

Maintenance

Cleaning

Surface of the washing machine

Use a soft cloth with a nonabrasive household detergent. Do not spray water onto the washing machine.

Mesh filter

Clean the mesh filter of the water hose once or twice a year.

- Turn off the washing machine, and unplug the power cord.
- Close the water tap.
- Loosen and disconnect the water hose from the back of the washing machine. Connect the hose with a cloth to prevent water from spilling out.
- Use pliers to pull out the mesh filter from the inlet valve.
- Submerge the mesh filter deeply in water so that the threaded connector is also submerged.
- Wash the mesh filter completely in the shade.
- Reinstall the mesh filter into the inlet valve, and reconnect the water hose to the inlet valve.
- Open the water tap.

NOTE

If the mesh filter is clogged, an information code of "4C" appears on the screen.

English 43

Specifications

Protecting the environment

- This appliance is manufactured from recyclable materials. If you decide to dispose of it, please observe local waste disposal regulations. Cut off the power cord so that the appliance cannot be connected to a power source. Remove the lid so that animals and small children cannot get trapped inside the appliance.
- Do not exceed the detergent quantities recommended in the detergent manufacturers' instructions.
- Use stain removal products and bleaches before the wash cycle only when necessary.
- Save water and electricity by only washing full loads (the exact amount depends upon the program used).

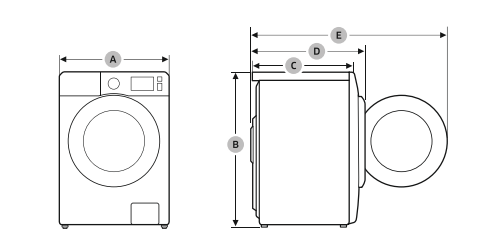
Spare parts guarantee

We guarantee that the following spare parts will be available to professional repairers and end-users for a minimum period of 10 years after placing the last unit of the model on the market.

- Door, door hinges and seals, other seals, door locking assembly, and plastic peripherals such as detergent dispensers.

Specification sheet

** Asterisk(s) means variant model and can be varied (D-W) or (A-Z).



English 35

Debris filter

It is advisable to clean the debris filter frequently to prevent its clogging. A clogged debris filter may reduce the bubble effect.

- Turn off the washing machine, and unplug the power cord.
- Drain the remaining water inside the drum. See the "Emergency drain" section.
- Open the filler cover (A) by using the square provided as accessories.
- Turn the debris filter knob to the left, and drain off the remaining water.
- Clean the debris filter using soft brushes. Make sure the drain pump impeller inside the filter is unobstructed.
- Reinsert the debris filter, and turn the filter knob to the right.

NOTE

- Some debris filters feature a safety knob that is designed to prevent accidents and is locked. To open the safety knob of the debris filter, push in and turn it anticlockwise. The spring mechanism of the safety knob helps open the filter.
- To close the safety knob of the debris filter, turn it clockwise. The spring makes a rattling sound, which is normal.

NOTE

If the debris filter is clogged, an information code of "3C" appears on the screen.

CAUTION

- Make sure the filter knob is closed properly after cleaning the filter. Otherwise, this may cause a leak.
- Make sure the filter is inserted properly after cleaning it. Otherwise, this may cause an operational failure or a leak.

English 44

Maintenance

Detergent drawer

- While holding down the release lever(A) on the inner of the drawer, slide open the drawer.
- Remove the release lever and the liquid detergent guide from the drawer.
- Clean the drawer components in flowing water using a soft brush.
- Clean the drawer recess using a bottle brush to remove detergent residues and lime scale on the drawer recess.
- Reinsert the release lever and the liquid detergent guide to the drawer.
- Slide the drawer inward to close it.

NOTE

To remove remaining detergent, perform the RINSE+SPIN cycle with the drum being empty.

English 45

Recovery from freezing

The washing machine may freeze when it drops below 0°C.

- Turn off the washing machine, and unplug the power cord.
- Pour warm water over the water tap to loosen the water hose.
- Disconnect the water hose, and soak it in warm water.
- Pour warm water into the drum and leave it for about 10 minutes.
- Reconnect the water hose to the water tap.

NOTE

If the washing machine still doesn't operate normally, repeat the above steps until it operates normally.

Care against an extended time of disuse

Avoid leaving the washing machine unused for an extended time. If this is the case, drain the washing machine and unplug the power cord.

- Turn the Cycle Selector to select a RINSE+SPIN.
- Empty the drum, and press Start/Pause.
- When the cycle is complete, close the water tap and disconnect the water hose.
- Turn off the washing machine, and unplug the power cord.
- Open the door to let air circulate through the drum.

English 46

Troubleshooting

Checkpoints

If you encounter a problem with the washing machine, first check the table below and try the suggestions.

Problem	Action
Does not start.	<ul style="list-style-type: none">Make sure the washing machine is plugged in.Make sure the door is properly closed.Make sure the water taps are open.Make sure to press or tap Start/Pause to start the washing machine.Make sure Child Lock (🔒) is not activated.Before the washing machine starts to fill, it will make a series of clicking noises to check the door lock and does a quick drain.Check the fuse or reset the circuit breaker.

Water supply is insufficient or no water is supplied.

- Fully open the water tap.
- Make sure the door is properly closed.
- Make sure the water supply hose is not frozen.
- Make sure there is sufficient water pressure.
- Make sure the washing machine is running with sufficient water pressure.

After a cycle detergent remains in detergent drawer.

- Make sure the detergent is added to the centre of the detergent drawer.
- Make sure the rinse cap is inserted properly.
- Use a granular detergent, make sure the detergent selector is in the upper position.
- Remove the rinse cap and clean the detergent drawer.

Excessive vibrations or makes noise.

- Make sure the washing machine is installed on a level, solid floor that is not slippery, if the floor is not level, use the leveling feet to adjust the height of the washing machine.
- Make sure the shipping bolts are removed.
- Make sure the washing machine is not contacting any other object.
- Make sure the laundry load is balanced.
- The motor can cause noise during normal operation.
- Overalls or metal-decorated clothes can cause noise while being washed. This is normal.
- Metal objects such as coins can cause noise. After washing, remove these objects from the drum or filter case.

Problem

Problem

- Make sure the remaining amount of detergent and fabric softener is not over the limit.
- Plug the power cord into a live electrical outlet.
- Check the fuse or reset the circuit breaker.
- Close the door and press or tap Start/Pause. For your safety, the washing machine will not tumble or spin unless the door is closed.
- Make sure the drain hose is not frozen or clogged.
- Make sure the drain hose is connected to a drain system that is not clogged.
- If the washing machine is not supplied with sufficient power, the washing machine temporarily will not drain or spin. As soon as the washing machine regains sufficient power, it will operate normally.
- Sparrows does not work.
- Make sure laundry is spread out evenly.
- Make sure the washing machine is on a flat, stable surface.
- Redistribute the load. If only one item of clothing needs washing, such as a bathrobe or pair of pants, the final spin result might be unsatisfactory. Hit an "M" check message will appear on the display.

Does not drain and/or spin.

- Fully open both taps.
- Make sure the temperature selection is correct.
- Make sure the hoses are connected to the correct taps.
- Make sure the water heater is set to supply a minimum 120°F (50°C) hot water at the tap. Also, check the water heater capacity and recovery rate.
- Disconnect the hoses and clean the mesh filter. The mesh filter may be clogged.
- While the washing machine fills, the water temperature may change as the automatic temperature control feature checks incoming water temperature. This is normal.
- While the washing machine fills, you may notice just hot and/or just cold water going through the dispenser when cold or warm temperatures are selected. This is a normal function of the automatic temperature control feature as the washing machine determines the water temperature.

The door does not open.

- Press or tap Start/Pause to stop the washing machine.
- It may take a few moments for the door lock mechanism to disengage.
- The door will not open until 3 minutes after the washing machine has stopped or the power turned off.
- Make sure all the water in the drum is drained.
- The door may not open if water remains in the drum.
- Drain the drum and open the door manually.
- Make sure the door lock light is off. The door lock light turns off after the washing machine has drained.

Excessive suds.

- Make sure you use the recommended types of detergent as appropriate.
- The motor can cause noise during normal operation.
- Overalls or metal-decorated clothes can cause noise while being washed. This is normal.
- Use high efficiency (HE) detergent to prevent over-foaming.
- Reduce the detergent amount for soft waters, small loads, or highly soiled loads.
- Non-HE detergent is not recommended.

English 47

Troubleshooting

Problem

Problem

- Make sure the remaining amount of detergent and fabric softener is not over the limit.
- Plug the power cord into a live electrical outlet.
- Check the fuse or reset the circuit breaker.
- Close the door and press or tap Start/Pause. For your safety, the washing machine will not tumble or spin unless the door is closed.
- Make sure the drain hose is not frozen or clogged.
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- Reduce the detergent amount for soft waters, small loads, or highly soiled loads.
- Non-HE detergent is not recommended.

English 48

Problem

Problem

- Make sure the remaining amount of detergent and fabric softener is not over the limit.
- Plug the power cord into a live electrical outlet.
- Check the fuse or reset the circuit breaker.
- Close the door and press or tap Start/Pause. For your safety, the washing machine will not tumble or spin unless the door is closed.
- Make sure the drain hose is not frozen or clogged.
- Make sure the drain hose is connected to a drain system that is not clogged.
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- Use high efficiency (HE) detergent to prevent over-foaming.
- Reduce the detergent amount for soft waters, small loads, or highly soiled loads.
- Non-HE detergent is not recommended.

English 49

Troubleshooting

Information codes

If the washing machine fails to operate, you may see an information code on the screen. Check the table below and try the suggestions.

Code	Action
4C	<ul style="list-style-type: none">Water is not supplied.Make sure the water taps are open.Make sure the water hoses are not clogged.Make sure the water taps are not frozen.Make sure the washing machine is operating with sufficient water pressure.Make sure that the cold water tap and the hot water tap are properly connected.Close the mesh filter as it may be clogged.Run cleaning cycles to sanitize periodically.When the "4C" message appears, the machine drains water for 3 minutes. In the meantime, the power button will be disabled.

4C2

- Make sure the cold water supply hose is firmly connected to the cold water tap. If it is connected to the hot water tap, the laundry may be deformed with some cycles.

HC

- High temperature heating check.
- If the information code remains, contact a customer service centre.

1C

- The Water Level sensor is not working properly.
- Try power off and restarting the cycle.
- If the information code remains, contact a customer service centre.

English 53

Code

Action

- Check the drain hose.
- Make sure the end of the drain hose is not placed on the floor.
- Make sure the drain hose is not clogged.
- If the information code remains, contact a customer service centre.
- Check the motor fan operation.
- Try restarting the cycle.
- If the information code remains, contact a customer service centre.
- The electronic control needs to be checked.
- Check if power is supplied properly.
- If the information code remains, contact a customer service centre.

UC

- Low voltage detected.
- Check if the power cord is plugged in.
- If the information code remains, contact a customer service centre.

HC

- High temperature heating check.
- If the information code remains, contact a customer service centre.

1C

- The Water Level sensor is not working properly.
- Try power off and restarting the cycle.
- If the information code remains, contact a customer service centre.

English 54

Specifications

Fabric care chart

The following symbols provide garment care direction. The Clothing care labels include Symbols for drying, Bleaching, Drying and Ironing, or Dry cleaning when necessary. The use of symbols ensures consistency among garment manufacturers of domestic and imported items. Follow care label directions to maximize garment life and reduce laundering problems.

Washing

- 95 °C boil wash.
- 60 °C coloured wash.
- 60 °C coloured wash (Easy care coloured wash).
- 60 °C coloured wash.
- 60 °C very mild wash.
- 50 °C Fine wash.
- 50 °C mild fine wash.
- 50 °C very mild fine wash.

Hand wash.

Do not wash.

NOTE

The numbers in the wash tub specify the degrees Celsius which must not be exceeded.

NOTE

The dots indicate the drying level of the dryer.

The lines indicate the type and place of the drying.

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Ironing

Iron at maximum sole plate temperature of 200°C.

Iron at maximum sole plate temperature of 150°C.

Iron at maximum sole plate temperature of 110°C.

Caution when using steam irons (work without steam).

Do not iron.

Do not iron.

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