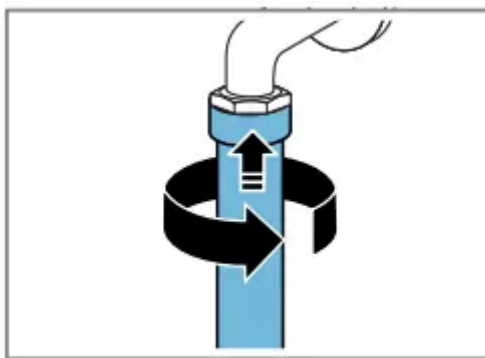
1. Remove the water inlet hose from the tap.



2. Clean the filter with a small brush.



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

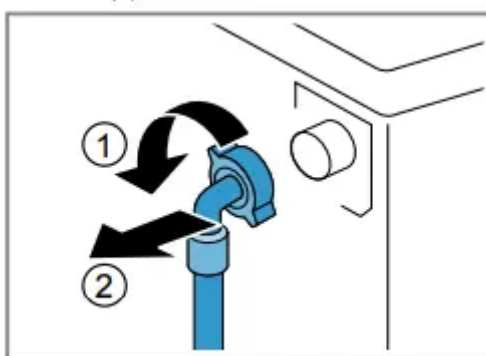


### **Cleaning the filter on the appliance**

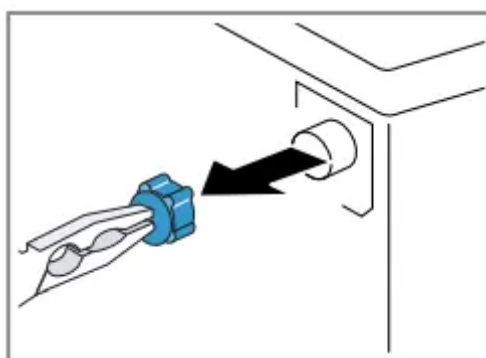
Note: Please read the information in the "Safety" → Page 4 and "Preventing material damage" → Page 11 sections to ensure that you use the appliance safely

Requirement: The water inlet hose is empty. → "Emptying the water inlet hose", Page 53

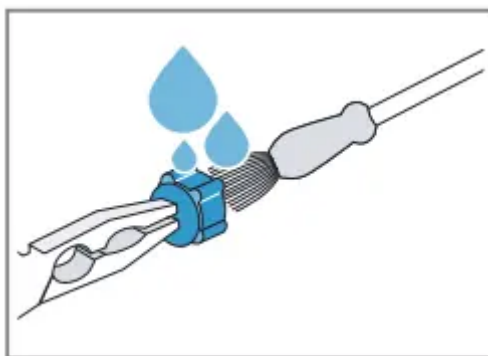
1. Disconnect the hose from the rear of the appliance.



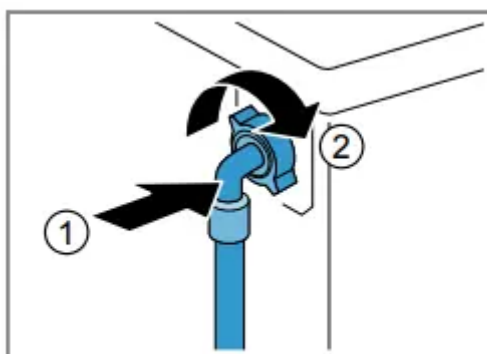
2. Use pliers to remove the filter.



3. Clean the filter with a small brush.







4. Reinsert the filter.
5. Connect the hose and check for leaks.



## Troubleshooting





Error code / Fault display / Signal



Fault	Cause	troubleshooting
The display goes out and Start/Reload  flashes.	Energy-saving mode is active	Press any button. • The symbol lights up again.
"E:30 / -80"	Drain pipe or water outlet hose is blocked.	Drain pipe or water outlet hose is blocked.
	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 50
	The water outlet hose is connected too high.	Install the water outlet hose at a maximum height of 1 meter. → "Technical specifications", Page 70
	Pump cover is not correctly assembled.	Correctly assemble the pump cover.
E:36 / -25 / -26"	Drain pump is blocked.	→ "Cleaning the drain pump", Page 50
"E:10 / -00 / -10 / -20"	The pump for the intelligent dosing system is blocked.	<ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Clean the pump unit. → "Cleaning the detergent drawer", Page 48</li> <li>3. If this indicator appears again, call our after-sales service. → "Customer Service", Page 68</li> </ol> <p>Note: You can start the washing program if you deactivate the intelligent dosing system and dose manually. → "Buttons", Page 24</p>
E:60 / -2B"	The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.	<p>Redistribute the laundry in the drum.</p> <p>Note: Where possible, mix large and small items in the drum. Different-sized items of laundry distribute themselves better during the spin cycle.</p>
	The water pressure is low.	No remedial action is possible.
		"Clean the filters in the water inflow" → Page 53.



	The filters in the water inflow are blocked.	
	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 detergent drawer has not been pushed in as far as it can go.	Push the detergent drawer in as far as it will go.
	The pump unit is not inserted.	<ol style="list-style-type: none"> <li>1. Insert the pump unit into the detergent drawer. → "Cleaning the detergent drawer", Page 48</li> <li>2. Push the detergent drawer in as far as it will go.</li> </ol>
	Detergent dosage is too high.	<ul style="list-style-type: none"> <li>• Immediate measure: Mix one tablespoon of fabric softener with 0.5 liters of water and pour the mixture into the compartment for manual dosing (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>• If intelligent dosing is activated, reduce the "basic dosage" → Page 41.</li> <li>• If you dose manually, reduce the amount of detergent for the next washing cycle with the same load</li> </ul>
All other error codes.	Malfunction	Call the after-sales service. → "Customer Service", Page 68

## Malfunctions

Fault	Cause	troubleshooting
The appliance is not working.	The appliance is not working.	The appliance is not working.
	The appliance is not working.	The appliance is not working.
	The appliance is not working.	The appliance is not working.
The program does not start.	The program does not start  .	Press Start/Reload  .
	Door is not closed.	<ol style="list-style-type: none"> <li>1. Close the door.</li> <li>2. Press Start/Reload  to start the program.</li> </ol>
	The childproof lock is activated	→ "Deactivating the childproof lock", Page 40
	- Finish in + is activated.	Check whether - Finish in + is activated. → "Buttons", Page 24
	Laundry is caught in the door.	<ol style="list-style-type: none"> <li>1. Open the door again.</li> <li>2. Remove any trapped laundry.</li> <li>3. Close the door.</li> <li>4. Press Start/Reload  to start the program.</li> </ol>
The program does not start	The detergent drawer has not been pushed in as far as it can go	Push the detergent drawer in as far as it will go.

	<p>The pump for the intelligent dosing system is blocked.</p>	<ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Clean the pump unit. → "Cleaning the detergent drawer", Page 48</li> <li>3. If this indicator appears again, call our after-sales service. → "Customer Service", Page 68</li> </ol> <p>Note: You can start the washing program if you deactivate the intelligent dosing system and dose manually. → "Buttons", Page 24</p>
<p>The door cannot be opened</p>	 is activated.	<p>Continue the program by selecting Spin or Drain and pressing Start/Reload  . → "Resuming the program when the programme status is Rinse Hold", Page 39</p>
	<p>The temperature is too high.</p>	<ul style="list-style-type: none"> <li>• Wait until the temperature has dropped.</li> <li>• → "Cancelling the program", Page 38</li> </ul>
	<p>Water level is too high.</p>	<p>Start the Drain program.</p>
	<p>Power failure.</p>	<p>Open the door using the emergency release. → "Emergency release", Page 66</p>
<p>The water is not draining.</p>	<p>. Drain pipe or water outlet hose is blocked.</p>	<p>Clean the drain pipe and the water outlet hose.</p>
	<p>Drain pipe or water drain hose is caught or jammed</p>	<p>Ensure that the drain pipe and water drain hose are not kinked or trapped.</p>
	<p>Drain pump is blocked.</p>	<p>→ "Cleaning the drain pump", Page 50</p>
	 is activated.	<p>Continue the program by selecting Spin or Drain and pressing Start/Reload  .</p>
<p>The water is not draining.</p>		<p>→ "Resuming the program when the program status is Rinse Hold", Page 39</p>
	<p>The water outlet hose is connected too high.</p>	<p>Install the water outlet hose at a maximum height of 1 meter. → "Technical specifications", Page 70</p>

	Pump cover is not correctly assembled.	Correctly assemble the pump cover
	Pump cover is not correctly assembled.	Correctly assemble the pump cover
Water is not flowing in. Detergent is not being dispensed.	You have not pressed Start/ Reload  .	Press Start/Reload  .
	The filters in the water inflow are blocked.	Clean the filters in the water inflow" → Page 53.
	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 program duration changes during the wash cycle.	The program operation is optimised electronically. This may change the program 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.

Drum jerks after the program starts.	This is caused by an internal motor test.	Not a fault – no action required.
Vibrations and movement 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	<ul style="list-style-type: none"> <li>• Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the compartment for manual dosing (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>• If intelligent dosing is activated, reduce the "basic dosage" → Page 41.</li> <li>• If you dose manually, reduce the amount of detergent for the next washing cycle with the same load.</li> </ul>
 -DOS  . DOS cannot be actuated	Intelligent dosing is not intended for this program	Not a fault – no action required.
	Program progress does not allow intelligent dosing.	No remedial action possible.

## Noise

<b>Fault</b>	<b>Cause</b>	<b>troubleshooting</b>
Rushing, hissing noise.	Water is flushed under pressure into the detergent drawer	Not a fault – normal operating noise.
Longer, whirring noise before the start of the wash cycle or fabric softening	Intelligent dosing system dispenses detergent or care products.	Not a fault – normal operating noise
Brief whirring noise after switching on the appliance	Intelligent dosing system carries out a function test.	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 50
Slurping, rhythmical suction noise	The drain pump is active, the detergent solution is pumped out.	Not a fault – normal operating noise.

### **Problem with results**

Fault	Cause	troubleshooting
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 program is selected for the type of fabric.	Select the programs that are suitable for the type of fabric. → "Programmes", Page 26
The spin result is not satisfactory. The laundry is too wet/too damp	A low spin speed is selected	<ul style="list-style-type: none"> <li>• The next time you run a wash cycle, set a higher spin speed.</li> <li>• Start the Spin program</li> </ul>
	The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Start the Spin program</li> </ul>
Detergent residue on the damp washing.	Detergents may contain water-insoluble substances that deposit on the laundry.	Start the Rinse program
	Unsuitable detergent added to the dispenser of the intelligent dosing system	<ol style="list-style-type: none"> <li>1. Check whether the detergent used is suitable. → "Detergents and care products", Page 35</li> <li>2. Drain the dispenser. → "Cleaning the detergent drawer", Page 48</li> <li>3. Clean the dispenser.</li> <li>4. Refill the dispenser. → "Filling the dispenser", Page 40</li> </ol>
	Basic dosage is not correctly adjusted	If intelligent dosing is activated, reduce the "basic dosage" → Page 41.

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.
	Unsuitable detergent added to the dispenser of the intelligent dosing system.	<ol style="list-style-type: none"> <li>1. Check whether the detergent used is suitable. → "Detergents and care products", Page 35</li> <li>2. Drain the dispenser. → "Cleaning the detergent drawer", Page 48</li> <li>3. Clean the dispenser.</li> <li>4. Refill the dispenser. → "Filling the dispenser", Page 40</li> </ol>
	Basic dosage is not correctly adjusted.	If intelligent dosing is activated, reduce the "basic dosage" → Page 41.
Insufficient cleaning.	Basic dosage is not correctly adjusted	If intelligent dosing is activated, adjust the "basic dosage" → Page 41 correctly
	Detergent or care products have congealed in dispensers of the intelligent dosing system.	<ol style="list-style-type: none"> <li>1. Check whether the detergent used is suitable. → "Detergents and care products", Page 35</li> <li>2. Drain the dispenser. → "Cleaning the detergent drawer", Page 48</li> <li>3. Clean the dispenser.</li> <li>4. Refill the dispenser. → "Filling the dispenser", Page 40</li> </ol>
	Unsuitable detergent added to the dispenser of the intelligent dosing system.	<ol style="list-style-type: none"> <li>1. Check whether the detergent used is suitable. → "Detergents and care products", Page 35</li> <li>2. Drain the dispenser. → "Cleaning the detergent drawer", Page 48</li> <li>3. Clean the dispenser.</li> <li>4. Refill the dispenser. → "Filling the dispenser", Page 40</li> </ol>

### Home Connect problem

<b>Fault</b>	<b>Cause</b>	<b>troubleshooting</b>
HomeConnect is not working correctly.	Different causes are possible	Go to <a href="http://www.home-connect.com">www.home-connect.com</a> .
No connection to the home network.	Wi-Fi is switched off.	→ "Activating Wi-Fi on the appliance", Page 44
	Wi-Fi is activated but a connection to your home network cannot be established.	1. Ensure that the home network is available. 2. Reconnect the appliance to the home network. → "Connecting the appliance to a WLAN home network (Wi-Fi) with WPS function", Page 42 → "Connecting the appliance to a WLAN home network (Wi-Fi) without WPS function", Page 42

### Leakage

<b>Fault</b>	<b>Cause</b>	<b>troubleshooting</b>
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

<b>Fault</b>	<b>Cause</b>	<b>troubleshooting</b>
Odours have formed in the appliance.	Humidity and detergent residue may promote the formation of bacteria.	<ul style="list-style-type: none"> <li>• → "Cleaning the drum", Page 48</li> <li>• If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate</li> </ul>

## Consumption values

The following information is provided in accordance with the EU Ecodesign Regulation. The values given for programs other than the Eco 40-60 are indicative only and were determined in accordance with the applicable standard EN60456. The automatic dosing function has been deactivated for this purpose. Note on the comparison test: Deactivate the automatic dosing function unless this function is the object of the test.

Programme	Load (kg)	Pro-gramme duration (hr:min) <sup>1</sup>	Energy con-sumption (kWh/cycle) <sup>1</sup>	Water con-sumption (l/cycle) <sup>1</sup>	Max-imum temper-ature (°C) 5 mins <sup>1</sup>	Spin speed (rpm) <sup>1</sup>	Resid-ual mois-ture (%) <sup>1</sup>
Eco 40-60 <sup>2</sup>	9,0	3:40	1,010	67,0	40	1400	53
Eco 40-60 <sup>2</sup>	4,5	2:50	0,504	44,0	31	1400	53
Eco 40-60 <sup>2</sup>	2,5	2:30	0,240	34,0	24	1400	53
Cottons 20 °C	9,0	3:05	0,380	90,0	22	1400	50
Cottons 40 °C	9,0	3:20	1,080	90,0	42	1400	50
Cottons 60 °C	9,0	3:20	1,750	100,0	42	1400	50
Cottons 40 °C + Prewash	9,0	3:39	1,150	100,0	42	1400	50
Easy Care 40 °C	4,0	2:27	0,750	56,0	43	1200	30
Mixed Load 40 °C	4,0	1:00	0,600	42,0	41	1400	55
Wool 30 °C	2,0	0:41	0,200	40,0	25	800	25

1 Due to the influence of water pressure, hardness and inlet temperature, ambient temperature, type, amount and soiling of laundry, detergent used, fluctuations in the power supply and the selected additional functions, the actual values may deviate from the stated values.

2 Test program in accordance with the EU Ecodesign Directive and the EU Energy Labelling Regulation with cold water (15 °C).

## Technical specifications

Technical specifications Facts and figures for your appliance can be found here.

Appliance height	85,0 cm
Appliance width	60,0 cm
Appliance depth	64,0 cm
<sup>1</sup> Depending on the appliance specifications	

Weight	73 kg <sup>1</sup>
Maximum load capacity	9 kg
Mains voltage	220 - 240 V, 50 Hz
⇒ Minimum installation protection	10 A
Rated power	2300 W
<sup>1</sup> Depending on the appliance specifications	

Power consumption	<ul style="list-style-type: none"> <li>■ Off mode: 0,10 W</li> <li>■ Left-on mode: 0,50 W</li> <li>■ Time in networked standby mode (Wi-Fi): 5 min(s)</li> <li>■ Networked standby mode (Wi-Fi): 1,50 W</li> </ul>
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Water pressure	<ul style="list-style-type: none"> <li>■ Minimum: 100 kPa (1 bar)</li> <li>■ Maximum: 1000 kPa (10 bar)</li> </ul>
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Length of the water inlet hose	150 cm
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Length of the water outlet hose	150 cm
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Length of the power cord	210 cm
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Max. draining height	100 cm
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<sup>1</sup> Depending on the appliance specifications

### 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.

