SIEMENS



Washing machine

XQG100-
WM14U7B0HW

en User manual and installation instructions

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Siemens Home Appliances

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1 Safety

Observe the following safety instructions.

1.1 General information



- Read this instruction manual carefully.
- Keep the instruction manual and the product information safe for future reference or for the next owner.
- Do not connect the appliance if it has been damaged in transit.

1.2 Intended use

Only use this appliance:
- For washing machine-washable fabrics and hand-washable wool in accordance with the care label.
- With tap water and commercially available detergents and care products suitable for washing machines.
- In private households and in enclosed spaces in a domestic environment.
- Up to an altitude of max. 4000 m above sea level.

1.3 Restriction on user group

This appliance may be used by children aged 8 or over and by people who have reduced physical, sensory or mental abilities or inadequate experience and/or knowledge, provided that they are supervised or have been instructed on how to use the appliance safely and have understood the resulting dangers.
Do not let children play with the appliance.
Cleaning and user maintenance must not be performed by children unless they are being supervised.
Keep children under the age of 3 years and pets away from the appliance.

1.4 Safe installation

Take note of the safety instructions when installing the appliance.

⚠ WARNING – Risk of electric shock!

Improper installation is dangerous.

- ▸ Connect and operate the appliance only in accordance with the specifications on the rating plate.
- ▸ Connect the appliance to a power supply with alternating current only via a properly installed socket with earthing.
- ▸ The protective conductor system of the domestic electrical installation must be properly installed. The installation must have a sufficiently large cross section.
- ▸ When using a residual current circuit breaker, only use a type with the ⎓ mark.
- ▸ Never equip the appliance with an external switching device, e.g. a timer or remote control.
- ▸ When the appliance is installed, the mains plug of the power cord must be freely accessible. If free access is not possible, an all-pole isolating switch must be installed in the permanent electrical installation according to the installation regulations.
- ▸ When installing the appliance, check that the power cable is not trapped or damaged.

If the insulation of the power cord is damaged, this is dangerous.

- ▸ Never let the power cord come into contact with hot appliance parts or heat sources.
- ▸ Never let the power cord come into contact with sharp points or edges.
- ▸ Never kink, crush or modify the power cord.

⚠ WARNING – Risk of fire!

It is dangerous to use an extended power cord and non-approved adapters.

- ▸ Do not use extension cables or multiple socket strips.
- ▸ If the power cord is too short, contact Customer Service.

⚠ WARNING – Risk of injury!

The high weight of the appliance may result in injury when lifted.

- ▸ Do not lift the appliance on your own.

If this appliance is not correctly installed in a washer-dryer stack, the installed appliance may fall.

- ▸ Only stack the dryer on a washing machine using the connection kit from the dryer manufacturer . No other installation method is permitted.
- ▸ Do not install the appliance in a washer-dryer stack if the dryer manufacturer does not offer a suitable connection kit.
- ▸ Do not install appliances from different manufacturers and with varying depths and widths in a washer-dryer stack.
- ▸ Do not install a washer-dryer stack on a platform; the appliances may tip over.

⚠ WARNING – Risk of suffocation!

Children may put packaging material over their heads or wrap themselves up in it and suffocate.

- ▸ Keep packaging material away from children.
- ▸ Do not let children play with packaging material.

⚠ CAUTION – Risk of injury!

The appliance may vibrate or move when in use.

- ▸ Place the appliance on a clean, even, solid surface.
- ▸ Align the appliance using the appliance feet and a spirit level.

If hoses and power cords have been laid incorrectly, this causes a tripping hazard.

- ▸ Lay hoses and power cords in such a way that there is no risk of tripping.

If the appliance is moved by holding onto protruding components, such as the appliance door, the parts may break off.

- ▸ Do not move the appliance by holding onto protruding parts.

⚠ CAUTION – Risk of cutting!

Touching sharp edges on the appliance may lead to cuts.

- ▸ Do not touch the sharp edges on the appliance.

- Wear protective gloves when installing and transporting the appliance.

1.5 Safe use

⚠ WARNING – Risk of electric shock!

If the appliance or the power cord is damaged, this is dangerous.

- Never operate a damaged appliance.
- Never pull on the power cord to unplug the appliance. Always unplug the appliance at the mains.
- If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the fuse in the fuse box and turn off the water tap.
- Call customer services. → *Page 53*

An ingress of moisture can cause an electric shock.

- Only use the appliance in enclosed spaces.
- Never expose the appliance to intense heat or humidity.
- Do not use steam- or high-pressure cleaners, hoses or sprays to clean the appliance.

⚠ WARNING – Risk of harm to health!

Children can lock themselves in the appliance, thereby putting their lives at risk.

- Do not install the appliance behind a door as this may obstruct the appliance door or prevent it from opening.
- With redundant appliances, unplug the power cord. Then cut through the cord and damage the lock on the appliance door beyond repair so that the appliance door will no longer close.

⚠ WARNING – Risk of suffocation!

Children may breathe in or swallow small parts, causing them to suffocate.

- Keep small parts away from children.
- Do not let children play with small parts.

⚠ WARNING – Risk of poisoning!

Detergents and care products may result in poisoning if consumed.

- ▸ If accidentally swallowed, seek medical advice.
- ▸ Keep detergents and care products out of the reach of children.

⚠ WARNING – Risk of explosion!

Laundry that has been pretreated with cleaning agents that contain solvents may cause an explosion in the appliance.

- ▸ Rinse pretreated laundry thoroughly with water before washing.

⚠ CAUTION – Risk of injury!

The covering plate may break if you stand on or climb onto the appliance.

- ▸ Do not stand on or climb onto the appliance.

The appliance may tip over if you sit on or lean against the open door.

- ▸ Do not sit on or lean against the appliance door.
- ▸ Do not place any objects on the appliance door.

Reaching into the drum while it is still turning may cause hand injuries.

- ▸ Wait for the drum to come to a complete stop before reaching inside.

⚠ CAUTION – Risk of scalding!

When you wash at high temperatures, the detergent solution gets hot.

- ▸ Do not touch the hot detergent solution.

⚠ CAUTION – Risk of injury!

This appliance runs programmes that use active oxygen. Active oxygen can cause eyes to water and irritate the mucosa.

- ▸ Do not open the appliance door using the emergency release if a programme is running with active oxygen.
- ▸ Wait for the appliance door to be released.

⚠ CAUTION – Risk of chemical burns!
If the detergent drawer is opened, detergent and care products may spray out from the appliance. Contact with eyes or skin may cause irritation.
- ▸ Rinse eyes and/or skin thoroughly with clean water if they come into contact with detergents or care products.
- ▸ If accidentally swallowed, seek medical advice.
- ▸ Keep detergents and care products out of the reach of children.

1.6 Safe cleaning and maintenance

Take note of the safety instructions when cleaning and performing maintenance work on the appliance.

⚠ WARNING – Risk of electric shock!
Incorrect repairs are dangerous.
- ▸ Repairs to the appliance should only be carried out by trained specialist staff.
- ▸ Only use genuine spare parts when repairing the appliance.
- ▸ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

An ingress of moisture can cause an electric shock.
- ▸ Do not use steam- or high-pressure cleaners, hoses or sprays to clean the appliance.

⚠ WARNING – Risk of injury!
The use of non-original spare parts and non-original accessories is dangerous.
- ▸ Only use the manufacturer's original spare parts and original accessories.

⚠ WARNING – Risk of poisoning!
Poisonous fumes may be given off if you use cleaning agents that contain solvents.
- ▸ Do not use cleaning agents that contain solvents.

2 Preventing material damage

Follow these instructions to avoid material damage and damage to the appliance.

ATTENTION!
The functionality of the appliance may be impaired if you use the wrong quantity of fabric softener, detergent, care product or cleaning agent.
- ▸ Follow the dosage recommendations from the manufacturer.

Exceeding the maximum load capacity impairs the function of the appliance.
- ▸ Observe the maximum load capacity for each programme and do not exceed it.
  → *"Programmes", Page 26*

The appliance is secured for transportation using transit bolts. Transit bolts which have not been removed may result in material damage and damage to the appliance.
- ▸ Before starting up the appliance, remove the transit bolts completely and keep them in a safe place.
- ▸ Before transport, fit the transit bolts fully in order to prevent damage in transit.

Material damage may be caused if the water inlet hose is connected incorrectly.
- ▸ Tighten the screw connections on the water inlet until they are hand-tight.
- ▸ Ideally, connect the water inlet hose directly to the water tap, without any additional connecting elements such as adapters, extensions, valves or similar.
- ▸ Ensure that the inner diameter of the water tap is at least 17 mm.
- ▸ Make sure that the length of the thread on the connection to the water tap is at least 10 mm.

If the water pressure is too high or too low, the appliance may not be able to operate properly.
- ▸ Ensure that the water pressure in the water supply system is at least 100 kPa (1 bar) and max. 1000 kPa (10 bar).
- ▸ If the water pressure exceeds the maximum value specified, a pressure-reducing valve must be installed between the drinking water connection and the hose set of the appliance.
- ▸ Do not connect the appliance to the mixer tap of an unpressurised hot-water boiler.

Modified or damaged water hoses may result in material damage and damage to the appliance.
- ▸ Never kink, crush, modify or cut through water hoses.
- ▸ Only use the water hoses supplied with the appliance or genuine spare hoses.
- ▸ Never re-use water hoses that have been used before.

Operating the appliance using water that is dirty or too hot may lead to material damage and damage to the appliance.
- ▸ Only operate the appliance with cold mains water.

Unsuitable cleaning products may damage the surfaces of the appliance.
- ▸ Do not use harsh or abrasive detergents.
- ▸ Do not use cleaning products with a high alcohol content.
- ▸ Do not use hard scouring pads or cleaning sponges.
- ▸ Clean the appliance with nothing but water and a soft, damp cloth.

- ▸ Remove all detergent residue, spray residue or other residues immediately if they come into contact with the appliance.

3 Environmental protection and saving energy

3.1 Disposing of packaging

The packaging materials are environmentally compatible and can be recycled.

- ▸ Sort the individual components by type and dispose of them separately.

3.2 Save energy and conserve resources

If you follow these instructions, your appliance will use less electricity and less water.

Choose programmes with low temperatures and longer wash times and use maximum load capacity.

- ✔ Energy consumption and water consumption is most efficient.

Add detergent based on the laundry's degree of soiling.

- ✔ For light to normal soiling, a smaller amount of detergent is sufficient. Observe the dosage recommendation from the detergent manufacturer.

Reduce the washing temperature for lightly and normally soiled laundry.

- ✔ At lower temperatures, the appliance consumes less energy. For light to normal soiling, lower temperatures than indicated on the care label are also sufficient.

Set the maximum spin speed if you want to dry the laundry in the tumble dryer afterwards.

- ✔ The drier the laundry, the shorter the programme duration when drying which, in turn, reduces energy consumption. A higher spin speed reduces the residual moisture in the laundry and increases the volume of the spin noise.

Wash the laundry without prewash.

- ✔ Washing with prewash increases the programme duration and increases energy and water consumption.

The appliance has a continuous automatic load adjustment function.

- ✔ Depending on the type of fabric and load capacity, the continuous automatic load adjustment function optimally adjusts the water consumption and programme duration.

3.3 Energy saving mode

If you do not use the appliance for an extended period, it automatically switches to energy-saving mode. Energy-saving mode ends when you use the appliance again.
If you do not continue operating the appliance, it switches off.

Note: If Wi-Fi is activated, the appliance will not switch itself off automatically.

4 Installation and connection

4.1 Unpacking the appliance

ATTENTION!
Objects remaining in the drum that are not designed for operation with the appliance may cause material damage and damage to the appliance.
- ▸ Remove these objects, along with all supplied accessories, from the drum before starting the appliance.

1. Remove any packaging and protective covers completely from the appliance.
   → *"Disposing of packaging", Page 11*
2. Check the appliance for visible damage.
3. Open the appliance door.
   → *"Basic operation", Page 31*
4. Remove any accessories from the drum.
5. Close the appliance door.

4.2 Contents of package

After unpacking all parts, check for any damage in transit and completeness of the delivery.

ATTENTION!
If the appliance is operated with incomplete or defective accessories, the appliance may not be able to operate properly, or this may result in material damage or damage to the appliance.
- ▸ Do not operate the appliance with incomplete or defective accessories.
- ▸ Replace the accessories in question before operating the appliance.
  → *"Accessories", Page 30*

Note: The appliance has been tested at the factory to check it is in working order. As a result, water stains may remain in the appliance. These marks will disappear after the first wash cycle.

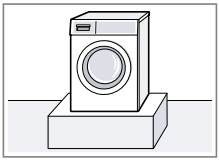
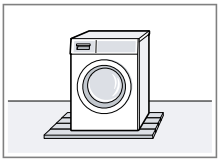
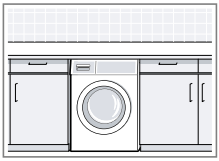
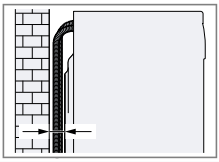
The delivery consists of the following:
- ■ Washing machine
- ■ Accompanying documents
- ■ Transit bolts
  → *"Removing the transit bolts", Page 14*
- ■ Cover caps
- ■ Water inlet hose
  → *"Connecting the water inlet hose", Page 15*
- ■ Screws and cover plate

4.3 Requirements for the installation location

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

ATTENTION!
If residual water in the appliance freezes, this may cause damage to the appliance.
- ▸ Do not install or operate this appliance anywhere that is liable to experience frost or outdoors.

If the appliance is tilted at an angle greater than 40°, residual water may leak out of the appliance and cause material damage.
- ▸ Tilt the appliance carefully.
- ▸ Transport the appliance in an upright position.

Installation location	Requirements
Base 	Secure the appliance with fixing brackets.
Wooden joist floor 	Place the appliance on a water-resistant wooden board (minimum thickness of 30 mm) which is screwed tightly to the floor.
Kitchen unit 	Only install the appliance underneath a continuous worktop that is securely connected to adjacent cabinets. Required niche width: 60 cm.
Against a wall 	Do not trap the hoses between the wall and the appliance.

4.4 Removing the foam block

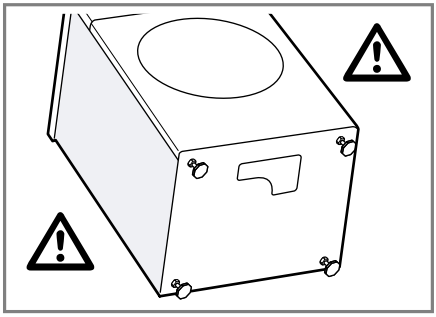
To prevent damage during transit, the appliance is fitted with a foam block, which must be removed before using the appliance for the first time. If in doubt, contact a specialist to have it removed.

⚠ WARNING
Risk of injury!
When the appliance is tilted, the appliance may tip over.
- ▸ Tilt the appliance carefully.
- ▸ Do not tilt the appliance on your own.

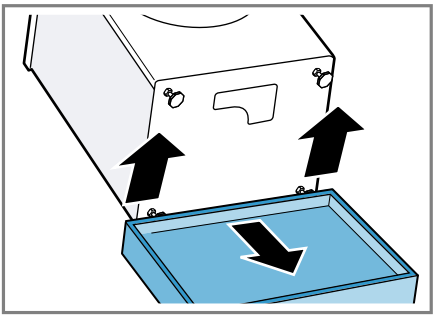
ATTENTION!
If the foam material is not removed, it can cause damage to the appliance when it is operated.
- ▸ Before starting up the appliance, remove the foam block in its entirety.

Note: Remove the foam block first before you remove the transit securing devices.

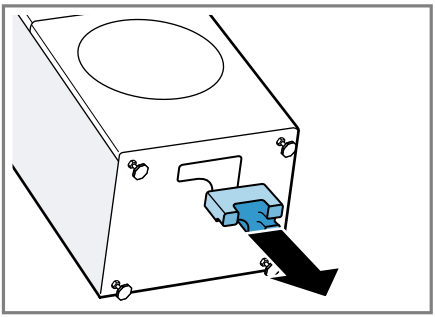
1. Tilt the appliance to the rear.



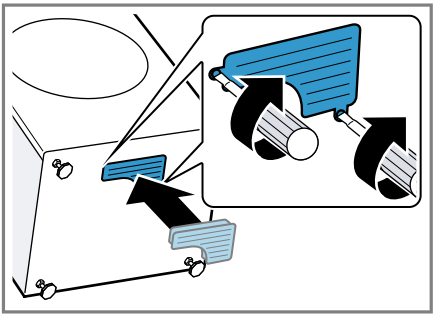
2. Remove the foam tray under the appliance.



3. Remove the foam block.



4. Fit the bottom cover (which you can find in the drum). Press the bottom cover fully into the holes in the base plate.



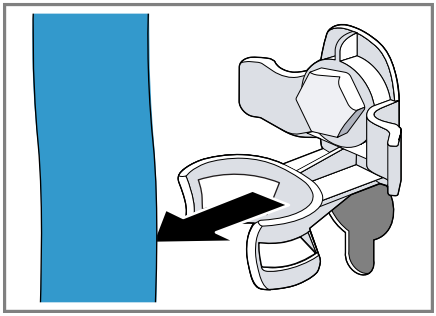
Note: If necessary, secure the bottom cover with screws.

4.5 Removing the transit bolts

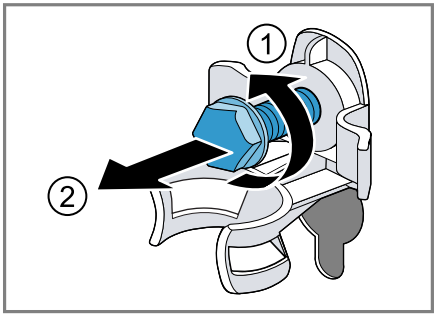
The appliance is secured for transportation using transit bolts on the rear of the appliance.

Note: Keep the transit bolt screws and the sleeves in a safe place for future transport → *Page 52*.

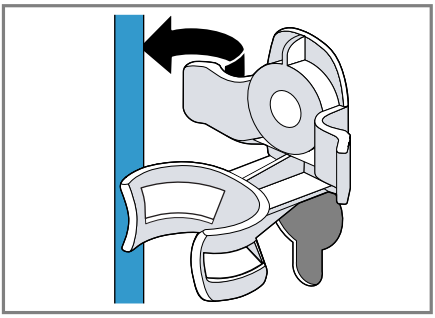
1. Pull the hoses out of the holders.



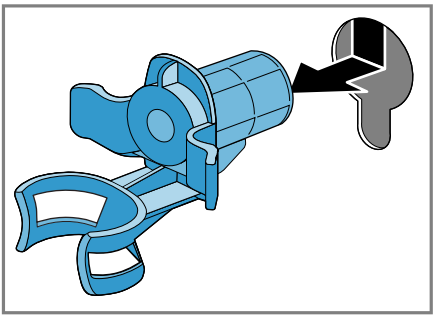
2. Unscrew ① and remove ② all screws for the 4 transit bolts with a WAF 13 wrench.



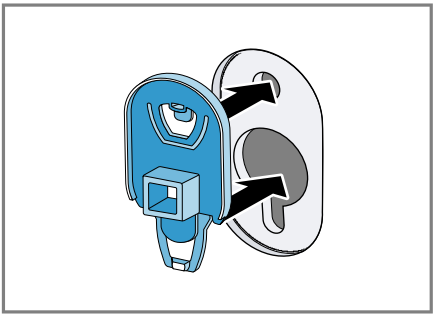
3. Remove the power cable from the holder.



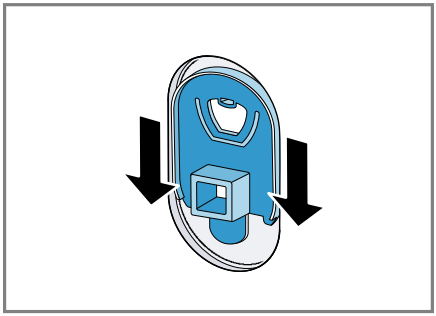
4. Remove the 4 sleeves.



5. Put on the 4 cover caps.



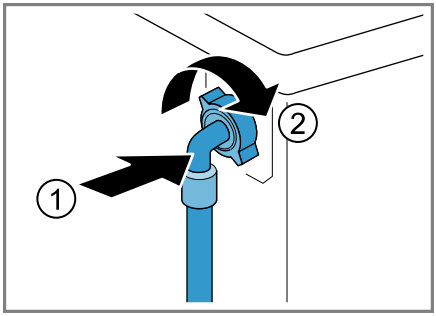
6. Press down on the 4 cover caps.



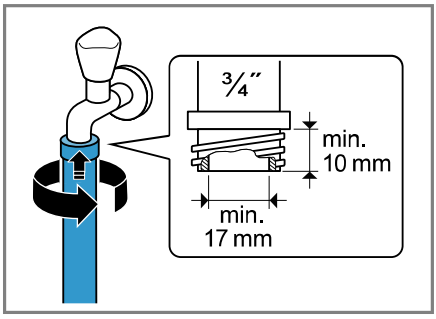
4.6 Connecting the appliance

Connecting the water inlet hose

1. Connect the water inlet hose.



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



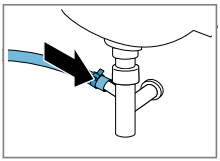
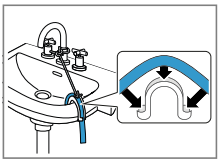
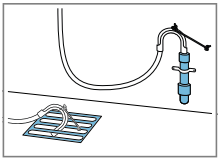
3. Open the water tap carefully and check that the connection points are tight.

Water outlet connection types

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

ATTENTION!
When draining, the water outlet hose is subject to water pressure and may come loose from the installed connection point.
- ▸ Secure the water outlet hose against unintentional loosening.

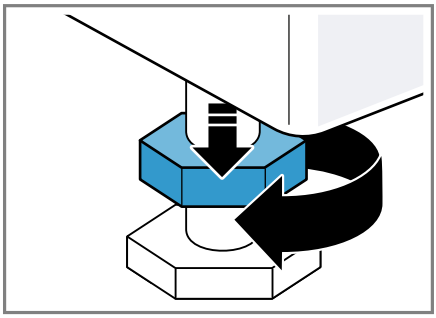
Note: Observe the draining heights. The maximum draining height is 100 cm.

Siphon 	Secure the connection point with a (24–40 mm) hose clamp.
Sink 	Fix and secure the water outlet hose with an elbow → *Page 30*.
Plastic pipe with rubber sleeve or gully 	Fix and secure the water outlet hose with an elbow → *Page 30*.

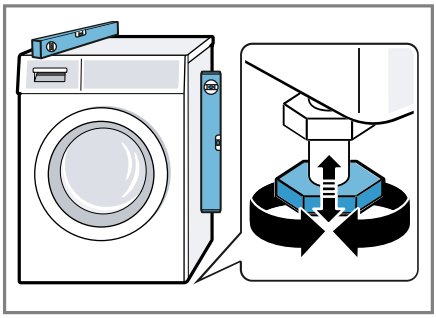
4.7 Aligning the appliance

In order to reduce noise and vibration and to prevent the appliance from moving, align the appliance correctly.

1. Loosen the lock nuts using a WAF 17 wrench by turning it in a clockwise direction.

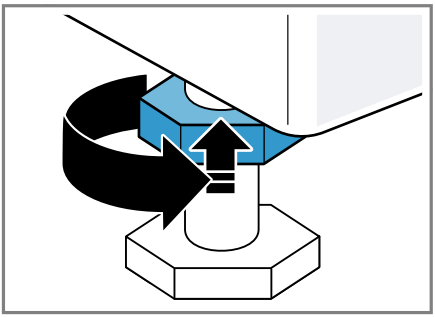


2. To align the appliance, turn the appliance feet. Check that the appliance is level using a spirit level.



All appliance feet must stand firmly on the ground.

3. Screw the lock nuts tightly against the housing using a WAF 17 wrench.



In doing so, hold the foot tight and do not adjust its height.

4.8 Connecting the appliance to the electricity supply

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

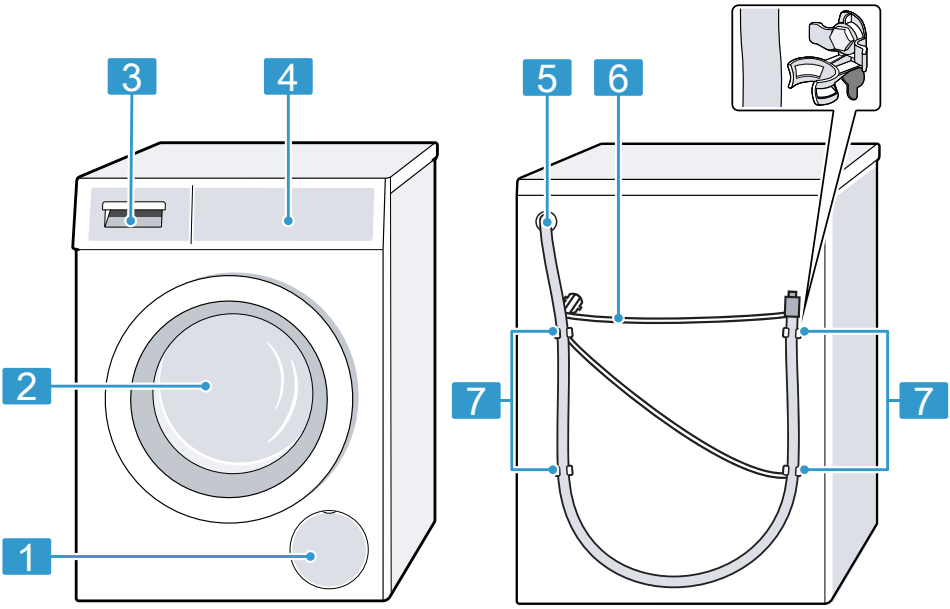
1. Insert the mains plug of the appliance's power cable in a socket nearby.

   The connection details of the appliance can be found under Technical data → *Page 54*.
2. Check the mains plug is inserted properly.

5 Familiarising yourself with your appliance

5.1 Appliance

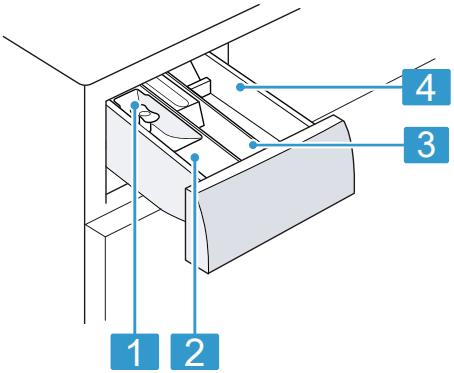
You can find an overview of the parts of your appliance here.



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

1	Maintenance flap for the drain pump → *Page 40*
2	Door
3	Detergent drawer → *Page 19*
4	Control panel → *Page 19*
5	Water outlet hose → *Page 16*
6	Power cord → *Page 17*
7	Transit bolts → *Page 14*

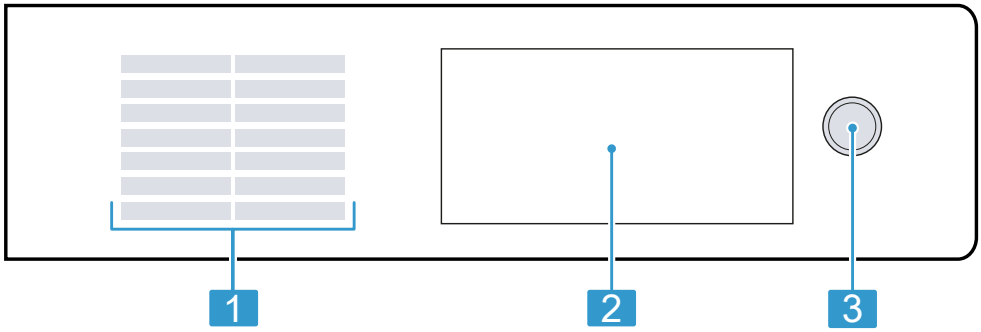
5.2 Detergent drawer



1	Measuring aid for liquid detergent → *"Installing the auxiliary dispenser compartment for liquid detergent", Page 32*
2	Compartment II: ■ Detergent for main wash ■ Water softener ■ Bleach ■ Stain remover
3	Compartment ❀: ■ Fabric softener ■ Liquid starch ■ Waterproofing agent
4	Compartment I: ■ Detergent for prewash ■ Hygiene detergent

5.3 Control panel

You can use the control panel to configure all functions of your appliance and to obtain information about the operating status.



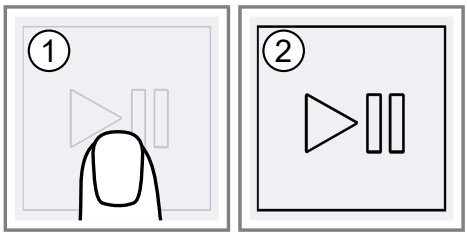
1	Programmes → *Page 26*
2	Buttons → *Page 23* and display → *Page 21*
3	Buttons

5.4 Operating logic

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

tivate the activated settings by repeatedly pressing on the relevant buttons on the display.

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



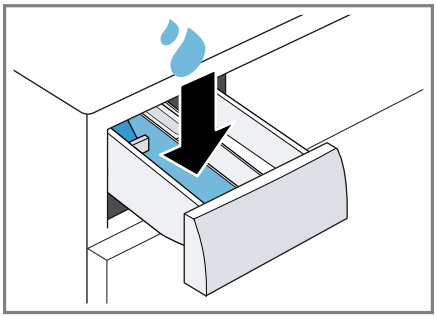
6 Before using for the first time

Prepare the appliance for use.

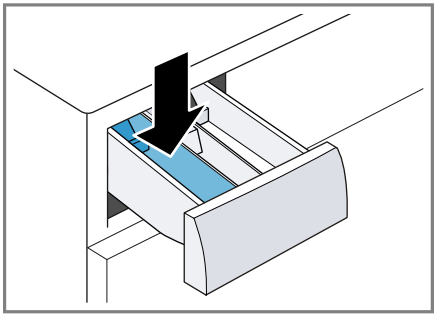
6.1 Starting an empty washing cycle

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

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



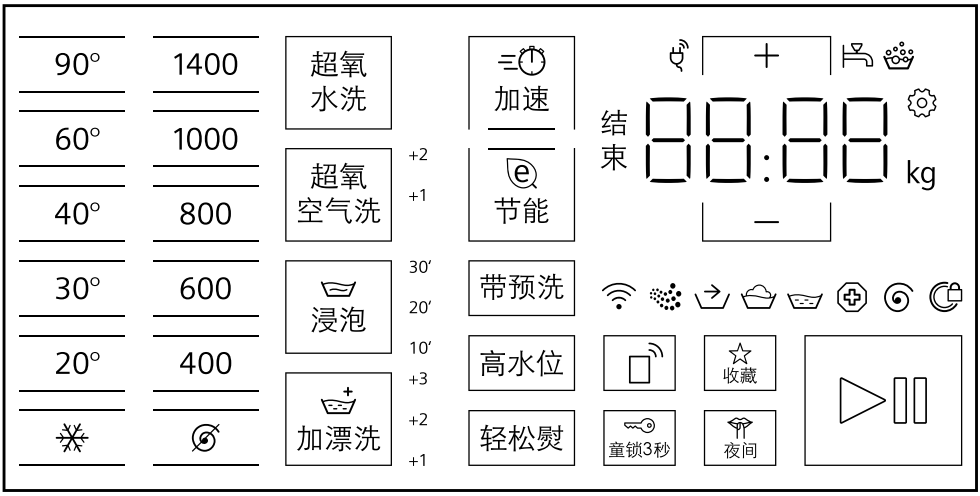
6. Pour standard washing powder into compartment II.



   To prevent foaming, use only half of the amount of detergent recommended by the detergent manufacturer for light soiling. Do not use detergent suitable for woollens or delicates.
7. Push in the detergent drawer.
8. Press ▷II (Start/Pause) to start the programme.
   - ✔ The display shows the remaining programme duration.
   - ✔ After the programme has ended, the display shows: End.
9. Start the first wash cycle or press ⏻ to switch off the appliance.
   → *"Basic operation", Page 31*

7 Display

The display shows the current settings, options or relevant information.



Example: Display

display	Designation	More information
0:40 [1]	Programme duration/programme time remaining	Approximate expected programme duration or programme time remaining.
8h [1]	"Ready in" time	→ *"Buttons", Page 23*
10,0 kg [1]	Recommended load	The maximum load capacity for the selected programme in kg.
⌀ - 1400	Spin speed	Set spin speed in rpm. → *"Buttons", Page 24* ⌀: No spin cycle, draining only
❄ – 90	Temperature	Set temperature in °C. → *"Buttons", Page 24* ❄ (cold)
	Pretreatment	Programme status
/	Active oxygen treatment	Programme status
	Wash	Programme status
	Rinse	Programme status
	Spin	Programme status

[1] Example

display	Designation	More information
End	End of programme	Programme status
+1 +2 +3	Additional rinse	Additional rinse cycles are activated. → *"Buttons", Page 24*
10' 20' 30'	Soaking	Soaking is activated for 10, 20 or 30 minutes. → *"Buttons", Page 24*
	Wi-Fi	■ Lights up: The appliance is connected to your home network. ■ Flashes: The appliance is trying to connect to your home network. → *"Home Connect ", Page 34*
+1 +2	Active oxygen treatment	The active oxygen treatment is activated. ■ +1: Normal ■ +2: Intensive
and 	Active oxygen treatment	A programme with active oxygen treatment has been interrupted and the door is locked until the active oxygen is no longer present in the drum. **Note:** It may take up to 25 minutes until there is no longer any active oxygen in the drum
	Foam detection system	The appliance has detected too much foam.
	Door	■ Lights up: The door is locked and cannot be opened. ■ Off: The door is unlocked and can be opened.
	Tap	■ No water pressure. ■ The water pressure is too low.
E:35 / -10 [1]	Error	Error code, error display, signal.

[1] Example

8 Buttons

The selection of programme settings depends on the programme that is set. You can see the selection options for each programme in the overview for → *"Programmes", Page 26*.

Button	Selection	More information
▷II (Start/Pause)	■ Start ■ Cancel ■ Pause	Start, cancel or pause the programme.
节能 (EcoPerfect)	■ Activate ■ Deactivate	Activate or deactivate energy-saving washing. The temperature is reduced and the programme duration is extended. The washing result is not affected by this.
加速 (SpeedPerfect)	■ Activate ■ Deactivate	Activate or deactivate a shorter programme duration. **Note:** Energy consumption increases. The washing result is not affected by this.
超氧水洗 (Active Oxygen)	■ Activate ■ Deactivate	Activate or deactivate washing at temperatures for increased hygiene demands. Bacteria can be effectively killed by washing at certain temperatures.
超氧空气洗 (ActiveOxygen Air Wash)	■ +1 ■ +2	Select the intensity of the active oxygen treatment: ■ Use the normal intensity level for lighter odours. +1 ■ Use the intensive level for stronger odours, e.g. cigarette or kitchen smells. +2 Active oxygen is a special type of oxygen which effectively reduces odours. Active oxygen does not remove stains or sweat odours.
+ / - (Finish in)	Up to 24 hours	Set the programme end. The programme duration is already included in the set number of hours. Once the programme has started, the programme duration is displayed. **Note:** Use the buttons to set the setting values.

Button	Selection	More information
❄ - 90° (Temperature)	❄ – 90 °C	Adjust the temperature in °C.
⌀ - 1400 (Spinspeed))	⌀ - 1400 rpm	Adjust the spin speed or deactivate the spin cycle. If ⌀ is selected, the water is drained and the spin cycle is deactivated. The laundry stays wet inside the drum.
⏻ (mains switch)	■ Switch on ■ Switch off	Switch the appliance on or off.
(Remote control)	■ Activate ■ Deactivate ■ Open the Home Connect menu	→ *"Remote start", Page 36*
童锁3秒 (Childlock 3sec)	■ Activate ■ Deactivate	→ *"Childproof lock", Page 33*
夜间 (Night wash)	Multiple selection	Basic settings
带预洗 (Prewash)	■ Activate ■ Deactivate	Activate or deactivate prewash, e.g. for washing heavily soiled laundry.
加漂洗 (Rinse Plus)	■ +1 ■ +2 ■ +3	Activate or deactivate up to three additional rinse cycles. Recommended for particularly sensitive skin or in regions with very soft water.
夜间 (Night wash)	■ Activate ■ Deactivate	Activate or deactivate Silent Wash, e.g. for washing during the night. The audible signal at the end of programme is deactivated and the final spin speed is reduced.
高水位 (Water plus)	■ Activate ■ Deactivate	Wash with more water. Recommended for particularly sensitive skin and for treating laundry more gently.
浸泡 (Soaking)	■ 10' ■ 20' ■ 30'	Activate or deactivate soaking for 10, 20 or 30 minutes. Before the main wash cycle starts, the laundry remains in the water for longer. For laundry with particularly stubborn soiling.

Button	Selection	More information
轻松熨 (Easy iron)	■ Activate ■ Deactivate	Activate or deactivate the reduced creasing programme. In order to reduce creasing in the laundry, the spin cycle and the spin speed are adapted. The laundry is damp enough after washing that it needs to be hung out on a washing line.
☆ 收藏 (Memory)	■ Saving ■ Setting	Press the button for approx. 3 seconds to save your customised program settings. → *"Saving the programme settings", Page 32* If you briefly press the button, you can set customised program settings for your program.

9 Programmes

Note: The laundry's care labels provide you with additional information on programme selection.

Programme	Description	Max. load (kg)
棉织物 (Cottons)	Wash hard-wearing items made from cotton, linen or blended fabrics. Also suitable as a short programme for normally soiled laundry when you activate 加速. Programme setting: ■ Max. 90 °C ■ Max. 1400 rpm	10,0 5,0[1]
混合 (Mix)	Wash items made from cotton, linen, or synthetic or blended fabrics. Suitable for lightly soiled laundry. Programme setting: ■ Max. 40 °C ■ Max. 1400 rpm	4,0
羊毛 (Wool)	Hand- or machine-washable items that are made from wool or contain wool. To prevent the laundry from shrinking, the drum moves the items very gently with long pauses. Use a detergent that is suitable for wool. Programme setting: ■ Max. 40 °C ■ Max. 800 rpm	2,0
单漂洗 (Rinse)	Rinse and then spin the laundry, and drain the water. Programme setting: Max. 1400 rpm	–
单脱水 (Spin)	Spin and drain the water. Do not use fabric softener. Programme setting: Max. 1400 rpm	–
APP程序 (App Programm)	Select additional programmes directly via the Home Connect app. A description of the programmes can be found in the Home Connect app. **Note:** Your appliance must be connected to your home network and registered in your Home Connect app. → *"Home Connect ", Page 34*	–

[1] 加速 activated

Programme	Description	Max. load (kg)
防过敏 (Hygiene)	Wash hard-wearing items made from cotton, linen or blended fabrics. Suitable for allergy sufferers and for strict hygiene requirements. **Note:** Once the set temperature has been reached, it remains constant throughout the entire washing process. Programme setting: ■ Max. 60 °C ■ Max. 1400 rpm	6,5
衬衫 (Shirts)	Wash non-iron shirts and blouses made from cotton, linen, or synthetic or blended fabrics. **Tip:** In order to avoid creasing in your laundry, you can activate **轻松熨**. The laundry is only given a short spin and can be removed while still dripping wet. Hang out shirts and blouses while they are still dripping wet so that they drip dry. Programme setting: ■ Max. 60 °C ■ Max. 800 rpm	2,0
羽绒服 (Down)	Wash pillows, duvets or clothing stuffed with down and fillings with synthetic fibres. Wash large items separately. Use a detergent that is suitable for down or delicates. Use sparingly. Do not use fabric softener. **Note:** To prevent excessive foaming, remove air from laundry items by rolling them up before you wash them. Programme setting: ■ Max. 60 °C ■ Max. 1000 rpm	2,0
深色洗 (Dark wash)	Wash dark-coloured and colour-intense items made from cotton or easy-care fabric, e.g. jeans. Turn laundry inside-out before washing. Use liquid detergent. Programme setting: ■ Max. 40 °C ■ Max. 1000 rpm	3,5

[1] **加速** activated

Programme	Description	Max. load (kg)
深层洁筒 (Deep Drum Clean)	Cleaning and caring for the drum. Use this programme in the following cases: ■ Before using the appliance for the first time ■ If you regularly wash at temperatures of 40 °C or lower ■ After a prolonged period of non-use ■ To rinse the drum Temperature settings: ■ 90 °C: Antibacterial programme with high temperatures for cleaning the drum. ■ 40 °C: Antibacterial programme. Use washing powder or a detergent that contains bleach for cleaning the drum. Halve the amount of detergent to avoid foaming. ■ ✻: Rinse the drum to remove hair and fluff. Do not use fabric softener. Do not use liquid detergent or detergent that is intended for woollens or delicates. **Note:** The drum cleaning indicator will flash to remind you if you have not used a programme at 60 °C or higher for a long time.	–
快洗 15' (Super15')	Wash items made from cotton, or synthetic or blended fabrics. Short programme for small items of lightly soiled laundry. Programme setting: ■ Max. 40 °C ■ Max. 1000 rpm	2,0
超氧空气洗 (ActiveOxygen Air Wash)	For all washable items and for items that are suitable for professional cleaning only. Programme for freshening up dry laundry or removing odours, e.g. cigarette or kitchen odours. Dry the drum with a cloth before loading the laundry. **Tip:** The programme does not remove stains or sweat odours. In this programme, you can select the intensity of the active oxygen treatment. → *"Buttons", Page 23*	1,0

[1] **加速** activated

Programme	Description	Max. load (kg)
深层除螨 (Deep Anti-Mites)	Wash items made from cotton, linen, or synthetic or blended fabrics. Suitable for strict hygiene requirements. The laundry is treated with active oxygen before the wash cycle and before the final rinse cycle. Programme setting: ■ Max. – °C ■ Max. 1400 rpm	4,0

[1] **加速** activated

10 Accessories

Use original accessories. These have been made especially for your appliance.

Note: Some accessories are available in other colours. Contact
→ *"Customer Service", Page 53*.

	Use	Order number
Water inlet hose extension	Extend the water inlet hose for cold water or AquaStop (approx. 2.50 m).	WZ10131
Elbow	Secure the water outlet hose in place.	00655300

11 Laundry

Note: You can find further information in the digital instruction manual by scanning the QR code in the table of contents or on www.siemens-home.bsh-group.cn.

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

11.1 Preparing the laundry

ATTENTION!
Objects remaining in the laundry may damage the laundry and the drum.

- ▸ Remove all items from any pockets in your laundry before using the appliance.
- ▸ To protect your appliance and the laundry, prepare the laundry beforehand.
  - – Empty any pockets
  - – Brush sand out of all collars and pockets
  - – Close bed covers and cushion covers
  - – Close all zips, Velcro fasteners, hooks and eyes
  - – Tie cloth belts, apron strings, etc. together or use a laundry bag.
  - – Tie together longer drawstrings, and tie cords with solid end-pieces in hoods or trousers
  - – Remove curtain hooks and lead strips or use a mesh laundry bag
  - – Use a mesh laundry bag for small items of laundry, such as children's socks
  - – Some stubborn or dried-in stains can be removed by washing several times
  - – Wash large and small items of laundry together
  - – Do not rub fresh stains but dab them with soapy water
  - – Separate items of laundry and shake them out, or observe the programme description

12 Detergents and care products

Notes
- You can find further information in the digital instruction manual by scanning the QR code in the table of contents or on www.siemens-home.bsh-group.cn.
- Observe the information on safety → *Page 4* and preventing material damage → *Page 10*.

The manufacturer's instructions for use and dosage can be found on the packaging.

Notes
- Only use liquid detergents that are self-flowing
- Do not mix different liquid detergents
- Do not mix detergent and fabric softener
- Do not use products that have expired or are highly congealed
- Do not use products containing solvents, caustic agents or volatile substances (e.g. bleach)
- Use dyes sparingly as salt may damage stainless steel
- Do not use bleaching agents in the appliance

13 Basic operation

Note: You can find further information in the digital instruction manual by scanning the QR code in the table of contents or on www.siemens-home.bsh-group.cn.

13.1 Switching on the appliance

Requirement: The appliance has been correctly installed and connected.
→ *"Installation and connection", Page 12*

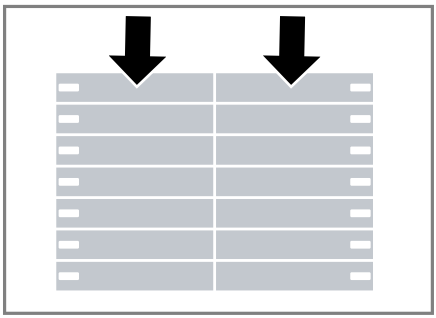
▸ Press ⏻.

The switch-on process takes a few seconds.

Note: The lighting for the drum goes out automatically.

13.2 Setting a programme

1. Press the required programme.
→ *"Programmes", Page 26*



2. If necessary, adjust the programme settings → *Page 31*.

13.3 Adjusting the programme settings

Requirement: A programme has been set.
→ *"Setting a programme", Page 31*

▸ Adjust the programme settings.
→ *"Buttons", Page 23*

Observe the information about operating logic.

Note: The programme settings are not saved permanently for the programme.

13.4 Saving the programme settings

You can save your individual programme settings as favourites.

Requirements
- A programme has been set.
- The programme settings have been adjusted.

▸ Press and hold ☆ **收藏** for approx. 3 seconds.

Press ☆ **收藏** to call up the saved programme.

Note: To overwrite the saved programme, repeat the steps above.

13.5 Loading laundry

Note: To prevent creasing, take note of the maximum load for the → *"Programmes", Page 26*.

Requirement: The laundry is prepared.
→ *"Laundry", Page 30*

1. Open the door.

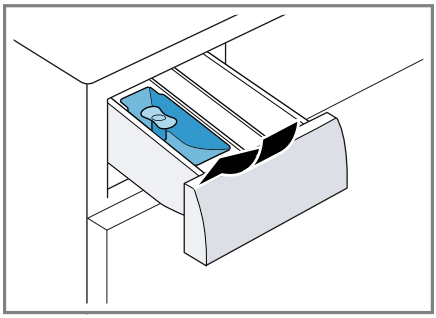
   Make sure that the drum is empty.
2. Place the laundry in the drum.
3. Close the door.

   Ensure that there is no laundry trapped in the door.

13.6 Installing the auxiliary dispenser compartment for liquid detergent

If you ordered the auxiliary dispenser compartment as an accessory, you need to install it.

1. Pull out the detergent drawer.
2. Install the auxiliary dispenser compartment.



3. Push in the detergent drawer.

Note: Avoid using thick liquid detergents.

13.7 Using the auxiliary detergent dispenser compartment

You can use the auxiliary dispenser compartment in the detergent drawer in order to better control the amount of laundry detergent.

1. Pull out the detergent drawer.
2. Pour laundry detergent into the auxiliary dispenser compartment.

   Do not exceed the maximum mark on the auxiliary compartment.
3. Push in the detergent drawer.

13.8 Adding detergent and care product

Note: Observe the information about detergents and care products → *Page 31*.

1. Pull out the detergent drawer.
2. Pour in detergent.
   → *"Detergent drawer", Page 19*
3. If required, add the care product.
4. Push in the detergent drawer.

13.9 Starting the programme

Note: If you want to change the time until the programme ends, set the "Ready in" time first.

- ▸ Press ▷II.
- ✔ The display shows either the programme duration or the "Ready in" time.
- ✔ If you start a programme with active oxygen, the drum lights up after the programme starts and the mist that is created can be seen.
- ✔ After the programme has ended, the display shows: End.

13.10 Adding laundry

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

1. Press ▷II.
   The appliance pauses.
   Note: If appears, it is not possible to add laundry.
   When goes out, it is possible to add laundry.
2. Open the appliance door.
3. Add or remove laundry.
4. Close the appliance door.
5. Press ▷II.

13.11 Cancelling the programme

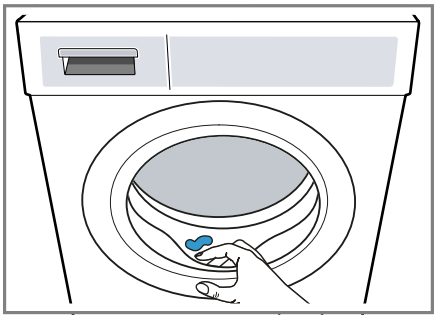
1. Press ▷II.
2. Open the appliance door.
   The appliance door remains locked for safety reasons if the temperature and water levels are high.
   – If the temperature is high, start the **单漂洗** programme.
   – If the water level is high, start the **单脱水** programme or select a suitable programme for draining.
   → *"Programmes", Page 26*
3. Remove the laundry → *Page 33*.

13.12 Unloading the laundry

1. Open the appliance door.
2. Remove the laundry.

13.13 Switching off the appliance

1. Press ⏻.
2. Turn off the tap.
3. Wipe the rubber gasket dry and remove any foreign objects.



4. Leave the appliance door and detergent drawer open so that residual water can evaporate.

14 Childproof lock

Secure your appliance against being operated unintentionally using the controls.

14.1 Activating the childproof lock

- ▸ Press and hold **童锁3秒** for approx. 3 seconds.

✔ The controls are locked.
✔ The childproof lock remains active even after the appliance has been switched off and in the event of a power failure.

14.2 Deactivating the childproof lock

Requirement: To deactivate the childproof lock, the appliance must be switched on.

▸ Press and hold 童锁3秒 for approx. 3 seconds.

15 Home Connect

This appliance is network-capable. Connecting your appliance to a mobile device lets you control its functions via the Home Connect app, adjust its basic settings and monitor its operating status.

Note: You can find further information in the digital instruction manual by scanning the QR code in the table of contents or on www.siemens-home.bsh-group.cn.

The Home Connect services are not available in every country. The availability of the Home Connect function depends on the availability of Home Connect services in your country. You can find information about this at: www.home-connect.cn.

- → *"Connecting the appliance to a WLAN home network (Wi-Fi) with WPS function", Page 34*
- → *"Connecting the appliance to a WLAN home network (Wi-Fi) without WPS function", Page 35*

The Home Connect app guides you through the entire login process. Follow the instructions in the Home Connect app to configure the settings.

Tips
- Please consult the documents supplied by Home Connect.
- Please also follow the instructions in the Home Connect app.

Notes
- Please note the safety precautions in this instruction manual and make sure that they are also observed when operating the appliance via the Home Connect app. → *"Safety", Page 4*
- Operating the appliance on the appliance itself always takes priority. During this time it is not possible to operate the appliance using the Home Connect app.

15.1 Connecting the appliance to a WLAN home network (Wi-Fi) with WPS function

Requirements
- Your router has a WPS function.
- Wi-Fi is activated on the router.
- The Wi-Fi basic setting is activated on the appliance. → *"Activating Wi-Fi on the appliance", Page 36*
- The appliance receives signals from the WLAN home network (Wi-Fi) at its installation location.
- The Home Connect app is installed on your mobile device.

1. Press and hold for at least 3 seconds.

✔ The display shows "Aut".

2. Press ▷II.
3. Press the WPS button on the router within the next 2 minutes.

   Take note of the information in the documents for your router.

✔ flashes on the display.
✔ The device connects to the Wi-Fi home network.

✔ If the display shows con and lights up permanently, the appliance is connected to the Wi-Fi home network.

4. If the appliance is not connected to the Wi-Fi home network, the display shows Err.
   – Check whether the appliance is within the range of the Wi-Fi home network.
   – Reconnect the appliance to the Wi-Fi home network with WPS function.
5. Connect the appliance to the Home Connect app. → *Page 36*

15.2 Connecting the appliance to a WLAN home network (Wi-Fi) without WPS function

If your router does not have a WPS function, you can connect the appliance to your WLAN home network (Wi-Fi) manually.

Requirements

- Wi-Fi is activated on the router.
- The Wi-Fi basic setting is activated on the appliance. → *"Activating Wi-Fi on the appliance", Page 36*
- The appliance receives signals from the WLAN home network (Wi-Fi) at its installation location.
- The Home Connect app is installed on your mobile device.

1. Press and hold for at least 3 seconds.

✔ The display shows "Aut".

2. Set the programme to position 2.

✔ The display shows "SAP".

3. Press ▷II.

✔ flashes on the display.

✔ The appliance now sets up its own Wi-Fi home network with the name (SSID) HomeConnect.

4. Call up the Wi-Fi settings on the mobile device.

   Connect the mobile device to the HomeConnect Wi-Fi network and enter the Wi-Fi password (key) HomeConnect.

✔ Your mobile device connects to the appliance. The connection process may take up to 60 seconds.

5. Open the Home Connect app on your mobile device and carry out the steps in the app.
6. In the Home Connect app, enter the network name (SSID) and password (key) for your home network.
7. Carry out the steps in the Home Connect app to connect the appliance.

✔ If the display shows con and lights up permanently, the appliance is connected to the Wi-Fi home network.

8. If the appliance is not connected to the Wi-Fi home network, the display shows Err.
   – Check whether the appliance is within the range of the Wi-Fi home network.
   – Reconnect the appliance to the Wi-Fi home network with WPS function.
9. Connect the appliance to the Home Connect app → *Page 36*.

15.3 Connecting the appliance to the Home Connect app

Requirements
- The appliance is connected to the WLAN home network (Wi-Fi).
- The Home Connect app is open and you have logged on.

1. Set the programme to position 3.
✔ The display shows "APP".
2. Press ▷II.
✔ The appliance connects to the Home Connect app.
3. Once your appliance is displayed in the Home Connect app, carry out the last steps in the Home Connect app.
✔ If the display shows con, the appliance is connected to the Home Connect app.

15.4 Activating Wi-Fi on the appliance

Note: When Wi-Fi is activated, the energy consumption increases in comparison to the values specified in the consumption value table.

1. Press and hold ⏍ for approx. 3 seconds.
2. Set the programme to position 4.
✔ The display shows "Con".
3. Press ▷II repeatedly until the display shows "on".
✔ Wi-Fi is activated.

Note: If Wi-Fi is activated, the appliance will not switch itself off automatically.

15.5 Deactivating Wi-Fi on the appliance

1. Press and hold ⏍ for at least three seconds.
2. Set the programme to position 4.
✔ The display shows "Con".
3. Press ▷II repeatedly until the display shows "oFF".
✔ Wi-Fi is deactivated.

Note: The connection is automatically re-established when the Wi-Fi is switched back on.

15.6 Resetting the appliance network settings

1. Press and hold ⏍ for at least 3 seconds.
2. Set the programme to position 5.
✔ The display shows "rES".
3. Press ▷II.
✔ The display shows YES.
4. Press ▷II.
✔ The network settings are reset.
✔ If **End** is shown on the display, the network settings are reset.

15.7 Remote start

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

Activating remote start

Notes
- Remote start is deactivated for safety reasons in the following circumstances:
  – Open the appliance door.
  – Press ▷II.
  – Press ⏍.
  – Switch off the appliance.
  – Following a power cut.

- For safety reasons, remote start cannot be activated if the appliance door is open.

Requirements
- The appliance is connected to your Wi-Fi home network.
- The appliance is connected to the Home Connect app.
- A programme is selected.

▸ Press .

If you press and hold the button for at least 3 seconds, the Home Connect menu opens.
If you briefly press the button, the appliance is enabled for remote start via the Home Connect app.
If you open the appliance door, the function is automatically deactivated.

✔ lights up.

Note: To deactivate the function, press .

15.8 Data protection

Please see the information on data protection.
The first time your appliance is registered on a home network connected to the Internet, your appliance will transmit the following types of data to the Home Connect server (initial registration):
- Unique appliance identification (consisting of appliance codes as well as the MAC address of the Wi-Fi communication module installed).
- Security certificate of the Wi-Fi communication module (to ensure a secure data connection).
- The current software and hardware version of your appliance.
- Status of any previous reset to factory settings.

This initial registration prepares the Home Connect functions for use and is only required when you want to use the Home Connect functions for the first time.

Note: Please note that the Home Connect functions can only be utilised with the Home Connect app. Information on data protection can be retrieved in the Home Connect app.

16 Basic settings

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

Note: You can find further information in the digital instruction manual by scanning the QR code in the table of contents or on www.siemens-home.bsh-group.cn.

17 Cleaning and servicing

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

Note: You can find further information in the digital instruction manual by scanning the QR code in the table of contents or on www.siemens-home.bsh-group.cn.

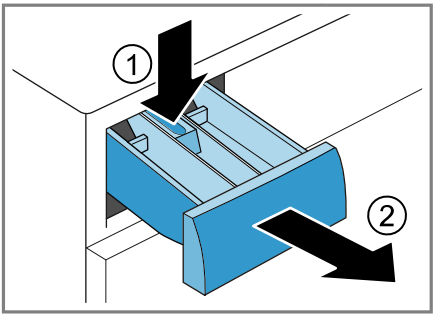
17.1 Cleaning the drum

⚠ CAUTION
Risk of injury!
Permanently washing at low temperatures and a lack of ventilation for the appliance may damage the drum and cause injury.

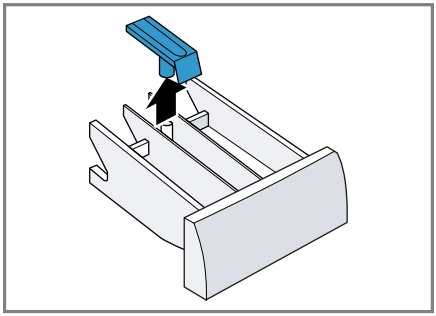
- ▸ Regularly run a programme for cleaning the drum or wash at temperatures of at least 60 °C.
- ▸ Leave the appliance to dry after every operation with the door open, and leave the detergent drawer to dry.
- ▸ Run the **深层洁筒** programme without laundry and using all-purpose washing powder.

17.2 Cleaning the detergent drawer

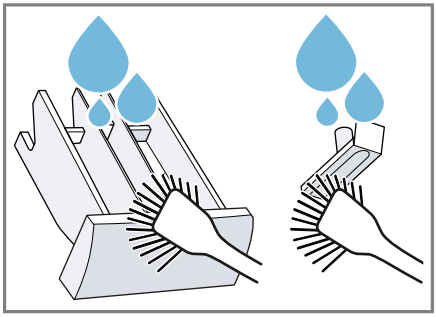
1. Pull out the detergent drawer.
2. Press down on the insert and remove the detergent drawer.



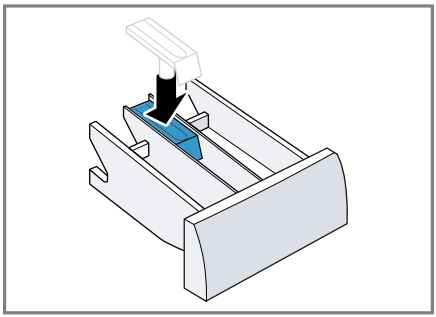
3. Pull out the insert upwards.



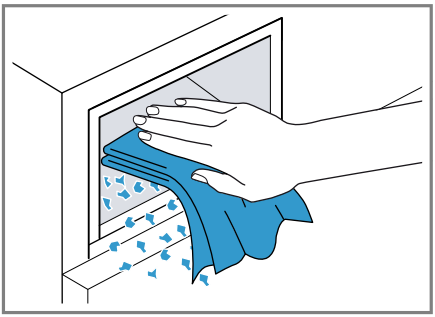
4. Clean the detergent drawer and insert with water and a brush, and then dry them.



5. Fit the insert and click it into place.



6. Clean the opening for the detergent drawer.

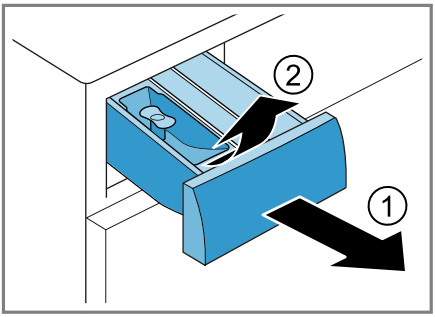


7. Push in the detergent drawer.

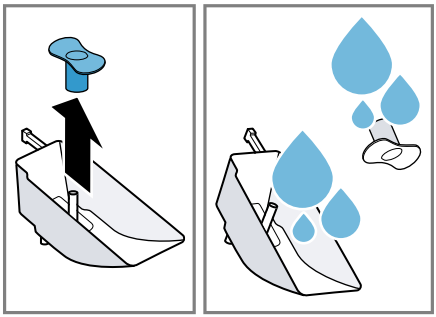
17.3 Cleaning the auxiliary liquid detergent dispenser compartment

If there is liquid detergent residue in the auxiliary compartment:

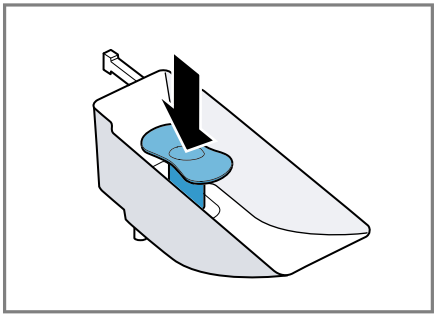
1. Pull out the dispenser drawer and remove the auxiliary compartment by grasping the front end and pulling upwards.



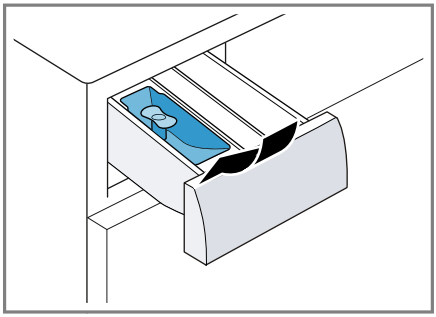
2. Remove the siphon cap by pulling it upwards, then clean the auxiliary compartment and siphon cap by rinsing with tap water or using a brush.



3. Reinsert the siphon cap into the auxiliary compartment (making sure to align the installation marks) and push down firmly until it clicks into place.



4. Place the auxiliary compartment back into the detergent drawer.



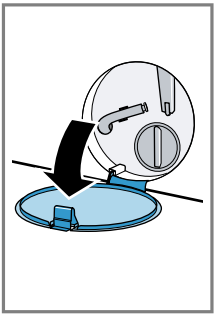
Note: Clean the auxiliary liquid detergent dispenser compartment regularly to avoid residue and blockages.

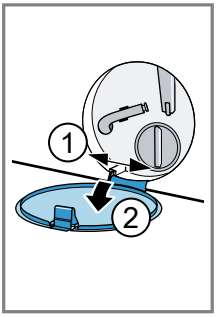
17.4 Cleaning the drain pump

Clean the drain pump in the event of faults, e.g. blockages or rattling noises.

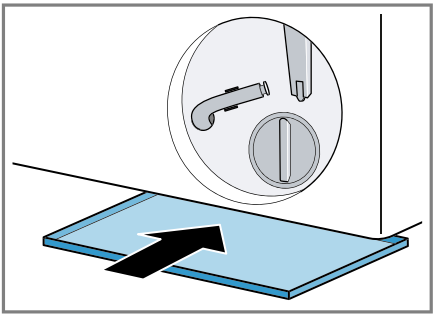
Emptying the drain pump

1. Turn off the water tap.
2. Switch off the appliance.
3. Disconnect the appliance's mains plug from the power supply.
4. Open and remove the service flap.

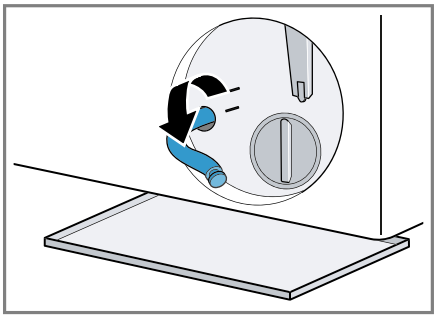




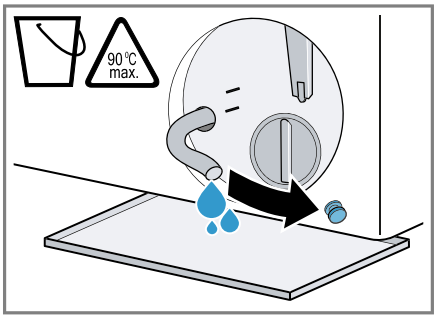
5. Slide a sufficiently large container under the opening.



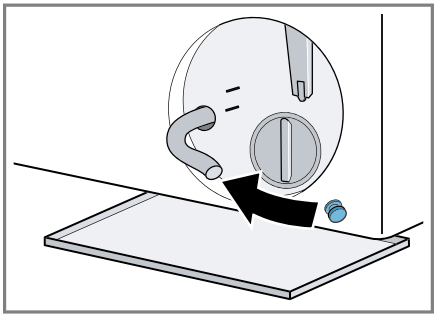
6. Take the drain hose out of the holder.



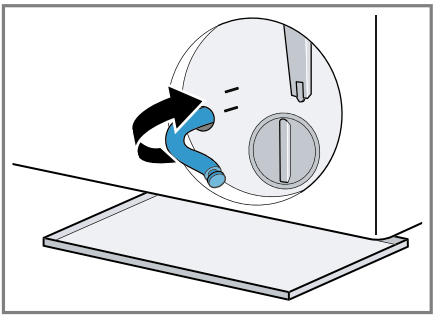
7. ⚠ **CAUTION - Risk of scalding!**
When you wash at high temperatures, the detergent solution gets hot.
▸ Do not touch the hot detergent solution.
To allow the detergent solution to flow out into the container, remove the sealing cap.



8. Firmly press on the sealing cap.



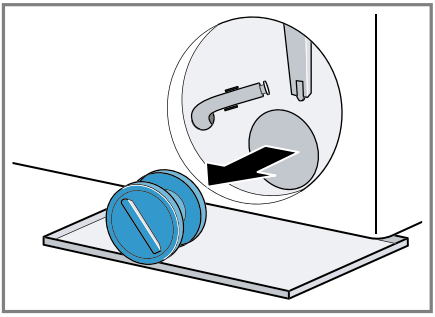
9. Insert the drain hose into the holder.



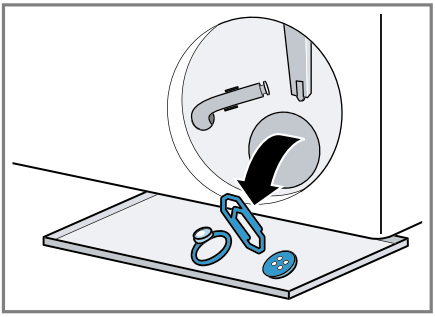
Cleaning the drain pump

Requirement: The drain pump is empty. → *Page 40*

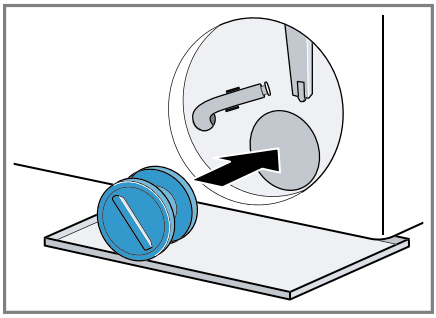
1. Since water may remain in the drain pump, unscrew the pump cap carefully.



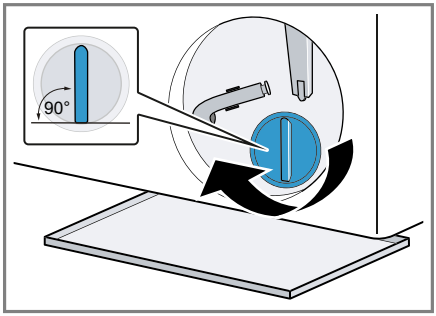
2. Clean the interior, the thread on the pump cap and the pump housing.



3. Ensure that the impeller in the drain pump can rotate.
4. Insert the pump cap.

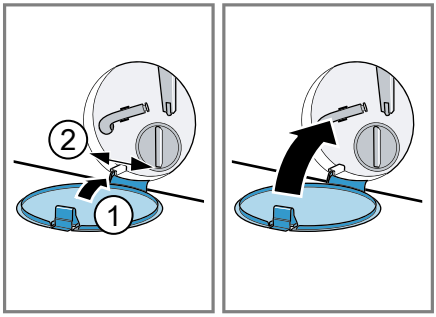


5. Screw the pump cap as far as it will go.



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

6. Insert and close the service flap.



Before the next wash

To prevent unused detergent from flowing straight into the outlet in the next wash, run the **单排水** programme after you have emptied the drain pump.

1. Turn on the water tap.
2. Insert the mains plug.
3. Switch on the appliance.
4. Pour 1 litre of water into compartment II.
5. Select a suitable programme for draining.
   → *"Programmes", Page 26*

18 Troubleshooting

You can rectify minor faults on your appliance yourself. Read the troubleshooting information before contacting after-sales service. This will avoid unnecessary costs.

⚠ WARNING
Risk of electric shock!
Incorrect repairs are dangerous.
- ▸ Repairs to the appliance should only be carried out by trained specialist staff.
- ▸ Only use genuine spare parts when repairing the appliance.
- ▸ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

Fault	Cause and troubleshooting
The display goes out and ▷II flashes.	Energy-saving mode is active ▸ Press any button. ✔ The symbol lights up again.
"E:36 / -10"	Drain pipe or water outlet hose is blocked. ▸ Clean the drain pipe and the water outlet hose.
	Drain pipe or water drain hose is caught or jammed. ▸ Ensure that the drain pipe and water drain hose are not kinked or trapped.
	Drain pump is blocked. ▸ → *"Cleaning the drain pump", Page 40*
	The water outlet hose is connected too high. ▸ Install the water outlet hose at a maximum height of 1 metre.
	Detergent dosage is too high. ▸ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). ▸ Reduce the amount of detergent for the next washing cycle with the same load.
	Unapproved extension installed on the water drain hose. ▸ Remove any unapproved extensions from the water hose. → *"Connecting the appliance", Page 15*
	The pump cap is not fully screwed in.

Fault	Cause and troubleshooting
"E:36 / -10"	▸ Ensure that the pump cap is screwed in all the way into the appliance. The handle on the pump cap must be in a vertical position. → *"Cleaning the drain pump", Page 41*
"E:36 / -25 / -26"	Drain pump is blocked. ▸ → *"Cleaning the drain pump", Page 40*
"H:32"	The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. ▸ Redistribute the laundry in the drum. **Note:** Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.
	The water pressure is low. No remedial action possible.
	The filters in the water inflow are blocked. ▸ Clean the filters in the water inflow.
	The tap is turned off. ▸ Turn on the tap.
	The water inlet hose is kinked or jammed. ▸ Ensure that the water inlet hose is not kinked or jammed.
	Detergent dosage is too high. ▸ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). ▸ Reduce the amount of detergent for the next washing cycle with the same load.
 lights up.	The temperature is too high. ▸ Wait until the temperature has dropped. ▸ → *"Cancelling the programme", Page 33*
	Water level is too high. ▸ Select a suitable programme for draining. → *"Programmes", Page 26*
All other error codes.	Malfunction ▸ Call the after-sales service. → *"Customer Service", Page 53*

Fault	Cause and troubleshooting
"E:30/-20"	Solenoid valve defective. ▸ Call the after-sales service. → *"Customer Service", Page 53*
	Detergent dosage is too high. ▸ Reduce the amount of detergent for the next washing cycle with the same load.
	Additional water is added. ▸ Do not add any extra water to the appliance while it is operating.
The appliance is not working.	The mains plug of the power cord is not plugged in. ▸ Connect the appliance to the power supply.
	The circuit breaker in the fuse box has tripped. ▸ Check the circuit breaker in the fuse box.
	There has been a power cut. ▸ Check whether the lighting in your kitchen or other appliances are working.
The programme does not start.	You have not pressed ▷II. ▸ Press ▷II.
	Door is not closed. 1. Close the door. 2. Press ▷II to start the programme.
	Childproof lock is activated. ▸ → *"Deactivating the childproof lock", Page 34*
	+ / **-** is activated. ▸ Check whether **+** / **-** is activated. → *"Buttons", Page 23*
	Laundry is caught in the door. 1. Open the door again. 2. Remove any trapped laundry. 3. Close the door. 4. Press ▷II to start the programme.
The door cannot be opened.	The temperature is too high. ▸ Wait until the temperature has dropped. ▸ → *"Cancelling the programme", Page 33*
	Water level is too high. ▸ Select a suitable programme for draining. → *"Programmes", Page 26*
	Power failure.

Fault	Cause and troubleshooting
The door cannot be opened.	▸ Open the door using the emergency release. → *"Emergency release", Page 52*
The water is not draining.	Drain pipe or water outlet hose is blocked. ▸ Clean the drain pipe and the water outlet hose.
	Drain pipe or water drain hose is caught or jammed. ▸ Ensure that the drain pipe and water drain hose are not kinked or trapped.
	Drain pump is blocked. ▸ → *"Cleaning the drain pump", Page 40*
	The water outlet hose is connected too high. ▸ Install the water outlet hose at a maximum height of 1 metre.
	Detergent dosage is too high. ▸ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). ▸ Reduce the amount of detergent for the next washing cycle with the same load.
	Unapproved extension installed on the water drain hose. ▸ Remove any unapproved extensions from the water hose. → *"Connecting the appliance", Page 15*
	The pump cap is not fully screwed in. ▸ Ensure that the pump cap is screwed in all the way into the appliance. The handle on the pump cap must be in a vertical position. → *"Cleaning the drain pump", Page 41*
Water is not flowing in. Detergent is not being dispensed.	You have not pressed ▷II. ▸ Press ▷II.
	The filters in the water inflow are blocked. ▸ Clean the filters in the water inflow.
	The tap is turned off. ▸ Turn on the tap.
	The water inlet hose is kinked or jammed. ▸ Ensure that the water inlet hose is not kinked or jammed.

Fault	Cause and troubleshooting
The spin cycle runs several times.	The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry. ▸ Not a fault – no action required. **Note:** When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.
The programme duration changes during the wash cycle.	The programme operation is optimised electronically. This may change the programme duration. ▸ Not a fault – no action required.
	The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry. ▸ Not a fault – no action required. **Note:** When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.
	Foam detection system switches on a rinse cycle if foam build-up is too high. ▸ Not a fault – no action required.
No water is visible in the drum.	Water is below the visible area. ▸ Not a fault – no action required. ▸ Do not add any extra water to the appliance while it is operating.
Drum jerks after the programme starts.	This is caused by an internal motor test. ▸ Not a fault – no action required.
Residual water is present in the compartment ❀.	Insert in compartment ❀ is blocked. ▸ → *"Cleaning the detergent drawer", Page 38*
Vibrations and movement of the appliance whilst spinning.	Appliance is not correctly aligned. ▸ → *"Aligning the appliance", Page 16*
	The appliance feet are not fixed. ▸ Secure the appliance feet. → *"Aligning the appliance", Page 16*
	Transit bolts have not been removed. ▸ → *"Removing the transit bolts", Page 14*.

Fault	Cause and troubleshooting
Heavy foam build-up	Detergent dosage is too high. ▸ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down). ▸ Reduce the amount of detergent for the next washing cycle with the same load.
High spin speed not reached.	A low spin speed is selected. ▸ The next time you run a wash cycle, set a higher spin speed.
	轻松熨 is activated. ▸ Select the programmes that are suitable for the type of fabric.
	Unbalance load detection system is using a reduced spin speed to eliminate an unbalance. ▸ Redistribute the laundry in the drum. **Note:** Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle. ▸ Start the **单脱水** programme.
The spin programme does not start.	Drain pipe or water outlet hose is blocked. ▸ Clean the drain pipe and the water outlet hose.
	Drain pipe or water drain hose is caught or jammed. ▸ Ensure that the drain pipe and water drain hose are not kinked or trapped.
	The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. ▸ Redistribute the laundry in the drum. **Note:** Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle. ▸ Start the **单脱水** programme.
Rushing, hissing noise.	Water is flushed under pressure into the detergent drawer. ▸ Not a fault – normal operating noise.
Loud noises during the spin cycle.	Appliance is not correctly aligned. ▸ → *"Aligning the appliance", Page 16*
	The appliance feet are not fixed.

Fault	Cause and troubleshooting
Loud noises during the spin cycle.	▸ Secure the appliance feet. → *"Aligning the appliance", Page 16*
	Transit bolts have not been removed. ▸ → *"Removing the transit bolts", Page 14*.
Persistent, quiet whirring fan noise.	Active oxygen treatment is active. ▸ Not a fault – normal operating noise.
Banging noises, rattling in the drain pump.	Foreign bodies have got into the drain pump. ▸ → *"Cleaning the drain pump", Page 40*
Slurping, rhythmical suction noise.	The drain pump is active, the detergent solution is pumped out. ▸ Not a fault – normal operating noise.
Creasing.	The spin speed is too high. ▸ The next time you run a wash cycle, set a lower spin speed.
	The load is too large. ▸ The next time you run a wash cycle, reduce the amount of laundry being loaded.
	Unsuitable programme for the type of fabric. ▸ Select the programmes that are suitable for the type of fabric.
Detergent or fabric softener drips off the seal and collects on the door or in the seal fold.	Too much detergent/fabric softener in the detergent drawer. ▸ When dosing liquid detergent and fabric softener, observe the marking in the detergent drawer and do not dose above this.
The spin result is not satisfactory. The laundry is too wet/too damp.	A low spin speed is selected. ▸ The next time you run a wash cycle, set a higher spin speed. ▸ Start the 单脱水 programme.
	轻松熨 is activated. ▸ Select the programmes that are suitable for the type of fabric.
	Drain pipe or water outlet hose is blocked. ▸ Clean the drain pipe and the water outlet hose.
	Drain pipe or water drain hose is caught or jammed. ▸ Ensure that the drain pipe and water drain hose are not kinked or trapped.

Fault	Cause and troubleshooting
The spin result is not satisfactory. The laundry is too wet/too damp.	The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. ▸ Redistribute the laundry in the drum. **Note:** Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle. ▸ Start the **单脱水** programme.
	Unbalance load detection system is using a reduced spin speed to eliminate an unbalance. ▸ Redistribute the laundry in the drum. **Note:** Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle. ▸ Start the **单脱水** programme.
Detergent residue on the damp washing.	Detergents may contain water-insoluble substances that deposit on the laundry. ▸ Start the **单漂洗** programme.
Detergent residue on the dry laundry.	Detergents may contain water-insoluble substances that deposit on the laundry. ▸ Brush out the laundry after washing and drying.
Home Connect is not working properly.	Different causes are possible. ▸ Go to www.home-connect.cn.
No connection to the home network.	Wi-Fi is switched off. ▸ → *"Activating Wi-Fi on the appliance", Page 36*
	Wi-Fi is activated but a connection to your home network cannot be established. 1. Ensure that the home network is available. 2. Reconnect the appliance to the home network. → *"Connecting the appliance to a WLAN home network (Wi-Fi) with WPS function", Page 34* → *"Connecting the appliance to a WLAN home network (Wi-Fi) without WPS function", Page 35*
Water is leaking out at the water inlet hose.	Water inlet hose is not correctly/securely connected. 1. Connect the water supply hose correctly. → *"Connecting the water inlet hose", Page 15* 2. Tighten the screw connection.
Water is leaking out at the water outlet hose.	The water outlet hose is damaged. ▸ Replace the damaged water outlet hose.
	Water outlet hose is not connected correctly.

Fault	Cause and troubleshooting
Water is leaking out at the water outlet hose.	▸ Connect the water outlet hose correctly. → *"Water outlet connection types", Page 16*
Odours have formed in the appliance.	Humidity and detergent residue may promote the formation of bacteria. ▸ → *"Cleaning the drum", Page 38* ▸ If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate.

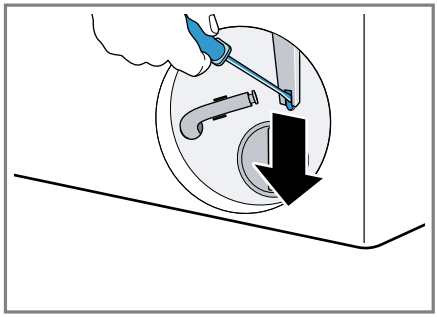
18.1 Emergency release

Releasing the door

Requirement: The drain pump is empty. → *Page 40*

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

   Pull the emergency release downwards with a tool and release.



✔ The door lock is released.
2. Insert the maintenance flap and lock it into place.
3. Close the maintenance flap.

19 Transportation, storage and disposal

You can find out here how to prepare your appliance for transportation and storage. You will also find out how to dispose of old appliances.

19.1 Removing the appliance

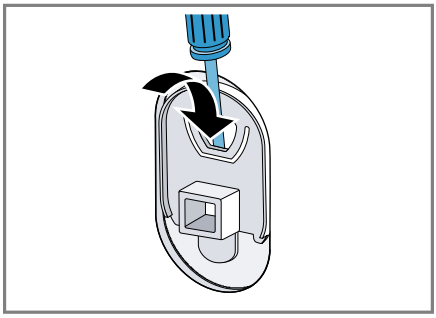
Note: You can find further information in the digital instruction manual by scanning the QR code in the table of contents or on www.siemens-home.bsh-group.cn.

1. Turn off the tap.
2. Empty the water inlet hose.
3. Switch off the appliance.
4. Unplug the appliance's mains plug.
5. Drain the water.
   → *"Cleaning the drain pump", Page 40*
6. Detach the hoses.

19.2 Inserting the transit bolts

Secure the appliance for transportation using transit bolts in order to prevent damage.

1. Use a screwdriver to remove the 4 cover caps.



   Keep the cover caps.
2. Install the 4 transit bolts. Refer to the description
   → *"Removing the transit bolts", Page 14* for this and proceed in reverse order.

19.3 Using the appliance again

▸ For further information, see
→ *"Installation and connection", Page 12* and
→ *"Before using for the first time", Page 20*.

19.4 Disposing of old appliance

Valuable raw materials can be reused by recycling.

⚠ WARNING
Risk of harm to health!
Children can lock themselves in the appliance, thereby putting their lives at risk.
- ▸ Do not install the appliance behind a door as this may obstruct the appliance door or prevent it from opening.
- ▸ With redundant appliances, unplug the power cord. Then cut through the cord and damage the lock on the appliance door beyond repair so that the appliance door will no longer close.

1. Unplug the appliance from the mains.
2. Cut through the power cord.
3. Dispose of the appliance in an environmentally friendly manner.

   Information about current disposal methods are available from your specialist dealer or local authority.



This appliance is labelled in accordance with European Directive 2012/19/EU concerning used electrical and electronic appliances (waste electrical and electronic equipment - WEEE). The guideline determines the framework for the return and recycling of used appliances as applicable throughout the EU.

20 Customer Service

If you have any queries on use, are unable to rectify faults on the appliance yourself or if your appliance needs to be repaired, contact Customer Service.
Detailed information on the warranty period and terms of warranty in your country is available from our after-sales service, your retailer or on our website.
If you contact Customer Service, you will require the product number (E-Nr.) and the production number (FD) of your appliance.
The contact details for Customer Service can be found in the enclosed Customer Service directory or on our website.

20.1 Product number (E-Nr.) and production number (FD)

You can find the product number (E-Nr.) and the production number (FD) on the appliance's rating plate.
Depending on the model, the rating plate is located:
- On the inside of the door.
- On the inside of the maintenance flap.
- On the rear of the appliance.

Make a note of your appliance's details and the Customer Service telephone number to find them again quickly.

21 Consumption values

Model	WM14U7B0HW
Class[1]	1
Energy consumption	0,740 kWh/cycle
Water consumption	74,0 l/cycle
Energy efficiency when washing	1.03
Noise levels[2]	
Maximum level when spinning	69 dB
Maximum level when washing	43 dB

[1] Energy consumption tested with standard program Cottons 60°C+ Eco in accordance with GB12021.4.
[2] Noise levels tested in accordance with GB19606.

22 Technical data

Appliance height	84,8 cm
Appliance width	59,8 cm
Appliance depth	64,5 cm
Weight	81,8 kg[1]
Maximum load	10 kg
Mains voltage	220 V, 50 Hz
Minimum installation protection	10A
Nominal power	2100 W
Water pressure	■ Minimum: 100 kPa (1 bar) ■ Maximum: 1000 kPa (10 bar)
Length of the water inlet hose	120 cm
Length of the water outlet hose	150 cm
Length of the power cord	210 cm
Permissible operating conditions in accordance with GB/T 4288	■ Ambient temperature 0–40 °C, not freezing ■ Relative humidity less than 95% at 25 °C, non-condensing

[1] Depending on the appliance specifications

23 Applicable standard

GB 4706.1	Household and similar electrical appliances – Safety – Part 1: General requirements
GB 4343.1	Electromagnetic compatibility requirements for household appliances, electric tools and similar apparatus – Part 1: Emission

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

Name and content of hazardous substances in products

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

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

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

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

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