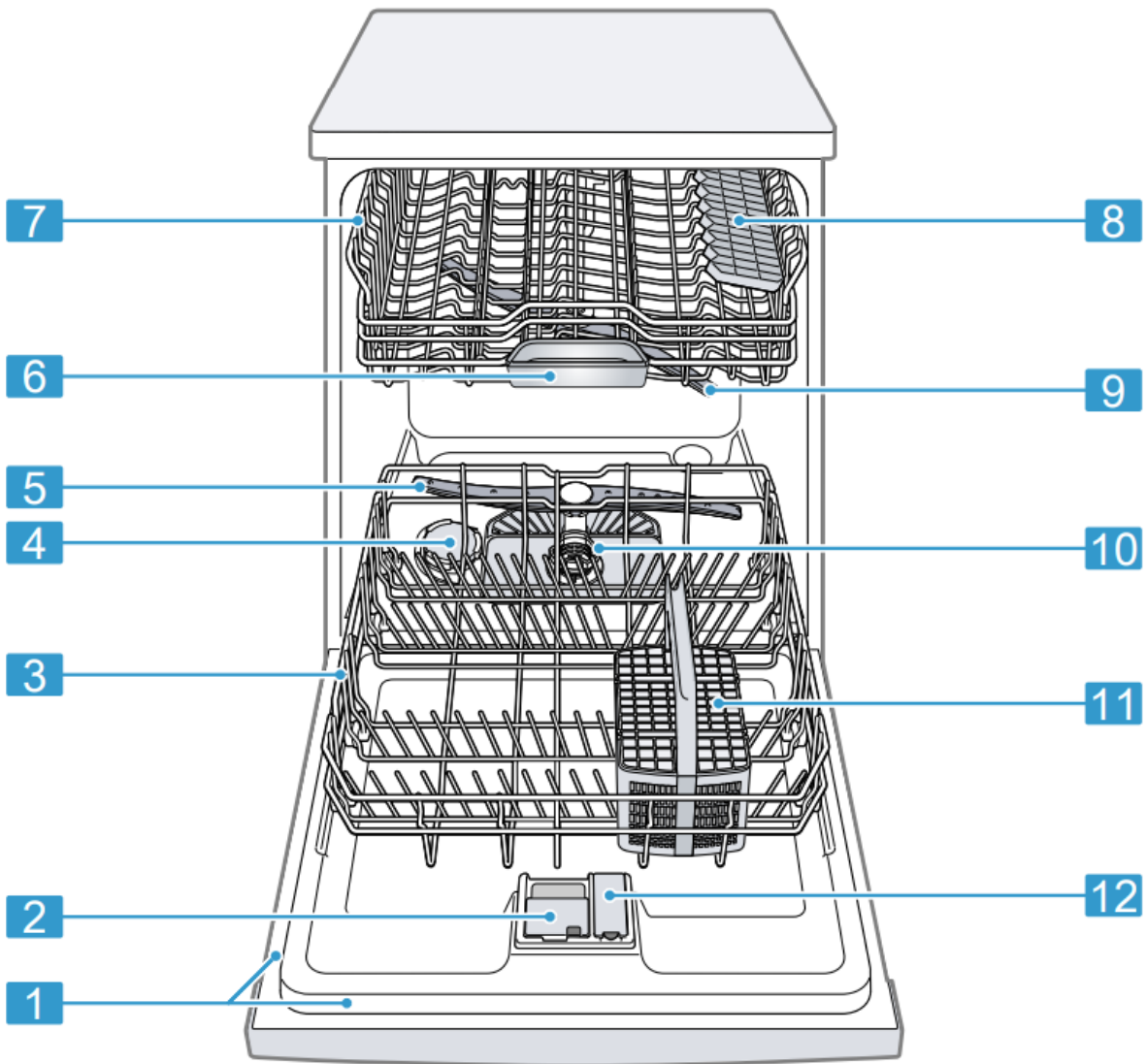


## Familiarising yourself with your appliance

### Appliance

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



1 DRating plate	Rating plate with "E number and FD number" → Page 56. The data you need for "Customer Service" → Page 55.
2 Detergent dispenser	"Detergent" → <i>Page 27</i> is added to the detergent dispenser.
3 Bottom basket	"Bottom basket" → <i>Page 21</i>
4 Dispenser for special salt	Add the special salt to the dispenser for special salt. → " <i>Water softening system</i> ", <i>Page 24</i>
5 Lower spray arm	The lower spray arm washes the tableware in the bottom basket.  If the tableware has not been washed properly, clean the spray arms.  → " <i>Cleaning spray arms</i> ", <i>Page 41</i>
6 Tablet collecting tray	During the wash cycle tablets automatically fall out of the detergent dispenser into the tablet collecting tray where they can fully dissolve.
7 Top basket	"Top basket" → <i>Page 20</i>
8 Cutlery shelf1	"Cutlery shelf" → <i>Page 21</i>
9 Upper spray arm	The upper spray arm washes the tableware in the top basket.  If the tableware has not been washed properly, clean the spray arms.  → " <i>Cleaning spray arms</i> ", <i>Page 41</i>
10 Filter system	"Filter system" → <i>Page 39</i>



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11 Cutlery basket

"Cutlery basket" → Page 21

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12 Dispenser for rinse aid

Add rinse aid to the dispenser for rinse aid.  
→ "Rinse aid system", Page 26

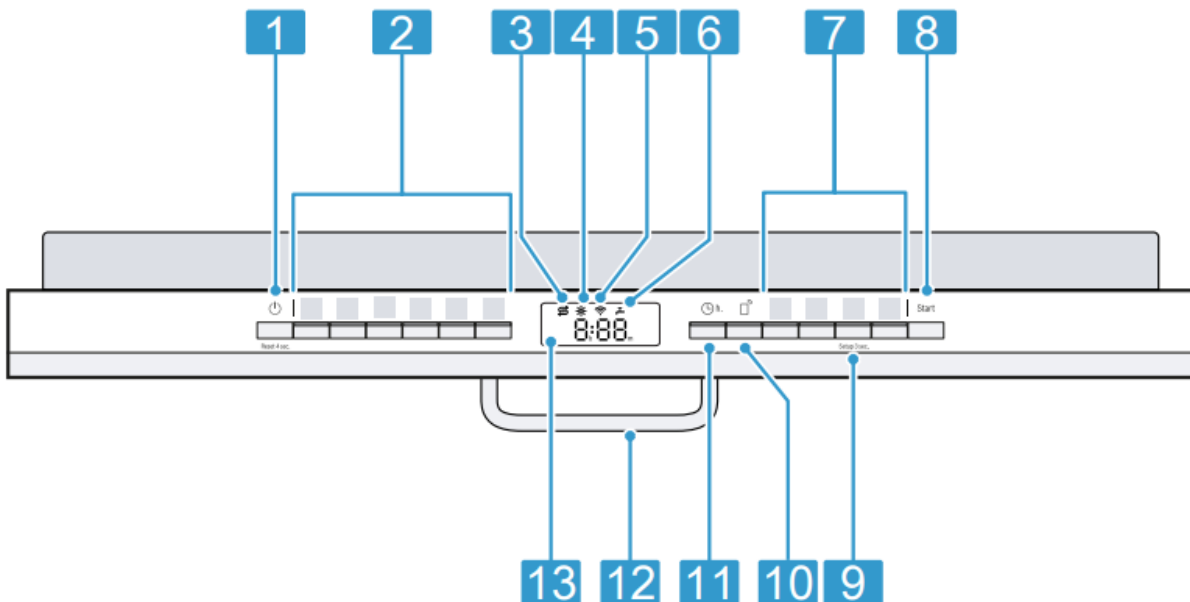
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1 Depending on the appliance specifications

## Controls

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

With some buttons you can perform different functions.



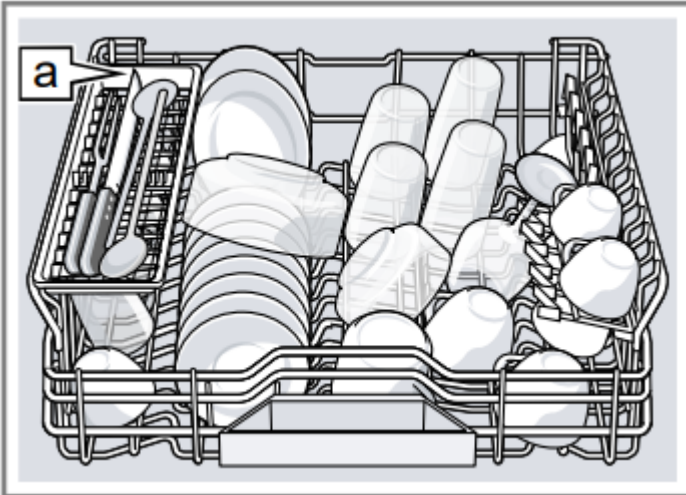
<a href="#">2</a> Programme buttons	"Programmes" → <i>Page 17</i>
<a href="#">3</a> Special salt refill indicator	"Water softening system" → <i>Page 24</i>
<a href="#">4</a> Rinse aid refill indicator	"Rinse aid system" → <i>Page 26</i>
<a href="#">5</a> WLAN display	"Home Connect" → <i>Page 36</i>
<a href="#">6</a> Water supply display	Display for water supply
<a href="#">7</a> Programme buttons and additional functions	"Programmes" → <i>Page 17</i> "Additional functions" → <i>Page 19</i>
<a href="#">8</a> Start button <b>Start</b>	"Starting the programme" → <i>Page 33</i>
<a href="#">9</a> <b>Setup 3 sec.</b> button	If you press <b>Setup 3 sec.</b> for approx. 3 seconds, you can open the basic settings.
<a href="#">10</a> Remote Start 	→ "Remote Start"  , <i>Page 37</i>
<a href="#">11</a> Timer programming	"Setting timer programming" → <i>Page 32</i>
<a href="#">12</a> Door opener1	"Opening the appliance door" → <i>Page 32</i>
<a href="#">13</a> Display	The display shows information about the remaining running time or the basic settings. You can change the basic settings via the display and the setting buttons.

## Features

You can find an overview of the possible features of your appliance and how to use them here. These features depend on the model of your appliance.

### Top basket

Arrange cups and glasses in the top basket.



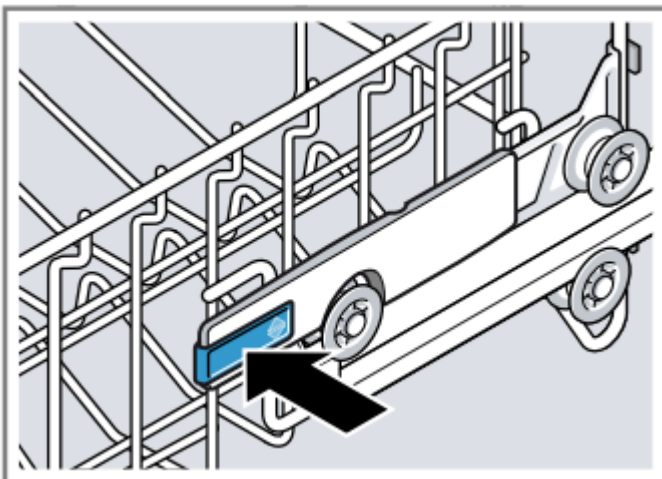
Knife shelf (a)1

You can adjust the height of the top basket to make room for larger items of tableware.

### Adjusting top basket with side levers

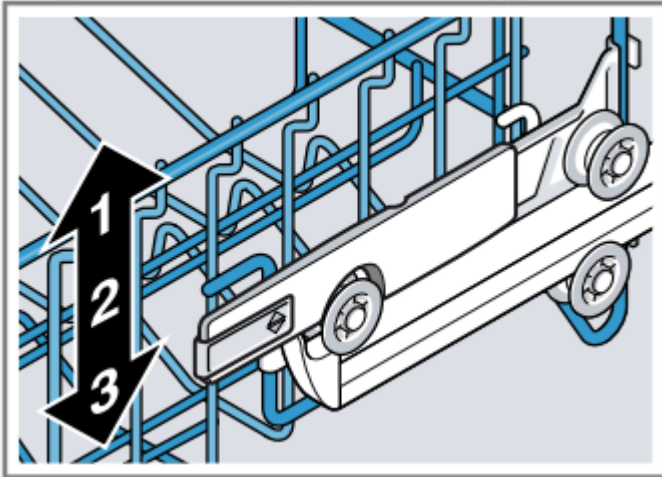
To wash large items of tableware in the baskets, adjust the shelf position of the top basket.

1. Pull out the top basket.
2. To prevent the basket from suddenly dropping down, hold the side of the basket by the top edge.
3. Press in the levers on the right and left on the outside of the basket.



The basket can then slip down slightly.

4. Raise or lower the basket evenly to the right level.

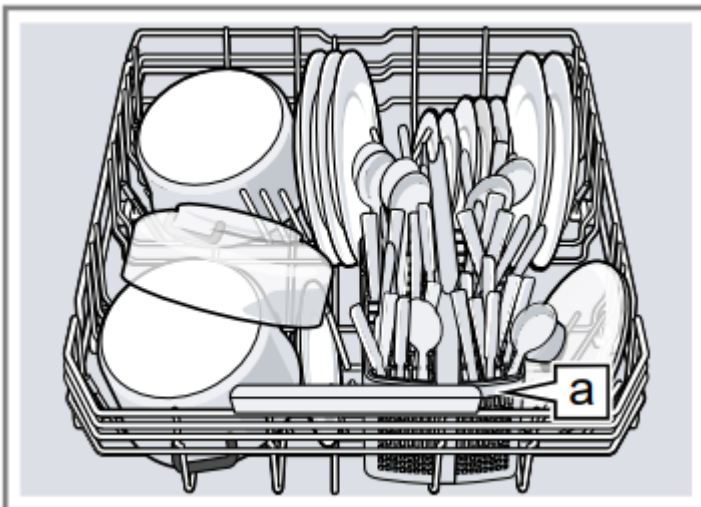


Check that the basket is level on both sides.

5. Slide the basket back in.

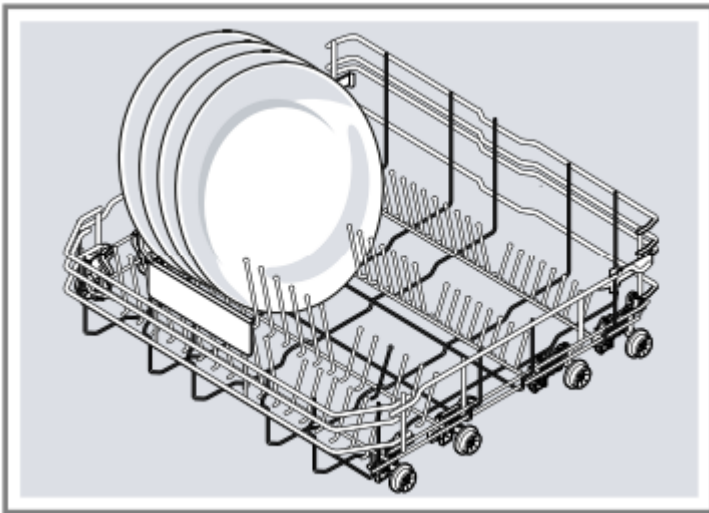
### Bottom basket

Arrange pans and plates in the bottom basket.



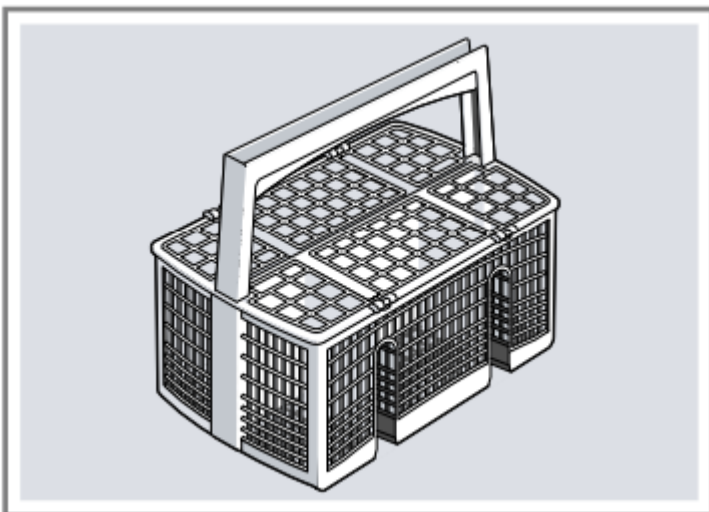
Cutlery basket (a)<sup>1</sup>

Large plates up to a diameter of 31 cm can be arranged in the bottom basket as shown.



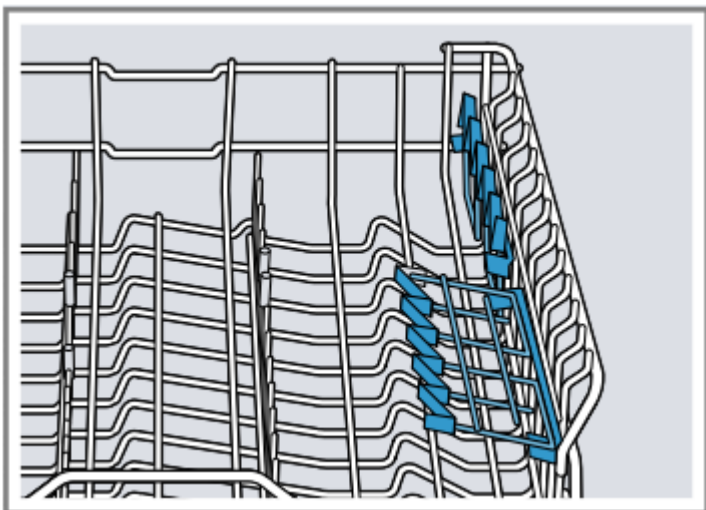
### Cutlery basket

Arrange cutlery in the cutlery basket, always without sorting it and with the sharp points downwards.



### Etagere

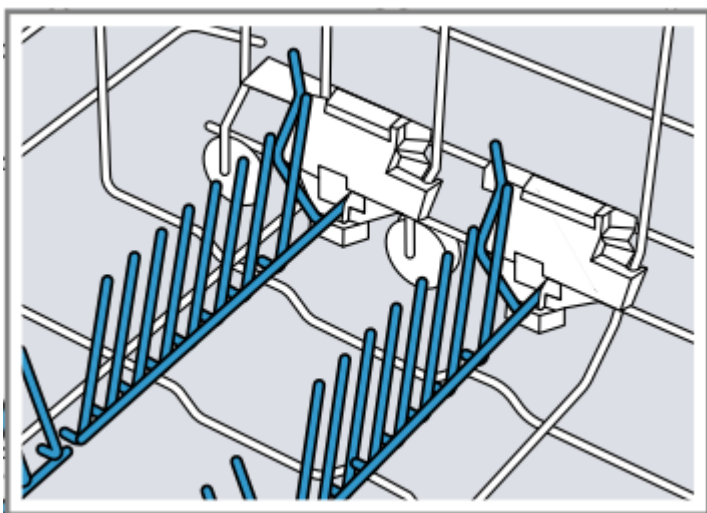
Use the cutlery shelf and space underneath for small cups and glasses or for large items of cutlery, e.g. cooking spoons or serving cutlery.



If you do not need the cutlery shelf, you can fold it up.

### Folding prongs

Use the folding prongs to position tableware securely, e.g. plates.

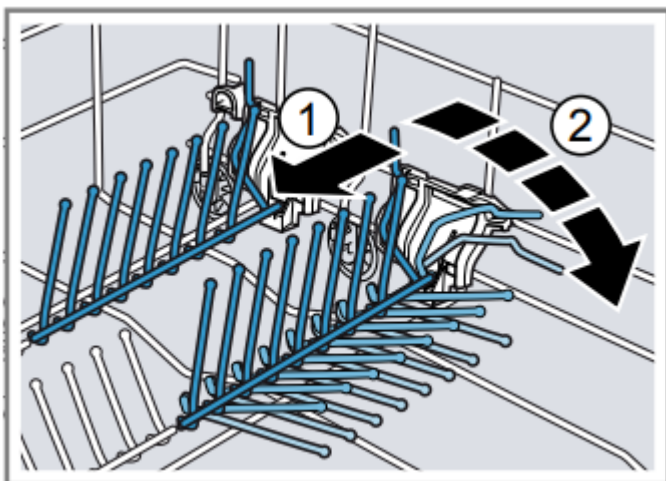


You can fold the prongs down to position pans, bowls and glasses better.

### Folding down prongs1

If you do not need the prongs, fold them down.

1. Push the lever forwards (1) and fold down the prongs (2).

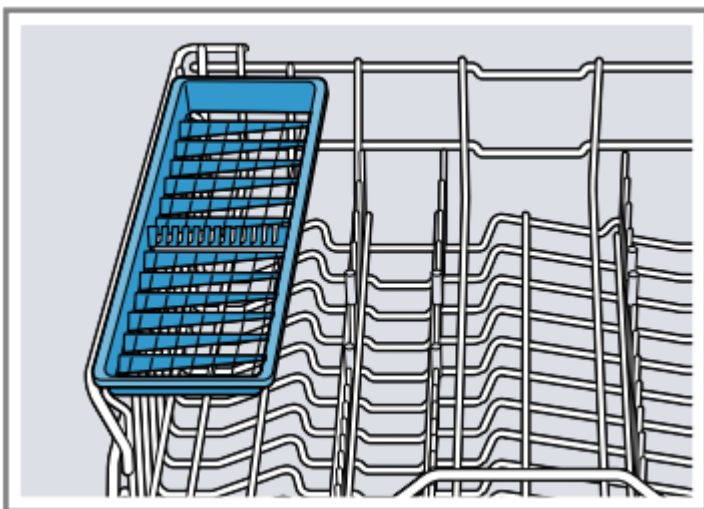


2. To use the folding prongs again, fold them back up.

- ✓ The folding prongs click in position.

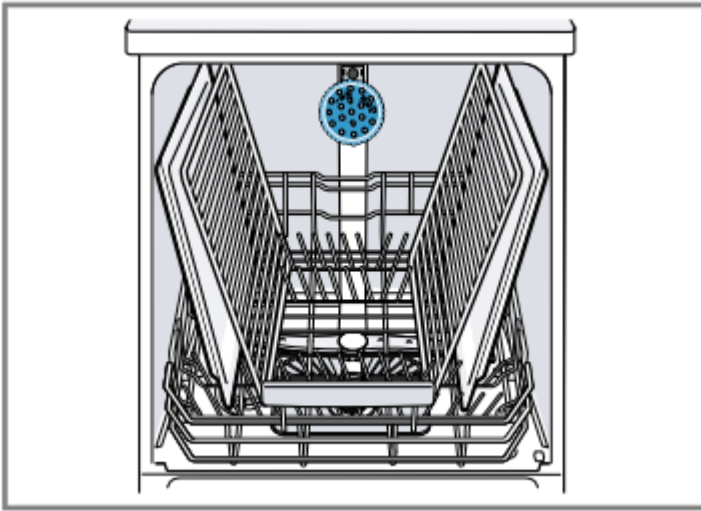
### Knife shelf

Use the shelf for knives and long items of cutlery.



### Baking sheet spray head

Use the baking sheet spray head to clean large items of tableware, e.g. trays, grilles and plates.



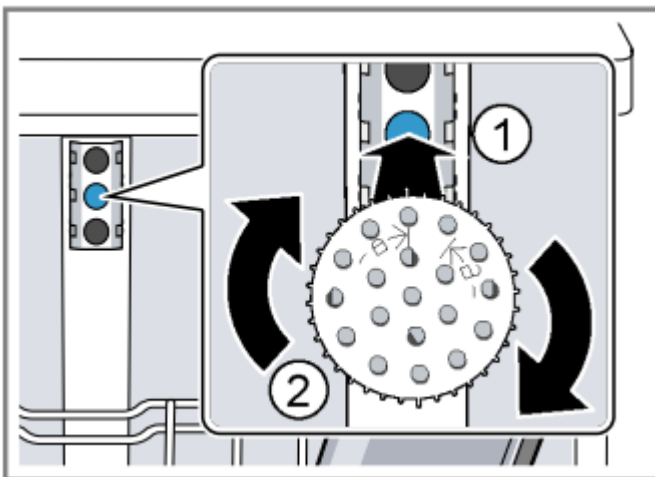
Arrange max. 2 baking sheets and 2 grilles as shown to ensure that the spray jet can reach all parts.

**Note:** Check that the appliance is always operated with the top basket or the baking sheet spray head.

#### **Inserting baking sheet spray head**

Use the baking sheet spray head instead of the top basket to clean large trays, grilles and plates.

1. Remove top basket.
2. Insert the baking sheet spray head in the holder (1) and turn to the right (2).



✓ The baking sheet spray head clicks into position.

#### **Removing baking sheet spray head**

If you no longer require the baking sheet spray head, remove it from the appliance.

1. Turn the baking sheet spray head anticlockwise and remove from the holder.
2. Insert the top basket in the appliance.

## Basic operation

### Opening appliance door

- ▶ Open the appliance door.

### Switching on the appliance

Press .

The Eco 50° programme is set by default.

The Eco 50° programme is an especially environmentally friendly programme and ideal for normally soiled tableware. It is the most efficient programme for the combination of energy/water consumption for this type of tableware and evidences conformity with the EU Ecodesign Directive.

If you do not perform any actions on the appliance for 10 minutes, the appliance will automatically switch off.

### Setting a programme

To adjust the wash cycle to the soiling level of the tableware, select a suitable programme.

- ▶ Press the right programme button.
- ✓ The programme is set and the programme button flashes.
- ✓ The remaining running time of the programme appears on the display.

### Setting additional functions



You can set additional functions to complete the washing programme selected.


**Note:** The additional functions which can be used depend on the programme selected.

- ▶ Press the button for the relevant additional function.
- ✓ The additional function is set and the additional function button flashes.

### Setting timer programming

You can delay the start of the programme by up to 24 hours.

1. Press .
- ✓ "h:01" appears in the display.
2. Use  to set the required start time for the programme.
3. Press **Start**.
- ✓ This activates timer programming

**Note:** To deactivate timer programming, press  repeatedly until none of the displays 3h, 6h or 9h lights up.

## Starting the programme

Press **Start**.

- ✓ The programme has ended when the display shows "0h:00m".

### Notes


- If you want to add more tableware while the appliance is running, do not use the tablet collecting tray as a handle for the top basket. You might touch the partially dissolved tablet.
- You can only change a programme when running if you cancel it.
- The appliance switches off automatically 1 minute after the end of the programme to save energy. If you open the appliance door immediately after the programme has ended, the appliance will switch off after 4 seconds.

## Interrupting programme

**Note:** When you open the appliance door once the appliance has heated up, leave the door slightly ajar for a few minutes and then close it. This will help prevent excess pressure building up in the appliance and stop the appliance door bursting open.

1. Press .

- ✓ The programme is saved and the appliance switches off.

2. Press  to resume the programme.

## Terminate programme

To end a programme early or to switch from a programme that has already started, you will need to terminate it first.


1. Open the appliance door.


2. Press **Reset 4 sec.** for approx. 4 seconds.

3. Close the appliance door.

- ✓ All displays light up.
- ✓ As soon as the displays are off, the display shows "0h:01m" and the residual water is pumped out.
- ✓ The programme is cancelled and ends after approx. 1 minute.

## Switching off appliance

1. Please note the information on Safe use
2. Press 

**Tip:** If you press  during the wash cycle, the programme currently running will be interrupted. When you switch the appliance back on, the programme continues automatically.

## Basic settings

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

### Overview of basic settings

The basic settings depend on the features of your appliance

Basic setting	Display text	Selection	Description
Water hardness	H04 1	H00 - H07	<p>Set the water softening system to your water hardness.</p> <p>→ <i>"Setting the water softening system", Page 24</i></p> <p>Level H00 switches the water softening system off.</p>
Rinse aid dispensing	r05 1	r00 - r06	<p>Set the amount of rinse aid to be dispensed.</p> <p>→ <i>"Setting the amount of rinse aid", Page 27</i></p> <p>Switch the rinse aid system off with level r00.</p>
Intensive drying	d00 1	d00 - d01	<p>The temperature is increased during the final rinse, which improves the drying result. This may increase the run time slightly.</p> <p>Note: Not suitable for delicate items of tableware.</p> <p>Switch Extra Dry on "d01" or off "d00".</p>
Hot water	A00 1	A00 - A01	<p>Set cold water or hot water connection. Only set the appliance to hot water if this can be prepared with little energy and a suitable installation is available, e.g. solar heating system with circulation line. The water</p>



temperature should be at  
least 40 °C and max. 60 °C.


Switch hot water on "A01" or  
off "A00".

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1 Factory setting (may vary according to model)

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Basic setting	Display text	Selection	Description
InfoLight	I01 [1]	I00 - I01	<p>Switch InfoLight on or off.</p> <p>While the programme is running, a spot of light is projected onto the floor below the appliance door. This light will not be visible if the appliance is installed at eye level with the cabinet front fitted flush. If the appliance door is not completely closed, the spot of light will flash. The programme has ended when the spot of light is no longer visible on the floor.</p> <p>Level "I00" switches InfoLightoff.</p>
Tone volume	b02 1	b00 - b03	<p>Adjustment of tone volume.</p> <p>Level "b00" switches the signal tone off.</p>
Wi-Fi	Cn0 1	Cn0 - Cn1	<p>Switch the wireless network connection on or off.</p> <p>Level "Cn0" switches the wireless network connection off.</p>
Remote Start	rc11	rc0 - rc2	<p>Activate or deactivate</p> <p style="text-align: right;"><b>Remote Start</b> </p> <p>→ "Remote Start  ", Page 37.</p>

			<p>The following settings are possible:</p> <ul style="list-style-type: none"> <li>• With the setting "rc0", the function is permanently deactivated.</li> <li>• With the setting "rc1", the function can be selected via <b>Remote Start</b>  the button.</li> <li>• With the setting "rc2", the function is permanently activated.</li> </ul>
Factory setting	rE	Start with <b>Start</b> YES Confirm with <b>Start</b>	<p>Restore changed settings to the factory settings.</p> <p>The settings for initial start-up must be configured.</p>
1 Factory setting (may vary according to model)			

## Changing basic settings

1. Open the appliance door.
2. Press .
3. To open the basic settings, press for 3 seconds.
  - ✓ The display shows Hxxs.
  - ✓ The display shows **set**.
4. Press repeatedly until the display shows the required setting.
5. Press Start repeatedly until the display shows the right values.  
You can change several settings.
6. To save the settings, press **Setup 3 sec**  for 3 seconds.
7. Close the appliance door.

## Cleaning and servicing

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

### Cleaning the tub

**WARNING** Risk of harm to health!

Using detergents containing chlorine may result in harm to health.

► Never use detergents containing chlorine.

1. Remove any coarse soiling in the interior with a damp cloth.
2. Add detergent to the detergent dispenser.
3. Select the programme with the highest temperature.
4. Start the programme without tableware.

### Cleaning products

Only use suitable cleaning products to clean your appliance.

### Tips on appliance care

Follow the tips on appliance care to make sure your appliance functions properly at all times.

Action	Benefit
Wipe the door seals, the front of the dishwasher and the control panel regularly using a damp cloth and washing-up liquid.	This ensures the parts of the appliance will remain clean and hygienic.
If the appliance is not going to be used for a while, leave the door slightly ajar.	This will prevent unpleasant odours.

### Machine Care

Deposits, e.g. from remnants of food and limescale, can cause your appliance to malfunction. To avoid such faults and reduce odours, we recommend cleaning your appliance at regular intervals.

Machine Care combined with machine care products and machine cleaners is the right programme for the care of your appliance.

**Tip:** You can get our tested and approved Dishwasher Care and Machine Cleaner for Dishwashers online

Machine Care is a programme which removes various deposits in one washing cycle. Cleaning takes place in two phases:

Phase	Removal of	Detergent	Placement
1	Grease and limescale	Liquid machine care product or machine descaler in powder form.	Appliance interior, e.g. bottle hung in the cutlery basket or powder in the interior.
2	Food remnants and deposits	Machine cleaner	Detergent dispenser

To ensure optimum cleaning performance, the programme doses the detergents independently of each another during the relevant cleaning phase. Correct placement of the detergents is necessary here.

Run Machine Care without tableware if the indicator for Machine Care lights up on the control panel or if advised to do so by the display. The indicator will go out after you have run Machine Care. If your appliance does not have a reminder function, we recommend performing Machine Care every 2 months.

### Running Machine Care

Run the Machine Care programme if the indicator for Machine Care lights up on the control panel or if advised to do so by the display.

#### Notes

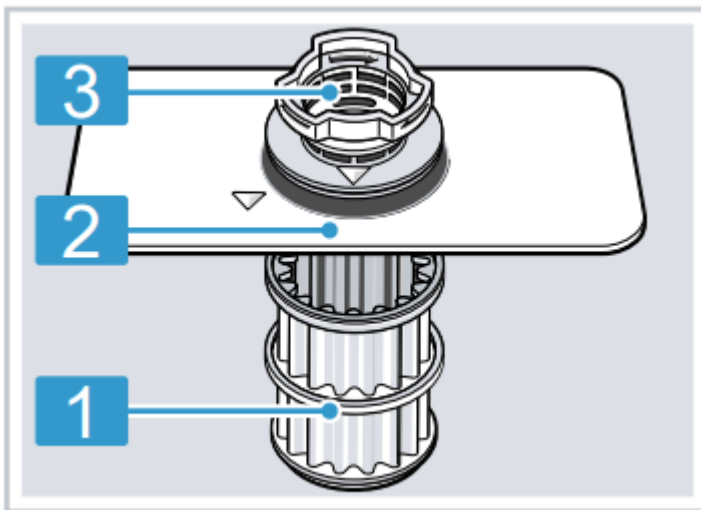
- Run the Machine Care programme without any tableware in the dishwasher.
- Only use machine care products and machine cleaners specially designed for dishwashers.
- Make sure that there are no aluminium parts, e.g. extractor hood grease filters or aluminium pans, in the interior of the appliance.
- If you have not run Machine Care after 3 washing cycles, the indicator for Machine Care will go out automatically.
- For optimum cleaning performance, ensure the correct placement of cleaners.
- Follow the safety instructions given on the packaging of the machine care products and machine cleaners.

1. Remove any coarse soiling in the interior with a damp cloth.
2. Clean the filters.

3. Place the machine care product in the appliance interior.  
Only use machine care products specially designed for dishwashers.
4. Pour the machine cleaner into the detergent dispenser until it is filled completely.  
Do not place any additional machine cleaner in the appliance interior.
5.       Machine  
Press   Care
6. Press **Start**.
  - ✓ Machine Care is run.
  - ✓ Once the programme has ended, the indicator for Machine Care goes out.

## Filter system

The filter system removes coarse soiling from the dishwashing cycle.



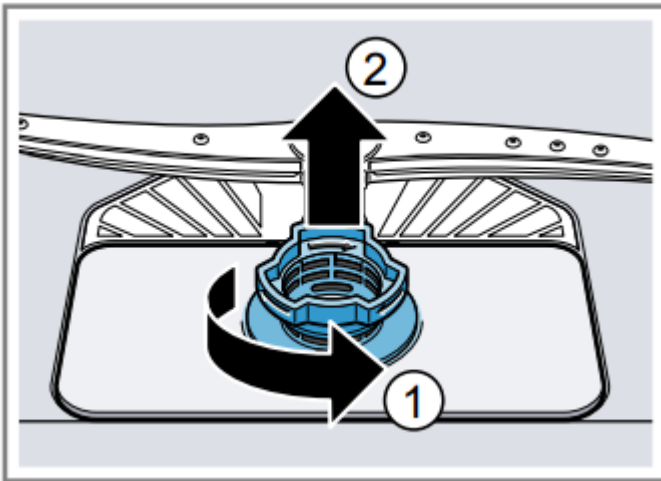
1. Micro filter
2. Fine filter
3. Coarse filter

## Cleaning filters

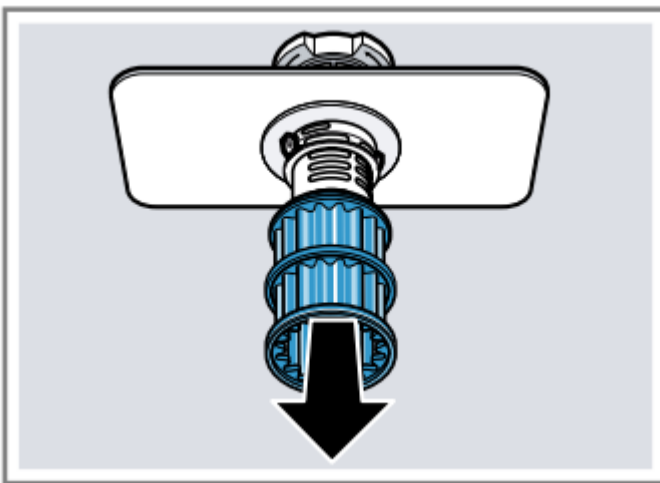
Soiling in the dishwashing water may block the filters.

1. After each wash check the filters for residue.
2. Turn the coarse filter anticlockwise (1) and remove the filter system (2).

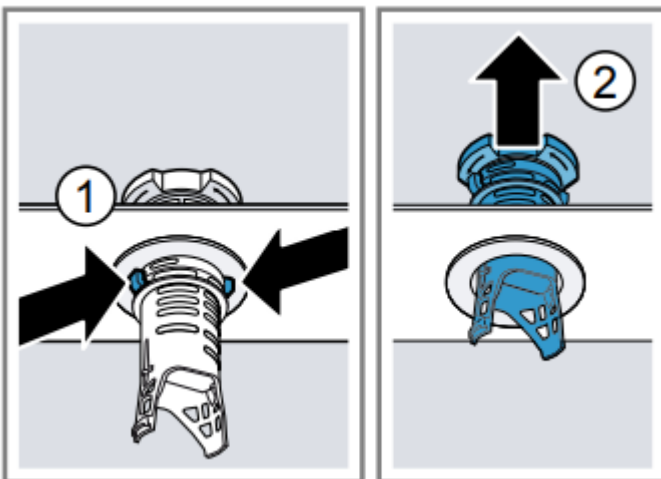
Check that no foreign objects fall into the sump.



3. Pull down the micro filter to remove.



4. Press the locking catches (1) together and lift the coarse filter out (2).



5. Clean the filter elements under running water. Carefully clean the rim of dirt between the coarse and the fine filter.

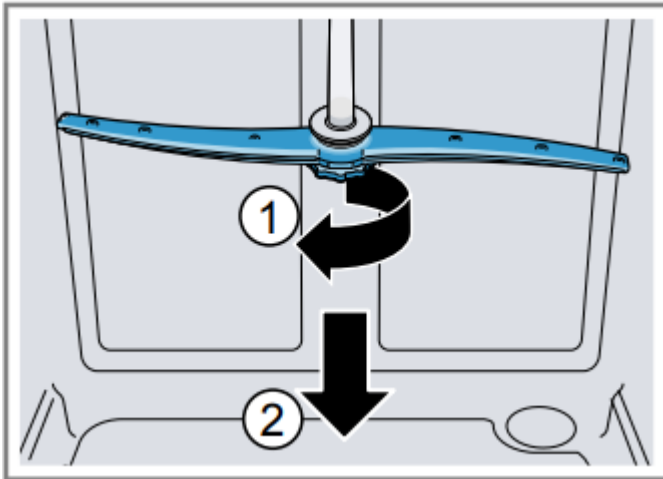
6. Re-assemble the filter system. Make sure that the locking catches on the coarse filter click into position.

7. Insert the filter system into the appliance and turn the coarse filter clockwise. Make sure that the arrow markings match up.

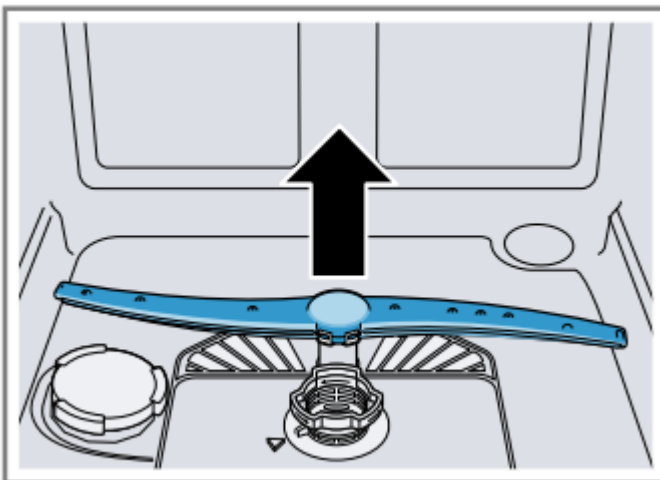
## Cleaning spray arms

Limescale and soiling in the dishwashing water may block the nozzles and bearings on the spray arms. Clean the spray arms regularly.

1. Unscrew the upper spray arm (1) and pull down to remove (2).



2. Pull up the lower spray arm to remove.



3. Check the outlet nozzles on the spray arms for blockages under running water and remove any foreign bodies.

4. Insert the lower spray arm.

✓ The spray arm clicks into position.

5. Insert the upper spray arm and screw it firmly in place.

## 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!

Improper 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 with a special connection cable, which is available from the manufacturer or his Customer Service.
- Appliance safety

## Error code / Fault display / Signal



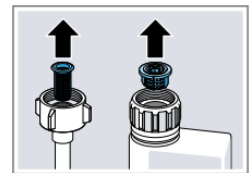
Fault	Cause	Troubleshooting
E:20-60 lights up alternately.	Appliance has detected calcified heating element.	<ol style="list-style-type: none"> <li>1. Descale the appliance.</li> <li>2. Operate the appliance with the water softening system.<a href="#">[1]</a></li> </ol>
E:30-00 will light up alternately.	Water protection system is activated.	<ol style="list-style-type: none"> <li>1. Turn off the water tap.</li> <li>2. Call "Customer Service" → <i>Page 55.</i></li> </ol>
E:31-00 will light up alternately.	Water protection system is activated.	<ol style="list-style-type: none"> <li>1. Turn off the water tap.</li> <li>2. Call "Customer Service" → <i>Page 55.</i></li> </ol>
E:34-00 will light up alternately.	Water is continuously running into the appliance.	<ol style="list-style-type: none"> <li>1. Turn off the water tap.</li> <li>2. Call "Customer Service" → <i>Page 55.</i></li> </ol>
E:32-00 will light up alternately or indicator for water supply lights up.	Supply hose is kinked.	<ul style="list-style-type: none"> <li>• Install the supply hose without kinks.</li> </ul>
	Water tap is turned off.	<ul style="list-style-type: none"> <li>• Turn on the water tap.</li> </ul>
	Water tap is jammed or furred up.	<ul style="list-style-type: none"> <li>• Turn on the water tap.</li> </ul>



The flow rate must be at least 10 l/ min when the water supply is open.

The filters in the water connection of the supply or AquaStop hose are blocked.

1. Switch off the appliance.
2. Pull out the mains plug.
3. Turn off the water tap.
4. Unscrew the water connection.
5. Remove the filter from the supply hoses.



6. Clean the filter.
7. Re-insert the filter in the supplyhose.
8. Screw the water connection backon.
9. Check the water connection forleaks.
10. Restore the power supply.
11. Switch the appliance on.


E:92-40 will light up alternately.	Filters are soiled or blocked.	Clean the filters. → "Cleaning filters", Page 40
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<p>E:61-03 will light up alternately. Water is not drained.</p>	<p>Wastewater hose is blocked or kinked.</p>	<ol style="list-style-type: none"> <li>1. Reposition the wastewater hose without kinks.</li> <li>2. Remove residues.</li> </ol>
<p>Siphon connection is still sealed.</p>		<ul style="list-style-type: none"> <li>• Check the connection to the siphon and open if necessary.</li> </ul>
<p>Cover of the wastewater pump is loose.</p>		<ul style="list-style-type: none"> <li>• Secure the cover of the "Wastewater pump " → <i>Page 54</i> so it clicks into position.</li> </ul>
<p>E:61-02 will light up alternately.</p>	<p>Wastewater pump is blocked.</p>	<ul style="list-style-type: none"> <li>• Clean the wastewater pump.</li> </ul> <p>→ <i>"Clean wastewater pump"</i></p>
<p>Cover of the wastewater pump is loose</p>		<ul style="list-style-type: none"> <li>• Secure the cover of the "Wastewater pump " → <i>Page 54</i> so it clicks into position.</li> </ul>
<p>E:90-01 will light up alternately.</p>	<p>Mains voltage is too low.</p>	<p>This is not a fault on the appliance.</p> <ol style="list-style-type: none"> <li>1. Contact an electrician.</li> <li>2. Have the mains voltage and electrical installation checked by an electrician</li> </ol>

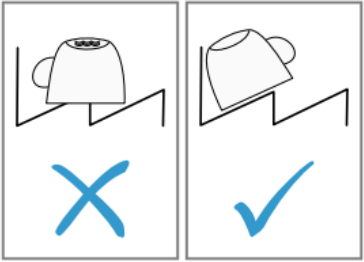
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A different error code appears in the display window. E:01-00 to E:90-10

A technical fault is present.

1. Press .
  2. Unplug the appliance or switch off the fuse.
  3. Wait at least 2 minutes.
  4. Insert the mains plug of the appliance in a socket or switch on the fuse.
  5. Switch the appliance on.
  6. If the problem occurs again:
    - Press .
    - Turn off the water tap.
    - Pull out the mains plug.
    - Contact "Customer Service" → Page 55 and give the error code.
-

## Washing results

Fault	Cause	Troubleshooting
Tableware is not dry.	No rinse aid used or dosage set too low.	<ol style="list-style-type: none"> <li>1. Add Rinse aid</li> <li>2. Set the amount of rinse aid to be dispensed.</li> </ol>
	Programme or programme option has no drying phase, or the drying phase is too brief.	<p>► "Select a programme with drying, e.g. intensive, strong or ECO programme."</p> <p>Some option buttons decrease the drying result, e.g varioSpeed.</p>
	Water collects in recesses of the tableware or cutlery	<p>Position tableware at an angle where possible.</p> 
	The combined detergent used has a poor drying performance.	<ol style="list-style-type: none"> <li>1. Use rinse aid to improve drying performance.</li> <li>2. Use a different combined detergent with a better drying performance.</li> </ol>
	Extra Dry not activated to improve drying performance.	Activate Extra Dry.
	Tableware removed too early or drying process not yet ended.	<ol style="list-style-type: none"> <li>1. Wait until the programme ends.</li> <li>2. Only remove tableware 30 minutes after the programme has ended.</li> </ol>

	Rinse aid used has a limited drying performance.	Use a name-brand rinse aid. Eco products may have limited effectiveness.
Plastic tableware is not dry.	Not a fault. As plastic does not store heat so well, it also does not dry as well.	No remedial action possible.
Cutlery is not dry.	Cutlery not arranged properly in the cutlery basket or cutlery drawer.	Droplets can form on the cutlery contact points.  1. 2. Arrange cutlery individually where possible.  2. 3. Avoid points of contact.
Appliance interior still wet after wash cycle.	Not a fault. The condensation drying principle causes water droplets in the tub – they are indeed desirable here. The moisture in the air condenses on the inside walls, runs off and is pumped out.	No action required.
Remnants of food on tableware.	Tableware was placed too close together.	1. Arrange tableware with sufficient space in between. The spray jets must reach the surfaces of the tableware.  2. Avoid points of contact.
	Spray arm rotation is blocked.	Arrange tableware so that it does not obstruct spray arm rotation.
		Clean the Spray arms

	Spray arm nozzles are blocked.	
	Filters are soiled.	Clean the filters.
	Filters are inserted incorrectly and/or not engaged.	<ol style="list-style-type: none"> <li>1. Insert the filters properly.</li> <li>2. Engage the filters.</li> </ol>
	Washing programme selected too weak.	Select a more intensive washing programme.
	Tableware has been precleaned too intensely. The sensors chose a weaker programme. Stubborn soiling cannot be entirely removed.	Only remove large remnants of food and do not prerinse tableware.
	Tall narrow receptacles in corner areas are not rinsed adequately.	Do not position tall narrow receptacles at too great an angle or in corner areas.
	Top baskets on right and left are not set to same height.	Set the top baskets on the left and right to the same level.
Detergent residue in the appliance	Lid of the detergent dispenser is blocked by items of tableware parts and will not open.	<ol style="list-style-type: none"> <li>1. Arrange tableware in the top basket tableware so the tab collecting tray is not obstructed by tableware. Items of tableware are blocking the dispenser lid.</li> <li>2. Do not place tableware or fragrance dispensers in the tablet collecting tray</li> </ol>

	The lid of the detergent dispenser is blocked by the tab and will not open.	Position the tab in the detergent dispenser crosswise, not vertically.
	<p>Tabs are used in the quick or short programme. Dissolving time of the tab is not attained.</p> <p>Washing effect and dissolving performance are reduced after a prolonged storage time or detergent is very lumpy.</p>	<p>Select a more intensive Programme or use Powder detergent</p> <p>Change your detergent</p>
Water marks on plastic parts.	<p>Due to laws of physics droplet formation on plastic surfaces is unavoidable. After drying water marks are visible.</p>	<p>Select a more intensive programme.</p> <p>Position tableware at an angle.</p> <p>Use rinse aid.</p> <p>Set the water softening system higher.</p>
Wipeable or water-soluble coatings are present inside the appliance or on the door.	Detergent substances are deposited there. These coatings cannot generally be removed with chemicals.	<p>Change your detergent</p> <p>Clean the appliance mechanically</p>
	White coating is deposited in the appliance interior.	<ol style="list-style-type: none"> <li>1. Set the water softening system correctly. In most cases you will need to increase the setting.</li> <li>2. Change your detergent if required.</li> </ol>
	Special salt dispenser is not screwed tight.	Screw the special salt dispenser tight.

Stubborn white coatings are present on tableware, inside the appliance or the door.	Detergent substances are deposited there. These coatings cannot generally be removed with chemicals.	Change your detergent Clean the appliance mechanically.
	The hardness range is set incorrectly or the water hardness is greater than 62 °E (8,9 mmol/l).	Set the Water softening system to the water hardness or add special salt.
	3in1/organic/eco detergent is not effective enough.	Set the Water softening system to the water hardness and use separate detergents (proprietary detergent, special salt, rinse aid).
	Too little detergent is being used.	Increase the amount of detergent used or change Detergent
	Washing programme selected too weak.	Select a more intensive washing programme. Adjust the sensitivity of the sensors.
Tea residue or lipstick marks on tableware.	Washing temperature is too low.	Select a programme with a higher washing temperature.
	Too little detergent is being used or is unsuitable.	Use a suitable Detergent and follow the manufacturer's instructions for the amount to be used.
	Tableware has been precleaned too intensely. The sensors chose a weaker programme. Stubborn soiling cannot be entirely removed.	Only remove large remnants of food and do not prerinse tableware.

<p>Coloured coatings (blue, yellow, brown) that are difficult or impossible to remove are present inside the appliance or on stainless steel tableware.</p>	<p>The formation of films is due to substances contained in vegetables (cabbage, celery, potatoes, noodles, etc.) or tap water (manganese).</p>	<p>Clean the appliance.</p> <p>You can remove deposits with Mechanical cleaning or a machine cleaning product. It may not always be possible to completely remove deposits but they are harmless to health.</p>
	<p>The formation of films is due to metal components on silver or aluminium tableware.</p>	<p>Clean the appliance.</p> <p>You can remove deposits with Mechanical cleaning or a machine cleaning product. It may not always be possible to completely remove deposits but they are harmless to health.</p>
<p>Coloured deposits (yellow, orange, brown) that are easy to remove are present inside the appliance (mainly at the bottom).</p>	<p>The formation of films is due to ingredients of food remnants and tap water (limescale) "soaplike".</p>	<ol style="list-style-type: none"> <li>1. Check the setting of the water softening system.</li> <li>2. Add special salt.</li> <li>3. If you are using combined detergents (tabs), activate the water softening system. Follow the information about detergents.</li> </ol>
<p>Plastic parts inside the appliance are discoloured.</p>	<p>Plastic parts inside the appliance may become discoloured during the life of the dishwasher.</p>	<p>Discolouration can come about and will not impair functioning of the appliance.</p>
<p>Plastic parts are discoloured.</p>	<p>Washing temperature is too low.</p>	<p>Select a programme with a higher washing temperature.</p>
	<p>Tableware has been precleaned too intensely. The sensors chose a weaker programme.</p>	<p>Only remove large remnants of food and do not prerinse tableware.</p>

	Stubborn soiling cannot be entirely removed.	
Removable streaks are present on glasses, glassware with a metallic appearance and cutlery.	Amount of rinse aid to be dispensed is set too high.	Set the rinse aid system to a lower setting.
	No rinse aid has been added.	Adding rinse aid
	Detergent residue is present in the final rinse. Lid of the detergent dispenser is blocked by tableware items and will not open fully.	<ol style="list-style-type: none"> <li>1. Arrange tableware in the top basket tableware so the tab collecting tray is not obstructed by tableware. Items of tableware are blocking the dispenser lid.</li> <li>2. Do not place tableware or fragrance dispensers in the tablet collecting tray</li> </ol>
	Tableware has been precleaned too intensely. The sensors chose a weaker programme. Stubborn soiling cannot be entirely removed.	Only remove large remnants of food and do not prerinse tableware.
Irreversible clouding of glassware.	Glasses are not dishwasherproof, only suitable for dishwashers.	<p>Use dishwasher-proof glasses.</p> <p>Avoid a lengthy steam phase (standing time after wash cycle ends).</p> <p>Use a programme with a lower temperature.</p>

		<p>Set the softening system to the water hardness.</p> <p>Use detergent with a glass protection component.</p>
Rust spots on cutlery.	Cutlery is not sufficiently rust-resistant. Knife blades are often more severely affected.	Use rust-resistant tableware.
	Cutlery may also rust if washed together with rusting items.	Do not wash rusting items.
	Salt content in washing water is too high.	<ol style="list-style-type: none"> <li>1. Remove any spilled special salt from the tub.</li> <li>2. Screw the cap of the special salt dispenser on tight.</li> </ol>
Detergent residue is present in the detergent dispenser or the tablet collecting tray.	Spray arms were blocked by tableware so detergent was not rinsed out.	Check that the spray arms are not blocked and can rotate freely.
	Detergent dispenser was damp when detergent was added.	Only add detergent to a detergent dispenser when dry.
Excessive formation of foam occurs.	Hand washing-up liquid is present in dispenser for rinse aid.	Immediately add rinse aid to the dispenser.
	Rinse aid has been spilled.	Remove the rinse aid with a cloth.
	Detergent or appliance care product used causes excessive foaming.	Change the brand of detergent.

## Home Connect problem

<b>Fault</b>	<b>Cause</b>	<b>Troubleshooting</b>
Connection to home network is not established.	WLAN on router is not active.	Check the wireless network connection of your router.
WLAN display is flashing.	Connection to home network is not available.	Activate the wireless network connection on your router.
Home Connect cannot be implemented correctly.	Home Connect set incorrectly.	Please consult the documents supplied for Home Connect.
	Technical fault is present.	Please consult the information about support in the documents supplied for Home Connect.

## Information on display panel

Fault	Cause	Troubleshooting
Special salt refill indicator lights up.	Insufficient special salt.	Add "Special salt" → <i>Page 25</i> .
	Sensor does not detect special salt tablets.	Do not use special salt tablets.
Refill indicator for special salt does not light up.	Water softening system is switched off.	Setting the water softening system
Refill indicator for rinse aid lights up.	Insufficient rinse aid.	Add "Rinse aid" → <i>Page 26</i> . Set the amount of rinse aid to be dispensed. → " <i>Setting the amount of rinse aid</i> ", <i>Page 27</i>
Refill indicator for rinse aid does not light up.	Rinse aid system is switched off.	Set the amount of rinse aid to be dispensed.
Display flashes.	Appliance door is not closed properly.	Close the appliance door. – Arrange the tableware so that no parts project beyond the basket and prevent the appliance door from closing properly.

## Malfunctions

Fault	Cause	Troubleshooting
Water is left in the appliance at the end of the programme.	Filter system or area under the filters is blocked.	<ol style="list-style-type: none"> <li>1. Clean the "Filters" → <i>Page 40.</i></li> <li>2. Clean the "Wastewater pump" → <i>Page 54.</i></li> </ol>
Water is left in the appliance at the end of the programme.	Programme has not yet ended.	<p>Wait until the programme ends or cancel the programme with Reset.</p> <p>→ <i>"Terminate programme",</i> <i>Page 33</i></p>
Appliance cannot be switched on or operated.	Software update is taking place.	Wait until the software update has finished.
	Appliance functions have failed.	<ol style="list-style-type: none"> <li>1. Pull out the mains plug or switch off the fuse.</li> <li>2. Wait at least 2 minutes.</li> <li>3. Connect the appliance to the power supply.</li> <li>4. Switch the appliance on.</li> </ol>
Appliance does not start.	The mains fuse has tripped.	Check the relevant fuse.
	Mains cable is not inserted.	<ol style="list-style-type: none"> <li>1. Check whether the socket works.</li> <li>2. Check whether the mains cable is properly inserted in the socket and on</li> </ol>

		the rear of the appliance.
	Appliance door is not closed properly.	Close the appliance door.
Programme starts automatically.	You did not wait until programme ended.	→ <i>“Terminate programme”</i>
Appliance stops during the programme or cuts out.	Appliance door is not closed properly.	Close the appliance door.
	Power and/or water supply has been interrupted.	<ol style="list-style-type: none"> <li>1. Check the power supply.</li> <li>2. Check the water supply.</li> </ol>
	Top basket is pressing against inner door and preventing appliance door from being closed securely.	<p>Check whether the rear panel of the appliance is being pressed in by a socket or hose holder that has not been removed.</p> <p>Arrange the tableware so that no parts project beyond the basket and prevent the appliance door from closing properly.</p>

## Mechanical damage

Fault	Cause	Troubleshooting
Appliance door cannot be closed.	Door lock has been activated.	Close the appliance door with greater force.
	Door cannot be closed due to installation method.	Check whether the appliance has been installed properly.  When closed, the appliance door, its decor or attached parts should not knock against adjacent cabinets or the worktop.
Lid on the detergent dispenser cannot be closed.	Detergent dispenser or lid are blocked by sticky detergent residue.	Remove detergent residue.

## Noise

Fault	Cause	Troubleshooting
Filling valves making knocking noises.	Caused by the domestic installation. No appliance fault present. Does not affect functioning of the appliance.	Can only be remedied in the domestic installation.
Knocking or rattling noise.	Spray arm is striking tableware.	Arrange tableware so that the spray arms do not strike tableware.
	With a small load the water jets directly strike against the tub.	Distribute the tableware evenly.  Load the appliance with more tableware.
	Light items of tableware move about during the wash cycle.	Position light items of tableware securely.

## Clean wastewater pump

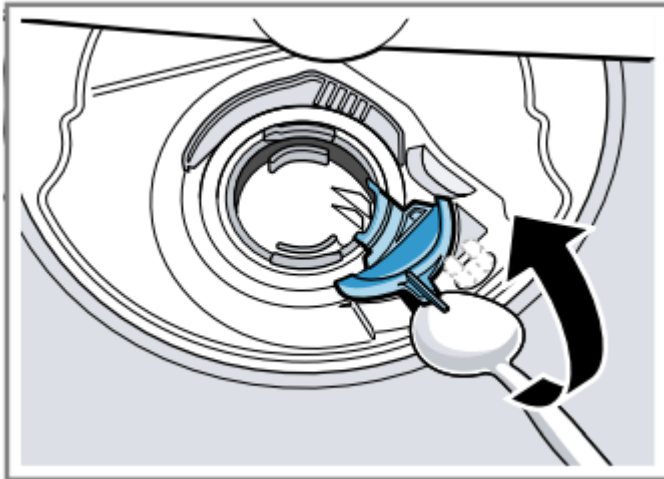
Large remnants of food or foreign bodies can block the wastewater pump. As soon as the washing water no longer drains properly, the wastewater pump must be cleaned.

### **WARNING Risk of injury!**

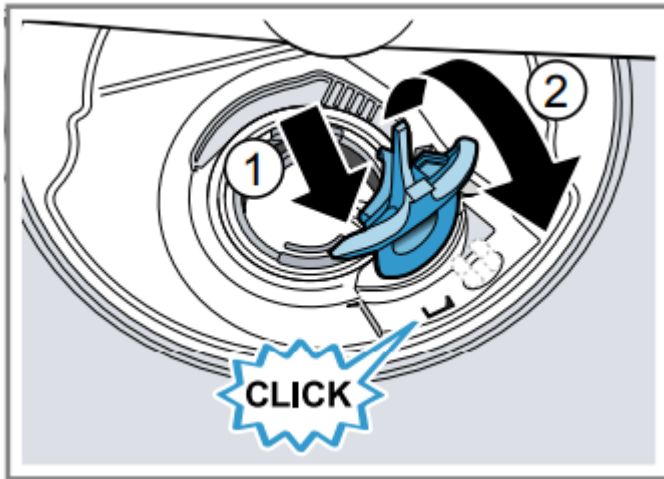
Sharp and pointed objects or fragments of glass may block the waste water pump and cause injury.

Remove any foreign bodies carefully.

1. Disconnect the appliance from the power supply.
2. Remove the top and bottom basket.
3. Remove the filter system.
4. Scoop out any water. Use a sponge if necessary.
5. Prise off the pump cover using a spoon and grip it by the crosspiece.



6. Lift the pump cover inwards at an angle and remove.
7. Remove any remnants of food and foreign bodies in the area of the impeller.
8. Insert the pump cover (1) and press down (2).



✓ The pump cover clicks into position.

9. Install the filter system.

10. Insert the top and bottom basket.

#### **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.