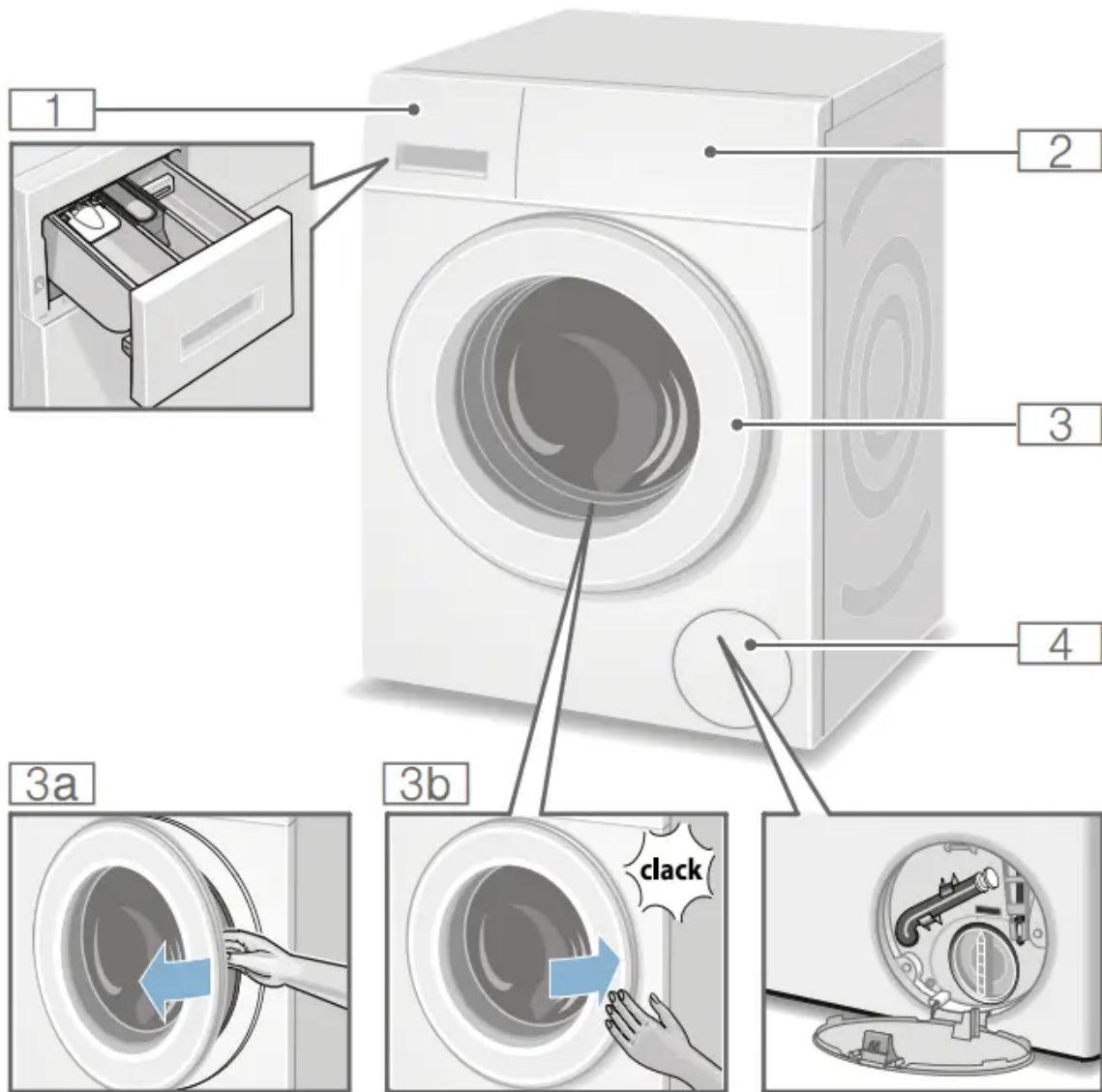


Getting to know the appliance

Washing machine



- 1** Detergent drawer
- 2** Controls/display elements
- 3** Washing machine door with integrated window handle
- 3a** Open the washing machine door
- 3b** Close the door
- 4** Service flap

Control panel

Control panel depending on the model





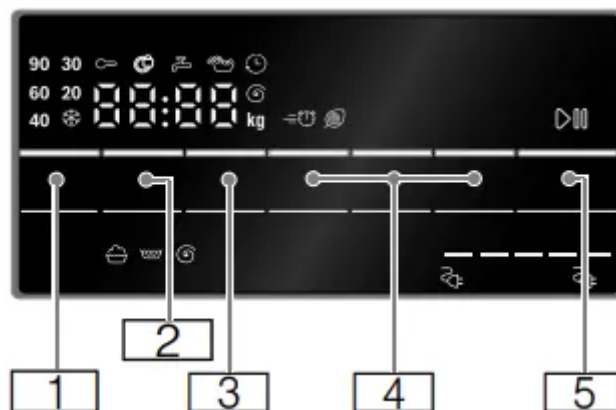
1 Programmes → Supplementary sheet for the operating and installation instructions. 0

2 Programme selector

3 Display panel for settings and information

Note: The buttons are sensitive, they only need to be touched gently.








Display panel





Button	Display indicator	Description
1	selectable Temperature** ☀-90 °C	selectable Temperature** in °C; ☀ = cold
2	selectable Spin speed ----, 0-1200** Ⓢ	selectable Spin speed in rpm; 0 = no spin cycle, draining only; ---- = Rinse Stop
3	Finished in-time	Finished in-time
* depending on the model		
** depending on the selected program, settings and model		

Button	Display indicator	Description
	e.g. 2:30	Program duration depends on the program selection in h:min (hours:minutes)
	1 - 24 ⌚	End time preselection in hours End of program after ... hours
4		Additional program settings: → Page 15
	(≡⌚)**	Speed EcoPerfect
	(☑)**	Easy-Iron*
	(↓)**	Prewash*
	(☕, ☕ Water+)	Water Plus*
	(🧺, 🧺 Rinse+)	Rinse Plus*
5	▶⏸	Button for starting a program, Interrupting a program, e.g. to add items of laundry or cancelling a program
* depending on the model		
** depending on the selected program, settings and model		

More information on the display panel

Display indicator	Description
8** kg	Load recommendation
 — — ...	Energy consumption*
	Program progress:
	Washing
	Rinse
	Spin
End	Program end
---- 	Program end during Rinse Stop
	Washing machine door
	Tap → "Information on the display panel" on page 26
* depending on the model	
** depending on the selected program, settings and model	

Display indicator	Description
	Childproof lock → "Childlock" on page 19
	Foam detection
E: --	Fault display
0 - 4	Signal setting
* depending on the model	
** depending on the selected program, settings and model	

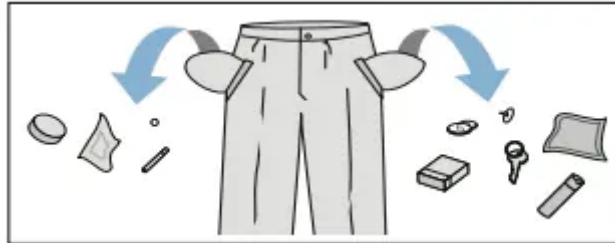
Laundry

Prepare the laundry

Caution! Damage to the appliance/fabrics Foreign objects (e.g. coins, paper-clips, needles, nails) may damage the laundry or components in the washing machine.

Therefore, note the following tips when preparing your laundry:

- Empty pockets.



- Look out for metal items (paperclips, etc.) and remove them.
- Wash delicates in a laundry bag (tights, underwired bras, etc.).
- Close any zips, button up any cover buttons.
- Brush sand out of pockets and collars.
- Remove curtain fittings or place curtains in a laundry bag.

Sorting laundry

Sort your laundry according to the care instructions and manufacturer's information on the care labels:

- Type of fabric/fibre
- Colour

Note: Laundry can discolour or not be cleaned correctly. Wash white and coloured laundry separately. Wash new bright fabrics separately the first time you wash them.

- Soiling Wash laundry with the same level of soiling together.

You can find examples of levels of soiling on → Page 13






– Light: Do not prewash, select the (Speed Perfect)  setting if necessary

– Normal

– Heavy: Load less laundry, select a programme with prewash

– Stains: Remove/pretreat stains while they are fresh. First, dab the stain with soapy water/ do not rub. Then wash the items of laundry with the appropriate programme. Stubborn/dried-in stains can sometimes only be removed with several washes.

■ Symbols on the care labels. The numbers in the symbols indicate the maximum washing temperature which may be used.

- : Suitable for a normal washing process; e.g. Cottons programme
- : A gentle washing process is required; e.g. Easy-Care programme
- : An especially gentle washing process is required; e.g. Delicate/Silk programme
- : Suitable for washing by hand; e.g. Wool programme
- : Do not wash the laundry in the machine.

Starching

Note: Laundry must not be treated with fabric softener.





Starching is possible in all wash programmes if liquid starch is used. Starching with liquid starch is possible in programs such as Rinse and Cottons

Dyeing/bleaching

Dye should only be used in normal household quantities. Salt may damage stainless steel. Always follow the dye manufacturer's instructions.

Do not use the washing machine to bleach clothes.

Soaking

1. Pour soaking agent/detergent into compartment  in accordance with the manufacturer's instructions.
2. Select the desired programme.
3. Press the  button to start the programme.
4. After approx. ten minutes, press the  button to pause the programme.
5. After the desired soaking time, press the  button again to continue or change the programme.

Notes

- Load laundry of the same colour.
- No additional detergent is required; the soaking solution is used for washing.

Detergent

Correct selection of detergent

The care label is crucial for selecting the correct detergent, temperature and treatment of the laundry.

Note: Only use detergents for frontloading washing machines, low suds/ detergent foam.

■ Standard detergent with optical brighteners

Suitable for boil-washable white laundry made from linen or cotton

Programme: Cottons/ cold - max. 90 °C

■ Detergent for colours without bleach or optical brighteners

Suitable for coloured laundry made from linen or cotton

Programme: Cottons/ cold - max. 60 °C

■ Detergent for colours/delicates without optical brighteners

Suitable for coloured laundry made from easy-care fibres, synthetic fibres

Programme: Easy-Care/ cold - max. 60 °C

■ Detergent for delicates

Suitable for delicate, fine fabrics, silk or viscose

Programme: Delicate/Silk/ cold - max. 40 °C


■ Detergent for woollens

Suitable for wool

Programme: Wool/ cold - max. 40 °C

Saving energy and detergent

For light and normal soiling, you can save energy (lower washing temperature) and detergent.

Saving	Soiling/note
<p>Reduced temperature and detergent quantity as per the recommended dosage</p> 	<p>Light</p> <p>No visible dirt or stains. Clothing has taken on some body odour, e.g.:</p> <ul style="list-style-type: none"> ■ Light summer/sports clothing (worn for a few hours) ■ T-shirts, shirts, blouses (worn for up to one day) ■ Guest bed linen and hand towels (used for one day)
<p>Temperature as per the care label and detergent quantity as per the recommended dosage for heavy soiling</p>	<p>Normal</p> <p>Visible dirt or a few light stains, e.g.:</p> <ul style="list-style-type: none"> ■ T-shirts, shirts, blouses (sweat soaked, worn a few times) ■ Towels, bedding (used for up to one week)
	<p>Heavy</p> <p>Dirt and/or stains clearly visible, e.g. tea towels, baby items, work clothing</p>

Note: When measuring the amount of all detergents/additives/care products and cleaning agents, please always check the manufacturer's instructions and information.

→ "Measure and add detergent and care products" on page 17

Programme default settings

The temperature, spin speed and r programme duration ("Ready in" time) for all programmes are preset at the factory.

These are displayed in the display panel after selecting the programme.

You can change the default settings. → Page 16

You can find an overview of all possible program settings on the supplementary sheet for the installation and operating instructions.

Temperature



(°C, Temp. °C)

Setting depending on the model

Depending on what stage the program is in, you can change the set temperature before and at the beginning of the program.

The maximum temperature that can be set depends on the program that has been selected.

Spin speed

(, rpm )

Depending on what stage the program is in, you can change the spin speed (in rpm; revolutions per minute) before and during the program.

Setting 0: The rinsing water is drained but there is no final spin. The laundry stays wet inside the drum, e.g. for items that should not be spun.

Setting - - -: (Rinse Stop) = no final spin. The laundry stays in the water after the final rinse. You can select "Rinse Stop" to prevent creasing if the laundry will not be taken out of the washing machine immediately after the program has ended.

To continue/end the program → Page 20


The maximum speed that can be set depends on the model and program that has been selected.

Finished in-time


(,  Finish in,  Ready in)

Before starting the program, you can preselect the program end ("Ready in" time) in hourly increments (h = hour) up to a maximum of 24 hours.


To do this:

1. Select a program. The program duration is displayed for the selected program, e.g. 2:30 (hours:minutes).
2. Press the Finished in-time button repeatedly until the required number of hours is displayed.
3. Press the  button. The door will be locked. The selected number of hours (e.g. 8 h) is shown in the display panel and counts down until the wash program starts. The duration of the program is then displayed.

During the timer count-down, you can change the preselected number of hours as follows:

1. Press the  button.

2. Use the Finished in-time button to change the number of hours.


3. Press the  button.

During the timer count-down, you can add or remove laundry as required:

1. Press the  button.

2. Open the door and add or remove laundry.

3. Close the door.

4. Press the  button.

Note: The length of the program is automatically adjusted when the program is running.


Certain factors can affect the program length, e.g.:

- Program settings,
- Detergent dosage (additional rinse cycles if required due to foaming),
- Load size/type of textiles (longer washing for higher load and for textiles which absorb more water),
- Imbalances (e. g. due to fitted sheets) are offset with several startups of spin cycles,
- Fluctuations in power supply,
- Water pressure (infeeding speed).

Additional programme settings

You can find an overview of all possible additional settings on the supplementary sheet for the installation and operating instructions. The settings vary depending on the model.

Speed Eco

( ,  SpeedPerfect,  EcoPerfect)

Button with two possible settings for adapting the selected program:

■ Speed ()

Washing in a shorter time while achieving a washing result that is consistent with, but uses more energy than the selected program without the Speed setting.

Note: Do not exceed the maximum load.

■ Eco ()

Energy-optimised washing by reducing the temperature while achieving a washing result that is consistent with the selected program without the Eco setting.

Press the button to do this. First of all, you can select the Speed setting. If you press the button again, the Eco setting is active. The respective symbol is shown in the display when the setting is activated.

If you press the button again, no setting is active.

Easy-Iron


() Easy-Iron)

Button depending on the model

Reduces creasing thanks to a special spin sequence followed by fluffing and reduced spin speed.

Note: The washing's residual moisture is increased.

Prewash

() Prewash)

Button depending on the model

For heavily soiled laundry.

There will be a prewash cycle at a low temperature before the main washing.

Note: Pour detergent into compartment

I for the prewash cycle and into compartment **II** for the main washing.

Water Plus

() Water+)

Button depending on the model Higher water level and additional rinse cycle for particularly sensitive skin and/ or for areas with very soft water

Rinse Plus

() Rinse+)

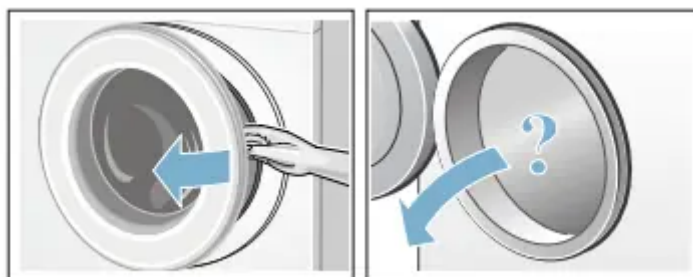
Button depending on the model Additional rinse cycle, for areas with very soft water or for an even better rinsing result.

Operating the appliance

Preparing the washing machine

Note: The washing machine must be correctly installed and connected. Also consider

1. Connect the mains plug.
2. Turn on the water tap.
3. Open the door.
4. Check that the drum is completely drained. Drain if necessary



Select programme/switch on the appliance

Note: If you have activated the childproof lock, you must first deactivate it before you can set a program.

Use the program selector to select the required program. The program selector can be rotated in either direction.

The appliance is switched on.

The following default settings and program information for the selected program appear in the display panel

- Temperature*,
- The maximum recommended load and the duration of the program (alternately)
- Energy consumption*.

*depending on the model

Change the programme default settings

You can use the default settings or change them.

To do this, repeatedly select the corresponding button until the required setting is displayed.

The settings are activated without needing to be confirmed.

They are not saved when the appliance is switched off.

→ "Programme default settings" on page 13

Overview of programmes → Supplementary sheet for the operating and installation instructions.

Select additional programme settings

By selecting additional settings, you can better adapt the washing process to your items of laundry.

The settings can be selected or deselected depending on the programme progress.

The indicator lamp for the button lights up if a setting is active.

The settings are not saved when the appliance is switched off.

→ "Additional programme settings" on page 15

Overview of programmes → Supplementary sheet for the operating and installation instructions.


Placing laundry into the drum

Warning Danger of death! Items of laundry pretreated with cleaning agents that contain solvents, e.g. stain remover/cleaning solvent, may cause an explosion after being loaded into the washing machine. Hand-rinse items of laundry thoroughly beforehand.

Notes

- Mix items of laundry of varying sizes. Laundry items of different sizes distribute themselves better during the spin cycle. Individual items of laundry may lead to imbalances.
 - Observe the specified maximum load. Overfilling has a negative impact on the washing result and promotes creasing.
1. Place presorted items of laundry unfolded in the washing drum.
 2. Make sure that no items of laundry are trapped between the washing machine door and the rubber seal, and close the door.



The  button indicator lamp flashes to indicate that the washing program can be started. It is possible to change the settings. → "Dyeing/bleaching" on page 12 → "Spin speed" on page 14

Measure and add detergent and care products

Caution! Damage to the appliance Cleaning agents and agents for pretreating laundry (e.g. stain removers, prewash sprays, etc.) may cause damage if they come into contact with the surfaces of the washing machine. Do not allow these agents to come into contact with the surfaces of the washing machine. If necessary, immediately wipe away spray residue and other residues/ droplets with a damp cloth.

Measuring

Measure the detergent and care products according to:

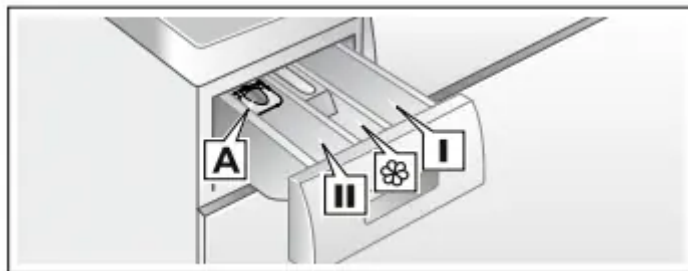
- Water hardness; ask your water supply company
- The manufacturer's instructions on the packaging
- The amount of laundry
- Soiling

Filling

Warning Eye/skin irritation! Detergent and care products may spray out if the detergent drawer is opened while the machine is in operation. Open the drawer carefully. Rinse eyes or skin thoroughly if they come into contact with detergent/care products. If swallowed accidentally, seek medical advice.


Note: Dilute viscous fabric softener and fabric conditioner with water; this prevents blockages.

Pour the detergent and care products into the appropriate compartments:



Measuring aid A* For liquid detergent

Compartment **II** Detergent for the main wash, water softener, bleach, stain remover

Compartment  Fabric softener, starch. Do not exceed the max.

Compartment **I** Detergent for prewash

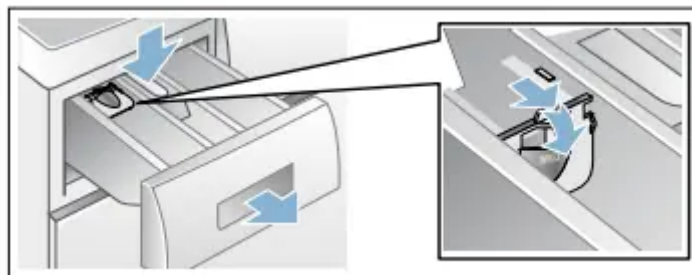
1. Pull out the detergent drawer as far as possible.
2. Add detergent and/or care products.
3. Close the detergent drawer.

Measuring aid* for liquid detergent

*depending on the model

Position the measuring aid for measuring the correct amount of liquid detergent:


1. Pull out the detergent drawer. Press down the insert and fully remove the drawer.
2. Slide the measuring aid forwards, fold it down and click it into place.
3. Reinsert the drawer.



Note: Do not use the measuring aid for gel detergents and washing powder, or for programmes with prewash or when "Ready in" time is selected.


For models without a measuring aid, pour the liquid detergent into the appropriate dispenser and place it in the drum.

Starting the programme

Press the  button. The indicator lamp lights up and the program starts. The display panel shows the Ready in time while the program is running or the program duration and the program progress symbols once the wash cycle has started.

→ "Display panel" on page 9


Note: Foam detection

If the  symbol also lights up in the display panel, the washing machine has detected too much foam during the wash cycle and automatically activated additional rinse cycles to remove the foam.


Add less detergent to the next wash cycle with the same load.



If you want to lock the program to prevent it from being inadvertently adjusted, you can select the childproof lock as follows.

Childlock

( 3 sec.)

You can lock the washing machine to prevent the functions you have set from being changed inadvertently. To do this, activate the childproof lock when the program has started.

To activate/deactivate, press and hold the Spin speed and Finished in-time buttons at the same time after the washing program has started. Keep pressing the two buttons for approx. three seconds. The  symbol appears in the display panel.

-  lights up: The childproof lock is active.
-  flashes: The childproof lock is active and the program selector has been adjusted. To deactivate the childproof lock, reset the program selector to the initial program. The symbol lights up again.


Note: To avoid the program to terminate, do not turn the program selector beyond the Off position.

Note: The childproof lock remains active after the program has ended and the appliance is switched off. You must always deactivate the childproof lock if you want to start a new program.



Adding/removing laundry


Following the start of the program, you can add or remove laundry as required.

Press the  button to do this.

The  button indicator lamp flashes and the machine checks whether it is possible to add laundry.

If the following appears in the display panel:



- The  symbol disappears: adding laundry is possible.
- The  symbol lights up: it is not possible to add laundry.

To continue the program, press the button . The program continues automatically.

Notes




- Do not leave the door open for too long when adding laundry as water from the laundry may leak out.
- For safety reasons, the door remains locked when the water level or temperature is high, or while the drum is turning, and it is not possible to add laundry during this time.
- The load display is not active during reloading.

Changing the programme






1. Press the  button.
2. Select another program.
3. Press the  button. The new program starts from the beginning.

Cancel the programme



For programs at high temperature:

1. Press the  button.
2. To cool down laundry: Select  Rinse.
3. Press the  button.






For programs at low temperature:

1. Press the  button.
2. Select  Spin/Drain  Spin/ Empty .
3. Press the  button.

Programme end during rinse hold


---  appears in the display panel and the indicator lamp of the  button flashes.

Continue the program by:

- Pressing the  button (the laundry will be drained with the default spin speed setting*)
or
- Selecting a spin speed or set the program selector to.  Spin/Drain  Spin/Empty , and then pressing the  button.

* depending on the chosen program -> Overview of programmes

Programme end

End appears in the display panel and the indicator lamp of the  button is off.

Removing laundry/switching off the appliance

1. Open the door and remove the laundry.
2. Turn the program selector to off position. The appliance is switched off.
3. Turn off the tap.

Note: Not required for Aqua-Stop models.

Notes

1. Always wait until the program ends, as the appliance could still be locked.
2. If the display panel goes off at the end of a program, the energy-saving mode is active.
Press any button to activate the panel.

3. Do not leave any items of laundry in the drum. They may shrink in the next wash or discolour another item.

- Remove any foreign objects from the drum and the rubber seal – risk of rusting.
- Wipe the rubber seal dry.



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

Sensors

Automatic load sensing

The automatic load-sensing function perfectly adapts the water consumption to each programme depending on the type of fabric and the load.

Unbalanced load detection system

The automatic unbalanced load detection system detects imbalances and ensures even distribution of the laundry by repeatedly starting and stopping the drum spinning.

If the laundry is extremely unevenly distributed, the spin speed is reduced or the spin cycle is not performed for safety reasons.

Note: Place large and small items of laundry evenly in the drum.

→ Faults and what to do about them" on page 25

VoltCheck

The automatic voltage control system detects an unacceptable low voltage supply. The colon on the Ready in display is flashing while there is an unacceptable undervoltage supply.

Once the supply voltage is stable again, the colon of the Ready in display lights up (Normal mode).

The detected voltage under-usage is indicated in the further program sequence by all three points lighting up in the display



Note: Voltage under-usages can for example result in program extensions and/or non-satisfactory results.

Setting the signal



You can change the following settings:

- The volume of the information signals (e.g. at the end of the program) and/or
- The volume of the button signals.

You will need to activate the setting mode in order to change these settings.



Activating the setting mode

1. Select the  Cottons program at position 1. The washing machine is switched on.
2. Press the  button and, at the same time, turn the program selector clockwise to position 2. Release the button.

The setting mode is activated and the preset volume for the information signals appears in the display panel.

Changing the volume

- To change the volume of the information signals, use the Finish intime button, while the program selector remains at position 2.
- To change the volume of the button signals, rotate the program selector to position 3. Use again the Finish intime button to change the volume.



0 = off, 1 = quiet,
2 = medium, 3 = loud,
4 = very loud

Exiting setting mode

You can now end the process and set the program selector to the off position. The settings are saved.

Cleaning and maintenance

Warning Danger of death! There is a risk of electric shock if you touch live components. Switch off the appliance and unplug the mains plug.

Warning Risk of poisoning! Toxic vapours can be produced by cleaning agents that contain solvents, e.g. cleaning solvent. Do not use cleaning agents that contain solvents.



Caution! Damage to the appliance Cleaning agents that contain solvents, e.g. cleaning solvent, can damage surfaces and components in the machine. Do not use cleaning agents that contain solvents.

Machine housing/control panel

- Wipe the housing and the control panel with a soft, damp cloth.
- Remove the detergent residue immediately.
- Do not clean with a water jet.

Drum

Use chlorine-free cleaning agents, do not use steel wool.

If there are odours in the washing machine, or to clean the drum, run the  Drum Clean 90 °C or  Cottons 90 °C program without laundry. Add washing powder. → "Faults and what to do about them" on page 25

Descaling

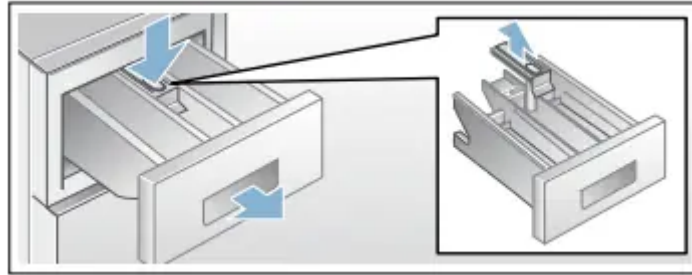
Descaling should not be necessary if the detergent is measured out correctly. However, if it is required, follow the manufacturer's instructions for the descaling agent. Suitable descalers can be obtained via our website or from our after-sales service. → Page 30

Detergent drawer and housing

If the washing machine contains detergent or fabric softener residues:

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

2. To remove the insert: Push the insert upwards from below with your finger.



3. Clean the detergent dispenser tray and insert with water and a brush, and dry it. Clean the inside of the housing as well.

4. Fit the insert and lock it in place (push the cylinder onto the guide pin).

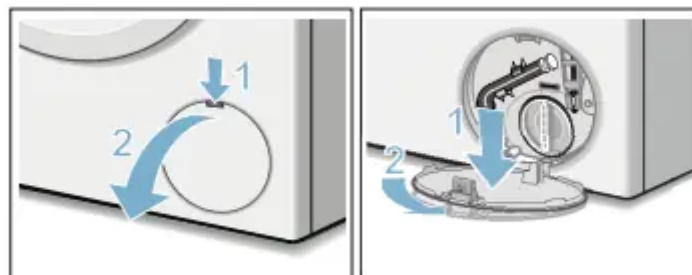
5. Push in the detergent drawer.

Note: Leave the detergent drawer open so that any residual water can evaporate.

Warning Risk of scalding! When you wash at high temperatures, the water gets very hot. If you come into contact with the hot water, you may be scalded. Allow the water to cool down.

After the water has cooled down:

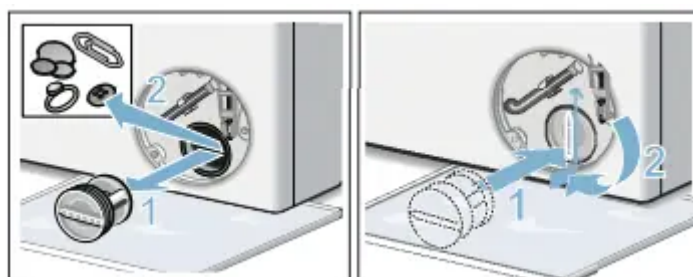
1. Turn off the water tap so that no more water can flow in and has to be drained via the drain pump.
2. Switch off the appliance.
3. Disconnect the mains plug.
4. Open and remove the service flap.



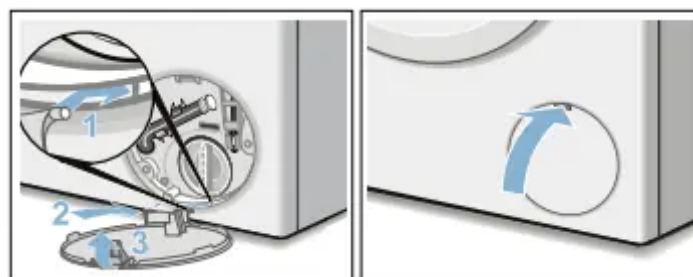
5. Take the drain hose out of the retainer. Remove the sealing cap, allow the water to flow out into a suitable container. Replace the sealing cap and place the drainage hose in the retainer.






6. Carefully unscrew the pump cover, residual water may leak out. Clean the interior, pump cover thread and pump housing. The impeller in the detergent solution pump must be able to rotate. Refit the pump cover and screw it on tightly. The handle must be in a vertical position.



7. Place the service flap back on, lock it into place, and close it.



Note: To prevent unused detergent from flowing straight into the drain during the next wash, pour 1 litre of water (without detergent) into compartment II and start the 0 Spin/ Drain  //  Spin/Empty  programme. Do the next wash as usual.

The drain hose at the siphon is blocked






1. Switch off the appliance.
2. Disconnect the mains plug.
3. Loosen the hose clamp. Carefully remove the drain hose; residual water may leak out.
4. Clean the drain hose and siphon connecting piece.

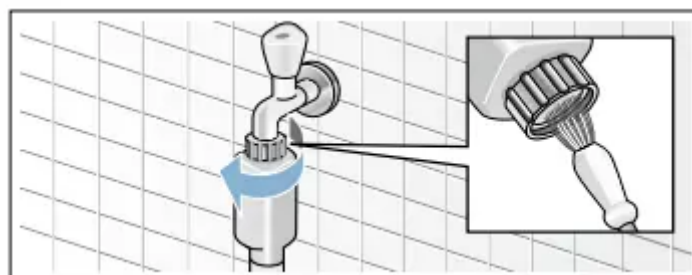


5. Reattach the drain hose and secure the connection using the hose clamp.

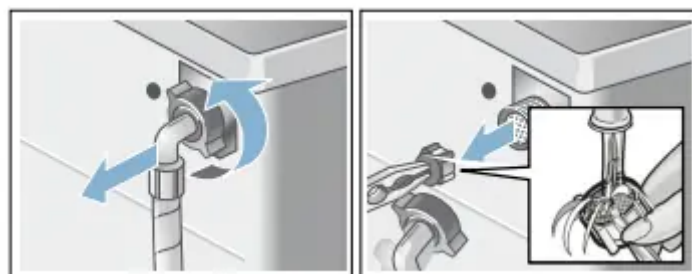
Filter in the water supply is blocked

First, reduce the water pressure in the supply hose:

1. Turn off the tap.
2. Select any program (except  Spin/ Drain  //  Spin/Empty ).
3. Press the  button. Allow the program to run for approximately 40 seconds.
4. Turn the program selector to off position.
5. Pull out the mains plug.
6. Clean the filter on the tap: Disconnect the hose from the tap. Clean the filter with a small brush.



7. For standard and Aqua-Secure models, clean the filter on the rear of the appliance: Remove the hose from the rear of the appliance. Use pliers to remove the filter and then clean it.



8. Insert the filter, connect the hose and check for leaks.

Faults and what to do about them

Emergency release

e.g. in the event of a power outage

Note: The programme will continue running when the power supply has been restored.

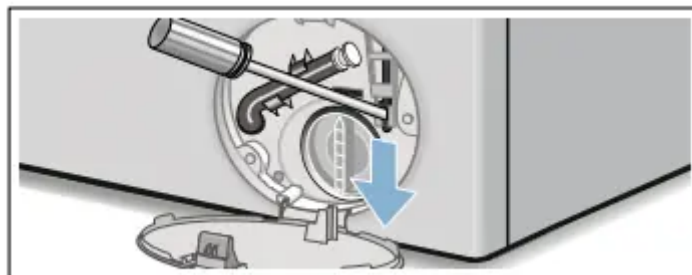
Warning Risk of scalding! When you are washing at high temperatures, there is a risk of scalding if you come into contact with detergent solution and laundry. If possible, leave it to cool down.

Warning Risk of injury! You may injure your hands if you reach into the drum while it is turning. Do not reach into the drum when it is turning. Wait until the drum has stopped turning.

Caution! Water damage Any escaping water may cause water damage. Do not open the washing machine door if water can be seen through the glass.







If the laundry has to be removed, the washing machine door can be opened as follows:



1. Switch off the appliance.
2. Disconnect the mains plug.
3. Drain the water. → Page 23
4. Pull the emergency release downwards with a tool and release. The washing machine door can now be opened.






Information on the display panel









Display	Cause/Remedy
 lights up (after program start)	<p>The door is locked.</p>
 lights up (in pause mode)	<ul style="list-style-type: none"> ■ The water level is too high. It is not possible to add laundry. ■ The drum is still turning. It is not possible to add laundry. <p>Note: If the door lock symbol is off in pause mode, the door is unlocked. It is possible to add laundry</p>
 flashes	<ul style="list-style-type: none"> ■ Laundry may be caught. Open and close the door again and press the  button. ■ If necessary, push the door closed or remove some laundry and then push it closed again. ■ If necessary, switch the appliance off and on again; set the program and make your individual settings; start the program.
 flashes	<ul style="list-style-type: none"> ■ No water inlet, turn on the water tap fully <ul style="list-style-type: none"> – Supply hose kinked/trapped, – Clean the filter in the water supply. – If an additional water filter has been installed (depending on model), check for contaminants and clean if required → separate installation and cleaning instruction for water filter.
 lights up	<ul style="list-style-type: none"> ■ The water pressure is too low. <ul style="list-style-type: none"> – Supply hose kinked/trapped, – Clean the filter in the water supply. – If an additional water filter has been installed (depending on model), check for contaminants and clean if required → separate installation and cleaning instruction for water filter. <p>Note: The program is taking longer than usual.</p>
E:18	<ul style="list-style-type: none"> ■ The drain pump is blocked. Clean the drain pump → Page 23

	<p>■ The drain hose/drain pipe is blocked. Clean the drain hose at the siphon. → Page 24</p>
E:23	<p>There is water in the base trough, the appliance is leaking. Turn off the tap. Call customer services! → Page 30 (failure will only be detected at machines with Aquastop)</p>
E:32	<p>at program end</p> <p>Not a fault – the unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. Distribute small and large items of laundry evenly in the drum. If necessary, start an additional spin program.</p>
	<p>The childproof lock is activated – deactivate it. → Page 19</p>
 lights up	<p>Too much foam has been detected and an additional wash cycle has been activated. Add less detergent to the next wash cycle with the same load. → Page 28</p>
: of the 'Ready in' time flashes	<p>Mains voltage is too low. The program will continue after the voltage supply is recovered.</p>
. of the 'Ready in' time lights up	<p>Undervoltage in the wash programme. The programme is extended. → Page 21</p>
Other displays	<p>Switch off the appliance, wait for five seconds and then switch it on again. If the display appears again, call customer services. → Page 30</p>

Faults and what to do about them.

Faults	Cause/Remedy
Water is leaking from the machine.	<ul style="list-style-type: none"> ■ Attach the drain hose correctly or replace it. ■ Tighten the screw connection of the drain hose.
The machine is not filling with water. Detergent is not being dispensed.	<ul style="list-style-type: none"> ■ Have you pressed the  button? ■ Is the tap turned on? ■ Could the filter be clogged? Clean the filter. → Page 24 <p>Note: If an additional water filter has been installed (depending on model), check for contaminants and clean if required → separate installation and cleaning instruction for water filter.</p> <ul style="list-style-type: none"> ■ Is the supply hose kinked or trapped?
The door cannot be opened.	<ul style="list-style-type: none"> ■ The safety function is activated. <p>Note: For safety reasons, the washing machine door remains locked when the water level or temperature is high (See → Cancel the programme → Page 19) or while the drum is rotating.</p> <ul style="list-style-type: none"> ■ Is - - - - selected (Rinse Stop = no final spin, water level is high)? → Page 20 ■ Can the door only be opened by the emergency release? → Page 25
The program will not start.	<ul style="list-style-type: none"> ■ Have you pressed the  or Finished in-time button? ■ Is the door closed? ■ Is the  childproof lock activated? Deactivate. → Page 19
The drum briefly jerks or judders after the program has started.	Not a fault – the internal motor test may cause the drum to jerk or judder briefly when the wash program starts.
The water is not draining.	<ul style="list-style-type: none"> ■ Is - - - - selected (Rinse Stop = no final spin)? → Page 20 ■ Clean the drain pump. → Page 23 ■ Clean the drain pipe and/or the drain hose. → Page 24

<p>Water is not visible in the drum.</p>	<p>Not a fault – the water is below the visible area.</p>
<p>The spin result is not satisfactory. Laundry is wet/ too damp.</p>	<ul style="list-style-type: none"> ■ Not a fault – the unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. Distribute small and large items of laundry evenly in the drum. ■ Easy-Iron (depending on the model) selected? → Page 15 ■ Is the selected speed too low? ■ You may run the program Spin/Drain to spin the laundry again.
<p>The spin cycle runs several times.</p>	<p>Not a fault – the unbalanced load detection system is adjusting an imbalance.</p>
<p>The program is taking longer than usual.</p>	<ul style="list-style-type: none"> ■ The water pressure is too low,  lights up → Page 26 ■ Not a fault – the unbalanced load detection system is adjusting an imbalance by repeatedly distributing the laundry in case imbalances have been detected. ■ Not a fault – the foam detection is active – a rinse cycle has been switched on in case foam has been detected.
<p>The length of the program changes during the wash cycle.</p>	<ul style="list-style-type: none"> ■ Not a fault – the program sequence is optimised for the specific washing process according to the load and the type of textiles. This may change the length of the program shown in the display panel. ■ The water pressure is low - the washing program will take longer as usual
<p>Residual water in the care-product compartment  .</p>	<ul style="list-style-type: none"> ■ Not a fault – the effect of the care product is not affected. ■ Clean the insert if necessary.

<p>Odours in the washing machine.</p>	<p>Depending on the model, run the  Drum Clean or  Cottons 90 °C program without laundry.</p> <p>Add washing powder or a detergent containing bleach.</p> <p>Note: To prevent foaming, only use half the amount of detergent recommended by the detergent manufacturer. Do not use detergents designed for wool or delicates.</p>
<p>Foam is leaking from the detergent drawer. Foam is visible in the drum</p>	<p>The  symbol lights up in the display panel.</p> <ul style="list-style-type: none"> ■ Have you used too much detergent? Use less detergent in the next wash cycle. ■ Mix one tablespoon of fabric softener with 1/2 litre of water and pour it into compartment II (not suitable for outdoor clothing, sportswear or items stuffed with down).
<p>Loud noises, vibrations and machine "movement" during the spin cycle.</p>	<ul style="list-style-type: none"> ■ Is the appliance aligned? Align the appliance. → Page 36 ■ Are the appliance's feet fixed? Secure the appliance's feet. → Page 36 ■ Have the transport locks been removed? Remove the transport locks. → Page 33
<p>The display panel/indicator lights do not work while the appliance is running.</p>	<ul style="list-style-type: none"> ■ Has there been a power failure? ■ Have the fuses blown? Reset/replace the fuses. ■ If the fault occurs repeatedly, call customer services. ■ End of program reached. Energy-saving mode is activated
<p>There is detergent residue on the laundry.</p>	<ul style="list-style-type: none"> ■ Some phosphate-free detergents contain water-insoluble residue. ■ Select the program  Rinse or brush the laundry after washing.

If you cannot rectify a fault yourself (after switching the machine off and on again) or a repair is required:

- Switch off the appliance and pull out the mains plug.
- Turn off the tap and call customer services. → Page 30

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.