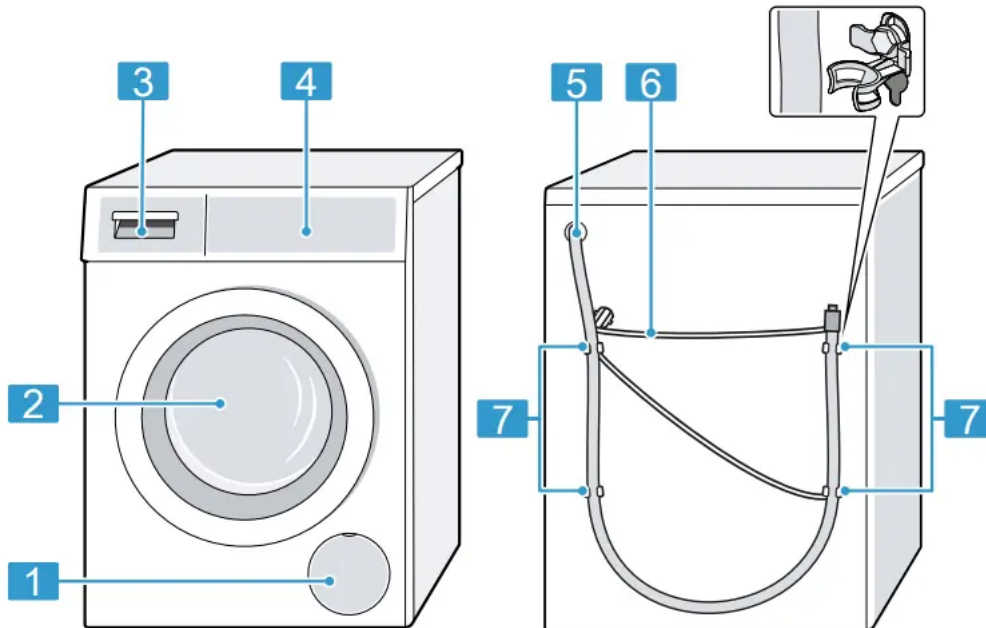


Familiarising yourself with your appliance

Appliance

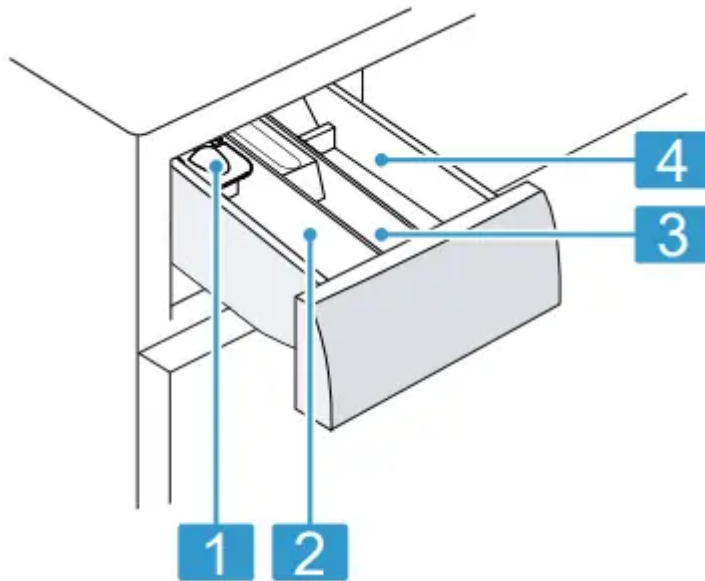
You can find an overview of the parts of your appliance here.



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

1. Maintenance flap for the drain pump
2. Door
3. Detergent drawer
4. Controls
5. Water outlet hose
6. Power cord
7. Transit bolts

Detergent drawer



1. Measuring aid for liquid detergent → "Using a measuring aid for liquid detergent",

2. Compartment II:

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

3. Compartment :

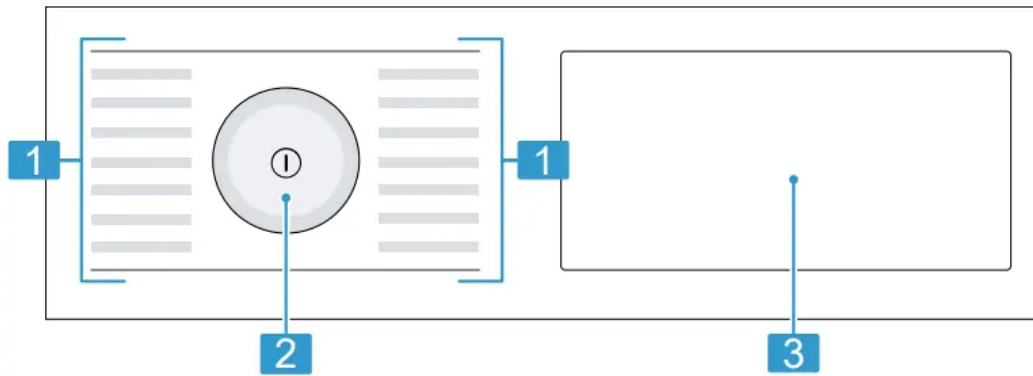
- Fabric softener
- Liquid starch
- Waterproofing agent

4. Compartment I:

- Detergent for prewash
- Hygiene detergent

Controls

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

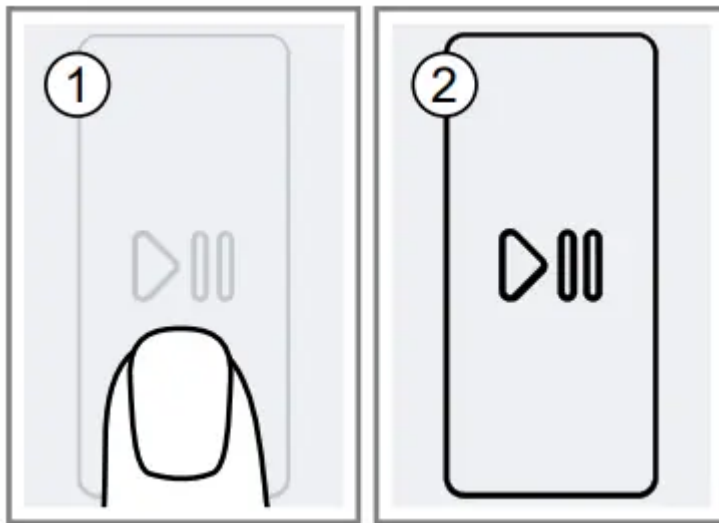


1. Programmes
2. Programme selector
3. Buttons → Page 23 and display → Page 21

Operating logic

ATTENTION! Pressing on the display with force may cause damage.

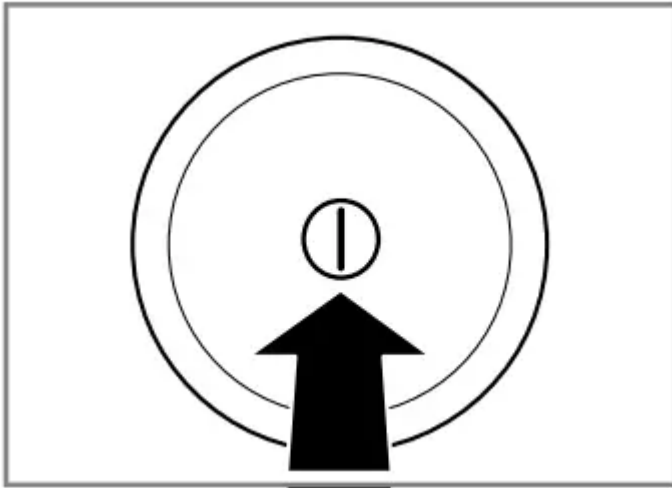
- ▶ Do not apply heavy pressure on the display
- ▶ Do not press on the display using pointed or sharp objects.



Basic operation

Switching on the appliance

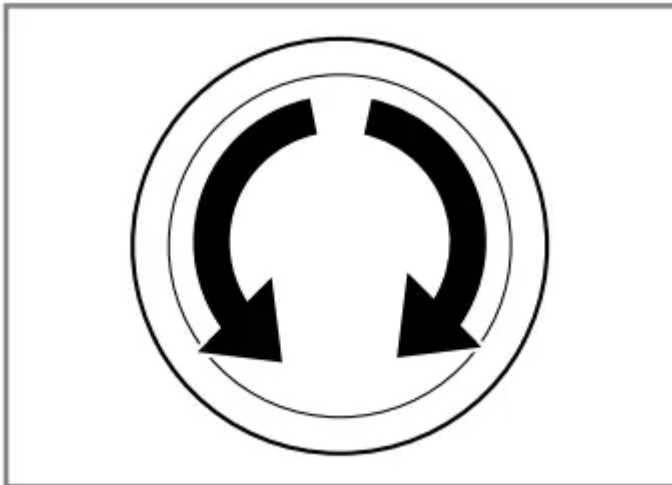
- ▶ Press .



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

Setting a programme

1. Set the programme selector to the required programme. → "Programmes", Page 25



2. If necessary, adjust the programme settings → Page 38.

Adjusting the programme settings

Requirement: A programme has been set. → "Setting a programme", Page 38

- ▶ Adjust the programme settings. → "Programmes", Page 25 Please follow the information about operating logic.

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

Saving the programme settings

You can save your individual programme settings as favourites.

Requirements

- A programme has been set.
- The programme settings have been adjusted.

▶ Press and hold for approx. 3 seconds.

Press to call up the saved programme.

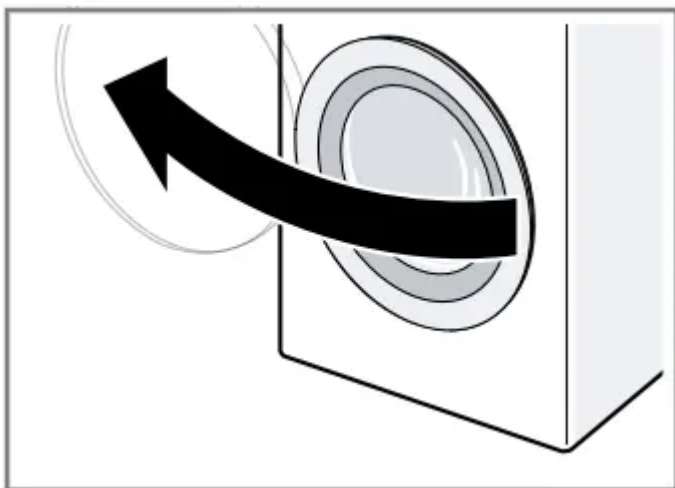
Note: To overwrite the saved programme, repeat the steps above.

Loading laundry

Notes

- Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.
- To prevent creasing, take note of the maximum load for the → "Programmes", Page 25.

1. Open the door.



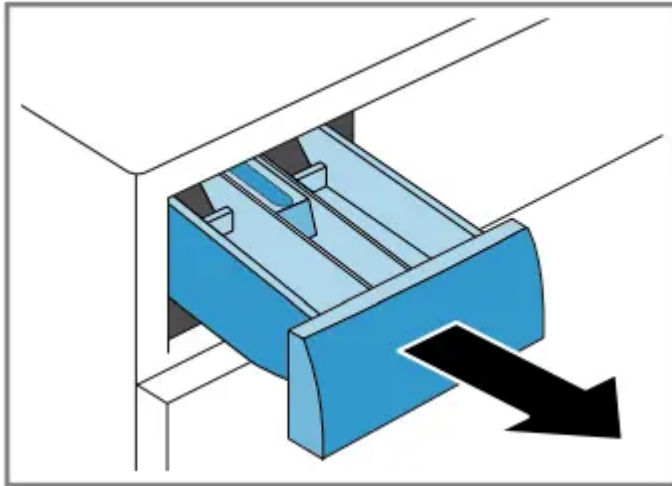
Make sure that the drum is empty.

2. Load the laundry unfolded into the drum.
3. Close the door. Ensure that there is no laundry trapped in the door.

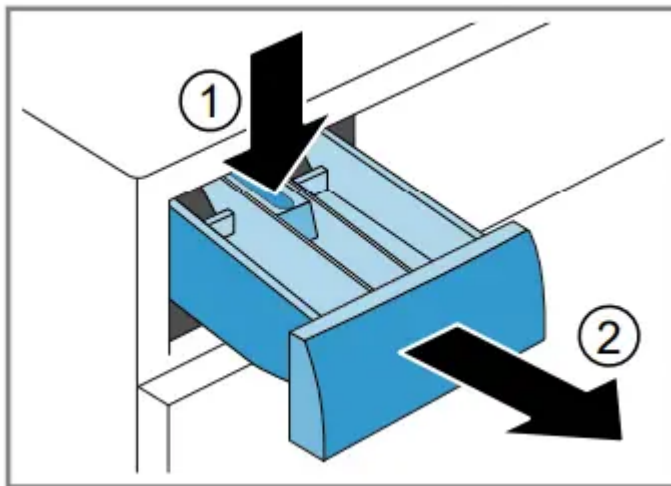
Using a measuring aid for liquid detergent

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

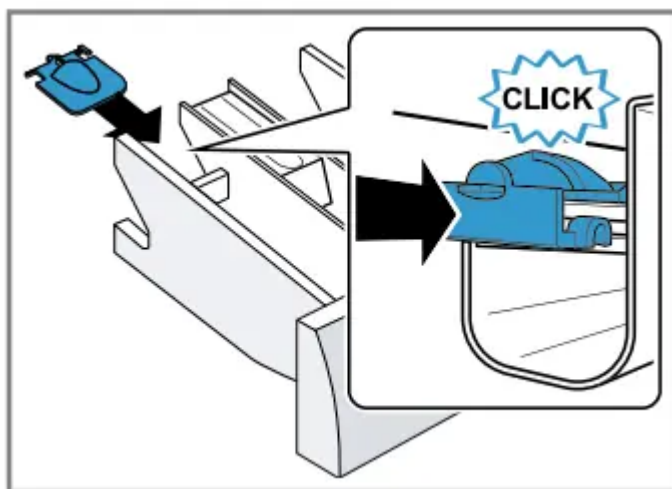
1. Pull out the detergent drawer.



2. Press down on the insert and remove the detergent drawer.

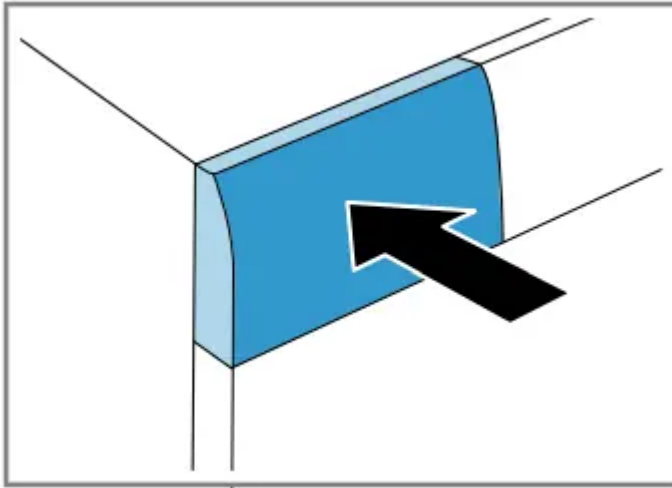


3. Insert the measuring aid.




4. Insert the detergent drawer.





Starting the programme

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



► Press .

The drum rotates and load detection takes place. This can take up to 2 minutes, after which water enters the drum.

The display shows either the programme duration or the "Ready in" time.

Adding laundry

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

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

Cleaning and servicing

Tips on appliance care

Wipe down the housing and the control panel with nothing but water and a damp cloth.	This ensures the parts of the appliance will remain clean and hygienic.
Remove all detergent residue, spray residue or other residues immediately.	Fresh deposits are easier to remove without leaving any residue.
Keep the appliance door and detergent drawer open after use.	This allows the residual water to dry, reducing odours in the appliance.

Cleaning the drum

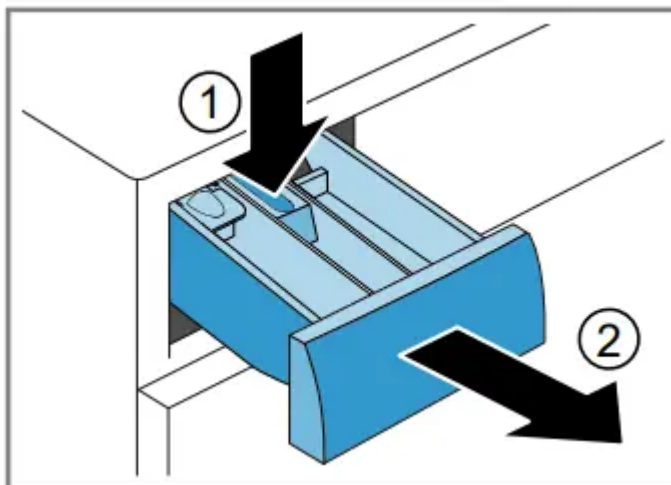
- ▶ Regularly run a programme for cleaning the drum or wash at temperatures of at least 60 °C.
- ▶ Leave the appliance to dry after every operation with the door open, and leave the detergent drawer to dry.
- ▶ Run the Drum Clean programme without laundry.

Add washing powder.

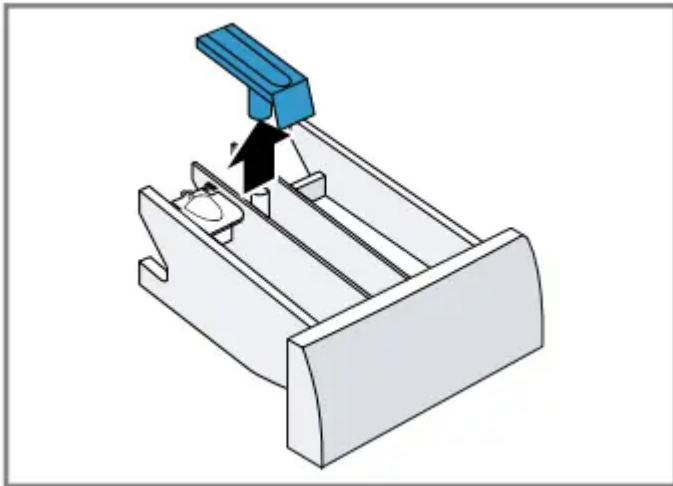
Cleaning the detergent drawer

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

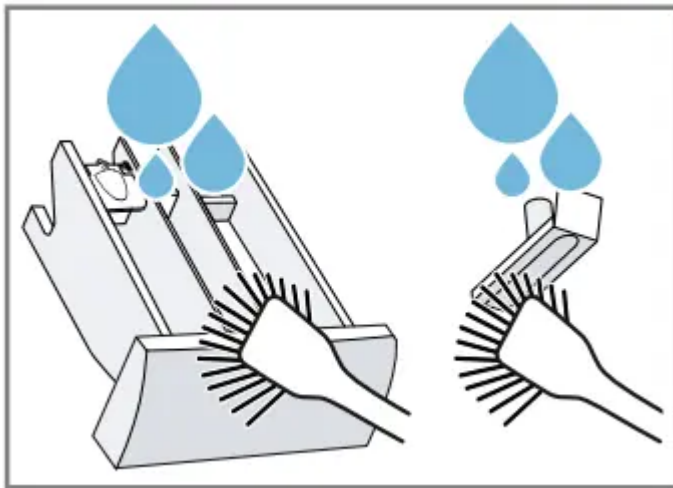
1. Pull out the detergent drawer.
2. Press down on the insert and remove the detergent drawer.



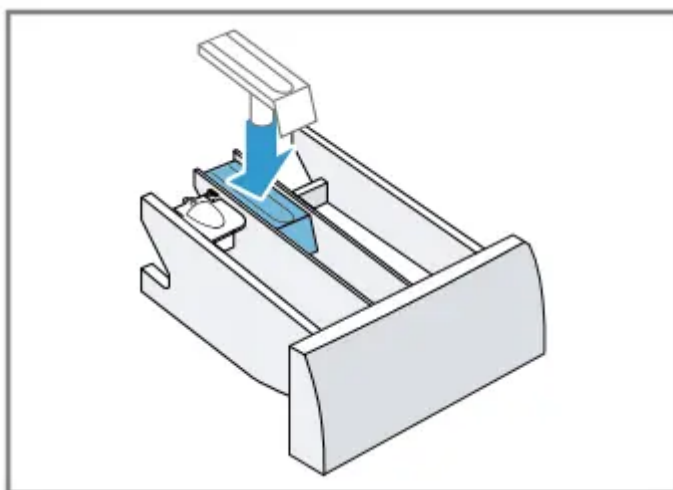
3. Press out the insert upwards from below.



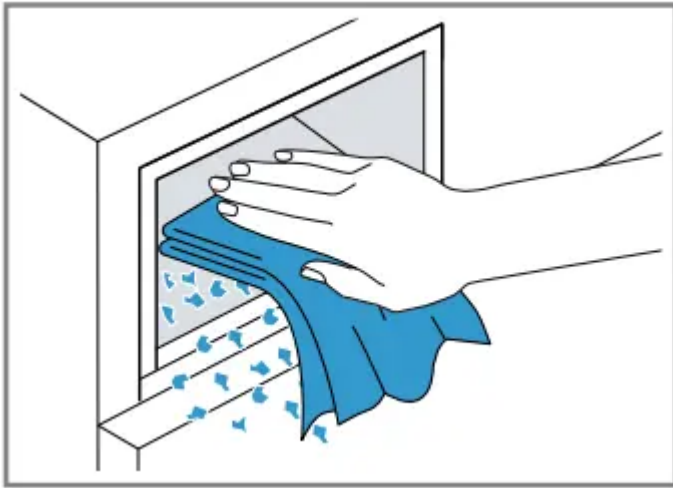
4. Clean the detergent drawer and insert with water and a brush, and then dry them.



5. Fit the insert and lock it into place.



6. Cleaning the opening for the detergent drawer.



7. Push in the detergent drawer.

Descaling

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

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

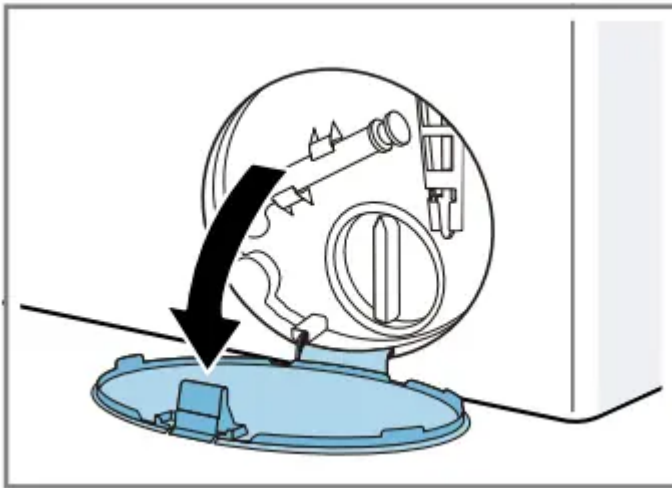
Cleaning the drain pump

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

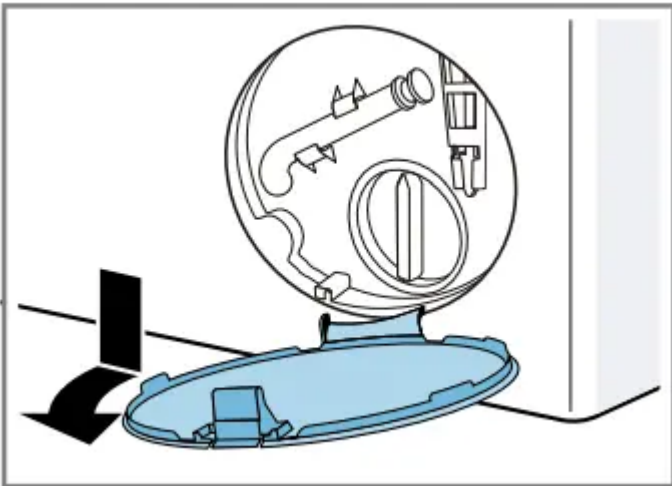
Emptying the drain pump

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

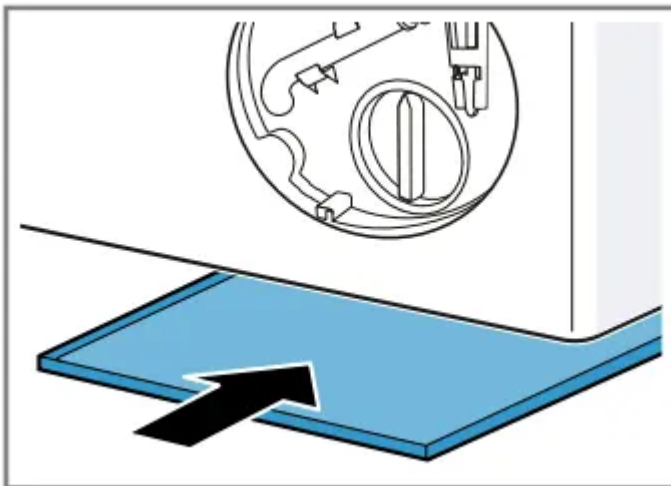
1. Turn off the water tap.
2. Switch off the appliance.
3. Disconnect the appliance's mains plug from the power supply.
4. Open the maintenance flap.



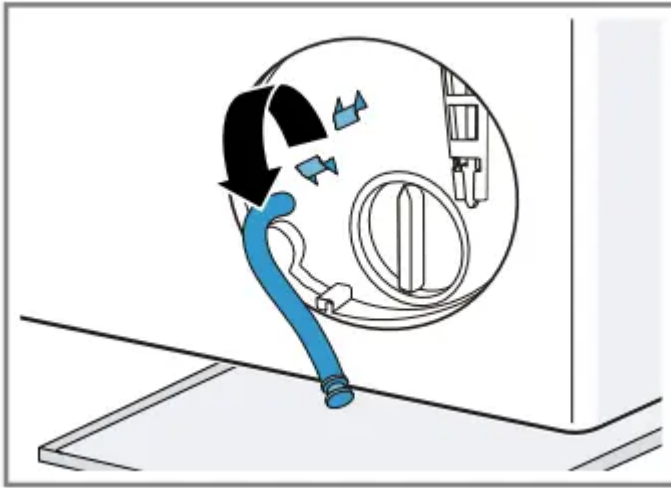
5. Remove the maintenance flap.



6. Slide a sufficiently large receptacle under the opening.



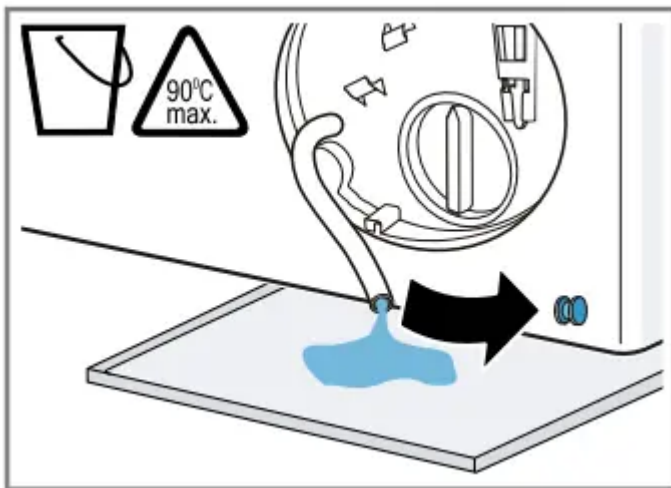
7. Take the drain hose out of the holder.



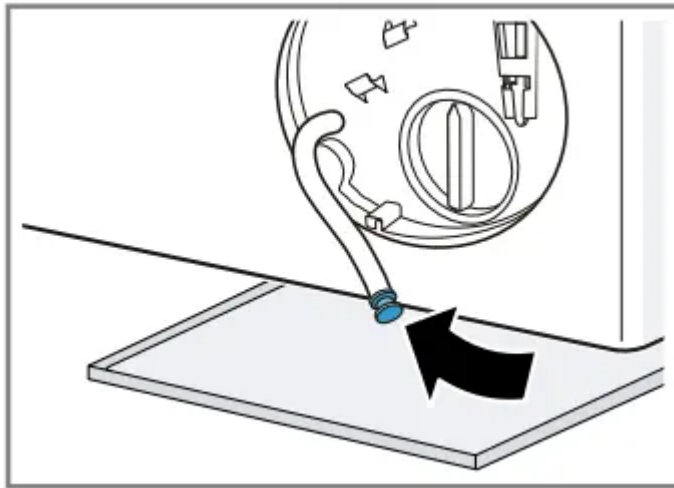
8. CAUTION - Risk of scalding! When you wash at high temperatures, the detergent solution gets hot.

► Do not touch the hot detergent solution.

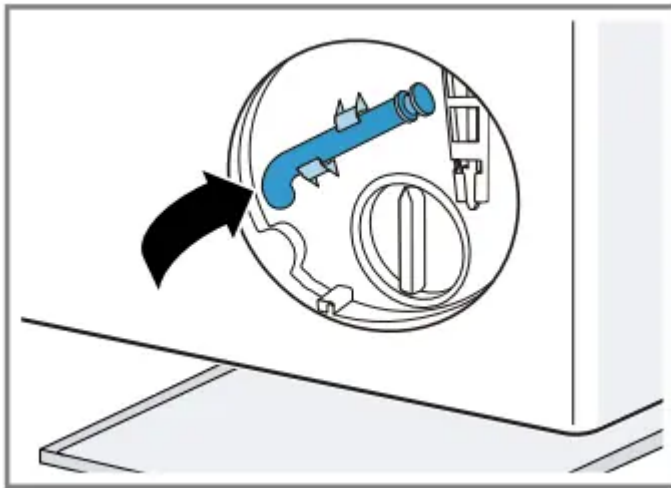
To allow the detergent solution to flow out into the container, remove the sealing cap.



9. Firmly press on the sealing cap.

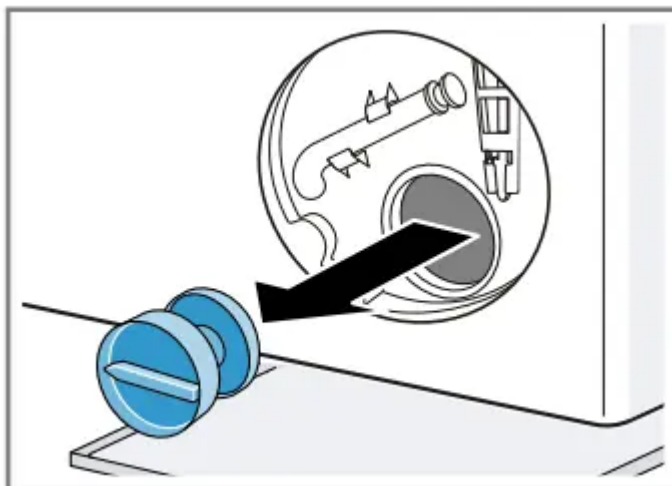


10. Insert the drain hose into the holder.

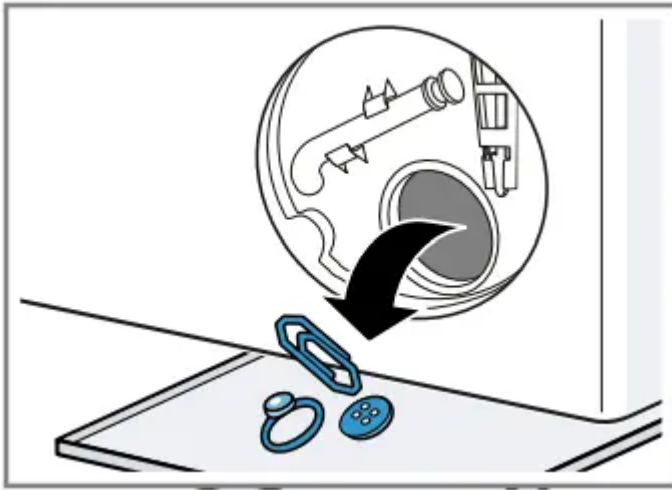


Cleaning the drain pump

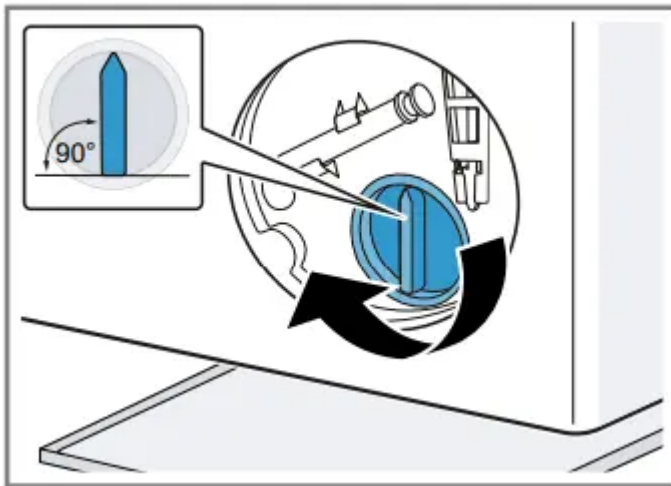
1. Since water may remain in the drain pump, remove the pump cap carefully.



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

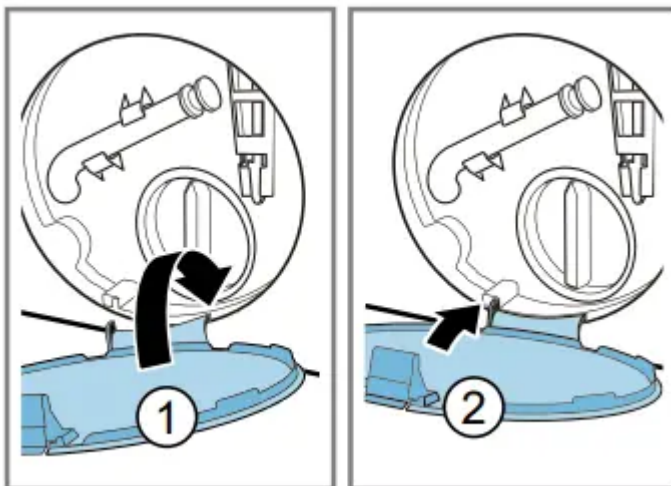


3. Make sure that the impeller in the drain pump can be rotated.
4. Insert the pump cap and screw it on as far as it will go.



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

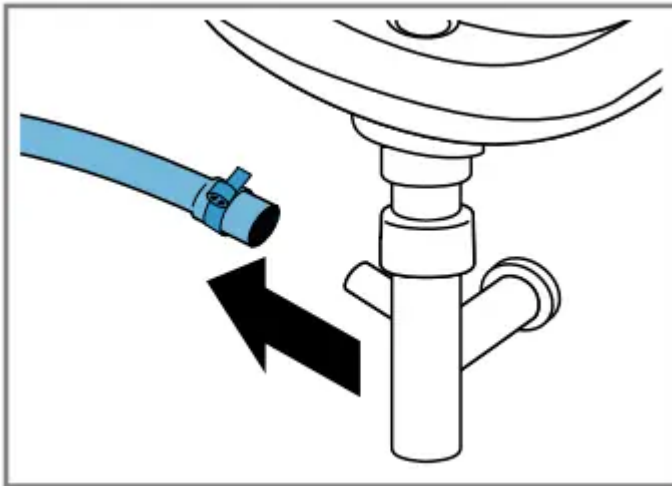
5. Insert the maintenance flap and lock it into place.



6. Close the maintenance flap.

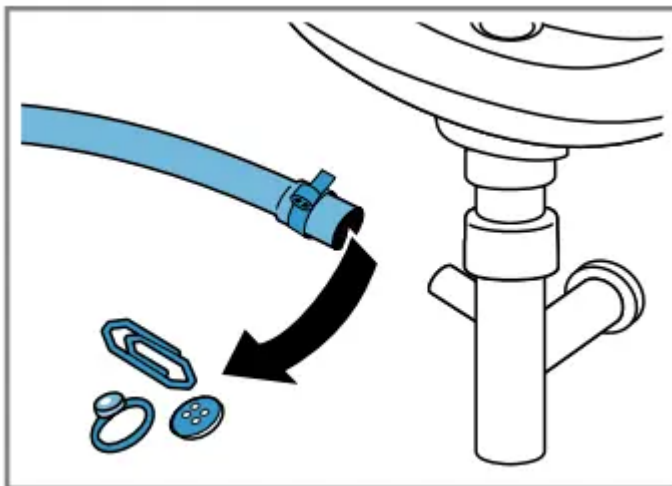
Cleaning the water outlet hose at the siphon

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

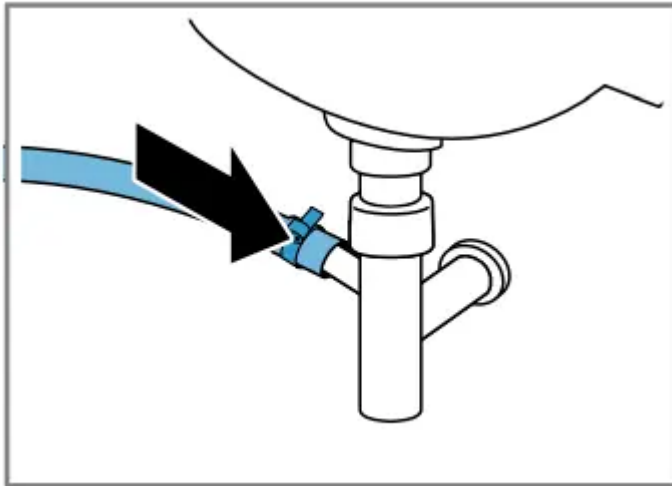


Residual water may leak out.

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



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



Clean the water inlet filters.

Emptying the water inlet hose

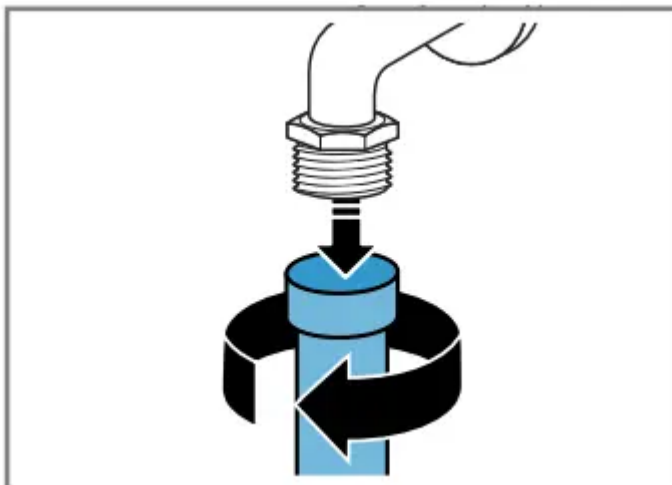
1. Turn off the tap.
2. Set a programme, except for Rinse , Spin or Drain.
3. Start the programme and leave it to run for approx. 40 seconds.
4. Switch off the appliance.
5. Disconnect the appliance's mains plug from the power supply.

Cleaning the filter on the tap

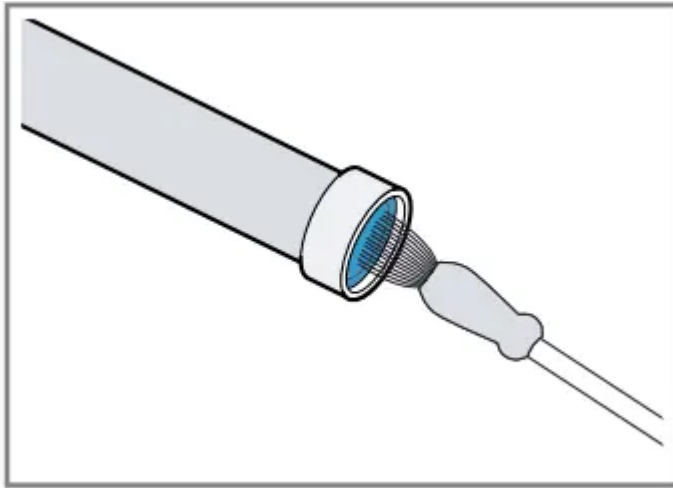
Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

Requirement: The water inlet hose is empty.

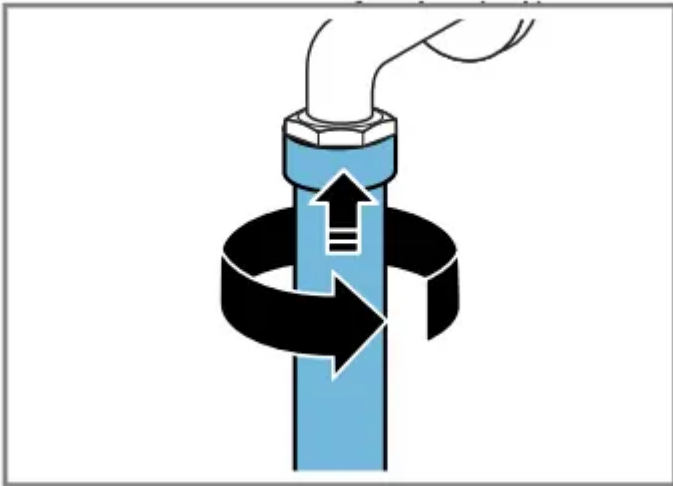
1. Remove the water inlet hose from the tap.



2. Clean the filter with a small brush.

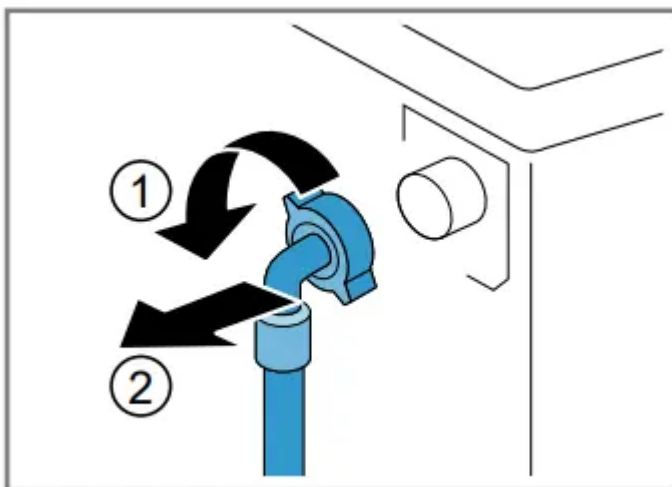


3. Connect the water inlet hose and check for leaks.



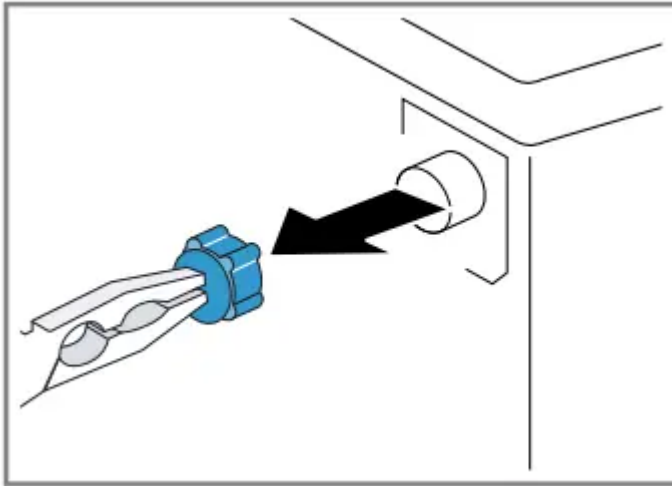
Cleaning the filter on the appliance

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

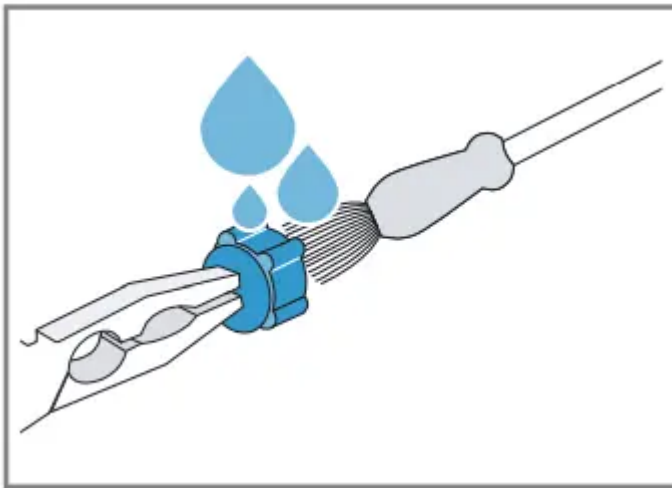


2. Use pliers to remove the filter.



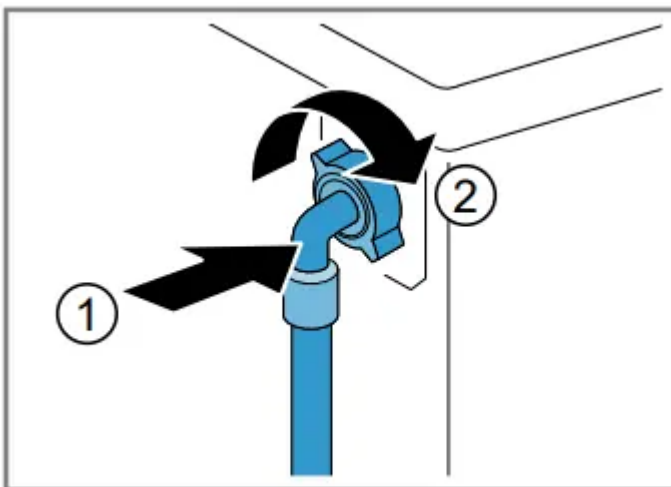


3. Clean the filter with a small brush.





4. Reinsert the filter.





5. Connect the hose and check for leaks.
















Troubleshooting



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




Fault	Cause and troubleshooting
<p>The display goes out and  flashes</p>	<p>Energy-saving mode is active</p> <ul style="list-style-type: none"> ▶ Press any button. <p>The symbol lights up again.</p>
<p>"E:36 / -10"</p>	<p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> ▶ Clean the drain pipe and the water outlet hose. <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> ▶ Ensure that the drain pipe and water drain hose are not kinked or trapped. <p>Drain pump is blocked.</p> <ul style="list-style-type: none"> ▶ → "Cleaning the drain pump", Page 45 <p>The water outlet hose is connected too high.</p> <ul style="list-style-type: none"> ▶ Install the water outlet hose at a maximum height of 1 metre <p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> ▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). ▶ Reduce the amount of detergent for the next washing cycle with the same load. <p>Unapproved extension installed on the water drain hose.</p> <ul style="list-style-type: none"> ▶ Remove any unapproved extensions from the water hose. Connecting the appliance
<p>"E:36 / -25 / -26"</p>	<p>Drain pump is blocked.</p> <ul style="list-style-type: none"> ▶ → "Cleaning the drain pump", Page 45
<p></p>	<p>The water pressure is low. No remedial action possible</p> <p>The filters in the water inflow are blocked.</p> <ul style="list-style-type: none"> ▶ Clean the filters in the water inflow → Page 48 <p>The tap is turned off.</p>

	<p>▶ Turn on the tap.</p> <p>The water inlet hose is kinked or jammed.</p> <p>▶ Ensure that the water inlet hose is not kinked or jammed.</p>
: flashes.	<p>The automatic voltage control system detects an unauthorised voltage under-usage.</p> <p>▶ No remedial action possible.</p> <p>Note: If the power supply is stable, the programme continues to run as normal.</p> <p>Voltage under-usage may cause extension of a programme. No remedial action possible.</p>
	<p>Detergent dosage is too high.</p> <p>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).</p> <p>▶ Reduce the amount of detergent for the next washing cycle with the same load.</p>
 lights up.	<p>The temperature is too high.</p> <p>▶ Wait until the temperature has dropped.</p> <p>▶ → "Cancelling the programme", Page 40</p> <p>Water level is too high.</p> <p>▶ Start the Drain programme.</p> <p>Laundry is caught in the door.</p> <ol style="list-style-type: none"> 1. Open the door again. 2. Remove any trapped laundry. 3. Close the door. 4. Press  to start the programme.
 flashes.	<p>Door is not closed.</p> <ol style="list-style-type: none"> 1. Close the door.


	<p>2. Press  to start the programme.</p>
<p>All other error codes.</p>	<p>Malfunction</p> <p>► Call the after-sales service. → "Customer Service", Page 61</p>
<p>The appliance is not working.</p>	<p>The mains plug of the power cord is not plugged in. ► Connect the appliance to the power supply.</p> <p>The circuit breaker is faulty. ► Check the circuit breaker in the fuse box.</p> <p>There has been a power cut. ► Check whether the lighting in your kitchen or other appliances are working.</p>
<p>The programme does not start.</p>	<p>You have not pressed  .</p> <p>► Press  .</p> <p>Door is not closed.</p> <ol style="list-style-type: none"> 1. Close the door. 2. Press  to start the programme. <p>Childproof lock is activated.</p> <p>► → "Deactivating the childproof lock", Page 42</p> <p> /  is activated.</p> <p>► Check whether  /  is activated. → "Buttons", Page 23</p> <p>Laundry is caught in the door.</p> <ol style="list-style-type: none"> 1. Open the door again. 2. Remove any trapped laundry. 3. Close the door. 4. Press  to start the programme.
<p>The door cannot be opened.</p>	<p> is activated.</p> <p>► Continue the programme by selecting Spin or Drain and pressing  .</p>

	<p>The temperature is too high.</p> <ul style="list-style-type: none"> ▶ Wait until the temperature has dropped. ▶ → "Cancelling the programme", Page 40 <p>Water level is too high.</p> <ul style="list-style-type: none"> ▶ Start the Drain programme. <p>Power failure.</p> <ul style="list-style-type: none"> ▶ Open the door using the emergency release. → "Emergency release", Page 59
<p>The water is not draining.</p>	<p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> ▶ Clean the drain pipe and the water outlet hose. <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> ▶ Ensure that the drain pipe and water drain hose are not kinked or trapped. <p>Drain pump is blocked.</p> <ul style="list-style-type: none"> ▶ → "Cleaning the drain pump", Page 45 <p> is activated.</p> <ul style="list-style-type: none"> ▶ Continue the programme by selecting Spin or Drain and pressing . <p>The water outlet hose is connected too high.</p> <ul style="list-style-type: none"> ▶ Install the water outlet hose at a maximum height of 1 metre. <p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> ▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). ▶ Reduce the amount of detergent for the next washing cycle with the same load. <p>Unapproved extension installed on the water drain hose.</p> <ul style="list-style-type: none"> ▶ Remove any unapproved extensions from the water hose. Connecting the appliance

<p>Water is not flowing in. Detergent is not being dispensed.</p>	<p>You have not pressed .</p> <p>▶ Press .</p> <p>The filters in the water inflow are blocked.</p> <p>▶ Clean the filters in the water inflow → Page 48.</p> <p>The tap is turned off.</p> <p>▶ Turn on the tap.</p> <p>The water inlet hose is kinked or jammed.</p> <p>▶ Ensure that the water inlet hose is not kinked or jammed.</p>
<p>The spin cycle runs several times.</p>	<p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.</p> <p>▶ Not a fault – no action required.</p> <p>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.</p>
<p>The programme duration changes during the wash cycle.</p>	<p>The programme operation is optimised electronically. This may change the programme duration.</p> <p>▶ Not a fault – no action required.</p> <p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry</p> <p>▶ Not a fault – no action required.</p> <p>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.</p> <p>Foam detection system switches on a rinse cycle if foam build-up is too high.</p> <p>▶ Not a fault – no action required.</p>
<p>No water is visible in the drum.</p>	<p>Water is below the visible area.</p> <p>▶ Not a fault – no action required.</p>

	<ul style="list-style-type: none"> ▶ Do not add any extra water to the appliance while it is operating.
Drum jerks after the programme starts.	<p>This is caused by an internal motor test.</p> <ul style="list-style-type: none"> ▶ Not a fault – no action required.
Residual water is present in the compartment  .	<p>Insert in compartment  is blocked.</p> <ul style="list-style-type: none"> ▶ → "Cleaning the detergent drawer", Page 44
Vibrations and movement of the appliance whilst spinning.	<p>Appliance is not correctly aligned.</p> <ul style="list-style-type: none"> ▶ Aligning the appliance <p>The appliance feet are not fixed.</p> <ul style="list-style-type: none"> ▶ Secure the appliance feet. Aligning the appliance <p>Transit bolts have not been removed.</p> <ul style="list-style-type: none"> ▶ Removing the transit bolts
Drum does not turn, water does not flow in.	<p>Load detection is active.</p> <ul style="list-style-type: none"> ▶ Not a fault – no action required. <p>Note: The load detection can take up to two minutes.</p>
Heavy foam build-up	<p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> ▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). ▶ Reduce the amount of detergent for the next washing cycle with the same load.
High spin speed not reached.	<p>A low spin speed is selected.</p> <ul style="list-style-type: none"> ▶ The next time you run a wash cycle, set a higher spin speed. <p> is activated.</p> <ul style="list-style-type: none"> ▶ Select the programmes that are suitable for the type of fabric. → "Programmes", Page 25

	<p>Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.</p> <ul style="list-style-type: none"> ▶ Redistribute the laundry in the drum. <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> <ul style="list-style-type: none"> ▶ Start the Spin programme.
<p>The spin programme does not start.</p>	<p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> ▶ Clean the drain pipe and the water outlet hose. <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> ▶ Ensure that the drain pipe and water drain hose are not kinked or trapped. <p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> ▶ Redistribute the laundry in the drum. <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> <ul style="list-style-type: none"> ▶ Start the Spin programme.
<p>Rushing, hissing noise.</p>	<p>Water is flushed under pressure into the detergent drawer.</p> <ul style="list-style-type: none"> ▶ Not a fault – normal operating noise.
<p>Loud noises during the spin cycle.</p>	<p>Appliance is not correctly aligned.</p> <ul style="list-style-type: none"> ▶ Aligning the appliance <p>The appliance feet are not fixed.</p> <ul style="list-style-type: none"> ▶ Secure the appliance feet. Aligning the appliance <p>Transit bolts have not been removed.</p> <ul style="list-style-type: none"> ▶ Removing the transit bolts
<p>Banging noises, rattling in the drain pump.</p>	<p>Foreign bodies have got into the drain pump.</p> <ul style="list-style-type: none"> ▶ → "Cleaning the drain pump", Page 45

<p>Slurping, rhythmical suction noise.</p>	<p>The drain pump is active, the detergent solution is pumped out.</p> <ul style="list-style-type: none"> ▶ Not a fault – normal operating noise.
<p>Creasing</p>	<p>The spin speed is too high.</p> <ul style="list-style-type: none"> ▶ The next time you run a wash cycle, set a lower spin speed. <p>The load is too large.</p> <ul style="list-style-type: none"> ▶ The next time you run a wash cycle, reduce the amount of laundry being loaded. <p>The wrong programme is selected for the type of fabric.</p> <ul style="list-style-type: none"> ▶ Select the programmes that are suitable for the type of fabric. → "Programmes", Page 25
<p>Detergent or fabric softener drips off the seal and collects on the door or in the seal fold.</p>	<p>Too much detergent/fabric softener in the detergent drawer.</p> <ul style="list-style-type: none"> ▶ When dosing liquid detergent and fabric softener, observe the marking in the detergent drawer and do not dose above this.
<p>The spin result is not satisfactory. The laundry is too wet/too damp.</p>	<p>A low spin speed is selected.</p> <ul style="list-style-type: none"> ▶ The next time you run a wash cycle, set a higher spin speed. ▶ Start the Spin programme. <p> is activated.</p> <ul style="list-style-type: none"> ▶ Select the programmes that are suitable for the type of fabric. → "Programmes", Page 25 <p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> ▶ Clean the drain pipe and the water outlet hose. <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> ▶ Ensure that the drain pipe and water drain hose are not kinked or trapped. <p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> ▶ Redistribute the laundry in the drum.

	<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> <p>▶ Start the Spin programme</p> <p>Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.</p> <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> <p>▶ Start the Spin programme.</p>
<p>Detergent residue on the damp washing.</p>	<p>Detergents may contain water-insoluble substances that deposit on the laundry.</p> <p>▶ Start the Rinse programme.</p>
<p>Detergent residue on the dry laundry.</p>	<p>Detergents may contain water-insoluble substances that deposit on the laundry.</p> <p>▶ Brush out the laundry after washing and drying.</p>
<p>Water is leaking out at the water inlet hose.</p>	<p>Water inlet hose is not correctly/securely connected.</p> <ol style="list-style-type: none"> 1. Connect the water supply hose correctly. Connecting the water inlet hose 2. Tighten the screw connection
<p>Water is leaking out at the water outlet hose</p>	<p>The water outlet hose is damaged.</p> <p>▶ Replace the damaged water outlet hose.</p> <p>Water outlet hose is not connected correctly.</p> <p>▶ Connect the water outlet hose correctly. Water outlet connection types</p>
<p>Odours have formed in the appliance.</p>	<p>Humidity and detergent residue may promote the formation of bacteria.</p> <p>▶ → "Cleaning the drum", Page 44</p>

► If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate.

Technical specifications

Facts and figures for your appliance can be found here.

Appliance height	85,0 cm
Appliance width	59,8 cm
Appliance depth	59,0 cm
Weight	68 - 72 kg ¹
Maximum load	9 kg
Mains voltage	220 - 240 V, 50 Hz
⚡ Minimum installation protection	10 A
Rated power	2300 W
Power consumption	■ Off mode: 0,10 W ■ Left-on mode: 0,50 W
Water pressure	■ Minimum: 100 kPa (1 bar) ■ Maximum: 1000 kPa (10 bar)
Length of the water inlet hose	150 cm
Length of the water outlet hose	150 cm
Length of the power cord	210 cm
¹ 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.

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