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MyBosch

Washing machine

XQG100-WG-B256B00W

[en] User manual and installation instructions

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1 Safety

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.
- Up to an altitude of 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 isolating switch must be integrated into 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.
- ▸ 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 heavy 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 service. →*Page 47*

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.

When spinning larger, waterproof items of laundry, imbalances may arise and lead to injuries.

- ▸ Do not wash and spin larger items of laundry, such as blankets or mattress covers, in the appliance.

⚠ 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 flammable 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 injury!
This appliance runs programmes that use active oxygen.
Active oxygen can cause eyes to water and irritate the mucosa.
- ▸ Do not open the appliance door using the emergency release if a programme is running with active oxygen.
- ▸ Wait for the appliance door to be released.

⚠ 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!
Improper repairs are dangerous.
- ▸ Never make any technical modifications to the appliance or its features.
- ▸ 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.
- ▸ Before cleaning, pull out the mains plug or switch off the fuse in the fuse box.
- ▸ 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 23*
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 programs with low temperatures and longer wash times and use maximum load capacity. →*Page 23*
- Add detergent based on the laundry's degree of soiling. Detergent dosage
- Reduce the washing temperature for lightly and normally soiled laundry.
- Set the maximum spin speed if you want to dry the laundry in the tumble dryer afterwards.
- Wash the laundry without prewash.

3.3 Energy saving mode

If you do not use the appliance for a brief period, it automatically switches to energy-saving mode. All displays go out and II ▷ flashes.

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

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

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 10*
2. Check the appliance for visible damage.
3. Open the door. →*Page 29*
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 27*

Note: The appliance has undergone a function test at the factory. This may cause water stains in the appliance, which the first wash cycle removes.

The delivery consists of the following:
- Washing machine
- Accompanying documents
- Transit bolts
  → *"Removing the transit bolts", Page 12*
- Cover caps

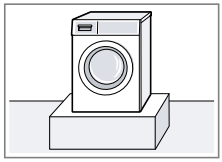
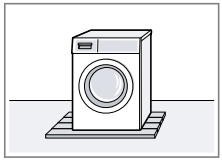
4.3 Requirements for the installation location

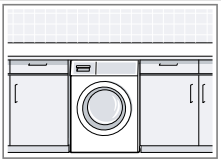
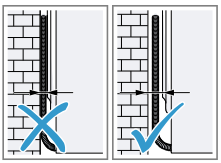
⚠ **WARNING**
Risk of electric shock!
The appliance contains live parts. Touching live parts is dangerous.
- ▸ Do not operate the appliance without a cover cap.

⚠ **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 27* 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 27*.
Wooden joist floor 	Place the appliance on a water-resistant wooden board (minimum thickness of 30 mm) which is screwed tightly to the floor.
Kitchen unit	Only install the appliance underneath a continuous worktop that is securely con-

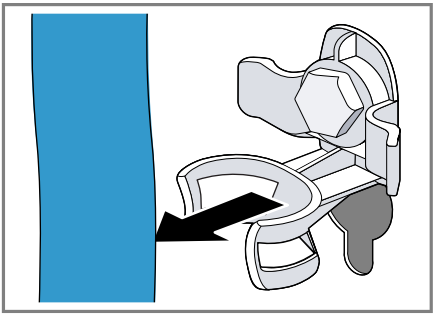
Installation location	Requirements
	nected to adjacent cabinets. Required niche width: 60 cm.
Against a wall 	Do not trap the power cord or the hoses between the wall and the appliance.

4.4 Removing the transit bolts

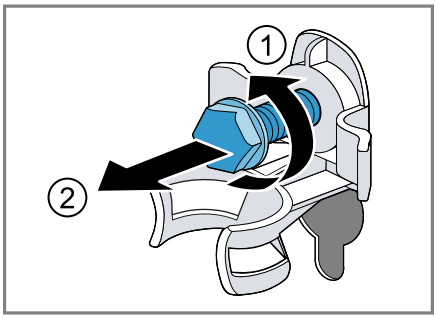
The appliance is secured for transportation using transit bolts on the rear of the appliance.

Note: Keep the transit bolt screws and the sleeves in a safe place for future transport.
→ *"Inserting the transit bolts", Page 46*

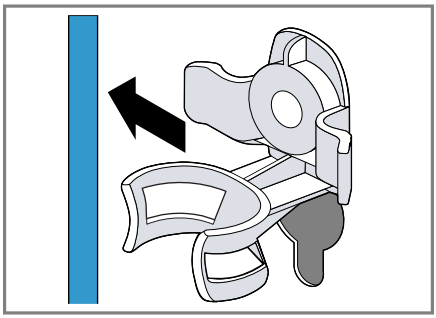
1. Pull the hose out of the holders.



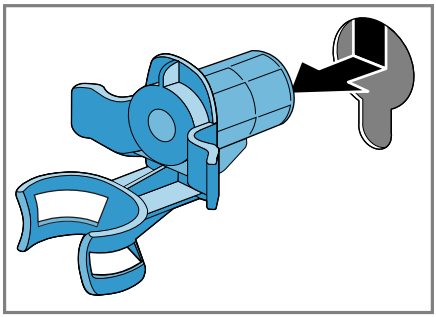
2. Unscrew ① and remove ② all of the screws for the 4 transit bolts using a WAF 13 wrench.



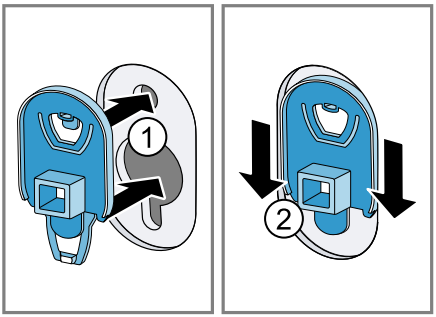
3. Remove the power cable from the holder.



4. Remove the 4 sleeves.



5. Insert the 4 cover caps ① and push them downwards ②.



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

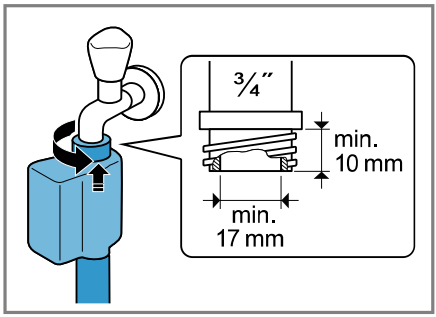
4.5 Connecting the appliance

Connecting the water inlet hose

⚠ WARNING
Risk of electric shock!
The appliance contains live parts. Touching live parts is dangerous.
- Do not immerse the electrical AquaStop valve in water.

ATTENTION
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.

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



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

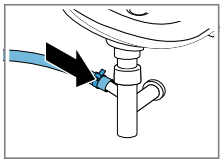
Water outlet connection types

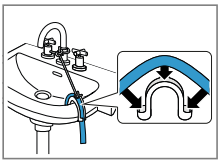
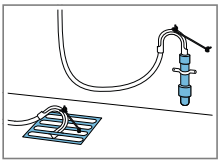
This information is intended to help you to connect this appliance to the water outlet.

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.

In the event of a blocked or covered outlet, accumulated wastewater can flow back into the appliance.
- Before operating the appliance, ensure that the wastewater drains away quickly and eliminate any blockages.

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. → *"Accessories", Page 27*
Plastic pipe with rubber sleeve or gully 	Fix and secure the water outlet hose with an elbow. → *"Accessories", Page 27*

Connecting the appliance to the electricity supply

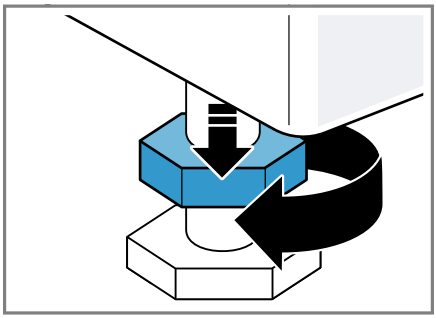
Note: Your electrical domestic installation for this appliance must comply with the local legal provisions and safety regulations, and should include a residual current circuit-breaker.

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 47*.
2. Check the mains plug is inserted properly.

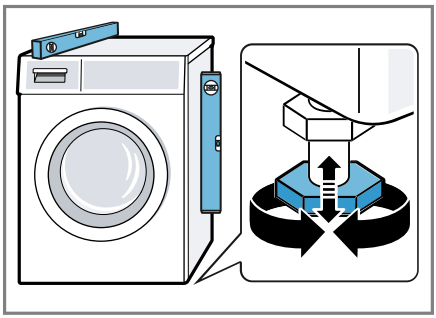
4.6 Aligning the appliance

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.

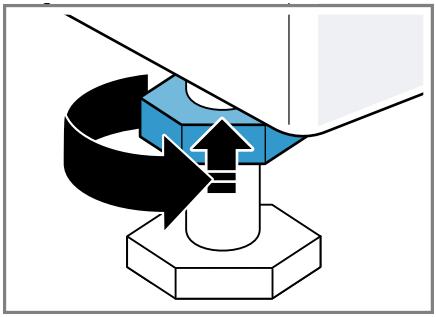


2. To align the appliance, turn the appliance feet. Check that the appliance is level using a spirit level.



All appliance feet must stand firmly on the ground.

3. 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.

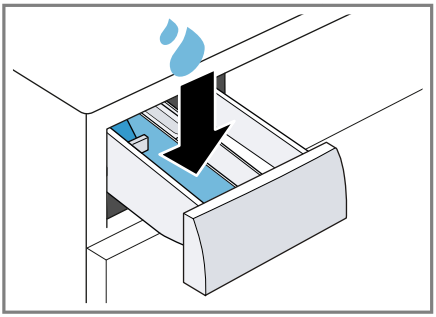
5 Before using for the first time

Prepare the appliance for use.

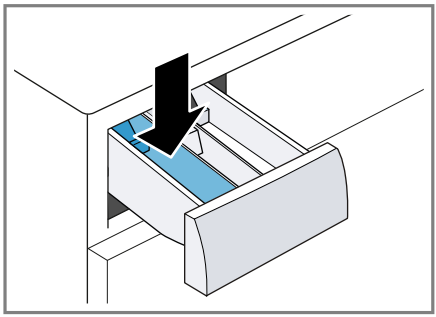
5.1 Starting an empty washing cycle

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

1. Press ⏻.
   The switch-on process takes a few seconds.
2. Set the **深层洁筒 / Drum Clean** programme.
3. Close the door.
4. Pull out the detergent drawer.
5. Pour approx. 1 litre of tap water into compartment II.



6. Add washing powder containing oxygen bleach to compartment II.

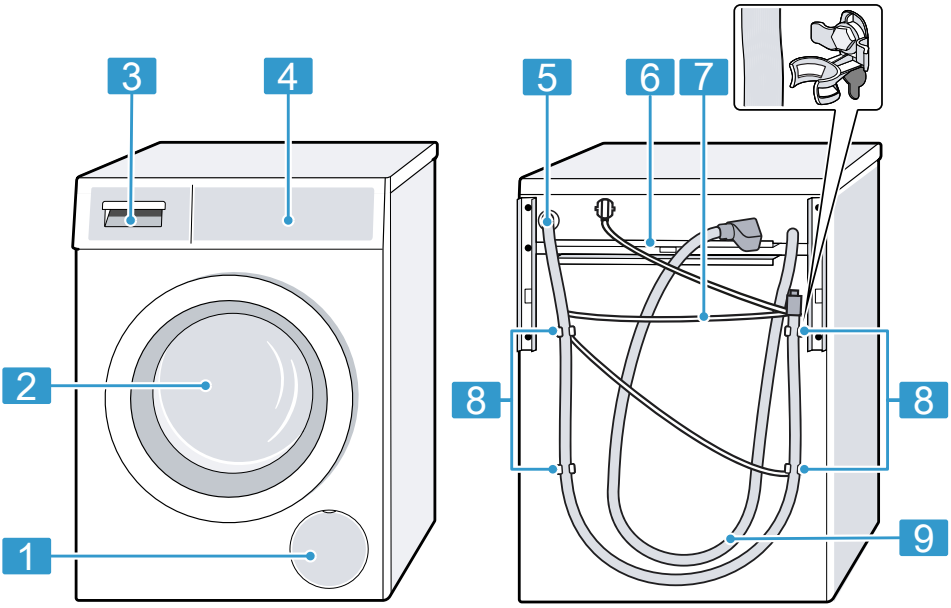


   To prevent foaming, use only half of the amount of detergent recommended by the detergent manufacturer for light soiling. Do not use detergent suitable for woollens or delicates.
7. Push in the detergent drawer.
8. Start the programme. →*Page 31*
9. Start the first wash cycle or press ⏻ to put the appliance in standby mode.
   → *"Basic operation", Page 28*

6 Familiarising yourself with your appliance

6.1 Appliance

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



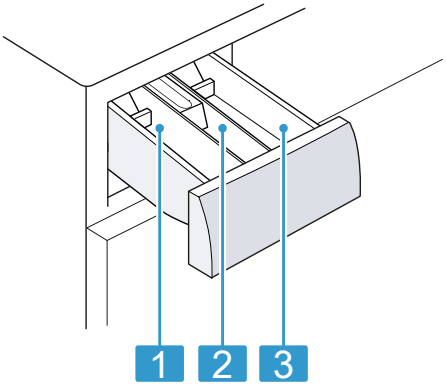
On certain models, specific details such as the colour and shape may differ from those pictured.

1	Maintenance flap for the drain pump →*Page 36*
2	Door →*Page 29*
3	Detergent drawer →*Page 16*
4	Control panel →*Page 17*
5	Water outlet hose →*Page 13*
6	Transport struts
7	Power cord →*Page 14*
8	Transit bolts →*Page 12*
9	Water inlet hose →*Page 13*

6.2 Detergent drawer

Note: Observe the manufacturer's instructions on the use and dosage of the detergent and care product and

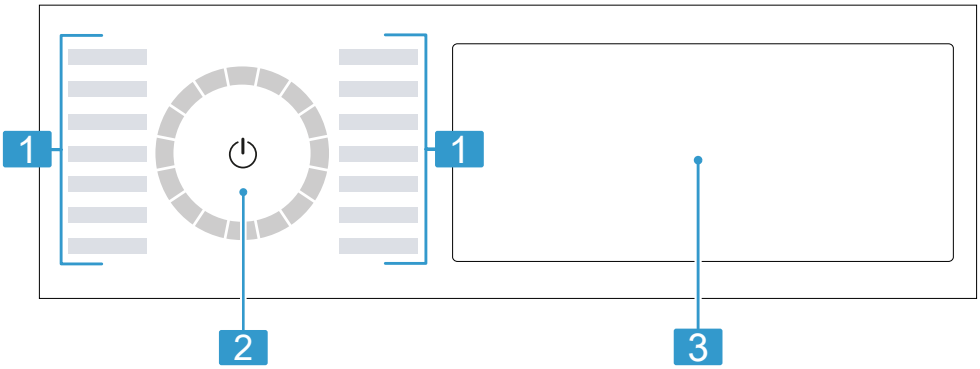
the information in the programme descriptions.



1	Compartment II: Detergent for the main wash
2	Compartment ❀: Fabric softener
3	Compartment I: Detergent for prewash and soaking

6.3 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 23*
2	Programme selector →*Page 28*
3	Buttons →*Page 20* and display →*Page 18*

6.4 Operating logic

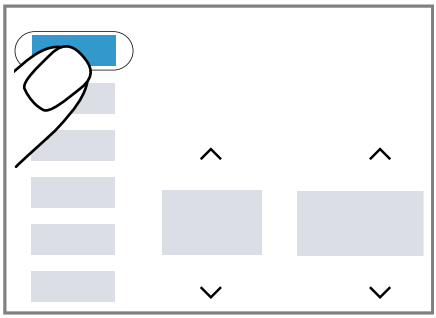
Some areas of the display are buttons and respond to touch. You can activate, deactivate or change settings by pressing the buttons. The activated settings are highlighted brightly on the display.

ATTENTION
Pressing on the display with force may cause damage.
- ▸ Do not apply heavy pressure on the display.
- ▸ Do not press on the display using pointed or sharp objects.

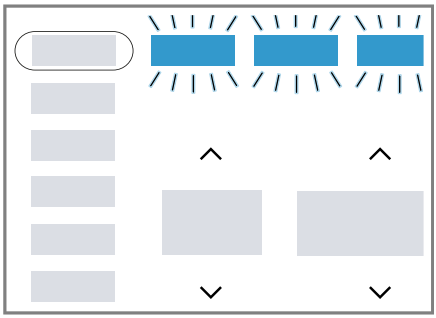
Displaying or hiding additional buttons

Some buttons are hidden for a reduced display. If you display these additional buttons on the display, you can activate or deactivate the corresponding settings.

1. To display the additional buttons, briefly press **更多 / More**.



✔ The display shows all additional buttons.



2. To hide the additional buttons, briefly press **更多 / More** again.

Changing a setting value

If you activate certain settings, the display shows selection buttons and you can change the setting value.

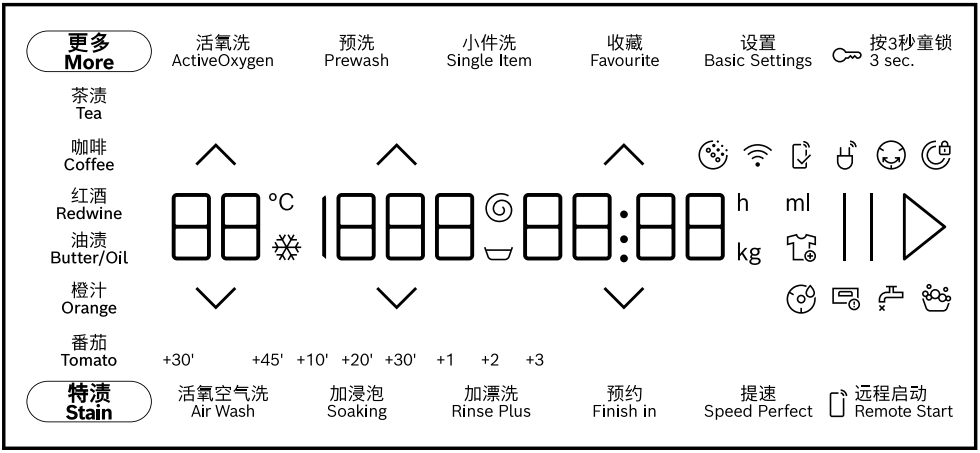
- ▸ Press the selection buttons →*Page 21*.
  The display shows the setting value.

7 Display

The display shows the current settings, options or relevant information. Depending on the programme status, the display shows some information in the 88:88 area, e.g. End.

Note: Additional functions may be available as a result of software updates. →*Page 33*

If a software update is available, you can find further information in the Home Connect app.



Example: Display

Display	Description
0:40 [1]	Expected programme duration or programme time remaining in hours and minutes.
10 h [1]	Program end time → *"Buttons", Page 21*
10.0 [1]	Recommendation for the maximum load capacity for the selected program in kg.
⌓ - 1600	Set spin speed in rpm. →*Page 22* 0: No final spin, only draining ⌓: Rinse Hold, no draining
❄ - 90	Set temperature in °C. →*Page 22* ❄ (cold)
	Programme status: Active oxygen treatment
End	Programme status: Programme end
+1 +2 +3	Additional rinse cycles are activated. →*Page 23*
+10' +20' +30'	Soaking is activated for 10, 20 or 30 minutes. →*Page 23*
咖啡 / Coffee	The "Coffee" stain type is activated.
橙汁 / Orange	The "Orange" stain type is activated.

[1] Example

Display	Description
红酒 / Redwine	The "Red wine" stain type is activated.
油渍 / Butter/Oil	The "Cooking fat/cooking oil" stain type is activated.
茶渍 / Tea	The "Tea" stain type is activated.
番茄 / Tomato	The "Tomato" stain type is activated.
	Flashes: Drum cleaning is required. Run the 深层洁筒 / Drum Clean programme for cleaning and caring for the drum and the outer tub. → *"Cleaning the drum", Page 35*
	▪ Lights up: The appliance is connected to your home network via Wi-Fi. ▪ Flashes: The appliance is trying to connect to your home network via Wi-Fi. → *"Home Connect ", Page 32*
+30' +45'	The active oxygen treatment is activated. ▪ +30': Normal ▪ +45': Intensive
and	A programme with active oxygen treatment has been interrupted and the door is locked until the active oxygen has been removed. **Note:** It may take up to 25 minutes for the active oxygen to be removed
	The appliance has detected too much foam. → *" or heavy foam build-up.", Page 42*
	▪ Lights up: The door is locked. – To add laundry, the door can be unlocked. → *"Adding laundry", Page 31* – To open the door, you can cancel the programme. → *"Cancelling the programme", Page 31* ▪ Flashes: The door is not closed.
	▪ No water pressure. ▪ The water pressure from the tap is too low.
E:35[1]	Error code, error display, signal. →*Page 39*

8 Buttons

Notes

- Additional functions may be available as a result of software updates. →*Page 33*

[1] Example

If a software update is available, you can find further information in the Home Connect app.
- You can find additional functions or settings in the Home Connect app. You can change some settings using the Home Connect app.

Some buttons are hidden for a reduced display. You can display these additional buttons on the display. →*Page 18*
The selection of programme settings depends on the programme that is set.

Button	Selection	More information
II ▷	▪ Start ▪ Cancel ▪ Pause	Start, cancel or pause the programme. If II is displayed, you can pause the programme. If ▷ is displayed, you can start the programme.
∧ ∨	Multiple selection	To change a setting, press the ∧ or ∨ selection button until the display shows the required setting.
提速 / SpeedPerfect	▪ Activate ▪ Deactivate	Activate or deactivate a shorter programme duration. **Note:** Energy consumption increases. The washing result is not affected by this.
特渍 / Stain	Multiple selection	Select the type of stain. The temperature, drum movement and soaking time are all adjusted to suit the type of stain.
活氧洗 / Active-Oxygen	▪ Activate ▪ Deactivate	Activate or deactivate washing at temperatures for increased hygiene demands. Bacteria can be effectively killed by washing at certain temperatures.
活氧空气洗 / Air Wash	▪ +30' ▪ +45'	Select the intensity of the active oxygen treatment: ▪ Use the normal intensity level for lighter odours. +30' ▪ Use the intensive level for stronger odours, e.g. cigarette or kitchen smells. +45' Active oxygen is a special type of oxygen which effectively reduces odours. Active oxygen does not remove stains or sweat odours.
预约 / Finish in	Up to 24 hours	Set the programme end time.

Button	Selection	More information
		The programme duration is already included in the set number of hours. Once the programme has started, the programme duration is displayed. **Note:** Press ∧ or ∨ until the display shows the required setting.
∧ ∨	❄ - 90	Adjust the temperature. Set temperature in °C.
∧ ∨	⌓ - 1600	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 water used for rinsing.
⏻	▪ Switch on ▪ Standby mode ▪ Restart the appliance	Switch on the appliance or put it in standby mode. If the control panel does not respond, press and hold ⏻ for approximately 5 seconds to restart the appliance. → *"The display and buttons do not respond.", Page 42*
远程启动 / Remote Start	▪ Activate ▪ Deactivate ▪ Opening the Home Connect settings	Activate or deactivate remote start. → *Page 33*
按3秒童锁 / 3 sec.	▪ Activate ▪ Deactivate	→ *"Childproof lock", Page 32*
设置 / Basic Settings	Multiple selection	→ *"Basic settings", Page 34*
更多 / More	▪ Displaying or hiding additional buttons	▪ If you briefly press the button, you can display or hide additional buttons. → *"Displaying or hiding additional buttons", Page 18*
小件洗 / Single Item	▪ Activate ▪ Deactivate	Wash small loads of delicate or hard-wearing fabrics. The programme duration is shortened, and the water and energy consumption adjusted to the load.

Button	Selection	More information
		Note: If you activate the setting, the programme's maximum load capacity is reduced to 0.5 kg.
预洗 / Prewash	▪ Activate ▪ Deactivate	Activate or deactivate prewash, e.g. for washing heavily soiled laundry. **Note:** Add the detergent for the prewash in compartment I and the detergent for the main wash in compartment II of the detergent drawer. → *"Detergent drawer", Page 16*
加漂洗 / Rinse Plus	▪ +1 ▪ +2 ▪ +3	Activate or deactivate up to three additional rinse cycles. Recommended for particularly sensitive skin or in regions with very soft water.
加浸泡 / Soaking	▪ +10' ▪ +20' ▪ +30'	Activate or deactivate soaking for 10, 20 or 30 minutes. → *"Soaking laundry", Page 31* Before the main wash cycle starts, the laundry remains in the water for longer. For laundry with particularly stubborn soiling.
收藏 / Favourite	▪ Store ▪ Adjust	Press the button for approx. 3 seconds to save your customised programme settings. → *"Saving the programme settings", Page 29* If you briefly press the button, you set your saved programme with individual programme settings.

9 Programmes

Notes

- The laundry's care labels provide you with additional information about programme selection.
  → *"Care symbols on the care labels", Page 28*
- The programme's temperature setting guarantees that the recommended temperature on the care label is not exceeded. The temperature that is reached in the appliance may differ from the set temperature. This means that the best possible washing performance is achieved with optimal energy efficiency.

- Additional functions may be available as a result of software updates. →*Page 33*
  If a software update is available, you can find further information in the Home Connect app.

Programme	**Description**	**Max. load (kg)**
棉织物 / Cottons	Wash hard-wearing items made from cotton or linen. Also suitable as a short programme for normally soiled laundry when you activate 提速 / SpeedPerfect. Programme setting: ▪ Max. 90 °C ▪ Max. 1600 rpm	10.0 5.0 [1]
混合 / Mix	Wash items made from cotton, linen or synthetic fabrics. Suitable for lightly soiled laundry. Programme setting: ▪ Max. 60 °C ▪ Max. 1600 rpm	4.0
羊毛 / Wool	Hand- or machine-washable items that are made from wool or contain wool. To prevent the laundry from shrinking, the drum moves the items very gently with long pauses. Use a detergent that is suitable for wool. Programme setting: ▪ Max. 40 °C ▪ Max. 800 rpm	2.0
单漂洗 / Rinse	Rinse and then spin the laundry, and drain the water. Programme setting: Max. 1600 rpm	–
单脱水 / Spin	Spin the laundry and drain the water. Do not use fabric softener. Programme setting: Max. 1600 rpm	–
App	Select additional programmes directly via the Home Connect app. A description of the programmes can be found in the Home Connect app.	–

[1] **提速** / **SpeedPerfect** activated

Programme	Description	Max. load (kg)
	Note: Your appliance must be connected to your home network and registered in your Home Connect app. →*Page 32*	
冲锋衣 / Outdoor	Wash all-weather and outdoor clothing with membrane technology and water-resistant equipment. Suitable for washing and then waterproofing. Use a detergent for outdoor fabrics. Use a waterproofing agent that is suitable for machine-washing. Do not use fabric softener. Place the detergent for outdoor fabrics in compartment II in the detergent drawer and the waterproofing agent in the ❀ compartment. → *"Detergent drawer", Page 16* After-treat the laundry in accordance with the manufacturer's instructions. Programme setting: ▪ Max. 40 °C ▪ Max. 800 rpm	1.0
羽绒服 / Down	Wash pillows, duvets or clothing stuffed with down and fillings with synthetic fibres. Wash large items separately. Use a detergent that is suitable for down or delicates. Use sparingly. Do not use fabric softener. **Note:** To prevent excessive foaming, remove air from laundry items by rolling them up before you wash them. Programme setting: ▪ Max. 60 °C ▪ Max. 1200 rpm	2.0
深层洁筒 / Drum Clean	Clean and care for the drum. →*Page 35* Cleaning programme with active oxygen.	– [1]

[1] Washing not possible

Programme	Description	Max. load (kg)
	Use this programme in the following cases: ▪ Before using the appliance for the first time ▪ If you regularly wash at temperatures of 40 °C or lower ▪ After a prolonged period of non-use Temperature settings: ▪ 90 °C: Antibacterial programme with high temperatures. ▪ 40 °C: Antibacterial programme. ▪ ❄: Rinse the drum to remove hair and fluff. Use washing powder containing oxygen bleach. Add the washing powder containing oxygen bleach to compartment II for the main wash. →*Page 16* Halve the amount of detergent to avoid foaming. Do not use fabric softener. Do not use liquid detergent or detergent that is intended for woollens or delicates. **Note:** The drum cleaning indicator flashes to remind you if you have not used a programme at 60 °C or higher for a long time.	
随心控时 / My Time	Wash items made from synthetic fabrics. Programme with adjustable programme duration; suitable for lightly soiled laundry. Programme setting: ▪ Max. 40 °C ▪ Max. 1200 rpm	2.0
快洗15' / Super 15'	Wash items made from cotton or synthetic fabrics. Short programme for small items of lightly soiled laundry. Programme setting: ▪ Max. 40 °C ▪ Max. 1200 rpm	2.0
强力洗 30' / Power Wash 30'	Wash items made from cotton or synthetic fabrics. Short programme for small items of lightly soiled laundry. Programme setting: ▪ Max. 40 °C ▪ Max. 1200 rpm	2.0
活氧空气洗 / Air Wash	For all washable items and for items that are suitable for professional cleaning only.	1.0

Programme	Description	Max. load (kg)
	Programme for freshening up dry laundry or removing odours, e.g. cigarette or kitchen odours. Dry the drum with a cloth before loading the laundry. **Tip:** The programme does not remove stains or sweat odours.	
深层除螨 / Anti-mites	Wash items made from cotton, linen or synthetic fabrics. Suitable for increased hygiene requirements. The laundry is treated with active oxygen before the wash cycle and before the final rinse cycle. Programme setting: ▪ Max. 60 °C ▪ Max. 1600 rpm	4.0

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
Water outlet hose extension	Extend the water outlet hose (2.20 m).	11057910
Fixing brackets	Improves the stability of the appliance.	WMZ2200
Elbow	Secure the water outlet hose in place.	00655300
Liquid detergent insert	Measure liquid detergent.	00605740 00632848

11 Laundry

To remove odours, you can also simply freshen up fabrics using active oxygen.

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, hook and loop 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
- Before loading the drum, any laundry that has been pre-treated with chlorine bleach should be rinsed several times

11.2 Care symbols on the care labels

Washing care symbols

Symbol	Recommended programme
95 60 40 30	Cottons (normal)
60 40 30	Easy Care (gentle)
40 30	Delicates/Silk for washing by hand (particularly gentle)
	Woollens (hand wash)
	(not suitable for machine-washing)

12 Detergents and care products

You can protect your appliance and your laundry by selecting and using the correct 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
- Do not use chlorine bleach
- Do not use dyes regularly as fixing salt can damage stainless steel
- Do not use color-bleaching agents in the appliance

13 Basic operation

13.1 Switching on the appliance

Note: If you switch the appliance on the first time after you have connected it to the electrical system, the switch-on process takes up to one minute.

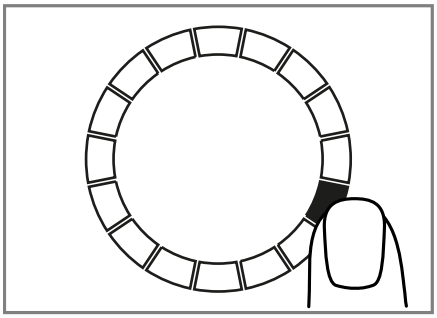
Requirement: The appliance has been correctly installed and connected. →*Page 10*

▸ Press ⏻.
The switch-on process takes a few seconds.

Note: The lighting for the drum goes out automatically.

13.2 Setting a programme

1. Press the required programme.
   → *"Programmes", Page 23*



✔ The display shows the programme settings.
2. Adjust the programme settings.
   → *"Buttons", Page 20*
   Observe the information about operating logic →*Page 17*.
   The programme settings are not saved permanently for the programme.

Setting additional programmes

Requirement: Home Connect is set up. →*Page 32*
1. Set the **App** programme.
✔ **远程启动 / Remote Start** flashes.
2. Press **远程启动 / Remote Start**.
✔ The Home Connect app displays the programmes that can be selected.
3. Set a programme in the Home Connect app.
4. If required, adjust the programme settings.
   → *"Buttons", Page 20*
5. Start the programme. →*Page 31*

13.3 Saving the programme settings

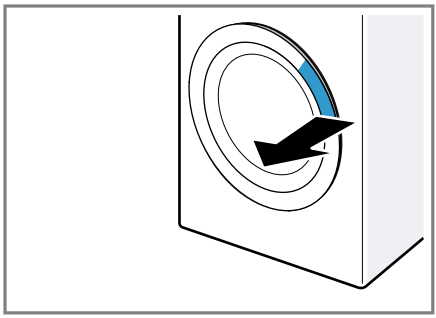
You can save your individual programme settings as favourites.

Requirement: A programme is set. →*Page 29*

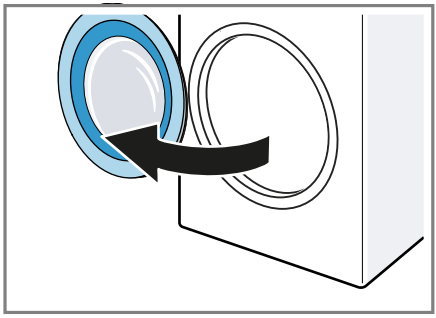
▸ Press and hold **收藏 / Favourite** for approx. 3 seconds.
Press **收藏 / Favourite** to call up the saved programme.
Note: To overwrite the saved programme, repeat the steps above.

13.4 Opening the door

1. Grip under the door handle and pull on the door.



2. Open the door.



13.5 Loading laundry

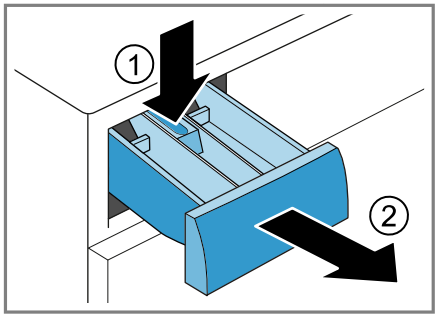
Note: To prevent creasing, note the maximum load for the programmes.
→ *"Programmes", Page 23*

Requirements
- The laundry is prepared and sorted.
  → *"Laundry", Page 27*
- The drum is empty.

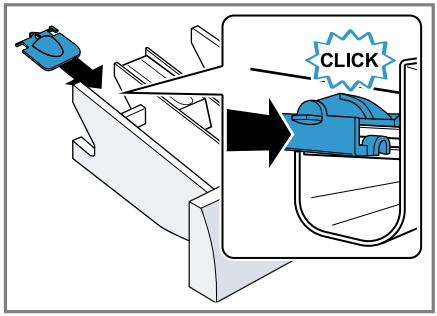
1. Open the door. →*Page 29*
2. Place the laundry in the drum.
3. Close the door.
   Ensure that there is no laundry trapped in the door.

13.6 Inserting the measuring aid

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



3. Insert the measuring aid.



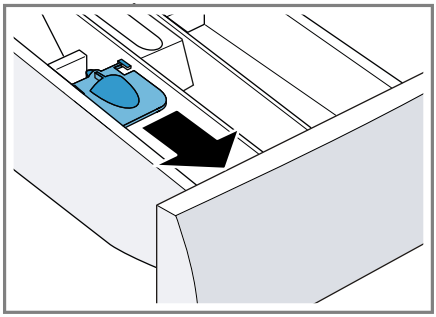
13.7 Using the measuring aid

To more easily measure the liquid detergent, you can use a measuring aid in the detergent drawer.

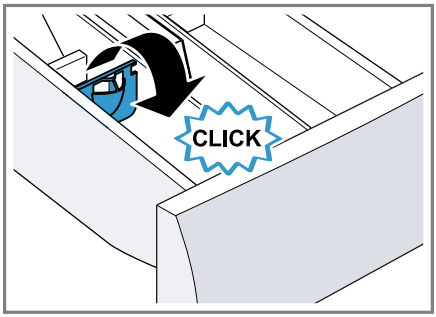
Note: Do not use a measuring aid for viscous detergents, for washing powder, or when the prewash or programme end time is activated.

Requirements
- The detergent drawer →*Page 16* has been pulled out.
- The measuring aid is inserted.
  →*Page 30*

1. Slide the measuring aid forwards.



2. Fold the measuring aid down and click it into place.



13.8 Adding detergent and care product

Note: Observe the information about detergents and care products →*Page 28*.

1. Pull out the detergent drawer.
2. If required, use the dosing aid.
   →*Page 30*
3. Pour in the detergent.
   → *"Detergent drawer", Page 16*
4. If required, add the care product.
5. Push in the detergent drawer.

13.9 Starting the programme

Requirements

- A programme is set. →*Page 29*
- The door is closed.

▸ Press II ▷.

✔ 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.

✔ If you start a programme with active oxygen, the mist generated may be visible in the illuminated drum.

✔ After the programme has ended, the display shows: **End**.

13.10 Soaking laundry

To soak the laundry, activate the soaking before the programme start.

Note: Add the detergent for the soaking cycle in compartment I and the detergent for the main wash in compartment II of the detergent drawer. →*Page 16*

Requirements

- The laundry is placed in the appliance. →*Page 29*
- A programme is set. →*Page 29*
- The display shows all additional buttons.
  → *"Operating logic", Page 17*

1. Press **加浸泡** / **Soaking** until the display shows the required soaking time.
   → *"Buttons", Page 23*
2. Start the programme. →*Page 31*

13.11 Adding laundry

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

Note: If you a start a programme with active oxygen, you cannot add any laundry after the programme has started.

1. Press II ▷.
   The appliance pauses.
   Note: If you want to add laundry, follow the instructions on the display.
   → *"Display", Page 20*
2. Open the door. →*Page 29*
3. Add or remove laundry.
4. Close the door.
5. Start the programme. →*Page 31*

13.12 Cancelling the programme

Note: If you cancel a programme with active oxygen, the door will remain locked for up to 25 minutes until there is no longer any active oxygen in the drum. The door is then unlocked automatically.

1. Press II ▷.
2. Open the door. →*Page 29*
   The appliance door remains locked for safety reasons if the temperature and water levels are high.
   - If the temperature is high, start the **单漂洗** / **Rinse** programme.
   - If the water level is high, start the **单脱水** / **Spin** programme or select a suitable programme for draining.
     → *"Programmes", Page 23*
3. Remove the laundry. →*Page 32*

13.13 Resuming the programme when the programme status is Rinse Hold

Requirements

- Rinse Stop is activated.
  → *"Buttons", Page 22*

- The last rinse cycle of the set programme has ended and the laundry is in the rinsing water.

1. Set the **单脱水** / **Spin** programme or a programme for draining the water. →*Page 23*
2. Press II ▷.

13.14 Unloading the laundry

1. Open the door. →*Page 29*
2. Remove the laundry from the drum.

13.15 Put the appliance into standby mode

1. Press ⏻.
2. Cleaning the rubber gasket. →*Page 39*

Note: Leave the appliance door and the detergent drawer open to dry.

14 Childproof lock

Secure your appliance against being operated unintentionally using the controls.

14.1 Activating the childproof lock

- ▸ Press and hold ⊶ **按3秒童锁** / **3 sec.** for approx. 3 seconds.
- ✔ The control elements are locked.
- ✔ The childproof lock also remains activated when the appliance is in standby mode 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 ⊶ **按3秒童锁** / **3 sec.** for approx. 3 seconds.

15 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 the Home Connect services in your country. You can find information about this at: *www.home-connect.cn*.
The Home Connect app guides you through the entire login process. Follow the instructions, noting the information 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 3*
- 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.

15.1 Setting up Home Connect

Requirement: The appliance is receiving signals from the WLAN home network (Wi-Fi) at its installation location.

1. Scan the following QR code.

   You can install the Home Connect app and connect your appliance via the QR code.
   If you use Home Connect via the WeChat mini programme, skip this step.
2. Follow the instructions in the Home Connect app.

15.2 Deactivating Wi-Fi on the appliance

1. Press and hold ⏍ **远程启动** / **Remote Start** for approx. 3 seconds.
2. Press ⏍ **远程启动** / **Remote Start** repeatedly until the display shows "on".
3. Press II ▷ to deactivate the Wi-Fi.

✔ The display shows "oFF".

Note: To exit the Home Connect settings, press and hold ⏍ **远程启动** / **Remote Start** for approx. 3 seconds.

15.3 Activating Wi-Fi on the appliance

1. Press and hold ⏍ **远程启动** / **Remote Start** for approx. 3 seconds.
2. Press ⏍ **远程启动** / **Remote Start** repeatedly until the display shows "oFF".
3. Press II ▷ to activate the Wi-Fi.

✔ The display shows "on".

Notes

- If the Wi-Fi is activated, the display alternately shows "on" and the signal strength of the Wi-Fi connection.
- To exit the Home Connect settings, press and hold ⏍ **远程启动** / **Remote Start** for approx. 3 seconds.

15.4 Installing the software update

Note: If a software update is available, a message appears in the Home Connect app.

▸ To install the software update, follow the instructions in the Home Connect app.

✔ The control panel is partially locked during the installation.

✔ In the event of a malfunction, installation may take up to 40 minutes. Do not reset the network settings or the appliance to the factory settings.

15.5 Resetting the appliance network settings

1. Press and hold ⏍ **远程启动** / **Remote Start** for approx. 3 seconds.
2. Press ⏍ **远程启动** / **Remote Start** repeatedly until the display shows "rES".
3. Press and hold II ▷ for approx. 3 seconds.

✔ The network settings are reset.

15.6 Remote start

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

Note

Remote start will be deactivated in the following circumstances:

- The appliance door is opened.
- ⏍ **远程启动** / **Remote Start** is pressed.
- Following a power cut.

Activating remote start

Requirement: The appliance door is closed.

- ▸ Press 远程启动 / **Remote Start**.
- ✔ 远程启动 / **Remote Start** lights up and the appliance is enabled for remote start via the Home Connect app.

Deactivating remote start

- ▸ Press 远程启动 / **Remote Start**.
- ✔ 远程启动 / **Remote Start** goes out.

15.7 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.cn*.

15.8 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 installed Wi-Fi communication module).
- 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 resetting 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.

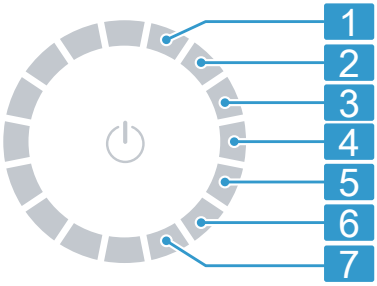
16 Basic settings

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

Note: You can also adjust the basic settings in the Home Connect app.

16.1 Overview of the basic settings

Note: Additional functions may be available as a result of software updates. →*Page 33*
If a software update is available, you can find further information in the Home Connect app.



Programme selector with programme positions

1	Set the volume of the signal at the end of the programme: 0 (off) to 4 (very loud)
2	Set the volume of the signal tone emitted when the buttons are pressed: 0 (off) to 4 (very loud)
3	Set the display brightness: 1 (low) to 4 (very high)
4	No basic setting.
5	Activate (on) or deactivate (oFF) the reminder to clean the drum.
6	Display the number of finished programmes (PC).
7	Restore the appliance to the factory settings (rES).

16.2 Changing the basic settings

Requirement: The display shows all additional buttons. →*Page 18*

1. To call up the basic settings, press **设置 / Basic Settings**.
2. Use the programme selector to select the required basic setting. →*Page 34*
3. Adjust the basic setting:
   - To change the value, press ∧ or ∨.
   - To reset the appliance to the factory settings, press and hold II ▷ for approx. 3 seconds.
4. To exit the basic settings, press **设置 / Basic Settings**.

17 Cleaning and servicing

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

17.1 Cleaning the drum

Clean the drum if you have carried out 20 washing cycles at a temperature of 40 °C or lower, if 🧽 flashes, or if you have not used the appliance for a prolonged period, but at least once a year.

⚠ **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.

Tip: You can get our tested and approved machine care and machine cleaner products online at *https://www.bosch-home.com/store* or from customer service.

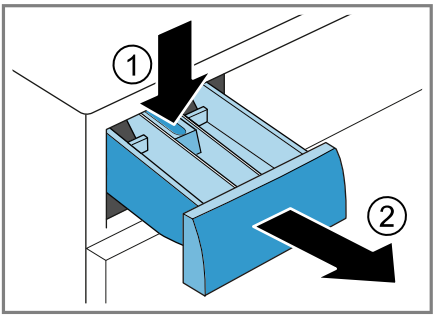
- Run the **深层洁筒 / Drum Clean** 🧽 programme without laundry but with washing powder that contains oxygen bleach or a cleaning agent for caring for the inside of the appliance.

17.2 Cleaning the detergent drawer

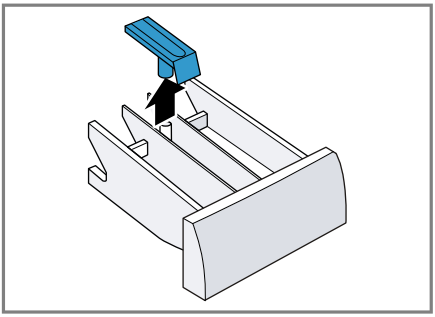
Note: Scan the QR code to see an animation of the process.

1. Pull out the detergent drawer.

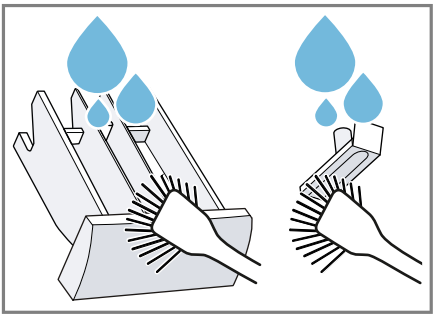
2. Press down on the insert and remove the detergent drawer.



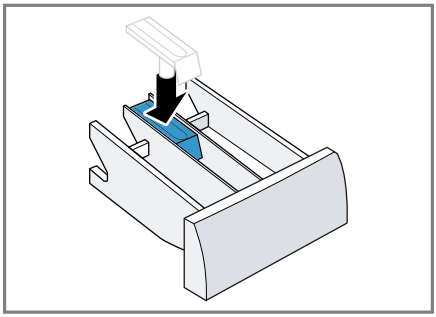
3. Pull out the insert upwards.



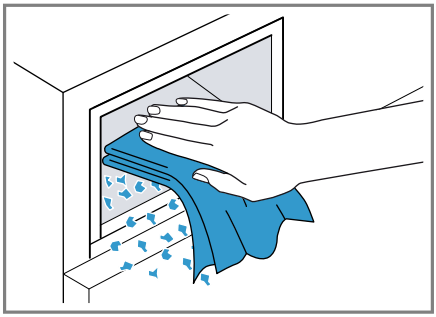
4. Clean the detergent drawer and insert with water and a brush, and then dry them.



5. Fit the insert and click it into place.



6. Clean the opening for the detergent drawer.



7. Push in the detergent drawer.

17.3 Cleaning the drain pump

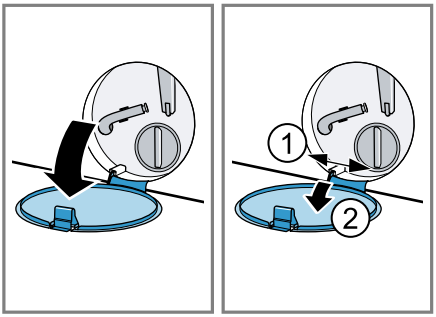
Clean the drain pump regularly, at least once a year, as well as in the event of faults, e.g. blockages or rattling noises.

Note: Scan the QR code to see an animation of the process.
Observe the following safety instructions before you start the animation.

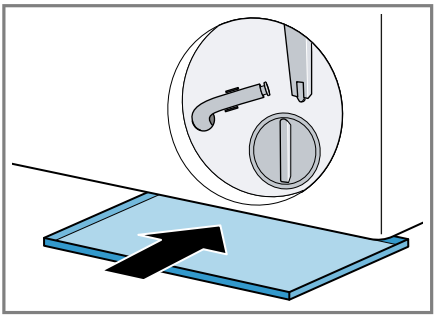
Emptying the drain pump

1. Turn off the tap.

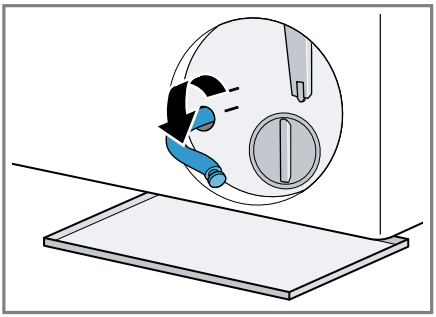
2. Put the appliance into standby mode. →*Page 32*
3. Disconnect the appliance's mains plug from the power supply.
4. Open and remove the maintenance flap.



5. Slide a suitable receptacle under the opening for draining the detergent solution.

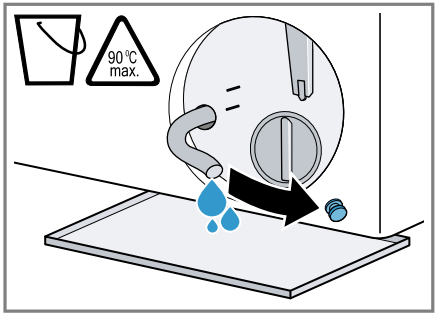


6. Take the drain hose out of the holder.

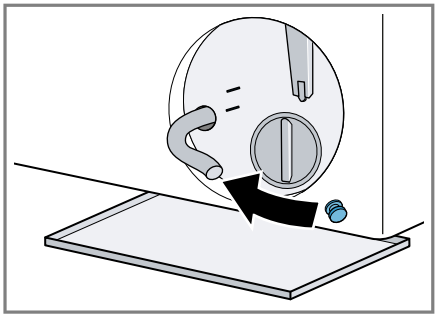


7. ⚠ **CAUTION – Risk of scalding!**
When you wash at high temperatures, the detergent solution gets hot.
   - Do not touch the hot detergent solution.

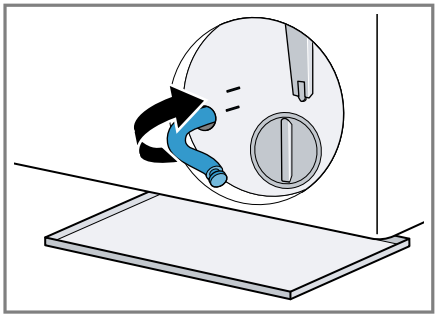
   To allow the detergent solution to flow out into the container, remove the sealing cap.



8. Once emptied, press firmly on the locking cap.



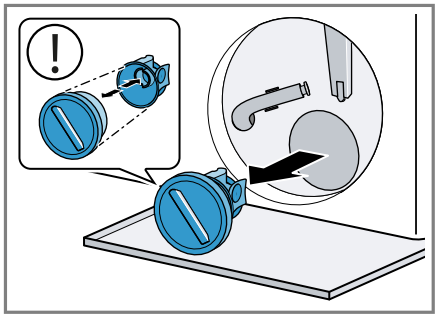
9. Insert the drain hose into the holder.



Cleaning the drain pump

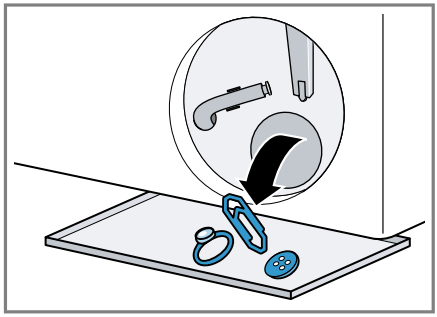
Requirement: The drain pump is empty. →*Page 36*

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.

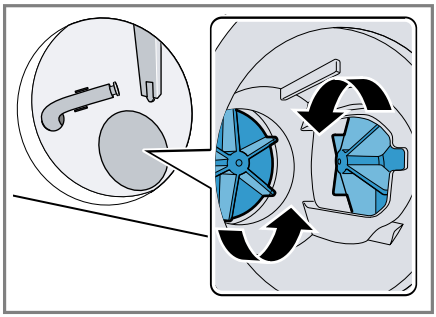


The pump cap is comprised of two parts which can be taken apart for cleaning.

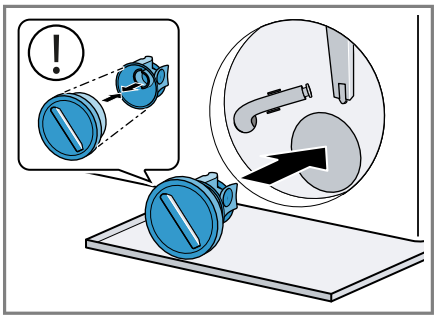
2. Clean the interior, the thread on the pump cap and the pump housing.



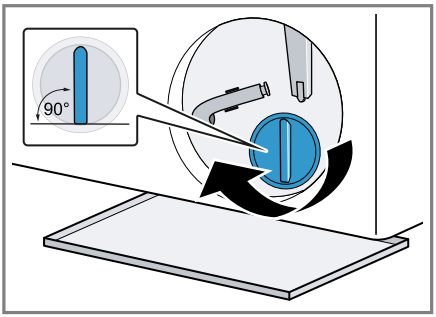
3. Ensure that both impellers can turn.



4. Insert the pump cap.
   - ▸ Ensure that the parts of the pump cap are correctly assembled.

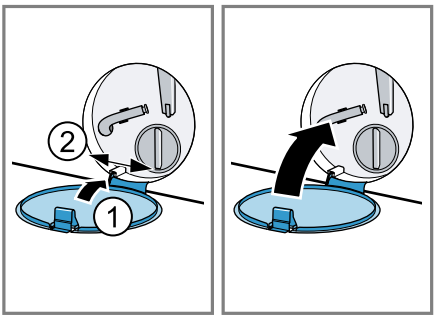


5. Screw the pump cap as far as it will go.



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

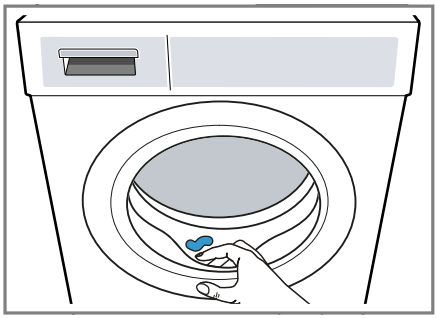
6. Insert and close the maintenance flap.



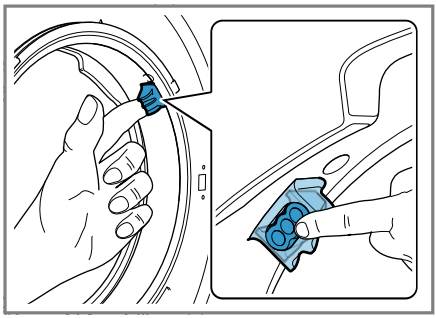
17.4 Cleaning the rubber gasket

Clean the rubber gasket regularly.

1. Open the door. →*Page 29*
2. Remove any foreign objects and fluff from the rubber gasket.



3. Remove any blockages from the intake opening.



4. Clean the outside and the inside of the rubber gasket with a damp cloth and wipe dry.

18 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.

- Never make any technical modifications to the appliance or its features.
- 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.

Fault	Cause and troubleshooting
E:36 -10 / E:30 -80 The detergent solution is not being pumped out.	The water outlet hose is connected too high, is kinked or trapped, or has been extended impermissibly. ▸ Check the installation of the water outlet hose. →*Page 13*
	Drain pipe or water outlet hose is blocked. ▸ Clean the drain pipe and the water outlet hose.
	The drain pump is blocked or the pump cover is not installed correctly. ▸ Check that the pump cover is installed correctly. →*Page 36* ▸ Clean the drain pump. →*Page 36*
	Detergent dosage is too high. ▸ Reduce the amount of detergent for the next washing cycle with the same load.
	is activated. ▸ Start the **单脱水** / **Spin** programme or a suitable draining programme. →*Page 23*
E:36 -25 -26	Drain pump is blocked. ▸ Clean the drain pump. →*Page 36*
E:38 -25 -26	Drain pump is blocked. **1.** Clean the drum. →*Page 35* **2.** If the fault persists, clean the drain pump. →*Page 36*
	Inlet opening of the rubber gasket is blocked. ▸ Clean the inlet opening in the rubber gasket.
H:32	The appliance has interrupted the spin cycle because the laundry is unevenly distributed. ▸ Redistribute the laundry in the drum.
E:30 -10 /	The tap is turned off. ▸ Turn on the tap.
	The water inlet hose is kinked or jammed. ▸ Check the installation of the water inlet hose. →*Page 13*

Fault	Cause and troubleshooting
E:30 -10 /	The filter in the water inflow is blocked. ▸ Clean the filter in the water inflow. Scan the QR code to see an animation of the process.
	The water pressure is low. ▸ Check whether the tap has sufficient water pressure.
	The water level measuring system is defective. With this error message, the appliance starts a draining process. **1.** Wait approx. 5 minutes until the draining process ends. **2.** Restart the appliance. If required, start the draining process again. **3.** If the fault persists, call customer service. →*Page 47*
E:35 -10	The appliance is leaking. **1.** Turn off the water tap. **2.** Call customer service. →*Page 47*
E:30 -20	Critical malfunction. ▸ Turn off the water tap. With this error message, the appliance starts a draining process. **1.** Wait approx. 5 minutes until the draining process ends. **2.** Restart the appliance. If required, start the draining process again. **3.** If the fault persists, call customer service. →*Page 47*
	Detergent dosage is too high. ▸ Reduce the amount of detergent for the next washing cycle with the same load.
	Additional water has been added. ▸ Do not add any extra water to the appliance while it is operating.

Fault	Cause and troubleshooting
All other error codes.	Malfunction **1.** To restart the appliance, press and hold ⏻ for approximately 5 seconds. **2.** If the fault occurs again, disconnect the appliance from the power supply for at least 30 seconds. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box. **3.** If the fault persists, call customer service. →*Page 47* Please specify the exact error message when calling. If possible, document the fault with photos and videos.
☃ or heavy foam build-up.	Detergent dosage is too high. ▸ Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into compartment II (not for outdoor clothing, sportswear or items stuffed with down). ▸ Reduce the amount of detergent for the next washing cycle with the same load.
☹	Drum cleaning is required. ▸ Clean the drum. →*Page 35*
The display and buttons do not respond.	Software fault. **1.** To restart the appliance, press and hold ⏻ for approximately 5 seconds. **2.** If the fault occurs again, disconnect the appliance from the power supply for at least 30 seconds. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
Home Connect is not working properly.	Different causes are possible. **1.** Reset the appliance network settings. →*Page 33* **2.** Set up Home Connect again. →*Page 32* ▸ Go to *www.home-connect.cn*.
The programme does not start.	Childproof lock is activated. ▸ Deactivate the childproof lock. →*Page 32*
	预约 / **Finish in** is activated. ▸ Check whether **预约** / **Finish in** is activated. →*Page 21*
The programme is paused or has been interrupted, but the door will not open.	The temperature is too high. ▸ Start the **单漂洗** / **Rinse** programme or wait until the temperature has dropped.

Fault	Cause and troubleshooting
The programme is paused or has been interrupted, but the door will not open.	Water level is too high. ▸ Start the **单脱水** / **Spin** programme or a suitable draining programme. →*Page 23*
The door cannot be opened due to a power cut.	The door is locked. ▸ Open the door using the emergency release. →*Page 45*
Drum jerks after the programme starts.	Not a fault. An internal motor test is started. No action required.
Drum rotates, water does not flow in.	Not a fault. Load detection is active for up to 2 minutes. No action required.
No water is visible in the drum.	Not a fault. Water is below the visible area. No action required.
The spin cycle runs several times.	Not a fault. The appliance eliminates an imbalance by repeatedly redistributing the laundry. No action required.
The appliance is vibrating, 'wandering' and making loud noises during the spin cycle.	Appliance is not correctly aligned. ▸ Align the appliance. →*Page 14*
	The appliance feet are not fixed. ▸ Secure the appliance's feet. →*Page 14*
	Transit bolts have not been removed. ▸ Remove the transit bolts. →*Page 12*
High spin speed not reached.	The appliance is using a reduced spin speed to eliminate an imbalance. No action required.
The programme duration changes during the wash cycle.	Not a fault. The programme sequence is optimised electronically, another rinse cycle is switched on due to heavy foam build-up, or an imbalance is eliminated. No action required.
Whooshing, hissing, whirring or sucking noises.	Not a fault. Water is pumped in, active oxygen treatment is active, or detergent solution is pumped out. No action required.
Banging noises, rattling in the drain pump.	A foreign object is in the drain pump. ▸ Clean the drain pump. →*Page 36*
There are detergent residues on the laundry.	Detergents may contain water-insoluble substances that deposit on the laundry. ▸ Start the **单漂洗** / **Rinse** programme or brush out the laundry after drying.

Fault	Cause and troubleshooting
Fabrics smell unpleasant after active oxygen treatment.	Active oxygen treatment is not suitable for removing stains, sweat and sweat odours. ▸ Wash the fabrics.
	The intensity of the active oxygen treatment is unsuitable. ▸ Adjust the load or the intensity of the active oxygen →*Page 20*.
The laundry is too wet after the spinning cycle.	A low spin speed is selected. ▸ Start the **单脱水** / **Spin** programme. ▸ The next time you run a wash cycle, set a higher spin speed.
	The appliance is using a reduced spin speed to eliminate an imbalance. **1.** Redistribute the laundry in the drum. **2.** Start the **单脱水** / **Spin** programme.
Creasing.	The selected programme is unsuitable for the type of fabric. ▸ Set a suitable programme. →*Page 23*
	A high spin speed is selected. ▸ The next time you run a wash cycle, set a lower spin speed.
	The load is unsuitable. ▸ Observe the programme's maximum load capacity. →*Page 23* ▸ Prepare the laundry. →*Page 27*
Water is leaking out at the water inlet hose.	The water inlet hose is not correctly connected or is damaged. ▸ Check the installation of the water inlet hose. →*Page 10* In the event of damage, call customer service. →*Page 47*
Water is leaking out at the water outlet hose.	The water outlet hose is not connected correctly or is damaged. ▸ Check the installation of the water outlet hose. →*Page 10* Replace the water outlet hose if it is damaged.
Water is leaking from below the door.	Dirt on the door or seal causes leaks. ▸ Clean the door and the seal.

Fault	Cause and troubleshooting
Detergent or fabric softener drips off the seal and collects on the door or in the seal fold.	There is too much detergent or fabric softener in the detergent drawer. ▸ When dosing, observe the marking in the detergent drawer. →*Page 30*
Residual water is present in the compartment ❀.	Insert in compartment ❀ is blocked. ▸ Clean the detergent drawer. →*Page 35*
Fabric softener remains in the detergent drawer.	The use of fabric softener is not supported for the selected programme. ▸ Check whether the use of fabric softener is supported for the selected programme. →*Page 23*
Odours have formed in the appliance.	Humidity and detergent residue may promote the formation of bacteria. ▸ Clean the drum. →*Page 35* ▸ If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate.

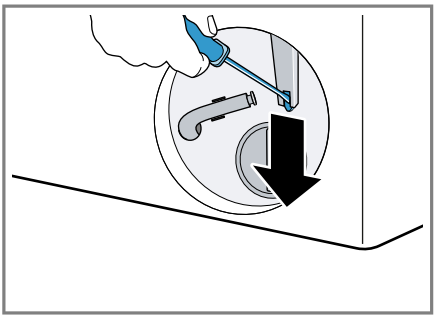
18.1 Emergency release

Releasing the door

Requirement: The drain pump is empty. →*Page 36*

1. **ATTENTION –** Escaping water may cause material damage.
   ▸ Do not open the door if you can see water through the glass.

   Pull the emergency unlock downwards with a tool and release.



✔ The door lock is released.

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

18.2 Restart the appliance.

1. To restart the appliance, press and hold ⏻ for approximately 5 seconds.
2. If the fault occurs again, disconnect the appliance from the power supply for at least 30 seconds. Unplug the appliance from the mains or switch off the circuit breaker in the fuse box.
3. If the fault persists, call customer service. →*Page 47*
   Please specify the exact error message when calling. If possible, document the fault with photos and videos.

19 Transportation, storage and disposal

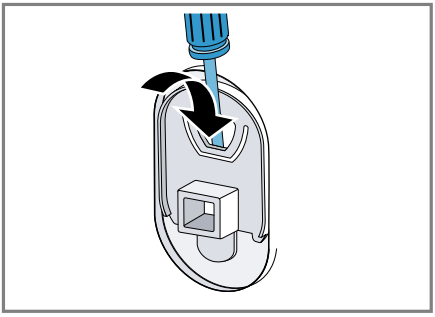
19.1 Removing the appliance

1. Turn off the tap.
2. Empty the water inlet hose.
3. Put the appliance into standby mode. →*Page 32*
4. Unplug the appliance's mains plug.
5. Drain the water.
   → *"Cleaning the drain pump", Page 36*
6. Detach the hoses.

19.2 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 12*

19.3 Using the appliance again

- For further information, see Installation and connection →*Page 10* and Starting an empty washing cycle →*Page 15*.

19.4 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.

20 Customer Service

Detailed information about the warranty period and the warranty conditions in your country is available via the QR code on the enclosed document on service contacts and warranty conditions, from our customer service or on our website.
If you contact Customer Service, you will require the product number (E-Nr.), the production number (FD) and the consecutive numbering (Z-Nr.) of your appliance.
You can find the contact details for our customer service via the QR code on the enclosed document on service contacts and warranty conditions or on our website.

20.1 Product number (E-Nr.), production number (FD) and consecutive numbering (Z-Nr.)

You can find the product number (E-Nr.), the production number (FD) and the consecutive numbering (Z-Nr.) 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.

20.2 AQUA-STOP guarantee

In addition to warranty claims against the seller under the purchase agreement and in addition to our manufacturer's warranty, we offer compensation under the following conditions.
- If our Aqua-Stop system is defective and causes water damage, we will make good the damage for private users. To ensure protection from water damage, the appliance must be connected to the power supply.
- The liability guarantee is valid for the service life of the appliance.
- A claim can only be made under the guarantee if the appliance has been correctly installed and connected with Aqua-Stop according to our instructions; this also includes correctly fitting the Aqua-Stop extension (genuine accessory). Our guarantee does not cover defective supply lines or fittings up to the Aqua-Stop connection on the tap.
- If your appliance is fitted with Aqua-Stop, you can in principle leave your appliance unattended during operation and the tap turned on afterwards. The tap only needs to be turned off if you are away from home for a long period, e.g. on holiday for several weeks.

21 Technical data

Appliance height	84.5 cm
Appliance width	59.8 cm
Appliance depth	59.0 cm
Appliance depth with door closed	64.8 cm
Appliance depth with door open	109.0 cm
Weight	84.8 kg
Maximum load	10.0 kg
Mains voltage	220 V, 50 Hz

⎓ Minimum installation protection	10 A
Nominal power	2000 W
Water pressure	▪ Minimum: 100 kPa (1 bar) ▪ Maximum: 1000 kPa (10 bar)
Length of the water inlet hose	150 cm
Length of the water outlet hose	150 cm
Length of the power cord	210 cm
Permissible operating conditions in accordance with GB/T 4288	▪ Ambient temperature 0–40 °C, not freezing ▪ Relative humidity less than 95% at 25 °C, non-condensing
Grade	1
Noise level when washing	44 dB
Noise level when spinning	72 dB

Energy consumption tested with standard programme . Deactivate **提速** / **SpeedPerfect** for the test.
Energy efficiency grade tested in accordance with GB 12021.4.
Noise value tested in accordance with GB 19606.

21.1 Information regarding Free and Open Source Software

This product includes software components that are licensed by the copyright holders as free or open source software.
The applicable licence information is stored on your home appliance. You can also access the applicable licence information via your Home Connect app: "Profile -> Legal information -> Licence Information".[1]
You can download the licence information on the brand product website. (Please search on the product website for your appliance model and additional documents). Alternatively, you can request the relevant information from oss-request@bshg.com or BSH Hausgeräte GmbH, Carl-Wery-Str. 34, 81739 Munich, Germany.
The source code will be made available to you on request.
Please send your request to oss-request@bshg.com or BSH Hausgeräte GmbH, Carl-Wery-Str.34, 81739 Munich, Germany.
Subject: „OSSREQUEST“
The cost of performing your request will be charged to you. This offer is valid for three years from the date of purchase or at least as long as we offer support and spare parts for the relevant appliance.

22 Applicable standard

GB 4706.1	Household and similar electrical appliances – Safety – Part 1: General requirements
GB 4343.1	Electromagnetic compatibility requirements for

[1] Depending on the appliance specifications

	household appliances, electric tools and similar apparatus – Part 1: Emission
GB 17625.1	Electromagnetic compatibility – Limits – Part 1: Limits for harmonic current emissions (equipment input current ≤16 A per phase)
GB 12021.4	Maximum allowable values of grades of energy efficiency and water efficiency for household electric washing machines
GB 4706.24	Safety of household and similar electrical appliances – Particular requirements for washing machines
GB/T 4288	Household and similar electrical washing machines
GB 19606	Noise limit values for household and similar electrical appliances

Name and content of hazardous substances in products

Component name	Hazardous substance					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
PCB	x	o	o	o	o	o
Display	x	o	o	o	o	o
Controller	x	o	o	o	o	o
Power cord and connect wiring harness	x	o	o	o	o	o
Pumps and drives	x	o	o	o	o	o
Housing	o	o	o	o	o	o
Door and its constituent parts	x	o	o	o	o	o
Drum-system and its constituent parts	x	o	o	o	o	o
Water supply components (exempted dryer)	x	o	o	o	o	o

This table was developed according to the provisions of SJ/T 11364.

o The content of such hazardous substance in all homogeneous materials of such component is below the limit required by GB/T 26572.

x The content of such hazardous substance in a certain homogeneous materials of such component is beyond the limit required by GB/T 26572.

Thank you for buying a Bosch Home Appliance!

Register your new device on MyBosch now and profit directly from:

- **Expert tips & tricks for your appliance**
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- **Digital manual and all appliance data at hand**
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www.bosch-home.com/welcome

Looking for help? You'll find it here.

Expert advice for your Bosch home appliances, help with problems or a repair from Bosch experts.
Find out everything about the many ways Bosch can support you:
www.bosch-home.com/service
Contact data of all countries are listed in the attached service directory.

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