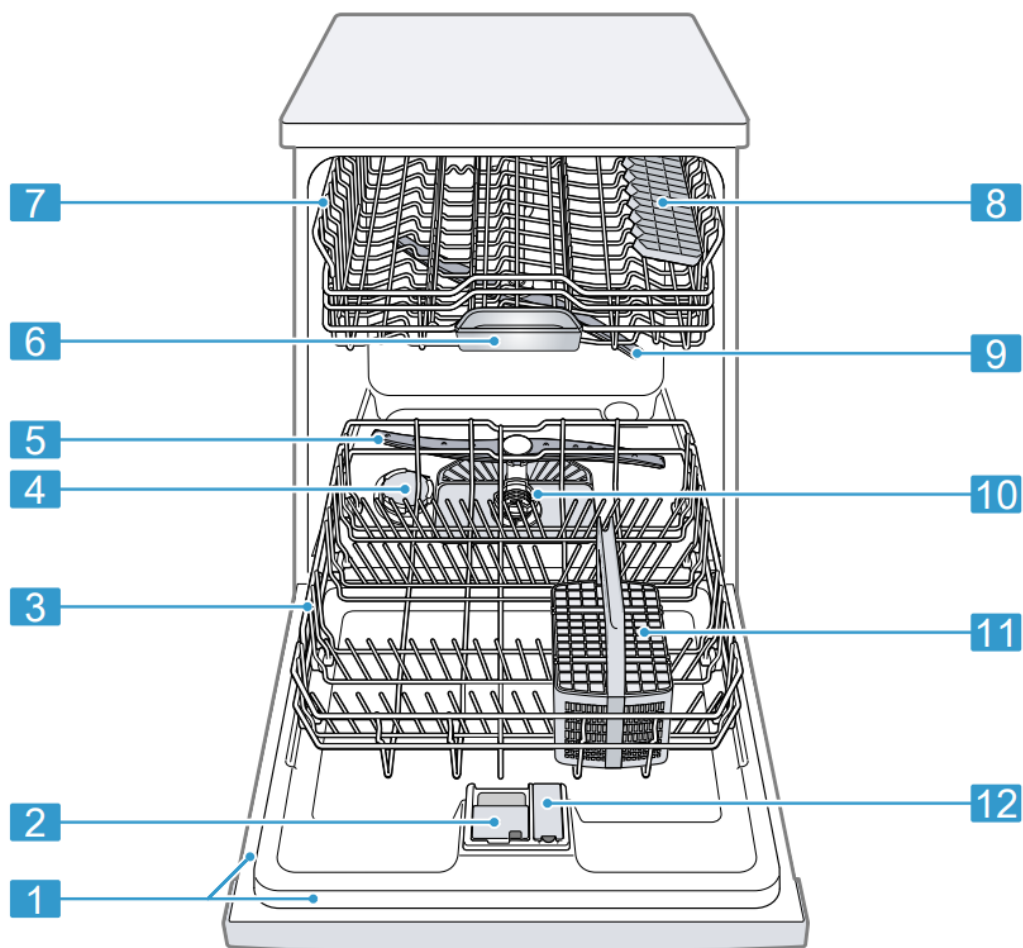


## Familiarising yourself with your appliance

### Appliance

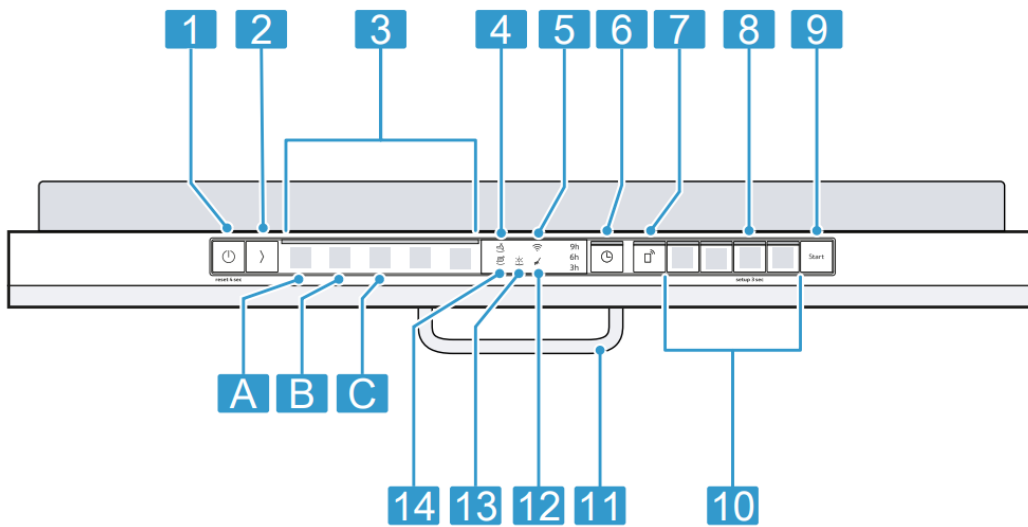
You can find an overview of the parts of your appliance here.






1 Rating plate	Rating plate with "E number and FD number" → Page 55.  The data you need for "Customer Service" → Page 54.
2 Detergent dispenser	"Detergent" → Page 27 is added to the detergent dispenser.
3 Bottom basket	"Bottom basket" → Page 20
4 Dispenser for special salt	Add the special salt to the dispenser for special salt. → "Water softening system", Page 23
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.  → "Cleaning spray arms", Page 41
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" → Page 19
8 Cutlery shelf1	"Cutlery shelf" → Page 21
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.  → "Cleaning spray arms", Page 41
10 Filter system	"Filter system" → Page 40
11 Cutlery basket	"Cutlery basket" → Page 21
12 Dispenser for rinse aid	Add rinse aid to the dispenser for rinse aid. → "Rinse aid system", Page 26

## Controls

You can use the control panel to configure all functions of your appliance and to obtain information about the operating status. With some buttons you can perform different functions.




<p>1 ON/OFF  button and reset button <b>Reset 4 sec</b></p>	<p>"Switching on the appliance" → Page 32  "Switching off the appliance" → Page 33  "Terminating the programme" → Page 33</p>
<p>2 Programme button</p>	<p>"Programmes" → Page 17</p>
<p>3 Programmes</p>	<p>"Programmes" → Page 17</p>
<p>4 Water supply display</p>	<p>Display for water supply</p>
<p>5 WLAN display</p>	<p>"Home Connect" → Page 36</p>
<p>6 Timer programming<sup>[1]</sup></p>	<p>"Setting timer programming" → Page 32</p>
<p>7  Remote Start</p>	<p>"Remote Start ", Page 37</p>
<p>8 <b>Setup 3 sec.</b> button</p>	<p>If you press <b>Setup 3 sec.</b> for approx. 3 seconds, you can open the basic settings.</p>
<p>9 Start button</p>	<p>"Starting the programme" → Page 33</p>
<p>10 Programme buttons and additional functions</p>	<p>"Programmes" → Page 17 "Additional functions" → Page 18</p>
<p>11 Door opener<sup>1</sup></p>	<p>"Opening the appliance door" → Page 32</p>
<p>12 Programme sequence display</p>	<p>The programme sequence display shows the current cycle of the appliance, e.g. washing.</p>
<p>13 Rinse aid refill indicator</p>	<p>"Rinse aid system" → Page 26</p>
<p>14 Special salt refill indicator</p>	<p>"Water softening system" → Page 23</p>

## Programmes

- You can find an overview of the programmes that can be selected here. Different programmes, which can be found on the control panel of your appliance, are available depending on the appliance configuration. The running time may vary depending on the programme selected. The running time depends on the water temperature, the quantity of tableware, the level of soiling and the additional function selected. The running time will change if the rinse aid system is switched off or rinse aid needs to be added.

- The consumption values can be found in the quick reference guide. The consumption values relate to normal conditions and a water hardness of 9 - 20 °E. Different influencing factors such as water temperature or pipe pressure may result in deviations.

Programme	Use	Programme sequence	Additional functions
<b>Chef</b> Chef 70	Tableware: <ul style="list-style-type: none"> <li>■ Washing pots and pans, non-fragile tableware and cutlery.</li> </ul> Level of soiling: <ul style="list-style-type: none"> <li>■ Removing stubborn burned or dried-on food remnants containing starch and protein.</li> </ul>	Intensive: <ul style="list-style-type: none"> <li>■ Pre-Rinse</li> <li>■ Cleaning 70 °C</li> <li>■ Intermediate rinse</li> <li>■ Final rinse 72 °C</li> <li>■ Extra Dry</li> </ul>	Extra Speed → "Additional functions", Page 18
<b>Auto</b> Auto 45-65°	Tableware: <ul style="list-style-type: none"> <li>■ Cleaning mixed tableware and cutlery.</li> </ul> Level of soiling: <ul style="list-style-type: none"> <li>■ Removing common household food remnants lightly dried-on.</li> </ul>	Sensor-controlled: <ul style="list-style-type: none"> <li>■ Optimised by sensors depending on the soiling of the rinsing water.</li> </ul>	All → "Additional functions", Page 18
<b>Eco</b> Eco 50°	Tableware: <ul style="list-style-type: none"> <li>■ Cleaning mixed tableware and cutlery.</li> </ul> Level of soiling: <ul style="list-style-type: none"> <li>■ Removing common household food remnants lightly dried-on.</li> </ul>	Most economical programme: <ul style="list-style-type: none"> <li>■ Pre-Rinse</li> <li>■ Cleaning 50 °C</li> <li>■ Intermediate rinse</li> <li>■ Final rinse 61 °C</li> <li>■ Drying</li> </ul>	All → "Additional functions", Page 18
<b>Programme</b>	<b>Use</b>	<b>Programme sequence</b>	<b>Additional functions</b>
<b>Classic</b> Classic 60°	Tableware: <ul style="list-style-type: none"> <li>■ Cleaning mixed tableware and cutlery.</li> </ul> Level of soiling: <ul style="list-style-type: none"> <li>■ Removing common household food remnants lightly dried-on.</li> </ul>	Time-optimised: <ul style="list-style-type: none"> <li>■ Cleaning 60 °C</li> <li>■ Intermediate rinse</li> <li>■ Final rinse 69 °C</li> <li>■ Drying</li> </ul>	All → "Additional functions", Page 18
Easy Clean	Only when using unloaded appliance.	Machine Care 70 °C	None
	-	-	-
Favourite			



Note: The relatively long running time in the Eco 50 ° programme is due to longer soaking and drying times. This results in optimal consumption values.

### Information for test institutes

- Test institutes are provided with information for comparability tests, e.g. according to EN60436.

- These are the conditions for conducting the tests, however they are not the results or consumption values. E-mail enquiries to: [dishwasher@testappliances.com](mailto:dishwasher@testappliances.com)
- The product number (E-Nr.) and the production number (FD) are required here. They can be found on the rating plate on the appliance door.

## Favourite

- You can save a combination of a programme and an additional function to the  button.
- You can save the programme via the Home Connect app.
- The pre-rinse program is saved to this button at the factory. Pre-rinse is suitable for all types of tableware. The tableware undergoes intermediate cleaning via cold rinsing.
- Tip: You can use the Home Connect app to download additional programmes and save them to the  button.

## Additional functions

Additional functions You can find an overview of the additional functions that can be selected here. Different additional functions, which can be found on the control panel of your appliance, are available depending on the appliance configuration.

Additional function	Use
<p>Extra Speed</p> <p>Extra Speed</p>	<ul style="list-style-type: none"> <li>• The run time is shortened by 15% to 75% depending on the rinse programme.</li> <li>• The additional function can be activated before the start of the programme and at any time when the programme is running.</li> <li>• Energy and water consumption are increased.</li> </ul>
<p>Power Zone</p> <p>Power Zone</p>	<ul style="list-style-type: none"> <li>• Switch on with mixed loads containing tableware with different soiling levels, e.g. place very soiled pots and pans in the bottom basket and normally soiled tableware in the upper basket.</li> <li>• The spray pressure in the bottom basket is increased and the maximum programme temperature held longer. This will increase the run time and energy consumption.</li> </ul>
<p>Extra Dry</p> <p>Extra Dry</p>	<ul style="list-style-type: none"> <li>• For a better drying result the final rinse temperature is increased and the drying phase extended.</li> <li>• Especially suitable for drying plastic parts.</li> <li>• There is a slight increase in energy consumption and the run time is extended.</li> </ul>

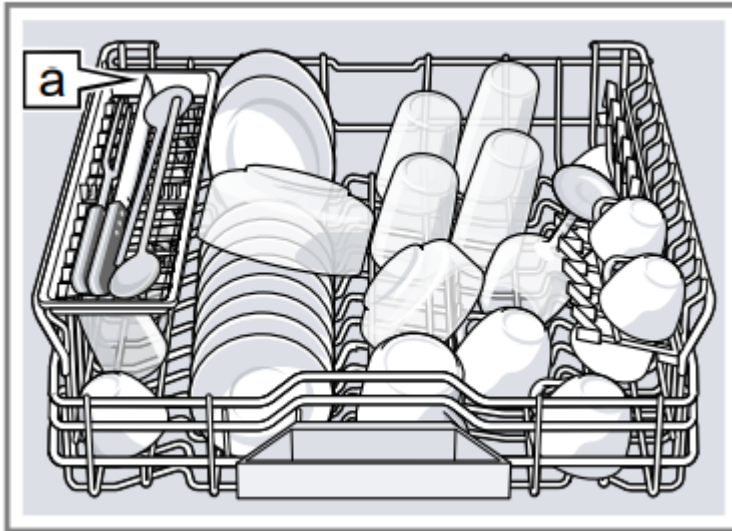
## Features

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.



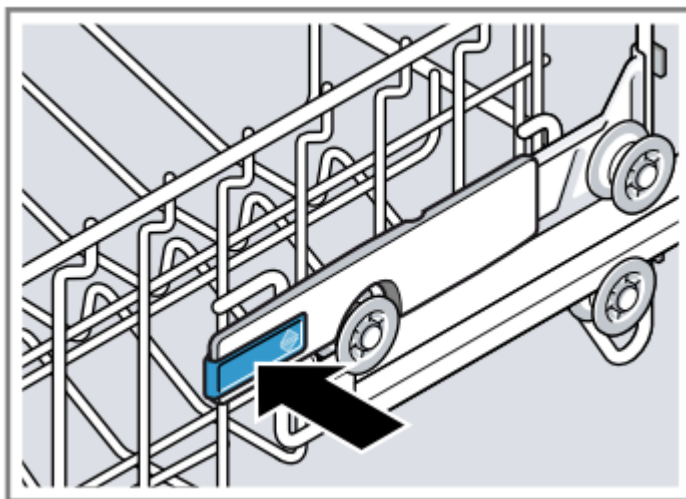
Knife shelf **a**

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

### Adjusting top basket with side levers

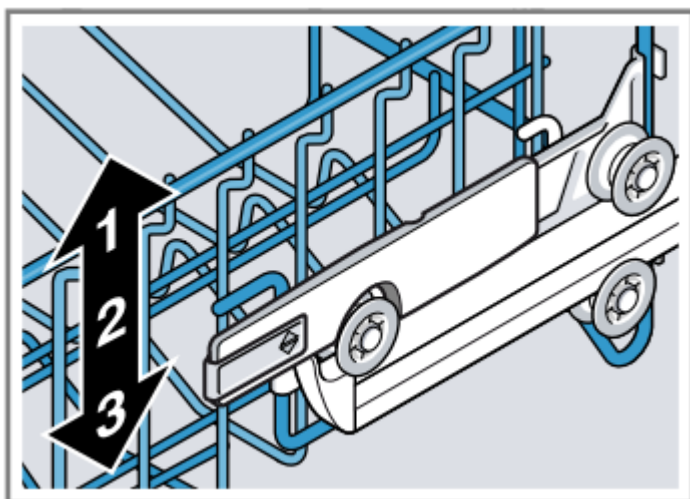
To wash large items of tableware in the baskets, adjust the shelf position of the top basket.

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. → "Basket heights", Page 22

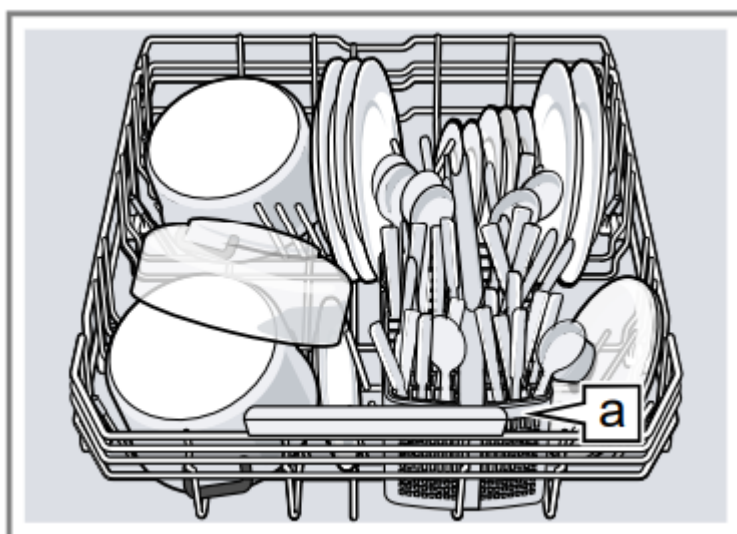


Check that the basket is level on both sides.

5. Slide the basket back in.

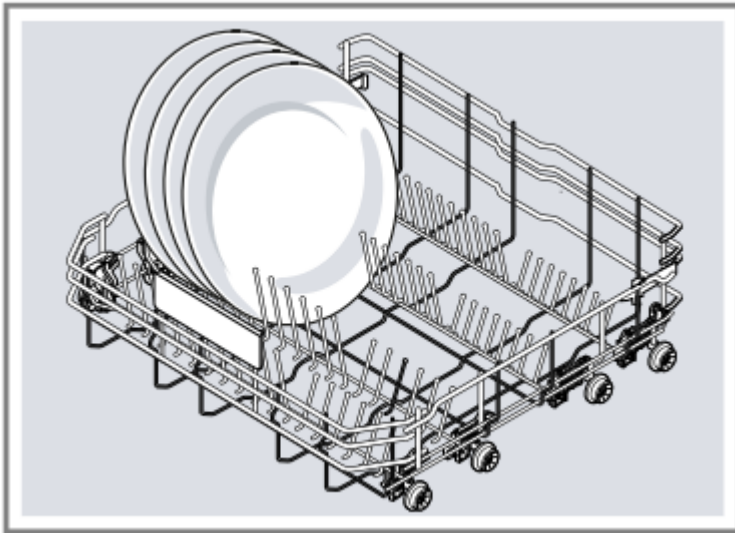
### Bottom basket

Arrange pans and plates in the bottom basket.



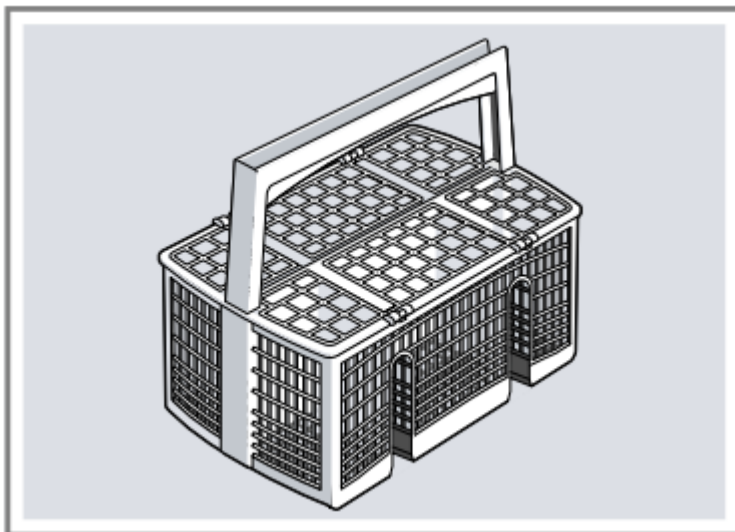
Cutlery basket **a**

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



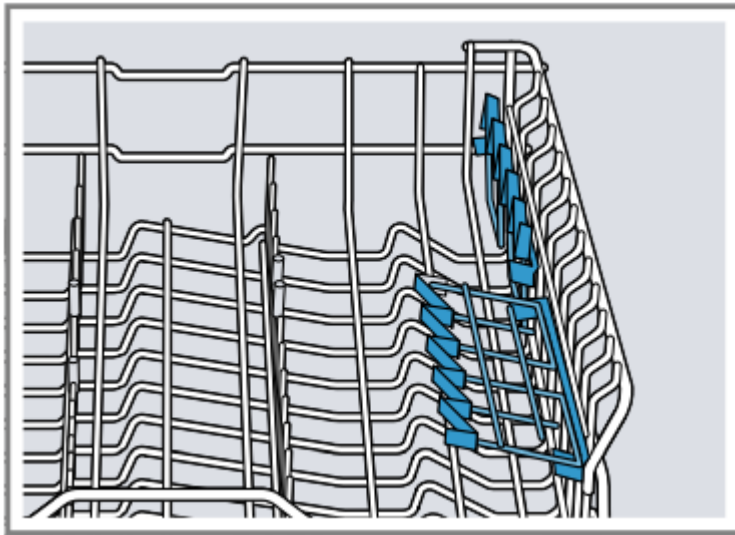
### Cutlery basket

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



### Etagere

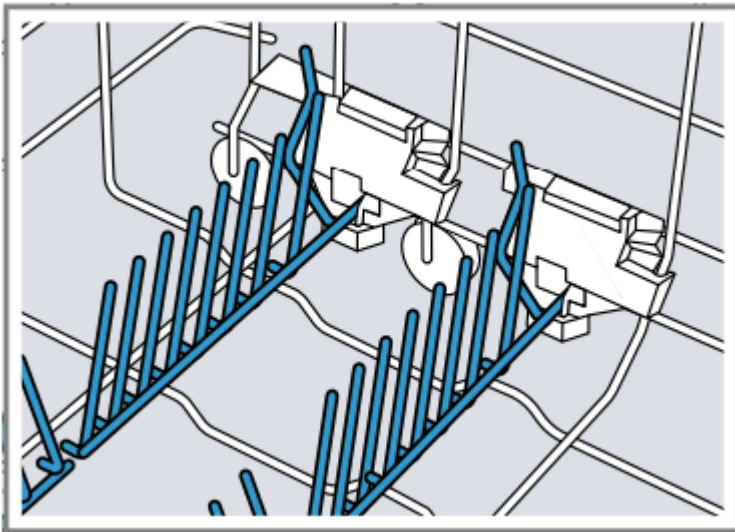
- Use the cutlery shelf and space underneath for small cups and glasses or for large items of cutlery, e.g. cooking spoons or serving cutlery.



- 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.

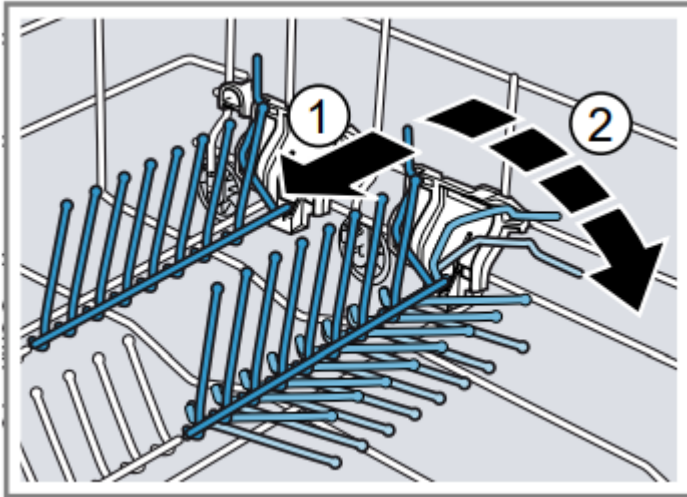


- You can fold the prongs down to position pans, bowls and glasses better.<sup>1</sup>

### **Folding down prongs<sup>1</sup>**

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

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

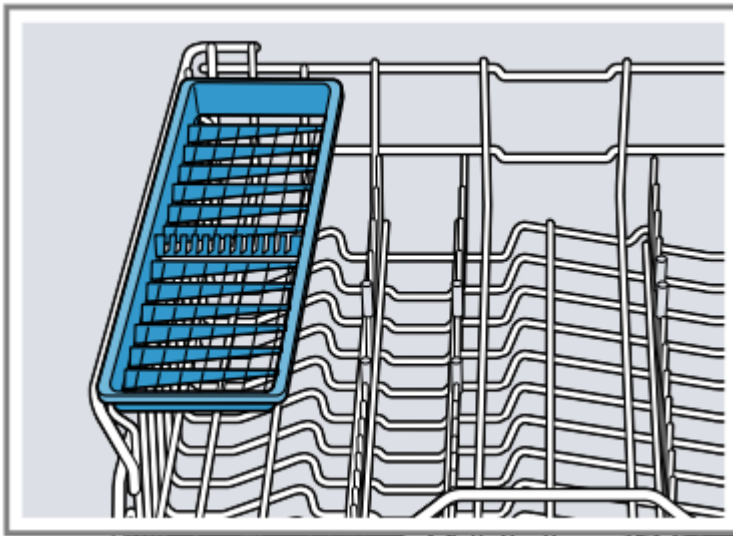


2. To use the prongs again, fold them back up.

- The prongs audibly click into position.

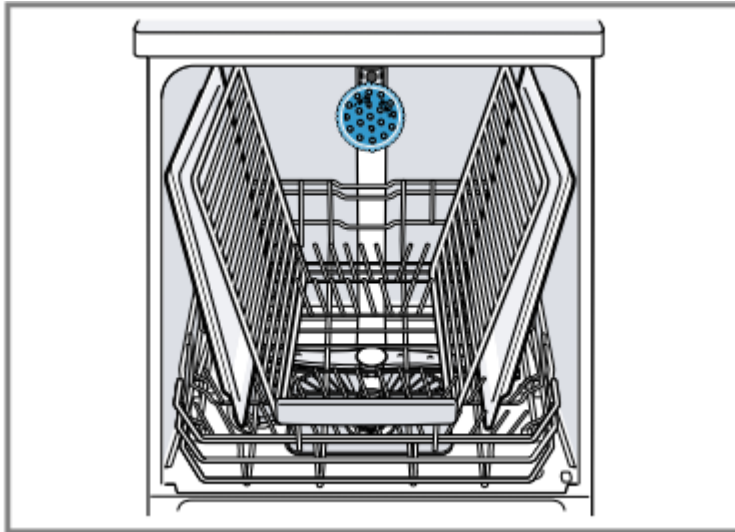
### Knife shelf

- 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.



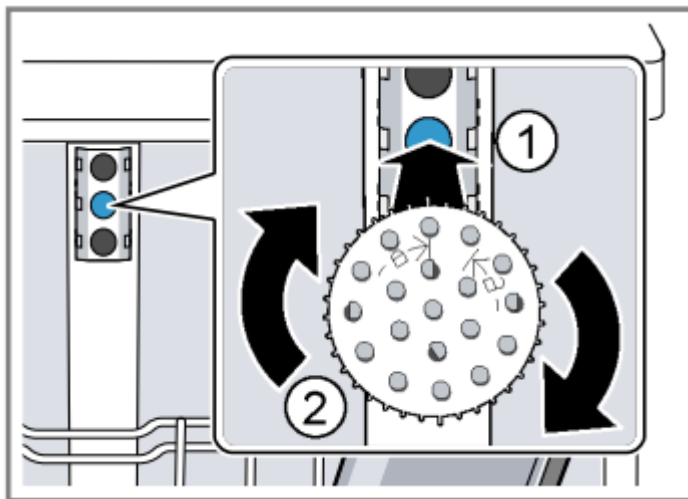
- Arrange max. 2 baking sheets and 2 grilles as shown to ensure that the spray jet can reach all parts.

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.

## Before using for the first time

Configure the settings for initial startup.

### Performing the initial configuration

- On initial start-up or after a reset to the factory settings, you will need to make settings.
  - Tip: Connect your appliance to a mobile device. You can conveniently change all settings via the Home Connect app. → "Home Connect quick start", Page 36
  - Requirement: "The appliance has been installed and connected." → Page 11
1. "Add special salt." → Page 24
  2. "Add rinse aid." → Page 26
  3. "Switch on the appliance." → Page 32
  4. "Setting the water softening system." → Page 24
  5. "Set the amount of rinse aid to be dispensed." → Page 26

Tip: You can change these settings and other "Basic settings" → Page 34 at any time.

### Water softening system

- Water softening system Hard water leaves limescale on the tableware as well as the washing tank and parts of the appliance may become blocked. To ensure good dishwashing results, you can treat the water with special salt and the water softening system. To avoid damage to the appliance, water with a hardness above 9 °E must be softened.

### Overview of water hardness settings

You can find an overview of the water hardness values that can be selected here.

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



Water hardness value °E	Hardness range	mmol/l	Setting	"LED A" → Page 15	"LED B" → Page 15	"LED C" → Page 15
0 - 8	Soft	0 - 1.1	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 - 20	Medium	1.2 - 2.9	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 - 26	Hard	3.0 - 3.7	2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
27 - 44	Hard	3.8 - 6.2	3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Note: Set the water hardness determined on your appliance. → "Setting the water softening system", Page 24

With a water hardness of 0 - 8 °E you can dispense with special salt and switch off the water softening system. → "Switching off the water softening system", Page 25

## Setting the water softening system

Set the water hardness on your appliance.

1. Determine the water hardness and the appropriate setting value. → "Overview of water hardness settings", Page 23
2. Press .
3. To open the appliance settings, press **Setup 3 sec.** for 3 seconds.  is flashing on the display.
4. Press repeatedly until the right water hardness has been set. 0, 1, 2 or 3 LEDs will light up accordingly. → "Overview of water hardness settings", Page 23 The factory setting is level 1 ("LED A" → Page 15).
5. To save the settings, press **Setup 3 sec.** for 3 seconds.

## Special salt

You can use special salt to soften water.

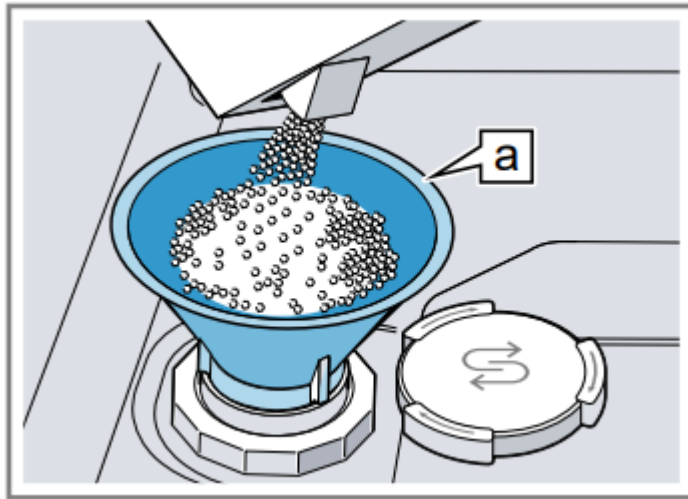
### Adding special salt

- If the special salt refill indicator lights up, add special salt to the dispenser for special salt just before the programme starts. The amount of special salt required depends on the water hardness: the higher the water hardness, the greater the amount of special salt required.

### ATTENTION!

- Detergent may damage the water softening system.
  - Only fill the dispenser of the water softening system with special dishwasher salt.
- Special salt can damage the tub due to corrosion.
  - To make sure that any special salt that escapes is washed out of the tub, add the special salt to the dispenser for special salt immediately before the programme starts.

1. Unscrew the lid of the dispenser for special salt and remove.
2. On initial start-up: Fill the dispenser right up with water.
3. Note: Only use special salt for dishwashers. Do not use salt tablets. Do not use table salt. Add the special salt to the dispenser.



Funnel **a**<sup>1</sup>

Fill the dispenser right up with special salt. The water in the dispenser is displaced and forced out.

4. Place the lid back on the dispenser and turn to close.

## 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 programme button repeatedly until the right programme has been selected. → "Programmes", Page 17
- The programme is set and the LED flashes.

## 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. → "Programmes", Page 17

- Press the button for the relevant additional function. → "Additional functions", Page 18
  - The additional function is set and the additional function button flashes.

## Setting timer programming1

You can delay the start of the programme by 3, 6 or 9 hours.

1. Press  repeatedly until the relevant display lights up.
2. To activate timer programming, press Start. Note: To deactivate timer programming, press  repeatedly until none of the displays 3h, 6h or 9h light up.

## Starting the programme



- Press Start.
  - The programme has ended when no indicators on the controls light up.

### 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. → "Terminate programme", Page 33
- 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 cancel it first.

1. Open the appliance door.
2. Press for approx **Reset 4 sec**, 4 seconds.
3. Close the appliance door.
  - All displays light up.
  - As soon as the displays are off, 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" → Page 10.
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	Selection	Description
Water hardness	Scale with 4 levels	Set the water hardness. → <i>"Setting the water softening system", Page 24</i>
Rinse aid disp.	Scale with 4 levels	Set the amount of rinse aid to be dispensed or switch off. → <i>"Setting the amount of rinse aid", Page 26</i>
Extra Dry	On Off 1	Switch Extra Dry on or off for each operation.  For a better drying result the temperature in the final rinse is increased. This may increase the running time slightly.  Note: Please take care with delicate tableware.  → <i>"Setting Extra Dry", Page 35</i>
Tone volume	Scale with 4 levels	Adjustment of tone volume. → <i>"Setting signal volume", Page 35</i>
Wi-Fi	On Off 1	Switch the wireless network connection on or off. → <i>"Set Wi-Fi", Page 35</i>
Remote Start	Scale with 3 levels	Activate or deactivate the function. → <i>"Activating Remote Start ", Page 35</i>
Factory setting	Reset	Restore changed settings to the factory settings.  The settings for initial start-up must be configured. → <i>"Restoring factory settings", Page 35</i>

## Setting Extra Dry





1. Press .

2. To open the appliance settings, press for 3 seconds.
  -  is flashing on the display.
3. Press repeatedly until  and  flash in the display.
4. Press repeatedly until the LEDs show the right value. If "LED A" → Page 15 is not lit, Extra Dry is switched off. If "LED A" → Page 15 is lit, Extra Dry is switched on.
5. To save the settings, press **Setup 3 sec.** for 3 seconds.

## Setting signal volume




1. Press .
2. To open the appliance settings, press **Setup 3 sec.** for 3 seconds.
  -  is flashing on the display.
3. Press **Setup 3 sec.** repeatedly until  and  flash in the display.
4. Press repeatedly until the right signal volume has been set. 0, 1, 2 or 3 LEDs will light up accordingly. The signal tone selected will be heard. The factory setting is level 2 ("LED A and LED B" → Page 15).
5. To save the settings, press **Setup 3 sec.** for 3 seconds.

## Set Wi-Fi






1. Press .
2. To open the appliance settings, press **Setup 3 sec.** for 3 seconds.
  -  is flashing on the display.
3. Press **Setup 3 sec.** repeatedly until  and  flash in the display.
4. Press Start repeatedly until the LEDs show the right value. If "LED A" → Page 15 is not lit, the wireless network connection is switched off. If "LED A" → Page 15 is lit, the wireless network connection is switched on.
5. To save the settings, press **Setup 3 sec.** for 3 seconds.

## Activating Remote Start

1. Press .

2. To open the appliance settings, press **Setup 3 sec.** for 3 seconds.
  -  is flashing on the display.
3. Press **Setup 3 sec.** repeatedly until  flashes on the display.
4. Press Start repeatedly until the LEDs show the right value. If LED A lights up, the function is permanently deactivated. If LED A and LED B light up, the function can be selected using the  button. If LED A, LED B and LED C light up, the function is permanently activated. The factory setting is level 2 ("LED A and LED B" → Page 15).
5. To save the settings, press **Setup 3 sec.** for 3 seconds.

## Restoring factory settings

1. Press .
2. To open the appliance settings, press **Setup 3 sec.** for 3 seconds.
  -  is flashing on the display.
3. Press **Setup 3 sec.** repeatedly until ,  and  flash in the display.
4. Press to set the appliance back to the factory settings.
  - The appliance is reset.

## 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. → "Programmes", Page 17
  4. "Start the programme without tableware." → Page 33

### Cleaning products

Only use suitable cleaning products to clean your appliance. → "Safe use", Page 10

## 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.

## Easy Clean

- 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.
- Easy Clean 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 at [neff-home.com/store](http://neff-home.com/store) or from customer service.
- Easy Clean 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 Easy Clean without tableware if the indicator for Easy Clean lights up on the control panel or if advised to do so by the display. The indicator will go out after you have run Easy Clean. If your appliance does not have a reminder function, we recommend performing Machine Care every 2 months

## Running Easy Clean

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

### Notes

- Run the Easy Clean 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 Easy Clean after 3 washing cycles, the indicator for Easy Clean will go out automatically.
  - For optimum cleaning performance, ensure the correct placement of cleaners.
  - Follow the safety instructions given on the packagings 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. **Easy Clean**  
Press

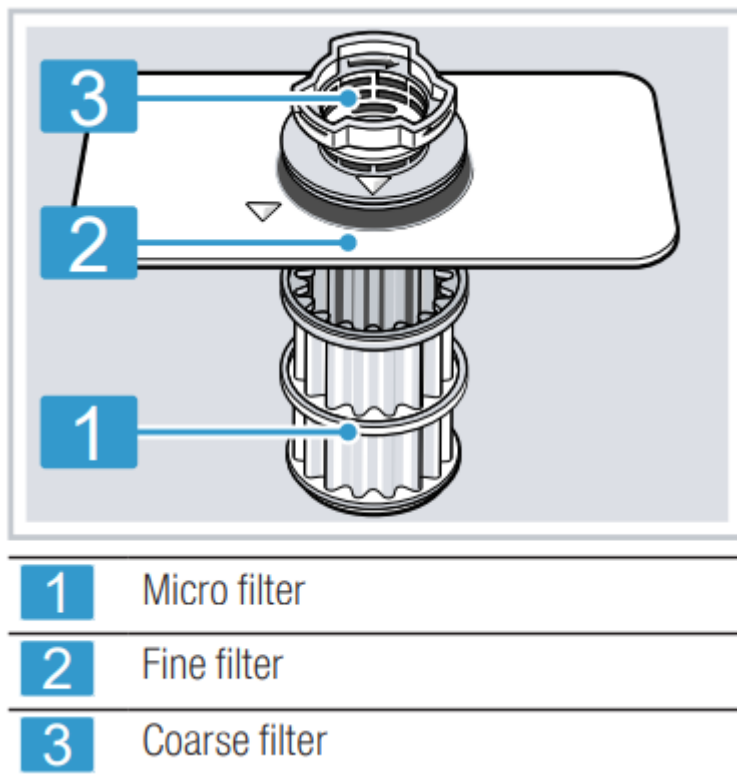
6. Press Start.

1. Easy Clean is run.

2. Once the programme has ended, the indicator for Easy Clean goes out.

## Filter system

The filter system removes coarse soiling from the dishwashing cycle.

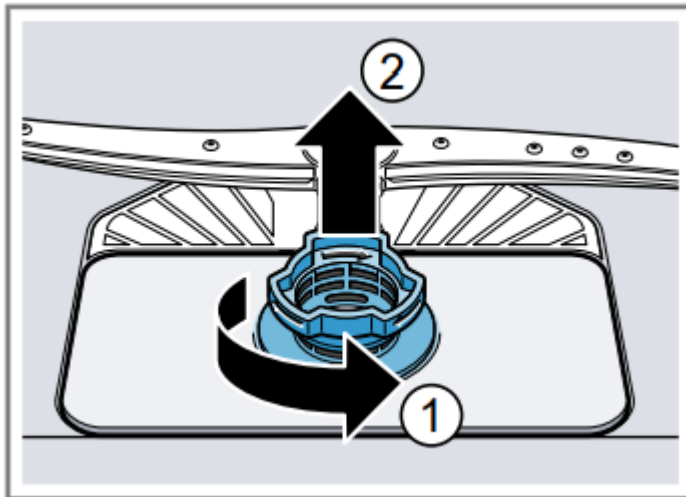


## Cleaning filters

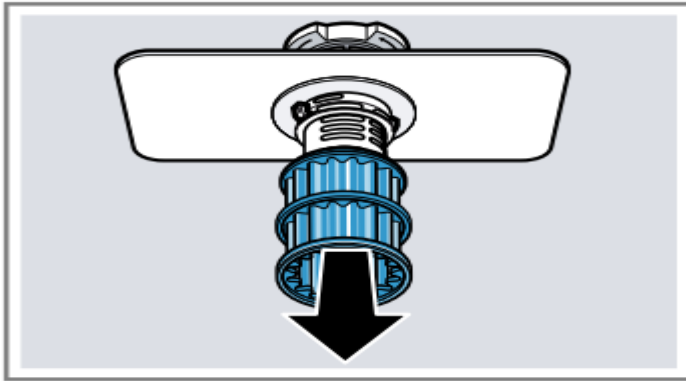
Soiling in the dishwashing water may block the filters.

1. After each wash check the filters for residue.

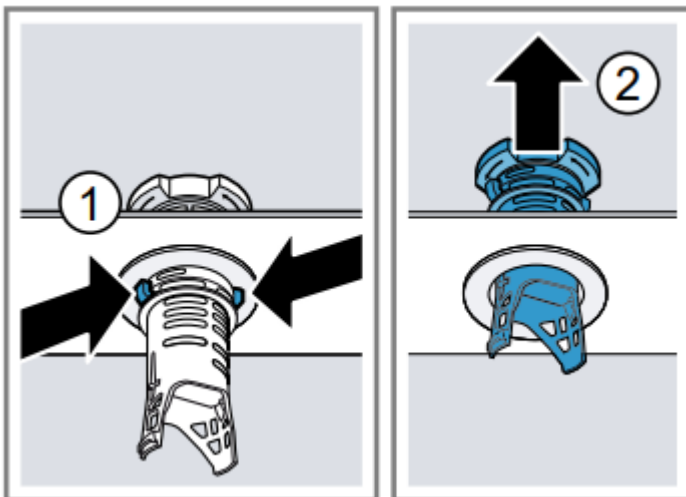
2. Turn the coarse filter anticlockwise 1 and remove the filter system 2. – Check that no foreign objects fall into the sump.



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.

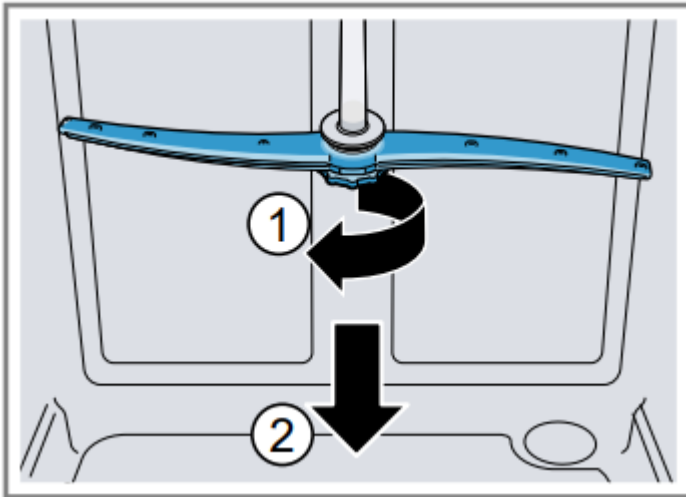
6. Re-assemble the filter system. Make sure that the locking catches on the coarse filter click into position.

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

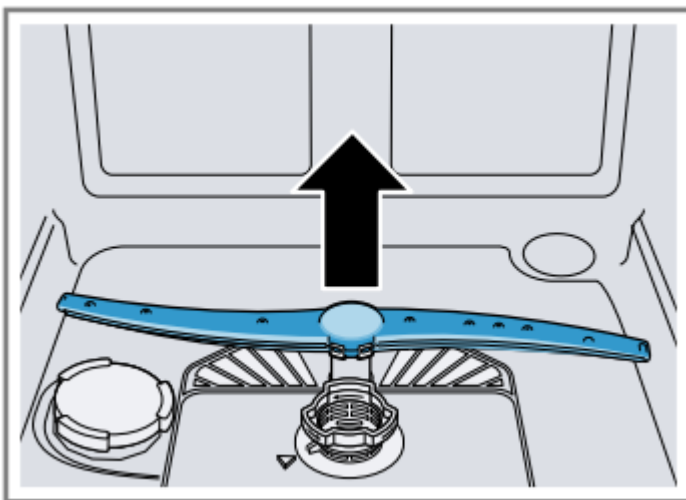
## Cleaning spray arms

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

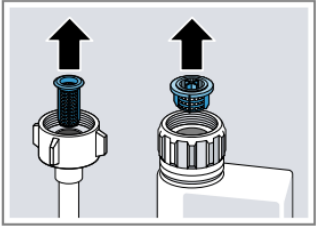
You can rectify minor faults on your appliance yourself. Read the troubleshooting information before contacting after-sales service. This will avoid unnecessary costs.



**WARNING** Risk of electric shock! Incorrect repairs are dangerous.

- Repairs to the appliance should only be carried out by trained specialist staff.
- Only use genuine spare parts when repairing the appliance.
- If the power cord of this appliance is damaged, it must be replaced with a special connection cable, which is available from the manufacturer or his Customer Service.

## Error code / Fault display / Signal



Fault	Cause	Troubleshooting
Display 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 filters in the water connection of the supply or AquaStop hose are blocked.	<ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Pull out the mains plug.</li> <li>3. Turn off the water tap.</li> <li>4. Unscrew the water connection.</li> <li>5. Remove the filter from the supply hose</li> </ol>  <ol style="list-style-type: none"> <li>6. Clean the filter.</li> <li>7. Re-insert the filter in the supply hose.</li> <li>8. Screw the water connection back on.</li> <li>9. Check the water connection for leaks.</li> <li>10. Restore the power supply.</li> <li>11. Switch the appliance on.</li> </ol>
Wastewater hose is blocked or kinked.		<ol style="list-style-type: none"> <li>1. Reposition the wastewater hose without kinks.</li> <li>2. Remove residues</li> </ol>

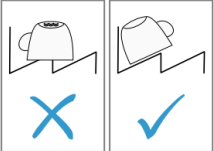
	Siphon connection is still sealed	<ul style="list-style-type: none"> <li>• Check the connection to the siphon and open if necessary</li> </ul>
	Cover of the wastewater pump is loose	<ul style="list-style-type: none"> <li>• Secure the cover of the "Wastewater pump " → Page 53 so it clicks into position</li> </ul>
Display "Check water supply" flashes	A technical fault is present	<ol style="list-style-type: none"> <li>1. Press .</li> <li>2. Unplug the appliance or switch off the fuse.</li> <li>3. Wait at least 2 minutes.</li> <li>4. Insert the mains plug of the appliance in a socket or switch on the fuse.</li> <li>5. Switch the appliance on.</li> <li>6. If the problem occurs again: <ul style="list-style-type: none"> <li>◦ Press .</li> <li>◦ Turn off the water tap.</li> <li>◦ Pull out the mains plug.</li> <li>◦ Contact "Customer Service" → Page 54 and give the error code.</li> </ul> </li> </ol>
Displays flash	Appliance door is not closed properly.	<ul style="list-style-type: none"> <li>• Close the appliance door. <ul style="list-style-type: none"> <li>◦ Arrange the tableware so that no parts project beyond the basket and</li> </ul> </li> </ul>

		prevent the appliance door from closing properly.
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## 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" → Page 26.</li> <li>2. Set the amount of rinse aid to be dispensed. → "Setting the amount of rinse aid", Page 26</li> </ol>
	Programme or programme option has no drying phase, or the drying phase is too brief.	<ul style="list-style-type: none"> <li>• "Select a programme with drying, e.g. intensive, strong or ECO programme." → Page 17 Some option buttons decrease the drying result, e.g. varioSpeed.</li> </ul>
	Water collects in recesses of the tableware or cutlery	<ul style="list-style-type: none"> <li>• Position tableware at an angle where possible.</li> </ul> 
	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>
		<ul style="list-style-type: none"> <li>• Activate Extra Dry.</li> </ul>

	Extra Dry not activated to improve drying performance.	
	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.	<ul style="list-style-type: none"> <li>• Use a name-brand rinse aid. Eco products may have limited effectiveness</li> </ul>
Plastic tableware is not dry.	Not a fault. As plastic does not store heat so well, it also does not dry as well.	<ul style="list-style-type: none"> <li>• No remedial action possible.</li> </ul>
Cutlery is not dry.	Cutlery not arranged properly in the cutlery basket or cutlery drawer.	<ol style="list-style-type: none"> <li>1. Droplets can form on the cutlery contact points. "Arrange cutlery individually where possible." → Page 31</li> <li>2. Avoid points of contact.</li> </ol>

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 is placed too close together or basket is overfilled.	<ol style="list-style-type: none"> <li>1. Arrange tableware with sufficient space in between. The spray jets must reach the surfaces of the tableware</li> <li>2. Avoid points of contact.</li> </ol>
	Spray arm rotation is blocked.	<ul style="list-style-type: none"> <li>• Arrange tableware so that it does not obstruct spray arm rotation.</li> </ul>
	Spray arm nozzles are blocked.	<ul style="list-style-type: none"> <li>• Clean the "Spray arms" → <i>Page 41</i>.</li> </ul>
	Filters are soiled.	<ul style="list-style-type: none"> <li>• Clean the filters. → <i>"Cleaning filters", Page 40</i></li> </ul>
	Filters are inserted incorrectly and/or not engaged.	<ol style="list-style-type: none"> <li>1. Insert the filters properly. → <i>"Filter system", Page 40</i></li> <li>2. Engage the filters.</li> </ol>
	Washing programme selected too weak.	<ul style="list-style-type: none"> <li>• Select a more intensive washing programme. → <i>"Programmes", Page 17</i></li> </ul>
	Tableware has been precleaned too intensely. The sensors chose a weaker programme. Stubborn soiling cannot be entirely removed.	<ul style="list-style-type: none"> <li>• Only remove large remnants of food and do not prerinse tableware.</li> </ul>
	Tall narrow receptacles in corner areas are not rinsed adequately.	<ul style="list-style-type: none"> <li>• Do not position tall narrow receptacles at too great an angle or in corner areas.</li> </ul>
	<ul style="list-style-type: none"> <li>• Set the top baskets on the left and right to the</li> </ul>	

	Top baskets on right and left are not set to same height.	same level. → <i>"Top basket", Page 19</i>
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. → <i>"Arrange tableware", Page 31</i> 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.	<ul style="list-style-type: none"> <li>• Position the tab in the detergent dispenser crosswise, not vertically.</li> </ul>
	Tabs are used in the quick or short programme. Dissolving time of the tab is not attained.	<ul style="list-style-type: none"> <li>• Select a more intensive "Programme" → <i>Page 17</i> or use "Powder detergent" → <i>Page 27</i>.</li> </ul>
	Washing effect and dissolving performance are reduced after a prolonged storage time or detergent is very lumpy.	<ul style="list-style-type: none"> <li>• Change your "detergent" → <i>Page 27</i>.</li> </ul>
Water marks on plastic parts.	Due to laws of physics droplet formation on plastic surfaces is unavoidable. After drying water marks are visible.	<ul style="list-style-type: none"> <li>• Select a more intensive programme. → <i>"Programmes", Page 17</i></li> <li>• Position tableware at an angle. → <i>"Arrange tableware", Page 31</i></li> <li>• Use rinse aid.</li> </ul>

		<p>→ "Rinse aid", Page 26</p> <ul style="list-style-type: none"> <li>• Set the water softening system higher.</li> </ul>
<p>Wipeable or water-soluble coatings are present inside the appliance or on the door.</p>	<p>Detergent substances are deposited there. These coatings cannot generally be removed with chemicals.</p>	<ul style="list-style-type: none"> <li>• Change your "detergent" → Page 27.</li> <li>• Clean the appliance mechanically.</li> </ul>
	<p>White coating is deposited in the appliance interior.</p>	<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>
	<p>Special salt dispenser is not screwed tight.</p>	<ul style="list-style-type: none"> <li>• Screw the special salt dispenser tight.</li> </ul>

<p>Stubborn white coatings are present on tableware, inside the appliance or the door.</p>	<p>Detergent substances are deposited there. These coatings cannot generally be removed with chemicals.</p>	<ul style="list-style-type: none"> <li>• Change your "detergent" → Page 27.</li> <li>• Clean the appliance mechanically.</li> </ul>
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<p>The hardness range is set incorrectly or the water hardness is greater than 44 °E (6,2 mmol/l).</p>	<ul style="list-style-type: none"> <li>• Set the Water softening system to the water hardness or add special salt.</li> </ul>
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<p>3in1/organic/eco detergent is not effective enough.</p>	<ul style="list-style-type: none"> <li>• Set the Water softening system to the water hardness and use separate detergents (proprietary detergent, special salt, rinse aid).</li> </ul>
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<p>Too little detergent is being used.</p>	<ul style="list-style-type: none"> <li>• Increase the amount of detergent used or change "Detergent " → Page 27.</li> </ul>
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	Washing programme selected too weak.	<ul style="list-style-type: none"> <li>• Select a more intensive washing programme.</li> </ul> <p>→ "Programmes", Page 17</p>
Tea residue or lipstick marks on tableware.	Washing temperature is too low.	<ul style="list-style-type: none"> <li>• Select a programme with a higher washing temperature. → "Programmes", Page 17</li> </ul>
	Too little detergent is being used or is unsuitable.	<ul style="list-style-type: none"> <li>• Use a suitable "Detergent "</li> </ul> <p>→ Page 27 and follow the manufacturer's instructions for the amount to be used.</p>
	Tableware has been precleaned too intensely. The sensors chose a weaker programme. Stubborn soiling cannot be entirely removed.	<ul style="list-style-type: none"> <li>• Only remove large remnants of food and do not prerinse tableware</li> </ul>
Coloured coatings (blue, yellow, brown) that are difficult or impossible to remove are present inside the appliance or on stainless steel tableware.	The formation of films is due to substances contained in vegetables (cabbage, celery, potatoes, noodles, etc.) or tap water (manganese).	<ul style="list-style-type: none"> <li>• Clean the appliance.</li> </ul> <p>You can remove deposits with "Mechanical cleaning" → Page 38 or a machine cleaning product. It may not always be possible to completely remove deposits but they are harmless to health.</p>
	The formation of films is due to metal components on silver or aluminium tableware	<ul style="list-style-type: none"> <li>• Clean the appliance.</li> </ul> <p>You can remove deposits with "Mechanical cleaning" → Page 38 or a machine cleaning product. It may not always be possible to completely remove deposits but they are harmless to health.</p>

Coloured deposits (yellow, orange, brown) that are easy to remove are present inside the appliance (mainly at the bottom).

The formation of films is due to ingredients of food remnants and tap water (limescale) "soaplike".

1. Check the setting of the water softening system. Add special salt. → *"Adding special salt", Page 24*
2. If you are using combined detergents (tabs), activate the water softening system.

Follow the information about detergents.

→ *"Information on detergents", Page 28*

Plastic parts inside the appliance are discoloured.

Plastic parts inside the appliance may become discoloured during the life of the dishwasher.

- Discolouration can come about and will not impair functioning of the appliance.

Plastic parts are discoloured.	Washing temperature is too low.	<ul style="list-style-type: none"> <li>• Select a programme with a higher washing temperature. → <i>"Programmes", Page 17</i></li> </ul>
	Tableware has been precleaned too intensely. The sensors chose a weaker programme. Stubborn soiling cannot be entirely removed.	<ul style="list-style-type: none"> <li>• Only remove large remnants of food and do not prerinse tableware.</li> </ul>
Removable streaks are present on glasses, glassware with a metallic appearance and cutlery	Amount of rinse aid to be dispensed is set too high.	<ul style="list-style-type: none"> <li>• Set the rinse aid system to a lower setting.</li> </ul>
	No rinse aid has been added.	<ul style="list-style-type: none"> <li>• → <i>"Adding rinse aid", Page 26</i></li> </ul>

	<p>Detergent residue is present in the final rinse. Lid of the detergent dispenser is blocked by tableware items and will not open fully.</p>	<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. → "Arrange tableware", Page 31 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>
	<p>Tableware has been precleaned too intensely. The sensors chose a weaker programme. Stubborn soiling <u>cannot be entirely removed.</u></p>	<ul style="list-style-type: none"> <li>• Only remove large remnants of food and do not prerinse tableware.</li> </ul>
<p>Irreversible clouding of glassware.</p>	<p>Glasses are not dishwasherproof, only suitable for dishwashers.</p>	<ul style="list-style-type: none"> <li>• Use dishwasher-proof glasses. Glasses are usually only suitable for use in a dishwasher, i.e. long-term wear or long-term changes must be expected.</li> <li>• Avoid a lengthy steam phase (standing time after wash cycle ends).</li> <li>• Use a programme with a lower temperature.</li> </ul>

		<p>→ "Programmes", Page 17</p> <ul style="list-style-type: none"> <li>• Set the softening system to the water hardness.</li> <li>• Use detergent with a glass protection component.</li> </ul>
Rust spots on cutlery.	Cutlery is not sufficiently rust-resistant. Knife blades are often more severely affected.	<ul style="list-style-type: none"> <li>• Use rust-resistant tableware.</li> </ul>
	Cutlery may also rust if washed together with rusting items.	<ul style="list-style-type: none"> <li>• Do not wash rusting items.</li> </ul>
	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.	<ul style="list-style-type: none"> <li>• Check that the spray arms are not blocked and can rotate freely.</li> </ul>
	Detergent dispenser was damp when detergent was added.	<ul style="list-style-type: none"> <li>• Only add detergent to a detergent dispenser when dry.</li> </ul>
Excessive formation of foam occurs.	Hand washing-up liquid is present in dispenser for rinse aid.	<ul style="list-style-type: none"> <li>• Immediately add rinse aid to the dispenser.</li> </ul> <p>→ "Adding rinse aid", Page 26</p>
	Rinse aid has been spilled.	<ul style="list-style-type: none"> <li>• Remove the rinse aid with a cloth.</li> </ul>
Excessive formation of foam	Detergent or appliance care occurs. product	<ul style="list-style-type: none"> <li>• Change the brand of detergent.</li> </ul>

	used causes excessive foaming.	
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## Home Connect problem

Fault	Cause	Troubleshooting
Connection to home network is not established.	WLAN on router is not active.	<ul style="list-style-type: none"> <li>• Check the wireless network connection of your router.</li> </ul>
WLAN display is flashing.	Connection to home network is not available.	<ul style="list-style-type: none"> <li>• Activate the wireless network connection on your router.</li> </ul>
Home Connect cannot be implemented correctly.	Home Connect set incorrectly.	<ul style="list-style-type: none"> <li>• Please consult the documents supplied for Home Connect.</li> </ul>
	Technical fault is present.	<ul style="list-style-type: none"> <li>• Please consult the information about support in the documents supplied for Home Connect.</li> </ul>

## Information on display panel

Fault	Cause	Troubleshooting
Special salt refill indicator lights up.	Insufficient special salt.	<ul style="list-style-type: none"> <li>• Add "Special salt" → <i>Page 24.</i></li> </ul>
	Sensor does not detect special salt tablets.	<ul style="list-style-type: none"> <li>• Do not use special salt tablets.</li> </ul>
Refill indicator for special salt does not light up.	Water softening system is switched off.	<ul style="list-style-type: none"> <li>• Setting the water softening system</li> </ul>
Refill indicator for rinse aid lights up.	Insufficient rinse aid.	<ol style="list-style-type: none"> <li>1. Add "Rinse aid" → <i>Page 26.</i></li> </ol>
		<ol style="list-style-type: none"> <li>2. Set the amount of rinse aid to be dispensed. → <i>"Setting the amount of rinse aid", Page 26</i></li> </ol>
Refill indicator for rinse aid does not light up.	Rinse aid system is switched off.	<ul style="list-style-type: none"> <li>• Set the amount of rinse aid to be dispensed.</li> </ul>

## 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 53</i>.</li> </ol>
	Programme has not yet ended.	<ul style="list-style-type: none"> <li>• Wait until the programme ends or cancel the programme with Reset.</li> <li>• → "Terminate programme", <i>Page 33</i></li> </ul>
Appliance cannot be switched on or operated.	Software update is taking place.	<ul style="list-style-type: none"> <li>• Wait until the software update has finished.</li> </ul>
	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.	<ul style="list-style-type: none"> <li>• Check the relevant fuse.</li> </ul>
	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 the rear of the appliance.</li> </ol>
	Appliance door is not closed properly.	<ul style="list-style-type: none"> <li>• Close the appliance door.</li> </ul>
Programme starts automatically.	You did not wait until programme ended.	→ " <i>Terminate programme</i> ", <i>Page 33</i>
Appliance stops during the programme or cuts out.	Appliance door is not closed properly.	<ul style="list-style-type: none"> <li>• Close the appliance door.</li> </ul>

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.	<ul style="list-style-type: none"> <li>• Check whether the rear panel of the appliance is being pressed in by a socket or hose holder that has not been removed.</li> <li>• Arrange the tableware so that no parts project beyond the basket and prevent the appliance door from closing properly.</li> </ul>

## Mechanical damage

Fault	Cause	Troubleshooting
Appliance door cannot be closed.	Door lock has been activated.	<ul style="list-style-type: none"> <li>• Close the appliance door with greater force.</li> </ul>
	Door cannot be closed due to installation method	<ul style="list-style-type: none"> <li>• Check whether the appliance has been installed properly</li> </ul>
Appliance door cannot be closed.		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.	<ul style="list-style-type: none"> <li>• Remove detergent residue.</li> </ul>

## Noise

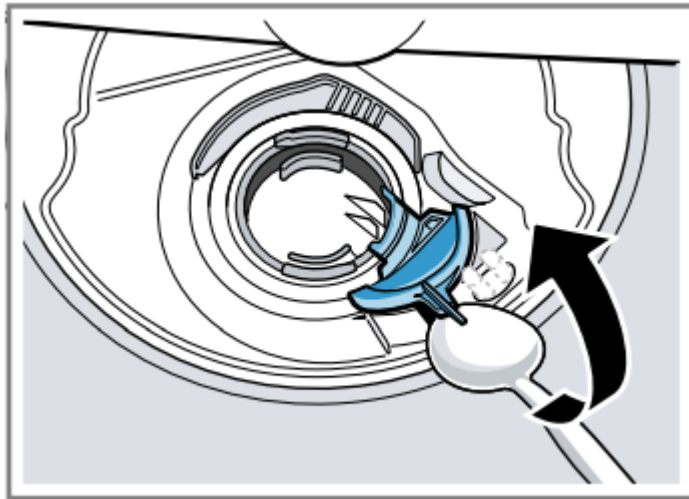
Fault	Cause	Troubleshooting
Filling valves making knocking noises.	Caused by the domestic installation. No appliance fault present. Does not affect functioning of the appliance.	<ul style="list-style-type: none"> <li>• Can only be remedied in the domestic installation.</li> </ul>
Knocking or rattling noise.	Spray arm is striking tableware.	<ul style="list-style-type: none"> <li>• Arrange tableware so that the spray arms do not strike tableware.</li> </ul>
	With a small load the water jets directly strike against the tub.	<ul style="list-style-type: none"> <li>• Distribute the tableware evenly.</li> <li>• Load the appliance with more tableware.</li> </ul>
	Light items of tableware move about during the wash cycle.	<ul style="list-style-type: none"> <li>• Position light items of tableware securely.</li> </ul>

## Clean wastewater pump

Large remnants of food or foreign bodies can block the waste water pump. As soon as the rinsing water no longer drains properly, the waste water 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.

## Transportation, storage and disposal

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

### Removing the appliance

1. Disconnect the appliance from the power supply.
2. Turn off the water tap.
3. Detach the drainage connection.
4. Detach the drinking water connection.
5. Loosen any screws fastening the appliance to cabinet parts.

6. Remove the base panel if fitted.
7. Pull the appliance out carefully, along with the hose behind it.

### **Protect appliance from frost**

If there is a risk of frost where the appliance will be standing, e.g. in a holiday home, empty the appliance completely.

- "Empty the appliance." → Page 54

### **Transporting the appliance**

To avoid damage to the appliance, empty it before transporting.

Note: Always transport the dishwasher upright to prevent residual water getting into the machine's controls and damaging the appliance.

1. Remove tableware from the appliance.
2. Secure loose parts.
3. "Switch on appliance." → Page 32
4. Select the programme with the highest temperature. → "Programmes", Page 17
5. "Start the programme." → Page 33
6. To drain the appliance, terminate the programme after approx. 4 minutes. → "Terminate programme", Page 33
7. "Switch off the appliance." → Page 33
8. Turn off the water tap.
9. To empty the residual water out of the appliance, detach the supply hose and let the water drain out.

#### **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.