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# Washing machine

**WAV28K40AU**

[en] User manual and installation instructions

Further information and explanations are available online:



## Table of contents

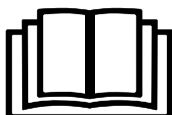
### INFORMATION FOR USE

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Observe the following safety instructions.

### 1.1 General information



- Read this instruction manual carefully.
- Keep the instruction manual and the product information safe for future reference or for the next owner.
- Do not connect the appliance if it has been damaged in transit.

### 1.2 Intended use

Only use this appliance:

- For washing machine-washable fabrics and hand-washable wool in accordance with the care label.
- With tap water and commercially available detergents and care products suitable for washing machines.
- in private households and in enclosed spaces in a domestic environment.

## 1 Safety

- up to an altitude of max. 4000 m above sea level.

### 1.3 Restriction on user group

This appliance may be used by children aged 8 or over and by people who have reduced physical, sensory or mental abilities or inadequate experience and/or knowledge, provided that they are supervised or have been instructed on how to use the appliance safely and have understood the resulting dangers.


Do not let children play with the appliance. Cleaning and user maintenance must not be performed by children unless they are being supervised.

Keep children under the age of 3 years and pets away from the appliance.

## 1.4 Safe installation

### **⚠ WARNING – Risk of electric shock!**

Incorrect installation is dangerous.

- ▶ Connect and operate the appliance only in accordance with the specifications on the rating plate.
- ▶ Connect the appliance to a power supply with alternating current only via a properly installed socket with earthing.
- ▶ The protective conductor system of the domestic electrical installation must be properly installed. The installation must have a sufficiently large cross section.
- ▶ When using a residual current circuit breaker, only use a type with the  mark.
- ▶ Never equip the appliance with an external switching device, e.g. a timer or remote control.
- ▶ When the appliance is installed, the mains plug of the power cord must be freely accessible. If free access is not possible, an all-pole isolating switch must be installed in the permanent electrical installation according to the installation regulations.
- ▶ When installing the appliance, check that the power cable is not trapped or damaged.

If the insulation of the power cord is damaged, this is dangerous.

- ▶ Never let the power cord come into contact with hot appliance parts or heat sources.
- ▶ Never let the power cord come into contact with sharp points or edges.
- ▶ Never kink, crush or modify the power cord.

### **⚠ WARNING – Risk of fire!**

It is dangerous to use an extended power cord and non-approved adapters.

- ▶ Do not use extension cables or multiple socket strips.
- ▶ Only use adapters and power cords approved by the manufacturer.
- ▶ If the power cord is too short and a longer one is not available, please contact an electrician to have the domestic installation adapted.

### **⚠ WARNING – Risk of injury!**

The high weight of the appliance may result in injury when lifted.

- ▶ Do not lift the appliance on your own.

If this appliance is not correctly installed in a washer-dryer stack, the installed appliance may fall.

- ▶ Only stack the dryer on a washing machine using the connection kit from the dryer manufacturer. No other installation method is permitted.
- ▶ Do not install the appliance in a washer-dryer stack if the dryer manufacturer does not offer a suitable connection kit.
- ▶ Do not install appliances from different manufacturers and with varying depths and widths in a washer-dryer stack.
- ▶ Do not install a washer-dryer stack on a platform; the appliances may tip over.

### **⚠ WARNING – Risk of suffocation!**

Children may put packaging material over their heads or wrap themselves up in it and suffocate.

- ▶ Keep packaging material away from children.
- ▶ Do not let children play with packaging material.

### **⚠ CAUTION – Risk of injury!**

The appliance may vibrate or move when in use.

- ▶ Place the appliance on a clean, even, solid surface.
- ▶ Align the appliance using the appliance feet and a spirit level.

If hoses and power cords have been laid incorrectly, this causes a tripping hazard.

- ▶ Lay hoses and power cords in such a way that there is no risk of tripping.

If the appliance is moved by holding onto protruding components, such as the appliance door, the parts may break off.

- ▶ Do not move the appliance by holding onto protruding parts.

### **⚠ CAUTION – Risk of cutting!**

Touching sharp edges on the appliance may lead to cuts.

- ▶ Do not touch the sharp edges on the appliance.
- ▶ Wear protective gloves when installing and transporting the appliance.

## 1.5 Safe use

### **⚠ WARNING – Risk of electric shock!**

If the appliance or the power cord is damaged, this is dangerous.

- ▶ Never operate a damaged appliance.
- ▶ Never pull on the power cord to unplug the appliance. Always unplug the appliance at the mains.
- ▶ If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the fuse in the fuse box and turn off the water tap.

▶ Call customer services. → *Page 29*

An ingress of moisture can cause an electric shock.

- ▶ Only use the appliance in enclosed spaces.
- ▶ Never expose the appliance to intense heat or humidity.
- ▶ Do not use steam- or high-pressure cleaners, hoses or sprays to clean the appliance.

### **⚠ WARNING – Risk of harm to health!**

Children can lock themselves in the appliance, thereby putting their lives at risk.

- ▶ Do not install the appliance behind a door as this may obstruct the appliance door or prevent it from opening.
- ▶ With redundant appliances, unplug the power cord. Then cut through the cord and damage the lock on the appliance door beyond repair so that the appliance door will no longer close.

### **⚠ WARNING – Risk of suffocation!**

Children may breathe in or swallow small parts, causing them to suffocate.

- ▶ Keep small parts away from children.
- ▶ Do not let children play with small parts.

### **⚠ WARNING – Risk of poisoning!**

Detergents and care products may result in poisoning if consumed.

- ▶ If accidentally swallowed, seek medical advice.
- ▶ Keep detergents and care products out of the reach of children.

### **⚠ WARNING – Risk of explosion!**

Laundry that has been pretreated with cleaning agents that contain solvents may cause an explosion in the appliance.

- ▶ Rinse pretreated laundry thoroughly with water before washing.

### **⚠ CAUTION – Risk of injury!**

The covering plate may break if you stand on or climb onto the appliance.

- ▶ Do not stand on or climb onto the appliance.

The appliance may tip over if you sit on or lean against the open door.

- ▶ Do not sit on or lean against the appliance door.
- ▶ Do not place any objects on the appliance door.

Reaching into the drum while it is still turning may cause hand injuries.

- ▶ Wait for the drum to come to a complete stop before reaching inside.

### **⚠ CAUTION – Risk of scalding!**

When you wash at high temperatures, the detergent solution gets hot.

- ▶ Do not touch the hot detergent solution.

### **⚠ CAUTION – Risk of chemical burns!**

If the detergent drawer is opened, detergent and care products may spray out from the appliance. Contact with eyes or skin may cause irritation.

- ▶ Rinse eyes and/or skin thoroughly with clean water if they come into contact with detergents or care products.
- ▶ If accidentally swallowed, seek medical advice.
- ▶ Keep detergents and care products out of the reach of children.

## 1.6 Safe cleaning and maintenance

### **⚠ WARNING – Risk of electric shock!**

Incorrect repairs are dangerous.

- ▶ Repairs to the appliance should only be carried out by trained specialist staff.
- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

An ingress of moisture can cause an electric shock.

- ▶ Do not use steam- or high-pressure cleaners, hoses or sprays to clean the appliance.

**⚠ WARNING – Risk of injury!**

The use of non-original spare parts and non-original accessories is dangerous.

- ▶ Only use the manufacturer's original spare parts and original accessories.

**⚠ WARNING – Risk of poisoning!**

Poisonous fumes may be given off if you use cleaning agents that contain solvents.

- ▶ Do not use cleaning agents that contain solvents.

---

## 2 Preventing material damage

**ATTENTION!**

The functionality of the appliance may be impaired if you use the wrong quantity of fabric softener, detergent, care product or cleaning agent.

- ▶ Follow the dosage recommendations from the manufacturer.

Exceeding the maximum load capacity impairs the function of the appliance.

- ▶ Observe the maximum load capacity for each programme and do not exceed it.  
→ "Programmes", Page 000

The appliance is secured for transportation using transit bolts. Transit bolts which have not been removed may result in material damage and damage to the appliance.

- ▶ Before starting up the appliance, remove the transit bolts completely and keep them in a safe place.
- ▶ Before transport, fit the transit bolts fully in order to prevent damage in transit.

Material damage may be caused if the water inlet hose is connected incorrectly.

- ▶ Tighten the screw connections on the water inlet until they are hand-tight.
- ▶ Connect the water inlet hose directly to the water tap, without any additional connecting elements such as adapters, extensions or valves.
- ▶ Make sure that the valve housing for the water inlet hose does not come into contact with its surroundings and is not subjected to any external forces.
- ▶ Ensure that the inner diameter of the water tap is at least 17 mm.
- ▶ Make sure that the length of the thread on the connection to the water tap is at least 10 mm.

If the water pressure is too high or too low, the appliance may not be able to operate properly.

- ▶ Ensure that the water pressure in the water supply system is at least 100 kPa (1 bar) and max. 1000 kPa (10 bar).
- ▶ If the water pressure exceeds the maximum value specified, a pressure-reducing valve must be installed between the drinking water connection and the hose set of the appliance.
- ▶ Do not connect the appliance to the mixer tap of an unpressurised hot-water boiler.

Modified or damaged water hoses may result in material damage and damage to the appliance.

- ▶ Never kink, crush, modify or cut through water hoses.
- ▶ Only use the water hoses supplied with the appliance or genuine spare hoses.
- ▶ Never re-use water hoses that have been used before.

Operating the appliance using water that is dirty or too hot may lead to material damage and damage to the appliance.

- ▶ Only operate the appliance with cold mains water.

Unsuitable cleaning products may damage the surfaces of the appliance.

- ▶ Do not use harsh or abrasive detergents.
- ▶ Do not use cleaning products with a high alcohol content.
- ▶ Do not use hard scouring pads or cleaning sponges.
- ▶ Clean the appliance with nothing but water and a soft, damp cloth.
- ▶ Remove all detergent residue, spray residue or other residues immediately if they come into contact with the appliance.

---

## 3 Environmental protection and saving energy

### 3.1 Disposing of packaging

The packaging materials are environmentally compatible and can be recycled.

- ▶ Sort the individual components by type and dispose of them separately.

### 3.2 Save energy and conserve resources

If you follow these instructions, your appliance will use less electricity and less water.

Choose programmes with low temperatures and longer wash times and use maximum load capacity.

- Energy consumption and water consumption is most efficient.

Use the economy programme settings.

- If you adjust the programme settings for a programme, the display shows the expected consumption.

Add detergent based on the laundry's degree of soiling.

- For light to normal soiling, a smaller amount of detergent is sufficient. Observe the dosage recommendation from the detergent manufacturer.

Reduce the washing temperature for lightly and normally soiled laundry.

- At lower temperatures, the appliance consumes less energy. For light to normal soiling, lower temperatures than indicated on the care label are also sufficient.

Set the maximum spin speed if you want to dry the laundry in the tumble dryer afterwards.

- The drier the laundry, the shorter the programme duration when drying which, in turn, reduces energy consumption. A higher spin speed reduces the residual moisture in the laundry and increases the volume of the spin noise.

Wash the laundry without prewash.

- Washing with prewash increases the programme duration and increases energy and water consumption.

The appliance has a continuous automatic load adjustment function.

- Depending on the type of fabric and load capacity, the continuous automatic load adjustment function optimally adjusts the water consumption and programme duration.

The appliance comes with an AquaSensor.

- During the rinse cycle, the AquaSensor checks the degree of turbidity of the rinsing water, and adjusts the duration and number of rinse cycles accordingly.

### 3.3 Energy saving mode

If you do not use the appliance for an extended period, it automatically switches to energy-saving mode.

Energy-saving mode ends when you use the appliance again.

If you do not continue operating the appliance, it switches off.

**Note:** If Wi-Fi is activated, the appliance will not switch itself off automatically.

## 4 Installation and connection

### 4.1 Unpacking the appliance

#### ATTENTION!

Objects remaining in the drum that are not designed for operation with the appliance may cause material damage and damage to the appliance.

- ▶ Remove these objects, along with all supplied accessories, from the drum before starting the appliance.
1. Remove any packaging and protective covers completely from the appliance.  
→ "Disposing of packaging", Page 5
  2. Check the appliance for visible damage.
  3. Open the door.
  4. Remove any accessories from the drum.
  5. Close the door.

### 4.2 Contents of package

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

#### ATTENTION!

If the appliance is operated with incomplete or defective accessories, the appliance may not be able to operate properly, or this may result in material damage or damage to the appliance.

- ▶ Do not operate the appliance with incomplete or defective accessories.
- ▶ Replace the accessories in question before operating the appliance.  
→ "Accessories", Page 14

**Note:** The appliance has been tested at the factory to check it is in working order. As a result, water stains may remain in the appliance. These marks will disappear after the first wash cycle.

The delivery consists of the following:

- Washing machine
- Accompanying documents
- Transit bolts  
→ "Removing the transit bolts", Page 7
- Cover caps

- Water inlet hose  
→ "Connecting the water inlet hose", Page 8
- Elbow for securing the water outlet hose

### 4.3 Requirements for the installation location

#### ⚠ WARNING – Risk of electric shock!

The appliance contains live parts. Touching live parts is dangerous.

- ▶ Do not operate the appliance without a cover cap.

#### ⚠ WARNING – Risk of injury!

When using the appliance on a base, the appliance may tip over.

- ▶ Always secure the feet of the appliance to a base using the manufacturer's fixing brackets  
→ Page 14 before using the appliance for the first time.

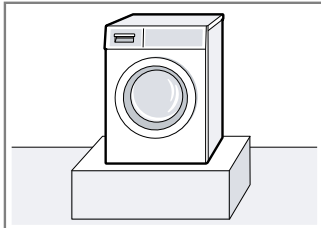
#### ATTENTION!

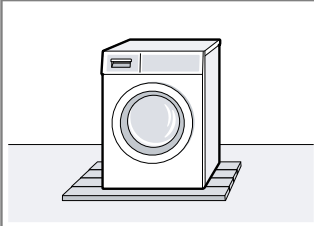
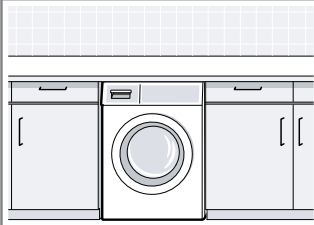
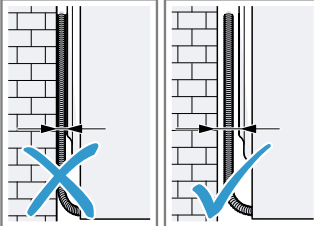
If residual water in the appliance freezes, this may cause damage to the appliance.

- ▶ Do not install or operate this appliance anywhere that is liable to experience frost or outdoors.

If the appliance is tilted at an angle greater than 40°, residual water may leak out of the appliance and cause material damage.

- ▶ Tilt the appliance carefully.
- ▶ Transport the appliance in an upright position.

Installation location	Requirements
Base 	Secure the appliance with fixing brackets → Page 14.

Installation location	Requirements
<p>Wooden joist floor</p> 	<p>Place the appliance on a water-resistant wooden board (minimum thickness of 30 mm) which is screwed tightly to the floor.</p>
<p>Kitchen unit</p> 	<p>Only install the appliance underneath a continuous worktop that is securely connected to adjacent cabinets. Required niche width: 60 cm.</p>
<p>Against a wall</p> 	<p>Do not trap the power cord or the hoses between the wall and the appliance.</p>

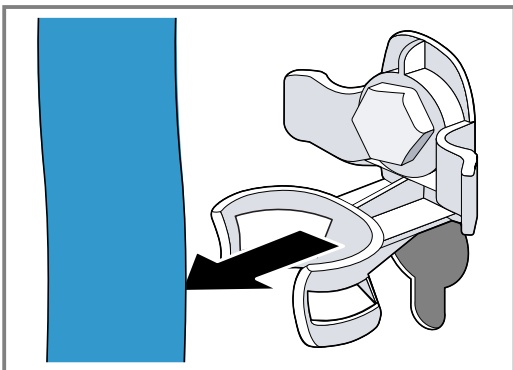
#### 4.4 Removing the transit bolts

The appliance is secured for transportation using transit bolts on the rear of the appliance.

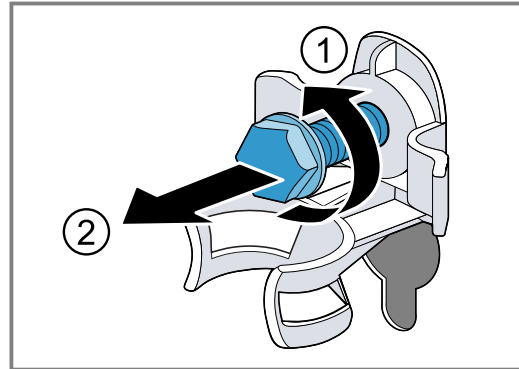
**Note:** Keep the transit bolt screws and the sleeves in a safe place for future transport.

→ "Inserting the transit bolts", Page 28

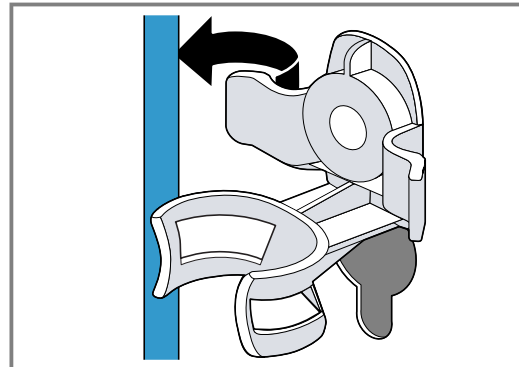
1. Pull the hoses out of the holders.



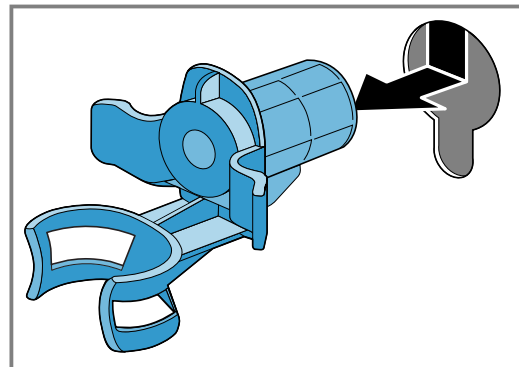
2. Unscrew ① and remove ② all of the screws for the 4 transit bolts using a WAF 13 wrench.



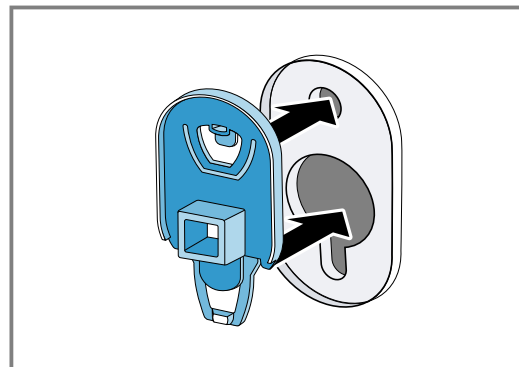
3. Remove the power cable from the holder.



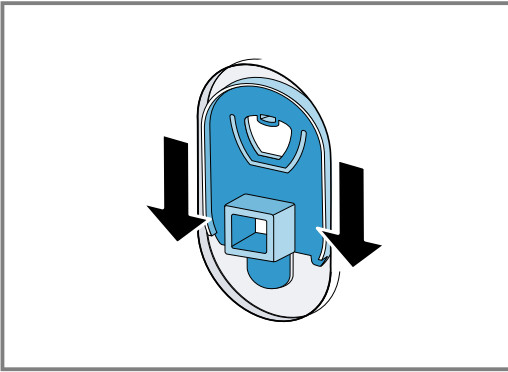
4. Remove the 4 sleeves.



5. Put on the 4 cover caps.



6. Push the 4 cover caps downwards.

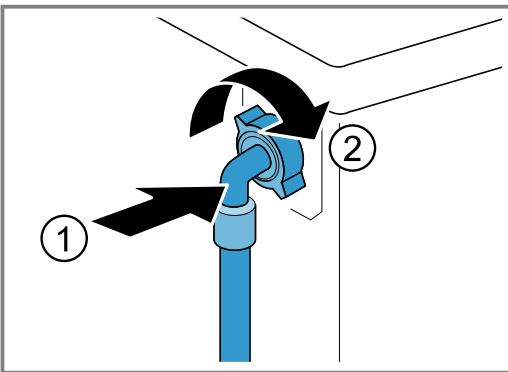


**Note:** To install the transit bolts to transport the appliance, perform these steps again in the reverse order.

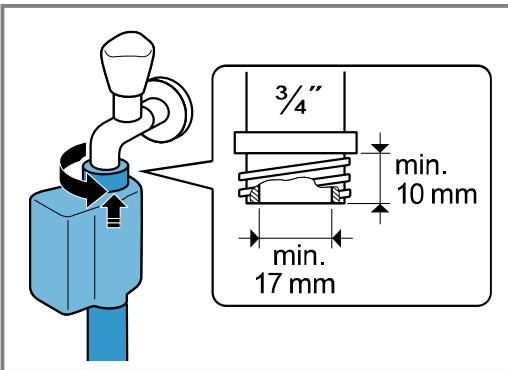
## 4.5 Connecting the appliance

### Connecting the water inlet hose

1. Connect the water inlet hose.



2. Connect the water inlet hose to a tap (26.4 mm = 3/4").



3. Open the water tap carefully and check that the connection points are tight.

### Water outlet connection types

This information is intended to help you to connect this appliance to the water outlet.

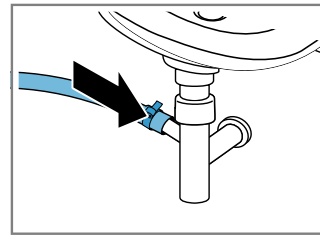
#### ATTENTION!

When draining, the water outlet hose is subject to water pressure and may come loose from the installed connection point.

- Secure the water outlet hose against unintentional loosening.

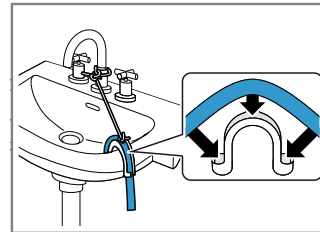
**Note:** Observe the draining heights. The maximum draining height is 100 cm.

### Siphon



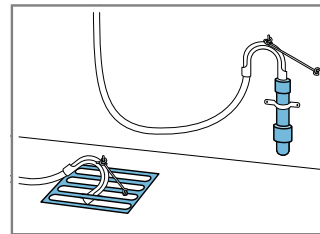
Secure the connection point with a (24–40 mm) hose clamp.

### Sink



Fix and secure the water outlet hose with an elbow.

### Plastic pipe with rubber sleeve or gully



Fix and secure the water outlet hose with an elbow.

## Connecting the appliance to the electricity supply

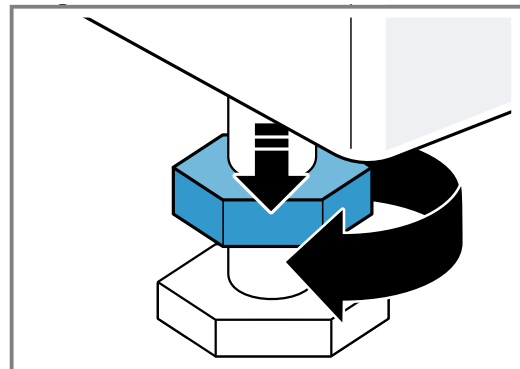
**Note:** Your electrical domestic installation for this appliance must comply with the local legal provisions and safety regulations, and should include a residual current circuit-breaker.

1. Insert the mains plug of the appliance's power cable in a socket nearby.  
The connection details of the appliance can be found under Technical data → Page 30.
2. Check the mains plug is inserted properly.

## 4.6 Aligning the appliance

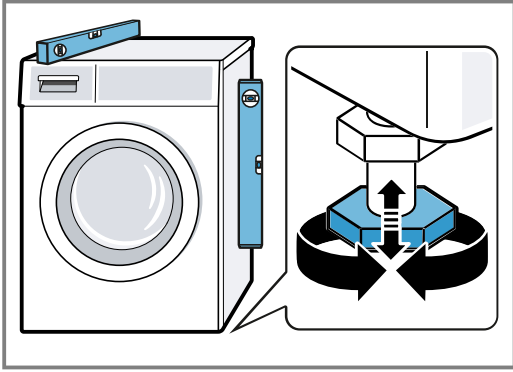
In order to reduce noise and vibration and to prevent the appliance from moving, align the appliance correctly.

1. Use a WAF 17 wrench to loosen the lock nuts in a clockwise direction.



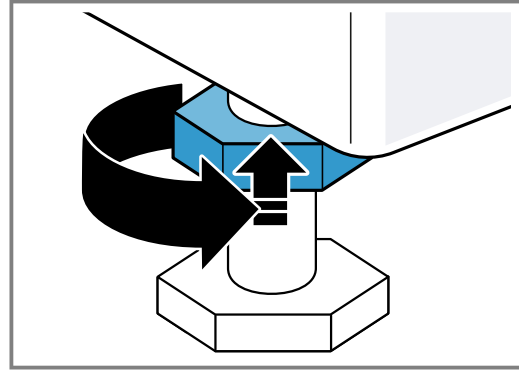


- To align the appliance, turn the appliance feet. Check that the appliance is level using a spirit level.



All appliance feet must stand firmly on the ground.

- Use a WAF 17 wrench to tighten the lock nuts against the housing until they are hand-tight.

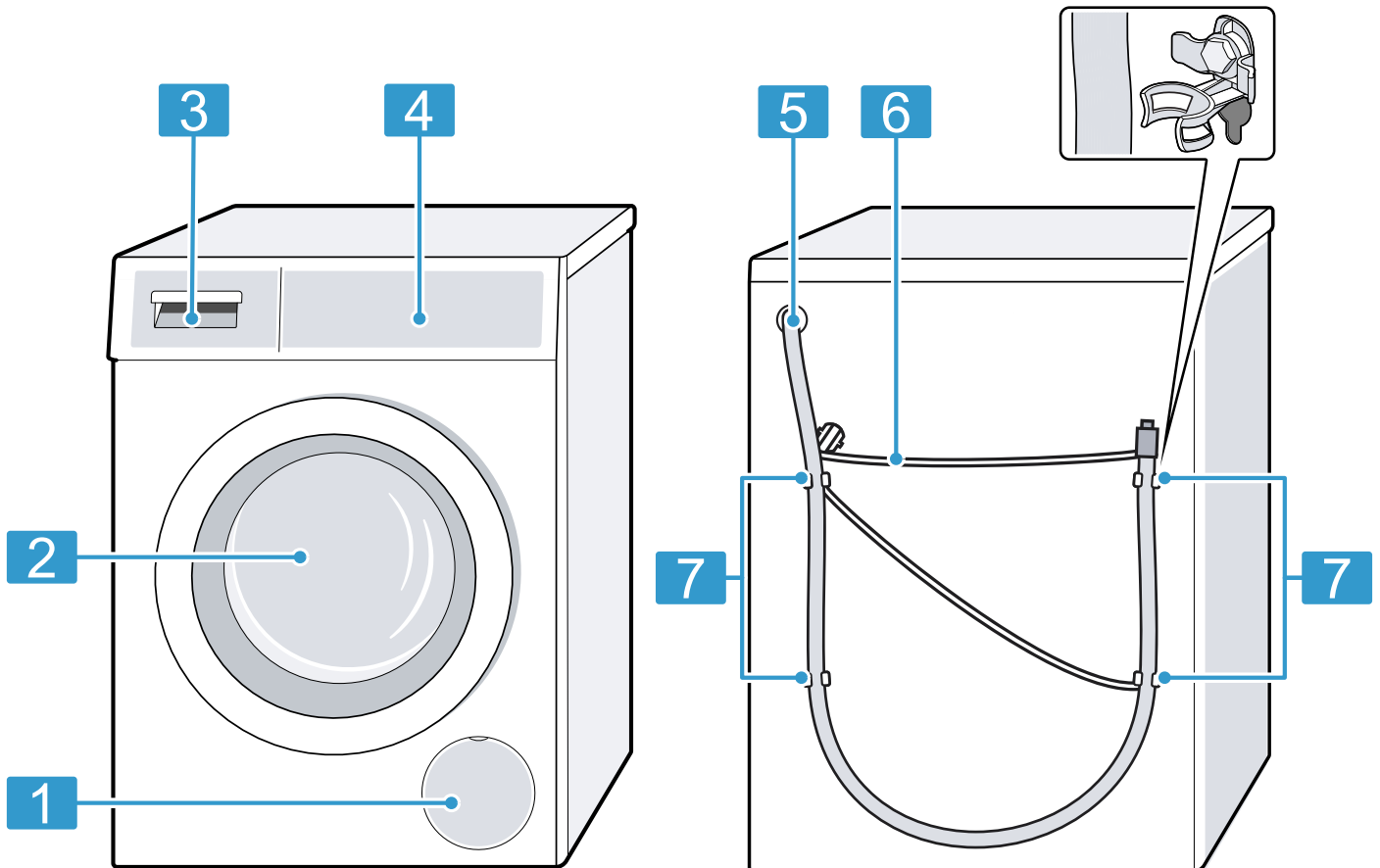


In doing so, hold the foot tight and do not adjust its height.

## 5 Familiarising yourself with your appliance

### 5.1 Appliance

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



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

en Before using for the first time

1	Maintenance flap for the drain pump → Page 19
2	Door
3	Detergent drawer → Page 10
4	Control panel → Page 10
5	Water outlet hose → Page 8

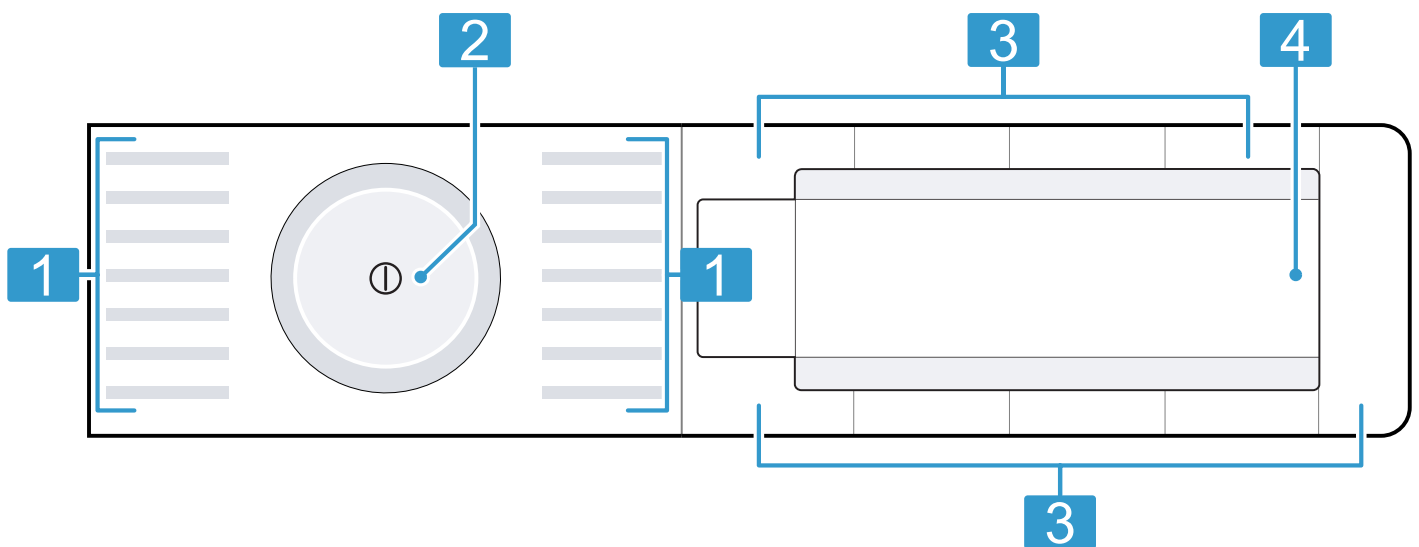
6	Power cord → Page 8
7	Transit bolts → Page 7

## 5.2 Detergent drawer

**Note:** Observe the manufacturer's instructions on the use and dosage of the detergent and care product and the information in the programme descriptions.  
→ "Programmes", Page 000

## 5.3 Control panel

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



1	Programmes → Page 000
2	Programme selector → Page 14

3	Buttons → Page 12
4	Display → Page 11

# 6 Before using for the first time

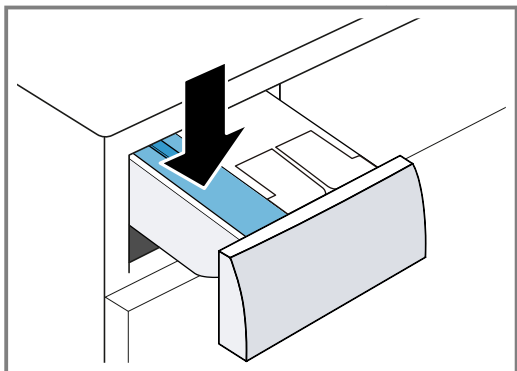
Prepare the appliance for use.

## 6.1 Starting an empty washing cycle



Your appliance was inspected thoroughly before leaving the factory. To remove any residual water, run the first wash cycle without any laundry.

1. Press ①.  
The switch-on process takes a few seconds.
2. Set the 🌀 **Drum Clean** programme.
3. Close the door.
4. Pull out the detergent drawer.

5. Add washing powder that contains a bleaching agent to the manual dosing compartment.

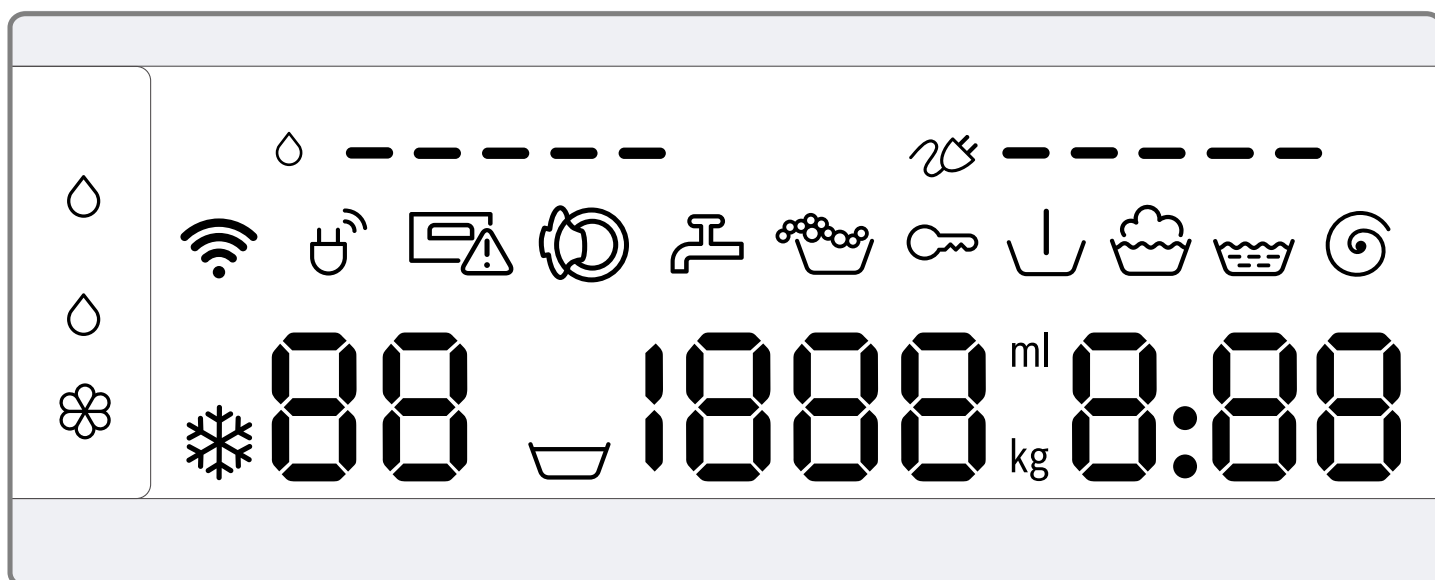


To prevent foaming, use only half of the amount of detergent recommended by the detergent manufacturer for light soiling. Do not use detergent suitable for woollens or delicates.



6. Push in the detergent drawer.  
 7. Press **Start/Reload**  to start the programme.  
 ✓ The display shows the remaining programme duration.  
 ✓ After the programme has ended, the display shows: **End**.  
 8. Start the first wash cycle or press  to switch off the appliance.  
 → "Basic operation", Page 14

## 7 Display














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



Example: Display

Display	Description
0:40 <sup>1</sup>	Expected programme duration or programme time remaining in hours and minutes.
10h <sup>1</sup>	Program end time → "Buttons", Page 12
9.0 <sup>1</sup>	Recommendation for the maximum load capacity for the selected program in kg.
 - 1400	Set spin speed in rpm. → "Buttons", Page 13 0: No final spin, only draining  : Rinse Hold, no draining
* - 90	Set temperature in °C. → "Buttons", Page 13 * (cold)





<sup>1</sup> Example













Display	Description
	Prewash Programme status
	Wash Programme status
	Rinse Programme status
	Spin Programme status
-P-	Pause Programme status
End	Program end Programme status
	<ul style="list-style-type: none"> <li>■ Lights up: The childproof lock is activated.</li> <li>■ Flashes: The childproof lock is activated and the appliance has been operated. → "Deactivating the childproof lock", Page 16</li> </ul>
	Energy consumption for the selected programme. <ul style="list-style-type: none"> <li>■ —: Low energy consumption</li> <li>■ ————: High energy consumption</li> </ul>
	Water consumption for the selected programme. <ul style="list-style-type: none"> <li>■ —: Low water consumption</li> <li>■ ————: High water consumption</li> </ul>
	<ul style="list-style-type: none"> <li>■ Lights up: The appliance is connected to your home network via Wi-Fi.</li> <li>■ Flashes: The appliance is trying to connect to your home network via Wi-Fi. → "Home Connect ", Page 17</li> </ul>
	The appliance is connected to the smart energy system (energy manager).
50 ml <sup>1</sup>	Basic dosage for detergent or fabric softener. → "Basic dosage", Page 16
	The appliance has detected too much foam.
	The door is unlocked and can be opened.
	<ul style="list-style-type: none"> <li>■ No water pressure.</li> <li>■ The water pressure from the tap is too low.</li> </ul>
	The detergent drawer has not been pushed in fully.
E:35 / -10 <sup>1</sup>	Error code, error display, signal. → "Troubleshooting", Page 21

<sup>1</sup> Example

## 8 Buttons

The selection of programme settings depends on the programme that is set.

Button	Selection	More information
Start/Reload 	<ul style="list-style-type: none"> <li>■ Start</li> <li>■ Cancel</li> <li>■ Pause</li> </ul>	Start, cancel or pause the programme.
SpeedPerfect 	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> </ul>	Activate or deactivate a shorter programme duration. <b>Note:</b> Energy consumption increases. The washing result is not affected by this.
Intensive Plus 	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> </ul>	Activate or deactivate an extended washing programme. The programme duration is extended by up to 30 minutes. Suitable for heavily soiled laundry.
- Finished in  +	Up to 24 hours	Set the programme end time. The programme duration is already included in the set number of hours. Once the programme has started, the programme duration is displayed.

Button	Selection	More information
Temperature °C 	 - 90	Adjust the temperature. Set temperature in °C.
Spin Speed 	 - 1400	Adjust the spin speed or activate  (Rinse Hold). Set spin speed in rpm. If  is selected, the water is not drained at the end of the washing cycle and the spin cycle is deactivated. The laundry remains in the rinsing water.
 (mains switch)	<ul style="list-style-type: none"> <li>▪ Switch on</li> <li>▪ Switch off</li> </ul>	Switch the appliance on or off.
Remote Start 	<ul style="list-style-type: none"> <li>▪ Activate</li> <li>▪ Deactivate</li> <li>▪ Open the Home Connect menu</li> </ul>	→ "Remote start", Page 18
Child Lock  3 sec.	<ul style="list-style-type: none"> <li>▪ Activate</li> <li>▪ Deactivate</li> </ul>	→ "Childproof lock", Page 16
Spin Speed 	Multiple selection	→ "Basic settings", Page 18
Prewash 	<ul style="list-style-type: none"> <li>▪ Activate</li> <li>▪ Deactivate</li> </ul>	Activate or deactivate prewash, e.g. for washing heavily soiled laundry.
Rinse Plus 	<ul style="list-style-type: none"> <li>▪ Activate</li> <li>▪ Deactivate</li> </ul>	Activate or deactivate an additional rinse cycle. Recommended for particularly sensitive skin or in regions with very soft water.

## 10 Accessories

Use original accessories. These have been made especially for your appliance.

	Use	Order number
Water inlet hose extension	Extend the water inlet hose for cold water or AquaStop (approx. 2.50 m).	WMZ2381
Fixing brackets	Improves the stability of the appliance.	WMZ2200
Washing machine cleaners	Cleaning products for maintaining the appliance interior.	00311929

## 11 Laundry

### 11.1 Preparing the laundry

#### ATTENTION!

Objects remaining in the laundry may damage the laundry and the drum.

- ▶ Remove all items from any pockets in your laundry before using the appliance.

#### Note:

The appliance and fabrics are protected when you prepare your laundry.

- Brush off sand and soil

- Sort the laundry according to colour and textiles and observe the care labels
- Close all zips, Velcro fasteners, hooks and eyes
- Tie cloth belts, cloth straps and cords together
- Remove curtain fittings and lead strips
- Wash small or particularly delicate items in a mesh washing bag
- Wash large and small items of laundry together
- Wash laundry with fresh stains immediately
- Pretreat laundry with dried stains and wash several times
- Load the laundry unfolded into the drum

## 12 Detergents and care products

The manufacturer's instructions for use and dosage can be found on the packaging.

#### Notes

- When using liquid detergents, only use liquid detergents that are self-flowing
- Do not mix different liquid detergents
- Do not mix detergent and fabric softener

- Do not use products that have expired or are highly congealed
- do not use products containing solvents, caustic agents or volatile substances
- Use dyes sparingly as salt may damage stainless steel
- Do not use color-bleaching agents in the appliance
- Do not pour vinegar into the dispensers  
→ Page 16 of the intelligent dosing system

## 13 Basic operation

### 13.1 Switching on the appliance

**Requirement:** The appliance has been correctly installed and connected.

→ "Installation and connection", Page 6

- ▶ Press ①.  
The switch-on process takes a few seconds.
- ✓ An audible function test is carried out.

**Note:** The lighting for the drum goes out automatically.

### 13.2 Setting a programme

1. Turn the programme selector and set the required programme.  
→ "Programmes", Page 000
2. If required, adjust the programme settings.  
→ "Adjusting the programme settings", Page 14

### 13.3 Adjusting the programme settings

**Requirement:** A programme has been set.

→ "Setting a programme", Page 14

- ▶ Adjust the programme settings.  
→ "Buttons", Page 12

#### Notes

- The programme settings are not saved permanently for the programme.
- The setting is saved if you activate or deactivate the intelligent dosing system.

### 13.4 Loading laundry

**Note:** To prevent creasing, note the maximum load for the programmes.

→ "Programmes", Page 000

### Requirements

- The laundry is prepared and sorted.  
→ "Laundry", Page 14
- The drum is empty.

1. Open the door.
2. Place the laundry in the drum.
3. Close the door.  
Ensure that there is no laundry trapped in the door.

### 13.5 Adding detergent and care product

For programmes in which intelligent dosing is not possible or desirable, you can add detergent manually.

**Tip:** In addition to intelligent dosing, you can also add additional care product for laundry, e.g. stain remover, starch or bleach, to the manual dosing compartment. Do not add any additional detergent to the manual dosing compartment to avoid overdosage and/or foaming.

**Note:** Observe the information about detergents and care products → Page 14.

1. Pull out the detergent drawer.
2. Pour in detergent.  
→ "Detergent drawer", Page 10
3. If required, add the care product.
4. Push in the detergent drawer.

### 13.6 Starting the programme

**Requirement:** A programme is set.  
→ "Setting a programme", Page 14

- ▶ Press **Start/Reload** ▷|||.
- ✓ The drum rotates and load detection takes place. This can take up to 2 minutes, after which water enters the drum.
- ✓ The display shows the programme duration or the programme end time.
- ✓ After the programme has ended, the display shows: **End**.

### 13.7 Soaking laundry

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

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

### 13.8 Adding laundry

After the programme starts, you can remove or add laundry depending on the programme status.

1. Press **Start/Reload** ▷|||.  
The appliance pauses.

**Note:** If you want to add laundry, follow the instructions on the display.  
→ "Display", Page 12

2. Open the door.
3. Add or remove laundry.
4. Close the door.
5. Press **Start/Reload** ▷|||.

### 13.9 Cancelling the programme

1. Press **Start/Reload** ▷|||.
2. Open the door.  
The appliance door remains locked for safety reasons if the temperature and water levels are high.
  - If the temperature is high, start the **Rinse** 🌊 programme.
  - If the water level is high, start the Ⓢ **Spin** programme or select a suitable programme for draining.  
→ "Programmes", Page 000
3. Remove the laundry.  
→ "Unloading the laundry", Page 15

### 13.10 Resuming the programme when the programme status is Rinse Hold

#### Requirements

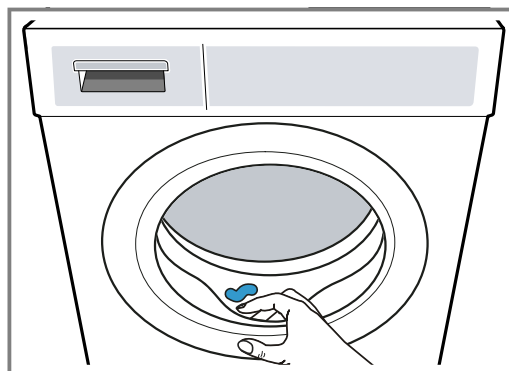
- Rinse Stop is activated.  
→ "Buttons", Page 13
  - The last rinse cycle of the set programme has ended and the laundry is in the rinsing water.
1. Set the Ⓢ **Spin** programme or a programme for draining the water.  
→ "Programmes", Page 000
  2. Press **Start/Reload** ▷|||.

### 13.11 Unloading the laundry

1. Open the door.
2. Remove the laundry from the drum.

### 13.12 Switching off the appliance

1. Press Ⓛ.
2. Turn off the tap.
3. Wipe the rubber gasket dry and remove any foreign objects.





4. Leave the appliance door and detergent drawer open so that residual water can evaporate.

## 14 Childproof lock



Secure your appliance against being operated unintentionally using the controls.

### 14.1 Activating the childproof lock

- ▶ Press and hold the two **Child Lock**  **3 sec.** buttons for approx. 3 seconds.
- ✓ The display shows .
- ✓ The control elements are locked.
- ✓ The childproof lock remains active even after the appliance has been switched off and in the event of a power cut.

### 14.2 Deactivating the childproof lock

**Requirement:** To deactivate the childproof lock, the appliance must be switched on.

- ▶ Press and hold the two **Child Lock**  **3 sec.** buttons for approx. 3 seconds. So that the programme currently running is not cancelled, the programme selector must be set to the initial programme.
- ✓  goes out in the display.

## 15 Intelligent dosing system

The optimum quantities of liquid detergent and fabric softener are dispensed automatically depending on the programme and settings.

### 15.1 Starting the programme with intelligent dosing system

If you do not want to dose liquid detergent and fabric softener manually, use the intelligent dosing system. This function is available depending on the selected programme and is activated automatically.

**Note:**

If you are using the intelligent dosing system, do not add additional detergent or fabric softener into the compartment for manual dosing.

→ *"Adding detergent and care product", Page 15*

If you want to dose manually for a set programme, observe the following information:

- Deactivate the intelligent dosing system before starting the programme. The selected settings are retained even after the appliance has been switched off.
- Pour detergent or fabric softener into the compartment for manual dosing.  
→ *"Adding detergent and care product", Page 15*
- Activate the intelligent dosing system once the programme has ended.

**Requirements**

- The laundry is prepared.  
→ *"Preparing the laundry", Page 14*
  - The laundry is sorted.
  - The laundry is placed in the appliance.  
→ *"Loading laundry", Page 14*
  - The programme is set.  
→ *"Setting a programme", Page 14*
  - The intelligent dosing system is activated.
1. Fill the dispensers.  
→ *"Filling the dispensers", Page 16*  
To replace the contents of the dispenser with another product, clean the detergent drawer.
  2. If required, adjust the basic dosage → *Page 16*.
  3. If required, adjust the programme settings.  
→ *"Adjusting the programme settings", Page 14*
  4. Start the programme.  
→ *"Starting the programme", Page 15*

5. Remove the laundry.

→ *"Unloading the laundry", Page 15*

### 15.2 Filling the dispensers



If you want to use the intelligent dosing system or if the appliance displays a notification during operation of the appliance, fill the dispensers.

**Note:** Fill the dispensers only with suitable detergent and care products → *Page 14*.

If you want to add more liquid detergent or fabric softener in the dispenser, use the same product.

If you want to use both dispensers for liquid detergent, adjust the contents of the dispensers.

**Requirement:** The display shows a notification to fill the dispenser.



1. Pull out the detergent drawer.
2. Open the dispenser cover.
3. Pour liquid detergent  and fabric softener  into the relevant dispensers.  
→ *"Detergent drawer", Page 10*  
Do not exceed the marking for the maximum fill level when filling.
4. Close the dispenser cover.  
**Note:** To prevent the liquid detergent or fabric softener from drying out, close the dispenser cover immediately after filling.
5. If required, pour washing aid into the compartment for manual dosing.  
→ *"Adding detergent and care product", Page 15*
6. Push in the detergent drawer.
7. Adjust the basic dosage → *Page 16*.

### 15.3 Basic dosage


The basic dosage depends on the manufacturer's instructions for the detergent, the water hardness and the degree of soiling of the laundry.

Always set a basic dosage that corresponds to the dosage for a standard load of 4.5 kg.

#### Adjusting the basic dosage

1. Press and hold  **i-DOS** for approx. 3 seconds.
  - ✓ The display shows the basic dosage set for .
2. To adjust the setting, press **- / +**.
3. To end the setting process, wait briefly.



**Note:** To adjust the basic dosage for ☼, repeat the steps with  **i-DOS**.

## 16 Home Connect

This appliance is network-capable. Connecting your appliance to a mobile device lets you control its functions via the Home Connect app, adjust its basic settings and monitor its operating status.

The Home Connect services are not available in every country. The availability of the Home Connect function depends on the availability of Home Connect services in your country. You can find information about this at: [www.home-connect.com](http://www.home-connect.com).

The Home Connect app guides you through the entire login process. Follow the instructions in the Home Connect app to configure the settings.

### Tips

- Please consult the documents supplied by Home Connect.
- Please also follow the instructions in the Home Connect app.

### Notes

- Please note the safety precautions in this instruction manual and make sure that they are also observed when operating the appliance via the Home Connect app.  
→ "Safety", Page 2
- Operating the appliance on the appliance itself always takes priority. During this time it is not possible to operate the appliance using the Home Connect app.

### 16.1 Setting up the Home Connect app

1. Install the Home Connect app on your mobile device.



1

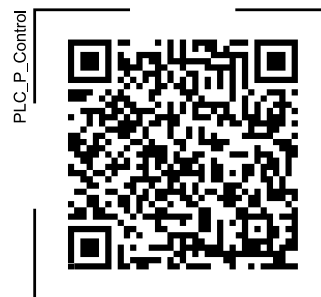
2. Start the Home Connect app and set up access for Home Connect.  
The Home Connect app guides you through the entire login process.

### 16.2 Setting up Home Connect

#### Requirements

- The Home Connect app has been installed on your mobile device.
- Wi-Fi has been activated on the router.
- The appliance is receiving signals from the WLAN home network (Wi-Fi) at its installation location.



1. Use the Home Connect app to scan the QR code.



2. Follow the instructions in the Home Connect app.



### 16.3 Activating Wi-Fi on the appliance

**Note:** When Wi-Fi is activated, the energy consumption increases in comparison to the values specified in the consumption value table.

1. Press and hold **Remote Start**  for approx. 3 seconds.
2. Set the programme to position 4.  
✓ The display shows **Con**.
3. Press **Start/Reload**  repeatedly until the display shows **On**.  
✓ Wi-Fi is activated.




**Note:** If Wi-Fi is activated, the appliance will not switch itself off automatically.

### 16.4 Deactivating Wi-Fi on the appliance

1. Press and hold **Remote Start**  for at least three seconds.
2. Set the programme to position 4.  
✓ The display shows **Con**.
3. Press **Start/Reload**  repeatedly until the display shows **OFF**.  
✓ Wi-Fi is deactivated.

**Note:** The connection is automatically re-established when the Wi-Fi is switched back on.

### 16.5 Resetting the appliance network settings

1. Press and hold **Remote Start**  for at least 3 seconds.
2. Set the programme to position 5.  
✓ The display shows **rES**.
3. Press **Start/Reload** .  
✓ The display shows **YES**.
4. Press **Start/Reload** .  
✓ The network settings are reset.  
✓ If **End** is shown on the display, the network settings are reset.



<sup>1</sup> Apple App Store und the Apple App Store logo are trademarks of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

## 16.6 Remote start

Enable the appliance for remote start via the Home Connect app.



### Note:

Remote start is deactivated for safety reasons in the following circumstances:

- The appliance door is opened.
- **Start/Reload**  is pressed.
- **Remote Start**  is pressed.
- The appliance is switched off.
- Following a power cut.

### Activating remote start

#### Requirements

- The appliance is connected to your home WiFi network.
- The appliance is connected to the Home Connect app.
- A programme is selected.
- The appliance door is closed.
- The detergent drawer has been pushed in.
- ▶ Press **Remote Start** .
- ✓ **Remote Start**  lights up and the appliance is enabled for remote start via the Home Connect app.

#### Deactivating remote start

- ▶ Press **Remote Start** .
- ✓ **Remote Start**  goes out.

## 16.7 Remote diagnostics

Customer Service can use Remote Diagnostics to access your appliance if you contact them, have your appliance connected to the Home Connect server and if Remote Diagnostics is available in the country in which you are using the appliance.

**Tip:** For further information and details about the availability of Remote Diagnostics in your country, please visit the service/support section of your local website: [www.home-connect.com](http://www.home-connect.com).

## 16.8 Data protection

Please see the information on data protection.

The first time your appliance is registered on a home network connected to the Internet, your appliance will transmit the following types of data to the Home Connect server (initial registration):

- Unique appliance identification (consisting of appliance codes as well as the MAC address of the Wi-Fi communication module installed).
- Security certificate of the Wi-Fi communication module (to ensure a secure data connection).
- The current software and hardware version of your appliance.
- Status of any previous reset to factory settings.

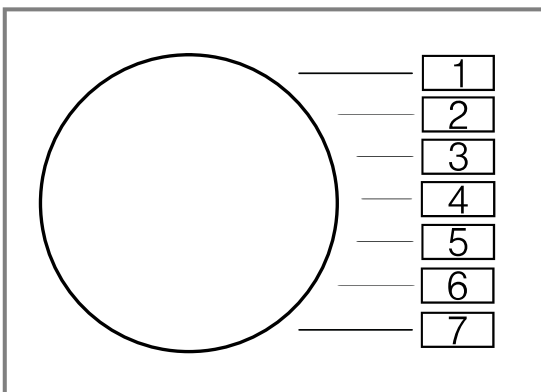
This initial registration prepares the Home Connect functions for use and is only required when you want to use the Home Connect functions for the first time.

**Note:** Please note that the Home Connect functions can only be utilised with the Home Connect app. Information on data protection can be retrieved in the Home Connect app.

# 17 Basic settings

You can configure the basic settings for your appliance to meet your needs.

## 17.1 Overview of basic settings

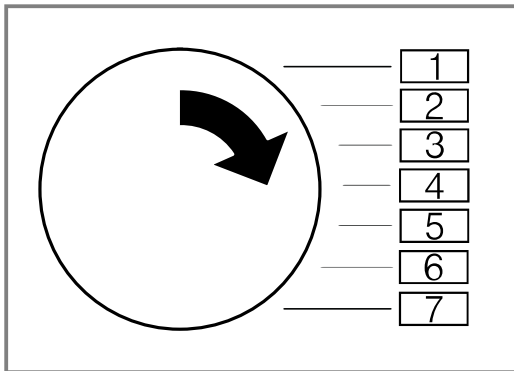



Basic setting	Programme position	Value	Description
End signal	2	0 (off) 1 (quiet) 2 (medium) 3 (loud) 4 (very loud)	Set the volume of the signal at the end of the programme.

Basic setting	Programme position	Value	Description
Button signal	3	0 (off) 1 (quiet) 2 (medium) 3 (loud) 4 (very loud)	The volume of the audible signal emitted when the buttons are pressed.
Drum cleaning reminder	4	On OFF	Activate or deactivate the reminder to clean the drum.

## 17.2 Changing the basic settings

1. Set the programme selector to position 1.



2. Press **Spin Speed**  and, at the same time, turn the programme selector to position 2.
  - ✓ The display shows the current value.
3. Set the programme selector to the required position.
  - "Overview of basic settings", Page 18
4. To change the value, press **- / +**.
5. To save the changes, switch off the appliance.


# 18 Cleaning and servicing

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

## 18.1 Cleaning the drum

### CAUTION – Risk of injury!

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

- ▶ Regularly run a programme for cleaning the drum or wash at temperatures of at least 60 °C.
- ▶ Leave the appliance to dry after every operation with the door open, and leave the detergent drawer to dry.
- ▶ Run the  **Drum Clean** programme without laundry and with a cleaning agent for caring for the inside of the appliance
  - "Accessories", Page 14 or with washing powder that contains bleach.

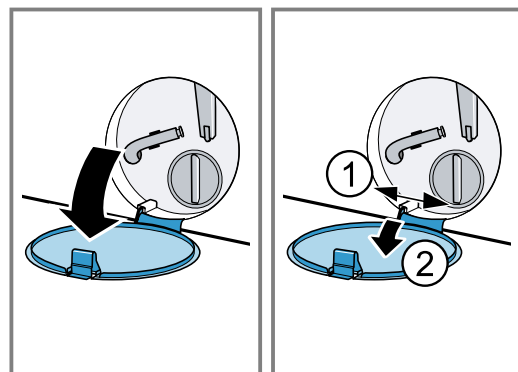
## 18.2 Cleaning the drain pump

Clean the drain pump regularly, at least once a year, as well as in the event of faults, e.g. blockages or rattling noises.

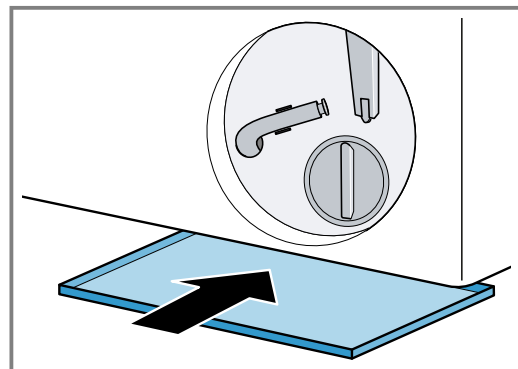
### Emptying the drain pump

1. Turn off the tap.
2. Switch off the appliance.
  - "Switching off the appliance", Page 15
3. Disconnect the appliance's mains plug from the power supply.

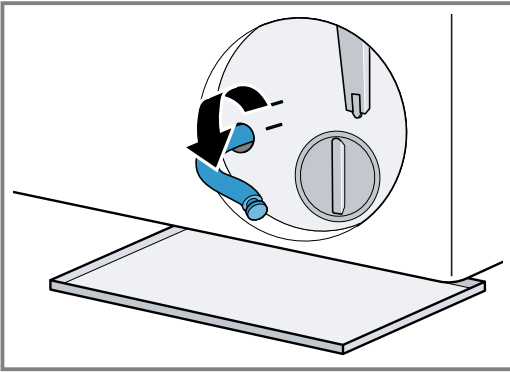
4. Open and remove the maintenance flap.



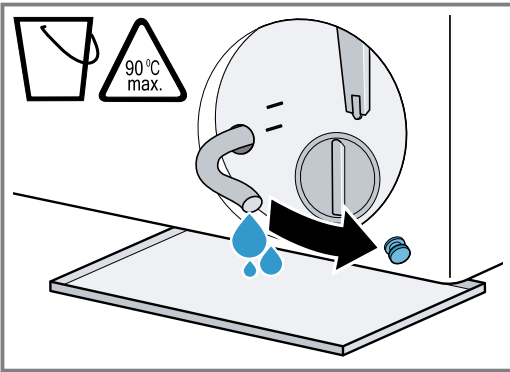
5. Slide a sufficiently large container under the opening.



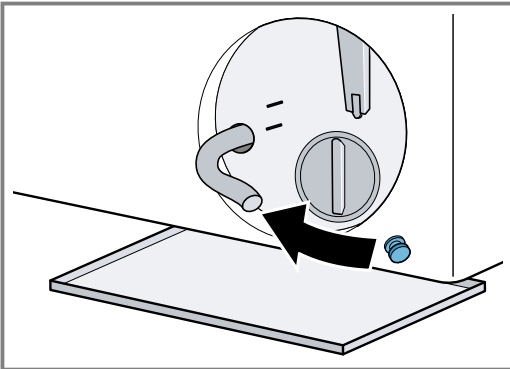
6. Take the drain hose out of the holder.



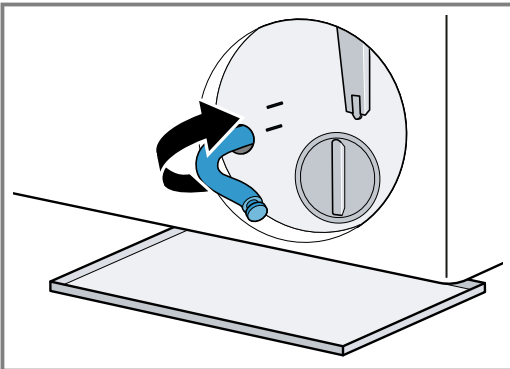
7. **⚠ CAUTION – Risk of scalding!**  
When you wash at high temperatures, the detergent solution gets hot.  
▶ Do not touch the hot detergent solution.  
To allow the detergent solution to flow out into the container, remove the sealing cap.



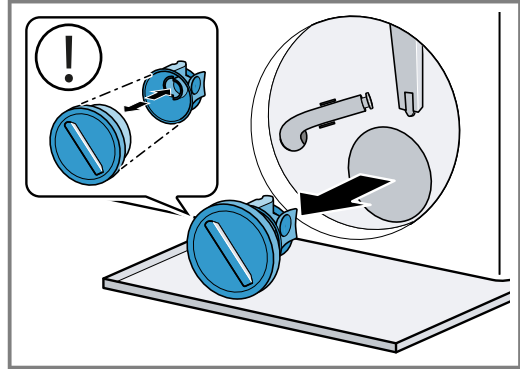
8. Firmly press on the sealing cap.



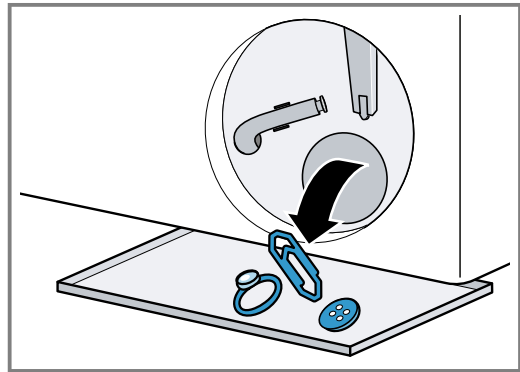
9. Insert the drain hose into the holder.



1. Since water may remain in the drain pump, unscrew the pump cap carefully.  
– The filter insert in the pump housing may become stuck due to coarse particles of dirt. Loosen the dirt and remove the filter insert.

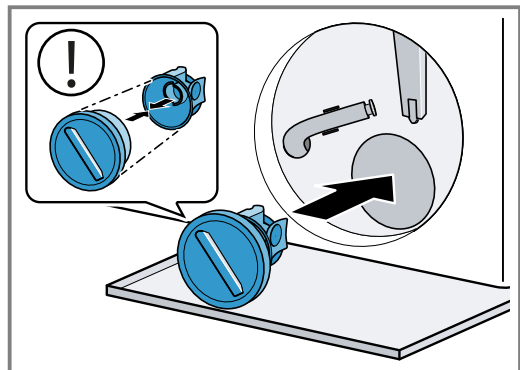


2. Clean the interior, the thread on the pump cap and the pump housing.



The pump cap is comprised of two parts which can be taken apart for cleaning.

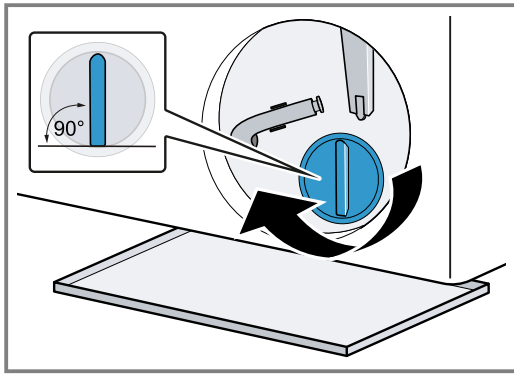
3. Insert the pump cap.  
– Ensure that the parts of the pump cap are correctly assembled.



### Cleaning the drain pump

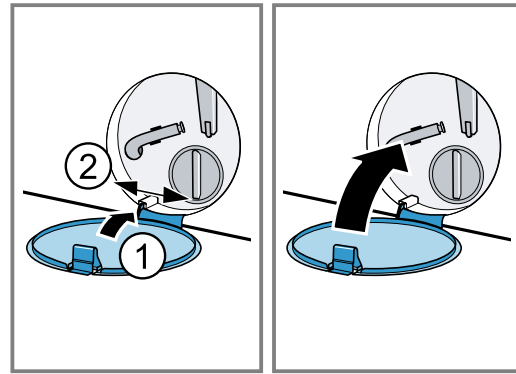
**Requirement:** The drain pump is empty. → Page 19

4. Screw the pump cap as far as it will go.



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

5. Insert and close the maintenance flap.



## 19 Troubleshooting



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





### **⚠ WARNING – Risk of electric shock!**

Improper repairs are dangerous.






- ▶ Repairs to the appliance should only be carried out by trained specialist staff.
- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

### 19.1 Malfunctions



Fault	Cause and troubleshooting
The display goes out and <b>Start/Reload</b>  flashes.	Energy-saving mode is active <ul style="list-style-type: none"> <li>▶ Press <b>Start/Reload</b> .</li> <li>✓ The symbol lights up again.</li> </ul>
"E:30 / -80"	Drain pipe or water outlet hose is blocked. <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> Drain pipe or water drain hose is caught or jammed. <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water drain hose are not kinked or trapped.</li> </ul> The water outlet hose is connected too high. <ul style="list-style-type: none"> <li>▶ Install the water outlet hose at a maximum height of 1 metre.</li> </ul> Unapproved extension installed on the water drain hose. <ul style="list-style-type: none"> <li>▶ Remove any unapproved extensions from the water hose. → "Connecting the appliance", Page 8</li> </ul> Drain pump is blocked. <ul style="list-style-type: none"> <li>▶ → "Cleaning the drain pump", Page 19</li> </ul> Pump cover is not correctly assembled. <ul style="list-style-type: none"> <li>▶ Correctly assemble the pump cover.</li> </ul> The pump cap is not fully screwed in. <ul style="list-style-type: none"> <li>▶ Ensure that the pump cap is screwed in all the way into the appliance. The handle on the pump cap must be in a vertical position.</li> </ul>





Fault	Cause and troubleshooting
"E:30 / -80"	<p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the compartment for manual dosing (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ If intelligent dosing is activated, reduce the basic dosage → <i>Page 16</i>.</li> <li>▶ If you dose manually, reduce the amount of detergent for the next washing cycle with the same load.</li> </ul>
"E:36 / -25 / -26"	<p>Drain pump is blocked.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Cleaning the drain pump", Page 19</i>.</li> </ul>
"E:10 / -00 / -10 / -20"	<p>The pump for the intelligent dosing system is blocked.</p> <ol style="list-style-type: none"> <li>1. Switch off the appliance.</li> <li>2. Clean the pump unit.</li> <li>3. Switch the appliance on.</li> <li>4. If the display appears again after you clean the pump unit, call customer service. → <i>"Customer Service", Page 29</i></li> </ol> <p><b>Note:</b> You can deactivate and manually dose the intelligent dosing system until the fault is rectified. → <i>"Buttons", Page 12</i></p>
"E:60 / -2B"	<p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p>
"E:30 / -10" and/or 	<p>The water pressure is low. No remedial action possible.</p> <hr/> <p>The filters in the water inflow are blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the filters in the water inflow.</li> </ul> <hr/> <p>The tap is turned off.</p> <ul style="list-style-type: none"> <li>▶ Turn on the tap.</li> </ul> <hr/> <p>The water inlet hose is kinked or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the water inlet hose is not kinked or jammed.</li> </ul> <hr/> <p>Water level measurement system is defective.</p> <p><b>Note:</b> With the error message, the appliance starts a draining process.</p> <ol style="list-style-type: none"> <li>1. First wait approx. 5 minutes until the drain process ends.</li> <li>2. To reset the error message, switch the appliance off.</li> <li>3. Switch the appliance back on.</li> <li>4. If the error message is displayed again, call customer service. → <i>"Customer Service", Page 29</i></li> </ol>
	<p>The detergent drawer has not been pushed in fully.</p> <ul style="list-style-type: none"> <li>▶ Push in the detergent drawer until the symbol goes out.</li> </ul> <hr/> <p>The pump unit is not inserted.</p> <ol style="list-style-type: none"> <li>1. Insert the pump unit into the detergent drawer.</li> <li>2. Push in the detergent drawer until the symbol goes out.</li> </ol>
	<p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the compartment for manual dosing (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ If intelligent dosing is activated, reduce the basic dosage → <i>Page 16</i>.</li> <li>▶ If you dose manually, reduce the amount of detergent for the next washing cycle with the same load.</li> </ul>
 lights up.	<p>The temperature is too high.</p> <ul style="list-style-type: none"> <li>▶ Wait until the temperature has dropped.</li> <li>▶ → <i>"Cancelling the programme", Page 15</i></li> </ul> <hr/> <p>Water level is too high.</p> <ul style="list-style-type: none"> <li>▶ Select a suitable programme for draining. → <i>"Programmes", Page 000</i></li> </ul>

Fault	Cause and troubleshooting
🔊 flashes.	Door is not closed. ▶ Close the door. <hr/> Laundry is caught in the door. ▶ Remove any trapped laundry.
"E:30/-20"	Detergent dosage is too high. ▶ If you dose manually, reduce the amount of detergent for the next washing cycle with the same load. <hr/> Additional water is added. ▶ Do not add any extra water to the appliance while it is operating. <hr/> Solenoid valve defective. ▶ Call the after-sales service. → "Customer Service", Page 29
All other error codes.	Malfunction 1. Switch the appliance off and then on again. 2. If the message appears again, disconnect the appliance from the power supply for at least 30 seconds by pulling out the plug or by switching off the relevant circuit breaker in the fuse box. ✓ If the fault was a one-off, the message disappears. 3. If the message appears again, call the after-sales service. Please specify the exact error message when calling. → "Customer Service", Page 29
The appliance is not working.	The mains plug of the power cord is not plugged in. ▶ Connect the appliance to the power supply. <hr/> The circuit breaker in the fuse box has tripped. ▶ Check the circuit breaker in the fuse box. <hr/> There has been a power cut. ▶ Check whether the lighting in your room or other appliances are working.
The programme does not start.	You have not pressed <b>Start/Reload</b> ▷⏻. ▶ Press <b>Start/Reload</b> ▷⏻. <hr/> Door is not closed. ▶ Close the door. <hr/> Childproof lock is activated. ▶ Deactivate childproof lock. → "Deactivating the childproof lock", Page 16 <hr/> - <b>Finished in</b> ⏻ + is activated. ▶ Check whether - <b>Finished in</b> ⏻ + is activated. → "Buttons", Page 12 <hr/> Laundry is caught in the door. ▶ Remove any trapped laundry. <hr/> The detergent drawer has not been pushed in fully. ▶ Push in the detergent drawer until the symbol goes out. <hr/> The pump for the intelligent dosing system is blocked. 1. Switch off the appliance. 2. Clean the pump unit. 3. Switch the appliance on. 4. If the display appears again after you clean the pump unit, call customer service. → "Customer Service", Page 29 <b>Note:</b> You can deactivate and manually dose the intelligent dosing system until the fault is rectified. → "Buttons", Page 12
The door cannot be opened.	⏻ is activated. ▶ Continue the programme by selecting 🌀 <b>Spin</b> or 🚰 <b>Drain</b> and pressing <b>Start/Reload</b> ▷⏻. → "Resuming the programme when the programme status is Rinse Hold", Page 15

Fault	Cause and troubleshooting
The door cannot be opened.	<p>The temperature is too high.</p> <ul style="list-style-type: none"> <li>▶ Wait until the temperature has dropped.</li> <li>▶ Cancel the programme. → "Cancelling the programme", Page 15</li> </ul> <hr/> <p>Water level is too high.</p> <ul style="list-style-type: none"> <li>▶ Select a suitable programme for draining. → "Programmes", Page 000</li> </ul> <hr/> <p>Power failure.</p> <ul style="list-style-type: none"> <li>▶ Open the door using the emergency release. → "Emergency release", Page 27</li> </ul>
The water is not draining.	<p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> <hr/> <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water drain hose are not kinked or trapped.</li> </ul> <hr/> <p>Drain pump is blocked.</p> <ul style="list-style-type: none"> <li>▶ → "Cleaning the drain pump", Page 19</li> </ul> <hr/> <p>☐ is activated.</p> <ul style="list-style-type: none"> <li>▶ Continue the programme by selecting  <b>Spin</b> or  <b>Drain</b> and pressing <b>Start/Reload</b> .</li> <li>→ "Resuming the programme when the programme status is Rinse Hold", Page 15</li> </ul> <hr/> <p>The water outlet hose is connected too high.</p> <ul style="list-style-type: none"> <li>▶ Install the water outlet hose at a maximum height of 1 metre.</li> </ul> <hr/> <p>Pump cover is not correctly assembled.</p> <ul style="list-style-type: none"> <li>▶ Correctly assemble the pump cover.</li> </ul> <hr/> <p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the compartment for manual dosing (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ If intelligent dosing is activated, reduce the basic dosage → Page 16.</li> <li>▶ If you dose manually, reduce the amount of detergent for the next washing cycle with the same load.</li> </ul> <hr/> <p>Unapproved extension installed on the water drain hose.</p> <ul style="list-style-type: none"> <li>▶ Remove any unapproved extensions from the water hose. → "Connecting the appliance", Page 8</li> </ul> <hr/> <p>The pump cap is not fully screwed in.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the pump cap is screwed in all the way into the appliance. The handle on the pump cap must be in a vertical position.</li> </ul>
Water is not flowing in. Detergent is not being dispensed.	<p>You have not pressed <b>Start/Reload</b> .</p> <ul style="list-style-type: none"> <li>▶ Press <b>Start/Reload</b> .</li> </ul> <hr/> <p>The filters in the water inflow are blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the filters in the water inflow.</li> </ul> <hr/> <p>The tap is turned off.</p> <ul style="list-style-type: none"> <li>▶ Turn on the tap.</li> </ul> <hr/> <p>The water inlet hose is kinked or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the water inlet hose is not kinked or jammed.</li> </ul>
The spin cycle runs several times.	<p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <p><b>Note:</b> When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p>
The programme duration changes during the wash cycle.	<p>The programme operation is optimised electronically. This may change the programme duration.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul>



Fault	Cause and troubleshooting
The programme duration changes during the wash cycle.	The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry. <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <b>Note:</b> When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle. <hr/> Foam detection system switches on a rinse cycle if foam build-up is too high. <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul>
No water is visible in the drum.	Water is below the visible area. <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> <li>▶ Do not add any extra water to the appliance while it is operating.</li> </ul>
Drum jerks after the programme starts.	This is caused by an internal motor test. <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul>
Vibrations and movement of the appliance whilst spinning.	Appliance is not correctly aligned. <ul style="list-style-type: none"> <li>▶ → <i>"Aligning the appliance", Page 8</i></li> </ul> <hr/> The appliance feet are not fixed. <ul style="list-style-type: none"> <li>▶ Secure the appliance feet. → <i>"Aligning the appliance", Page 8</i></li> </ul> <hr/> Transit bolts have not been removed. <ul style="list-style-type: none"> <li>▶ → <i>"Removing the transit bolts", Page 7.</i></li> </ul>
Drum rotates, water does not flow in.	Load detection is active. <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <b>Note:</b> The load detection can take up to two minutes.
Heavy foam build-up	Detergent dosage is too high. <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the compartment for manual dosing (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ If intelligent dosing is activated, reduce the basic dosage → <i>Page 16.</i></li> <li>▶ If you dose manually, reduce the amount of detergent for the next washing cycle with the same load.</li> </ul>
1 i-DOS 2 i-DOS cannot be actuated.	Intelligent dosing is not intended for this programme. <ul style="list-style-type: none"> <li>▶ Not a fault – no action required. → <i>"Starting the programme with intelligent dosing system", Page 16</i></li> </ul> <hr/> Programme progress does not allow intelligent dosing. No remedial action possible.
High spin speed not reached.	A low spin speed is selected. <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a higher spin speed.</li> </ul> <hr/> Unbalance load detection system is using a reduced spin speed to eliminate an unbalance. <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle. <ul style="list-style-type: none"> <li>▶ Start the  <b>Spin</b> programme.</li> </ul>
The spin programme does not start.	Drain pipe or water outlet hose is blocked. <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> <hr/> Drain pipe or water drain hose is caught or jammed. <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water drain hose are not kinked or trapped.</li> </ul> <hr/> The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle. <ul style="list-style-type: none"> <li>▶ Start the  <b>Spin</b> programme.</li> </ul>
Rushing, hissing noise.	Water is flushed under pressure into the detergent drawer. <ul style="list-style-type: none"> <li>▶ Not a fault – normal operating noise.</li> </ul>

Fault	Cause and troubleshooting
Longer, whirring noise before the start of the wash cycle or fabric softening.	Intelligent dosing system dispenses detergent or care products. <ul style="list-style-type: none"> <li>▶ Not a fault – normal operating noise.</li> </ul>
Loud noises during the spin cycle.	Appliance is not correctly aligned. <ul style="list-style-type: none"> <li>▶ → <i>"Aligning the appliance"</i>, Page 8</li> </ul> The appliance feet are not fixed. <ul style="list-style-type: none"> <li>▶ Secure the appliance feet. → <i>"Aligning the appliance"</i>, Page 8</li> </ul> Transit bolts have not been removed. <ul style="list-style-type: none"> <li>▶ → <i>"Removing the transit bolts"</i>, Page 7.</li> </ul>
Banging noises, rattling in the drain pump.	Foreign bodies have got into the drain pump. <ul style="list-style-type: none"> <li>▶ → <i>"Cleaning the drain pump"</i>, Page 19</li> </ul>
Slurping, rhythmical suction noise.	The drain pump is active, the detergent solution is pumped out. <ul style="list-style-type: none"> <li>▶ Not a fault – normal operating noise.</li> </ul>
Creasing.	The spin speed is too high. <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a lower spin speed.</li> </ul> The load is too large. <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, reduce the amount of laundry being loaded.</li> </ul> Unsuitable programme for the type of fabric. <ul style="list-style-type: none"> <li>▶ Select the programmes that are suitable for the type of fabric.</li> </ul>
The spin result is not satisfactory. The laundry is too wet/too damp.	A low spin speed is selected. <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a higher spin speed.</li> <li>▶ Start the  <b>Spin</b> programme.</li> </ul> Drain pipe or water outlet hose is blocked. <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> Drain pipe or water drain hose is caught or jammed. <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water drain hose are not kinked or trapped.</li> </ul> The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the  <b>Spin</b> programme.</li> </ul> Unbalance load detection system is using a reduced spin speed to eliminate an unbalance. <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the  <b>Spin</b> programme.</li> </ul>
Detergent residue on the damp washing.	Detergents may contain water-insoluble substances that deposit on the laundry. <ul style="list-style-type: none"> <li>▶ Start the <b>Rinse</b>  programme.</li> </ul> Unsuitable detergent added to the dispenser of the intelligent dosing system. <ol style="list-style-type: none"> <li>1. Check whether the detergent used is suitable. → <i>"Detergents and care products"</i>, Page 14</li> <li>2. Drain the dispenser.</li> <li>3. Clean the dispenser.</li> <li>4. Refill the dispenser. → <i>"Filling the dispensers"</i>, Page 16</li> </ol> Basic dosage is not correctly adjusted. <ul style="list-style-type: none"> <li>▶ If intelligent dosing is activated, reduce the basic dosage → Page 16.</li> </ul>
Detergent residue on the dry laundry.	Detergents may contain water-insoluble substances that deposit on the laundry. <ul style="list-style-type: none"> <li>▶ Brush out the laundry after washing and drying.</li> </ul>

<b>Fault</b>	<b>Cause and troubleshooting</b>
Detergent residue on the dry laundry.	<p>Unsuitable detergent added to the dispenser of the intelligent dosing system.</p> <ol style="list-style-type: none"> <li>1. Check whether the detergent used is suitable. → <i>"Detergents and care products", Page 14</i></li> <li>2. Drain the dispenser.</li> <li>3. Clean the dispenser.</li> <li>4. Refill the dispenser. → <i>"Filling the dispensers", Page 16</i></li> </ol>
	<p>Basic dosage is not correctly adjusted.</p> <ul style="list-style-type: none"> <li>▶ If intelligent dosing is activated, reduce the basic dosage → <i>Page 16</i>.</li> </ul>
Insufficient cleaning.	<p>Basic dosage not adjusted.</p> <ul style="list-style-type: none"> <li>▶ If intelligent dosing is activated, adjust the basic dosage → <i>Page 16</i>.</li> </ul>
	<p>Detergent or care products have congealed in dispensers of the intelligent dosing system.</p> <ol style="list-style-type: none"> <li>1. Check whether the detergent used is suitable. → <i>"Detergents and care products", Page 14</i></li> <li>2. Drain the dispenser.</li> <li>3. Clean the dispenser.</li> <li>4. Refill the dispenser. → <i>"Filling the dispensers", Page 16</i></li> </ol>
	<p>Unsuitable detergent added to the dispenser of the intelligent dosing system.</p> <ol style="list-style-type: none"> <li>1. Check whether the detergent used is suitable. → <i>"Detergents and care products", Page 14</i></li> <li>2. Drain the dispenser.</li> <li>3. Clean the dispenser.</li> <li>4. Refill the dispenser. → <i>"Filling the dispensers", Page 16</i></li> </ol>
Home Connect is not working properly.	<p>Different causes are possible.</p> <ul style="list-style-type: none"> <li>▶ Go to <a href="http://www.home-connect.com">www.home-connect.com</a>.</li> </ul>
No connection to the home network.	<p>Wi-Fi is switched off.</p> <ul style="list-style-type: none"> <li>▶ Activating Wi-Fi on the appliance. → <i>"Activating Wi-Fi on the appliance", Page 17</i>.</li> </ul>
	<p>Wi-Fi is activated but a connection to your home network cannot be established.</p> <ol style="list-style-type: none"> <li>1. Ensure that the home network is available.</li> <li>2. Reconnect the appliance to the home network. → <i>"Setting up Home Connect", Page 17</i></li> </ol>
Water is leaking out at the water inlet hose.	<p>Water inlet hose is not correctly/securely connected.</p> <ol style="list-style-type: none"> <li>1. Connect the water supply hose correctly. → <i>"Connecting the water inlet hose", Page 8</i></li> <li>2. Tighten the screw connection.</li> </ol>
Water is leaking out at the water outlet hose.	<p>The water outlet hose is damaged.</p> <ul style="list-style-type: none"> <li>▶ Replace the damaged water outlet hose.</li> </ul>
	<p>Water outlet hose is not connected correctly.</p> <ul style="list-style-type: none"> <li>▶ Connect the water outlet hose correctly. → <i>"Water outlet connection types", Page 8</i></li> </ul>
Odours have formed in the appliance.	<p>Humidity and detergent residue may promote the formation of bacteria.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Cleaning the drum", Page 19</i></li> <li>▶ If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate.</li> </ul>
Water is leaking from below the door.	<p>Dirt on the door or seal causes leaks.</p> <ul style="list-style-type: none"> <li>▶ Clean the door and the seal.</li> </ul>

## 19.2 Emergency release

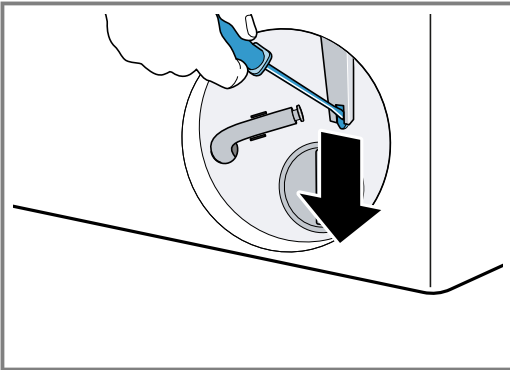
### Releasing the door

**Requirement:** The drain pump is empty. → *Page 19*

**1. ATTENTION!**

Escaping water may cause material damage.  
▶ Do not open the door if you can see water through the glass.

Pull the emergency release downwards with a tool and release.



✓ The door lock is released.

2. Insert the maintenance flap and lock it into place.
3. Close the maintenance flap.

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## 20 Transportation, storage and disposal

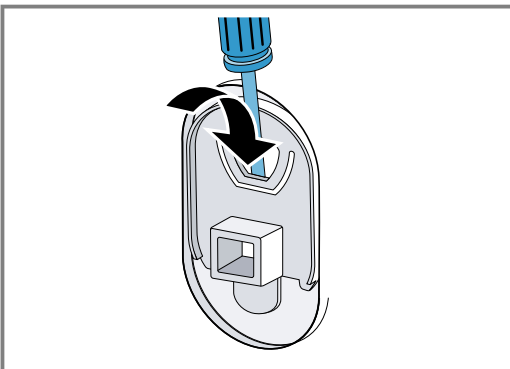
### 20.1 Removing the appliance

1. Turn off the tap.
2. Empty the water inlet hose.
3. Switch off the appliance.  
→ "Switching off the appliance", Page 15
4. Unplug the appliance's mains plug.
5. Drain the water.  
→ "Cleaning the drain pump", Page 19
6. Detach the hoses.
7. Empty the dispensers.

### 20.2 Inserting the transit bolts

Secure the appliance before transportation using transit bolts in order to prevent transport damage.

1. Use a screwdriver to remove the 4 cover caps.



Keep the cover caps.

2. Insert the 4 transit bolts.  
→ "Removing the transit bolts", Page 7

### 20.3 Using the appliance again

- ▶ For further information, see  
→ "Installation and connection", Page 6 and  
→ "Starting an empty washing cycle", Page 10.

### 20.4 Disposing of old appliance

Valuable raw materials can be reused by recycling.

**⚠ WARNING – Risk of harm to health!**

Children can lock themselves in the appliance, thereby putting their lives at risk.

- ▶ Do not install the appliance behind a door as this may obstruct the appliance door or prevent it from opening.
- ▶ With redundant appliances, unplug the power cord. Then cut through the cord and damage the lock on the appliance door beyond repair so that the appliance door will no longer close.

1. Unplug the appliance from the mains.
2. Cut through the power cord.
3. Dispose of the appliance in an environmentally friendly manner.

Information about current disposal methods are available from your specialist dealer or local authority.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE).

The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

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## 21 Customer Service

Detailed information on the warranty period and terms of warranty in your country is available from our after-sales service, your retailer or on our website.

If you contact Customer Service, you will require the product number (E-Nr.) and the production number (FD) of your appliance.

The contact details for Customer Service can be found in the enclosed Customer Service directory or on our website.

### 21.1 Product number (E-Nr.) and production number (FD)

You can find the product number (E-Nr.) and the production number (FD) on the appliance's rating plate. Depending on the model, the rating plate is located:

- On the inside of the door.
- On the inside of the maintenance flap.
- On the rear of the appliance.

Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

## 22 Consumption values

The indicated consumption values are approximate.

The values may deviate from the indicated values depending on water pressure, water hardness, water inlet temperature, room temperature, type of laundry, amount and soiling of laundry, detergent used, fluctuations in the mains voltage and selected settings.

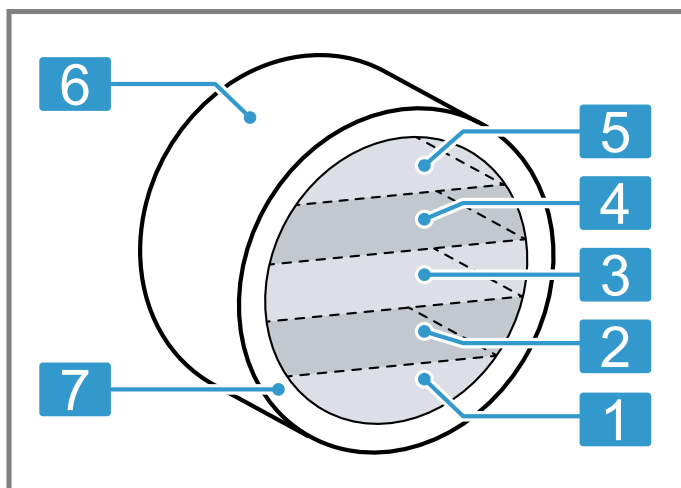
Programme	Temperature (°C)	Load (kg)	Energy consumption (kWh) <sup>1</sup>	Water consumption (l) <sup>1</sup>	Programme duration (h:min) <sup>1</sup>
Cottons	20	9.0	0.300	84.0	2:46
Cottons	40	9.0	0.550	76.0	2:53
Cottons	60	9.0	1.020	76.0	3:08
Cottons	90	9.0	2.200	88.0	2:43
Cottons Eco	60	9.0	0.565	64.8	5:20
Easy Care	40	4.0	0.750	56.0	2:29
Quick Mixed	40	4.0	0.650	45.0	1:00
Delicates/Silk	30	2.0	0.220	35.0	0:39
Wool	30	2.0	0.280	35.0	0:39

<sup>1</sup> values determined according to the valid version of IEC60456


<sup>2</sup> Programme setting with maximum speed for testing according to AS/NZS2040.1 and labelling according to AS/NZS2040.2 and AS/NZS 6400 with cold water supply (20 °C).

The program is recommended for normally soiled laundry.

### 22.1 Information for test institute




1	Layer 1: tablecloth
2	Layer 2: shirts, T-shirts, pillow cases
3	Layer 3: shorts (all), wash cloths (all), handkerchiefs (all)
4	Layer 4: shirts, T-shirts, pillow cases
5	Layer 5: tablecloth
6	Drum
7	External circle: sheets, bath towels

Items	Instruction
Pre-treatment of new appliance	Run two empty runs of Cottons  90 °C with 1400 rpm: The 1st run with 50 g detergent and 8 g anti sudsing agent, the 2nd run without detergent and sudsing agent.
According to standard	AS NZS 2040.1-2005 AS NZS 2040.2-2005 AS NZ 6400-2016
Washing programme	Cottons Eco @ 60 °C, 9.0 kg, 1400 rpm
Testing instructions	The dosage of detergent: 9.5 g/kg The dosage of anti sudsing agent: 2 g/kg Add the dry powder detergent into main wash dispenser before start. After detergent is flushed in add the PBIS solution and anti-sudsing agent as soon as possible.

Items	Instruction
Age of test loads	The average age of test load around 10-20 times is recommended to replicate normal use.
Loading procedure	First, load the laundry items into the drum by filling the external circle. Fill possible gaps with wash clothes, handkerchiefs and laundry items without soil swatches. Afterwards, load the laundry items into the drum in layers as shown in the table and pictures below. Make sure that swatches are flat and below the laundry item when loading items into the drum.

## 23 Technical data

Appliance height	84.8 cm
Appliance width	59.8 cm
Appliance depth	59.0 cm
Appliance depth with door closed	63.2 cm
Appliance depth with door open	106.3 cm
Weight	73.8 kg
Maximum load	9.0 kg
Mains voltage	220-240 V, 50 Hz

 Minimum installation protection	10 A
Nominal power	2300 W
Water pressure	<ul style="list-style-type: none"> <li>■ Minimum: 100 kPa (1 bar)</li> <li>■ Maximum: 1000 kPa (10 bar)</li> </ul>
Length of the water inlet hose	150 cm
Length of the water outlet hose	150 cm
Length of the power cord	160 cm

## 24 Declaration of Conformity

BSH Hausgeräte GmbH hereby declares that the appliance with Home Connect functionality conforms to the basic requirements and other relevant provisions of Directive 2014/53/EU.

A detailed RED Declaration of Conformity can be found online at [www.bosch-home.com](http://www.bosch-home.com) among the additional documents on the product page for your appliance.



2.4 GHz band (2400–2483.5 MHz): Max. 100 mW  
5-GHz band (5150–5350 MHz + 5470–5725 MHz): max. 50 mW



BE	BG	CZ	DK	DE	EE	IE	EL	ES
FR	HR	IT	CY	LI	LV	LT	LU	HU
MT	NL	AT	PL	PT	RO	SI	SK	FI
SE	NO	CH	TR	IS	UK (NI)			

5 GHz WLAN (Wi-Fi): For indoor use only.

AL	BA	MD	ME	MK	RS	UK	UA
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5 GHz WLAN (Wi-Fi): For indoor use only.



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