



SIEMENS



# Washing machine

WM ...

[siemens-home.bsh-group.com/welcome](https://siemens-home.bsh-group.com/welcome)

en Instruction Manual and Installation Instructions

Register  
your  
product  
online

## Your new washing machine

You have chosen a Siemens washing machine.

Please take a few minutes to read and become familiar with the advantages of your washing machine.

To meet the high quality demands required by Siemens, every washing machine that leaves our factory is carefully checked to ensure that it functions correctly and is in perfect condition.

For more information on our products, accessories, replacement parts and services, see our website [www.siemens-home.bsh-group.com](http://www.siemens-home.bsh-group.com) or contact our after-sales service centres.

If the operating and installation instructions describe different models, any differences will be pointed out at the relevant points in the text.



Read these operating and installation instructions before switching on the washing machine.

## Display rules

### **Warning!**

This combination of symbol and signal word indicates a possibly dangerous situation. Not heeding the warning can cause death or injuries.

### **Caution!**

This signal word indicates a possibly dangerous situation. Not heeding the caution can cause property and/or environmental damage.

### **Note/tip**

Information about the optimum use of the appliance/any other useful information.

### **1. 2. 3. / a) b) c)**

The steps are represented by numbers or letters.

■ / -

Lists are represented by a small box or a dash.

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 **Intended use**

- This appliance is intended for private domestic use only.
- Do not install or operate this appliance anywhere that is liable to experience frost and/or outdoor conditions. There is a risk that the appliance will be damaged if residual water in it freezes. If hoses freeze up, they may crack/burst.
- This appliance must only be used for washing domestic laundry, consisting of machine-washable items and hand-washable woollens (see label on item). Using the appliance for any other purpose is outside of the scope of its intended application and is forbidden.
- This appliance is suitable for operation with mains water and commercially available detergents and care products (must be suitable for use in washing machines).
- This appliance is intended for use up to a maximum height of 4000 metres above sea level.

**Before you switch on the appliance:**

Check that there is no visible damage to the appliance. Do not operate the appliance if it is damaged. Should you have any problems, please contact your specialist dealer or our customer service.

Read and follow the operating and installation instructions and all other information provided with this appliance.

Retain the documents for subsequent use or for subsequent owners.

## Safety instructions

The following safety information and warnings are provided to protect you from injury and to prevent material damage to your surroundings.

It is nevertheless important to take the necessary precautions and to proceed with care when installing, maintaining, cleaning and operating the appliance.

### Children/people/pets

#### **Warning** **Risk of death!**

Children and other people who are unable to assess the risks involved when using the appliance may injure themselves or may find themselves in life-threatening situations. Therefore please note:

- The appliance may be used by children over the age of 8 years and by persons with reduced physical, sensory or mental capacity or by persons with a lack of experience or knowledge as long as they are supervised or have received instruction on how to use the appliance safely and they have understood the potential risks of using the appliance.
- Children must not play with this appliance.

- Do not allow children to clean or maintain this appliance unsupervised.
- Keep children under 3 years and pets away from this appliance.
- Do not leave the appliance unattended when children or other people who are unable to assess the risks are in the vicinity.

#### **Warning** **Risk of death!**

Children may lock themselves inside appliances and find themselves in a life-threatening situation.

- Do not position the appliance behind a door, as this may obstruct the appliance door or prevent it from opening completely.
- Once an appliance has reached the end of its life, pull the mains plug from the socket **before** severing the mains cable, and then destroy the lock on the appliance door.

#### **Warning** **Risk of suffocation!**

If allowed to play with the packaging/plastic film or packing components, children may become caught in these or pull them over their heads and suffocate.

Keep packaging, plastic film and packing components away from children.

 **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 burns!**

When washing at high temperatures, the glass in the appliance door becomes hot. Stop children from touching the appliance door when it is hot.

 **Warning**  
**Eye/skin irritation!**

Contact with detergents or care products may cause eye/skin irritation.  
Rinse eyes/skin thoroughly if they/it come(s) into contact with detergents or care products. Keep detergents and care products out of the reach of children.


## Installation

 **Warning**  
**Risk of electric shock/fire/  
material damage/damage to  
the appliance!**

If the appliance is not installed properly, this may lead to a

dangerous situation. Ensure the following:

- The mains voltage on your power socket must match the rated voltage specified on the appliance (identification plate). The connected loads and the required fuse protection are specified on the identification plate.
- The appliance must only be connected to alternating voltage via a protective contact socket that has been correctly installed. This plug socket must be freely accessible at all times.
- The mains plug and the protective contact socket must match and the earthing system must be correctly installed.
- The installation must have an adequate cross section.
- The mains plug must be freely accessible at all times. If this is not possible, in order to comply with the relevant safety regulations, a switch (all pole disconnection) must be built into the permanent installation in accordance with electrical installation regulations.

- If using a residual current circuit breaker, only use one that bears the following mark: . The presence of this mark is the only way to be sure that it fulfils all the applicable regulations.

### **Warning**

#### **Risk of electric shock/fire/material damage/damage to the appliance!**

If the appliance's mains cable is altered or damaged, this may result in electric shock, short circuiting or fire due to overheating.

The mains cable must not be kinked, crushed or altered, and must not come into contact with any heat sources.

### **Warning**

#### **Risk of fire/material damage/damage to the appliance!**

The use of extension cords or power strips may result in fire due to overheating or short circuiting.

Connect the appliance directly to an earthed socket that has been correctly installed. Do not use extension cords, power strips or multi-way couplers.

### **Warning**

#### **Risk of injury/material damage/damage to the appliance!**

- The appliance may vibrate or move when in operation, potentially resulting in injury or material damage. Place the appliance on a clean, even, solid surface and, using a spirit level to guide you, level it with the screw-in feet.
- If you take hold of any of the appliance's protruding parts (e.g. the appliance door) in order to lift or move it, these parts may break off and cause injury. Do not take hold of any of the appliance's protruding parts in order to move the appliance.

### **Warning**

#### **Risk of injury!**

- The appliance is very heavy. Lifting it may result in injury. Do not lift the appliance on your own.
- The appliance has sharp edges on which you could cut your hands. Do not take hold of the appliance by its sharp edges. Wear protective gloves to lift it.

- If the hoses and mains cables are not correctly routed, they may constitute a tripping hazard, which may result in injury.  
Route hoses and cables such that they do not constitute a tripping hazard.

### **Caution!**

#### **Material damage/damage to the appliance**

- If the water pressure is too high or too low, the appliance may not be able to operate properly, and it may also result in material damage or damage to the appliance.  
Make sure that the water pressure in the water supply facility is at least 100 kPa (1 bar), and does not exceed 1000 kPa (10 bar).
- If the water hoses are altered or damaged, this may result in material damage or damage to the appliance.  
The water hoses must not be kinked, crushed, altered or severed.
- The use of hoses supplied by other brands to connect to the water supply may result in material damage or damage to the appliance.  
Use the hoses supplied with the appliance or genuine spare part hoses only.

- The appliance is secured for transportation by transport locking devices. If the transport locking devices are not removed before the appliance is operated, this may result in damage to the appliance.  
It is important to completely remove all transport locking devices before using the appliance for the first time.  
Make sure that you retain these transport locking devices separately. It is important to refit the transport locking devices if the appliance is to be transported, in order to prevent the appliance from being damaged in transit.

### **Operation**

#### **Warning Risk of explosions/fire!**

Laundry that has been pretreated with cleaning agents that contain solvents, e.g. stain remover/cleaning solvent, may cause an explosion in the drum. Rinse the laundry thoroughly with water before washing it in the machine.

#### **Warning Risk of poisoning!**

Poisonous fumes may be given off by cleaning agents that contain solvents, e.g. cleaning solvent.



Do not use cleaning agents that contain solvents.

**⚠ Warning**  
**Risk of injury!**

- If you support your weight/sit on the appliance door when it is open, the appliance may tip over, which may result in injury.  
Do not support your weight on the appliance door when it is open.
- If you climb onto the appliance, the worktop may break, which may result in injury.  
Do not climb onto the appliance.
- If you reach into the drum while it is still rotating, you risk injuring your hands.  
Wait until the drum has stopped rotating.

**⚠ Warning**  
**Risk of scalding!**

When washing at high temperatures, there is a risk of scalding if you come into contact with hot detergent solution (e.g. when draining hot detergent solution into a washbasin).  
Do not reach into the hot detergent solution.

**⚠ Warning**  
**Eye/skin irritation!**

Detergent and care products may spray out if the detergent

drawer is opened while the appliance is in operation. Rinse eyes/skin thoroughly if they/it come(s) into contact with detergents or care products. If accidentally swallowed, seek medical advice.

**Caution!**  
**Material damage/damage to the appliance**

- If the amount of laundry in the appliance exceeds its maximum load capacity, it may not be able to operate properly, or this may result in material damage or damage to the appliance.  
Do not exceed the maximum load capacity of dry laundry. Make sure you comply with the maximum load capacities specified for each of the programs.
- If you pour the wrong quantity of detergent or cleaning agent into the appliance, this may result in material damage or damage to the appliance.  
Use detergents/care products/cleaning agents and softeners in accordance with the manufacturers' instructions.

## Cleaning/Maintenance

### **Warning**

#### **Risk of death!**

The appliance is powered by electricity. There is a risk of electric shock if you come into contact with live components. Therefore please note:

- Switch off the appliance. Disconnect the appliance from the power supply (pull out the plug).
- Never take hold of the mains plug with wet hands.
- When removing the mains plug from the socket, always take hold of the plug itself and never the mains cable, otherwise this may damage the mains cable.
- Do not make any technical modifications to the appliance or its features.
- Repairs and any other work on the appliance must only be conducted by our customer service or by an electrician. The same applies for replacing the mains cable (when necessary).
- Spare mains cables can be ordered from our customer service.

### **Warning**

#### **Risk of poisoning!**

Poisonous fumes may be given off by cleaning agents that contain solvents, e.g. cleaning solvent.

Do not use cleaning agents that contain solvents.

### **Warning**

#### **Risk of electric shock/material damage/damage to the appliance!**

If moisture penetrates the appliance, this may cause it to short circuit.

Do not use a pressure washer, steam cleaner, hose or spray gun to clean your appliance.

### **Warning**

#### **Risk of injury/material damage/damage to the appliance!**

The use of spare parts and accessories supplied by other brands is dangerous and may result in injury, material damage or damage to the appliance.

For safety reasons, use genuine spare parts and accessories only.

### **Caution!**

#### **Material damage/damage to the appliance**

Cleaning agents and agents for pretreating laundry (e.g. stain removers, prewash sprays, etc.) may cause damage if they come into contact with the surfaces of the appliance.

Therefore please note:

- Do not allow these agents to come into contact with the surfaces of the appliance.

- Clean the appliance with nothing but water and a soft, damp cloth.
- Remove any detergent, spray or other residues immediately.

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## Environmental protection

### Packaging/used appliance



Dispose of packaging in an environmentally-responsible manner.

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.

### Tips on economical use

- Always fill the appliance with the maximum amount of laundry for each programme.  
Overview of programmes →: Supplementary sheet for the operating and installation instructions.
- Wash normally soiled laundry without a prewash.

- 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.
- **Energy-saving mode:** The display panel light goes out after several minutes, Start button flashes. To activate the light, press any button. Energy-saving mode is not activated if a programme is running.
- If the laundry is subsequently dried in a tumble dryer, select the spin speed according to the tumble dryer manufacturer's instructions.

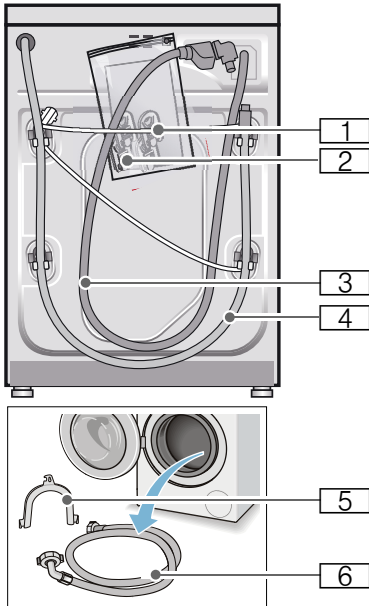



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## Positioning and connecting

### Included with the appliance

**Note:** Check the machine for transport damage. Never use a damaged machine. If you have any complaints, contact the dealer from whom you purchased the appliance or our customer services. → *Page 38*



- 1 Mains cable
- 2 Bag:
  - Installation and operating instructions
  - Customer services location directory\*
  - Warranty\*
  - Cover caps for openings after the transport braces have been removed

3 Water supply hose on AquaStop models

4 Water drain hose

5 Elbow for securing the water drain hose\*

6 Cold water supply hose for models standard/Aqua-Secure, for models with hot water connection additionally a hot water supply hose

\* depending on the model

**In addition**, a hose clamp (24 - 40 mm diameter, available from specialist dealers) is required to connect the water drain hose to a siphon.

## Useful tools

- Spirit level for aligning
- Spanner with:
  - WAF13 for loosening the transport braces, and
  - WAF17 for aligning the appliance feet

## Safety instructions

### **Warning** **Risk of injury!**

- The washing machine is very heavy. Be careful when lifting/transporting the washing machine.
- When the washing machine is lifted by its protruding parts (e.g. the washing machine door), the components may break off and cause injuries. Do not lift the washing machine by protruding parts.
- If the hose and mains cables are not routed properly, there is a risk of tripping and injury. Lay hoses and cables in such a way that there is no risk of tripping.

### **Caution!**

#### **Damage to the appliance**

Frozen hoses may rip/burst.

Do not install the washing machine in areas exposed to frost or outdoors.

### **Caution!**

#### **Water damage**

The connection points for the water supply hose and water drain hose are under high water pressure. To prevent leaks and water damage, you must follow the instructions in this section.

### **Notes**

- In addition to the safety information listed here, the local water and electricity supplier may have special requirements.
- If in doubt, have the appliance connected by a specialist.

## Installation surface

**Note:** The washing machine be stable so that it does not move around.

- The installation surface must be firm and level.
- Soft floors/floor coverings are not suitable.

## Installation on a base or a wooden joist floor

### Caution!

#### Damage to the appliance

The washing machine may "wander" and tip/topple from the base when spinning.

The feet of the appliance must be secured with holding brackets.  
Order no. WMZ 2200, WX 9756, Z 7080X0

**Note:** On wooden joist floors, install the washing machine:

- In a corner, if possible,
- On a water-resistant wooden board (min. 30 mm thick) which is screwed tightly to the floor.

## Removing the transport locks

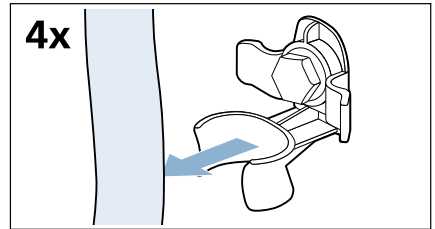
### Caution!

#### Damage to the appliance

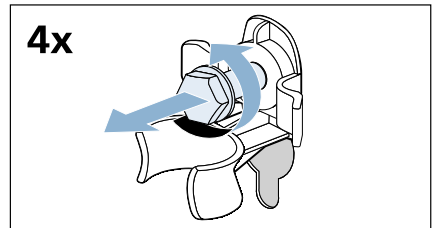
- The machine is secured for transportation using transport locks. If the transport locks are not removed, the drum, for example, may become damaged when the machine is operated. Before using the appliance for the first time, make sure that you completely remove all four transport locks. Keep the locks in a safe place.

- To prevent transport damage from occurring if the appliance is moved at a later date, you must refit the transport locks before transporting the appliance.

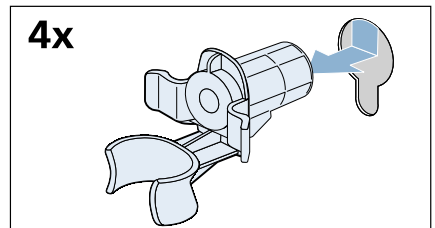
1. Take the hoses out of the holders.



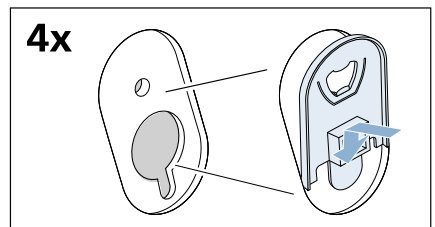
2. Use a WAF13 spanner to undo and remove all four transport lock bolts.



3. Remove the sleeves. Remove the mains cable from the holders.

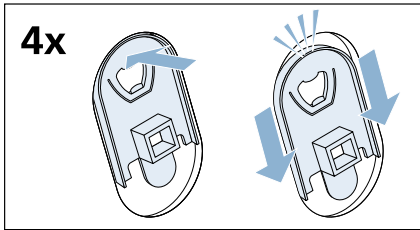


4. Put on the cover caps.



## en Positioning and connecting

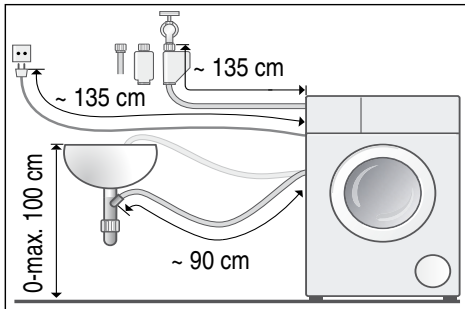
5. Press the cover cap down firmly at the top, while at the same time pushing it downwards until you hear the hooks clicking into place.



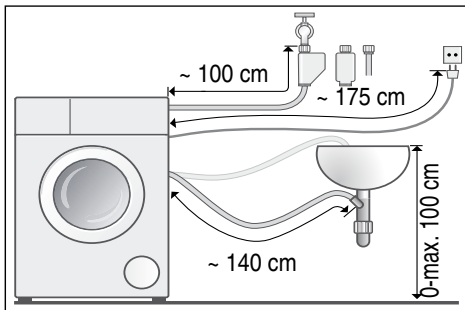
Retain the bolts and sleeves for future use. → Page 18

## Hose and cable lengths

- Left-hand connection



- Right-hand connection



**Tip:** The following are available from specialist dealers/the after-sales service:

- An extension for Aqua-Stop or cold water supply hose (approx. 2.50 m); order no. WMZ2380, WZ10130, CZ11350, Z7070X0
- A longer supply hose (approx. 2.20 m) for standard model

## Water inlet

### **Warning**

#### **Danger of death!**

There is a risk of electric shock if you touch live components.

Do not immerse the Aqua-Stop safety valve in water (it contains an electric valve).

Observe the following when connecting the machine:

### **Notes**

- Only operate the washing machine using cold mains water.
- Do not connect the machine to the mixer tap of an unpressurised hot-water boiler.
- Do not use a used supply hose. Only use the supply hose supplied or one that was purchased from an authorised specialist retailer.
- Do not bend, squash, modify or cut through the water supply hose (otherwise its strength is no longer guaranteed).
- Only tighten the screw connections by hand. If the screw connections are tightened too much with a tool (pliers), the thread may be damaged.

### **Optimum water pressure in the supply network**

**At least** 100 kPa (1 bar)

**Maximum** 1000 kPa (10 bar)

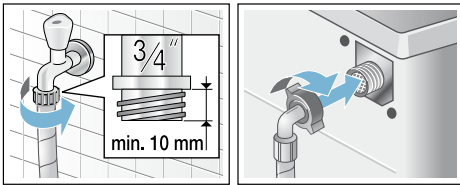
When the tap is open, the water flow is at least 8 l/min.

If the water pressure is higher than this, a pressure-reducing valve must be installed.

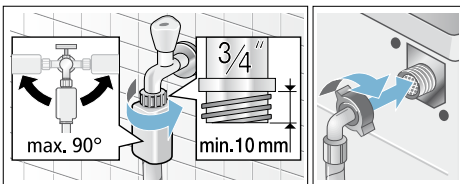
### Connection

Connect the water supply hose to the water tap ( $\frac{3}{4}$ " = 26.4 mm) and to the appliance (not necessary for Aqua-Stop models as this is permanently installed):

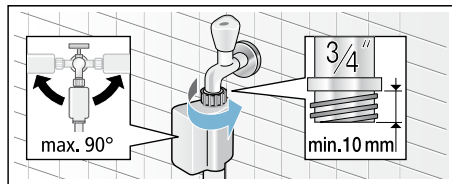
#### ■ Model: **Standard**



#### ■ Model: **Aqua-Secure**



#### ■ Model: **Aqua-Stop**



**Note:** Open the water tap carefully, checking the leak tightness of the connection points. The screw connection is under mains water pressure.

## Water outlet

### Caution! Water damage

If the drain hose slips out of the wash basin or the connection point during draining due to high water pressure, any escaping water may cause water damage.

Secure the drain hose so that it cannot slip out.

**Note:** Do not kink the water drain hose or put strain on it lengthways.

You can lay the water drain hose as follows:

#### ■ **Outlet in a sink**

### ⚠ Warning Risk of scalding!

When you are washing at high temperatures, there is a risk of scalding if you come into contact with hot detergent solution e.g. if hot detergent solution is being drained into a wash basin.

Do not reach into the hot detergent solution.

### Caution!

#### Damage to the appliance/fabrics

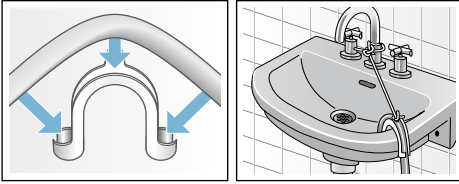
If the end of the drain hose is immersed in the drained water, water may be sucked back into the appliance and may damage the appliance/fabrics.

Make sure that:

- The plug does not block drainage from the sink.
- The end of the drain hose is not immersed in the drained water.

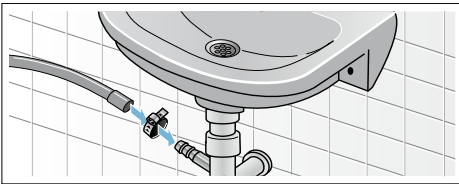
## en Positioning and connecting

- The water drains away quickly enough.

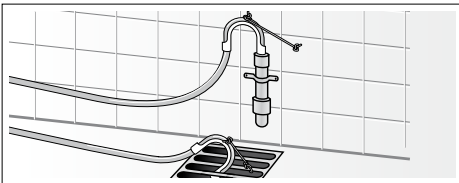


### ■ Drainage into a siphon

The connection point must be secured using a hose clamp with a diameter of 24-40 mm (available from specialist dealers).



### ■ Outlet into a plastic pipe with rubber bushing or into a drainage pit



## Levelling

Level the appliance using a spirit level. Incorrect levelling may result in intense noise, vibrations and "wandering".

1. Loosen the lock nuts using a wrench, by turning it in a clockwise direction.
2. Check the alignment of the washing machine with a spirit level, and adjust it if necessary. Change the height by turning the appliance feet. All four appliance feet must stand firmly on the ground.
3. Tighten the lock nut against the housing.  
In doing so, hold the foot tight and do not adjust its height.  
The lock nuts on all four appliance feet must be screwed tightly against the housing.



## Electrical connection

### **Warning** **Danger of death!**


There is a risk of electric shock if you touch live components.

- Never touch or hold the mains plug with wet hands.
- Only pull out the mains cable by the plug and never by the cable, as this could damage it.
- Never unplug the mains plug during operation.



Observe the following information and ensure that:

### Notes

- The mains voltage and voltage indicated on the washing machine (rating plate) are the same. The connected load and fuse required are specified on the rating plate.
- The washing machine is only connected to an alternating current via a properly installed earthed socket.
- The mains plug fits the socket.
- The cable cross-section is adequate.
- The earthing system is properly installed.
- The mains cable is only replaced by a qualified electrician (if this is necessary). Replacement mains cables are available from the after-sales service.
- No multiple plugs/couplings or extension cables are used.
- If an earth-leakage circuit breaker is used, only a type which displays this symbol is used: . Only this symbol guarantees compliance with the currently applicable regulations.
- The mains plug must be freely accessible at all times. If this is not possible, in order to comply with the relevant safety regulations, a switch (2-pole switch-off) must be built into the permanent installation in accordance with electrical installation regulations.
- The mains cable is not bent, squashed, modified, cut through, or in contact with heat sources.

## Before washing for the first time

The washing machine has been thoroughly tested before leaving the factory. To remove any water that may be left over from testing, run the first wash cycle **without** any laundry.

### Notes

- The washing machine **must be correctly installed and connected**. See → *Page 11* onwards
  - Never use a damaged machine. Inform customer services.
1. Check the machine.
  2. Connect the mains plug.
  3. Turn on the tap.
  4. Close the door (do not load any laundry).
  5. Depending on the model, set the **Drum clean 90 °C** or **Cottons 90 °C** programme.
  6. Open the detergent drawer.
  7. Pour approximately 1 litre of water into compartment **II**.
  8. Pour standard detergent into compartment **II**.  
**Note:** To prevent foaming, only use half the amount of detergent recommended by the detergent manufacturer. Do not use detergents intended for woollens or delicates.
  9. Close the detergent drawer.
  10. Press the Start button.
  11. When the programme ends, switch off the appliance.
- Your washing machine is now ready to use.**

## Transportation

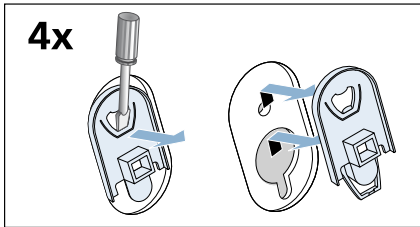
E.g. when moving house

### Preparatory work:

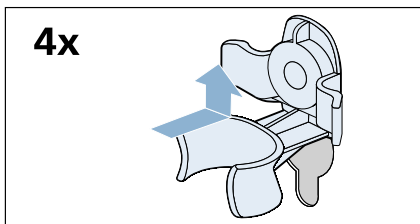
1. Turn off the tap.
2. Reduce the water pressure in the supply hose: → *Page 33*; Cleaning and maintenance – filter in the water supply blocked
3. Disconnect the washing machine from the mains.
4. Drain the remaining water: → *Page 32*; cleaning and maintenance – the drain pump is blocked, emergency draining
5. Remove the hoses.

### Attach the transport locks:

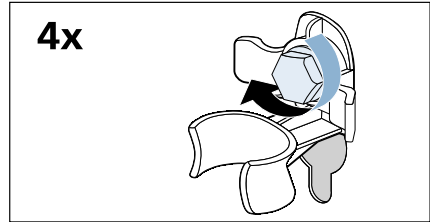
1. Use a screwdriver to remove the covers and then keep them in a safe place.



2. Insert all four sleeves. The mains cable can be clamped to the holders.



3. Insert the transport lock bolts and tighten them with a WAF13 spanner.



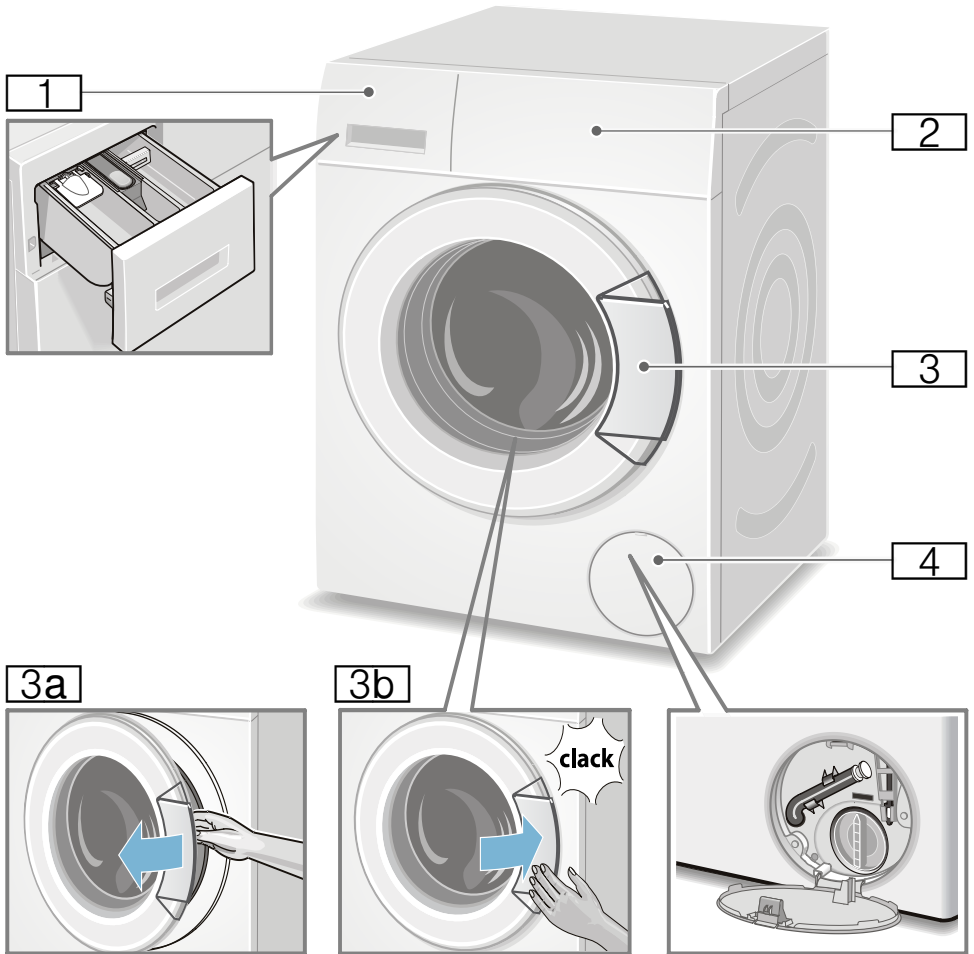
### Before switching on the appliance again:

#### Notes

- The transport braces **must** be removed.
- Pour approx. 1 litre of water into compartment **II**, select the **Drain/Empty** programme and start. This will prevent detergent from flowing unused into the drain during the next wash.

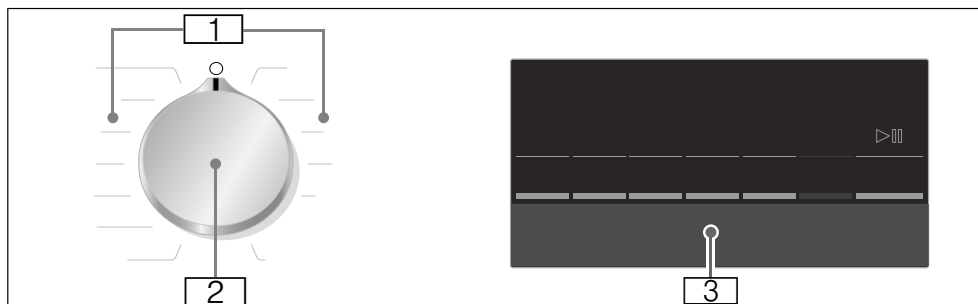
 Getting to know the appliance

## Washing machine



- 1** Detergent drawer → *Page 27*
- 2** Operating/display panel
- 3** Door with door handle
- 3a** Open the door
- 3b** Close the door
- 4** Service flap

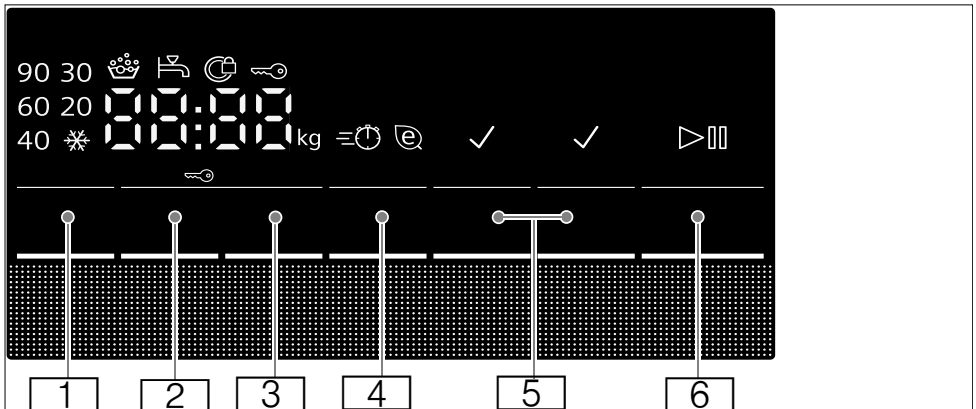
## Control panel



- 1 Programme selector:**  
for selecting a programme and switching the machine on/off via the **Off** position (○);
- 2 Programmes**  
You can find an overview of all programmes on the printed supplement for the installation and operating instructions.
- 3 Display panel** for settings and information

## Display panel

The display panel provides you with information on the programme you have selected and the possible settings for that programme.



Buttons	Indicators and symbols for setting values	Setting
[1]	---90	Temperature in °C; --- = cold
[2]	0 - 1400*, - --	Spin speed in rpm; 0 = no spin, - -- = Rinse Stop
[3]	1 - 24 h	Ready in
[4]	≡⌚⊗	speed eco perfect
[5]	✓	Water&Rinse+ **
	✓	Less Ironing **
	✓	Prewash **
[6]	▶	Start (Start Reload ▶  ) : for starting, pausing (e.g. to add laundry) and cancelling a programme
[2] + [3]	🔑	Childlock /control panel lock
* The maximum spin speed depends on the programme and model		
** The number and choice of settings depends on the model		

Other indicators and symbols	Information on:
🔒	Door locked
👑	Foam detected
🚰	Tap off/water pressure too low
⌚:⌚	Programme duration, e.g. 1:51 in h:min; "Ready in" time, e.g. 8 h; recommended load, e.g. 8.0 kg*; programme status, e.g. End
* Symbols depend on the model	



## Laundry

### Prepare the laundry

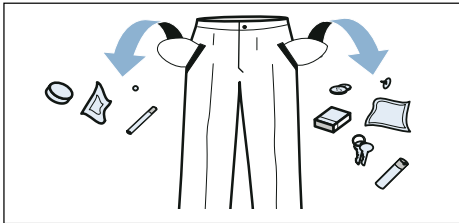
#### Caution!

#### Damage to the appliance/laundry

Foreign objects (e.g. coins, paperclips, needles, nails) may damage the laundry or components of the washing machine.

You should therefore do the following when preparing your laundry:

- Empty any pockets.



- Look out for metal objects (paperclips, etc.) and remove them.
- Wash delicates in a laundry bag (tights, underwired bras, etc.).
- Close any zips; button up any cover buttons.
- Brush sand out of pockets and collars.
- Remove curtain fittings or place curtains in a laundry bag.

### Sorting laundry

Sort your laundry according to the care instructions and manufacturer's information on the care labels, depending on:

- Type of fabric/fibre
- Colour

**Note:** Laundry can discolour or not be cleaned correctly. Wash white and coloured items separately. Wash new coloured items separately the first time you wash them.

- Soiling  
Wash laundry with the same level of soiling together.  
Some examples of soiling levels can be found on → *Page 24.*
  - **Light:** Do not prewash, select the **speed perfect** setting if necessary
  - **Normal**
  - **Heavy:** Load less laundry, select a program with prewash
  - **Stains:** Remove/pretreat stains while they are fresh. Firstly, dab with soapy water; do not rub. Then wash the items of laundry with the appropriate program. Stubborn or dried-in stains can sometimes only be removed by washing several times.
- Symbols on the care labels  
**Note:** The numbers in the symbols indicate the maximum washing temperature that may be used.

- Suitable for normal washing process; e.g. Cottons program
- A gentle washing process is required; e.g. Easy-Care program
- An especially gentle washing process is required; e.g. Delicate/Silk program
- Suitable for washing by hand; e.g. Wool program
- Do not machine wash.

### Starching

**Note:** Laundry should not be treated with fabric softener.

Liquid starch can be used to stiffen fabrics particularly in the Rinse and Cottons programmes. Measure starch into compartment in accordance with the manufacturer's instructions (clean first if necessary).

## Dyeing/bleaching

Dye should only be used in normal household quantities. Salt may damage stainless steel. Always follow the dye manufacturer's instructions.

Do **not** use the washing machine to bleach clothes.

## Soaking

1. Pour soaking agent/detergent into compartment **II** in accordance with the manufacturer's instructions.
2. Select the desired programme.
3. Press the Start button to start the programme.
4. After approx. ten minutes, press the Start button to pause the programme.
5. After the desired soaking time, press the Start button again to continue or change the programme.

### Notes

- Load laundry of the same colour.
- No additional detergent is required; the soaking solution is used for washing.

## Detergent

### Correct selection of detergent


The care label is crucial for selecting the correct detergent, temperature and treatment of the laundry. → See also [www.sartex.ch](http://www.sartex.ch)

If you visit [www.cleanright.eu](http://www.cleanright.eu), you will find further information on detergents, care products and cleaning agents for domestic use.

- **Standard detergent with optical brighteners**  
Suitable for boil-washable white laundry made from linen or cotton  
Programme: Cottons/  
cold - max. 90 °C
- **Detergent for colours without bleach or optical brighteners**  
Suitable for coloured laundry made from linen or cotton  
Programme: Cottons/  
cold - max. 60 °C
- **Detergent for colours/delicates without optical brighteners**  
Suitable for coloured laundry made from easy-care fibres, synthetic fibres  
Programme: Easy-Care/  
cold - max. 60 °C
- **Detergent for delicates**  
Suitable for delicate, fine fabrics, silk or viscose  
Programme: Delicate/Silk/  
cold - max. 40 °C
- **Detergent for woollens**  
Suitable for wool  
Wool programme/  
cold - max. 40 °C

## Saving energy and detergent

For light and normal soiling, you can save energy (lower washing temperature) and detergent.

Saving	Soiling/note
Reduced temperature and detergent quantity as per the recommended dosage  	<b>Light</b> No visible dirt or stains. Clothing has taken on some body odour, e.g.: <ul style="list-style-type: none"> <li>■ Light summer/sports clothing (worn for a few hours)</li> <li>■ T-shirts, shirts, blouses (worn for up to one day)</li> <li>■ Guest bed linen and hand towels (used for one day)</li> </ul>
	<b>Normal</b> Visible dirt or a few light stains, e.g.: <ul style="list-style-type: none"> <li>■ T-shirts, shirts, blouses (sweat soaked, worn a few times)</li> <li>■ Towels, bedding (used for up to one week)</li> </ul>
	<b>Heavy</b> Dirt and/or stains clearly visible, e.g. tea towels, baby items, work clothing
Temperature as per the care label and detergent quantity as per the recommended dosage for heavy soiling	

**Note:** When measuring the amount of all detergents/additives/care products and cleaning agents, please always check the manufacturer's instructions and information. → Page 27

## P+ Programme default settings

The default program settings are displayed in the display panel after selecting the program.

You can change the default settings.

To do this, repeatedly press the corresponding button until the required setting is displayed on the display panel.

**Note:** Pressing and holding the buttons automatically runs through the setting values until the last one. Then press the button again and you will be able to change the setting values again.

You can find an overview of all possible program settings on the supplementary sheet for the installation and operating instructions.

### Temperature

(°C, Temp. °C, Temperature, °C Temp.)

Depending on what stage the programme is in, you can change the set temperature before and during the programme.

The maximum temperature that can be set depends on the programme that has been selected.

### Spin speed

(@, @ rpm, Spin speed)

Depending on what stage the program is in, you can change the spin speed (in rpm; revolutions per minute) before and during the program.

**Setting 0:** The rinsing water is drained but there is no final spin. The laundry stays wet inside the drum, e.g. for items that should not be spun.



**Setting** - - -: Rinse Stop = no final spin. The laundry stays in the water after the final rinse.

You can select "Rinse Stop" to prevent creasing if the laundry will not be taken out of the washing machine immediately after the program has ended.

To continue/end the program  
→ Page 29

The maximum speed that can be set depends on the model and program that has been selected.

## Ready in

(☺, ☺ Finished in, ☺ Finish in, Ready in)

**Before starting the program**, you can preselect the program end ("Finish in" time) in hourly increments (h = hour) up to a maximum of 24 hours.

To do this:

1. Select a program.  
The program duration is displayed for the selected program, e.g. **2:30** (hours:minutes).
2. Press the **Ready in** button repeatedly until the required number of hours is displayed.
3. Press the Start button.  
The program starts.  
The selected number of hours (e.g. **8 h**) is shown in the display panel and counts down until the wash program starts. The duration of the program is then displayed.

**Note:** The length of the program is automatically adjusted when the program is running. Certain factors can affect the program length, e.g.:

- Program settings,
- Detergent dosage (additional rinse cycles if required due to foaming),
- Load size/type of textiles (water absorption differs),

- Imbalances (e. g. due to fitted sheets) are offset with several start-ups of spin cycles,
- Fluctuations in power supply,
- Water pressure (infeeding speed).

**Following the start of the program**, you can change the preselected number of hours as follows:

1. Press the Start button.
2. Use the **Ready in** button to change the number of hours.
3. Press the Start button.

**Following the start of the program** you can add or remove laundry as required.  
→ Page 29

## **P+** Additional programme settings

You can find an overview of all possible additional settings on the supplementary sheet for the installation and operating instructions.

The settings vary depending on the model.

### speed eco perfect

(=☺/☺, =☺ speed | ☺ eco, speed | eco)

With two possible settings for adapting the selected program:

- **speed perfect**  
Washing in a shorter time while achieving a washing result that is consistent with, but uses more energy than, the selected program, without the speed eco perfect setting.  
**Note:** Do not exceed the maximum load.
- **eco perfect**  
Energy-optimised washing by reducing the temperature while

achieving a washing result that is consistent with the selected program, without the speed eco perfect setting.

Press the button to do this. First of all, you can select the **speed perfect** setting. If you press the button again, the **eco perfect** setting is active. The respective symbol is shown in the display when the setting is activated.

If you press the button again, no setting is active.

## Less Ironing

(,  Easy-Iron, Less Ironing)

Button depending on the model

Reduces creasing thanks to a special spin sequence followed by fluffing and reduced spin speed.

**Note:** The washing's residual moisture is increased.

## Water&Rinse+

(, Water Plus, Rinse Plus,  Rinse+)

Button depending on the model

Higher water level and additional wash cycle for particularly sensitive skin and/or for areas with very soft water

## Prewash

(,  Prewash)

Button depending on the model

For heavily soiled laundry.

**Note:** Pour detergent into compartments **I** and **II**.

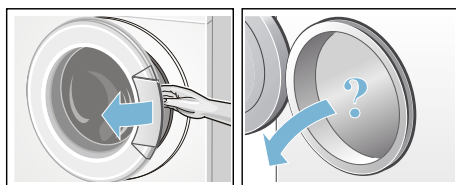
## Operating the appliance

### Preparing the washing machine

**Note:** The washing machine **must be correctly installed** and **connected**.

From → *Page 11*

1. Connect the mains plug.
2. Turn on the water tap.
3. Open the door.
4. Check that the drum is completely drained. Drain if necessary.



### Select programme/switch on the appliance

**Note:** If you have activated the childproof lock, you must deactivate it before you can set a programme.

Use the programme selector to select the programme you require. You can turn the selector in either direction.

The appliance is switched on.

When the loading door is open, the display shows the programme information for the selected programme.

### Change the programme default settings

You can use the default settings for each wash cycle or change them.

To do this, repeatedly press the corresponding button until the required setting is displayed.

The settings are activated without needing to be confirmed.

The settings are not saved after switching off the washing machine.

Default program settings → *Page 24*

## Select additional programme settings

By selecting additional settings, you can better adapt the washing process to your items of laundry.

The settings can be selected or deselected depending on the program progress.

The button indicator lamps light up if a setting is activated.

The settings are not saved after switching off the washing machine.

Additional program settings  
→ *Page 25*

## Placing laundry into the drum

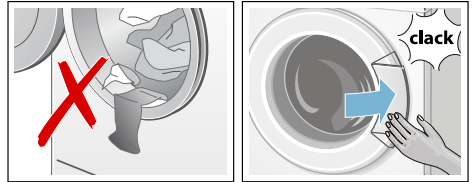
### **Warning** **Danger of death!**

Items of laundry pretreated with cleaning agents that contain solvents, e.g. stain remover/cleaning solvent, may cause an explosion after being loaded into the washing machine. Hand-rinse these items of laundry thoroughly beforehand.

### Notes

- Mix items of laundry of varying sizes. Laundry items of different sizes distribute themselves better during the spin cycle. Individual laundry items may cause an unbalanced load.
- Observe the maximum specified load. Overfilling adversely affects the washing result and promotes creasing.

1. Unfold presorted laundry items and place them in the drum.
2. Make sure that no items of laundry are trapped between the door and the rubber seal, and close the door.



## Measure and add detergent and care products

### Caution!

#### Damage to the appliance

Cleaning agents and agents for pretreating laundry (e.g. stain removers, prewash sprays, etc.) may cause damage if they come into contact with the surfaces of the washing machine. Do not allow these agents to come into contact with the surfaces of the washing machine. If necessary, immediately wipe away spray residue and other residues/droplets with a damp cloth.

### Dosing

Dose the detergents and care products according to:

- Water hardness (ask your water supply company)
- The manufacturer's instructions on the packaging
- The amount of laundry
- Soiling → *Page 24*

### Filling

#### **Warning** **Eye/skin irritation!**

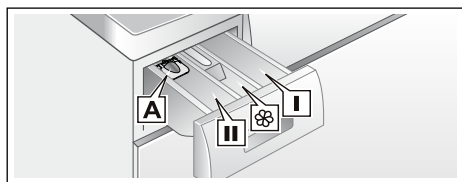
Detergent and care products may spray out if the detergent drawer is opened while the machine is in operation. Open the drawer carefully.


## en Operating the appliance

Rinse eyes/skin thoroughly if they come into contact with detergents or care products.  
If swallowed accidentally, seek medical advice.

**Note:** Dilute viscous fabric softener and fabric conditioner with water to prevent blockages.

Pour the detergent and care products into the appropriate compartments:



Measuring aid <b>A</b>	for liquid detergent
Dispenser <b>II</b>	Detergent for the main wash, water softener, bleach, stain remover
Dispenser 	Softener, starch, do not exceed <b>max.</b>
Dispenser <b>I</b>	Detergent for prewash

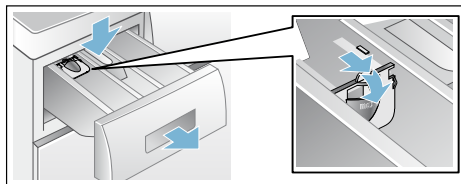
1. Pull out the detergent drawer as far as possible.
2. Add detergent and/or care products.
3. Close the detergent drawer.

### Measuring aid\* for liquid detergent

Position the measuring aid for dosing the correct amount of liquid detergent:

1. Pull out the detergent drawer. Press down the insert and fully remove the drawer.
2. Slide the measuring aid forwards, fold it down and click it into place.

3. Reinsert the drawer.



**Note:** Do not use the measuring aid for gel detergents and washing powder, or for programs with prewash or when the "Fertig in" (Ready in) time is selected.


## Start the programme

Press the Start button. The indicator lamp lights up and the program starts.

The display panel shows the Ready in time while the program is running or the program duration and the program progress symbols once the wash cycle has started.

Display panel → *Page 21*

### Note: Foam detection

If the  symbol also lights up in the display panel, the washing machine has detected too much foam during the wash cycle and automatically activated additional rinse cycles to remove the foam.

Add less detergent to the next wash cycle with the same load.

If you want to lock the program to prevent it from being inadvertently adjusted, you can select the childproof lock as follows.

## Childlock

(☞ 3 sec.)

You can lock the washing machine to prevent the functions you have set from being changed inadvertently. To do this, activate the childproof lock when the program has started.

To **activate/deactivate**, press and hold the **Spin speed** and **Ready in** buttons at the same time for approx. three seconds. The ☞ symbol appears in the display panel.

- ☞ lights up: The childproof lock is active.
- ☞ flashes: The childproof lock is active and the program selector has been adjusted. To deactivate the childproof lock, reset the program selector to the initial program. The symbol lights up again.

**Note:** To avoid the program to terminate, do not turn the program selector beyond the Off position.

**Note:** The childproof lock remains active after the program has ended and the appliance is switched off. You must always deactivate the childproof lock if you want to start a new program.

## Adding laundry

Following the start of the program, you can add or remove laundry as required. Press the Start button to do this.

The Start button indicator lamp flashes and the machine checks whether it is possible to add laundry.

If the following appears in the display panel:

- the ☞ symbol disappears, and adding is possible.
- the ☞ symbol lights up, it is not possible to add laundry.

**To continue the program, press the button Start.** The program continues automatically.

### Notes

- Do not leave the door open for too long when adding laundry as water from the laundry may leak out.
- For safety reasons, the door remains locked when the water level or temperature is high, or while the drum is turning, and it is not possible to add laundry during this time.
- The load display is not active during reloading.

## Changing the programme

1. Press the Start button.
2. Select another program.
3. Press the Start button. The new program starts from the beginning.

## Cancel the programme

For programs at high temperature:

1. Press the Start button.
2. To cool down laundry: Select **Rinse**.
3. Press the Start button.

For programs at low temperature:

1. Press the Start button.
2. Select **Spin**.
3. Press the Start button.

## Programme end during rinse hold

- - - ☞ appears in the display panel and the indicator lamp of the Start button flashes.

Continue the program by:

- Pressing the Start button or
- Selecting a spin speed or setting the program selector to **Spin** and then pressing the Start button.

## Programme end

**End** appears in the display panel and the indicator lamp of the Start button is off.

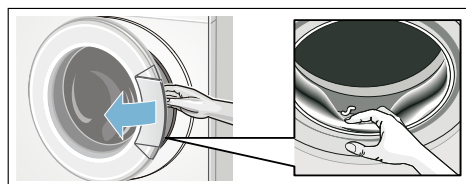
## Removing laundry/switching off the appliance

1. Open the door and remove the laundry.
2. Turn the program selector to **Off** (○). The appliance is switched off.
3. Turn off the tap.

**Note:** Not required for Aqua-Stop models.

### Notes

- Do not leave any items of laundry in the drum. They may shrink in the next wash or discolour another item.
- Remove any foreign objects from the drum and the rubber seal – risk of rusting.
- Wipe the rubber seal dry.



- Leave the door and detergent drawer open so that any residual water can evaporate.
- Always wait until the program ends, as the appliance could still be locked. Then switch the appliance on and wait for it to unlock.
- If the display panel goes off at the end of a program, the energy-saving mode is active. Press any button to activate the panel.

## Sensors

### Automatic load sensing

The automatic load sensing function adapts the water consumption ideally to each programme depending on the type of fabric and the load.

### Unbalanced load detection system

The automatic unbalanced load detection system detects imbalances and ensures even distribution of the laundry by repeatedly starting and stopping drum spinning.

If the laundry is extremely unevenly distributed, the speed is reduced or the spin cycle is not performed for safety reasons.

**Note:** Place large and small items of laundry evenly in the drum. → Page 36

### VoltCheck

depending on the model

The automatic voltage control system detects an unauthorised voltage under-usage. The colon on the Ready in display is flashing. → Page 21

Once the supply voltage is stable again, the colon of the Ready in display lights up (Normal mode).

The detected voltage under-usage is indicated in the further program sequence by all three points lighting up in the display.



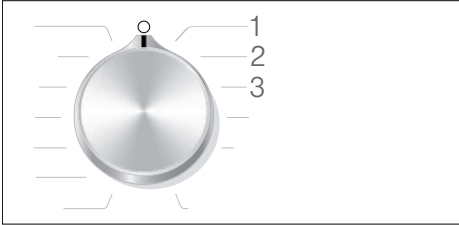
**Note:** Voltage under-usages can for example result in program extensions and/or a non-satisfactory spin result.

## Setting the signal

You can change the following settings:

- The volume of the notification signals (e.g. at the end of the programme) and
- The volume of the button signals.

You will need to activate setting mode before you can change these settings.



### Activating setting mode

1. Set the programme selector to the **Cottons** programme at position 1. The washing machine is switched on.
2. Press the Start button while turning the programme selector clockwise to position 2. Release the button.

Setting mode is activated and the preset volume for the notification signals (e.g. at the end of the programme) appears in the display panel.

### Changing settings

You can change the following settings by pressing the **Ready in** button when the programme selector is at these positions:

- **2:** The volume of the notification signals and/or
- **3:** The volume of the button signals.



- 0 = off,
- 1 = quiet,
- 2 = medium,
- 3 = loud,
- 4 = very loud

### Exiting setting mode

You can now exit setting mode by turning the programme selector to the **Off** (○) position. The settings are saved.



## Cleaning and maintenance

### Warning

#### Danger of death!

There is a risk of electric shock if you touch live components. Switch off the appliance and pull out the mains plug.

### Warning

#### Risk of poisoning!

Toxic vapours can be produced by cleaning agents that contain solvents, e.g. cleaning solvent. Do not use cleaning agents that contain solvents.

### Caution!

#### Damage to the appliance

Cleaning agents that contain solvents, e.g. cleaning solvent, can damage surfaces and components in the machine. Do not use cleaning agents that contain solvents.

### Prevent detergent residue from building up and odours from forming by following these instructions:

#### Notes

- Ensure the room in which the washing machine is set up is well ventilated.
- Leave the door and detergent dispenser tray open slightly when the washing machine is not in use.

## en Cleaning and maintenance

- Occasionally run a wash using the **Cottons 60 °C** programme and powder detergent.

### Machine housing/control panel

- Wipe the housing and the control panel with a soft, damp cloth.
- Remove the detergent residue immediately.
- Do not clean with a water jet.

### Drum

Use chlorine-free cleaning agents, do not use steel wool.

If there are odours in the washing machine, or to clean the drum, run the **Drum clean 90 °C** or **Cottons 90 °C** program without laundry. Add washing powder.

### Descaling

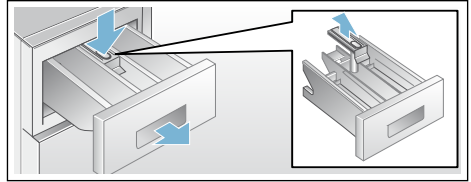
Descaling should not be necessary if the detergent is measured out correctly. However, if it is required, follow the manufacturer's instructions for the descaling agent. Suitable descalers can be obtained via our website or from our after-sales service.

### Detergent drawer and housing

If the washing machine contains detergent or fabric softener residues:

- Pull out the detergent drawer. Press down the insert and fully remove the drawer.

- To remove the insert: Push the insert upwards from below with your finger.



- Clean the detergent dispenser tray and insert with water and a brush, and dry it. Clean the inside of the housing as well.
- Fit the insert and lock it in place (push the cylinder onto the guide pin).
- Push in the detergent drawer.

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

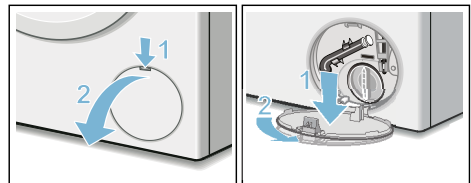
### The drain pump is blocked, emergency draining

#### **Warning** **Risk of scalding!**

When you wash at high temperatures, the water gets very hot. If you come into contact with the hot water, you may be scalded.

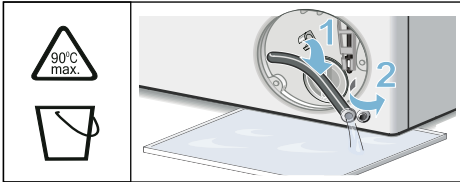
Allow the water to cool down.

- Turn off the water tap so that no more water can flow in and has to be drained via the drain pump.
- Switch off the appliance. Disconnect the mains plug.
- Open and remove the service flap.

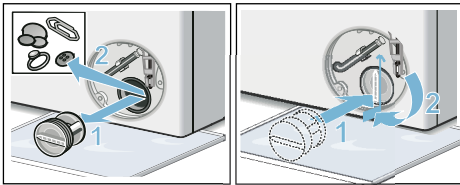




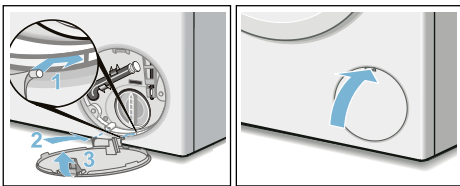
4. Take the drain hose out of the retainer.  
Remove the sealing cap, allow the detergent solution to flow out into a suitable container.  
Replace the sealing cap and place the drainage hose in the retainer.



5. Carefully unscrew the pump cover, residual water may leak out.  
Clean the interior, pump cover thread and pump housing. The impeller in the detergent solution pump must be able to rotate.  
Refit the pump cover and screw it on tightly. The handle must be in a vertical position.



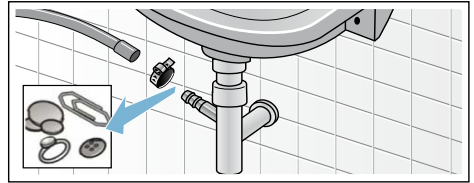
6. Place the service flap back on, lock it into place, and close it.



**Note:** To prevent unused detergent from flowing straight into the drain during the next wash: Pour 1 litre of water into compartment II and start the **Empty** programme.

## The drain hose at the siphon is blocked

1. Switch off the appliance. Disconnect the mains plug.
2. Loosen the hose clamp. Carefully remove the drain hose, residual water may leak out.
3. Clean the drainage hose and siphon connecting piece.

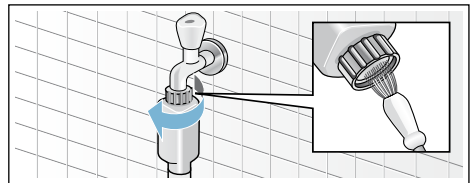


4. Reattach the drainage hose and secure the connection using the hose clamp.

## Filter in the water supply blocked

First, reduce the water pressure in the supply hose:

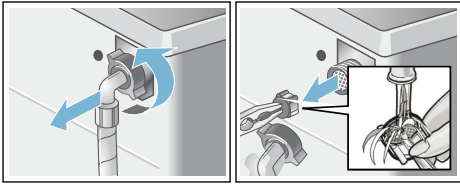
1. Turn off the tap.
2. Select any program (except Rinse// Spin/Empty).
3. Press the Start button. Allow the program to run for approximately 40 seconds.
4. Turn the program selector to **Off** (O). Pull out the mains plug.
5. Clean the filter on the tap: Disconnect the hose from the tap. Clean the filter with a small brush.



6. For standard and Aqua-Secure models, clean the filter on the rear of the appliance:

## en Faults and what to do about them.

Remove the hose from the rear of the appliance.  
Use pliers to remove the filter and then clean it.



7. Connect the hose and check for leaks.

## ? Faults and what to do about them.

### Emergency release

e.g. in the event of a power cut

The programme will continue running when the power supply has been restored.

However, if the laundry has to be removed, the washing machine door can be opened as follows:

#### **Warning** **Risk of scalding!**

When you are washing at high temperatures, there is a risk of scalding if you come into contact with detergent solution and laundry.  
If possible, leave it to cool down.

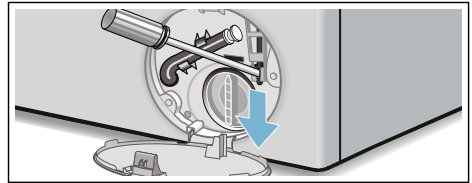
#### **Warning** **Risk of injury!**

You may injure your hands if you reach into the drum while it is turning.  
Do not reach into the drum when it is turning.  
Wait until the drum has stopped turning.






#### **Caution!** **Water damage**

Any escaping water may cause water damage.  
Do not open the washing machine door if water can be seen through the glass.




1. Switch off the appliance. Disconnect the mains plug.
2. Drain the detergent solution.
3. Pull the emergency release downwards with a tool and release.  
The washing machine door can then be opened.







## Information on the display panel

Symbol	Cause/remedy
 has lit up	<p>The loading door is locked:</p> <ul style="list-style-type: none"> <li>■ while the programme is running,</li> <li>■ when the programme is paused. It is not possible to add more laundry.               <ul style="list-style-type: none"> <li>- Temperature too high. Wait until the temperature drops.</li> <li>- The water level is too high. Close the door immediately, if necessary. Press the Start button to continue the programme.</li> </ul> </li> </ul>
 is flashing	<ul style="list-style-type: none"> <li>■ The door is not properly closed:           <ul style="list-style-type: none"> <li>- Push the door closed or open and close it again.</li> <li>- Laundry is caught. Open and close the door again.</li> <li>- If necessary, switch the appliance off and on again; select a programme, configure the settings and start the programme.</li> </ul> </li> <li>■ when the programme is paused. The door is open and the water level is too high. Close the door immediately. Press the Start button to continue the programme.</li> </ul>
 has lit up	<ul style="list-style-type: none"> <li>■ Turn on the cold water tap fully.</li> <li>■ The supply hose is kinked/jammed. Correct the position of the hose.</li> <li>■ The water pressure is too low. Clean the filter. → <i>Page 33</i></li> </ul>
	The childproof lock is activated – deactivate it.
 has lit up	Too much foam has been detected and additional rinse cycles have been activated. Add less detergent to the next wash cycle with the same load. → <i>Page 28</i>
: the "Ready in" time is flashing	The mains voltage is too low.
. the "Ready in" time is flashing	<p>Undervoltage during the wash programme.</p> <p>The length of the programme will be extended. → <i>Page 30</i></p>
E:18	<ul style="list-style-type: none"> <li>■ The drain pump is blocked. Clean the drain pump.</li> <li>■ The drain hose/drain pipe is blocked. Clean the drain hose at the siphon. → <i>Page 33</i></li> </ul>
E:23	There is water in the base trough; the appliance is leaking. Turn off the tap. Call customer services.
H:32 is flashing alternately with <b>End</b> at the end of the programme	<p>Not a fault – the unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <p>Distribute small and large items of laundry evenly in the drum. Run the spin cycle again, if necessary.</p>
Other indicators/symbols	Switch off the appliance, wait for five seconds and then switch it on again. If the indicator/symbol appears again, call our customer services. → <i>Page 38</i>

## Faults and what to do about them.

Faults	Cause/remedy
Water is leaking from the machine.	<ul style="list-style-type: none"> <li>■ Attach the drain hose correctly or replace it.</li> <li>■ Tighten the threaded joint on the supply hose.</li> </ul>
The appliance is not filling with water.	<ul style="list-style-type: none"> <li>■ Have you pressed the Start button?</li> <li>■ Is the tap turned on?</li> </ul>
Detergent is not being dispensed.	<ul style="list-style-type: none"> <li>■ Could the filter be clogged? Clean the filter. → Page 33</li> <li>■ Is the supply hose kinked or trapped?</li> </ul>
The door will not open.	<ul style="list-style-type: none"> <li>■ The safety function is active. Do you want to stop the program? → Page 29</li> <li>■ Is the childproof lock  activated? If so, deactivate it. → Page 29</li> <li>■ Is - - selected (Rinse Stop = no final spin)? → Page 29</li> <li>■ Can the door only be opened by the emergency release? → Page 34</li> </ul>
The program will not start.	<ul style="list-style-type: none"> <li>■ Have you pressed the Start button?</li> <li>■ Is <b>Ready in</b> selected?</li> <li>■ Is the door closed?</li> <li>■ Is the childproof lock  activated? If so, deactivate it. → Page 29</li> </ul>
The drum briefly jerks or judders after the program has started.	Not a fault – the internal motor test may cause the drum to jerk or judder briefly when the wash program starts.
The washing water is not being pumped away.	<ul style="list-style-type: none"> <li>■ Is - - selected (Rinse Stop = no final spin)? → Page 29</li> <li>■ Clean the drain pump.</li> <li>■ Clean the drain pipe and/or the drain hose.</li> </ul>
Water is not visible in the drum.	Not a fault – the water is below the visible area.
The spin result is not satisfactory. Laundry wet/too damp.	<ul style="list-style-type: none"> <li>■ Not a fault – the unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. Distribute small and large items of laundry evenly in the drum.</li> <li>■ Is Anti-crease (depending on the model) selected?</li> <li>■ Is the selected speed too low?</li> </ul>
The machine spins the drum back and forth several times.	Not a fault – the unbalanced load detection system is adjusting an imbalance.
The program is taking longer than usual.	<ul style="list-style-type: none"> <li>■ Not a fault – the unbalanced load detection system is adjusting an imbalance by repeatedly redistributing the laundry.</li> <li>■ Not a fault – the foam detection system is active; this adds an additional rinse cycle.</li> </ul>
The length of the program changes during the wash cycle.	Not a fault – the program sequence is optimised for the specific washing process. This may change the program duration shown on the display panel.
Water remaining in the care product compartment  .	<ul style="list-style-type: none"> <li>■ Not a fault – the effectiveness of the care product is not affected.</li> <li>■ Clean the insert if necessary.</li> </ul>

Faults	Cause/remedy
Odours in the washing machine.	Depending on the model, run the <b>Drum clean 90 °C</b> or <b>Cottons 90 °C</b> program without laundry. Add standard washing powder or a detergent that contains a bleaching agent. <b>Note:</b> To prevent foaming, only use half the amount of detergent recommended by the detergent manufacturer. Do not use detergents intended for woollens or delicates.
The  symbol is lit on the display panel. Foam may be leaking from the detergent drawer.	Have you used too much detergent? Mix one tablespoon of fabric softener with 1/2 litre of water and pour it into compartment <b>II</b> (not suitable for outdoor clothing, sportswear or items stuffed with down). Use less detergent in the next wash cycle.
Loud noises, vibrations and machine “wandering” during the spin cycle.	<ul style="list-style-type: none"> <li>■ Is the appliance level? Make the appliance level. → <i>Page 16</i></li> <li>■ Are the appliance's feet secured? Secure the appliance's feet. → <i>Page 16</i></li> <li>■ Have the transit bolts been removed? Remove the transit bolts. → <i>Page 13</i></li> </ul>
The display panel/indicator lights do not work while the appliance is running.	<ul style="list-style-type: none"> <li>■ Has there been a power failure?</li> <li>■ Have the fuses blown/has the circuit breaker tripped? Switch the circuit breaker on/replace the fuse.</li> <li>■ If the fault occurs repeatedly, call our after-sales service.</li> </ul>
There is detergent residue on the laundry.	<ul style="list-style-type: none"> <li>■ Some phosphate-free detergents contain water-insoluble residue.</li> <li>■ Select <b>Rinse</b> or brush the laundry after washing.</li> </ul>
The pause function cannot be activated.	For some programs (e.g. Cottons), there is a specific load detection step once the program is started. This takes approx. 1 minute. The pause function can then be activated.
The  symbol is lit on the display panel when the program is paused.	The door is locked. It is not possible to add more laundry. <ul style="list-style-type: none"> <li>- The temperature is too high. Wait until the temperature drops.</li> <li>- The water level is too high. Close the door immediately, if necessary. Press the Start button to resume the program.</li> </ul>
The  symbol is flashing on the display panel when the program is paused.	The door is open and the water level is too high. Close the door immediately. Press the Start button to resume the program.
The  symbol on the display panel is off when the program is paused.	The door is unlocked. It is possible to add laundry.
If you cannot rectify a fault yourself (after switching the machine off and then on again) or a repair is required: <ul style="list-style-type: none"> <li>■ Switch off the appliance and pull the mains plug out of the socket.</li> <li>■ Turn off the tap and call the after-sales service.</li> </ul>	



## After-sales service

If you cannot rectify a fault yourself, contact customer services. → Cover page

We will always find an appropriate solution in order to avoid unnecessary visits by engineers.

Please give customer services the product number (E no.) and the production number (FD) of the appliance.

E-Nr. _____	FD _____
-------------	----------

E no.            Product number  
FD              Production number

You can find this information  
\*depending on the model:

On the inside of the door\*/in the opened service flap\* and on the rear of the appliance.

### **Trust the expertise of the manufacturer.**

Contact us for assistance. By doing so, you will ensure that the repairs are carried out by trained service personnel using genuine spare parts.



## Technical data

### **Dimensions:**

850 x 600 x 550 mm  
(height x width x depth)

### **Weight:**

66 - 73 kg\*

### **Mains connection:**

Mains voltage 220-240 V/50 Hz

Nominal current 10 A

Nominal power 1900-2300 W

### **Water pressure:**

100-1000 kPa (1-10 bar)

### **Power consumption when switched off:**

0.12

### **Power consumption when left on:**

0.50

\* Depending on the model



## Aqua-Stop warranty

### Only for appliances with Aqua-Stop

In addition to warranty claims against the vendor based on the purchase agreement and to our appliance warranty, we will provide compensation under the following conditions:

1. If water damage is caused due to a fault in our Aqua-Stop system, we will compensate domestic customers for the damage caused.
2. The liability guarantee is valid for the service life of the appliance.
3. It is a prerequisite of all warranty claims that the appliance with Aqua-Stop must have been installed and connected correctly in accordance with our instructions; this also includes a correctly fitted Aqua-Stop extension (genuine accessories). Our warranty does not cover defective feed lines or fittings leading to the Aqua-Stop connection at the tap.
4. Appliances with Aqua-Stop do not need to be supervised during operation, nor secured afterwards by turning off the tap.  
The tap only needs to be turned off if you are away from home for a long period, e.g. for several weeks' holiday.

## **Repair order and advice in the event of faults**

GB 0344 892 8999 (Calls charged at local or mobile rate.)

IE 01450 2655 (0.03 € per minute at peak. Off peak 0.0088 € per minute.)

You can find the contact information for all countries in the attached after-sales service directory.

BSH Hausgeräte GmbH

Carl-Wery-Straße 34

81739 München

GERMANY

[siemens-home.bsh-group.com](http://siemens-home.bsh-group.com)

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