

## INTENDED USE

This washing machine is exclusively destined to wash and spin machine washable laundry in quantities which are usual for private households.

- Observe the instructions given in these Instructions for Use and the Programme Chart when using the washing machine

- Keep these Instructions for Use and the Programme Chart; if you pass on the washing machine to another person, also give him/her Instructions for Use and Programme Chart.

## SAFETY AND GENERAL RECOMMENDATIONS

### 1. Safety instructions

- The washing machine is appropriate for indoor use only.
- Do not store flammable fluids near the appliance.
- Do not place electrical appliances on the lid of your washing machine.
- Children must be supervised to ensure that they do not play with the appliance.
- Children younger than 3 years should be kept away from the washing machine, unless they are continuously supervised.
- The washing machine can be operated by children from the age of 8 years up, as well as by people with reduced physical, sensory or mental capabilities or lack of experience and knowledge, provided they are supervised or instructed regarding the safe use of the washing machine and they understand the dangers resulting from the use. Children must not play with the washing machine. Care and maintenance works on the washing machine must not be carried out by children without being supervised.
- Do not attempt to force the lid open.
- If necessary, the power cable may be replaced with an identical one obtained from our After-Sales Service. The power


cable must only be replaced by a qualified technician.

- Before any cleaning or carrying out maintenance switch off the washing machine and disconnect it from the mains supply.
- The ventilation openings in the base of the washing machine must not be obstructed by thick carpet.

### 2. Packing

- The packaging materials are 100% recyclable and bear the recycling symbol ♻. Adhere to local regulations when disposing of packaging material

### 3. Disposing of packaging and old washing machines

- This appliance is marked according to the European directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.
- The symbol  on the product, or on the documents accompanying the product, indicates that this appliance may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.
- The washing machine is built from reusable materials. It must be disposed of in compliance with current local waste disposal regulations.
- Before scrapping, remove all detergent residues and cut off the power cable so that the washing machine is made unusable.

### 4. General recommendations

- Do not leave the washing machine connected when not in use. Turn off the tap.

## 5. EC Declaration of Conformity

- This washing machine has been designed, constructed and distributed in compliance with the safety requirements of EC Directives: 2006/95/EC Low Voltage Directive 2004/108/EC Electromagnetic Compatibility Directive

# BEFORE USING THE WASHING MACHINE

## 1. Remove the packaging and check

- a. Cut and remove the shrink-wrap.
  - b. Remove the top protection and the protective corners.
  - c. **Remove the bottom protection by tilting and turning the washing machine on one rear bottom corner. Make sure that the plastic part of the bottom protection (if available on the model) remains in the packing and not in the machine bottom.**  
This is important, as otherwise the plastic part could damage the washing machine during operation.
  - d. Open the lid by pressing it slightly down while raising the handle. Remove the polystyrene cushion (depending on model).
  - e. Remove the blue protective film from the panel (depending on model).
- After unpacking, make sure that the washing machine is undamaged. If in doubt, do not use the washing machine. Contact After-Sales Service or your local retailer.
  - Keep the packaging materials (plastic bags, polystyrene parts, etc.) out of reach of children; they are potentially dangerous.
  - If the appliance was exposed to the cold prior to delivery, keep it at room temperature for a few hours before operating.

## 2. Remove the transport bracket

- The washing machine is fitted with transport screws and a transport bracket to prevent damage during transport. **Before using the washing machine you must remove the transport bracket** (see "Installation"/"Removal of transport bracket").

## 3. Install the washing machine

- Place the washing machine on a flat and stable floor surface.
- **Adjust the feet to ensure that the machine is stable and level** (see "Installation"/"Adjust the feet").
- In case of wooden or so-called "floating floors" (for instance certain parquet or laminate floors), place the appliance on a sheet of plywood with a size of at least 40 x 60 cm and thickness of at least 3 cm, which is screwed to the floor.
- Make sure that the ventilation openings in the base of your washing machine (if available on your model) are not obstructed by a carpet or other material.

## 4. Water supply

- Connect the water supply inlet hose in accordance with the regulations of your local water company

The Manufacturer is not liable for any damage to laundry resulting from inadequate or incorrect fabric care instructions which have been provided with the garment or article.


(see "Installation"/"Connect the water inlet hose").

- Water supply: Cold water only
- Tap: 3/4" threaded hose connection
- Pressure: 100-1000 kPa (1-10 bar).
- Only use new hoses for connecting the washing machine to the water supply. Used hoses must not be used anymore and should be discarded.

## 5. Drain hose

- Firmly connect the drain hose to the siphon or another outlet for drain water. (see "Installation"/"Connect the water drain hose").
- If the washing machine is connected to a built-in drainage system, ensure the latter is equipped with a vent to avoid simultaneous loading and draining of water (siphoning effect).

## 6. Electrical connection

- Electrical connections must be carried out by a qualified technician in compliance with the manufacturer's instructions and the current standard safety regulations.
- The technical data (voltage, power and fuses) are given on the rating plate on the rear of the washing machine.
- Do not use extension leads or multi sockets.
- Access to the mains plug or disconnection from the mains supply via a double-pole switch must be ensured at all times after the installation.
- Do not operate the washing machine if it has been damaged during transport. Inform the After-Sales Service.
- Mains cable replacement is only to be carried out by After-Sales Service.
- The washing machine must be connected exclusively by means of a socket with an earth connection, in compliance with the regulations in force. In particular, washing machines installed in premises containing a shower or a bath must be protected by a differential residual current device of at least 30 mA. Earthing the washing machine is obligatory under the law. The manufacturer declines all liability for injury to persons or animals or damage to property deriving either directly or indirectly from failure to observe the directions in these Instructions for Use.
- When using a residual current circuit breaker (RCCB), only use a model marked with .

### Approximate dimensions:

Width: 400 mm  
Height: 900 mm  
Depth: 600 mm

# DESCRIPTION OF THE WASHING MACHINE (picture 1)

- a. Lid
- b. Detergent dispenser
- c. Drum
- d. Pump access behind filter
- e. After-Sales Service sticker (behind the filter cover)
- f. Mobility lever (depending on model). To move the washing machine: pull the handle out a little bit by hand and pull it out to the stop with the foot.
- g. Adjustable feet

## INSTALLATION

### Removal of transport bracket

The washing machine is fitted with a transport bracket to avoid any possible damage during transport.

**IMPORTANT: Before using the washing machine, the transport bracket at the back MUST be removed.**

1. Unscrew the two screws "A" and the four screws "B" with a flat screwdriver or a No. 8 hex nut box spanner (picture 2).
2. Remove the transport bracket (picture 3).
3. Replace the four outer screws "B" on the machine and tighten them (picture 2).
4. Clip the two covers "C" supplied into the openings "D" of the washing machine (picture 4).

**Note: do not forget to replace and tighten the four outer screws.**

### Adjust the feet (picture 5, 6)

Install the washing machine on a level surface, near to electrical, water and drain connections.

If the floor is uneven, adjust the feet (do not insert pieces of wood, cardboard etc. under the feet):

1. Screw out the washing machine's feet by hand with 2-3 clockwise turns and then slacken the locknut by wrench.
2. Adjust the height of the feet by hand.
3. Retighten the locknut by turning it anti-clockwise towards the washing machine's bottom.

**Make sure that the feet are resting correctly on the floor and that the washing machine is perfectly level and stable (use a spirit level).**

The washing machine can be installed in an area 40 cm wide and 63 cm deep.

**Note:** if you install the machine on thick carpet, adjust the feet to ensure that there is sufficient space under the machine for the air to circulate.

### Connect the water inlet hose (picture 7)

1. Carefully screw the water inlet hose to the valve on the rear side of the washing machine (A); screw the other end of the hose to the tap by hand.
  2. Make sure there are no kinks in the hose.
  3. Check water-tightness of tap and washing machine connections by turning the tap completely on.
- If the hose is too short, replace it with a suitable length of pressure resistant hose (1000 kPa min, EN 61770 approved type).
  - If you need a longer waterstop hose, contact our After Sales Service or your dealer.

- Check the inlet hose regularly for brittleness and cracks and replace if necessary.
- The washing machine can be connected without a backflow valve.

### Water stop anti-flooding system (picture 8) (if available)

- Screw the hose to the water supply tap. Turn the tap fully on and check the water-tightness of the connection.
- The washing machine must not be connected to the mixing tap of a non-pressurized water heater!
- Do not immerse the water stop device of the hose into water; otherwise it will lose its protective function.
- If the flexible hose is damaged, unplug the washing machine from the mains immediately, turn off the tap and replace the hose.
- If the flexible hose is too short, replace it with a 3 m Water Stop hose (available from After-Sales Service or from your dealer).

### Connect the water drain hose (picture 9)

Unhook the drain hose from the left clip, see arrow "A" on picture.

#### **Important:**

**Do NOT loosen the drain hose from the right connection, see arrow "B" on picture.** Otherwise, there is the risk of leakage and of scalding with hot water.

Firmly connect the drain hose to the siphon or another outlet for drain water.

If you need to add an extension, use a flexible hose of the same size and secure the unions with screw-on hose clips.

Maximum overall drain hose length: 2.50 m.

Maximum drain height: 100 cm.

Minimum drain height: 55 cm.

#### **Important:**

Make sure there are no kinks in the drain hose and take precautions against it falling while the washing machine is running.

# ELECTRICAL CONNECTION



**Do not use extension leads or multi sockets.**

**Electrical connections must be made in accordance with local regulations.**

## 1) Warning - this washing machine must be earthed

This washing machine is normally supplied with a mains lead having a plug fitted in the factory which has been checked for correct earth continuity.

If the fitted plug is not suitable for your socket outlet, or if the machine's mains lead is not fitted with a plug, you should fit a suitable new, good quality plug by following the instructions in (2) below.

Any unsuitable plug should be cut off and disposed of in order to avoid a possible shock hazard should it be inserted into a socket.

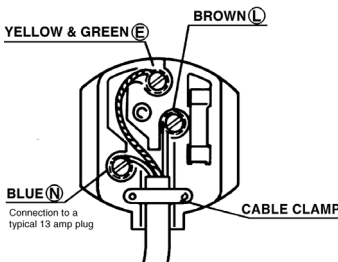
## 2) CONNECTION TO A REWIRABLE PLUG - to be carried out only by a qualified electrician

The wires in the mains lead are coloured in accordance with the following code:

**BLUE - "NEUTRAL" ("N")**

**BROWN - "LIVE" ("L")**

**GREEN AND YELLOW - "EARTH" ("E")**



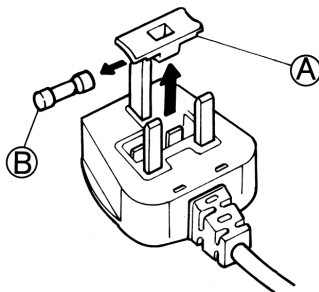
To fit a new plug, proceed as follows:

### 2.1) Polarized Plugs (e.g. 3 pin, 13 amp plug conforming to BS 1363A)

- The GREEN AND YELLOW wire must be connected to the terminal in the plug which is marked with the letter "E" or by the Earth symbol  $\oplus$  or coloured green and yellow.
- The BLUE wire must be connected to the terminal which is marked with the letter "N" or coloured blue.
- The BROWN wire must be connected to the terminal which is marked with the letter "L" or coloured brown.

### 2.2) Non-polarized plugs (e.g. 2 pin with side earth contact)

The wire which is coloured GREEN AND YELLOW must be connected to the earth contact. The other two wires should be connected to the two pins, irrespective of colour.




### FUSE REPLACEMENT

If the mains lead of this washing machine is fitted with a BS 1363A 13 amp fused plug, replace the fuse only with an A.S.T.A. approved type conforming to BS 1362 and proceed as follows: Remove the fuse cover (A) and the fuse (B). Fit the replacement 13 A fuse into the fuse cover. Refit both into the plug. For all other types of plug, the supply socket should be protected by a 16 A fuse or circuit breaker at the distribution board.

# BEFORE THE FIRST WASH CYCLE

To remove any residual water used in testing by the manufacturer, we recommend that you carry out a short wash cycle without laundry.

1. Open the tap.
2. Close the drum flaps.
3. Add a small amount of detergent (maximum

1/3 of the quantity the detergent manufacturer recommends for lightly soiled laundry) to the main wash chamber  of the detergent dispenser.

4. Close the lid.
5. Select and start programme "Synthetics" at 60°C (see separate the programme chart).


## PREPARATION OF THE LAUNDRY

### Sort the laundry

#### 1. Sort the laundry according to...

- **Type of fabric / care label symbol**  
Cottons, mixed fibres, easy care/synthetics, wool, handwash items.
  - **Colour**  
Separate whites and coloureds. Wash new coloured items separately.
  - **Size**  
Wash items of different sizes in the same load to improve washing efficiency and distribution in the drum.
  - **Fabric delicacy**  
Wash delicate articles separately: use a special programme for Pure New Wool , curtains and other delicates. Always remove curtain glides or wash curtains with the glides inside a cotton bag. Use the special programme for handwash fabrics. Wash stockings, belts and other small items or articles with hooks (e.g. bras) in special cotton bags for washing machines or in zipped pillow cases.
2. **Empty pockets**  
Coins, safety pins and similar items can damage your laundry as well as the washing machine's drum and tub.
  3. **Fasteners**  
Close zips and fasten buttons or hooks; loose belts or ribbons should be tied together.

### Stain removal

- Blood, milk, egg and other organic substances are generally removed by the enzyme phase of the programme.
- To remove red wine, coffee, tea, grass and fruitstains etc. add a stain remover to the main wash chamber  of the detergent dispenser.
- Particularly stubborn stains should be treated before the wash.

### Dyeing and bleaching

- Only use dyes and bleaches that are suitable for washing machines.
- Follow the manufacturer's instructions.
- Plastic and rubber parts of the machine may be stained by dyes or bleaches.

### Loading the laundry

1. Open the machine lid by pulling it upwards.
2. Open the drum
  - by pushing the drum flap release (picture 10,11); models as shown on picture 10 have a fixed drum flap release which will not compress when pushed.
  - by holding the rear drum flap, sliding back the slider into arrow direction and pushing the front flap towards the inside of the drum until the closing mechanism releases (picture 12).
3. Place the items of laundry into the drum one by one. Do not exceed the maximum load of the programmes indicated in the separate programme chart.
  - Overloading the machine will result in unsatisfactory washing results and creased laundry.
  - Take care that the laundry does not overhang the drum; if this is the case, push the laundry down into the drum so that there is enough free space to close the drum flaps properly.
  - Do not use the flaps to push the laundry into the drum.
4. To close the drum, hold both flaps in the middle again (picture 13), the rear flap over the front flap. **ATTENTION:** make sure that the drum flaps are properly locked - depending on the model:
  - all metal hooks must be properly hooked inside the rear door flap - see picture 14.
  - all metal hooks must be properly hooked inside the rear door flap, and the button must overlap the edge of the rear door flap see picture 15.
  - the slider of the front flap must slightly overlap the rear flap - see picture 16.

Check that no laundry gets stuck between the flaps, or between flaps and drum.

# DETERGENTS AND ADDITIVES

- ⚠ **Keep detergents and additives in a safe, dry place out of the reach of children.**
- ⚠ **Do not use any solvents (e.g. turpentine, benzene); do not machine wash fabrics that have been treated with solvents or flammable liquids.**

**Only use detergents and/or additives that are specifically produced for domestic washing machines. Observe the recommendations on the care labels of your laundry.**

The choice of detergent depends on:

- Type of fabric
- Colour
- Recommended wash temperature
- Degree and type of soiling

Laundry type	Kind of detergent
White robust laundry (cold-95°C):	heavy duty detergents with bleach
White delicate laundry (cold-40°C):	mild detergents with bleach and/or optical brighteners
Light /pastel- shaded colours (cold-60°C):	detergents with bleach and/or optical brighteners
Intensive colours (cold-60°C):	colour detergents without bleach/optical brighteners
Black/dark colours(cold-60°C):	special detergents for black/dark laundry

For laundry requiring special treatment (e.g. wool or microfibers), we recommend to use specialized detergents, additives or pre-treatment available on the market. Refer to internet link [www.cleanright.eu](http://www.cleanright.eu) for more detailed information.

**Do not use liquid detergent for the main wash when having activated the “Prewash” option. Do not use liquid detergent when selecting a later cycle start / cycle end (depending on the model).**

## Dosage

Follow the dosage recommendations on the detergent pack. They depend on:

- degree and type of soiling
- size of wash
  - full load: follow the detergent manufacturer's instructions;
  - half load: 3/4 the amount used for a full load;
  - minimum load (about 1 kg): half the amount used for a full load

If there is no reference to a certain wash load on the detergent pack: the detergent manufacturers usually refer their dosing recommendations to 4.5 kg laundry for heavy duty detergent and 2.5 kg laundry for delicate detergent.

- water hardness in your area (ask for information from your water company). Soft water requires less detergent than hard water.

## Please note:

Too much detergent can result in excess foam formation, which reduces washing efficiency. If the washing machine detects too much foam, it may prevent spinning, or prolong the programme duration and increase the water consumption (see also remarks on foam formation in the “Troubleshooting Guide”). Insufficient detergent may result in grey laundry and also calcifies the heating system, drum and hoses.

## Where to put detergents and additives (picture 17)

### I | Prewash chamber

- Detergent for the prewash phase (only if you have activated “prewash” option)

### II | Main wash chamber

- Detergent for the main wash phase (must be added for all wash programmes)
- Additive for stain removal (optional)
- Water softener (optional; recommendable for water hardness class 4 or more)

### ☼ Softener chamber

- Fabric softener (optional)
- Starch dissolved in water (optional)

Do not exceed the “MAX” level mark when filling in detergent, additives or softener.

For more information regarding the application of detergent and fabric softener in the programmes, have a look at the separate program chart.

## Using chlorine bleach

- Wash your laundry in the desired programme (Cotton, Synthetics), adding an appropriate amount of chlorine bleach to the SOFTENER chamber (close the lid carefully).
- Immediately after end of programme, start the “Rinse and Spin” programme to eliminate any residual bleach smell; if you want, you can add softener.
- Never put both chlorine bleach and softener into the softener chamber at the same time.

## Using starch powder

- Wash your laundry in the desired wash programme.
- Prepare the starch solution according to the starch manufacturer's instructions.
- Fill the prepared starch solution (maximum 100 ml) into the softener chamber of the detergent dispenser.
- Close the lid and start programme “Rinse and Spin”.

# CLEANING THE FILTER/ DRAINING RESIDUAL WATER

The washing machine is provided with a self-cleaning pump. The filter keeps objects like buttons, coins, safetypins etc. which have been left in the laundry.

We recommend to check and clean the filter regularly, at least two or three times a year.

Especially:

- if the appliance is not draining properly or if it fails to perform spin cycles.
  - if the "Pump" indication lights up.
- IMPORTANT:** make sure the water has cooled before draining the appliance.

Residual water must be drained also before transporting the machine.

1. Unplug the washing machine.
2. Open the filter cover with a coin (picture 18).
3. Place a bowl beneath it.
4. Turn the filter slowly anti-clockwise until some

- water starts to flow out; do not remove it as yet.
5. Wait until all the water has drained.
6. Now unscrew the filter completely and extract it (picture 19).
7. Clean the filter and the filter chamber.
8. Make sure the pump impeller (in the housing behind the filter) is not obstructed.
9. **Insert the filter again and screw it in completely in clockwise direction. Make sure the filter is screwed in properly, as far as it will go.**
10. Pour approximately one litre of water into the washing machine via the drum and check that water does not leak from the filter.
11. Close the filter cover.
12. Reconnect the washing machine.

## CARE AND MAINTENANCE

Always unplug the washing machine before doing any maintenance.

### Detergent dispenser

Clean the detergent dispenser regularly, at least three or four times a year, to prevent detergent build-up:

1. Press the button to release the detergent dispenser and remove it (picture 20). A small quantity of water can remain in the dispenser, thus you should carry it in an upright position.
2. Wash the dispenser using running water. You can also remove the siphon cap on the back of the dispenser for cleaning (picture 21).
3. Replace the siphon cap in the dispenser (if removed)
4. Reinstall the dispenser by locating the dispenser's bottom tabs into the appropriate openings on the lid, and by pushing the dispenser against the lid until it locks into place.

**Make sure that the detergent dispenser is correctly reinstalled.**

### Water inlet hose filter

Check and clean regularly (at least two or three times a year).

1. Unplug the washing machine.
2. Turn off the tap.
3. Unscrew the hose from the tap.
4. Carefully clean the filter located at the end of hose, without disassembling it, for example with a tooth-brush.  
**Note:** Do not submerge the hose in water.
5. Screw the flexible hose back onto the tap by hand. Do not use pliers (risk of squashing the joint).
6. **Turn on the tap and check that the connections are water-tight.**
7. Plug the washing machine back in.

### Water inlet hose

(picture 22, 23 or 24, depending on model)

Check the inlet hose regularly for brittleness and cracks and replace it if necessary using a new hose of the same type.

The inlet hose as shown on picture 22 has a safety valve to prevent the appliance against uncontrolled water inlet; if the safety valve inspection window (A) is red, the safety valve has been activated and the hose must be exchanged. Contact our After-Sales Service or your specialist dealer to obtain a new inlet hose. For unscrewing the inlet hose as shown on picture 22, you must push down the release lever (B) (if available) while unscrewing it.

If your inlet hose has a transparent hose coating (picture 23), periodically check the colour of the transparent coating. If the transparent hose shows a local dark colour change, this is an indication that the hose may have a leak and should be replaced. Contact our After-Sales Service team or specialist dealer to obtain a replacement hose.

### Appliance exterior and control panel

- Clean with a soft damp cloth.
- If necessary, use some soapy water or a mild neutral detergent (do not use detergents containing solvents, abrasive detergents, window or general-purpose cleaners - they may harm the surfaces).

### Appliance interior

- After each washing, leave the lid open for some time to allow the inside of the appliance to dry.
- If you never or seldom wash your laundry at 95°C, we recommend to occasionally run a 95°C programme without laundry, adding a small amount of detergent, to keep the interior of the appliance clean.

### Lid seal

- Check the condition of the lid seal periodically and clean it from time to time with a damp cloth.



### Water inlet hose(s)

- Check the hose regularly for brittleness and cracks. Replace if necessary.

### Filter

- Check and clean the filter regularly, at least 3 or 4 times a year (see "Cleaning the Filter/ Draining Residual Water").

**Do not use flammable fluids for cleaning the appliance.**

### Recovering an object that falls between the drum and the tub

If an object accidentally falls between the drum and the tub, you can recover it thanks to one of the removable drum blades:

1. Unplug the washing machine.
2. Remove the laundry from the drum.

3. Close the drum flaps and turn the drum a half-turn (picture 25).
4. Using a screw-driver, press on the plastic end while sliding the blade from left to right (picture 26, 27).
5. It will fall into the drum.
6. Open the drum: you can recover the object through the hole in the drum.
7. Refit the blade from inside the drum: Position the plastic tip above the hole on the right side of the drum (picture 28).
8. Then slide the plastic blade from right to left until it clips.
9. Close the drum flaps again, turn the drum through half a turn and check the positioning of the blade at all its anchorage points.
10. Plug the washing machine in again.

## REMAINING MOISTURE CONTENT OF THE LAUNDRY AFTER SPINNING

The degree of moisture remaining in the laundry after spinning mainly depends on the fabric type, the selected programme and spin speed.

The lowest remaining moisture content can be achieved using the wash programme referred to by the Energy Label, with maximum spin speed. This programme is marked in the separate programme chart as "Reference programme for the Energy Label". Below a survey of the remaining moisture content (in %) related to the various spin-drying efficiency classes:

Spin-drying efficiency class	Remaining moisture content in %
A (= most efficient)	less than 45
B	45 or more, but less than 54
C	54 or more, but less than 63
D	63 or more, but less than 72
E	72 or more, but less than 81

## TRANSPORT AND HANDLING (picture 29)

1. Unplug the washing machine.
2. Turn off the tap.
3. Remove the water supply and drain hose.
4. Eliminate all water from the hoses and the washing machine (see "Cleaning the Filter/ Draining Residual Water"). Wait for the water to cool so as to avoid any accidents.
5. To facilitate moving the machine, pull the handle

situated at the bottom front (if available on your model) out a little by hand and pull it out to the stop with the foot. Afterwards push the handle back into the original stable position.

6. Fix the transport bracket again for transportation.
7. Transport the washing machine upright.

**IMPORTANT:** Do not use the washing machine while the handle is pulled out.

## AFTER-SALES SERVICE

### Before contacting After-Sales Service:

1. Try to remedy the problem yourself (see "Troubleshooting Guide").
2. Restart the programme to check whether the problem has solved itself.
3. If the washing machine continues to function incorrectly, call After-Sales Service.

### Specify:

- The nature of the problem.
- The exact model of the washing machine.
- The service code (number after the word SERVICE).

**SERVICE** 0000 000 00000



**The After-Sales Service sticker is situated behind the filter cover or on the rear of the machine.**

- Your full address.
- Your telephone number and area code. As a priority, you should contact the After-Sales Service of the retailer who supplied you with the washing machine.





**Manufacturer:**  
Whirlpool Europe s.r.l.  
Viale Guido Borghi 27  
21025 Comerio (VA)  
Italy

# TROUBLESHOOTING GUIDE

Your washing machine is equipped with automatic safety functions which detect and diagnose faults at an early stage and allow you to react appropriately. These faults are frequently so minor that they can be removed within a few minutes.

Problem	Causes - Solutions - Tips
<b>Appliance does not start, no indicator lamps are on</b>	<ul style="list-style-type: none"> <li>• Plug is not properly inserted in socket.</li> <li>• Socket or fuse does not function correctly (use a table lamp or similar appliance to test it).</li> <li>• The washing machine switched off automatically to save energy, before programme start or after programme end. To switch on the washing machine, turn the programme selector first to "Off/O" and then to the desired programme again.</li> </ul>
<b>Appliance does not start although "Start(Pause)" has been pressed</b>	<ul style="list-style-type: none"> <li>• Lid is not properly closed.</li> <li>• The "Child lock" function —○ has been activated (if available on your model). To unlock the buttons, push temperature and spin speed button simultaneously and hold them at least for 3 seconds. The key symbol on the display disappears and the programme can be started.</li> </ul>
<b>Appliance stops during the programme, and the "Start(Pause)" light blinks</b>	<ul style="list-style-type: none"> <li>• "Rinse hold" option is activated (if available on your model) - terminate "Rinse hold" by pressing "<b>Start(Pause)</b>" or by choosing and starting "Drain".</li> <li>• Programme has been changed - reselect desired programme and press <b>Start(Pause)</b>.</li> <li>• Programme has been interrupted and eventually lid has been opened - close lid and restart programme by pressing "<b>Start(Pause)</b>".</li> <li>• The appliance's safety system has been activated (see "Description of failure indicators").</li> <li>• Water tap is not opened or water inlet hose is kinked ("Water tap closed" indicator lights up).</li> </ul>
<b>Detergent dispenser contains residues from detergent/additives at end of wash</b>	<ul style="list-style-type: none"> <li>• Detergent dispenser is not properly installed, or detergent dispenser is blocked (see "Care and Maintenance").</li> <li>• Filter in the water inlet hose is blocked (see "Care and Maintenance").</li> </ul>
<b>Appliance vibrates during spin cycle</b>	<ul style="list-style-type: none"> <li>• Washing machine is not level; the feet are not properly adjusted (see "Installation").</li> <li>• The transport bracket has not been removed; <b>before using the washing machine, the transport bracket must be removed.</b></li> </ul>
<b>Final spin results are poor</b>	<ul style="list-style-type: none"> <li>• Unbalance during spinning prevented spin phase to protect the washing machine (see "Unbalance during spinning").</li> <li>• Excessive foam formation prevented spinning; select and start "Rinse &amp; Spin" programme. Avoid excessive detergent dosing (see "Detergents And Additives").</li> <li>• "Spin" button has been set to a low spin speed.</li> </ul>
<b>"Unbalance during spinning"</b> <b>The "Spin/Drain" indicator in the programme flow bar blinks, or the spin speed on the display blinks, or the spin speed indicator blinks after the end of the programme (depending on the model). The laundry is still very wet.</b>	<p>Unbalance of the laundry load during spinning prevented the spin phase to avoid damages on the washing machine. This is why the laundry is still very wet.</p> <p>Reason for unbalance can be: small laundry loads (consisting of only few quite big or absorbent items, e.g. towels), or big/heavy laundry items.</p> <ul style="list-style-type: none"> <li>• If possible avoid small laundry loads.</li> <li>• It is highly recommended that you add other laundry items of different sizes when washing a big or heavy piece of laundry.</li> </ul> <p>If you want to spin the wet laundry, add more laundry items of different sizes, and subsequently select and start the "Rinse &amp; Spin" programme.</p>
<b>Programme duration is considerably longer or shorter as indicated in the "programme chart" or on the display (if available)</b>	<p>Normal function of the washing machine to adapt to factors that can have an effect on the programme duration, like excessive foam formation, load unbalance due to heavy laundry items, prolonged heating time resulting from low inlet water temperature etc.. Moreover, the sensing system of the washing machine adapts the programme duration to the size of the wash load.</p> <p>Depending on these factors, the duration is recalculated during the programme and updated if necessary; <b>during such periods, an animation appears on the display (if available).</b> For small loads, the programme time indicated in the "programme chart" may be reduced by up to 50%.</p>

## Description of failure indicators

Failure indicator lights up	Indication on display (if available)	Description - Causes - Solutions
<p>“Service”</p> 	<p>“bdd” (in case your washing machine has no display: all lamps of the programme flow bar light up)</p>	<p>Appliance stops during the programme. “Drum flaps open” (the drum flaps have not been closed properly). Push the “Reset” button for at least 3 seconds and wait until the “Door open”  lights up. Open lid and close drum flaps, then select and start desired programme again. If fault persists, notify our After-Sales Service.</p>
	<p>from “F02” to “F35” (except “F09”)</p>	<p>“Electrical module fault”. Select and start “Drain” programme or push “Reset” button for at least 3 seconds.</p>
	<p>“F09”</p>	<p>“Water level too high” (after programme cancellation or false operating). Switch off appliance and then switch it on again, select programme “Drain” and start within 15 sec.</p>
	<p>“FA”</p>	<p>“Waterstop fault” Switch off appliance, pull out mains plug and turn water tap off. Tilt appliance forward carefully to allow collected water to flow out from the bottom. Then:</p> <ul style="list-style-type: none"> <li>• Plug in the appliance again.</li> <li>• Turn the water tap on (if water immediately flows into the appliance without the appliance being started, there is a failure; turn off the tap and notify After-Sales Service).</li> <li>• Select and start the desired programme again.</li> </ul>
<p>“Water tap closed”</p> 	<p>-</p>	<p>Appliance has no or insufficient water supply. The “Start (Pause)” light blinks. Check whether:</p> <ul style="list-style-type: none"> <li>• Water tap is fully open and water supply pressure is sufficient.</li> <li>• Kinks are present in water inlet hose.</li> <li>• Mesh filter of water supply hose is blocked (see “Care and Maintenance”).</li> <li>• Water hose is frozen up.</li> <li>• Safety valve inspection window of your water supply hose is red (provided your appliance has a water supply hose as shown on picture 22 - see previous chapter “Care and Maintenance”); replace the hose by a new one available through our After-Sales Service or your specialist dealer.</li> </ul> <p>After problem has been removed, restart programme by pressing “Start (Pause)”. If the fault occurs again, contact our After-Sales Service.</p>
	<p>-</p>	<p>Waste water is not pumped out. The appliance stops in the corresponding programme step; unplug it and check whether:</p> <ul style="list-style-type: none"> <li>• Kinks are present in the drain hose.</li> <li>• Filter or pump is blocked (see chapter “Cleaning the Filter/ Draining Residual Water”; <b>make sure the water has cooled before draining the appliance</b>).</li> <li>• The drain hose is frozen up.</li> </ul> <p>After problem has been removed, select and start “Drain” programme or push “Reset” button for at least 3 seconds; afterwards restart desired programme. If the fault occurs again, contact our After-Sales-Service.</p>
<p>“Clean pump”</p> 	<p>-</p>	<p>Waste water is not pumped out. The appliance stops in the corresponding programme step; unplug it and check whether:</p> <ul style="list-style-type: none"> <li>• Kinks are present in the drain hose.</li> <li>• Filter or pump is blocked (see chapter “Cleaning the Filter/ Draining Residual Water”; <b>make sure the water has cooled before draining the appliance</b>).</li> <li>• The drain hose is frozen up.</li> </ul> <p>After problem has been removed, select and start “Drain” programme or push “Reset” button for at least 3 seconds; afterwards restart desired programme. If the fault occurs again, contact our After-Sales-Service.</p>

If your washing machine has no display, check which of the previously described situations could be the origin of the fault and follow the corresponding instructions.

