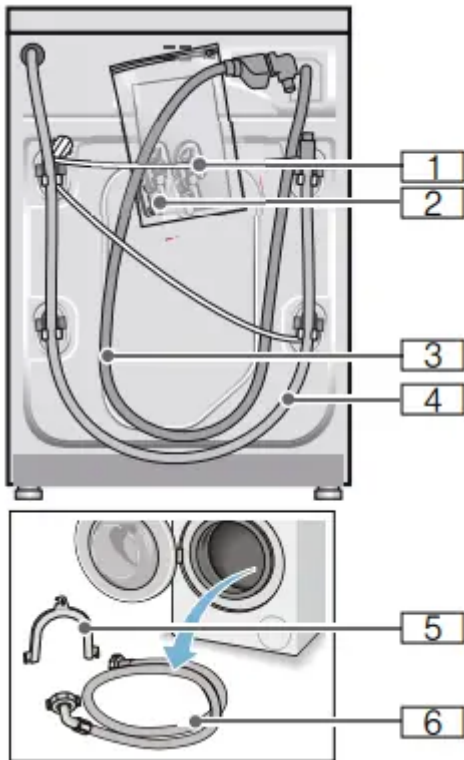


## Positioning and connecting

### Included with the appliance

Note: Check the machine for transport damage. Never use a damaged machine. If you have any complaints, contact the dealer from whom you purchased the appliance or our customer services.



1 Mains cable

2 Bag:

- Installation and operating instructions
- Customer Service location directory\*
- Warranty\*
- Supplementary sheet for the installation and operating instructions\*
- Cover caps for openings after the transport braces have been removed

3 Water supply hose on AquaStop models

4 Water drain hose

5 Elbow for securing the water outlet hose\*

6 Cold water supply hose for models standard/Aqua-Secure, for models with hot water connection additionally a hot water supply hose

\* Depending on the model

**In addition**, a hose clamp (24 - 40 mm diameter, available from specialist retailers) is required to connect the water outlet hose to a siphon.

### Useful tool

- Spirit level for aligning
- Wrench with:
  - WAF13 for loosening the transport braces and
  - WAF17 for aligning the appliance feet

### Safety instructions

#### Warning **Risk of injury!**

- The appliance is very heavy.

Be careful when lifting/transporting the appliance.

- When the appliance is lifted by its protruding parts (e.g. the appliance door), the components may break off and cause injuries.

Do not lift the appliance by protruding parts.

- If the hose and mains cables are not routed properly, there is a risk of tripping and injury.

Lay hoses and cables in such a way that there is no risk of tripping.

### Notes

- **In addition to the safety information listed here, the local water and electricity supplier may have special requirements.**
- **If in doubt, have the appliance connected by a specialist.**

### Installation surface

Note: The appliance must be stable aligned so that it does not move around.

- The installation surface must be firm and level.
- Soft floors/floor coverings are not suitable.

### Installation on a base or a wooden joist floor

Caution!

Damage to the appliance

The appliance may "wander" and tip/ topple from the base when spinning.

The feet of the appliance must be secured with holding brackets.

Order no. WMZ 2200, WX 975600, Z 7080X0.

Note: On wooden joist floors, install the appliance:

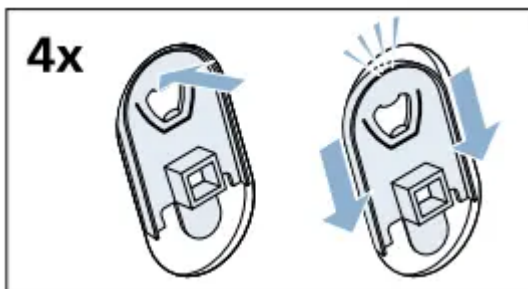
- In a corner, if possible,
- On a water-resistant wooden board (min. 30 mm thick) which is screwed tightly to the floor.

## Removing the transport locks

Caution! Damage to the appliance

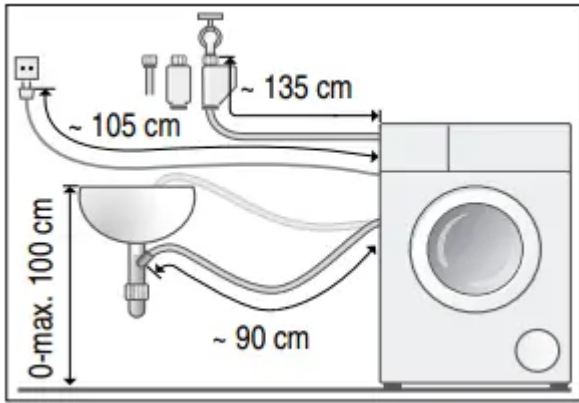
- The machine is secured for transportation using transport locks. If the transport locks are not removed, the drum, for example, may become damaged when the machine is operated. Before using the appliance for the first time, make sure that you completely remove all four transport locks. Keep the locks in a safe place.
- To prevent transport damage from occurring if the appliance is moved at a later date, you must refit the transport locks before transporting the appliance.

1. Take the hoses out of the holders.
2. Use a WAF13 spanner to undo and remove all four transport lock bolts.
3. Remove the sleeves. Remove the mains cable from the holders.
4. Put on the cover caps.
5. Press the cover cap down firmly at the top, while at the same time pushing it downwards until you hear the hooks clicking into place.

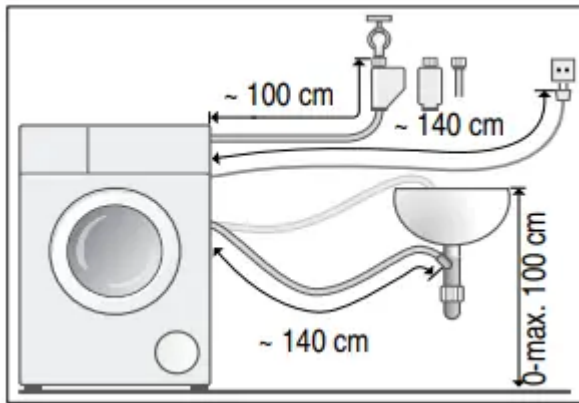


## Hose and cable lengths

- Left-hand connection



- Right-hand connection



Tip: The following are available from specialist dealers/the after-sales service:

- An extension for Aqua-Stop or cold water supply hose (approx. 2.50 m); order no. WMZ2380, WZ10130, CZ11350, Z7070X0
- A longer supply hose (approx. 2.20 m) for standard model

## Water inlet

Observe the following when connecting the appliance:

Notes

- Only operate the appliance using cold mains water.
- Do not connect the appliance to the mixer tap of an unpressurised hot water boiler.
- Do not use a used supply hose. Only use the supply hose supplied or one that was purchased from an authorised specialist retailer.
- Do not bend, squash, modify or cut through the water supply hose (otherwise its strength is no longer guaranteed).
- Only tighten the screw connections by hand. If the screw connections are tightened too much with a tool (pliers), the thread may be damaged.

## Optimum water pressure in the supply network

At least 100 kPa (1 bar)

Maximum 1000 kPa (10 bar)

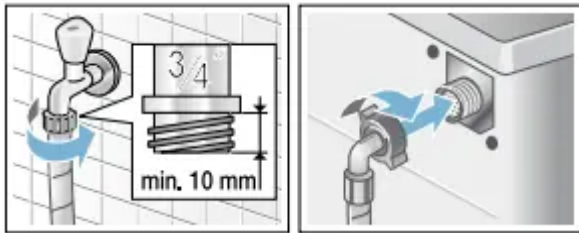
When the tap is open, the water flow is at least 8 l/min.

If the water pressure is higher than this, a pressure-reducing valve must be installed.

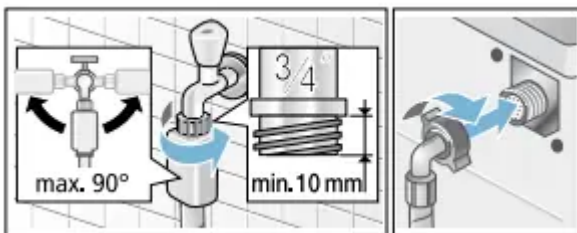
## Connection

Connect the water supply hose to the water tap ( $\frac{3}{4}$ " = 26.4 mm) and to the appliance (not necessary for Aqua-Stop models as this is permanently installed):

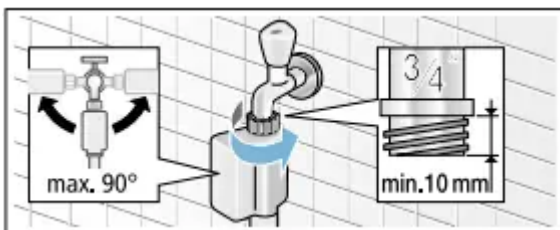
- Model: Standard



- Model: AquaSecure



- Model: Aqua-Stop



Note: Open the water tap carefully, checking the leak tightness of the connection points. The screw connection is under mains water pressure.

## Water outlet

Caution!

Water damage

When water is being pumped away, the outlet hose is under water pressure and may slip out of the wash basin or connection point.

Secure the drain hose so that it cannot slip out.

- **Outlet in a sink**

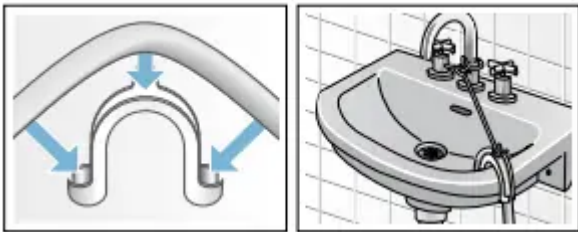
Caution!

Damage to the appliance/fabrics

If the end of the drain hose is immersed in the drained water, water may be sucked back into the appliance and may damage the appliance/fabrics.

Make sure that:

- The plug does not block drainage from the washbasin.
- The end of the drain hose is not immersed in the drained water.
- The water drains away quickly enough.



- **Drainage into a siphon**

The connection point must be secured using a hose clamp with a diameter of 24 - 40 mm (available from specialist dealers). en Positioning and connecting

- **Outlet into a plastic pipe with rubber bushing or into a drainage pit**

## Levelling

Level the appliance using a spirit level. Incorrect levelling may result in intense noise, vibrations and "wandering".

- 1 Loosen the lock nuts using a wrench, by turning it in a clockwise direction.
2. Check the alignment of the appliance with a spirit level, and adjust it if necessary. Change the height by turning the appliance feet. All four appliance feet must stand firmly on the ground.
3. Tighten the lock nut against the housing.

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

The lock nuts on all four appliance feet must be screwed tightly against the housing.

## Electrical connection

Observe the following information and ensure that:

## Notes

- The mains voltage and voltage indicated on the appliance (rating plate) are the same.

The connected load and fuse required are specified on the rating plate.

- The appliance is only connected to an alternating current via a properly installed earthed socket.
- The mains plug fits the socket.
- The earthing system is properly installed.
- The mains cable is only replaced by a qualified electrician (if this is necessary). Replacement mains cables are available from the after sales service.
- No multiple plugs/couplings or extension cables are used.
- If an earth-leakage circuit breaker is used, only a type which displays this symbol is used:

Only this symbol guarantees compliance with the currently applicable regulations.

- The mains plug can be accessed at all times.
- The mains cable is not bent, squashed, modified, cut through, or in contact with heat sources.

## Before washing for the first time

The washing machine has been thoroughly tested before leaving the factory. To remove any water that may be left over from testing, run the first wash cycle without any laundry.

## Notes

- The washing machine must be correctly installed and connected.
- Never use a damaged machine. Inform customer services.

1. Check the machine.
2. Connect the mains plug.
3. Turn on the tap.
4. Close the door (do not load any laundry).
5. Depending on the model, set the Drum clean 90 °C or Cottons 90 °C programme.
6. Open the detergent drawer.
7. Pour approximately 1 litre of water into compartment **II**.
8. Pour standard detergent into compartment **II**.

Note: To prevent foaming, only use half the amount of detergent recommended by the detergent manufacturer. Do not use detergents intended for woollens or delicates.

9. Close the detergent drawer.
10. Press the Start button.
11. When the programme ends, switch off the appliance.

## **Transportation**

e.g. when moving home

### **Preparatory work:**

1. Turn off the water tap.
2. Reduce the water pressure in the supply hose.
3. Disconnect the appliance from the mains.
4. Drain the remaining water
5. Remove the hoses.

### **Attach the transport locks:**

1. Use a screwdriver to remove the covers and then keep them in a safe place
2. Insert all four sleeves.

The mains cable can be clamped to the holders.

3. Insert the transport lock bolts and tighten them with a WAF13 spanner.

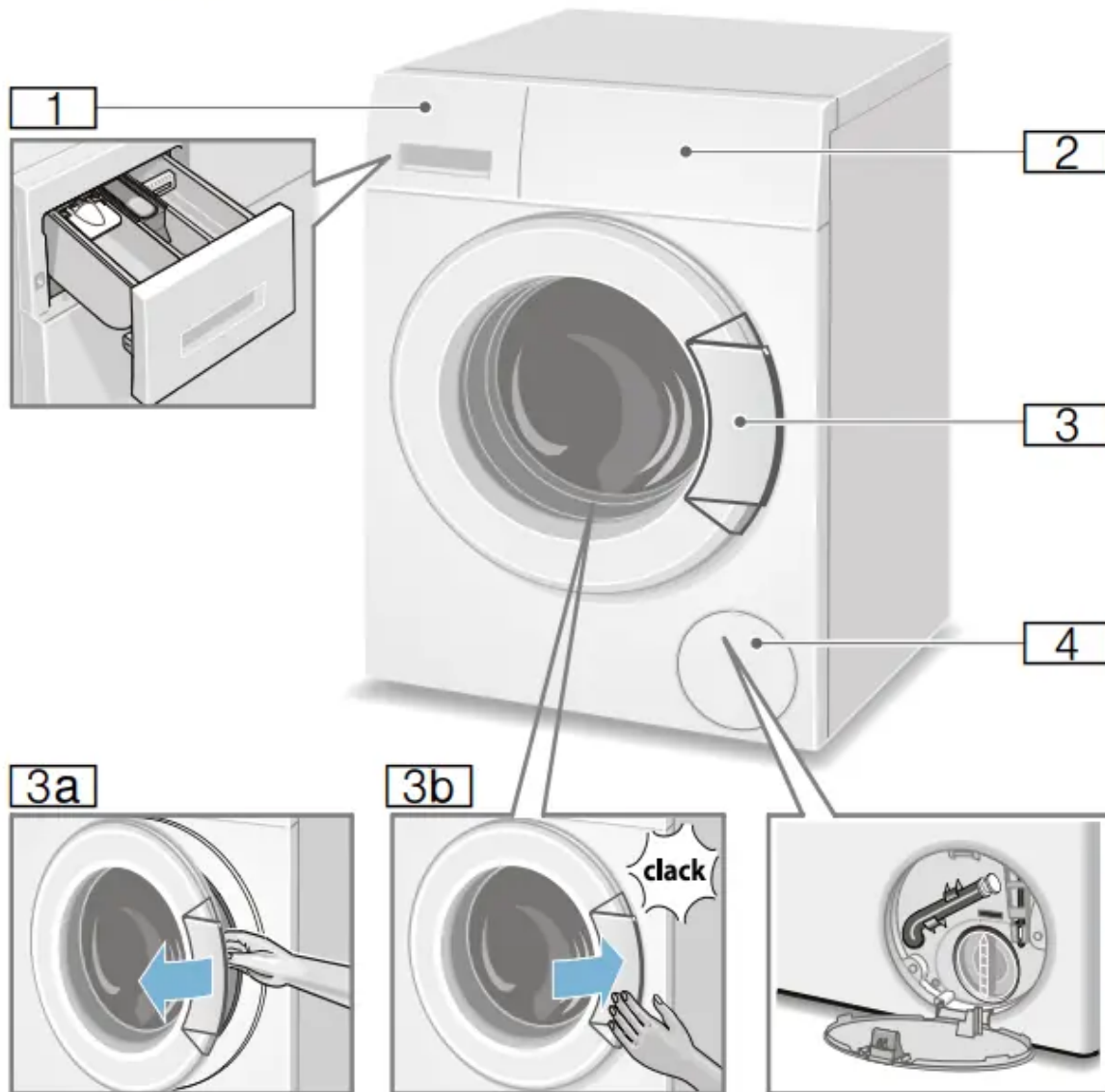
### **Before switching on the appliance again:**

Notes

- The transport braces must be removed.
- Pour approx. 1 litre of water into compartment II, select the Drain/ Empty programme and start. This will prevent detergent from flowing unused into the drain during the next wash.

# Familiarising yourself with your appliance

## Washing machine



- 1 Detergent drawer → *Page 27*
- 2 Operating/display panel
- 3 Door with door handle
- 3a Open the door
- 3b Close the door
- 4 Service flap

## Control panel

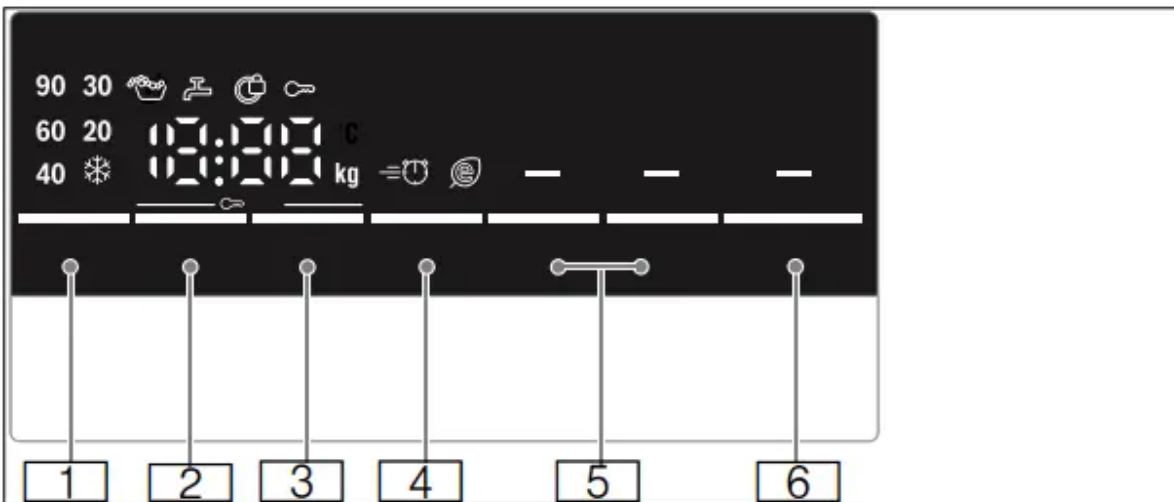


**1 Programme selector:** for selecting a programme and switching the machine on/off via the Off position;

**2 Programmes** You can find an overview of all programmes on the printed supplement for the installation and operating instructions.

**3 Display panel** for settings and information

## Display panel



Buttons	Indicators and symbols for setting values	Setting
1	❄ - 90	Temperature in °C; ❄ = cold
2	0 - 1400*, - - -	Spin speed in rpm; 0 = no spin, - - - = Rinse Stop

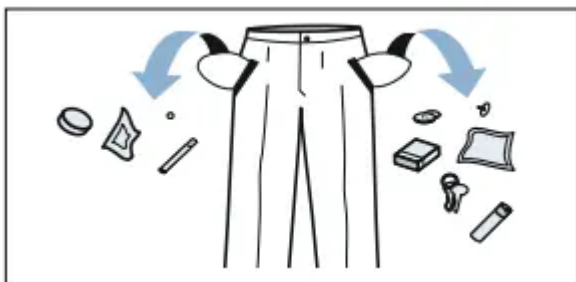
\* The maximum spin speed depends on the programme and model  
 \*\* The number and choice of settings depends on the model

Buttons	Indicators and symbols for setting values	Setting
[3]	1 - 24 h	Ready in
[4]	≡ ⏸ ⏹	Speed Eco Perfect
[5]	—	Water&Rinse+ **
	—	Easy-Iron **
	—	Prewash **
[6]	—	Start (Start/Reload/Pause ▷   ) : for starting, pausing (e.g. to add laundry) and cancelling a programme
[2] + [3]	🔑	Childlock /control panel lock
* The maximum spin speed depends on the programme and model		
** The number and choice of settings depends on the model		

Other indicators and symbols	Information on:
🔒	Door locked
🧼	Foam detected
🚰	Tap off/water pressure too low
⏱ : ⏱	Programme duration, e.g. 1:51 in h:min; "Ready in" time, e.g. 8 h; recommended load, e.g. 8.0 kg*; programme status, e.g. End
* Symbols depend on the model	

## Laundry

### Prepare the laundry



Caution! Damage to the appliance/laundry

Foreign objects (e.g. coins, paperclips, needles, nails) may damage the laundry or components of the washing machine.

You should therefore do the following when preparing your laundry:

- Empty any pockets.
- Look out for metal objects (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, depending on:

- Type of fabric/fibre
- Colour
- Soiling

Wash laundry with the same level of soiling together.

- Light: Do not need to pretreat, select the SpeedPerfect setting if necessary.
- Normal
- Heavy: Load less laundry, need to pretreat or soak laundry firstly.
- Stains: Remove/pretreat stains while they are fresh. Firstly, dab with soapy water; do not rub. Then wash the items of laundry with the appropriate program. Stubborn or dried-in stains can sometimes only be removed by washing several times.
- Symbols on the care labels

Suitable for 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. Delicates/ Silk programme


Suitable for washing by hand; e.g Woolprogramme

Do not machine wash.

## Starching

Note: Laundry should not be treated with fabric softener.

Liquid starch can be used to stiffen fabrics particularly in the Rinse and Cottons programmes.

Measure starch into compartment  in accordance with the manufacturer's instructions (clean first if necessary)

## 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 appliance to bleach clothes.

## Soaking

1. Pour soaking agent/detergent into compartment **II** in accordance with the manufacturer's instructions.
2. Select the desired programme.
3. Press the Start button to start the programme.
4. After approx. ten minutes, press the Start button to pause the programme.
5. After the desired soaking time, press the Start 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 to ensure correct detergent selection, temperature and laundry treatment.

- Standard detergent with optical brighteners suitable for heat-resistant white washing made from linen or cotton Programme: Cottons/ cold – max. 90 °C
- Detergent for colours without bleach or optical brighteners suitable for coloured washing 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: Delicates/Silk/ cold – max. 40 °C
- Detergent for woollens suitable for woollen fabrics Programme: Wool / cold – max. 40 °C

### Saving energy and detergent

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

### Programme default settings

Program default settings You can change the default settings for selected programmes. The settings can be changed even while the selected programme is running. The effects depending on the progress of the programme.

## Temperature

(Temp, °C, Temperature)

Depending on what stage the programme is in, you can change the set temperature before and during the programme.

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

## Spin speed

(rpm, Spin speed)

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

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

**Setting - - - -:** "Rinse hold" = no final drain. The laundry stays in the water after the final rinse.

You can select "Rinse hold" to prevent creasing if the laundry will not be taken out of the appliance immediately after the programme has ended.

To continue/end the programme

The maximum speed that can be set depending on the model and the programme that has been selected.

## Ready in

(Finished in, Finish in, Ready in)

**Before starting the programme,** you can preselect the programme end ("Finish in" time) in 1h (h = hour) increments up to a maximum of 24 hours.

To do this:

1. Select a programme (except My time\* programme). The programme duration is displayed for the selected programme, e.g. 2:30 (hours: minutes).
2. Touch the Finished in button repeatedly until the required number of hours is displayed.
3. Touch the Start/Reload button. The programme starts.

The selected number of hours (e.g. 8h) is shown in the display panel and counts down until the programme starts. The duration of the programme is then displayed.

Note: The program duration is automatically adjusted when the program is running. Certain factors can affect the program duration, e.g.:

- Program settings,
- Detergent dosage (additional rinse cycles may be required due to foaming),

- Load size/type of fabrics (water absorption differs),
- Imbalances (e.g. due to fitted sheets) are eliminated by rotating the drum briefly several times,
- Fluctuations in power supply,
- Water pressure (inflow rate).

Once the program has been started, you can change the preselected number of hours as follows:

1. Press the Start button.
2. Use the Ready in button to change the number of hours.
3. Press the Start button.

Once the program has been started, you can add more laundry or remove laundry as required

## Additional programme settings

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

### Speed Eco Perfect

G/F SpeedPerfect/EcoPerfect/.Turbo

Button with two possible settings for adapting the selected programme:

- **SpeedPerfect**

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

- **EcoPerfect**

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

Press the button to do this. First of all, you can select the Speed Perfect setting.

If you press the button again, the Eco Perfect 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

Reduces creasing by means of a special spin sequence followed by fluffing and reduced spin speed.

Note: The laundry retains an elevated level of residual moisture.

## Water&Rinse+

Water/Rinse Plus/Extra Rinse/Water Plus

Higher water level and additional rinse cycle for particularly sensitive skin and/ or for areas with very soft water.

## Prewash

(  , Prewash  )

Button depending on the model For heavily soiled laundry.

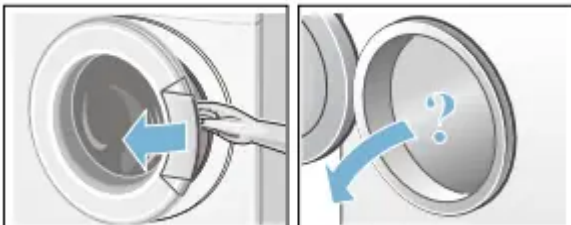
Note: Pour detergent into compartments I and II.

## Operating the appliance

### Preparing the appliance

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

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 programme.

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

The appliance is switched on.

When the loading door is open, the display shows the programme information for the selected programme.

## Placing laundry into the drum

### Notes

- Mix items of laundry of varying sizes. Laundry items of different sizes distribute themselves better during the spin cycle. Individual laundry items may cause an unbalanced load.
- Observe the maximum specified load. Overfilling adversely affects the washing result and promotes creasing.

1. Unfold presorted laundry items and place them in the drum.
2. Make sure that no items of laundry are trapped between the door and the rubber seal, and close the door.

## 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.

### Dosing

Dose the detergents and care products according to:

- water hardness (ask your water supply company),
- the manufacturer's specifications on the packaging,
- the amount of laundry,
- soiling.

### Filling

1. Pull out the detergent drawer.

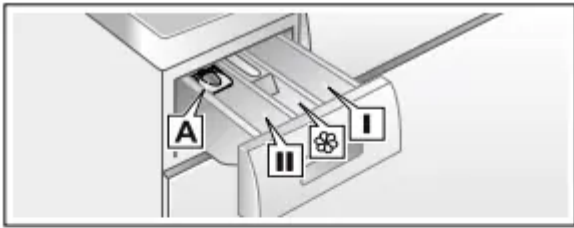
### Warning


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/skin thoroughly if they come into contact with detergents or care products. If swallowed accidentally, seek medical advice.

Note: Dilute viscous fabric softener and fabric conditioner with water to prevent blockages.

Pour the detergent and care products into the appropriate compartments:



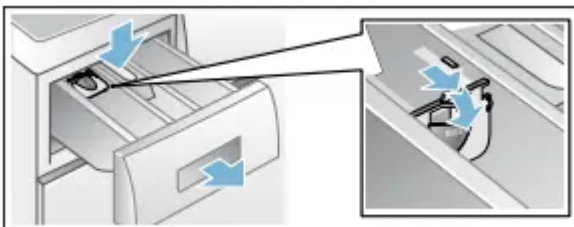
- Measuring aid **A** for liquid detergent
- Dispenser **II** Detergent for the main wash, water softener, bleach, stain remover
- Dispenser  Softener, starch, do not exceed **max.**
- Dispenser **I** Detergent for prewash

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**

Position the measuring aid for dosing 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 programs with prewash or when the Ready in time is selected.

**Start the programme**

Touch and hold Start/Reload button for 1~2 seconds, then release the button. The programme starts and the appliance door is locked.

The Finished in is shown in the display panel and counts down until the programme starts. After the programme has started, the programme duration is displayed. And the displays for the programme's progress light up.

Note: Foam detection



If the symbol also lights up in the display panel, the appliance 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 programme to prevent it from being adjusted inadvertently, you can select the childproof lock.

## Childlock

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

To activate/deactivate, press and hold the Spin speed and Ready in buttons at the same time for approx. 3 seconds. The symbol will appear on the display panel.

- lit up: The childproof lock is active.
- flashing: The childproof lock is active and the programme selector has been adjusted. To deactivate the childproof lock, reset the programme selector to the initial programme. The symbol will light up again.

Note: Do not turn the program selector beyond the "off" position, otherwise the programme will stop.

Note: The childproof lock remains active after the appliance is switched off. You must deactivate the childproof lock whenever you want to start a new programme.

## Adding laundry

Once the programme has been started, you can add more laundry or remove laundry as required. Press the Start button to do this. The Start button indicator light will flash and the machine will check whether it is possible to add more laundry. If

- the symbol goes out on the display panel, it is possible to add more laundry.
- the symbol lights up on the display panel, it is not possible to add more laundry.

**To resume the programme, press the Start button.** The programme will resume automatically.

Notes

- Do not leave the door open for too long when adding more 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 more laundry during this time.

## Changing the programme

1. Press the Start button.

2. Select a different program.
3. Press the Start button. This starts the new program from the beginning.

## Cancel the programme

For programmes at high temperatures:

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

For programs at low temperature:

1. Press the Start button.
2. Select Spin.
3. Press the Start button.

## Programme end during rinse hold

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

Continue the programme by:

- Pressing the Start button or
- Selecting a spin speed or setting the program selector to Spin and then pressing the Start button.

## Programme end

**End** appears on the display panel and the Start button indicator light is off.

## Removing laundry/switching off the appliance

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

Note: Not required for Aqua-Stop models.

Notes

- 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.
- Always wait until the programme ends, as the appliance could still be locked. Then switch the appliance on and wait for it to unlock. depending on the model

## Sensors

### Automatic load sensing

The automatic load sensing function adapts the water consumption ideally 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 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.

### VoltCheck

depending on the model

The automatic voltage control system detects an unauthorised voltage under-usage. The colon on the Ready in display is flashing.

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 a non-satisfactory spin result.

## Setting the signal

You can change the following settings:

- The volume of the notification signals (e.g. at the end of the programme) and
- The volume of the button signals.

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

#### **Activate setting mode:**

1. Set the programme selector to the Cottons programme at position 1. The washing machine is switched on.
2. Press the Start button while turning the programme selector clockwise to position 2. Release the button.

Setting mode is activated and the preset volume for the notification signals (e.g. at the end of the programme) appears in the display panel

#### **Changing settings**

You can change the following settings by pressing the Ready in button when the programme selector is at these positions:

- 2: The volume of the end signal.
- 3: The volume of the button signals.

#### **Exiting setting mode**

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

## **Cleaning and maintenance**

### **Prevent detergent residue from building up and odours from forming by following these instructions:**

Notes

- Ensure the room in which the washing machine is set up is well ventilated.
- Leave the door and detergent dispenser tray open slightly when the washing machine is not in use.
- Occasionally run a wash using the Cottons 60 °C programme and powder detergent.

### **Machine housing/control panel**

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

### **Drum**

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

If there are odours in the appliance, or to clean the drum, run the Drum Clean 90 °C programme without laundry.

## 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 customer services.

## Detergent drawer and housing

If the appliance 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.

## The drain pump is blocked, emergency draining

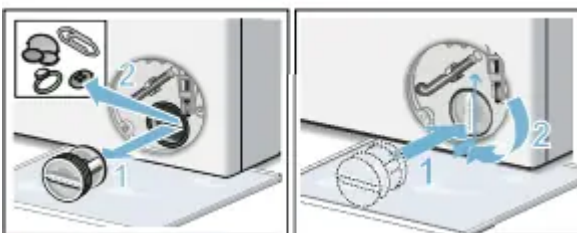
Note: Turn the water tap off to prevent more water from flowing in and to ensure that it is drained via the pump.

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. Disconnect the mains plug.
3. Open and remove the service flap.
4. Take the drain hose out of the retainer.

Remove the sealing cap and pour the water out into a suitable container.

Replace the sealing cap and place the drain hose back in the retainer.

5. Refit and screw on the pump cover. The handle must be in a vertical position. 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.



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



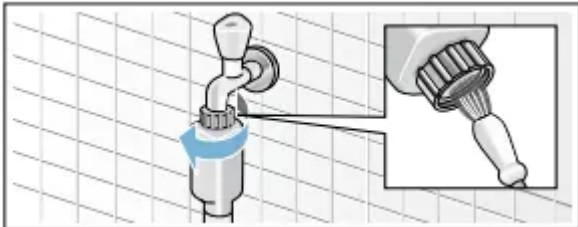
### The drain hose at the siphon is blocked

1. Turn the programme selector to Off. Pull out the mains plug.
2. Loosen the hose clamp. Carefully remove the drain hose; residual water may leak out.
3. Clean the drain hose and siphon connecting piece.
4. Re-attach the drain hose and secure the connection point using the hose clamp.

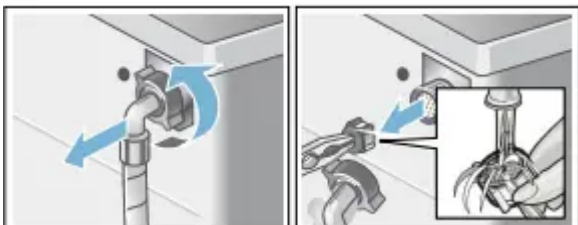
### Filter in the water supply is blocked

First, reduce the water pressure in the supply hose:

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



6. 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.



7. Connect the hose and check for leaks.

## Faults and what to do about them

### Emergency release

E.g. power outage or in the event of a loss of power

The programme continues when the power supply is restored.

However, if the laundry has to be removed, the appliance door can be opened as follows:

### 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.

1. Switch off the appliance. Disconnect the mains plug.
2. Drain the detergent solution.
3. Pull the emergency release downwards with a tool and release. The washing machine door can then be opened.

## Information on the display panel

### has lit up

The loading door is locked:

- while the programme is running,
- when the programme is paused. It is not possible to add more laundry.
  - Temperature too high. Wait until the temperature drops.
  - The water level is too high. Close the door immediately, if necessary. Press the Start button to continue the programme.

### is flashing

- The door is not properly closed:
  - Push the door closed or open and close it again.
  - Laundry is caught. Open and close the door again.
  - If necessary, switch the appliance off and on again; select a programme, configure the settings and start the programme.
- when the programme is paused. The door is open and the water level is too high. Close the door immediately. Press the Start button to continue the programme.



has lit up

- Turn on the cold water tap fully.
- The supply hose is kinked/jammed. Correct the position of the hose.

- The water pressure is too low. Clean the filter.
- The childproof lock is activated – deactivate it.

#### **has lit up**

- Too much foam has been detected and additional rinse cycles have been activated. Add less detergent to the next wash cycle with the same load.

#### **: the "Ready in" time is flashing**

- The mains voltage is too low.

#### **. the "Ready in" time is flashing**

- Undervoltage during the wash programme. The length of the programme will be extended. ~

#### **E:18**

- The drain pump is blocked. Clean the drain pump.
- The drain hose/drain pipe is blocked. Clean the drain hose at the siphon.

#### **E:23**

- There is water in the base trough; the appliance is leaking. Turn off the tap. Call customer services.

#### **H:32 is flashing alternately with End at the end of the programme**

- 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. Run the spin cycle again, if necessary.

#### **Other indicators/symbols**

- Switch off the appliance, wait for five seconds and then switch it on again. If the indicator/symbol appears again, call our customer services.

#### **Faults and what to do about them.**

##### **Water is leaking from the machine.**

- Attach the drain hose correctly or replace it.
- Tighten the screw connection of the drain hose.

##### **The appliance is not filling with water**

##### **Detergent is not being dispensed.**

- Have you pressed the Start/Reload button?
- Is the tap turned on?
- Could the filter be clogged? Clean the filter

- Is the supply hose kinked or trapped?

#### **The door will not open.**

- The safety function is activated. Stop the program?
- Is the childproof lock activated? Deactivate.
- Is “- - -” selected (Rinse Stop = no final drain)?
- Can the door only be opened by the emergency release?

#### **The program will not start.**

- Have you pressed the Start button?
- Is Ready in selected?
- Is the door closed?
- Is the childproof lock activated? Deactivate.

#### **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 being pumped out**

- Is “- - -” selected (Rinse Stop = no final drain)?
- Clean the drain pump
- Clean the drain pipe and/or the drain hose.

#### **Water is not visible in the drum.**

- Not a fault – the water is below the visible area.

#### **Spin result is not satisfactory.**

#### **Laundry is wet/too damp.**

- 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.
- Anti-crease (depending on the model) selected?
- Is the selected speed too low?

#### **Drum starts rotating briefly several times.**

- Not a fault – the unbalanced load detection system is adjusting an imbalance.

#### **The program is taking longer than usual.**

- Not a fault – the unbalanced load detection system is adjusting an imbalance by repeatedly distributing the laundry.

- Not a fault – the foam detection is system active – a rinse cycle has been switched on.

#### **The duration of the program changes during the wash cycle.**

- Not a fault – the program sequence is optimised for the specific washing process. This may change the length of the program shown in the display panel.

#### **Water remaining in the care product compartment**

- Not a fault – the effect of the care product is not affected.
- Clean the insert if necessary.

#### **Odours in the washing machine.**

- Depending on the model, run the Drum Clean 90 °C or Cottons 90 °C program without laundry.
- Add washing powder or a detergent containing bleach.

#### **The symbol lights up in the display panel. Foam may also be leaking from the detergent drawer.**

- Have you used too much detergent?
- Mix one tablespoon of fabric softener with 1/2 litre of water and pour it into compartment (not suitable for outdoor clothing, sportswear or items stuffed with down).
- Use less detergent in the next wash cycle.

#### **Loud noises, vibrations and machine "movement" during the spin cycle.**

- Is the appliance aligned? Align the appliance
- Are the appliance's feet fixed? Secure the appliance's feet
- Have the transport braces been removed?
- Remove the transport braces ~ Page 14

#### **The display panel/indicator lights do not work while the appliance is running.**

- Has there been a power failure?
- Have the fuses blown? Reset/replace the fuses.
- If the fault occurs repeatedly, call customer services

#### **There is detergent residue on the laundry.**

- Some phosphate-free detergents contain water-insoluble residue.
- Select Rinse or brush the laundry after washing.

#### **The program has started and the drum is rotating, but the drum is not filling with water and the pause function cannot be activated.**

Not a fault – Some programs (e.g. Cottons) specifically detect and weigh the load after the program has started in order to calculate the optimum amount of water for washing. This process

can take up to 2 minutes and water is not added during this time. The drum will then start filling with water and you will be able to use the pause function.

**The symbol is lit on the display panel when the program is paused.**

The door is locked. It is not possible to add more laundry.

- The temperature is too high. Wait until the temperature drops.
- The water level is too high. Close the door immediately, if necessary. Press the Start button to resume the program.

**The symbol is flashing on the display panel when the program is paused.**

- The door is open and the water level is too high. Close the door immediately. Press the Start button to resume the program.

**The symbol on the display panel is off when the program is paused.**

- The door is unlocked. It is possible to add more laundry.

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.

**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.