



CustomerService
by **B/S/H/**

Your Essential Appliance Care Guide

MANUFACTURER'S SERVICE FOR HOME APPLIANCES



BOSCH

SIEMENS

GAGGENAU



NEFF

Keep your appliances performing at their best — for longer!

Get the most out of your appliance with our simple guides in this leaflet.

BENEFITS OF REGULAR CARE & MAINTENANCE



Longer appliance life

Prevent breakdowns and avoid costly replacements



Energy savings

Descaled machines use less energy and work faster



Better performance

Clean and well maintained machines work more efficiently



Fewer repairs

Regular care reduces the chance of unexpected problems

Water in our country

- Soft to moderately soft
- Slightly hard to moderately hard
- Hard to very hard



Cleaning

Regular cleaning isn't just about appearance — it's essential for keeping your appliances working safely and efficiently. Over time, dirt, grease, and detergent residues can build up, affecting performance and even causing unpleasant odours.

With just a few simple steps, you can keep your appliances fresh, hygienic, and running smoothly day after day.

Descaling

Limescale might be out of sight, but it can cause real problems inside your appliances. Hard water leaves mineral deposits that reduce efficiency, increase energy use, and shorten the lifespan of your machines.

Regular descaling helps prevent build-up, keeping your appliances performing at their best and helping you avoid unnecessary repairs.

AMDEA (2025): <https://www.amdea.org.uk/householders/know-watts-what/maintenance-tips/>

Anglian Water (2025): <https://www.anglianwater.co.uk/news/hard-water-in-our-region-your-questions-answered/>

DID YOU KNOW?

60% of the population in the UK lives in a hard-water area, meaning that limescale is affecting many of our appliances (AMDEA, 2025).

Prevent limescale in the washing machine

WHY IT IS IMPORTANT

Limescale is a chalky deposit that forms in hard areas, affecting the performance and lifespan of your appliance.

WHY DESCALING MATTERS



Reduced efficiency

Higher energy consumption



Poor cleaning performance

Clothes are not as clean



Risk of damage

Reduced lifespan of appliance



Increased energy usage

The appliance works harder

SIGNS OF LIMESCALE BUILDUP

- Clothes come out feeling stiff or scratchy
- White deposits on laundry
- Longer washing cycles
- Unusual noises during washing
- Stiff or blocked filter

WHAT YOU NEED TO DO

- Descale every 3-6 months depending on usage
- Choose detergents formulated for hard water
- Keep your machine dry by leaving the door open after use
- Use a machine cleaner regularly to remove odour and residues



PRODUCTS RECOMMENDED BY OUR ENGINEERS

QUICK DESCALER



- Dissolves limescale on the inner walls, heating elements and tubes
- Sufficient for 1 treatment
- Formula free of micro plastics

Product code: 00312330

MACHINE CLEANER 4 PACK



- Packaging form 100% recycled material
- Suitable for both washing machines and dishwashers
- Also available as value pack

Product code: 00312331

Protect your dishwasher from limescale

WHY IT IS IMPORTANT

Limescale builds up inside your dishwasher over time, affecting its performance and leaving your dishes looking dull.

WHY DESCALING MATTERS



Spots and streaks on dishes

White, cloudy marks on glassware and plates



Reduces heating efficiency

Appliance works harder and consumes more energy



Clogs internal parts

Can lead to blockages of spray arms, filters and pipes



Shortens machine lifespan

Buildup can lead to breakdowns

SIGNS OF LIMESCALE BUILDUP

- Poor cleaning performance
- Slow or reduced water flow
- Unpleasant smell
- Dishes not coming out dry
- Unusual noise level

WHAT YOU NEED TO DO

- Use a descaler every 6 months or depending on appliance usage
- Add dishwasher salt to help soften water and improve detergent performance
- Use a rinse aid solution to prevent water spots and help dishes dry
- Regularly clean the spray arms and filters for improved water circulation



PRODUCTS RECOMMENDED BY OUR ENGINEERS

QUICK DESCALER



- Dissolves limescale on the inner walls, heating elements and tubes
- Sufficient for 1 treatment
- Formula free of micro plastics
- Packaging from 100% recycled materials
- Suitable for both washing machines and dishwashers

Product code: 00312330
Product code: 00312331 - 4 Pack

DISHWASHER CLEANER



- Removes grease, odours, dirt residues and limescale, leaving your dishwasher sparkling clean
- Sufficient for 1 treatment
- Formula free of micro plastics
- Helps your dishwasher work effectively to provide you with clean and dry dishes after every cycle

Product code: 00312361
Product code: 00312362 - 4 Pack

Descal for better tasting coffee

WHY IT IS IMPORTANT

Limescale forms when water is heated, leaving behind residue that builds up inside your coffee machine over time. The majority of coffee machine faults are attributed to lack of descaling and maintenance.

WHY DESCALING MATTERS



Affected coffee taste

Can make coffee taste bitter or metallic



Reduces temperature efficiency

Machine works harder and uses more energy



Clogs your machine

Inefficient water flow



Shortens lifespan

Can lead machine failure

SIGNS OF LIMESCALE BUILDUP

- Slow brewing time
- Lukewarm or inconsistent coffee temperature
- Bitter or unpleasant coffee taste
- Loud operating noise
- White, chalky residue
- Machine failure

WHAT YOU NEED TO DO

- Descale your coffee machine every 2-3 months
- Use filtered or bottled water
- Regularly clean your appliance with a machine cleaner



PRODUCTS RECOMMENDED BY OUR ENGINEERS

DESCALING TABLETS



- Removes odours and limescale to improve the aroma and taste of your drinks
- Suitable for all coffee machines

- Use every 3-6 months
- Pack of 3

Product code: 00312445

CLEANING TABLETS



- Removes coffee grease and residue powerfully, fast and reliably
- Suitable for automatic coffee machines and thermo flasks

- Use every 3-6 months
- Pack of 10

Product code: 00312295

Product code: 00311979 - 20 Pack

Cleaner oven for better cooking results

WHY CLEANING YOUR OVEN MATTERS

A dirty oven isn't just unpleasant — it can affect your cooking and even pose safety risks. Over time, grease, food spills, and burnt residue build up, leading to:

- Unpleasant smells and smoke
- Reduced efficiency
- Fire hazards
- Altered food taste

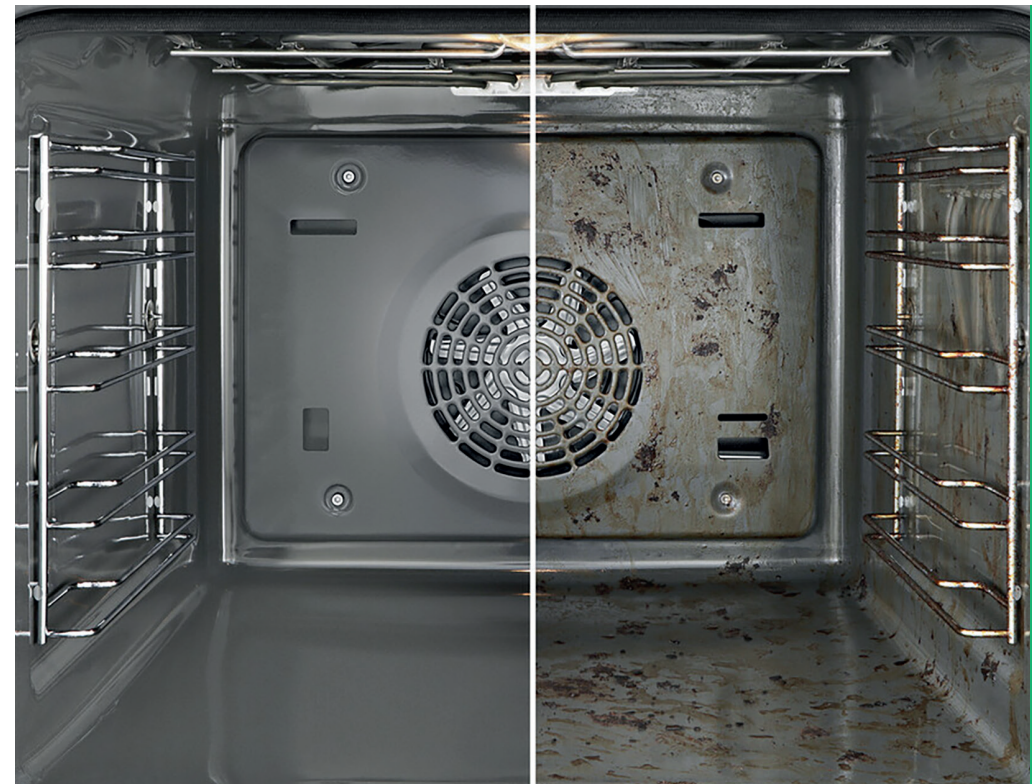
QUICK AND EASY CLEANING

1. Remove the oven racks and soak them in hot soapy water. Use an oven cleaner without harsh chemicals
2. Let cleaners break down stubborn stains
3. Do not use a glass scraper or glass cleaner on the oven door as it can cause potential damage
4. Clean the stainless steel surfaces with a safe cleaner to remove discolouration
5. Use warm soapy water to clean the facia. Avoid using alcohol or harsh cleaners
6. Use a damp cloth to remove any remaining residues

PREVENT FUTURE BUILDUP

- Wipe spills as soon as the oven cools down
- Use a baking tray or oven liner to catch drips
- Deep clean your oven every 1-3 months for best performance

Certain ovens have Pyrolytic or other cleaning functions that can also help to clean your appliance. Discover more information in the user manual.



OVENS

PRODUCTS RECOMMENDED BY OUR ENGINEERS

OVEN CLEANING GEL SPRAY



- Ideal for daily and regular cleaning
- For stubborn burnt food deposits, spillages and grease
- Contents: 500ml
- Reaches the narrow and deep lying corners of your oven or baking tray
- Perfect for larger surfaces of ovens, microwaves and baking trays

Product code: 00312482

MULTI-PURPOSE DEGREASER



- Dissolves grease from surfaces such as ceramic, stainless steel, plastic, wood, marble and granite
- Dries up quickly for streak-free results
- Reaches the narrow and deep lying corners of your kitchen
- Contents: 500ml

Product code: 00312207

Keep your hob sparkling clean

WHY CLEANING YOUR HOB MATTERS

A dirty hob isn't just an eyesore — it can impact cooking performance and even become a safety hazard. Grease, food spills, and burnt-on stains can lead to:

- Uneven cooking
- Fire hazards
- Bacteria growth
- Unpleasant odours

HOW TO CLEAN YOUR HOB

To prevent burns, only clean the hob once it has completely cooled down.

GAS HOBS (STAINLESS STEEL & IRON)

1. Remove and soak burner caps in soapy water
2. Use a grease-fighting cleaner
3. Scrub with a soft sponge
4. Wipe with a clean damp cloth and dry with a soft cloth
5. Scrub, rinse and dry pan supports before reattaching

Tip: For stubborn stains, use a small amount of diluted dish soap.

ELECTRIC GLASS HOBS (CERAMIC & INDUCTION)

1. Wipe with a damp microfiber cloth
2. Use the glass hob cleaner and let it sit for a few minutes
3. Use a glass scraper to gently remove stubborn stains
4. Polish with a microfiber cloth

Tip: Avoid abrasive sponges or powders as they can scratch the glass.

Remember to wipe spills immediately after your hob has cooled down and regularly clean it thoroughly so you can get the best results every time you use it.



HOBS

PRODUCTS RECOMMENDED BY OUR ENGINEERS

HOB CLEANER



- For ceramic, induction, and stainless steel gas hobs
- Leaves a protective barrier and an attractive shiny finish
- Powerfully and thoroughly removes stubborn dirt and grease
- Contents: 250ml

Product code: 00311896

HOB MAINTENANCE PACK



- Contains cleaning fluid (250 ml) specially formulated for use on ceramic hobs to leave a clean, attractive, shiny finish
- The glass scraper is ideal for removing burnt-on spillages on ceramic glass hobs
- Safely and powerfully removes dirt and grease
- Washable soft cloth

Product code: 00311900

Other related products: Stainless Steel Conditioning Cloths (00312007), Stainless Steel Cleaning and Care Set (00311964) and Multi-purpose Degreaser (00312207).

Clean hood for an odour-free kitchen

WHY CLEANING YOUR COOKER HOOD IS IMPORTANT

Your cooker hood works hard to remove grease, smoke, and odours from your kitchen. However, if it's not cleaned regularly, it can lead to:

- Fire hazard
- Reduced Efficiency
- Poor air quality
- Appliance damage

HOW TO CLEAN & MAINTAIN YOUR COOKER HOOD

1. Use warm, soapy water or a degreaser to clean the hood's surface

- For stainless steel hoods, use a microfiber cloth and stainless steel cleaner for a streak-free shine

2. Clean or replace the filters

Metal Grease Filters (Reusable)

- Remove the filters and soak them in warm, soapy water for 15–30 minutes
- Scrub with a soft brush, rinse, and dry before reinstalling

Charcoal/Carbon Filters (Non- Washable, Used in Recirculating Hoods)

- Replace every 3–6 months, depending on usage. Check your manual for the correct replacement type

3. Clean the vent & fan blades

- Wipe down accessible areas with a degreaser or mild soapy water
- If airflow is still weak, professional duct cleaning may be needed

Check your cooker hood's user manual for the correct filter type and replacement steps.



PRODUCTS RECOMMENDED BY OUR ENGINEERS

MULTI- PURPOSE DEGREASER



- Dissolves grease from surfaces such as ceramic, stainless steel, plastic, wood, marble and granite
- Dries up quickly for streak- free results

- Reaches the narrow and deep lying corners of your kitchen
- Contents: 500 ml

Product code: 00312207

COOKER HOOD STANDARD ODOUR FILTER



- Cleans the kitchen air effectively from odours while cooking
- Anti-fish and strong odour functionality

- Lifetime is 6-12 months
- Replacement active carbon filter for recirculation operation

Product code: 00796390

Shop our full range of filters and care products online or by calling us.

Keep your dishwasher clean for sparkling dishes

WHY REGULAR CLEANING IS IMPORTANT

Your dishwasher works daily to clean your dishes, but without proper maintenance, it can develop problems that affect performance, including:

- Unpleasant odours
- Cloudy or dirty dishes
- Reduced efficiency
- Shorter appliance lifespan

HOW TO CLEAN & MAINTAIN YOUR DISHWASHER

Regularly use Bosch cleaning and care products for best results

Use the Dishwasher Cleaner every 1-2 months to remove grease, food residue and odours

Monthly deep cleaning routine

- **Check and clean the filter**
Remove and rinse under warm water to clear trapped food particles
- **Wipe down the door seals**
Use a damp cloth to remove grease and prevent mold
- **Inspect spray arms**
Remove debris from the spray arm holes using a toothpick or small brush

Everyday maintenance tips for best performance

- Scrape excess food off plates before loading
- Use Bosch Descaler every 3-6 months in hard water areas
- Keep the rinse aid dispenser filled for spotless drying
- Leave the door slightly open after a cycle to prevent moisture buildup

A well-maintained dishwasher cleans better, lasts longer, and saves energy.



PRODUCTS RECOMMENDED BY OUR ENGINEERS

DISHWASHER CLEANER (4 SACHETS)



- Convenient application: One sachet of the cleaning powder fits perfectly into your dishwasher dispenser
- Effectively removes grease, odours and dirt deposits
- Formula free of micro plastics
- Tested and approved for our appliances
- Effective cleaning of internal equipment parts, hoses and pumps

Product code: 00312477
Product code: 00312485 - 3 Pack

DISHWASHER CARE



- Smart cap enables easy and precise dosing at every stage of cleaning with Intelligent Dosing Technology
- Removes grease, odours, dirt residues and limescale, leaving your dishwasher sparkling clean
- Formula free of micro plastics
- Contents: 4 x 250ml bottle, suitable for 4 treatments

Product code: 00312361
Product code: 00312362 - 4 Pack

Keep your washing machine clean for fresher laundry

WHY REGULAR CLEANING IS IMPORTANT

Your washing machine works hard to keep your clothes clean, but without proper maintenance, it can develop problems that affect its performance, including:

- Bad odours
- Dirty & smelly laundry
- Reduced efficiency
- Shorter appliance lifespan

HOW TO CLEAN & MAINTAIN YOUR WASHING MACHINE

Regularly use Bosch cleaning & care products for the best results

Bosch recommends using a specially designed cleaning product every 3 months to eliminate odours and improve efficiency.

Monthly deep cleaning routine

- **Clean the detergent drawer**
Remove and soak in warm soapy water, then scrub away residue
- **Wipe the door seal**
Mold and dirt collect in the rubber gasket — clean it with a damp cloth and mild detergent
- **Check the filter**
Remove lint, coins, and small debris from the pump filter every few months

Everyday maintenance tips for better performance

- Leave the door slightly open after each wash to let the drum dry
- Use the right amount of detergent to prevent excess buildup
- Run a hot wash occasionally to prevent bacterial growth
- If you live in a hard water area, use Bosch Descaler every 3–6 months



PRODUCTS RECOMMENDED BY OUR ENGINEERS

WASHING MACHINE CLEANER



- Ensures cleaner, more hygienic interior of the washing machine for improved washing results
- Suitable for removing all deposits in the drum and tubes, including detergent

Product code: 00311925

WASHING MACHINE CLEANER 4 PACK



- Can help to reduce unpleasant odours from developing
- Content: 200g, sufficient for one application
- Use every three months

Product code: 00311928

Keep your tumble dryer safe and clean

WHY REGULAR CLEANING IS IMPORTANT

Your tumble dryer helps keep your laundry routine smooth, but neglecting regular maintenance can lead to serious issues, including:

- Fire hazard
- Higher energy bills
- Longer drying times
- Appliance damage

HOW TO CLEAN & MAINTAIN YOUR TUMBLE DRYER

1. Clean the lint filter after every use
 - Wipe off lint with your fingers or a soft brush
 - Wash with washing up liquid and replace once dry
2. Use a damp cloth to wipe down the drum & door seal
3. Check and clean the vent or condenser unit
4. Deep clean the machine every few months using a care product
 - Unplug the dryer and gently vacuum around the filter slot and vents
 - Check for lint behind and under the dryer, as it can accumulate over time

For Vented Dryers:

- Check the vent hose for blockages and lint buildup every 3–6 months
- Vacuum the vent and exhaust area to improve airflow

For Condenser & Heat Pump Dryers:

- Empty and rinse the water tank after each use (if applicable)
- Clean the condenser unit or heat exchanger every month (refer to the manual for instructions)

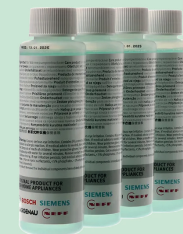
REGULAR MAINTENANCE TIPS FOR BEST PERFORMANCE

- **After every use:**
Clean the lint filter
- **Weekly:**
Wipe the drum and door seal
- **Monthly:**
Clean the condenser (if applicable)
- **Every 3–6 months:**
Check and clean vents on vented models



PRODUCTS RECOMMENDED BY OUR ENGINEERS

CARE SET FOR HEAT PUMP DRYERS



- Eliminates odours and maintains the performance of the appliance
- Recommended to be applied 2-3 times per year, depending on frequency of use of the appliance
- Helps to remove residues and lint from the appliance and the condensate container
- 4x125ml

Product code: 00312474

QUICK DESCALER (WASHER DRYERS ONLY)



- Dissolves limescale on the inner walls, heating elements and tubes
- Packaging from 100% recycled materials
- Suitable for washing machines, washer dryers and dishwashers
- Sufficient for 4 treatments, 1 container per descaling cycle

Product code: 00312331

Keep your fridge freezer clean and fresh

WHY CLEANING YOUR FRIDGE FREEZER MATTERS

Your fridge freezer stores the food you and your family eat daily, so keeping it clean is crucial for hygiene, efficiency, and food safety. Ignoring regular maintenance can lead to:

- Bacteria & mould growth
- Inefficient cooling
- Unpleasant odours
- Cross-contamination

HOW TO CLEAN YOUR FRIDGE

1. Switch off the appliance
2. Remove food, shelves and drawers carefully
3. Clean with a soft cloth and a food-safe cleaner
4. Wipe the door seal with water only and then wipe dry thoroughly
5. Allow fridge to dry for a few minutes with the door open

Tip: For stainless steel fridges, apply the Bosch Stainless Steel Conditioner or use the Soft Conditioning Cloths. Remember to always clean the appliance in the direction of the grain.

DON'T FORGET TO REPLACE THE WATER FILTER

If your fridge has a water dispenser or ice maker, changing the water filter every 6 months is essential to:

- Keep water fresh and free from bacteria
- Prevent clogs and poor water flow
- Reduce harmful contaminants like chlorine, lead, and bacteria

Check your fridge's user manual for the correct filter type and replacement steps.



FRIDGE FREEZERS

PRODUCTS RECOMMENDED BY OUR ENGINEERS

FRIDGE CLEANER



- Effectively cleans all surfaces without leaving streaks, scratches, or residue
- Suitable for the interior and exterior of the appliance
- Prevents cross contamination
- Ensures a safe environment for storing food
- Contents: 500ml

Product code: 00312476

CLEANING & CARE SET: STAINLESS STEEL SURFACES



Product code: 00311964

ULTRACLARITY FRIDGE WATER FILTER STEEL SURFACES



Product code: 11034151

Accessories designed for your appliance

Whether you are looking to replace a wire shelf, or you are looking for an oven bulb, you can find many helpful accessories in our online shop.

REGISTER YOUR APPLIANCE

There are many benefits to registering your appliance, but it is especially important to do it so that you can:

- Receive any safety information and updates
- Securely store your appliance's details and warranty information
- Quickly access the support you need

CONTACT OUR AWARD-WINNING CUSTOMER SERVICE TEAM*

To be directed to the right place for the information you are after, please visit our brand websites and explore the contact options available:

United Kingdom

Bosch: www.bosch-home.co.uk

Siemens: <https://www.siemens-home.bsh-group.com/uk/>

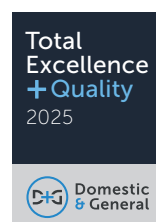
NEFF: <https://www.neff-home.com/uk/>

Ireland

Bosch: www.bosch-home.ie/

Siemens: www.siemens-home.bsh-group.com/ie

NEFF: www.neff-home.com/ie/



*In 2025, the BSH Group has been awarded for the 11th time the Domestic & General award for outstanding customer service in the home appliances industry."