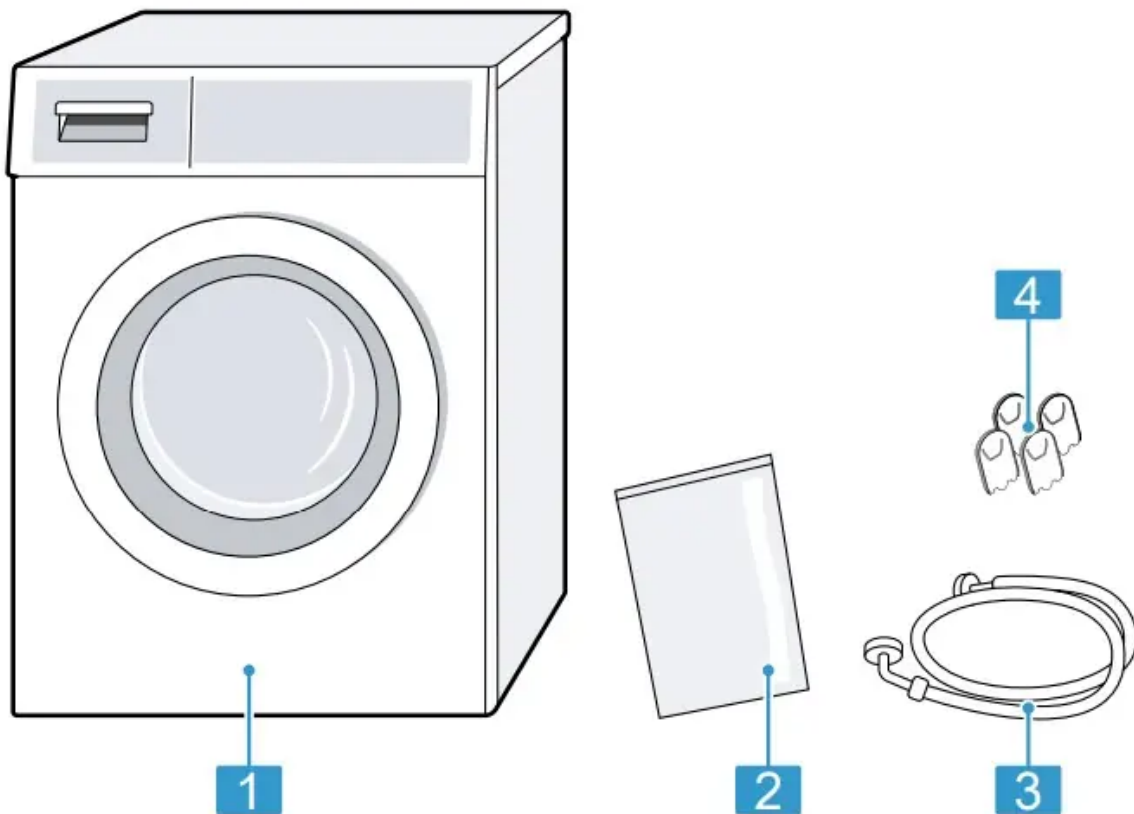


Installation and connection

Contents of package

After unpacking all parts, check for any damage in transit and completeness of the delivery.



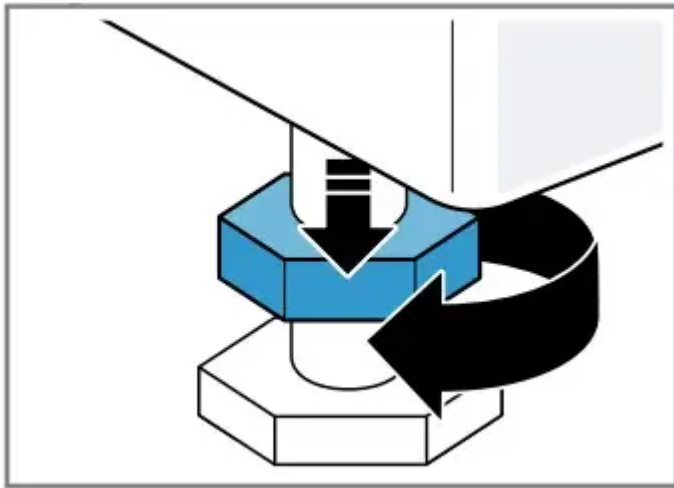
1. Washing machine
2. Accompanying documents
3. Water inlet hose
4. Cover caps

Aligning the appliance

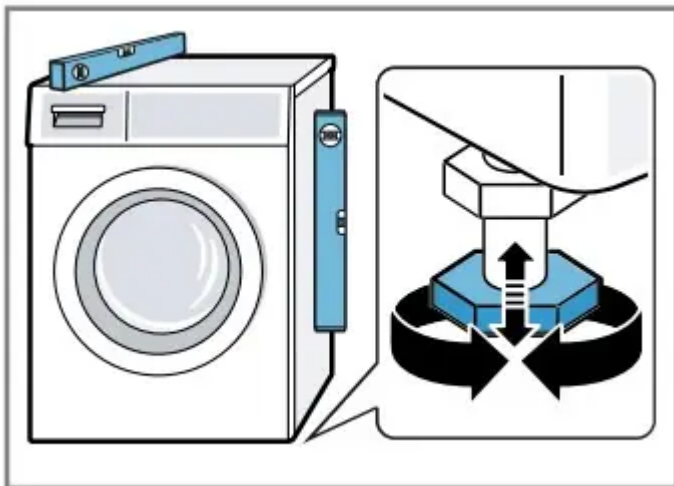
In order to reduce noise and vibration and to prevent the appliance from moving, align the appliance correctly.

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

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

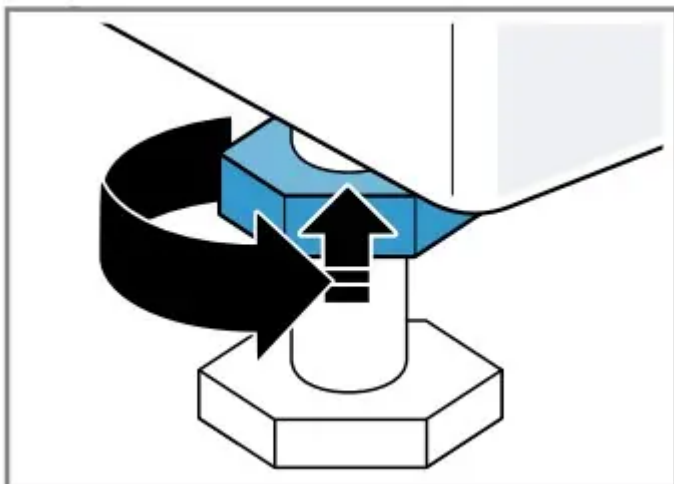


2. To align the appliance, turn the appliance feet. Check that the appliance is level using a spirit level.



All appliance feet must stand firmly on the ground.

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



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

Connecting the appliance to the electricity supply

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

1. Insert the mains plug of the appliance's power cable in a socket nearby.

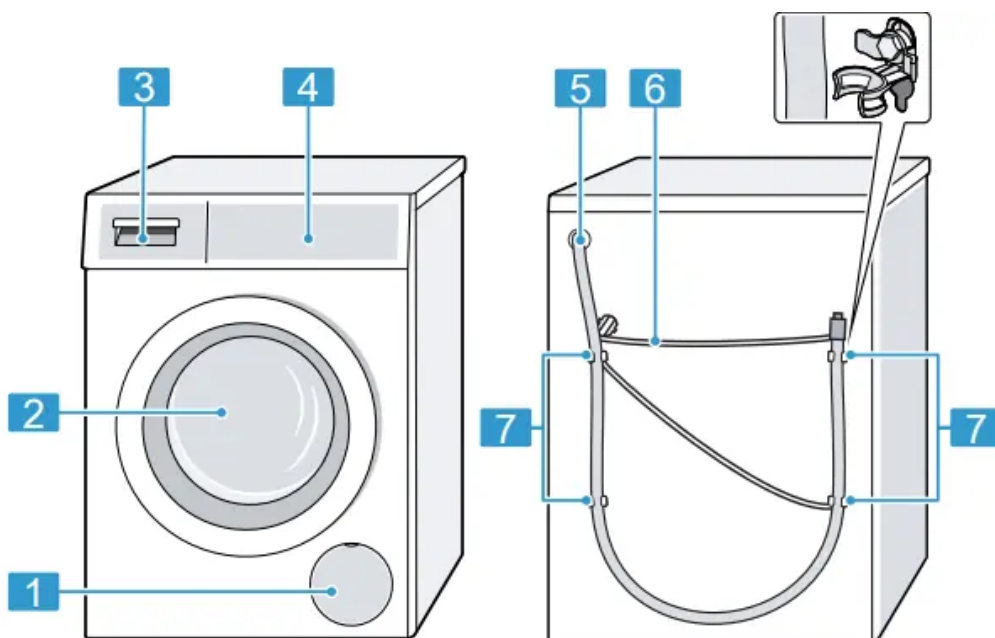
The connection details of the appliance can be found under Technical data → Page 56.

2. Check the mains plug is inserted properly.

Familiarising yourself with your appliance

Appliance

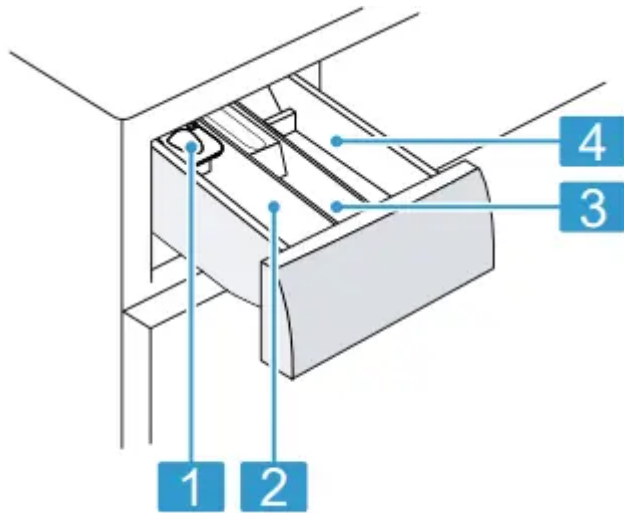
You can find an overview of the parts of your appliance here.



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

| | |
|---|--|
| 1 | Maintenance flap for the drain pump → <i>Page 39</i> |
| 2 | Door |
| 3 | Detergent drawer → <i>Page 19</i> |
| 4 | Controls → <i>Page 19</i> |
| 5 | Water outlet hose → <i>Page 16</i> |
| 6 | Power cord → <i>Page 17</i> |
| 7 | Transit bolts → <i>Page 14</i> |

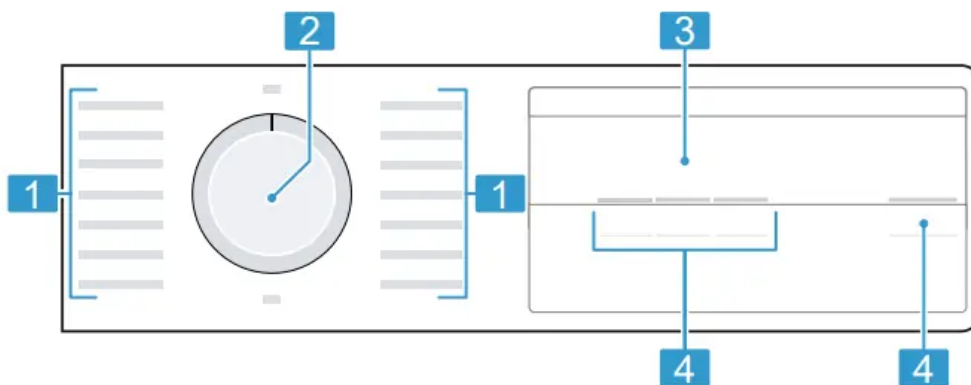
Detergent drawer



-
- 1** Measuring aid for liquid detergent
→ "Using a measuring aid for liquid detergent", Page 33
-
- 2** Compartment II:
 - Detergent for main wash
 - Water softener
 - Bleach
 - Stain remover
-
- 3** Compartment ⌘:
 - Fabric softener
 - Liquid starch
 - Waterproofing agent
-
- 4** Compartment I:
 - Detergent for prewash
 - Hygiene detergent
-

Controls

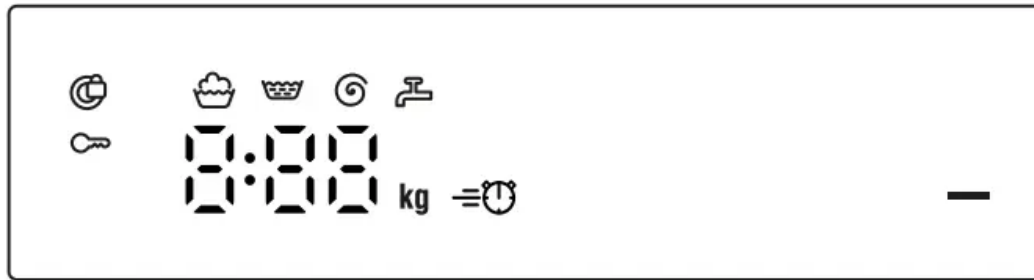
You can use the control panel to configure all functions of your appliance and to obtain information about the operating status.










-
- 1** Programmes → Page 23
-
- 2** Programme selector
→ Page 32
-
- 3** Display → Page 20
-
- 4** Buttons → Page 22
-

Display

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




| Display | Designation | Description |
|---|---|---|
| 0:40 ¹ | Programme duration/programme time remaining | Approximate expected programme duration or programme time remaining. |
| 10h ¹ | "Ready in" time | The programme end has been set and the remaining number of hours is displayed. → "Buttons", Page 22 |
| 7 kg ¹ | Recommended load | The maximum load capacity for the selected programme in kg. |
| - - - 1400 | Spin speed | Set spin speed in rpm. → "Buttons", Page 22 0= No final spin, only draining - -: Rinse Hold, no draining |
| — | Start/Pause | Start, cancel or pause <ul style="list-style-type: none"> ■ Lights up: The programme is running and can be cancelled or paused. ■ Flashes: The programme can be started or continued. |
|  | Wash | Programme status |
|  | Rinse | Programme status |
|  | Spin | Programme status |
| ¹ Example | | |

| Display | Designation | Description |
|---|------------------|--|
| -- | Rinse Hold | Programme status |
| End | End of programme | Programme status |
|  | Childproof lock | <ul style="list-style-type: none"> ■ lights up: The childproof lock is activated. ■ flashes: The childproof lock is activated and the appliance has been operated. → "Deactivating the childproof lock", Page 35 |
|  | SpeedPerfect | Short wash activated. → "Buttons", Page 22 |
|  | Door | <ul style="list-style-type: none"> ■ Lights up: The door is locked and cannot be opened. ■ Flashes: The door is not closed properly. ■ Off: The door is unlocked and can be opened. |
|  | Tap | <ul style="list-style-type: none"> ■ No water pressure. ■ The water pressure is too low. |
| E:35 / -10 ¹ | Error | Error code, error display, signal. |
| ¹ Example | | |

Buttons

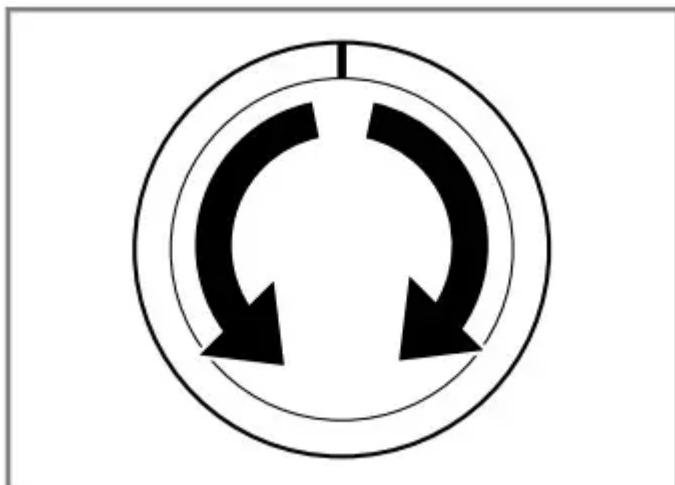
Buttons The selection of programme settings depends on the programme that is set. You can see the selection options for each programme in the overview for → "Programmes", Page 23.

| Button | Selection | Description |
|--|--|---|
| Start / Reload | <ul style="list-style-type: none"> ■ Start ■ Cancel ■ Pause | Start, cancel or pause the programme. |
| Speed Perfect | <ul style="list-style-type: none"> ■ Activate ■ Deactivate | Activate or deactivate a short washing programme. Note: Energy consumption increases. The washing result is not affected by this. |
| Finish in | 1–24 hours | Set the programme end. The programme duration is already included in the set number of hours. Once the programme has started, the programme duration is displayed. |
| Spin | – – – - 1400 | Adjust the spin speed or activate – – – (Rinse Hold). If – – – is selected, the water is not drained at the end of the washing cycle and the spin cycle is deactivated. The laundry remains in the water used for rinsing. |
|  3 sec. | <ul style="list-style-type: none"> ■ Activate ■ Deactivate | Activate or deactivate the childproof lock. Disable the control panel to prevent unwanted or accidental operation. If the childproof lock is activated and the appliance has been switched off, the childproof lock remains activated. → "Childproof lock", Page 35 |

Basic operation

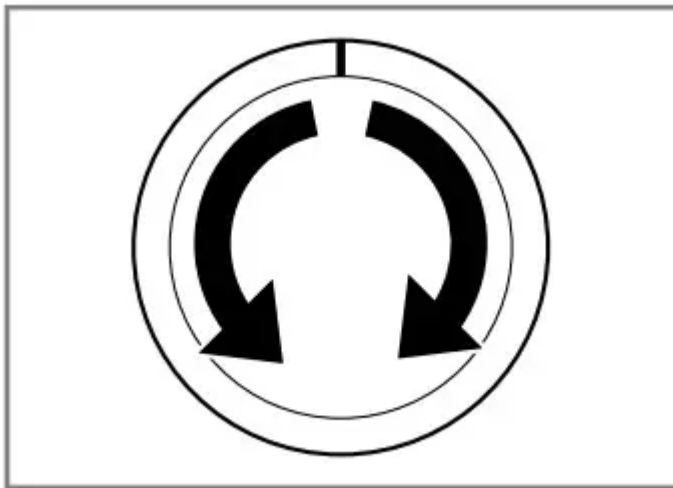
Switching on the appliance

- Turn the programme selector to a programme.



Setting a programme

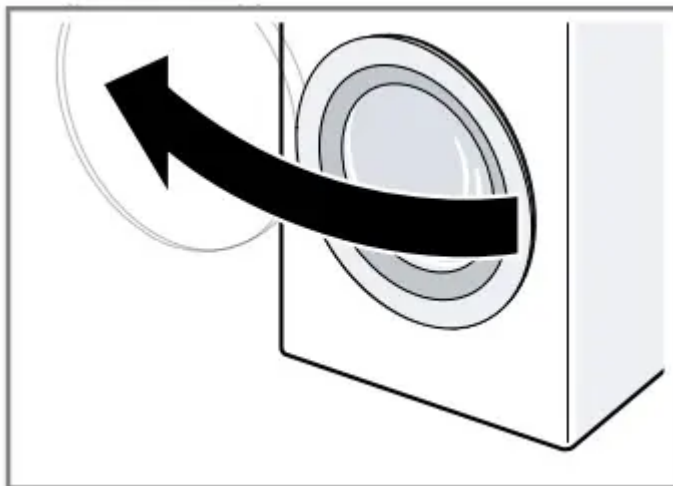
1. Set the programme selector to the required programme. → "Programmes", Page 23



2. If necessary, adjust the programme settings → Page 32.

Loading laundry

1. Open the door.



Make sure that the drum is empty.

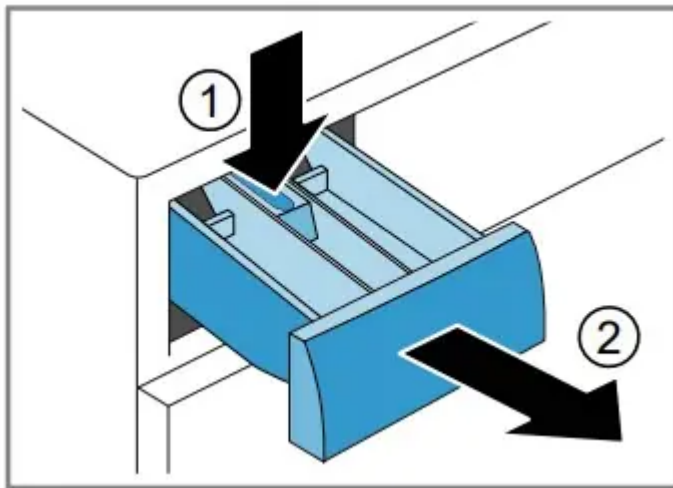
2. Load the laundry unfolded into the drum.

3. Close the door. Ensure that there is no laundry trapped in the door.

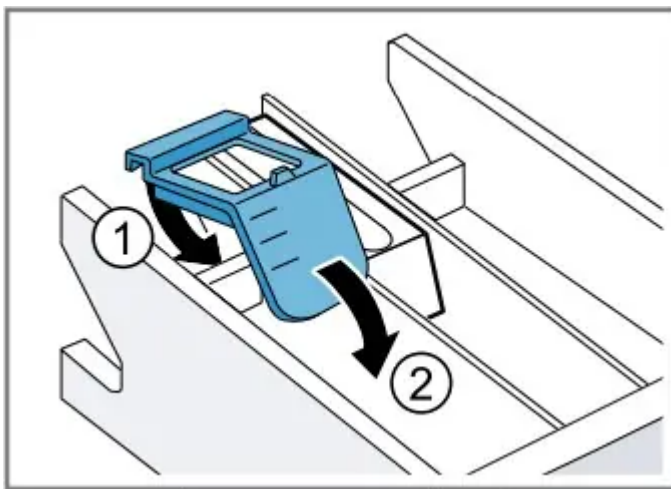
Using a measuring aid for liquid detergent

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

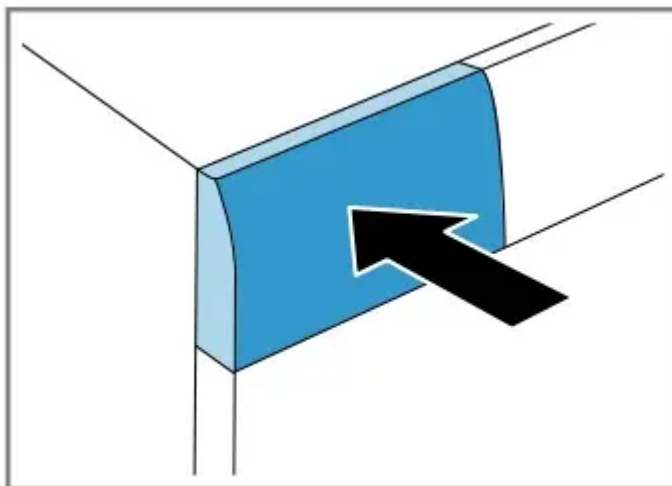
1. Press down on the insert and remove the detergent drawer.



2. Insert the measuring aid.



3. Insert the detergent drawer.



Adding detergent and care product

Notes

- Please read the information in the Safety and Preventing material damage sections to ensure that you use the appliance safely.
- Do not use the measuring aid for liquid detergent for gel detergents, washing powder, or if Prewash or "Ready in" time are activated.

Requirement: Find out the optimum dosage for detergent and care product.

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

Starting the programme

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

- Press Start / Reload.
 - The drum rotates and load detection takes place. This can take up to 2 minutes, after which water enters the drum.
 - The display shows either the programme duration or the "Ready in" time.
 - After the programme has ended, the display shows: "End".

Adjusting the "Ready in" time before the programme starts

You can readjust the selected "Ready in" time before the programme starts.

1. Press Start / Reload.
2. Press Finish in repeatedly until the display indicates the desired "Ready in" time.
3. Press Start / Reload.

Soaking laundry

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

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

Cleaning and servicing

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

Tips on appliance care

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

Cleaning the drum

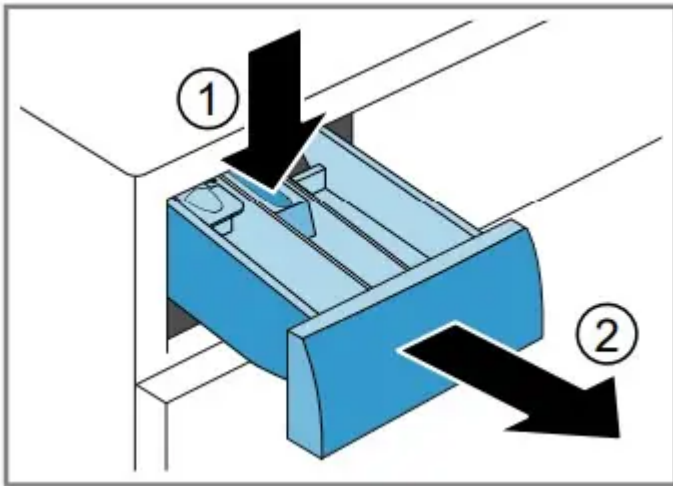
CAUTION Risk of injury!

Permanently washing at low temperatures and a lack of ventilation for the appliance may damage the drum and cause injury.

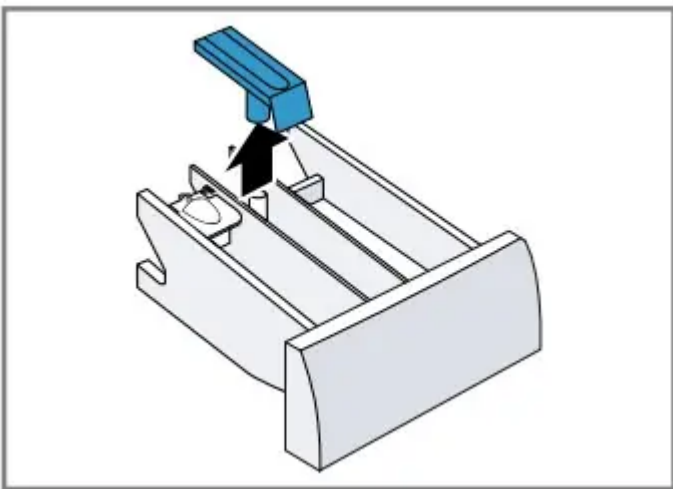
- ▶ Regularly run a programme for cleaning the drum or wash at temperatures of at least 60 °C.
- ▶ Leave the appliance to dry after every operation with the door open, and leave the detergent drawer to dry.
- ▶ Run the Cottons 90° programme without laundry. Add washing powder.

Cleaning the detergent drawer

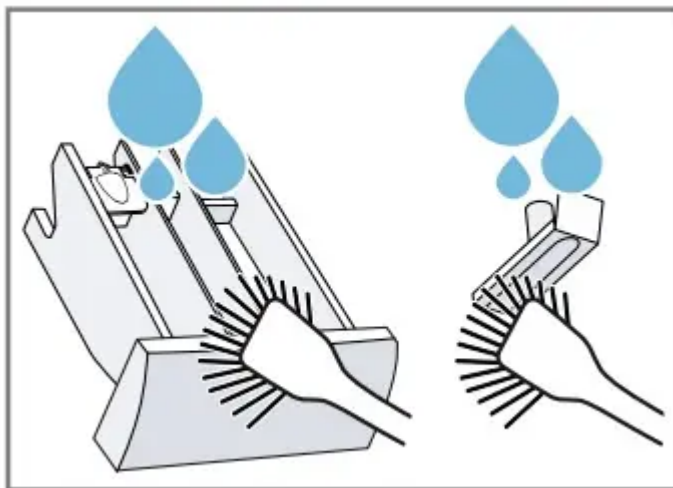
1. Pull out the detergent drawer.
2. Press down on the insert and



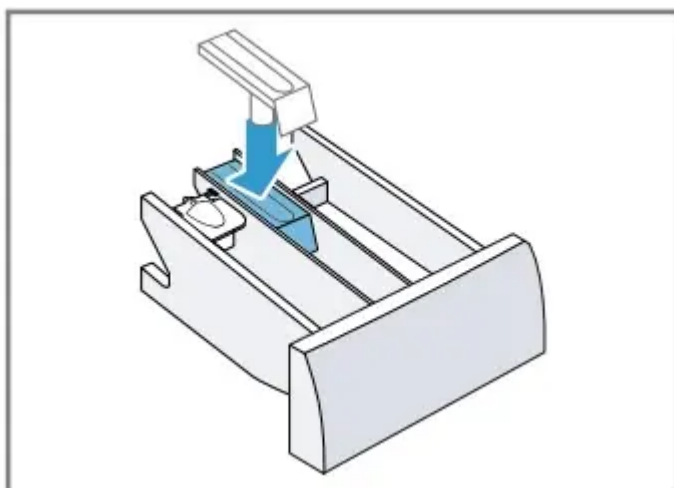
3. Press out the insert upwards from below.



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



5. Fit the insert and lock it into place.



6. Cleaning the opening for the detergent drawer.



7. Push in the detergent drawer.

Descaling

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

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

Cleaning the drain pump

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

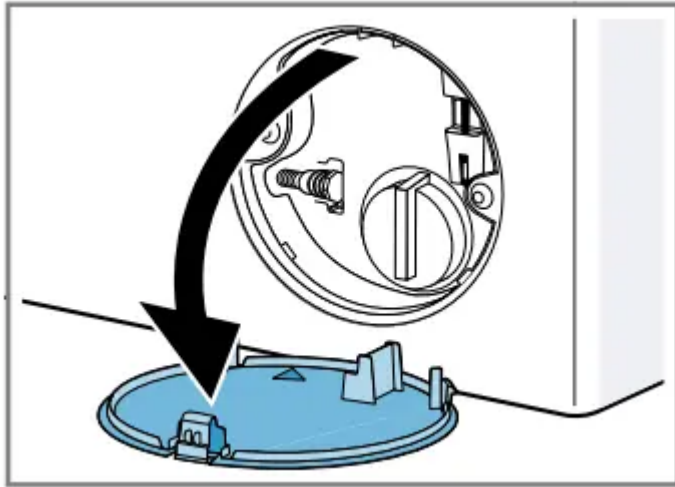
Emptying the drain pump

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

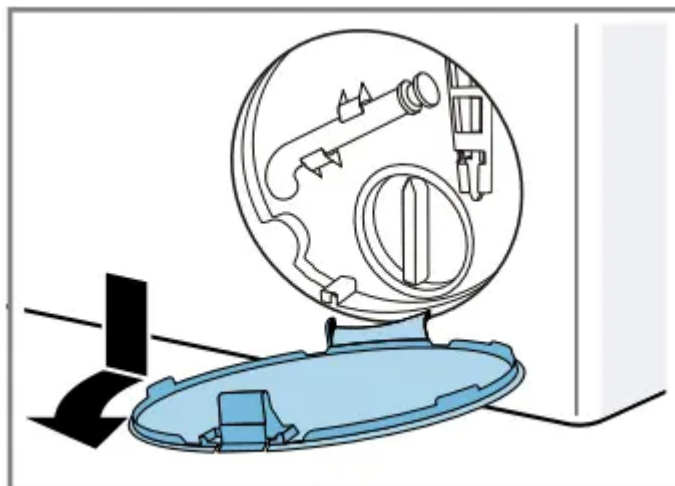
1. Turn off the water tap.
2. Switch off the appliance.

3. Disconnect the appliance's mains plug from the power supply.

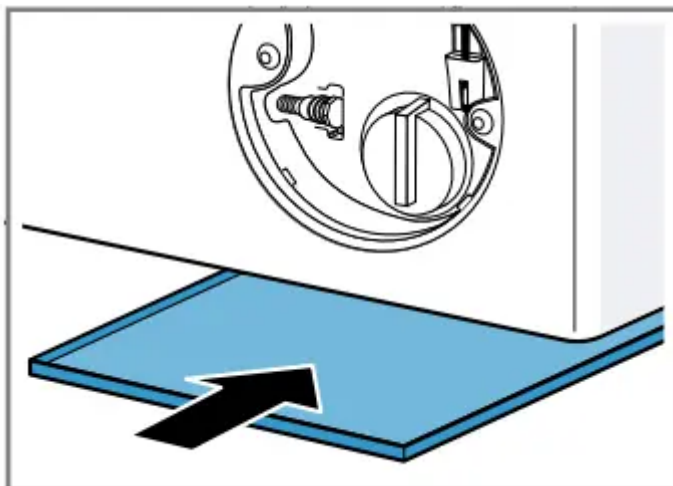
4. Open the maintenance flap



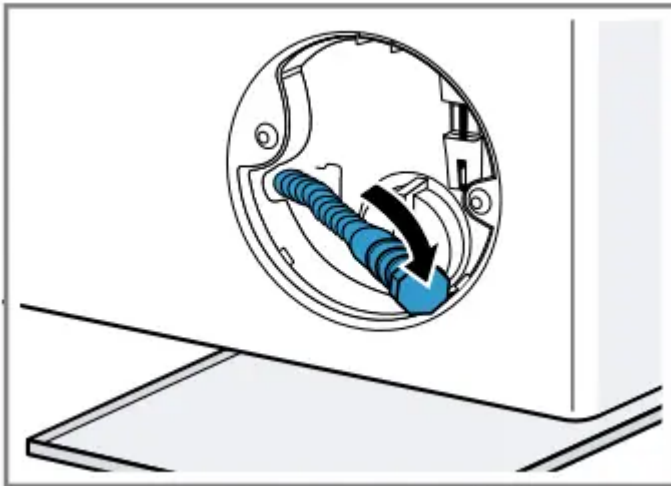
5. Remove the maintenance flap.



6. Slide a sufficiently large receptacle under the opening



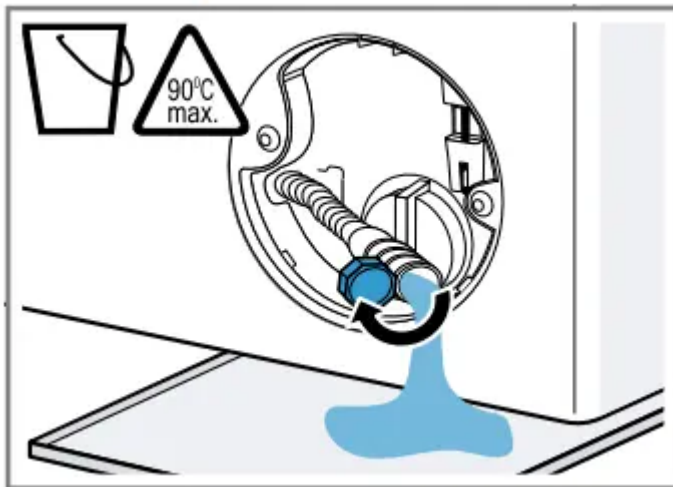
7. Take the drain hose out of the holder.



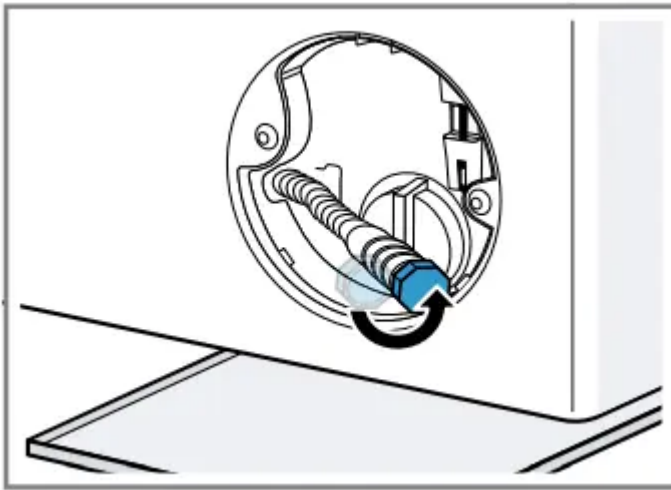
8. CAUTION - Risk of scalding! When you wash at high temperatures, the detergent solution gets hot.

► Do not touch the hot detergent solution.

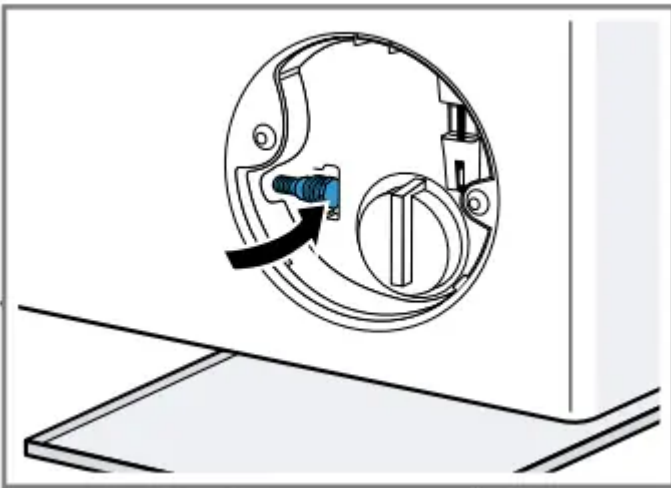
To allow the detergent solution to flow out into the container, remove the sealing cap.



9. Firmly press on the sealing cap.



10. Insert the drain hose into the holder.

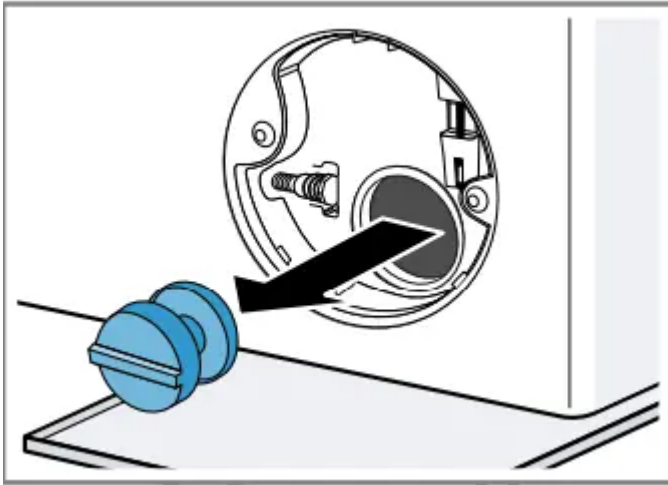


Cleaning the drain pump

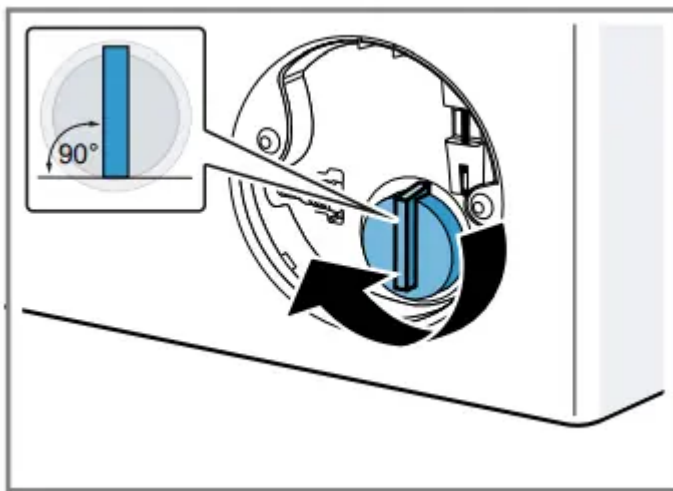
Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

Requirement: The drain pump is empty. → Page 39

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

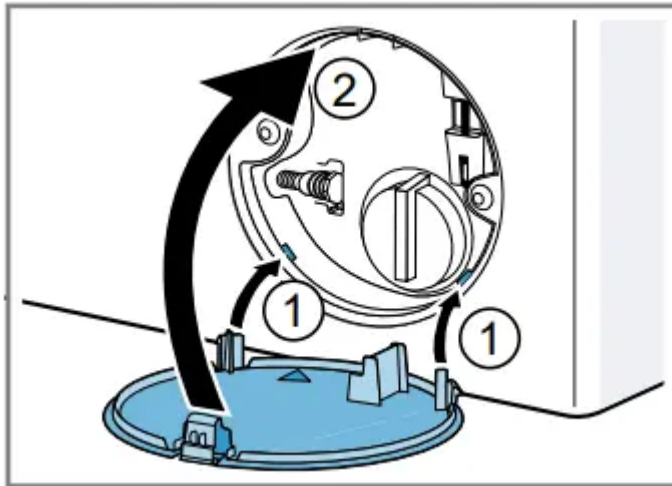


2. Clean the interior, the thread on the pump cap and the pump housing.
3. Make sure that the impeller in the drain pump can be rotated.
4. Insert the pump cap and screw it on as far as it will go.



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

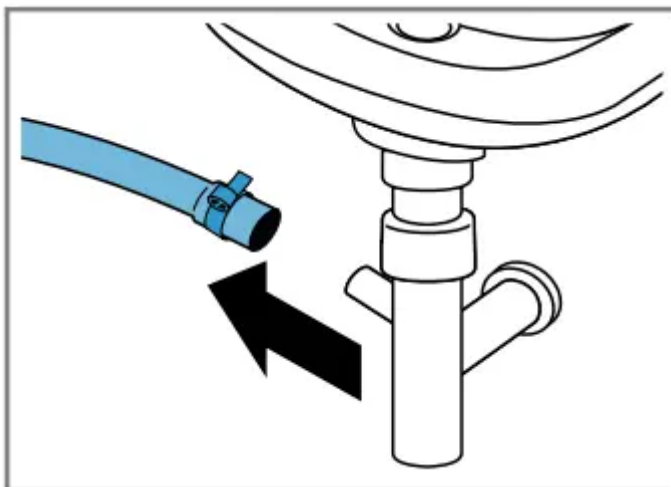
5. Insert the maintenance flap and lock it into place.



6. Close the maintenance flap.

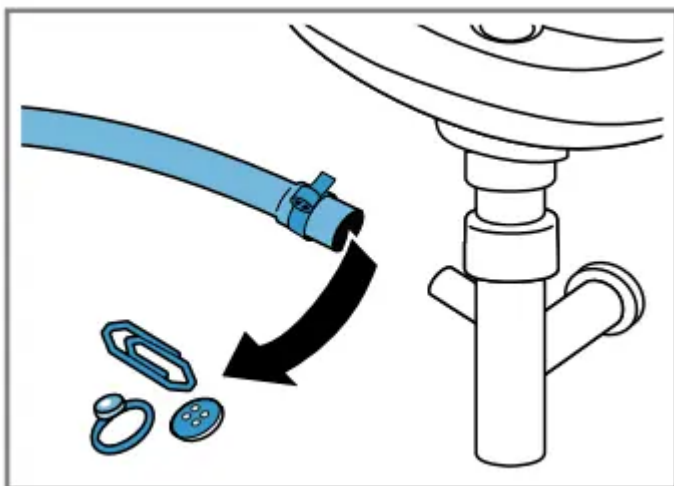
Cleaning the water outlet hose at the siphon

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

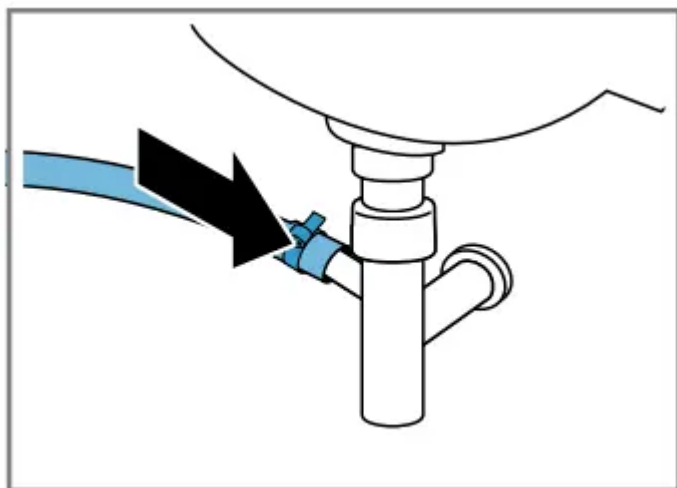


Residual water may leak out.

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



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



Clean the water inlet filters.

Emptying the water inlet hose

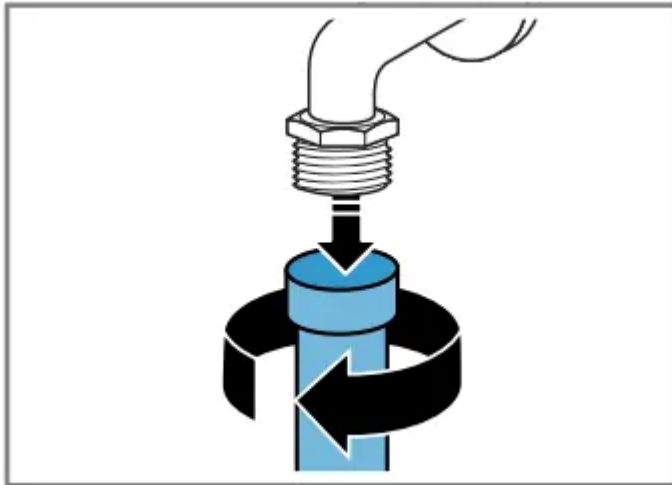
1. Turn off the tap.
2. Set a programme, except for Rinse, Spin or Drain.
3. Start the programme and leave it to run for approx. 40 seconds.
4. Switch off the appliance.
5. Disconnect the appliance's mains plug from the power supply.

Cleaning the filter on the tap

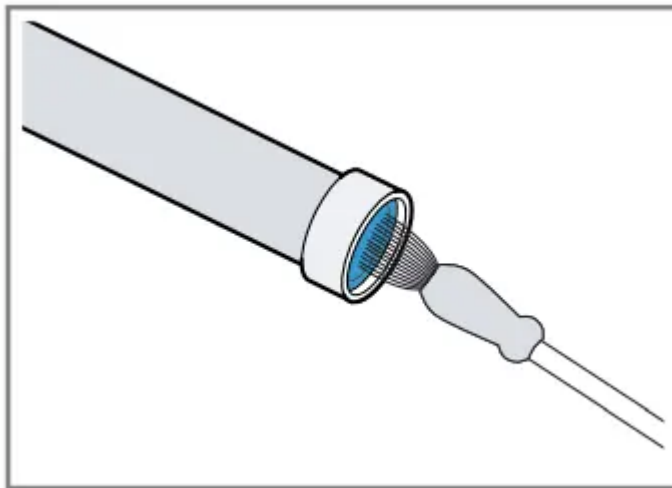
Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

Requirement: The water inlet hose is empty.

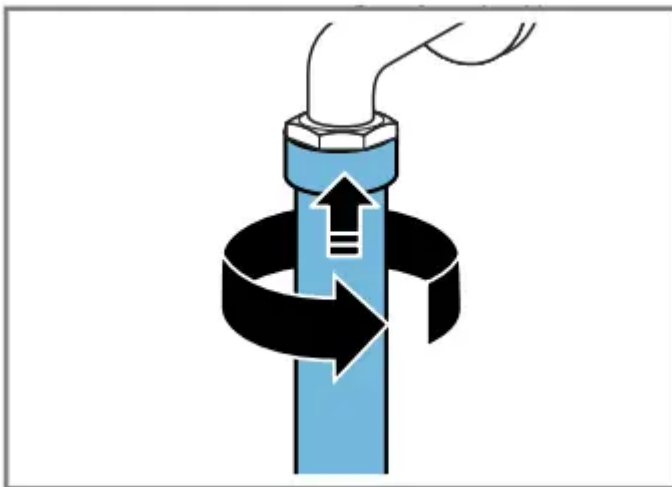
1. Remove the water inlet hose from the tap.



2. Clean the filter with a small brush.



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

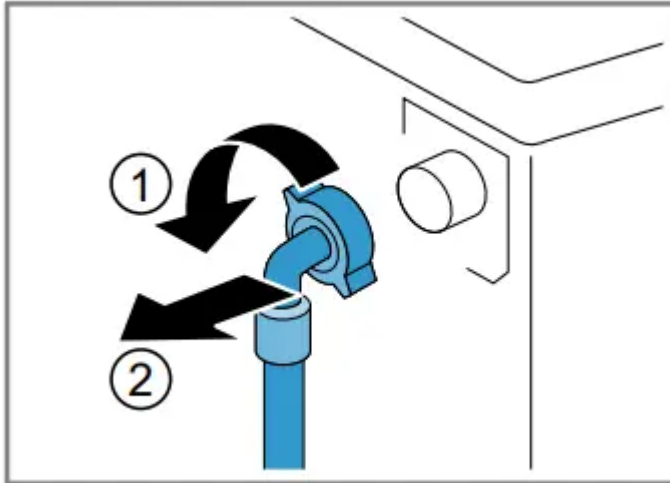


Cleaning the filter on the appliance

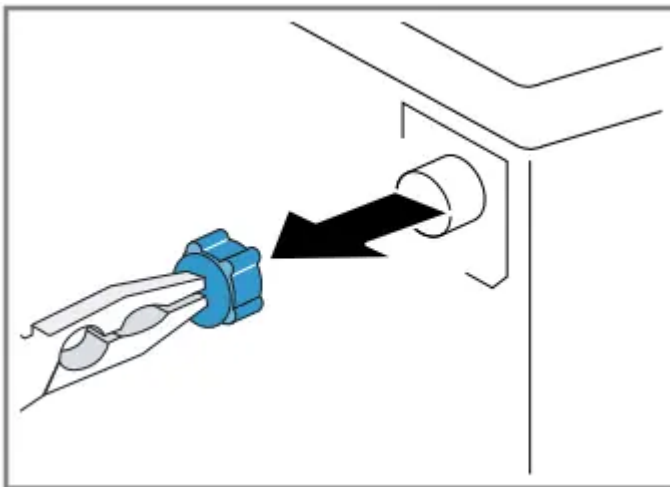
Note: Please read the information in the Safety → Page 4 and Preventing material damage → Page 10 sections to ensure that you use the appliance safely.

Requirement: The water inlet hose is empty. → "Emptying the water inlet hose", Page 41

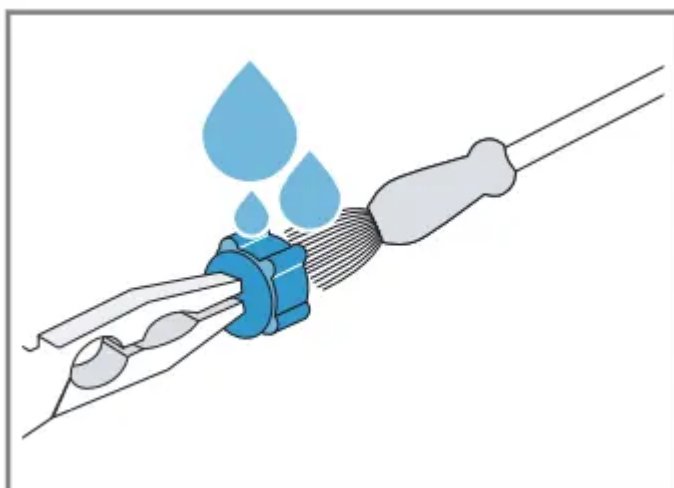
1. Disconnect the hose from the rear of the appliance.



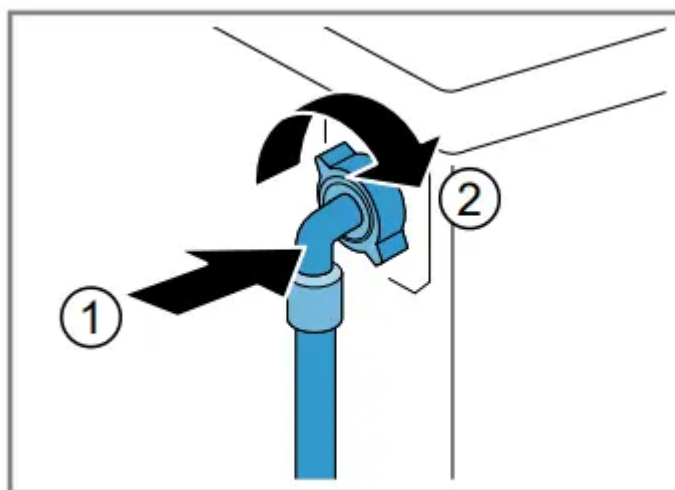
2. Use pliers to remove the filter.



3. Clean the filter with a small brush.





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




Troubleshooting

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

| Fault | Cause and troubleshooting |
|--|--|
| The display goes out and Start / Reload flashes. | <p>Energy-saving mode is active</p> <ul style="list-style-type: none"> • Press any button. • The symbol lights up again. |
| "E:36 / -10" | <p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> • Clean the drain pipe and the water outlet hose. |
| | <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> • Ensure that the drain pipe and water drain hose are not kinked or trapped. |
| | <p>Drain pump is blocked.</p> <ul style="list-style-type: none"> • → "Cleaning the drain pump", |
| | <p>The water outlet hose is connected too high.</p> <ul style="list-style-type: none"> • Install the water outlet hose at a maximum height of 1 metre. |
| | <p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> • Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). • Reduce the amount of detergent for the next washing cycle with the same load. |
| | <p>Unapproved extension installed on the water drain hose.</p> <ul style="list-style-type: none"> • Remove any unapproved extensions from the water hose. Connecting the appliance |
| "E:36 / -25 / -26" | |

| Fault | Cause and troubleshooting |
|--|---|
| | Drain pump is blocked. <ul style="list-style-type: none"> • → "Cleaning the drain pump", |
|  | The water pressure is low. No remedial action possible. |
| | The filters in the water inflow are blocked. <ul style="list-style-type: none"> • Clean the filters in the water inflow |
| | The tap is turned off. <ul style="list-style-type: none"> • Turn on the tap. |
| | The water inlet hose is kinked or jammed. <ul style="list-style-type: none"> • Ensure that the water inlet hose is not kinked or jammed. |
|  lights up. | The temperature is too high. <ul style="list-style-type: none"> • Wait until the temperature has dropped. • → "Cancelling the programme" |
| | Water level is too high. <ul style="list-style-type: none"> • Start the Drain programme. |
| | Laundry is caught in the door. <ol style="list-style-type: none"> 1. Open the door again. 2. Remove any trapped laundry. 3. Close the door. 4. Press Start / Reload to start the programme. |



| Fault | Cause and troubleshooting |
|---|--|
|  flashes | <p>Door is not closed.</p> <ol style="list-style-type: none"> 1. Close the door. 2. Press Start / Reload to start the programme. |
| All other error codes. | <p>Malfunction</p> <ul style="list-style-type: none"> • Call the after-sales service. → "Customer Service" |
| The appliance is not working. | <p>The mains plug of the power cord is not plugged in.</p> <ul style="list-style-type: none"> • Connect the appliance to the power supply. |
| | <p>The circuit breaker is faulty.</p> <ul style="list-style-type: none"> • Check the circuit breaker in the fuse box. |
| | <p>There has been a power cut.</p> <ul style="list-style-type: none"> • Check whether the lighting in your kitchen or other appliances are working. |
| The programme does not start. | <p>You have not pressed Start / Reload.</p> <ul style="list-style-type: none"> • Press Start / Reload. |
| | <p>Door is not closed.</p> <ol style="list-style-type: none"> 1. Close the door. 2. Press Start / Reload to start the programme. |
| | <p>Childproof lock is activated.</p> <ul style="list-style-type: none"> • → "Deactivating the childproof lock" |
| | <p>Finish in is activated.</p> <ul style="list-style-type: none"> • Check whether Finish in is activated. → "Buttons" |

| Fault | Cause and troubleshooting |
|-----------------------------------|---|
| | <p>Laundry is caught in the door.</p> <ol style="list-style-type: none"> 1. Open the door again. 2. Remove any trapped laundry 3. Close the door. 4. Press Start / Reload to start the programme. |
| <p>The door cannot be opened.</p> | <p>— — is activated.</p> <ul style="list-style-type: none"> • Continue the programme by selecting Spin or Drain and pressing Start / Reload. → "Resuming the programme when the programme status is Rinse Hold", |
| | <p>The temperature is too high.</p> <ul style="list-style-type: none"> • Wait until the temperature has dropped. • → "Cancelling the programme" |
| | <p>Water level is too high.</p> <ul style="list-style-type: none"> • Start the Drain programme |
| | <p>Power failure.</p> <ul style="list-style-type: none"> • Open the door using the emergency release. → "Emergency release" |
| <p>The water is not draining.</p> | <p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> • Clean the drain pipe and the water outlet hose. |
| | <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> • Ensure that the drain pipe and water drain hose are not kinked or trapped. |

| Fault | Cause and troubleshooting |
|---|--|
| | <p>Drain pump is blocked.</p> <ul style="list-style-type: none"> • → "Cleaning the drain pump" |
| | <p>— — is activated.</p> <ul style="list-style-type: none"> • Continue the programme by selecting Spin or Drain and pressing Start / Reload. → "Resuming the programme when the programme status is Rinse Hold" |
| | <p>The water outlet hose is connected too high.</p> <ul style="list-style-type: none"> • Install the water outlet hose at a maximum height of 1 metre. |
| | <p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> • Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). • Reduce the amount of detergent for the next washing cycle with the same load. |
| | <p>Unapproved extension installed on the water drain hose.</p> <ul style="list-style-type: none"> • Remove any unapproved extensions from the water hose. Connecting the appliance |
| <p>Water is not flowing in. Detergent is not being dispensed.</p> | <p>You have not pressed Start / Reload.</p> <ul style="list-style-type: none"> • Press Start / Reload. |
| | <p>The filters in the water inflow are blocked.</p> <ul style="list-style-type: none"> • Clean the filters in the water inflow |

| Fault | Cause and troubleshooting |
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| | <p>The tap is turned off.</p> <ul style="list-style-type: none"> • Turn on the tap. <hr/> <p>The water inlet hose is kinked or jammed.</p> <ul style="list-style-type: none"> • Ensure that the water inlet hose is not kinked or jammed. |
| <p>The spin cycle runs several times.</p> | <p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.</p> <ul style="list-style-type: none"> • Not a fault – no action required. <p>Note: When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> |
| <p>The programme duration changes during the wash cycle.</p> | <p>The programme operation is optimised electronically. This may change the programme duration.</p> <ul style="list-style-type: none"> • Not a fault – no action required. <hr/> <p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.</p> <ul style="list-style-type: none"> • Not a fault – no action required. <p>Note: When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <hr/> <p>Foam detection system switches on a rinse cycle if foam build-up is too high.</p> <ul style="list-style-type: none"> • Not a fault – no action required. |
| <p>No water is visible in the drum.</p> | <p>Water is below the visible area.</p> <ul style="list-style-type: none"> • Not a fault – no action required. |



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

| Fault | Cause and troubleshooting |
|------------------------------------|--|
| High spin speed not reached. | <p>A low spin speed is selected.</p> <ul style="list-style-type: none"> • The next time you run a wash cycle, set a higher spin speed. |
| | <p>Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.</p> <ul style="list-style-type: none"> • Redistribute the laundry in the drum. <p>Note: Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> • Start the Spin programme. |
| The spin programme does not start. | <p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> • Clean the drain pipe and the water outlet hose. |
| | <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> • Ensure that the drain pipe and water drain hose are not kinked or trapped. |
| | <p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> • Redistribute the laundry in the drum. <p>Note: Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> • Start the Spin programme. |
| Rushing, hissing noise. | <p>Water is flushed under pressure into the detergent drawer.</p> <ul style="list-style-type: none"> • Not a fault – normal operating noise. |

| Fault | Cause and troubleshooting |
|---|--|
| Loud noises during the spin cycle. | Appliance is not correctly aligned. <ul style="list-style-type: none"> Aligning the appliance |
| | The appliance feet are not fixed. <ul style="list-style-type: none"> Secure the appliance feet. Aligning the appliance |
| | Transit bolts have not been removed. <ul style="list-style-type: none"> Removing the transit bolts |
| Banging noises, rattling in the drain pump. | Foreign bodies have got into the drain pump. <ul style="list-style-type: none"> → "Cleaning the drain pump" |
| Slurping, rhythmical suction noise. | The drain pump is active, the detergent solution is pumped out. <ul style="list-style-type: none"> Not a fault – normal operating noise. |
| Creasing. | The spin speed is too high. <ul style="list-style-type: none"> The next time you run a wash cycle, set a lower spin speed. |
| | The load is too large. <ul style="list-style-type: none"> The next time you run a wash cycle, reduce the amount of laundry being loaded. |
| | The wrong programme is selected for the type of fabric. <ul style="list-style-type: none"> Select the programmes that are suitable for the type of fabric. → "Programmes" |
| Detergent or fabric softener drips off the seal and collects on the door or in the seal fold. | |

| Fault | Cause and troubleshooting |
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| | <p>Too much detergent/fabric softener in the detergent drawer.</p> <ul style="list-style-type: none"> • When dosing liquid detergent and fabric softener, observe the marking in the detergent drawer and do not dose above this. |
| <p>The spin result is not satisfactory. The laundry is too wet/too damp.</p> | <p>A low spin speed is selected.</p> <ul style="list-style-type: none"> • The next time you run a wash cycle, set a higher spin speed. • Start the Spin programme. |
| | <p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> • Clean the drain pipe and the water outlet hose. |
| | <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> • Ensure that the drain pipe and water drain hose are not kinked or trapped. |
| | <p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> • Redistribute the laundry in the drum. <p>Note: Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> • Start the Spin programme. |
| | <p>Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.</p> <ul style="list-style-type: none"> • Redistribute the laundry in the drum. |

| Fault | Cause and troubleshooting |
|--|---|
| | <p>Note: Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> • Start the Spin programme. |
| Detergent residue on the damp washing. | <p>Detergents may contain water-insoluble substances that deposit on the laundry.</p> <ul style="list-style-type: none"> • Start the Rinse programme. |
| Detergent residue on the dry laundry. | <p>Detergents may contain water-insoluble substances that deposit on the laundry.</p> <ul style="list-style-type: none"> • Brush out the laundry after washing and drying. |
| Water is leaking out at the water inlet hose. | <p>Water inlet hose is not correctly/securely connected.</p> <ol style="list-style-type: none"> 1. Connect the water supply hose correctly. Connecting the water inlet hose 2. Tighten the screw connection. |
| Water is leaking out at the water outlet hose. | <p>The water outlet hose is damaged.</p> <ul style="list-style-type: none"> • Replace the damaged water outlet hose. |
| | <p>Water outlet hose is not connected correctly.</p> <ul style="list-style-type: none"> • Connect the water outlet hose correctly. Water outlet connection types |
| Odours have formed in the appliance. | <p>Humidity and detergent residue may promote the formation of bacteria.</p> <ul style="list-style-type: none"> • → "Cleaning the drum", Page 37 • If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate. |

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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