

# Your washing machine

**Congratulations** - you have chosen a modern, high-quality domestic appliance manufactured by Bosch. A distinctive feature of the washing machine is its economical water and energy consumption. Each machine that leaves our factory is inspected thoroughly to ensure that it functions properly and is in perfect condition.

For more information on our products, accessories, replacement parts and services, see our website [www.bosch-home.com](http://www.bosch-home.com) or contact our after-sales service centres.

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## Environmental protection/ Conservation tips

- Always fill the washing machine with a maximum amount of laundry for the relevant programme.
- Wash laundry with normal soiling without a pre-wash.
- Measure the detergent according to the manufacturer's instructions and water hardness.
- Energy saving mode:** The display panel lighting goes out after a few minutes; **Start/Reload** flashes. Press any button to turn the light back on.
- If the laundry is then to be dried in the tumble dryer, select the appropriate spin speed according to the instructions from the dryer manufacturer.

### Automatic stain removal

Automatic treatment of 16 different types of stain possible. No pretreatment of stains required - the washing machine automatically adapts the washing process → page 6.

## Intended use

- For domestic use only
- For machine-washable fabrics and hand-washable wool in detergent solution
- To be operated with cold drinking water and commercially-available detergents and care products that are suitable for use in washing machines.

- Follow the safety instructions on Page 8!
- Do not leave children unattended near the washing machine.
- The washing machine is not to be used by children or persons not familiar with the operating instructions.
- Keep pets away from the washing machine.

Do not switch on the washing machine until you have read these instructions and the separate Installation/Maintenance instructions!

<b>Programmes</b>	Detailed programme overview → page 7.
Temperature and spin speed can be selected individually, depending on the selected programme and programme progress.	
<b>Cottons</b>	Hard-wearing fabrics
<b>Cottons Eco</b>	Hard-wearing fabrics
<b>Easy-Care</b>	Easy-care fabrics
<b>Mixed Load</b>	Different types of laundry
<b>Delicate/Silk</b>	Delicate washable fabrics
<b>Wool</b>	Hand/machine-washable wool
<b>Rinse</b>	Extra rinse with spin
<b>Spin</b>	Extra spin with selectable spin speed
<b>Drain</b>	Drain the rinsing water with <b>Rinse stop</b> (no final spin)
<b>SuperQuick 15'</b>	Super quick programme
<b>Allergy+</b>	Hard-wearing fabrics; longer washing and additional rinsing for particularly sensitive skin
<b>Sportswaer</b>	Fabrics made from microfibre
<b>Shirt/Blouse</b>	Non-iron shirts
<b>Memory 1</b>	Personalised programme → page 6
<b>Memory 2</b>	Personalised programme → page 6

## Preparation

**Before the first wash**  
Run a wash cycle without laundry → Page 9

**Load indicator/ recommended dosage**

To activate, first open the door, set the programme and then load the items of laundry.

Install correctly, according to the separate Installation instructions.

**Check the machine**

- Never use a damaged machine.
- Inform the after-sales service.

**Connect the mains plug**

- Make sure your hands are dry. Take hold of the plug only.

**Turn the tap on**

Insert for liquid detergent (depending on model), → page 10

**Compartment II:** detergent for main wash, water softener, bleach, stain remover

**Compartment ☉:** fabric softener, starch

**Compartment I:** Detergent for pre-wash

**Open the door/set the programme\*\***

\*\*If the childlock is active → Deactivate, page 5. Follow the instructions in the display panel.

**Load laundry**

Observe the load display on the display panel → page 9

**Add detergent and care products**

Observe the dosage recommendation for detergent on the display panel → page 9

**Close the washing machine door**

Programme selector for switching the machine on and off and for selecting the programme. Can be turned in either direction.

Selecting individual settings → page 5.  
Select stain → page 6.  
Setting the temperature/spin speed → page 2.

All buttons are sensitive and need only to be touched lightly.

**Sorting the laundry**

Follow the manufacturer's care information. According to the information on the care labels. According to type, colour, soiling and temperature. Do not exceed the maximum load → page 7. Observe the important information → page 9.

**Detergents and care products**

Measure accordingly: Manufacturer's instructions. Models without insert for liquid detergent: Pour liquid detergent into the appropriate dispenser and place in the drum. During operation. Open the detergent drawer with care.

Dilute thick fabric softener and care products with water. This prevents blockages.

**Washing**

**Switching off**

Turn the programme selector to **Off**.

**Turning off the tap**

Not required for AquaStop models → Installation instructions, page 7.

**Removing the washing**

Open the washing machine door and remove the washing. If **Rinse stop** (no final spin) is active: turn the programme selector to **Drain** or **Spin**. Select the spin speed if necessary. Press **Start/Reload**.

Remove any foreign objects - risk of rusting. Leave the washing machine door and detergent drawer open so that any residual water can dry.

**Programme finished when ...**

**Finished, Remove washing** appears on the display panel.

If the **display panel lighting is off**, press any button → Energy saving mode, page 1.

**Cancelling the programme**

Programmes at high temperatures

– Cool laundry: Select **Rinse**.

– Select **Start/Reload**.

Programmes at lower temperatures:

– Select **Spin** or **Drain**.

– Select **Start/Reload**.

**Changing the programme, if ...**

... you have selected the wrong programme by mistake:

– Re-select the programme.

– Press **Start/Reload**. The new programme starts from the beginning.

**Adding laundry, if ...** → page 6

**Start/Reload** is selected and **Top-up possible** appears on the display panel.

Do not leave the washing machine door open for too long as water from the washing could leak out.

Load display not active **when reloading**. Press **Start/Reload**.

**Individual settings**

**Select options < / >**

Information on programme sequence; with progress or load bar, as appropriate

**Change settings =>/<**

available depending on the selected programme

**Options** see also the Overview of programmes

**VarioPerfect\***

**SpeedPerfect** - Standard - **EcoPerfect**

**SpeedPerfect:** For washing in a shorter time with a washing outcome comparable to that of the standard programme. Maximum load → Overview of programmes, page 7.

**EcoPerfect:** For saving energy with a washing performance comparable to that of the standard programme.

**end time\***

When you select the programme, the respective time to the end of the programme is displayed. It can be adjusted to a maximum of 24 hours in 1-hour increments. Press the **Change** button repeatedly until the required number of hours is displayed (h=hour). It is not possible to make adjustments once the programme has started.

**Prewash off - on**

For heavily soiled items. Prewash at max. 30 °C.

**Easy-iron off - on**

Special spin sequence with subsequent fluffing. Gentle final spin at reduced speed. Residual moisture in the laundry is increased slightly.

**Signal\***

Select the volume of the information signals. off - quiet - medium - loud - very loud

**button signal\***

Select the volume of the button signals. off - quiet - medium - loud - very loud

**language\***

Select the language of the display texts.

**Water Plus off - on**

Increased water level. Gentler treatment of the laundry.

**Rinse stop off - on**

After the final rinse, the laundry remains in the water.

**Rinse Plus\***

Extra rinse. Prolonged programme duration. Recommended use: for particularly sensitive skin and/or in areas with very soft water.

**stain selection\***

Automatic treatment of tough stains → Page 6.

**Display symbols**

Childproof lock/appliance lock off - on **o**

**Foam detection**

Too much foam in the washing machine. Foam detection system active - special programme sequence to reduce foam.

**Washing**

Detergent drawer with compartments I, II, ☉

Washing machine door

Control panel

Washing machine door handle

Service flap

Drum interior light (depending on model) comes on when the door is opened or closed, or when a programme is started; goes out automatically.

**Washing**

Press **Start/Reload**

**Switching off**

**Turning off the tap**

**Removing the washing**

**Programme finished when ...**

**Cancelling the programme**

**Changing the programme, if ...**

**Adding laundry, if ...**

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## Safety instructions

- Read the Instruction manual and Installation instructions and all other information enclosed with the washing machine and act accordingly.
  - Retain the documents for subsequent use.
- Risk of electric shock**
- Never pull the cable to disconnect the mains plug
  - Only insert/pull out the mains plug with dry hands.
- Danger to life**
- For appliances that have reached the end of their service life:
- Disconnect the mains plug.
  - Sever the mains cable and discard along with the plug.
  - Destroy the lock on the washing machine door. This will prevent children from locking themselves in and risking their lives.
- Danger of suffocation**
- Keep packaging, film and packaging parts out of the reach of children.
- Risk of poisoning**
- Keep detergents and care products out of the reach of children.
- Risk of explosion**
- Items of laundry pretreated with cleaning agents containing solvents, e.g. stain remover/cleaning solvent may cause an explosion after being loaded into the washing machine.
  - Rinse items of laundry thoroughly by hand beforehand.
- Risk of injury**
- The washing machine door can become very hot.
  - Be careful when emptying hot detergent solution.
  - Do not climb onto the washing machine.
  - Do not lean on the open washing machine door.
  - Do not reach into the drum if it is still rotating.

## Consumption values

Programme	Load	Current***	Water***	Programme duration***
Cottons 20 °C*	9 kg	0.25 kWh	80 l	2¼ h
Cottons 40 °C*	9 kg	1.05 kWh	80 l	2¼ h
Cottons 60 °C*	9 kg	1.23 kWh	80 l	2¼ h
Cottons 90 °C	9 kg	2.30 kWh	92 l	2¼ h
Mixed Load 40 °C*	3.5 kg	0.47 kWh	49 l	1 h
Easy-Care 40 °C*	4 kg	0.69 kWh	60 l	2 h
Delicate/Silk 30 °C	2 kg	0.14 kWh	33 l	¾ h
Wool 30 °C	2 kg	0.16 kWh	40 l	¾ h

\* Programme setting for test according to currently valid European standard 60456.  
**Information about comparability tests:** To test the test programmes, wash indicated load size at maximum selectable spin speed.

Programme	Additional function	Load	Annual energy consumption	Annual water consumption
Cottons 40/60 °C	EcoPerfect**	9/4,5 kg	196 kWh	11300 l

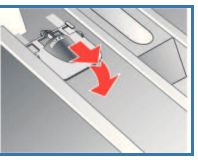
\*\* Programme setting for testing and energy labelling in accordance with EU directive 2010/30/EU with cold water (15 °C).  
 \*\*\* The values may deviate from the stated values depending on water pressure and hardness, room temperature, type and amount of laundry, detergents used, fluctuations in the mains voltage and selected additional functions.

## Important information

- Before washing for the first time**
- Do not put any laundry in the machine. Turn the tap on. Pour into compartment II: approx. **1 litre** water – detergent (dosage according to the manufacturer's instructions for light soiling and according to water hardness) Set programme selector to **Easy-Care 60 °C** and press **Start/Reload**. At the end of the programme, turn the programme selector to **Off**.
- Protecting the laundry and the machine**
- When determining the dosage of all washing powders, additives and cleaning agents, you must follow the manufacturer's instructions.
  - Empty pockets.
  - Look out for metal items (paperclips, etc.).
  - Wash delicates in a laundry bag (tights, curtains, underwired bras).
  - Fasten zips, do up any buttons.
  - Brush sand out of pockets and collars.
  - Remove curtain fittings or place in the laundry bag.
- Load laundry**
- For optimum spin behaviour, load large **and** small items of laundry together.
  - Individual items may lead to considerable imbalances.
  - Take care not to trap items of laundry between the washing machine door and the rubber seal.
- Soaking** *Load laundry of the same colour.*
- Pour soaking agent/detergent into compartment II in accordance with the manufacturer's instructions. Turn the programme selector to **Cottons 30 °C** and press **Start/Reload**. After approx. 10 minutes, press **Start/Reload** to stop the programme. Once the required soaking time has elapsed, press **Start/Reload** again to continue the programme, or select a different programme.
- Starching** *Laundry must not be treated with fabric softener*
- Starching is possible in all wash programmes if liquid starch is used. Pour starch into the fabric softener compartment in accordance with the manufacturer's instructions (rinse 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 washing machine for bleaching clothes.
- Load display**
- The load sensor detects how heavily the washing machine is loaded. The laundry is not weighed.
- Recommended dosage**
- Based on the selected programme and the detected load, the recommended dosage function provides a recommendation for the detergent dosage in %. The % figure refers to the recommendation of the detergent manufacturer.
- Load adjust**
- Independently of the load display, the automatic load sensing function uses additional sensors to adapt the water and power consumption ideally to each programme, depending on the type of fabric and the load.

## Insert for liquid detergent model-dependent

- Position the insert for dispensing liquid detergent:
- Remove the detergent drawer completely → **page 10**.
  - Slide the insert forwards.
- Do not use the insert (slide upwards):
- for gel detergents and washing powder
  - for programmes with the **Prewash** and **end time** options.

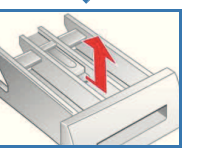
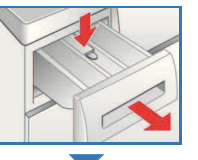


## Care

- Machine housing, control panel**
- Remove detergent residue immediately.
  - Wipe with a soft, damp cloth.
  - Do not clean with a jet of water.
- Risk of electric shock. Disconnect the mains plug.**  
**Risk of explosion. No solvents.**

## Cleaning the detergent drawer ...

- ... if it contains detergent or fabric softener residues.
1. Pull out, press insert down, remove drawer completely.
  2. To remove the insert: press the insert upwards from below with your finger.
  3. Clean the detergent dispenser tray and insert with water and a brush and dry it.
  4. Fit the insert and engage (connect the cylinder to the guide pin).
  5. Push in the detergent drawer.



## Drum

- Leave the detergent drawer open so that any residual water can evaporate.
- Drum**
- Use chlorine-free cleaning agent, not steel wool.
- Descaling** *No laundry in the machine.*
- This should not be necessary if the detergent is measured out correctly. If it does become necessary, however, proceed according to the descaling agent manufacturer's instructions. Suitable descalers can be obtained via our website or from our after-sales service (**page 13**).

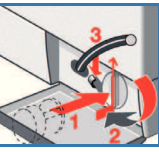
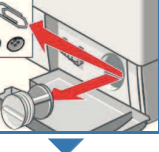
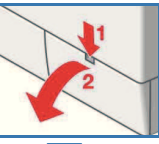
## Information on the display panel depending on model

Door open?	Close the washing machine door properly; laundry may be caught.
Tap closed?	Open the tap completely, supply hose kinked or trapped; Clean the filter → <b>page 11</b> , water pressure too low.
Pump blocked?	Detergent solution pump blocked; Clean the detergent solution pump → <b>page 11</b> . Drainage hose/waste pipe blocked; Clean the drainage hose at the siphon → <b>page 11</b> .
Pause	Not possible to add more laundry.
Top-up not poss.; Water level too high or Temperature too high	To continue, press the <b>Start/Reload</b> button.
F: 23	Water in the base tub, appliance leaking. Call the after-sales service.
F: 34	Washing machine door cannot be locked. Open the washing machine door and close it so that you hear it "click"; switch the appliance off and on again; set the programme and make your settings; start the programme.
Other displays	Switch off the appliance, wait for 5 seconds and switch it back on. If the display appears again, call the after-sales service → <b>page 13</b> .

## Information about blockages

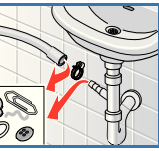
### Detergent solution pump

- Turn the programme selector to **Off** and disconnect the mains plug.
1. Open and remove the service flap.
  2. Take the drainage hose out of the retainer. Remove the sealing cap, allow the detergent solution to flow out. Push the sealing cap back on.
  3. Unscrew the pump cover carefully (residual water).
  4. Clean the interior, pump cover thread and pump housing (the impeller in the detergent solution pump must be able to rotate).
  5. Replace the pump cover and screw it on tightly. The handle points upright. Replace the drainage hose in the holder.
  6. Refit the service flap and close it.



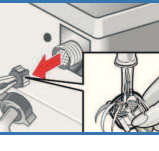
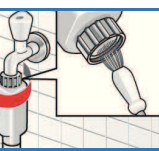
### Drainage hose at the siphon

- Turn the programme selector to **Off** and disconnect the mains plug.
1. Loosen the hose clamp, remove the drainage hose carefully (residual water).
  2. Clean the drainage hose and siphon connecting piece.
  3. Reattach the drainage hose and secure the connection with the hose clamp.



### Filter in the water supply

- Risk of electric shock**  
 Do not immerse the Aqua-Stop safety device in water (it contains an electric valve).
- Reduce the water pressure in the supply hose:
1. Turn off the tap.
  2. Select any programme (except Spin/ Drain).
  3. Press **Start/Reload**. Let the programme run for approximately 40 seconds.
  4. Turn the programme selector to **Off**. Disconnect the mains plug.
- Clean the filter:
5. Disconnect the hose from the tap. Clean the filter with a small brush.
  - and/or for Standard and Aqua-Secure models: Remove the hose from the rear of the appliance. Remove the filter with pliers and clean.
  6. Connect the hose and check for leaks.



## What to do if ...

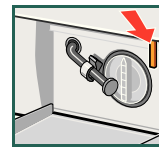
- ...Water is escaping:
  - Attach/replace the drainage hose correctly.
  - Tighten the screw connection of the supply hose.
- ...No water is entering the drum:
  - **Start/Reload** not selected?
  - Tap not turned on?
  - Filter blocked? Clean the filter → **page 11**.
  - Supply hose kinked or trapped?
- ...Washing machine door cannot be opened:
  - Safety function active. Programme stopped? → **page 4**.
  - **Rinse stop** (no final spin) selected? → **page 3,4**.
  - Can be opened by emergency release only? → **page 13**.
- ...Programme does not start:
  - **Start/Reload** or **end time** selected?
  - Washing machine door closed?
  - Childproof lock active? Deactivate → **page 5**.
- ...Detergent solution does not empty:
  - **Rinse stop** (no final spin) selected? → **page 3,4**.
  - Clean the detergent solution pump → **page 11**.
  - Clean the waste pipe and/or drainage hose.
- ...Water not visible in the drum:
  - Not a fault - water below the visible area.
- ...Spin result not satisfactory. Laundry wet/too damp:
  - Not a fault - the unbalanced-load detection system interrupted spinning, uneven laundry distribution. Distribute large and small items of laundry evenly in the drum.
  - **Easy-iron** selected? → **page 5**.
  - Speed selected too low? → **page 5**.
- ...The programme duration changes during the washing cycle:
  - Not a fault - the programme sequence is optimised for the relevant washing process. This can cause changes in the programme duration in the display panel.
- ...Spinning is restarted several times:
  - Not a fault - unbalanced-load detection system is adjusting the imbalance.
- ...Residual water in the compartment for care products:
  - Not a fault - the action of the care product is not affected.
  - Clean the insert if necessary → **page 10**.
- ...Odours build up in the washing machine:
  - Run the **Cottons 90 °C** programme without laundry. Use standard detergent.
- ...The status display lights up: Foam may be escaping from the detergent drawer:
  - Too much detergent used? Mix 1 tablespoon of fabric softener with ½ litre of water and pour into compartment II (*not for outdoor or down fabrics*).
  - Reduce the detergent dosage for the next wash cycle.
- ...Loud spinning, vibrations and "walking" during the spin cycle:
  - Are the appliance feet fixed? Secure appliance feet → **Installation instructions**.
  - Transportation safety devices removed? Remove transportation safety devices → **Installation instructions**.
  - Clean the detergent solution pump → **page 11**.
- ...Noises emitted during spinning and emptying:
  - Power cut?
  - Circuit breakers tripped or fuses blown? Reset the circuit breakers or change the fuses.
  - Energy saving mode active? → **page 1**.
  - If the fault occurs repeatedly, call the after-sales service.
- ...Display panel/indicator lamps do not function during operation:
  - Not a fault - unbalanced-load detection system is adjusting the imbalance by repeatedly redistributing the laundry.
  - Not a fault - foam detection system active - several rinse cycles are added.
- ...Programme sequence longer than usual:
  - Occasionally, phosphate-free detergents contain water-insoluble residues.
  - Select the **Rinse** programme or brush out the laundry after washing.
  - Use liquid detergent
- ...There is detergent residue on the laundry:
  - Occasionally, phosphate-free detergents contain water-insoluble residues.
  - Select the **Rinse** programme or brush out the laundry after washing.
  - Use liquid detergent

## What to do if ...

- in **Reload mode**, **Start/Reload** flashes very quickly and an audible signal sounds:
    - Water level too high. Close the washing machine door immediately.
    - To continue, press the **Start/Reload** button.
- If you cannot correct a fault yourself (switching on/off) or a repair is required:
- Turn the programme selector to **Off** and remove the mains plug from the socket.
  - Turn off the tap and call the after-sales service → **page 13**.

## Emergency release e.g. in the event of a power cut

- The programme continues when the power supply is restored. However, if the laundry has to be removed, the washing machine door can be opened as follows:
- Risk of scalding**
- The detergent solution and laundry may be hot. If possible, leave to cool down. Do not reach into the drum if it is still rotating. Do not open the washing machine door if water can be seen through the glass.
1. Turn the programme selector to **Off** and disconnect the mains plug.
  2. Empty the detergent solution → **page 11**.
  3. Pull the emergency release downwards with a tool and release. Washing machine door can then be opened.



## After-sales service

- If you cannot remedy the fault yourself (What to do if ... → **page 12, 13**), contact our after-sales service. We will always find a suitable solution to avoid unnecessary visits by repair personnel.
  - The contact details of your nearest after-sales service can be found here or in the after-sales service directory (model-dependent).
  - **GB** 0844 892 8979 (Calls from a BT landline will be charged at up to 3 pence per minute. A call set-up fee of up to 6 pence may apply.)
  - Please give customer service the product number (E-Nr.) and the production number (FD) of the appliance.
- This information can be found: on the inside of the washing machine door\*/opened service flap\* and rear of the appliance. \*model-dependent
- E-Nr. \_\_\_\_\_ FD \_\_\_\_\_
- Product number                      Production number
- **Trust the manufacturer's competence.** Turn to us. You will thereby ensure that the repairs are performed by trained service personnel equipped with original repair parts.



Washing machine **BOSCH**

en Instruction manual

# Your washing machine

**Congratulations** - you have chosen a modern, high-quality domestic appliance manufactured by Bosch. A distinctive feature of the washing machine is its economical water and energy consumption.

Each machine that leaves our factory is inspected thoroughly to ensure that it functions properly and is in perfect condition.

For more information on our products, accessories, replacement parts and services, see our website [www.bosch-home.com](http://www.bosch-home.com) or contact our after-sales service centres.

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## Environmental protection/ Conservation tips

- Always fill the washing machine with a maximum amount of laundry for the relevant programme.
- Wash laundry with normal soiling without a pre-wash.
- Measure the detergent according to the manufacturer's instructions and water hardness.
- Energy saving mode:** The display panel lighting goes out after a few minutes; **Start/Reload** flashes. Press any button to turn the light back on
- If the laundry is then to be dried in the tumble dryer, select the appropriate spin speed according to the instructions from the dryer manufacturer.

### Automatic stain removal

Automatic treatment of 16 different types of stain possible. No pretreatment of stains required - the washing machine automatically adapts the washing process → page 6.

## Intended use

- For domestic use only
- For machine-washable fabrics and hand-washable wool in detergent solution
- To be operated with cold drinking water and commercially-available detergents and care products that are suitable for use in washing machines.



- Follow the safety instructions on Page 8!
- Do not leave children unattended near the washing machine.
- The washing machine is not to be used by children or persons not familiar with the operating instructions.
- Keep pets away from the washing machine.



Do not switch on the washing machine until you have read these instructions and the separate Installation/Maintenance instructions!

## Programmes

Detailed programme overview → page 7.

Temperature and spin speed can be selected individually, depending on the selected programme and programme progress.

<b>Cottons</b>	Hard-wearing fabrics
<b>Cottons Eco</b>	
<b>Easy-Care</b>	Easy-care fabrics
<b>Mixed Load</b>	Different types of laundry
<b>Delicate/Silk</b>	Delicate washable fabrics
<b>Wool</b>	Hand/machine-washable wool
<b>Rinse</b>	Extra rinse with spin
<b>Spin</b>	Extra spin with selectable spin speed
<b>Drain</b>	Drain the rinsing water with <b>Rinse stop</b> (no final spin)
<b>SuperQuick 15'</b>	Super quick programme
<b>Allergy+</b>	Hard-wearing fabrics; longer washing and additional rinsing for particularly sensitive skin
<b>Sportswear</b>	Fabrics made from microfibre
<b>Shirt/Blouse</b>	Non-iron shirts
<b>Memory 1</b>	Personalised programme → page 6
<b>Memory 2</b>	Personalised programme → page 6

## Preparation

Before the first wash

Run a wash cycle without laundry → Page 5



Install correctly, according to the separate Installation instructions.



### Check the machine

- Never use a damaged machine.
- Inform the after-sales service.



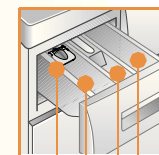
### Connect the mains plug



Make sure your hands are dry. Take hold of the plug only.



### Turn the tap on



Insert for liquid detergent (depending on model), → page 10

**Compartment II:** detergent for main wash, water softener, bleach, stain remover

**Compartment** : fabric softener, starch

**Compartment I:** Detergent for pre-wash

**Display panel/ options buttons/change buttons**

**Programme**

- Memory 1
- Memory 2
- Shirt/Blouse
- Sportswear
- Allergy+
- SuperQuick 15'
- Drain

--, 20° - 90°    °C ↓ ↑  
Set the temperature (--- = cold)

**0,400 - 1600\***    ↓ ↑ Ⓞ  
Set the spin speed  
(\* model-dependent) (0=no spin during the programme sequence)

All buttons are sensitive and need only to be touched lightly.

## Load indicator/ recommended dosage

To activate, first open the door, set the programme and then load the items of laundry.

## Sorting the laundry

Follow the manufacturer's care information. According to the information on the care labels. Do not exceed the maximum load → page 7. Observe the important information → page 9.



## Detergents and care products

Measure accordingly: Amount of laundry, level of soiling, water hardness (ask your water supply company) and manufacturer's instructions. Models without insert for liquid detergent: Pour liquid detergent into the appropriate dispenser and place in the drum. During operation: Open the detergent drawer with care.



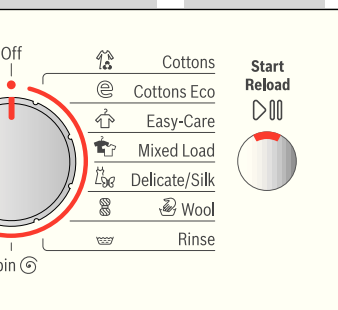
**i** Dilute thick fabric softener and care products with water. This prevents blockages.

## Open the door/set the programme\*\*

**i** \*\*If the childlock is active → Deactivate, page 5. Follow the instructions in the display panel.

Programme selector

Start/Reload



Programme selector for...  
...the machine on...  
...and for selecting the...  
...time. Can be turned...  
...direction.

## Load laundry

**i** Observe the load display on the display panel → page 9

## Add detergent and care products

**i** Observe the dosage recommendation for detergent on the display panel → page 9



## Close the washing machine door

Selecting individual settings → page 5.

Select stain → page 6.

Setting the temperature/spin speed → page 2.

## Washing

Detergent drawer with compartments I, II, ⌘  
Washing machine door  
Control panel  
Washing machine door handle



1

2

3

4

5

6

Drum interior light (depending on model) comes on when the door is opened or closed, or when a programme is started; goes out automatically.

Service flap

## Washing

Press ▷ Start/Reload



## Switching off

Turn the programme selector to **Off**.



## Turning off the tap

Not required for AquaStop models → Installation instructions, page 7.



## Removing the washing

Open the washing machine door and remove the washing. If **Rinse stop** (no final spin) is active: turn the programme selector to **Drain** or **Spin**. Select the spin speed if necessary. Press ▷ Start/Reload.



- Remove any foreign objects - risk of rusting.
- Leave the washing machine door and detergent drawer open so that any residual water can dry.

## Programme finished when ...

... **Finished, Remove washing** appears on the display panel.



If the **display panel lighting is off**, press any button → Energy saving mode, page 1.

## Cancelling the programme

Programmes at high temperatures

- Cool laundry: Select **Rinse**.
- Select ▷ Start/Reload.

Programmes at lower temperatures:

- Select **Spin** or **Drain**.
- Select ▷ Start/Reload.

## Changing the programme, if ...

... you have selected the wrong programme by mistake:

- Reselect the programme.
- Press ▷ Start/Reload. The new programme starts from the beginning.

## Adding laundry, if ... → page 6

... ▷ Start/Reload is selected and **Top-up possible** appears on the display panel.



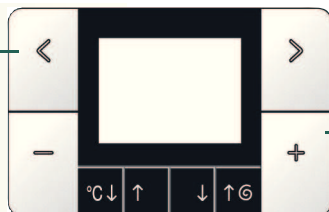
- Do not leave the washing machine door open for too long as water from the washing could leak out.
- Load display not active **when reloading**.

Press ▷ Start/Reload.

# Individual settings

## Select options < / >

Information on programme sequence; with progress or load bar, as appropriate



## Change settings =/+

available depending on the selected programme

\* If the buttons are held for longer, the appliance automatically scrolls through the subsequent setting options

## Options see also the Overview of programmes

### VarioPerfect\*

SpeedPerfect - Standard - EcoPerfect

**SpeedPerfect:** For washing in a shorter time with a washing outcome comparable to that of the standard programme. Maximum load → Overview of programmes, page 7.

**EcoPerfect:** For saving energy with a washing performance comparable to that of the standard programme.

**end time\*** When you select the programme, the respective time to the end of the programme is displayed. It can be adjusted to a maximum of 24 hours in 1-hour increments. Press the =/+ **Change** button repeatedly until the required number of hours is displayed (h=hour). It is not possible to make adjustments once the programme has started.

**Prewash** off - on For heavily soiled items. Prewash at max. 30 °C.

**Easy-iron** off - on Special spin sequence with subsequent fluffing. Gentle final spin at reduced speed. Residual moisture in the laundry is increased slightly.

**Signal\*** Select the volume of the information signals. off - quiet - medium - loud - very loud

**button signal\*** Select the volume of the button signals. off - quiet - medium - loud - very loud

**language\*** Select the language of the display texts.

**Water Plus** off - on Increased water level. Gentler treatment of the laundry.

**Rinse stop** off - on After the final rinse, the laundry remains in the water.

**Rinse Plus\*** max. +3 Rinse cycles Extra rinse. Prolonged programme duration. Recommended use: for particularly sensitive skin and/or in areas with very soft water.

**stain selection\*** Automatic treatment of tough stains → Page 6.

## Display symbols

**Childproof lock/appliance lock** off - on You can lock the washing machine to prevent the functions you have set from being changed inadvertently.

**To activate:** Press and hold the < **Options** button for 5 seconds. The symbol lights up.

**To deactivate:** Press and hold the < **Options** button for 5 seconds.

- If the programme selector is adjusted after the appliance has started: The symbol flashes. First, reset the programme selector to the original programme, then deactivate.

- The childlock can remain activated until you start the next programme, even after the machine has been switched off (the name of the last programme run appears on the display panel).

Then you can deactivate the childlock again before starting the programme and activate it again as necessary once the programme has started.

**Foam detection** Too much foam in the washing machine. Foam detection system active - special programme sequence to reduce foam.

# Individual settings

## Personalised programme

You can store a programme and all of its settings permanently under **M1 Memory 1** and **M2 Memory 2**:

- Turn the programme selector to **M1 Memory 1** or **M2 Memory 2**.
- Using the =/+ buttons, select the desired programme.
- Select the desired option with the < / > button, and, if necessary, change the setting with the =/+ buttons.
- Make your desired settings with the °C ↓↑ (temperature) and ↓↑ (spin) buttons.
- Press the **Start/Reload** button.

## Select stain



### The correct treatment for every stain

Do not let stains dry. Remove any solid residue beforehand. Sort items of laundry as usual and load the washing machine. Select a type of stain (cannot be combined).

A total of 16 different stains can be selected. The washing machine adjusts the washing temperature, drum movement and soaking time to suit the type of stain. Hot or cold water, gentle or intensive washing control (thanks to the new drum structure) and a long or short soaking time ensure that the wash programme has a special sequence for each type of stain.

Using the > **Options** button, select Fleckenwahl (Select stain); change with the =/+ **Change** buttons; select a stain.

### Stains

<b>Baby food</b>	<b>Cosmetics</b>	<b>Strawberry</b>
<b>Blood</b>	<b>Egg</b>	<b>Sweat</b>
<b>Bott.sock dirt</b>	<b>Grass</b>	<b>Tea</b>
<b>Butter/edi. oil</b>	<b>Orange</b>	<b>Tomatoes</b>
<b>Chocolate</b>	<b>Red wine stain</b>	
<b>Coffee</b>	<b>Soil + sand</b>	

### Stain treatment in detail - 2 examples

Egg	Soaked in lukewarm water, selected wash cycle with a higher water level and additional rinse cycles to remove particles
Blood	Blood is first "loosened" in cold water, then the selected wash programme starts.

For the other types of stain, we have formulated comparable solutions in our intensive studies.

## Reload

If you want to add additional items of laundry after the programme has started, choose **Start/Reload**. The machine checks whether topping up laundry is possible. Follow the instructions in the display panel.

**i** For safety reasons, the washing machine door remains locked when the water level and/or temperature is high, or while the drum is rotating.

To continue the programme, press the **Start/Reload** button.

# Overview of programmes

→ Check the consumption values table on page 8 and the instructions on page 9.



Options; information

Type of laundry

max. °C  
(- - - = cold)

Programmes	max. °C (- - - = cold)	Type of laundry	Options; information
Cottons	- - ... 90 °C	Hard-wearing fabrics, heat-resistant fabrics made of cotton or linen	SpeedPerfect*,  EcoPerfect,  Prewash,  Easy-iron,  Water Plus,  Rinse Plus,  Stain selection,  Rinse stop
Cottons Eco	- - ... 60 °C		SpeedPerfect*,  Standard,  Prewash,  Easy-iron,  Water Plus,  Rinse Plus,  Stain selection,  Rinse stop
Allergy+	- - ... 60 °C	Hard-wearing fabrics made of cotton or linen	SpeedPerfect*,  EcoPerfect,  Prewash,  Easy-iron,  Water Plus,  Rinse Plus,  Stain selection,  Rinse stop; for particularly sensitive skin, longer wash cycle at selected temperature, higher water level, additional rinse cycle
Easy-Care	- - ... 60 °C	Easy-care fabrics made of cotton, linen, synthetic fibres or blended fabrics	SpeedPerfect*,  EcoPerfect,  Prewash,  Easy-iron,  Water Plus,  Rinse Plus,  Stain selection,  Rinse stop
Mixed Load	- - ... 40 °C	Fabrics made of cotton and easy-care fabrics	SpeedPerfect*,  EcoPerfect,  Prewash,  Easy-iron,  Water Plus,  Rinse Plus,  Stain selection,  Rinse stop; different types of laundry can be washed together
Shirt/Blouse	- - ... 60 °C	Non-iron shirts made of cotton, linen, synthetic fibres or blended fabrics	SpeedPerfect*,  EcoPerfect,  Prewash,  Easy-iron,  Water Plus,  Rinse Plus,  Stain selection,  Rinse stop; spin only, hang up to drip dry
Delicate/Silk	- - ... 40 °C	For delicate, washable fabrics, e.g. made of silk, satin, synthetic fibres or blended fabrics (e.g. curtains)	SpeedPerfect*,  EcoPerfect,  Prewash,  Easy-iron,  Water Plus,  Rinse Plus,  Stain selection,  Rinse stop; spin between the rinse cycles only
Wool	- - ... 40 °C	Hand or machine-washable fabrics made of wool or containing wool	Rinse stop; Particularly gentle wash programme to prevent shrinkage of laundry. Longer programme breaks (fabrics rest in the detergent solution)
SuperQuick 15'	- - ... 40 °C	Easy-care fabrics made of cotton, linen, synthetic fibres or blended fabrics	Rinse stop; Short programme, approx. 15 minutes, suitable for lightly soiled laundry
Sportswear	- - ... 40 °C	Fabrics made from microfibre	SpeedPerfect*,  EcoPerfect,  Easy-iron,  Water Plus,  Rinse Plus,  Stain selection,  Rinse stop
<b>Additional programmes</b>			Rinse,  Spin,  Drain

\* reduced load for SpeedPerfect option

**Mixed Load 40 °C** with maximum available spin speed is ideal as a **short programme**.

Programmes without pre-wash - add detergent to compartment **II**, programmes with pre-wash - divide the detergent between compartments **I** and **II**.

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WAS287B0GB

Robert Bosch Hausgeräte GmbH  
Carl-Wery-Str. 34  
81739 München / Deutschland



## Safety instructions

- Read the Instruction manual and Installation instructions and all other information enclosed with the washing machine and act accordingly.
- Retain the documents for subsequent use.

### Risk of electric shock

- Never pull the cable to disconnect the mains plug
- Only insert/pull out the mains plug with dry hands.

### Danger to life

For appliances that have reached the end of their service life:

- Disconnect the mains plug.
- Sever the mains cable and discard along with the plug.
- Destroy the lock on the washing machine door. This will prevent children from locking themselves in and risking their lives.

### Danger of suffocation

- Keep packaging, film and packaging parts out of the reach of children.

### Risk of poisoning

- Keep detergents and care products out of the reach of children.

### Risk of explosion

- Items of laundry pretreated with cleaning agents containing solvents, e.g. stain remover/cleaning solvent may cause an explosion after being loaded into the washing machine.  
Rinse items of laundry thoroughly by hand beforehand.

### Risk of injury

- The washing machine door can become very hot.
- Be careful when emptying hot detergent solution.
- Do not climb onto the washing machine.
- Do not lean on the open washing machine door.
- Do not reach into the drum if it is still rotating.

## Consumption values

Programme	Load	Current***	Water***	Programme duration***
Cottons 20 °C*	9 kg	0.25 kWh	80 l	2¾ h
Cottons 40 °C*	9 kg	1,05 kWh	80 l	2¾ h
Cottons 60 °C*	9 kg	1.23 kWh	80 l	2¾ h
Cottons 90 °C	9 kg	2.30 kWh	92 l	2¾ h
Mixed Load 40 °C*	3.5 kg	0.47 kWh	49 l	1 h
Easy-Care 40 °C*	4 kg	0.69 kWh	60 l	2 h
Delicate/Silk 30 °C	2 kg	0.14 kWh	33 l	¾ h
Wool 30 °C	2 kg	0.16 kWh	40 l	¾ h

\* Programme setting for test according to currently valid European standard 60456.  
Information about comparability tests: To test the test programmes, wash indicated load size at maximum selectable spin speed.

Programme	Additional function	Load	Annual energy consumption	Annual water consumption
Cottons 40/60 °C	EcoPerfect**	9/4,5 kg	196 kWh	11300 l

\*\* Programme setting for testing and energy labelling in accordance with EU directive 2010/30/EU with cold water (15 °C).

\*\*\* The values may deviate from the stated values depending on water pressure and hardness, room temperature, type and amount of laundry, detergents used, fluctuations in the mains voltage and selected additional functions.



## Important information



### Before washing for the first time

Do not put any laundry in the machine. Turn the tap on. Pour into compartment II:

- approx. **1 litre** water
  - detergent (dosage according to the manufacturer's instructions for light soiling and according to water hardness)
- Set programme selector to **Easy-Care 60 °C** and press **Start/Reload**. At the end of the programme, turn the programme selector to **Off**.



### Protecting the laundry and the machine

- When determining the dosage of all washing powders, additives and cleaning agents, you must follow the manufacturer's instructions.
- Empty pockets.
- Look out for metal items (paperclips, etc.).
- Wash delicates in a laundry bag (tights, curtains, underwired bras).
- Fasten zips, do up any buttons.
- Brush sand out of pockets and collars.
- Remove curtain fittings or place in the laundry bag.



### Load laundry

- For optimum spin behaviour, load large **and** small items of laundry together.
- Individual items may lead to considerable imbalances.
- Take care not to trap items of laundry between the washing machine door and the rubber seal.



### Soaking

Load laundry of the same colour.

Pour soaking agent/detergent into compartment II in accordance with the manufacturer's instructions. Turn the programme selector to **Cottons 30 °C** and press **Start/Reload**. After approx. 10 minutes, press **Start/Reload** to stop the programme. Once the required soaking time has elapsed, press **Start/Reload** again to continue the programme, or select a different programme.



### Starching

Laundry must not be treated with fabric softener

Starching is possible in all wash programmes if liquid starch is used. Pour starch into the fabric softener compartment in accordance with the manufacturer's instructions (rinse 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 washing machine for bleaching clothes.



### Load display

The load sensor detects how heavily the washing machine is loaded. The laundry is not weighed.



### Recommended dosage

Based on the selected programme and the detected load, the recommended dosage function provides a recommendation for the detergent dosage in %. The % figure refers to the recommendation of the detergent manufacturer.



### Load adjust

Independently of the load display, the automatic load sensing function uses additional sensors to adapt the water and power consumption ideally to each programme, depending on the type of fabric and the load.

## Insert for liquid detergent model-dependent

Position the insert for dispensing liquid detergent:

- Remove the detergent drawer completely → *page 10*.
- Slide the insert forwards.

Do not use the insert (slide upwards):

- for gel detergents and washing powder
- for programmes with the **U Prewash** and **end time** options.



## Care



- **Risk of electric shock.** *Disconnect the mains plug.*
- **Risk of explosion.** *No solvents.*

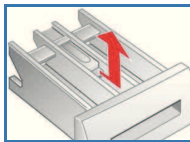
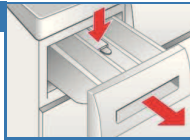
### Machine housing, control panel

- Remove detergent residue immediately.
- Wipe with a soft, damp cloth.
- Do not clean with a jet of water.

### Cleaning the detergent drawer ...

... if it contains detergent or fabric softener residues.

1. Pull out, press insert down, remove drawer completely.
2. To remove the insert: press the insert upwards from below with your finger.
3. Clean the detergent dispenser tray and insert with water and a brush and dry it.
4. Fit the insert and engage (connect the cylinder to the guide pin).
5. Push in the detergent drawer.



**i** Leave the detergent drawer open so that any residual water can evaporate.

### Drum

Use chlorine-free cleaning agent, not steel wool.

### Descaling No laundry in the machine.

This should not be necessary if the detergent is measured out correctly. If it does become necessary, however, proceed according to the descaling agent manufacturer's instructions. Suitable descalers can be obtained via our website or from our after-sales service (*page 13*).

## Information on the display panel depending on model

Door open?	Close the washing machine door properly; laundry may be caught.
Tap closed?	Open the tap completely, supply hose kinked or trapped; Clean the filter → <i>page 11</i> , water pressure too low.
Pump blocked?	Detergent solution pump blocked; Clean the detergent solution pump → <i>page 11</i> . Drainage hose/waste pipe blocked; Clean the drainage hose at the siphon → <i>page 11</i> .
Pause Top-up not poss.; Water level too high or Temperature too high	Not possible to add more laundry. To continue, press the <b>Start/Reload</b> button.
F: 23	Water in the base tub, appliance leaking. Call the after-sales service.
F: 34	Washing machine door cannot be locked. Open the washing machine door and close it so that you hear it "click"; switch the appliance off and on again; set the programme and make your settings; start the programme.
Other displays	Switch off the appliance, wait for 5 seconds and switch it back on. If the display appears again, call the after-sales service → <i>page 13</i> .

## Information about blockages



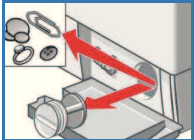
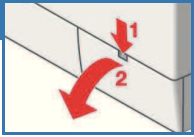
- **Risk of scalding.** *Allow the detergent solution to cool down.*
- **Turn off the tap.**



### Detergent solution pump

Turn the programme selector to **Off** and disconnect the mains plug.

1. Open and remove the service flap.
2. Take the drainage hose out of the retainer. Remove the sealing cap, allow the detergent solution to flow out. Push the sealing cap back on.
3. Unscrew the pump cover carefully (residual water).
4. Clean the interior, pump cover thread and pump housing (the impeller in the detergent solution pump must be able to rotate).
5. Replace the pump cover and screw it on tightly. The handle points upright. Replace the drainage hose in the holder.
6. Refit the service flap and close it.



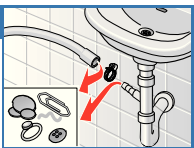
To prevent unused detergent from flowing straight into the empty during the next wash: Pour 1 litre of water into compartment **II** and start the **Drain** programme.



### Drainage hose at the siphon

Turn the programme selector to **Off** and disconnect the mains plug.

1. Loosen the hose clamp, remove the drainage hose carefully (residual water).
2. Clean the drainage hose and siphon connecting piece.
3. Reattach the drainage hose and secure the connection with the hose clamp.



### Filter in the water supply



#### Risk of electric shock

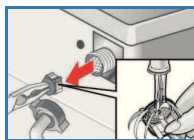
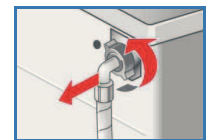
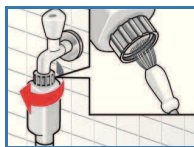
*Do not immerse the Aqua-Stop safety device in water (it contains an electric valve).*

Reduce the water pressure in the supply hose:

1. Turn off the tap.
2. Select any programme (except **Spin/Drain**).
3. Press **Start/Reload**. Let the programme run for approximately 40 seconds.
4. Turn the programme selector to **Off**. Disconnect the mains plug.





Clean the filter:

5. Disconnect the hose from the tap. Clean the filter with a small brush.  
**and/or** for Standard and Aqua-Secure models: Remove the hose from the rear of the appliance. Remove the filter with pliers and clean.
6. Connect the hose and check for leaks.







## What to do if...

...Water is escaping:	<ul style="list-style-type: none"> <li>- Attach/replace the drainage hose correctly.</li> <li>- Tighten the screw connection of the supply hose.</li> </ul>
...No water is entering the drum:	<ul style="list-style-type: none"> <li>- ▷    <b>Start/Reload</b> not selected?</li> <li>- Tap not turned on?</li> <li>- Filter blocked? Clean the filter → <i>page 11</i>.</li> <li>- Supply hose kinked or trapped?</li> </ul>
...Washing machine door cannot be opened:	<ul style="list-style-type: none"> <li>- Safety function active. Programme stopped? → <i>page 4</i>.</li> <li>- ☐ <b>Rinse stop</b> (no final spin) selected? → <i>page 3,4</i>.</li> <li>- Can be opened by emergency release only? → <i>page 13</i>.</li> </ul>
...Programme does not start:	<ul style="list-style-type: none"> <li>- ▷    <b>Start/Reload</b> or <b>end time</b> selected?</li> <li>- Washing machine door closed?</li> <li>- Childproof lock active? Deactivate → <i>page 5</i>.</li> </ul>
...Detergent solution does not empty:	<ul style="list-style-type: none"> <li>- ☐ <b>Rinse stop</b> (no final spin) selected? → <i>page 3,4</i>.</li> <li>- Clean the detergent solution pump → <i>page 11</i>.</li> <li>- Clean the waste pipe and/or drainage hose.</li> </ul>
...Water not visible in the drum:	<ul style="list-style-type: none"> <li>- Not a fault - water below the visible area.</li> </ul>
...Spin result not satisfactory. Laundry wet/too damp:	<ul style="list-style-type: none"> <li>- Not a fault - the unbalanced-load detection system interrupted spinning, uneven laundry distribution. Distribute large and small items of laundry evenly in the drum.</li> <li>- ☑ <b>Easy-iron</b> selected? → <i>page 5</i>.</li> <li>- Speed selected too low? → <i>page 5</i>.</li> </ul>
...The programme duration changes during the washing cycle:	<ul style="list-style-type: none"> <li>- Not a fault - the programme sequence is optimised for the relevant washing process. This can cause changes in the programme duration in the display panel.</li> </ul>
...Spinning is restarted several times:	<ul style="list-style-type: none"> <li>- Not a fault - unbalanced-load detection system is adjusting the imbalance.</li> </ul>
...Residual water in the  compartment for care products:	<ul style="list-style-type: none"> <li>- Not a fault - the action of the care product is not affected.</li> <li>- Clean the insert if necessary → <i>page 10</i>.</li> </ul>
...Odours build up in the washing machine:	<ul style="list-style-type: none"> <li>- Run the  <b>Cottons 90 °C</b> programme without laundry. Use standard detergent.</li> </ul>
...The  status display lights up: Foam may be escaping from the detergent drawer:	<ul style="list-style-type: none"> <li>- Too much detergent used? Mix 1 tablespoon of fabric softener with ½ litre of water and pour into compartment <b>II</b> (<i>not for outdoor or down fabrics</i>).</li> <li>- Reduce the detergent dosage for the next wash cycle.</li> </ul>
...Loud spinning, vibrations and “walking” during the spin cycle:	<ul style="list-style-type: none"> <li>- Are the appliance feet fixed? Secure appliance feet → <i>Installation instructions</i>.</li> <li>- Transportation safety devices removed? Remove transportation safety devices → <i>Installation instructions</i>.</li> </ul>
...Noises emitted during spinning and emptying:	<ul style="list-style-type: none"> <li>- Clean the detergent solution pump → <i>page 11</i>.</li> </ul>
...Display panel/indicator lamps do not function during operation:	<ul style="list-style-type: none"> <li>- Power cut?</li> <li>- Circuit breakers tripped or fuses blown? Reset the circuit breakers or change the fuses.</li> <li>- Energy saving mode active? → <i>page 1</i>.</li> <li>- If the fault occurs repeatedly, call the after-sales service.</li> </ul>
...Programme sequence longer than usual:	<ul style="list-style-type: none"> <li>- Not a fault - unbalanced-load detection system is adjusting the imbalance by repeatedly redistributing the laundry.</li> <li>- Not a fault - foam detection system active - several rinse cycles are added.</li> </ul>
...There is detergent residue on the laundry:	<ul style="list-style-type: none"> <li>- Occasionally, phosphate-free detergents contain water-insoluble residues.</li> <li>- Select the  <b>Rinse</b> programme or brush out the laundry after washing.</li> <li>- Use liquid detergent</li> </ul>

## What to do if ...

- in **Reload mode**,  **Start/Reload** flashes very quickly and an audible signal sounds:
  - Water level too high. Close the washing machine door immediately.
  - To continue, press the  **Start/Reload** button.

If you cannot correct a fault yourself (switching on/off) or a repair is required:

- Turn the programme selector to **Off** and remove the mains plug from the socket.
- Turn off the tap and call the after-sales service → *page 13*.

## Emergency release e.g. in the event of a power cut



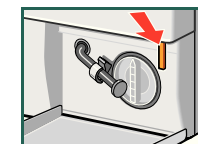
The programme continues when the power supply is restored. However, if the laundry has to be removed, the washing machine door can be opened as follows:



### Risk of scalding

*The detergent solution and laundry may be hot. If possible, leave to cool down. Do not reach into the drum if it is still rotating. Do not open the washing machine door if water can be seen through the glass.*

1. Turn the programme selector to **Off** and disconnect the mains plug.
2. Empty the detergent solution → *page 11*.
3. Pull the emergency release downwards with a tool and release. Washing machine door can then be opened.



## After-sales service

- If you cannot remedy the fault yourself (What to do if ..., → *page 12, 13*), contact our after-sales service. We will always find a suitable solution to avoid unnecessary visits by repair personnel.
- The contact details of your nearest after-sales service can be found here or in the after-sales service directory (model-dependent).
  - **GB** 0844 892 8979 (Calls from a BT landline will be charged at up to 3 pence per minute. A call set-up fee of up to 6 pence may apply.)
- Please give customer service the product number (E-Nr.) and the production number (FD) of the appliance.

**E-Nr.** \_\_\_\_\_ **FD** \_\_\_\_\_

Product number

Production number

*This information can be found: on the inside of the washing machine door\*/opened service flap\* and rear of the appliance. \*model-dependent*

- Trust the manufacturer's competence.** Turn to us. You will thereby ensure that the repairs are performed by trained service personnel equipped with original repair parts.



Washing machine



**BOSCH**

en Instruction manual