Safety instructions

Care and cleaning

Before the first wash

Rinse/Spin cycle selected?

Maintenance

What to do if...

Washing machine

WM14Q360GB /...
Intended use

- for domestic use only,
- for washing machine-washable fabrics and hand-washable wool in detergent solution,
- to be operated with cold or cold and hot (max. 60 °C) drinking water, depending on model, and commercially available detergents and care products which are suitable for use in washing machines.

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

Protection of the environment/Conservation tips
- Always fill the washing machine with a maximum amount of laundry for the relevant programme.
- Wash normally soiled laundry without a pre-wash.
- The selectable temperatures apply to the care labels on the textiles. The temperatures in the machine may deviate from this so that you get the optimum mix of energy-saving and washing results.
- Measure the detergent according to the manufacturer's instructions and water hardness.
- If the laundry is then dried in the tumble dryer, select spin speed according to instructions of dryer manufacturer.

Programmes

Detailed overview of programmes → page 7. Spin speed can be selected individually, irrespective of the selected programme and programme progress.

Programme selector

- Cotton: hard-wearing fabrics
- Mixed Fabrics: Different types of laundry
- Rinse/Spin: Laundry washed by hand. Extra Rinse button activated, if only using the spin cycle, deactivate the button
- Empty: Drain rinsing water with ⬇️ (without final spin)
- Rapid 15': Short programme
- Textile Guard: All-weather, sports and outdoor fabrics → page 6
- Delicates: Delicate washable wool
- Wool: Hand/machine washable wool
- Easy-Care: synthetic fabrics

Display panel / option buttons

Status displays
- Finish in
- Programme sequence
- End of programme

Additional functions

- 1 - 24 Finish in
- 2 - 24 Finish in
- 3 - 24 Finish in
- 4 - 24 Finish in
- 5 - 24 Finish in
- 6 - 24 Finish in
- 7 - 24 Finish in
- 8 - 24 Finish in
- 9 - 24 Finish in
- 10 - 24 Finish in
- 11 - 24 Finish in

Connecting the mains plug

Make sure your hands are dry!
Handle the plug only!

Turning on the tap

Insert for liquid detergent (depending on model) → page 6

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

Compartment ▶️: Fabric softener, bleach

Compartment  ◀️: Detergent for prewash
Before the first wash, run a wash cycle with no laundry in the machine → Page 9.

Sorting and loading laundry
Follow the manufacturer’s care information!
Sort laundry according to the label’s indications.
And according to type, colour, soiling and temperature.
Do not exceed the maximum load → Page 7.

Note: If display panel lighting is switched off, press any button to energise mode, page 5.

Wash laundry of different sizes in the same wash programme.
Close the door. Take care not to trap items of laundry between the washing machine door and seal.

Add detergent and care products
Measure detergent according: amount of laundry, soiling, water hardness (ask your water supply company) and manufacturer’s instructions.
For models without insert for liquid detergent:
Pour liquid detergent into the appropriate dispenser and place in the drum.

Dilute viscous fabric softener and fabric conditioner with water. This prevents blockages.

Setting** and adjusting programmes
If C flashes in the display panel, the childproof lock is active → Deactivate childproof lock, page 5.

Additional functions and option buttons → Individual settings, page 5.

Press Start/Reload
All buttons are sensitive and need only to be touched lightly. Press and hold the Finish in option button for an automatic run through all setting options.

End of programme when ...
Programme sequence displays:
Wash, rinse, spin, end

Starting the programme
Programmes at high temperatures:
– Cool washing: Select Rinse/Spin.
– Press Start/Reload.
Programmes at lower temperatures:
– Select Rinse/Spin (deactivate Extra Rinse button) or Empty.
– Press Start/Reload.

Changing the programme if ...
... you have selected the wrong programme by mistake:
– Reselect the programme.
– Press Start/Reload. The new programme starts from the beginning.

Reloading laundry if ...
... Press Start/Reload; § is displayed on the display panel. If § is lit, the washing machine door cannot be opened.
Press Start/Reload.

Removing the washing
Open the washing machine door and remove the washing.
If § (without final spin) is active: turn the programme selector to Empty or select the spin speed.
Choose Start/Reload.
– Leave the washing machine door and detergent door open so that any residual water can evaporate.

Turn the tap off
Not required for Aqua-Stop models → Refer to installation instructions.

Switching off
Turn the programme selector to Off.
**Individual settings**

**Option button Finish in**

When a programme is selected, its duration is displayed. You can delay the end of the programme before it begins. The ready in-time can be set in increments of one hour up to a maximum of 24 hours. Press the Finish in button until the required number of hours is displayed (h = hour). Choose Start/Reload. Once the programme has begun, no further adjustment is possible.

**Spin speed in rpm/° (without final spin)**

You can change the displayed spin speed or choose ° (without final spin, laundry soaks in the last rinsing water, display panel: °°). The maximum selectable spin speed depends on the model and which programme is currently selected.

**Additional functions → Overview of programmes, page 7**

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

- ecoPerfect 
  - Energy-optimised washing by reducing the temperature while achieving a consistent washing result. The washing temperature is lower than the selected temperature. For special hygiene requirements, it is recommended that a higher temperature be selected or the speedPerfect option.

- Less Ironing
  - Special spin sequence with subsequent fluffing. Gentle final spin: residual moisture in the laundry slightly increased.

- Extra Rinse
  - Additional rinse cycle. For areas with very soft water or for further enhancing the spin result.

**Childproof lock**

- CL in the display panel

You can lock the washing machine to prevent the functions you have set from being changed inadvertently.

To activate: press and hold the Start/Reload button for approx. 5 seconds after the programme has started. CL appears in the display panel for approx. 5 seconds, then the Finish in time is shown again.

To deactivate: press and hold the Start/Reload button for approx. 5 seconds.

Note: if a button is pressed when the childproof lock is active, CL lights up for approx. 5 seconds, then the Finish in time is displayed again. CL lights up continuously if the programme selector is adjusted when the Childlock is active.

**Reload**

- YES in the display panel

Press Start/Reload if you want to add additional items of laundry after the programme has started. YES appears in the display panel for approx. 5 seconds, then the Finish in time is shown again.

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

**Energy saving mode**

The display panel lighting goes off after a few minutes. Start/Reload flashes. Press any button to switch on the lighting.

- Start/Reload

To start the programme or to subsequently load additional laundry, and to activate/deactivate the childproof lock.

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**Important information**

**Protecting the laundry and the machine**

- When determining the dosage of all washing powders, additives and cleaning agents, you must follow the manufacturer’s instructions.
- Empty all pockets.
- Check for metal items (paper-clips, etc.).
- Wash delicates in a laundry bag (lights, curtains, underwired bras).
- Fasten zips, do up any buttons.
- Brush sand out of pockets and collars.
- Remove curtain fittings or place in the laundry bag.
- If a button is pressed when the childproof lock is active, CL lights up continouously if the programme selector is adjusted when the Childlock is active.

**Laundry with varying degrees of soiling**

- Wash new items of clothing separately.
- Pre-treat any stains as necessary.
- Treat the washing machine door remains locked when the water
- End time option.

**Dyeing / Bleaching**

- Pre-wash. If required, choose the additional function speedPerfect °°.

**Starch**

- Do not prewash. If required, choose the additional function speedPerfect °°.
- Do not use the washing machine for bleaching clothes.

**Textile Guard**

- Laundry should not be treated with fabric softener.
- Clean the detergent drawer thoroughly to remove fabric softener residue.

**Insert for liquid detergent**

- Special detergent and waterproofing agent suitable for machine washing are available from sports shops. Dosage according to the manufacturer’s instructions.
- Pour soaking agent/detergent into compartment II and press Start/Reload. After approx. 10 minutes, press Start/Reload to pause the programme. Once the required soaking time has elapsed, press Start/Reload again to continue the programme, or select a different programme.

**Insert for gel detergent**

- Position the insert for dispensing liquid detergent:
  - Remove the detergent drawer completely → page 9
  - Slide the insert forwards and click into place.
  - Do not use the insert (slide upwards) for gel detergents and washing powder.

**Set to °**

1. Activating the mode for setting the signal volume

- Set the programme selector to Cotton 30 °C and press Start/Reload. After approx. 10 minutes, press Start/Reload to pause the programme. Once the required soaking time has elapsed, press Start/Reload again to continue the programme, or select a different programme.

2. Selecting the volume for..."§'

- Press any button to switch on the lighting.

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### Overview of programmes

Refer to the table of consumption values on page 8, and advice and warnings on page 6.

#### Programmes

<table>
<thead>
<tr>
<th>Programme</th>
<th>°C</th>
<th>max. Type of laundry</th>
<th>Additional functions; Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cotton</td>
<td>20, 30, 40, 60, 90°C</td>
<td>8 kg/4 kg* hard-wearing fabrics, cottons or linens that can be washed at 90°C</td>
<td>speedPerfect E, ecoPerfect F, Less Ironing, Extra Rinse</td>
</tr>
<tr>
<td>+ Prewash</td>
<td>40°C</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Easy-Care</td>
<td>30, 40°C</td>
<td>easy-care cotton, linen, synthetic or blended fabrics</td>
<td>speedPerfect E, ecoPerfect F, Less Ironing, Extra Rinse</td>
</tr>
<tr>
<td>Mixed Fabrics</td>
<td>40°C</td>
<td>3.5 kg cotton or synthetic fabrics</td>
<td>speedPerfect E, ecoPerfect F, Less Ironing, Extra Rinse; different types of laundry can be washed together</td>
</tr>
<tr>
<td>Delicates</td>
<td>30°C</td>
<td>for delicate fabrics, e.g., silk, satin, synthetic fibres or blended fabrics (e.g. curtains)</td>
<td>speedPerfect E, ecoPerfect F, Less Ironing, Extra Rinse; no spin between rinse cycles</td>
</tr>
<tr>
<td>Wool</td>
<td>20°C</td>
<td>2 kg hand/machine washable wool</td>
<td>particularly delicate wash programme to avoid shrinkage of laundry; longer programme breaks (fibres rest in the detergent solution)</td>
</tr>
<tr>
<td>Rapid 15'</td>
<td>30°C</td>
<td>synthetic cotton, linen, synthetic fibres or blended fabrics</td>
<td>short programme of approx. 15 minutes, suitable for lightly soiled laundry</td>
</tr>
<tr>
<td>Textile Guard</td>
<td>30°C</td>
<td>1 kg washing with subsequent waterproofing of all-weather, sportswear and outdoor clothing and clothing with a waterproof membrane, waterproof fabrics</td>
<td>speedPerfect E, ecoPerfect F, Extra Rinse; more information about the textile guard function → page 6, reduced final spin at intervals</td>
</tr>
</tbody>
</table>

#### Additional programmes

Rinse/Spin, Empty

* reduced load with additional function speedPerfect E.

For programmes without prewash, add detergent to compartment II. For prewash programmes, distribute the detergent between compartments I and II.

#### programme Table

### Consumption values

#### Programmes

<table>
<thead>
<tr>
<th>Programme</th>
<th>Load</th>
<th>Electric energy **</th>
<th>Water**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cotton 20°C</td>
<td>2 Kg</td>
<td>0.10 kWh</td>
<td>38 l</td>
</tr>
<tr>
<td>Cotton 30°C</td>
<td>2 Kg</td>
<td>0.13 kWh</td>
<td>41 l</td>
</tr>
<tr>
<td>Cotton 40°C</td>
<td>3.5 Kg</td>
<td>0.45 kWh</td>
<td>61 l</td>
</tr>
<tr>
<td>Cotton 60°C</td>
<td>8 Kg</td>
<td>1.13 kWh</td>
<td>68 l</td>
</tr>
<tr>
<td>Mixed Fabrics 40°C</td>
<td>3.5 Kg</td>
<td>0.54 kWh</td>
<td>47 l</td>
</tr>
<tr>
<td>Easy-Care 30°C</td>
<td>3.5 Kg</td>
<td>0.64 kWh</td>
<td>55 l</td>
</tr>
<tr>
<td>Delicates 40°C</td>
<td>8 Kg</td>
<td>1.05 kWh</td>
<td>68 l</td>
</tr>
<tr>
<td>Wool 20°C</td>
<td>2 Kg</td>
<td>0.37 kWh</td>
<td>68 l</td>
</tr>
</tbody>
</table>

#### Consumption

- **Programme:** Refer to the table of consumption values on page 8, and advice and warnings on page 6.
- **Risk of injury!** Disconnect the mains plug.
- **DANGER OF EXPLOSION!** Never pull the cable to disconnect the mains plug.
- **Keep the machine's documentation for future reference.**
- **Safety instructions:**
  - The washing machine door may become very hot.
  - Items of laundry pretreated with cleaning agents containing solvents, e.g. stain remover/cleaning solvent may lead to an explosion after being loaded into the washing machine. Rinse items of laundry thoroughly by hand beforehand.
  - Rinse items of laundry thoroughly by hand beforehand.
  - Do not reach into the drum if it is still rotating.
  - Do not lean on the open washing machine door.
  - Be careful when opening the detergent drawer while the machine is in operation.
Care and cleaning

Before the first wash
Do not put laundry in the machine! Turn on the tap. Put into compartment II:
- approx. 2 litres of water
- detergent (measure according to the manufacturer’s instructions for lightly soiled laundry and water hardness)
Turn the programme selector to Cotton 60 °C, additional function speedPerfect ⚠️ and press Start/Reload. At the end of the programme, turn the programme selector to Off.

Machine housing, control panel
- Remove detergent and cleaning agent residue.
- Wipe with a soft, damp cloth.
- Do not wash the machine with a jet of water!

Cleaning the detergent drawer ...
If it contains detergent or fabric softener residues.

1. Pull out, press insert down and remove drawer completely.
2. To remove the insert: press upwards from below with your finger.
3. For models with insert for liquid detergent: Slide the insert upwards and remove it from the back.
4. Clean the detergent dispenser tray and inserts with water and a brush and dry them.
5. Attach the insert and engage (connect the cylinder to the guide pin).

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

Drum
Leave the washing machine door open so that the drum can dry out.

For rust stains, use chlorine-free cleaning agent, not steel wool.

Descaling
Ensure there is no laundry in the machine!

This will not be necessary if the correct dosage of detergent is used. If it is, descale the appliance according to the manufacturer’s instructions. Descaling products can be acquired on the website or from customer services Installation instructions.

Emergency release

E.g., in the event of a power cut
The programme continues to run when the power has been restored. However, if the laundry has to be removed, the washing machine door can be opened as follows:

Risk of scalding!
The detergent solution and laundry may be hot. Let it cool.
Do not reach into the drum if it is still rotating.
Do not open the washing machine door if water can be seen through the glass.

1. Turn the programme selector to Off and disconnect the mains plug.
2. Drain the detergent solution ➔ page 10.
3. Pull the emergency release downwards with a tool and release.

The washing machine door can then be opened.

Information on the display panel depending on model

Care and cleaning
- Risk of electric shock! Disconnect the mains plug.
- Risk of explosion! Do not use solvents.

Maintenance

Detergent solution pump
Turn the programme selector to Off and disconnect the mains plug.

1. Using a screwdriver or the insert for liquid detergent (depending on model), open and remove the service flap.
2. Remove the folding gutter and place a large enough container underneath.
3. For models with a drainage hose: Remove the drainage hose from the retainer and pull it from the housing.
   Remove the sealing cap, allow the detergent solution to flow out into the container. Replace the sealing cap and place the drainage hose in the retainer.

3* For models without a drainage hose: Carefully unscrew the pump cover 180° or until the detergent solution begins to flow out on the folding gutter. When the container is full, close the pump cover and empty the container. Repeat the above steps until all the detergent solution has completely drained out.

4. Carefully unscrew the pump cover (there may be residual water).
5. Clean the interior, pump cover thread and pump housing (the impeller in the detergent solution pump must rotate).
6. Replace the pump cover and screw it tightly.
7. Return the drainage hose (depending on model) and the folding gutter to their start position.
8. Place the service flap back on and close.

To prevent unused detergent from flowing straight into the drain during the next wash:
Pour 2 litres of water into compartment II and then start the Empty programme.

Drainage hose at the siphon
Turn the programme selector to Off and disconnect the mains plug.

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

Filter in the water supply
Risk of electric shock!
Do not immerse the Aqua-Stop safety device in water (contains an electric valve).

Reduce the water pressure in the supply hose:

1. Turn off the tap.
2. Select any programme (except Rinse/Spin // Empty).
3. Choose Start/Reload. Let the programme run for approximately 40 seconds.
4. Turn the programme selector to Off. Disconnect the mains plug.
5. Clean the filter:
6. Disconnect the hose from the tap.
   Clean the filter using a small brush.
   and/or for Standard and Aqua-Secure models:
   Remove the hose on the rear of the appliance.
   Remove the filter with pliers and clean.
6. Connect the hose and check for leaks.
What to do if...

- Water is leaking out
  - Attach/replace the drainage hose correctly.
  - Tighten the screw connection of the supply hose.

- No water supply. Detergent not dispensed.
  - Start/Reload not selected?
  - Tap not turned on?
  - Filter blocked? Clean the filter → page 10.
  - Supply hose kinked or trapped?

- The appliance door will not open.
  - (without final spin) selected? → page 3, 4.
  - Can be opened by emergency release only? → page 9.
  - Door locked after the washing machine is switched off: Switch on the washing machine and wait for 5 seconds.

- The selected programme does not start.
  - Start/Reload or Finish in time selected?
  - Washing machine door closed?
  - Childproof lock active? Deactivate → page 5.

- Detergent solution is not drained.
  - (without final spin) selected? → page 3, 4.
  - Clean the detergent solution pump → page 10.
  - Clean the waste pipe and/or drainage hose.

- No water can be seen in the drum.
  - Not a fault. Water remains inside below the visible area.

- Spin result not satisfactory. Laundry wet/too damp.
  - Not a fault. Spin control system has stopped the spin cycle. Uneven distribution of laundry.
  - Distribute large and small items of laundry evenly in the drum.
  - Less Ironing selected? → page 5.
  - Selected speed too low? → page 5.

- Programme duration changes suddenly during operation.
  - Not a fault. The program time can vary according to the distribution of laundry, with it therefore being possible for the display panel to show adjustments in the duration.

- Spin cycle performed several times.
  - Not a fault. The balance control system has detected an imbalance and is attempting to redress this by repeating the spin.

- Residual water in the compartment for care products.
  - Not a fault: the action of the care product is not affected.
  - Clean the compartment if necessary → page 9.

- Odour formation in the washing machine.
  - Run programme Cotton 90 °C without laundry. Use standard detergent.

- Status display flashing. Appliance has detected a detergent overload.
  - Too much detergent used?
    - If foam is escaping from the detergent drawer: mix 1 tablespoon of fabric softener with ½ litre of water and pour into compartment II (not with outdoor or down fabrics).
    - Reduce the detergent dosage for the next wash cycle.

- Intense noise formation, vibrations and "wandering" during the spin cycle.
  - Are the appliance feet fixed?
    - Secure the appliance feet → Installation instructions.
  - Transportation safety devices removed?
    - Remove transportation safety devices → Installation instructions.

- Display panel/indicator lamps remain turned off while the machine is working.
  - Energy-saving mode → page 5.
  - Power cut?
  - Fuses triggered? Reset/change the fuse.
  - If the fault occurs repeatedly, call customer services.

- Programme sequence longer than usual.
  - Not a fault. Unbalanced load detection system adjusts imbalance by repeatedly distributing the laundry.
  - Not a fault: foam detection system active; adds an additional rinse cycle.

- Detergent residues on the laundry.
  - Occasionally, phosphate-free detergents contain water-insoluble residues.
  - Select Rinse/Spin or brush out the laundry after washing.

If you cannot correct a fault yourself or if a repair is necessary:
- Turn the programme selector to Off and remove the mains plug from the socket.
- Turn off the water supply and call customer services → Installation instructions.

Observe the safety instructions on page 8.