Washing Machine

User Manual

B3W5942IW

Document Number: 2820529583_EN/ 09-06-21.(8:58)

Please read this user manual first!

Dear Customer,

Thank you for selecting a Beko product. We hope that you get the best results from your product which has been manufactured with high quality and state-of-the-art technology. Therefore, please read this entire user manual and all other accompanying documents carefully before using the product.

Follow all warnings and information in the user manual. Thus, you protect yourself and your product against possible dangers.

Keep the user manual. If you hand over the product to someone else, provide the user manual as well. The manual contains warranty conditions, operation and troubleshooting methods for your product.

If you have any questions or concerns, please call our contact centre or find help and information online at www.beko.co.uk

Explanation of symbols

Throughout this user manual the following symbols are used:

Danger that could result in death or injury.

WARNING Danger that may result in property damage to the product or its environment

Important information or useful hints about usage.

Read the user manual.

Recyclable material.

Hot surface warning.

This product was manufactured using the latest technology in environmentally friendly conditions.

1 General safety instructions

This section contains safety instructions that will help protect from risk of personal injury or property damage.
Our company shall not be liable for any damages that may arise in case of failure to follow these instructions.

- ▶ Always have the installation and repairing procedures carried out by the Authorised Service Agent.
- ▶ Only use original spare parts and accessories.
- ▶ Unless explicitly stated in the user's manual, do not repair or replace any part of any product.
- ▶ Do not make technical modifications in the product.

⚠ 1.1 Intended Purpose

- ▶ This product is designed to be used in indoor areas, homes and similar locations. For example;

- Personnel kitchens of stores, offices and other work environments;
- Farmhouses;
- By customers of hotels, motels and other accommodation facilities
- Bed and breakfasts, hostel-like environments
- Common areas of apartment blocks or laundries

Use the product only for washing textiles with a machine-washable label attached by the manufacturer. The product is not intended for commercial use.

⚠ 1.2 Safety of children, vulnerable persons and pets

- ▶ This product can be used by children at and above 8 years old and by persons whose physical, sensory or mental capabilities were not fully developed or who lack experience and knowledge provided that they are supervised or trained on the safe usage of the product and the risks it brings out.
- ▶ Children under the age of 3 should be kept away unless continuously supervised.
- ▶ Electrical products are dangerous for the children. Children or pets should not play with, climb on top or inside the product. Check inside the product before use.
- ▶ Use child lock to prevent children from intervening with the product.

- Do not forget to close the loading door when leaving the room where the product is located. Children and pets may get locked inside and drown.
- Children should not perform cleaning and user maintenance works without an adult's supervision.
- Keep packaging materials away from children. Danger of injury and drowning.
- Keep all detergents and additives used for the product away from children's reach.
- Cut the power cable and break and deactivate the locking mechanism of the loading door before disposing of the product for children's safety.

1.3 Electrical safety

- Product should be unplugged during installation, maintenance, cleaning and repair procedures.
- If the power cable is damaged, it must be replaced by the authorized service in order to avoid possible risks.
- Do not tuck the power cable under and behind the product. Do not place heavy objects on the power cable. Do not over bend, crush and touch the power cable to sources of heat.
- Do not use extension cables, multi sockets or adaptors for powering the product.
- The plug should be easily accessible. If this is not possible, follow the electricity regulations of the electrical wiring the product is connected to, and there should be a mechanism (fuse, switch, contact breaker, etc.) to separate all poles from the mains.
- Do not touch the plug with wet hands.
- Unplug the appliance by holding and pulling the plug, not its cord.
- Make sure the plug is not wet, dirty or dusty.

⚠ 1.4 Moving Safety

- Unplug the product before moving, remove the water outlet and water main connections. Drain any water left inside the product.
- The product is heavy, do not move alone. Do not hold extruding parts such as the laundry loading door to lift and move the product. The upper tray should be tightly fixed for moving.
- Your product is heavy; it should be carried carefully by two people if a staircase is involved. It may cause injuries if your product falls on you. Do not hit and drop the product while carrying.

- Carry the product in an upright position.
- Make sure that the hoses as well as the power cable are not folded, pinched or crushed after the product is fitted into its place after installation or cleaning procedures.

⚠ 1.5 Installation Safety

- Check the information on the manual and installation instructions to prepare the product for installation and make sure the electrical mains, clean water mains and water outlet are suitable. If not, call a qualified electrician and plumber to have them make the necessary arrangements. These operations are the responsibility of the customer.
- Check for any damages before installing the product. Do not go ahead with the installation if the product is damaged.
- Injuries may occur if hands are put into uncovered slots. Close the holes of the transportation safety bolts with plastic plugs.
- Do not install or leave the product at locations where it may be exposed to external environment conditions.
- Do not install the product at locations where the temperature drops below 0ºC.
- Do not place the product on a carpet or similar surface. It would create fire hazard since it cannot receive air from underneath.
- Place the product on a clean, even and hard floor and balance with the adjustable feet.
- Connect the product to a grounding plug protected by a fuse suitable to the current values on the type label. Make sure the grounding is carried out by an expert electrician. Do not use the product without suitable grounding to local/national regulations.
- Plug the product in a socket with voltage and frequency values suitable to those indicated on the type label.
- Do not plug the product in loose, displaced, broken, dirty, oily sockets or sockets with risk of water contact.
- Use the new hose set provided with the product. Do not re-use old hose sets. Do not make additions to the hoses.
- Connect the water inlet hose directly to the water tap. The pressure from the tap should be minimum 0.1 MPa (1 bar) and maximum 1MPa (10 bars). 10 to 80 litres of water should be running from the tap in a minute in order for the product to function properly. If the water pressure is above 1 MPa (10 Bars), a pressure-reducing valve should be fitted. The maximum allowed temperature is 25°C.

- Fit the end of the water discharge hose to the dirty water discharge drain, the sink or the bathtub.
- Place the power cable and houses in locations without risk of tripping.
- Do not install the product behind a door, a sliding door or at another location that will prevent the door from opening completely.
- If a drier is to be placed on the product, fix with a suitable connection apparatus obtained from the authorized service.
- There is a risk of contact with electrical pieces when the upper trays is removed. Do not dismantle the upper tray of the product.
- Place the product at least 1 cm away from the edges of furniture.

⚠ 1.6 Usage Safety

- Only detergents, softeners and additives suitable for washing machines should be used.
- Never use any chemical solvents in the product. These materials have the risk of explosion.
- Do not operate defective or damaged products. Unplug the product (or turn off the fuse it is connected to), turn off the water tap and call an authorized service.
- Do not place sources of ignition (burning candle, cigarettes, etc.) or sources of heat (irons, furnaces, ovens, etc.) on top of or near the product. Do not put inflammable/explosive materials near the product.
- Do not stand on top of the product.
- Unplug the product and turn off the tap if you will not be using the product for long periods.
- Detergent/maintenance materials may splash out of the detergent drawer if it is opened while the machine is working. Contact of the detergent with your skin and eyes is dangerous.
- Make sure pets do not climb inside the product. Check inside the product before use.
- Do not force open the locked loading door. The door will open once the washing is completed. If the door does not open, use the solutions for “loading door does not open” error in the Troubleshooting section.
- Do not wash elements contaminated with gasoline, kerosene, benzene, reducers, alcohol or other inflammable or explosive materials and industrial chemicals.
- Do not directly use dry cleaning detergent and do not wash, rinse or spin laundry contaminated with dry cleaning detergent.

- ▶ Do not place your hands into the rotating drum. Wait until the drum no longer rotates.
- ▶ Do not place your hand or a metal object under the washing machine.
- ▶ If washing laundry at high temperatures, the discharged washing water would burn your skin if in contact with your skin, for ex. When the discharge hose is connected to the tap. Do not touch the discharge water.
- ▶ Take the following precautions to prevent formation of biofilm and malodours:

- Make sure the room where the washing machine is placed is well ventilated.
- Wipe the bellows and loading door glass with a dry and clean cloth at the end of the program.

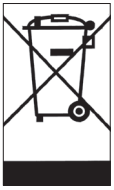
- ▶ The glass of the loading door will heat up when washing at high temperatures. Therefore, do not allow especially children to touch the glass part of the loading door during washing.

⚠ 1.7 Maintenance and cleaning safety

- ▶ Do not wash the product with pressure washers, by spraying vapour, water or pouring water.
- ▶ Do not use sharp and abrasive tools while cleaning the product. Do not use household cleaners, soap, detergent, gas, gasoline, thinner, alcohol, varnish, etc. while cleaning.
- ▶ Cleaning agents containing solvents might reek poisonous fumes, for ex. Cleaning solvent. Do not use cleaning products containing solvents.
- ▶ There may be detergent residues in the detergent drawer when you open it for cleaning.
- ▶ Do not dismantle the filter of the discharge pump while the product is running.
- ▶ The temperature in the machine may rise up to 90ºC. Clean the filter after the water in the machine cools down in order to avoid risk of getting burnt.

2 Important instructions for environment

2.1 Compliance with WEEE Directive



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).
This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Do not dispose of the waste product with normal domestic and other wastes at the end of its service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

Compliance with RoHS Directive:
The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

2.2 Package information

Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

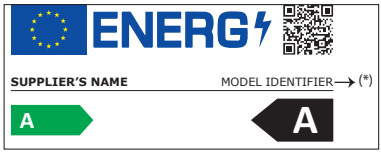
3 Intended use

- This product has been designed for domestic use. It is not for commercial purposes or it should not be used out of its intended use.
- The product must only be used for washing and rinsing of laundry that are marked accordingly.
- The manufacturer waives any responsibility arisen from incorrect usage or transportation.
- The service life of your product is 10 years. During this period, original spare parts will be available to operate the appliance properly.
- This appliance is intended to be used in household and similar applications such as:

– staff kitchen areas in shops, offices and other working environments;
– farm houses;
– by clients in hotels, motels and other residential type environments;
– bed and breakfast type environments;
– areas for communal use in blocks of flats or in launderettes.

4 Technical specifications

Supplier name or trademark	Beko
Model name	B3W5942IW
	7178542300
Rated capacity (kg)	9
Maximum spin speed (rpm)	1400
Built-in	No
Height (cm)	84
Width (cm)	60
Depth (cm)	58
Single Water inlet / Double Water inlet	• / -
• Available	
Electrical input (V/Hz)	230 V / 50Hz
Total current (A)	10
Total power (W)	2200
Main model code	1321

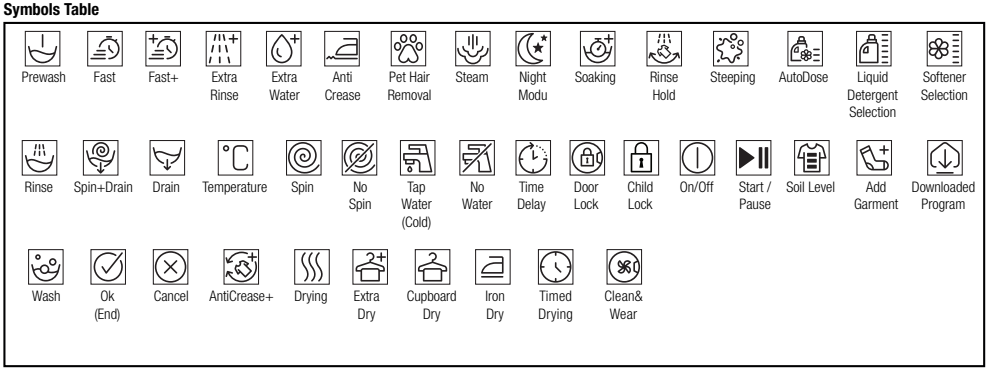


The model information as stored in the product database can be reached by entering following website and searching for your model identifier (*) found on energy label.

https://eprel.ec.europa.eu/

WARNING: Consumption values are applicable for cases where the wireless network connection is off.

Symbols Table



4.1 Installation

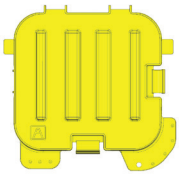
Please read the “Safety Instructions” section first!

- Apply to the nearest authorized service agent for the installation of your product.
- Preparation of the location and electrical, tap water and waste water installations at the place of installation is under customer's responsibility.
- Make sure that the water inlet and discharge hoses as well as the power cable are not folded, pinched or crushed while pushing the product into its place after installation or cleaning procedures.
- Make sure that the installation and electrical connections of the product are performed by authorized service agent. Manufacturer shall not be held responsible for damages caused by operations performed by unauthorized persons.
- Prior to installation, visually check if the product has any defects on it. Do not have it installed if the appliance is damaged. Damaged products cause risks for your safety.

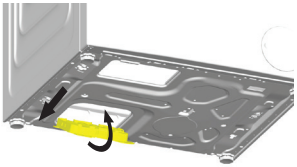
4.1.1 Appropriate installation location

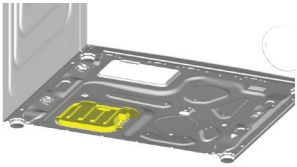
- Place the product on a solid and level floor. Do not place it onto a carpet with high pile or other similar surfaces. Inappropriate floor may cause problems of noise and vibration.
- Total weight of the washing machine and the dryer -with full load- when they are placed on top of each other reaches to approx. 180 kilograms. Place the product on a solid and flat floor that has sufficient load carrying capacity!
- Do not place the product on the power cable.
- Do not install the product at places where temperature may fall below 0ºC. Freezing might damage your product.
- Leave a minimum space of 1 cm between the product and the furniture.
- If you will install the product on a surface with steps, never place it close to the edge.
- Do not place the product on any platform.
- Do not place heat sources such as Hobs, Irons, Ovens, etc. on the washing machine and do not use them on the product.

4.1.2 Assembly of bottom panel covers

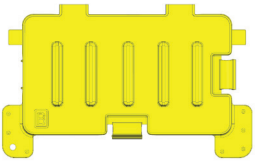


Cover A

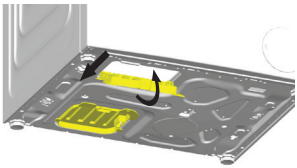


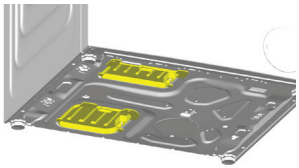


Tilt the machine back slightly. Rest the tabs of Cover A against the lower panel. Complete the assembly by rotating the cover.

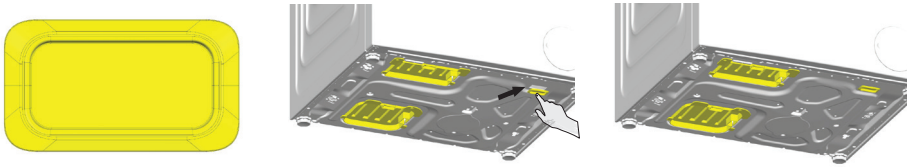


Cover B





Rest the tabs of Cover B against the lower panel. Complete the assembly by rotating the cover.

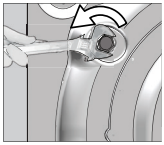
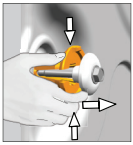
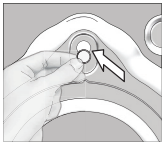


Cap

Insert the cap by pushing it with your finger.

4.1.3 Removing transportation safety bolts

1 Loosen all transportation safety bolts with an appropriate wrench until they turn freely.
2 Stretch the internal component by pressing on the holding areas and pull the component out.
3 Attach the plastic covers supplied in the User Manual bag into the holes on the rear panel.

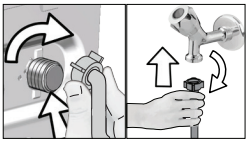




WARNING	Remove the transportation safety bolts before operating the product! Otherwise, the product will get damaged.
WARNING	Keep the transportation safety bolts in a safe place to reuse when the product needs to be moved again in the future.
	Install the transportation safety bolts in reverse order of the disassembly procedure.
	Never move the product without the transportation safety bolts properly fixed in place!

4.1.4 Connecting to water supply

WARNING	Models with a single water inlet shall not be connected to the hot water tap. In such a case the laundry will get damaged or the product will switch to protection mode and will not operate.
	Do not use old or used water inlet hoses on a new product. It may cause water leakage from your machine and stain your laundry.

1 Tighten all hose nuts by hand Never use a tool when tightening the nuts.
2 Open the taps completely after making the hose connection to check for water leaks at the connection points. If any leak occurs, turn off the tap and remove the nut. Check the gasket and tighten the nut carefully again. In order to prevent the water leaks and resultant damages, keep the taps closed when you do not use the product.

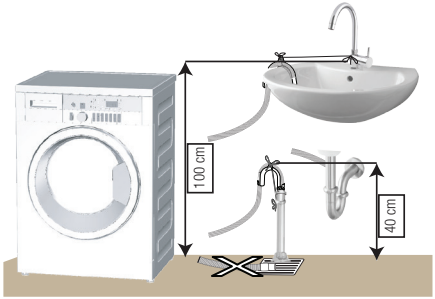


4.1.5 Connecting the drain hose to the drain

- Attach the end of the drain hose directly to waste water drain, washbasin or bathtub.

⚠	Your house will be flooded if the drain hose is dislocated during water draining. There is also a risk of burning due to the high washing temperatures! In order to prevent such situations and make sure that the product performs water intake and drain processes without any problem, fix the drain hose securely.

- Connect the drain hose to a minimum height of 40 cm and a maximum height of 100 cm.
- In case the drain hose is elevated after laying it on the floor level or close to the ground (less than 40 cm above the ground), water draining becomes more difficult and the laundry may come out excessively wet. Thus, follow the heights provided in the figure.

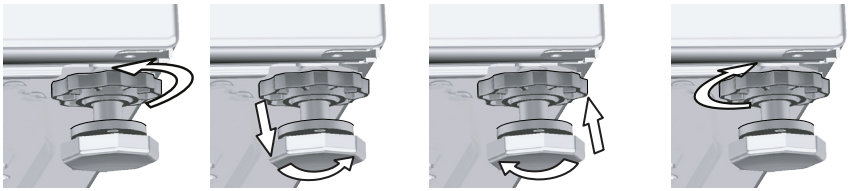


- To prevent the waste water to go back into the product again and to ensure easy drainage, do not immerse the end of the hose into the waste water or do not insert it into the drain for more than 15 cm. If it is too long, cut it short.
- The end of the hose should not be bent, it should not be stepped on and the hose must not be pinched between the drain and the product. Otherwise, water discharge issues may emerge.
- If the length of the hose is too short, use it by adding an original extension hose. The length of the hose shall not be longer than 3.2 m. To prevent water leaks, always secure the connection between the extension hose and the drain hose of the product with a suitable clamp so that it does not come off and cause leaks.

4.1.6 Adjusting the feet

WARNING	In order to ensure that the product operates more silently and vibration-free, it must stand level and balanced on its feet. Ensure that the product is balanced by adjusting the feet. Otherwise, the product may move from its place and cause crushing, noise and vibration problems.
	Do not use any tools to loosen the lock nuts. Otherwise, they will get damaged.

1 Loosen the lock nuts on the feet by hand.
2 Adjust the feet until the product stands level and balanced.
3 Tighten all lock nuts again by hand.



4.1.7 Electrical connection

Connect the product to a grounded outlet protected by a 13 A fuse. Our company shall not be liable for any damages that may arise when the product is used without grounding in accordance with the local regulations.

- Connection must comply with national regulations.
- The electrical connection cable infrastructure of the product must be adequate and suitable for product requirements. It is recommended to use a residual current device.
- Power cable plug must be within easy reach after installation.
- If the current value of the fuse or breaker in the house is less than 13 Amps, have a qualified electrician install a 13 Amp fuse.
- The voltage specified in the "Technical specifications" section must be equal to your mains voltage.
- Do not make connections via extension cables or multi-plugs. Overheating and burning may occur due to the connecting cable.

⚠	Damaged power cables should be replaced by the authorized service in order to prevent possible danger.

Electrical requirements

Before you insert the plug into the wall socket make sure that the voltage and the frequency shown in the rating label corresponds to your electricity supply.

We recommend that this appliance be connected to the mains supply via a suitable switched and fused socket in a readily accessible position.

Should the mains lead of the appliance become damaged or need replacing at any time, it must be replaced by a special purpose made mains lead which can only be obtained from an Authorised Service Agent.

WARNING	This appliance must be earthed

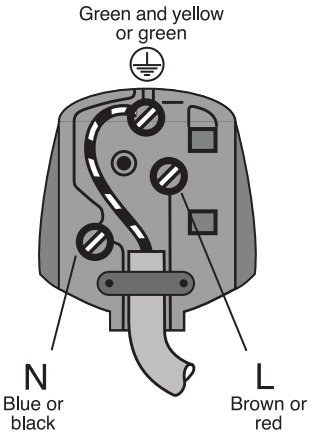
If the fitted moulded plug is not suitable for your socket, then the plug should be cut off and an appropriate plug fitted.

Destroy the old plug, a cut off plug with a bare cord could cause a shock hazard if inserted into a socket elsewhere in the house.

The moulded plug on this appliance incorporates a 13A fuse. Should the fuse need to be replaced an ASTA approved BS1362 fuse of the same rating must be used. Do not forget to refit the fuse cover. In the event of losing the fuse cover, the plug must not be used until a replacement fuse cover has been fitted. Colour of the replacement fuse cover must be the same colour as that visible on the pin face of the plug. Fuse covers are available from any good electrical store.

Important

Fitting a different plug



As the colours of the wires in the mains lead of this appliance may not correspond with the coloured markings identifying the terminals on your plug, proceed as follows:

1 Connect the green - yellow or green (earth) wire to the terminal in the plug marked ‘E’ or with the symbol ⏚ or coloured green and yellow or green.

2 Connect the blue (neutral) wire to the terminal in the plug marked ‘N’ or coloured black.

3 Connect the brown (live) wire to the terminal in the plug marked ‘L’ or coloured red.

With the alternative plugs a 13A fuse must be fitted either in the plug or adaptor or in the main fuse box. If in doubt contact a qualified electrician.

Transportation of the product

1. Unplug the product before transporting it.
2. Remove water drain and water supply connections.
3. Drain all water that has remained in the product.
4. Install transportation safety bolts in the reverse order of removal procedure.

	Never move the product without the transportation safety bolts properly fixed in place!
WARNING	Packaging materials are dangerous to children. Keep packaging materials in a safe place away from reach of the children.

4.1.8 Initial use

Before starting to use the product make sure that the preparations described in section “Environmental instructions” and “Installation”. To prepare the product for washing laundry, perform first operation in Drum Cleaning programme. If this program is not available in your product, apply the method which is described in section "Cleaning the loading door and the drum".

	Some water has remained in the product due to the quality control processes in the production. It is not harmful for the product.

4.2 Preparation

Please read the “Safety Instructions” section first!

4.2.1 Sorting the laundry

- Sort laundry according to type of fabric, colour, and degree of soiling and allowable water temperature.
- Always observe the instructions given on the garment care labels.

4.2.2 Preparing laundry for washing

- Laundry items with metal attachments such as, underwiring, belt buckles or metal buttons will damage the product. Remove the metal pieces or wash such clothes by putting them in a laundry bag or pillow case.
- Take out all substances in the pockets such as coins, pens and paper clips, and turn pockets inside out and brush. Such objects may damage the product or cause noise problem.
- Put small size clothes such as infant’s socks and nylon stockings in a laundry bag or pillow case.
- Place curtains in without compressing them. Remove curtain attachment items. Curtain attachment items may cause pulling and tearing on the curtain.
- Fasten zippers, sew loose buttons and mend rips and tears.
- Wash “Machine washable” or “Hand washable” labelled products only with an appropriate programme.
- Do not wash colours and whites together. New, dark coloured cottons release a lot of dye. Wash them separately.
- Tough stains must be treated properly before washing.
- Wash trousers and delicate laundry turned inside out.
- Laundry that are subjected to materials such as flour, lime dust, milk powder, etc. intensely must be shaken off before placing into the product. Such dusts and powders on the laundry may build up on the inner parts of the product in time and can cause damage.

4.2.3 Tips for energy and water saving

Following information will help you use the product in an ecological and energy/water-efficient manner.

- Operate the product in the highest load capacity allowed for the programme you have selected, but do not overload. See “Programme and consumption table“.
- Observe the temperature instructions on the detergent packaging.
- Wash slightly soiled laundry at low temperatures.
- Use faster programmes for small quantities of lightly soiled laundry.
- Do not use prewash and high temperatures for laundry that is not heavily soiled or stained.
- If you plan to dry your laundry in a dryer, select the highest spin speed recommended during washing process.
- Do not use more detergent than the recommended on the detergent packaging.

4.2.4 Loading the laundry

1 Open the loading door.
2 Put the laundry items into the product in a loose manner.
3 Push the loading door to close until you hear a locking sound. Ensure that no items are caught in the door. The loading door is locked while a programme is running. The door lock will open immediately after the washing programme has ended. Then you can open the loading door. If the door does not open, apply the solutions provided for “Loading door cannot be opened.” error in the Troubleshooting section.

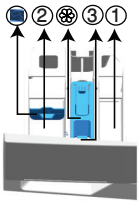
4.2.5 Correct load capacity

The maximum load capacity depends on the type of laundry, the degree of soiling and the desired washing programme.
The product automatically adjusts the water amount according to the weight of the laundry put inside it.

Follow the information in “programme and consumption table”. When overloaded, product’s washing performance will drop. Moreover, noise and vibration problems may occur.

4.2.6 Using detergent and softener

WARNING	Read the manufacturer instructions on the package while using detergents, softeners, starch, bleach and decolourants, anti-limescale and follow the dosage information provided. Use a measuring cup, if any.



The detergent drawer comprises of three compartments:
– (1) for prewashing
– (2) for main washing
– (3) for softener
– (❀) there is also a syphon piece in the softener compartment.
– (▬) there is also a liquid detergent apparatus for liquid detergent use in the main washing compartment.

Detergent, softener and other cleaning agents

- Add detergent and softener before starting the washing programme.
- Do not leave the detergent drawer open when the washing program is on!
- If you are using a program without pre-washing, do not put detergent in the pre-washing compartment (compartment no. “1”).
- Do not put liquid detergent in the pre-washing compartment (compartment no. “1”) in a program with pre-washing.
- Do not select a program with pre-washing if you are using a detergent bag or dispensing ball. Place the detergent bag or the dispensing ball directly among the laundry in the product.
- If you are using a liquid detergent, follow the directions under “Liquid detergent use” and do not forget to bring the liquid detergent apparatus to the correct position.

Choosing the detergent type

Detergent type to be used depends on the washing programme, fabric type and colour.

- Use different detergents for coloured and white laundry.
- Wash your delicate clothes only with special detergents (liquid detergent, wool shampoo, etc.) intended solely for delicate clothes and at suggested programmes.
- When washing dark coloured clothes and quilts, it is recommended to use liquid detergent.
- Wash woollens at suggested programme with special detergent made specifically for woollens.
- Please review the programme descriptions part for suggested programme for different textiles.
- All recommendations about detergents are valid for selectable temperature range of programmes.

⚠	Only detergents, softeners and additives suitable for washing machines should be used.
	Do not use soap powder.

Adjusting the detergent amount

The amount of detergent depends on the amount of laundry, how soiled they are and the water hardness.

- Do not exceed the recommended dosage values on the detergent packaging in order to eliminate excessive foam and poor rinsing problems, to save money and protect the environment.
- Use lesser amounts of detergent for fewer or less soiled laundry.

Using softeners

Put the softener in the softener compartment of the detergent drawer.

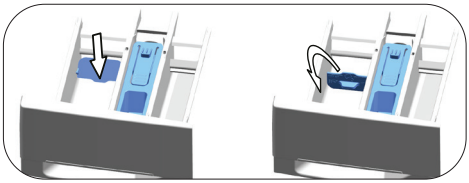
- Do not exceed the (>max<) level sign in the softener compartment.
- If the softener is not fluid, dilute with water before placing in the softener compartment.

WARNING	Do not use liquid detergents or other materials with cleaning properties unless they are intended for use in washing machines for softening the laundry.

Using liquid detergents

If the product has a liquid detergent apparatus

- Press and rotate the apparatus at where it is shown when you want to use liquid detergents. The part falling below will serve as a barrier for liquid detergent.
- Clean with water at its place or by removing from its place when it is necessary. Do not forget to place the apparats in the main washing compartment (compartment no. “2”) after cleaning.
- The apparatus should be up if you will use a powder detergent.



Use of gel and tablet detergents

- If the detergent is fluid and there is no liquid detergent compartment in your product, place the gel detergent in the main washing detergent compartment in first water intake. If your product has a liquid detergent compartment, fill the compartment with detergent before starting the program.
- If the gel detergent is not fluid or is in a capsule liquid tablet, place directly inside the drum before washing.
- Put the tablet detergent in the main washing compartment (compartment no. “2”) or directly inside the drum before washing.

Using starch

- Put in the liquid starch, powder starch or fabric dye in the softener compartment.
- Do not use softener and starch in the same washing program simultaneously.
- Wipe the inside of the product with a damp and clean cloth after using starch.

Using anti-limescale

- When necessary, only use anti-limescale produced for washing machines.

Using bleach and decolourants

- Select a program with pre-washing and add bleach at the start of pre-washing. Do not put detergent in the pre-washing compartment. As an alternative application, select a program with additional rinsing and add the bleach while the product is receiving water to the detergent compartment in the first rinsing step.
- Do not mix and use bleach and detergent together.
- As bleach may cause skin irritation use only small amounts (1/2 tea cups - approximately 50 ml and rinse the laundry well.
- Do not pour bleach directly onto the laundry.
- Do not use bleach for coloured clothes.
- Select a program with low temperature washing while using oxygen-based decolourants.
- Oxygen-based decolourants can be used together with detergents. However, if it does not have the same viscosity as the detergent, first place the detergent in compartment no. “2” in the detergent drawer and wait for the product to rinse away the detergent during water intake. Add the decolourant to the same compartment while the machine continues taking in water.

4.2.7 Tips for efficient washing

		Clothes			
		Light Colours and Whites	**Colours**	**Black/Dark Colours**	**Delicates/ Woollens/Silks**
		(Recommended temperature range based on soiling level: 40-90 oC)	(Recommended temperature range based on soiling level: cold -40°C)	(Recommended temperature range based on soiling level: cold -40°C)	(Recommended temperature range based on soiling level: cold -30°C)
Soiling Level	**Heavily Soiled** (difficult stains such as grass, coffee, fruits and blood.)	It may be necessary to pre-treat the stains or perform prewash. Powder and liquid detergents recommended for whites can be used at dosages recommended for heavily soiled clothes. It is recommended to use powder detergents to clean clay and soil stains and the stains that are sensitive to bleaches.	Powder and liquid detergents recommended for colours can be used at dosages recommended for heavily soiled clothes. It is recommended to use powder detergents to clean clay and soil stains and the stains that are sensitive to bleaches. Detergents which do not contain bleach should be used.	Liquid detergents suitable for colours and dark colours can be used at dosages recommended for heavily soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.
	Normally Soiled (For example, stains caused by body on collars and cuffs)	Powder and liquid detergents recommended for whites can be used at dosages recommended for normally soiled clothes.	Powder and liquid detergents recommended for colours can be used at dosages recommended for normally soiled clothes. Detergents which do not contain bleach should be used.	Liquid detergents suitable for colours and dark colours can be used at dosages recommended for normally soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.
	Lightly Soiled (No visible stains exist.)	Powder and liquid detergents recommended for whites can be used at dosages recommended for lightly soiled clothes.	Powder and liquid detergents recommended for colours can be used at dosages recommended for lightly soiled clothes. Detergents which do not contain bleach should be used.	Liquid detergents suitable for colours and dark colours can be used at dosages recommended for lightly soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.

4.2.8 Displayed Program Duration

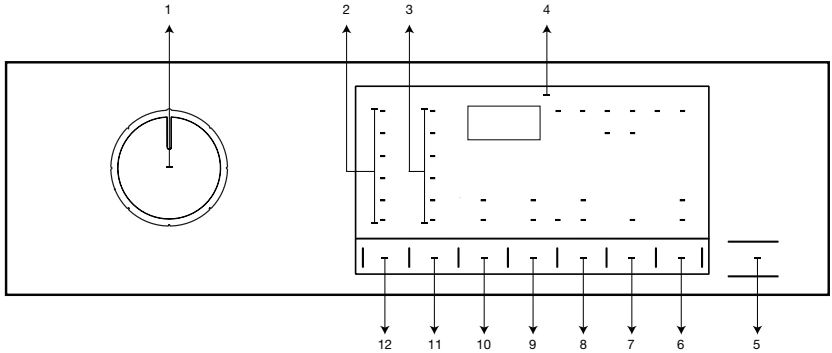
You can view the programme duration on the display of your machine while selecting a programme. Depending on the amount of laundry you have loaded into your machine, foaming, unbalanced load conditions, fluctuations in power supply, water pressure and program settings, the programme duration is automatically adjusted while the programme is running.

SPECIAL CASE: At programme start of Cottons and Cotton Eco programmes, display shows the duration of half load. It is the most common use case. After programme starts, in 20-25 minutes actual load is detected by the machine. And if the detected load is higher than half load; washing program will be adjusted accordingly and program duration increased automatically. You may follow this change on the display.

4.3 Operating the product

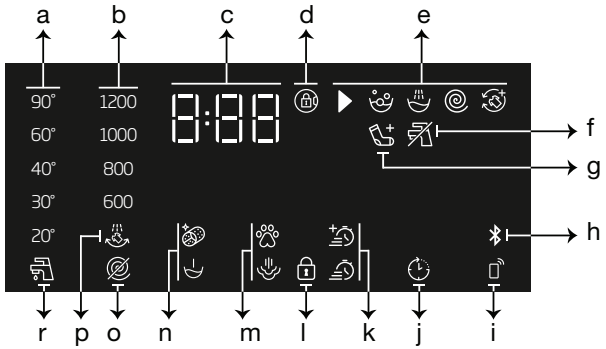
Please read the “Safety Instructions” section first!

4.3.1 Control panel



1 - Programme Selection knob
2 - Temperature level lights
3 - Spin level indicator lights
4 - Display
5 - Start / Pause button
6 - Remote Control button.
7 - End Time Setting button
8 - Auxiliary Function button 3
9 - Auxiliary Function button 2
10 - Auxiliary Function button 1
11 - Spin speed adjustment button
12 - Temperature adjustment button

4.3.2 Display symbols



a- Temperature indicator
b- Spin speed indicator
c- Duration information
d - Door lock is engaged symbol
e- Programme follow-up indicator
f- No Water indicator
g - Add Garment indicator
h- Bluetooth Connection indicator
i- Remote Control indicator
j - Delayed Start Enabled indicator
k - Auxiliary Function indicators 3
l- Child Lock is Engaged symbol
m- Auxiliary Function indicators 2
n- Auxiliary Function indicators 1
o- No Spin Indicator
p- Rinse Hold Indicator
r- Cold Water indicator

The visuals used for machine description in this section are schematic and may not match exactly with the features of your machine.

4.3.3 Programme and consumption table

EN						Auxiliary functions					
Programme		Max. Load (kg)	Water Consumption (l)	Energy Consumption (kWh)	Max. Speed	Steam	Fast+	Prewash	Extra Rinse	Anti Crease+	Selectable temperature range °C
Cottons	90	9	98	2,75	1400	•	•	•	•	•	Cold - 90
	60	9	98	2,00	1400	•	•	•	•	•	Cold - 90
	40	9	95	1,10	1400	•	•	•	•	•	Cold - 90
Eco 40-60	40 ***	9	57	0,855	1400						40-60
	40 ***	4,5	42	0,560	1400						40-60
	40 ***	2,5	36	0,325	1400						40-60
Synthetics	60	4	76	1,60	1200	•	•	•	•	•	Cold - 60
	40	4	74	1,10	1200	•	•	•	•	•	Cold - 60
Quick / Super Quick	90	9	75	2,30	1400	•	•		•	•	Cold - 90
	60	9	75	1,30	1400	•	•		•	•	Cold - 90
	30	9	75	0,25	1400	•	•		•	•	Cold - 90
Quick / Super Quick + Fast+	30	2	45	0,15	1400	•	•		•	•	Cold - 90
Hand Wash	40	2	60	0,60	1200				•		Cold - 40
Sports	40	4	60	0,65	1200			•			Cold - 40
Drum Clean	90	-	80	2,60	600	*					90
Dark Care	40	4	86	1,05	1200	•	•	•	*	•	Cold - 40
SteamTherapy	-	1	1,1	0,11	-	*					-
StainExpert	60	5	86	1,85	1400		•	•			30-60
Anti Allergy	90	9	125	3,00	1400	*			*		20-90
Duvet	60	-	100	1,60	800	•			•		Cold - 60
Shirts	60	4	70	1,40	800	•	•	•	•	•	Cold - 60
Downloaded Programme*****											
Mix	40	4	83	1,10	800	•	•	•		•	Cold - 40
Curtain	40	2	98	0,90	800		•		•		Cold - 40
Soft Toys	40	2	80	0,90	600				*		Cold - 40
Towel	40	4	115	1,60	800	•			*		Cold - 60

• : Selectable.
* : Automatically selected, cannot be cancelled.

*** : Eco 40-60 with 40 °C temperature selection is the test programme in accordance with EN 60456:2016/A11:2020 and energy label with Commission Delegated Regulation (EU) 2019/2014

***** : These programmes can be used with the HomeWhiz application. Energy consumption may increase with connection.

- : See the programme description for maximum load.

	The auxiliary functions in the table may vary according to the model of your machine.
	Water and power consumption may vary subject to the changes in water pressure, water hardness and temperature, ambient temperature, type and amount of laundry, selection of auxiliary functions and spin speed, and changes in electric voltage.
	You can see the washing duration on the display of your machine while selecting a programme. Depending on the amount of laundry you have loaded into your machine, there may be a difference of 1-1.5 hours between the duration shown on the display and the actual duration of the wash cycle. Duration will be automatically updated soon after the washing starts.
	"Selection patterns for auxiliary functions can be changed by the manufacturer company. New selection patterns can be added or removed." "The spin speed of your machine may vary according to the programme; this spin speed cannot exceed the max. spin speed of your machine."
	Always select the lowest appropriate temperature. The most efficient programmes in terms of energy consumption are generally those that perform at lower temperatures and longer duration.
	Noise and remaining moisture content are influenced by the spinning speed: the higher the spinning speed in the spinning phase, the higher the noise and the lower the remaining moisture content.

Consumption Values (EN)

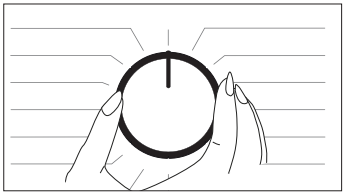
	Temperature Selection (°C)	Spin Speed (rpm)	Capacity (kg)	Programme Duration (hh:mm)	Energy Consumption (kWh/cycle)	Water Consumption (L/cycle)	Laundry Temperature (°C)	Remaining Moisture Content (%)
Eco 40-60	40	1400	9	03:48	0,855	57	35	53,9
	40	1400	4,5	02:53	0,560	42	32	53,9
	40	1400	2,5	02:53	0,325	36	24	53,9
Cottons	20	1400	9	03:40	0,750	95	20	53,9
Cottons	60	1400	9	03:40	2,000	98	60	53,9
Synthetics	40	1200	4	02:20	1,100	74	40	40
Quick / Super Quick	30	1400	9	00:28	0,250	75	23	62
The values given for programmes other than the eco 40-60 programme are indicative only.								

4.3.4 Programme selection

1 Determine the programme suitable for the type, quantity and soiling level of the laundry in accordance with "Programme and consumption table".

	Programmes are limited with the highest spin speed appropriate for that particular type of fabric.
	When selecting a programme, always consider the type of fabric, colour, degree of soiling and permissible water temperature.

2 Select the desired programme with the **Programme Selection** knob.



4.3.5 Programmes

• Eco 40-60

The Eco 40-60 programme is able to clean normally soiled cotton laundry declared to be washable at 40 °C or 60 °C, together in the same cycle, and that this programme is used to assess the compliance with the EU ecodesign legislation.

Although it washes longer than all other programmes, it provides high energy and water savings. Actual water temperature may be different from the stated wash temperature. When you load the machine with less laundry (e.g. ½ capacity or less), periods in programme stages may automatically get shorter. In this case, energy and water consumption will decrease.

• Cottons

You can wash your durable cotton laundry (sheets, bedlinen, towels, bathrobes, underwear etc.) in this programme. When the quick wash function button is pressed, programme duration becomes notably shorter but effective washing performance is ensured with intense washing movements. If the quick wash function is not selected, superior washing and rinsing performance is ensured for your heavily soiled laundry.

• Synthetics

You can wash your laundry (such as shirts, blouses, synthetic/cotton blended fabrics etc.) in this programme. The programme duration gets notable shorter and washing with high performance is ensured. If the quick wash function is not selected, superior washing and rinsing performance is ensured for your heavily soiled laundry.

• Hand Wash

Use to wash your woollen/delicate laundry. Select the appropriate temperature complying with the tag of your clothes. Your laundry will be washed with a very gentle washing action in order not to damage the clothes.

• Anti Allergy

Applying a steam step at the beginning of the programme allows to soften the dirt easily.

Use this programme for your laundry (baby clothes, bed sheets, bedlinen, underwear, etc. cotton items) that requires an anti-allergic and hygienic washing at high temperature with intensive and long washing cycle. The high level of hygiene is ensured thanks to the steam application before the programme, long heating duration and additional rinsing step.

• Programme was tested by „The British Allergy Foundation„ (Allergy UK) with the 60°C temperature option selected and it was certified in terms of its efficacy in eliminating allergens in addition to bacteria and mould.

BRITISH ALLERGY FOUNDATION • ALLERGY UK SEAL OF APPROVAL •	Allergy UK is the brand of the British Allergy Association. Seal of Approval is created to guide people that require recommendation about a product that the related product restricts / reduces / eliminates the allergens or reduces the allergen content significantly in the ambient where allergy patients exist. It aims to provide assurance that the products are tested scientifically or examined in a way to provide measurable results.

• Duvet

Use this programme to wash your fibre duvets that bear "machine washable" tag. Check that you have loaded the duvet correctly in order not to damage the machine and the duvet. Remove the duvet cover before loading the duvet into the machine. Fold the duvet into two and load it into the machine. Load the duvet into the machine paying attention to place it in a way that it will not contact the bellow or the glass.

Besides, use this programme to wash your coats, vest, jackets etc. containing feathers with a "machine-washable" label on them.

i	Do not load more than 1 double fibre duvet (200 x 200 cm).
	Do not wash your duvets, pillows and etc. that contain cotton in the machine.
!	**WARNING:** Do not use the washing machine to wash materials such as carpets, rugs etc. Permanent damage occurs in the machine.

• Spin+Drain
You can use this function to remove the water on the garment of drain the water in the machine.
• Rinse
Use when you want to rinse or starch separately.

• SteamTherapy
Use this programme to reduce the creases and ironing times of a small amount of unspotted cotton, synthetic or mixed laundry.

• Curtain
You can use this programme to wash your tulles and curtains. As their meshed texture causes excessive foaming, put little amount of detergent into the main wash compartment. Thanks to the special spin profile of the programme, tulles and curtains crease lesser. Do not load your curtains above the specified capacity in order not to damage them.

	It is recommended to use special detergents produced for curtains in the powder detergent compartment in this programme.

• Shirts
This programme is used to wash the shirts made from cotton, synthetic and synthetic blended fabrics altogether. It reduces wrinkles. When the quick wash function is selected, the Pre-treatment algorithm is executed.
• Apply the pre-treatment chemical on your garments directly or add it together with the detergent when the machine starts to take water in the powder detergent compartment. Thus, you can obtain the same performance as you obtain with normal washing in a much shorter period of time. Usage life of your shirts increases.

• Quick / Super Quick
Use this programme to wash your lightly soiled or unspotted cotton clothes in a short time. The programme duration can be reduced down to 14 minutes when the quick wash function is selected. When the quick wash function is selected, maximum 2 (two) kg of laundry must be washed.
• Dark Care
Use this programme to protect the colour of your dark-coloured garments or jeans. It performs high performance washing with special drum movement even if the temperature is low. It is recommended to use liquid detergent or woollen shampoo for dark coloured laundry. Do not wash your delicate clothes containing wool or etc.
• Mix
Use to wash your cotton and synthetic clothes together without sorting them.

• Sports
You can use this programme to wash sports and outdoors garments that contain cotton/synthetics mix and water repellent covers such as gore-tex etc. It makes sure your garments are washed gently thanks to special rotating movements.
• StainExpert
The machine has a special stain programme which enables the removal of different types of stains in the most effective way. Use this programme only for durable colourfast cotton laundry. Do not wash delicate and pigmenting clothes and laundry in this programme. Before washing, garment tags should be checked (recommended for cotton shirts, trousers, shorts, t-shirts, baby clothes, pyjamas, aprons, table clothes, bed sheets, duvet covers, pillowcases, bath-beach towels, towels, socks, cotton underwear that are suitable for washing at high temperature and long time). You can use automatic stain programme to wash 24 types of stains divided into three different groups that can be selected with the “Quick Wash” setting button. Below you can find the soil groups that can be selected with the “Quick Wash” setting button. Depending on the selected stain group, a special washing programme for which duration of rinse hold, washing action, washing and rinsing duration are modified.

Below you can find the soil groups that can be selected with the “Quick Wash” setting button:

When “Quick Wash” is not selected	When the “Quick Wash” button is pressed once	When the “Quick Wash” button is pressed twice
Sweat	Blood	Tea
Collar soil	Chocolate	Coffee
Meal	Pudding	Fruit juice
Mayonnaise	Grass	Ketchup
Salad dressing	Mud	Red wine
Make-up	Egg	Starch
Machine oil	Butter	Jam
Baby food	Curry	Coal

• Select the stain programme.
• Select the stain you want to clean by locating it in the groups above and selecting the related group with the quick auxiliary function button.
• Read the garment tag carefully and ensure that correct temperature and spin speed are selected.
• **Downloaded Programme**
This is a special programme that allows you to download different programmes when you want to. At the start, there is a programme you can see with the HomeWhiz application as default. However, you can use the HomeWhiz application to select a programme from the predetermined programme set, and then change and use it.

If you want to use HomeWhiz feature and Remote Control function, you must select Downloaded Programme. Detailed information can be found in 4.3.15 HomeWhiz Feature and Remote Control Function.

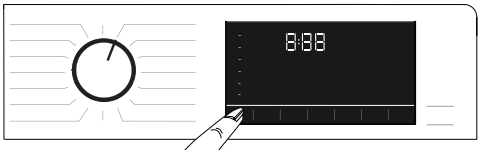
• **Soft Toys**
Soft toys must be washed in a delicate programme due to their delicate fabrics, and the fibre and accessories they contain. Thanks to its delicate washing movements and spinning profile, the soft toys programme protects the toys during washing. It is recommended to use liquid detergent.

Fragile toys with hard surfaces must not be washed under any circumstances.

Toys must not be washed together with your garments since they may harm laundry.

• **Towel**
Use this programme to wash durable cotton laundry such as towels. Load the towels into the machine paying attention to place them in a way that they will not contact the bellow or the glass.

4.3.6 Temperature selection



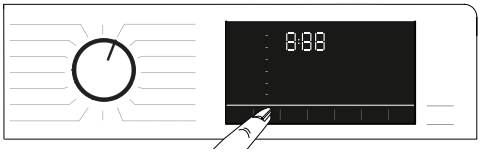
Whenever a new programme is selected, the recommended temperature for the programme appears on the temperature indicator. It is possible that the recommended temperature value is not the maximum temperature that can be selected for the current programme.
Press the **Temperature Adjustment button** to change the temperature. Temperature decreases gradually.

No change can be made in programmes where temperature adjustment is not allowed.

You can also change the temperature after the washing starts. This change can be made if the washing steps allow it. Changes cannot be made if the steps do not allow it.

> If you scroll to cold wash option and press Temperature Adjustment button again, the recommended maximum temperature for the selected programme appears on the display. Press the Temperature Adjustment button again to decrease the temperature.

4.3.7 Spin speed selection



Whenever a new programme is selected, the recommended spin speed of the selected programme is displayed on the **Spin Speed** indicator.

> It is possible that the recommended spin speed value is not the maximum spin speed that can be selected for the current programme.

Press the **Spin Speed Adjustment** button to change the spin speed. Spin speed decreases gradually.
Then, depending on the model of the product, "Rinse Hold " and "No Spin " options appear on the display.
If you are not going to unload your laundry immediately after the programme completes, you can use **Rinse Hold** function in order to prevent them from getting wrinkled when there is no water in the machine.
This function holds the laundry in the final rinsing water.
If you want to spin your laundry after the Rinse Hold function:
- Adjust the **Spin Speed**.
- Press **Start / Pause / Cancel**. The programme will resume. Machine drains the water and spins the laundry.
If you want to drain the water at the end of the programme without spinning, use **No Spin** function.

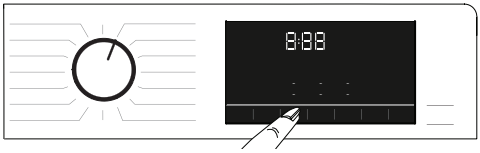
> No change can be made in programmes where spin speed adjustment is not allowed.

You can change the spin speed after the washing starts if the washing steps allow it. Changes cannot be made if the steps do not allow it.

Rinse hold

If you are not going to unload your clothes immediately after the programme completes, you can use rinse hold function to keep your laundry in the final rinsing water in order to prevent them from getting wrinkled when there is no water in the machine. Press Start / Pause button after this process if you want to drain the water without spinning your laundry. Programme will resume and complete after draining the water.
If you want to spin the laundry held in water, adjust the Spin Speed and press Start / Pause button.
The programme will resume. Water is drained, laundry is spun and the programme is completed.

4.3.8 Auxiliary function selection



Select the desired auxiliary functions before starting the programme. Whenever a programme is selected, icons of the auxiliary function symbol that is selected together with it illuminates.

> When an auxiliary function button that cannot be selected with the current programme is pressed, the washing machine will make a warning sound.

Also the frames of the auxiliary function selected for the current programme after the washing has started remains illuminated.

	Some functions cannot be selected together. If a second auxiliary function conflicting with the first one is selected before starting the machine, the function selected first will be cancelled and the second auxiliary function selection will remain active. For example, if you want to select Quick Wash after you have selected the Additional Water, Additional Water will be cancelled and Quick Wash will remain active.
	An auxiliary function that is not compatible with the programme cannot be selected. (See "Programme and consumption table")
	Some programmes have auxiliary functions that must be operated simultaneously. Those functions cannot be cancelled. The frame of the auxiliary function will not be illuminated, only inner area will be illuminated.

4.3.8.1 Auxiliary functions

• Prewash

A Prewash is only worthwhile for heavily soiled laundry. Not using the Prewash will save energy, water, detergent and time.

• Fast+

After selecting a programme, you can press the Quick Wash setting key to shorten the programme duration. For some programmes, the duration can shorten by over 50%. Despite this, the washing performance is good thanks to the changed algorithm.
Although it varies in each programme, when you press the Quick Wash key once, the programme duration decreases to a certain level, and when you press the same key for the second time, it drops to the minimum level. For a better washing performance, do not use the Quick Wash setting key when washing heavily soiled laundry. Shorten the programme duration by using the Quick Wash key for Moderately and Slightly soiled laundry.

• Steam

This function helps reduc ing the wrinkles on your cotton, synthetic and mixed laundry, shortening the ironing times, and removing the stains by softeningthem.
*Your laundry may be hotter at the end of the washing cycle when the steam function is applied at the end of the programme. This is an expected condition within the operating conditions of the programme.

	When you activate the steam function, do not use liquid detergent if the product does not have a liquid detergent cup or liquid dosing function. Otherwise, stains might remain on the clothes.

• Remote Control

You can use this auxiliary function key to connect your product to smart devices. For detailed information, see 4.3.15 HomeWhiz Feature and Remote Control Function.

• Customized Programme

This auxiliary function can only be used for Cotton and Synthetics programmes together with the HomeWhiz application. When this auxiliary function is activated, you can add up to 4 auxiliary rinsing steps to the programme. You can select and use some auxiliary functions even though they are not found on your product. You can increase and decrease the time of the Cottons and Synthetics programmes within a safe range.

	When the Customized Programme auxiliary function is selected, the washing performance and energy consumption will be different than the declared value.

4.3.8.2 Functions/Programmes Selected by Pressing the Function Keys for 3 Seconds

• Drum Clean 3"

Press and hold the auxiliary function button 1 for 3 seconds to select the programme. Use regularly (once in every 1-2 months) to clean the drum and provide the required hygiene. Steam is applied before the programme to soften the residues in the drum. Operate the programme while the machine is completely empty. To obtain better results, put powder lime-scale remover for washing machines into the detergent compartment no. „2“. When the programme is over, leave the loading door ajar so that the inside of the machine gets dry.

	This is not a washing programme. It is a maintenance programme.
	Do not run the programme when there is something in the machine. If you try to do so, the machine detects that there is load inside and aborts the programme.

• Anti Crease+ 3"

This function is selected when the spin selection button is pressed and held for 3 seconds and the programme follow-up light for the relevant step turns on. When the function is selected, the drum rotates for up to 8 hours for preventing the laundry from creasing at the end of the programme. You can cancel the programme and take your laundry out at any time during the 8-hour duration. Press the function selection key or the machine on/off key to cancel the function. The programme follow-up light will remain on until the function is cancelled or the step is complete. If the function is not cancelled, it will be active in the subsequent washing cycles as well.

• Extra Rinse 3"

This function is selected when the auxiliary function button 2 is pressed and held for 3 seconds.
This function enables the product to make another rinsing in addition to the one already made after the main wash. Thus, the risk for sensitive skins (babies, allergic skins, etc.) to be effected by the minimal detergent remnants on the laundry can be reduced.

• Child lock 3”

Use Child Lock function to prevent children from tampering with the machine. Thus you can avoid any changes in a running programme.

	You can switch on and off the machine with On / Off button when the Child Lock is active. When you switch on the machine again, programme will resume from where it has stopped.
	When the Child Lock is enabled, an audio warning will be given if the buttons are pressed. Audio warning will be cancelled if the buttons are pressed five times consecutively.

To activate the Child Lock:
Press and hold Auxiliary Function button 3 for 3 seconds. After the countdown as **“3-2-1"** on the display is over, child lock symbol appears on the display. When this warning is displayed, you can release the **Auxiliary Function button 3**.
To deactivate the Child Lock:
Press and hold Auxiliary Function button 3 for 3 seconds. After the countdown as **“3-2-1"** on the display is over, child lock symbol disappears.

• Bluetooth 3” 3”

You can use the bluetooth connection function to pair your machine with your smart device. This way, you can use your smart device to get information about your machine and control it.
To activate bluetooth connection:
Press and hold Remote Control function button for 3 seconds. Countdown **“3-2-1”** will be displayed, and then Bluetooth icon will appear on the display. Release **Remote Control function button**. The bluetooth icon will flash while the product is pairing with smart device. If connection is successful, icon will remain on.

To deactivate bluetooth connection:
Press and hold Remote Control function button for 3 seconds. Countdown **"3-2-1"** will be displayed, and then Bluetooth icon will disappears on the display.

First setup of the HomeWhiz application must be complete for the bluetooth connection to be activated. After setup, pressing the remote control function button while the knob is at Download Programme/Remote Control position will automatically activate the bluetooth connection.

4.3.9 End Time

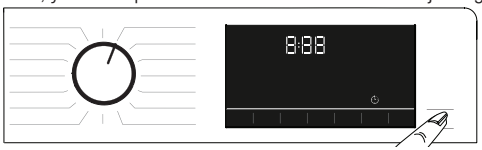
Time display

Remaining time for the completion of the programme while it is running is displayed as "01:30" in hours and minutes format.

Programme time may differ from the values in section "Programme and consumption table" depending on the water pressure, water hardness and temperature, ambient temperature, amount and the type of laundry, auxiliary functions selected and the changes at the mains voltage.

With the **End Time** function, the startup of the programme may be delayed up to 24 hours. After pressing **End Time** button, the programme's estimated ending time is displayed. If the **End Time** is set, **End Time** indicator is illuminated.

In order for the End Time function is activated and the programme is completed at the end of the specified time, you must press **Start/Pause** button after adjusting the time.



If you want to cancel End Time function, turn the knob to **on and off** position. machine.

When you have activated the End Time function, do not add liquid detergent in the powder detergent compartment no 2. There is the risk of staining of the clothes.

1 Open the loading door, place the laundry and put detergent, etc.
2 Select the washing programme, temperature, spin speed and, if required, the auxiliary functions.
3 Set the end time of your choice by pressing the **End Time** button. **End Time** indicator illuminates.
4 Press **Start / Pause** button. Time countdown starts. ":" sign in the middle of the end time on the display starts flashing.

Additional laundry can be added into the machine during the End Time countdown. At the end of the countdown, End Time indicator turns off, washing cycle starts and the time of the selected programme appears on the display.

When the End Time selection is completed, the time appears on the screen consists of end time plus the duration of the selected programme.

4.3.10 Starting the programme

1 Press **Start / Pause** button to start the programme.
2 The **Start / Pause** button's light which was off before starts to illuminate steadily now, indicating that the programme has started.

3 Loading door is locked. The door lock symbol appears on the display after the loading door is locked.

4 Programme follow-up indicator lights on the display will show the current programme step.

4.3.11 Loading door lock

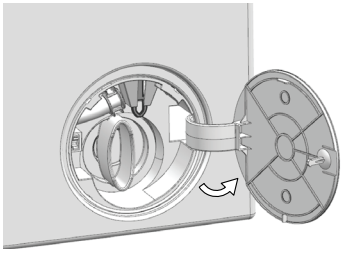
There is a locking system on the loading door of the machine that prevents opening of the loading door in cases when the water level is unsuitable.
"Door Locked" symbol appears on the display when the loading door is locked.

If the Remote Control Function is selected, the door will be locked. In order to open the door you must deactivate Remote Start Function by either pressing the Remote Start button or changing the programme position.

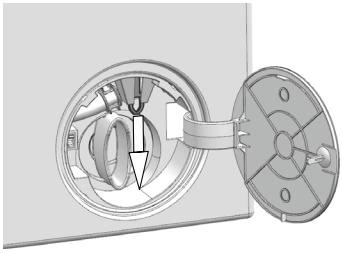
Opening the loading door in case of power failure:

In case of a power failure, you can use the loading door emergency handle under the pump filter lid to manually open the loading door.

WARNING: Before opening the loading door, make sure that there is no water in the machine to avoid flooding. Water may be hot and could cause scalding.



- Turn off and unplug the appliance.
- Open the pump filter lid.

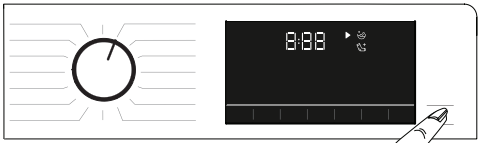


- Pull and release the loading door emergency handle with a tool. Then, open the loading door.
- Repeat the previous step if the loading door does not open.

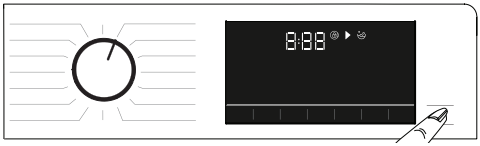
4.3.12 Changing the selections after programme has started

Adding laundry after the programme has started :

If the water level in the machine is suitable when you press Start/Pause button, the door lock will be deactivated and the door will open, allowing you to add garments. The door lock icon on the display goes off when the door lock is deactivated. After adding garments, close the door and press **Start/Pause** button once again to resume the washing cycle.



If the water level in the machine is not suitable when you press Start/Pause button, the door lock cannot be deactivated and the door lock icon on the display remains on.



If the temperature of the water inside the machine is above 50°C, you cannot deactivate the door lock for safety reasons, even if the water level is suitable.

Switching the machine to pause mode:

Press the Start/Pause button to switch the machine to pause mode. Pause symbol will flash on the display.

Changing the programme selection after programme has started:

The programme change is allowed when the current programme is running unless the Child Lock is enabled. This action will cancel the current programme.

The selected programme starts anew.

Changing the auxiliary function, speed and temperature

Depending on the step the programme has reached, you can cancel or activate the auxiliary functions. See “Auxiliary function selection”

You can also change the speed and temperature settings. See "Speed selection" and "Temperature selection".

The loading door will not open if the water temperature in the machine is high or the water level is above the loading door baseline.

4.3.13 Cancelling the programme

The programme is cancelled when programme selection knob is turned to a different programme or machine is turned off and on again using the programme selection knob.

If you turn the programme selection knob when the Child Lock is enabled, the programme will not be cancelled. You should cancel the Child Lock first.

If you want to open the loading door after you have cancelled the programme but it is not possible to open the loading door since the water level in the machine is above the loading door baseline, then turn the Programme Selection knob to Pump+Spin programme and drain the water in the machine.

4.3.14 End of programme

End symbol appears on the display when the programme is completed.
If you do not press any button for 10 minutes, the machine will switch to OFF mode. Display and all indicators are turned off.
Completed programme steps will be displayed if you press On/Off button.

4.3.15 HomeWhiz Feature and Remote Control Function

HomeWhiz allows you to use your smart device to check your washing machine and get information about its status. With HomeWhiz application you can use your smart device to perform various procedures that can also be performed on the machine. Plus, you can use some features only with the HomeWhiz function.
You must download the HomeWhiz application from the app store of your smart device to use the bluetooth feature of your machine.
Make sure that your smart device is connected to internet to install the app.
If you are using the app for the first time, please follow the on-screen instructions to complete your user account registration. Once the registration procedure is complete, you can use all products with the HomeWhiz feature in your house on this account.
You can touch "Add/Remove Appliance" HomeWhiz application to see the products paired with your account. You can perform user pairing procedures of these products on this page.

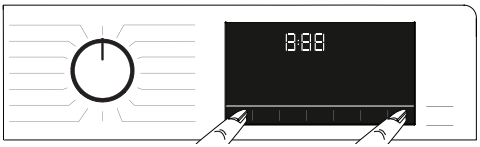
	To use the HomeWhiz function, the app must be installed on your smart device and your washing machine must be paired to your smart device via bluetooth. If your washing machine is not paired to your smart device it works as an appliance which does not have a HomeWhiz feature.
	Your product will operate as paired to your smart device via bluetooth. The controls made by means of the application will be enabled through this pairing; therefore the bluetooth signal strength between the appliance and the smart device must be adequate.
	Please visit www.homewhiz.com to see the Android and iOS versions supported by the HomeWhiz application.

WARNING: All the safety measures described in **"GENERAL SAFETY INSTRUCTIONS"** section of your user manual apply to the remote operation through HomeWhiz function as well.

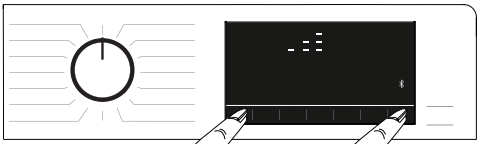
4.3.15.1 HomeWhiz Setup

In order for the application to run, a connection between your appliance and the HomeWhiz Application must be established. For this connection to be established you must follow the steps below for setup procedure on both the appliance and the HomeWhiz Application.

- If you are adding an appliance for the first time, tap „Add/Remove Appliance“ button on the HomeWhiz Application. After this step tap „Tap here to setup a new appliance“. Follow steps below as well as steps in the Homewhiz Application to perform the setup.
- To start the setup, make sure that your machine is turned off. Press and hold the Temperature button and the Remote Control Function button simultaneously for 3 seconds to switch your machine to HomeWhiz setup mode.



- When the appliance is in HomeWhiz setup mode, you will see an animation on the display and the bluetooth icon will flash until your machine gets paired with smart device. Only programme knob will be active in this mode. Other buttons will be inactive.



- On the screen you see on the app, select the washing machine and press next.
- Proceed reading the on-screen instructions until HomeWhiz asks you about the product you wish to connect to your smart device.

- Return to the HomeWhiz application and wait until the setup is complete. When setup is complete, give your washing machine a name. Now, you can tap and see the product you have added in the HomeWhiz Aplication.

If you cannot successfully perform the setup within 5 minutes, your washing machine will turn off automatically. In this case, you will have to start over the setup procedure. If the problem persists contact the Authorised Service Agent.

You can use your washing machine with more than one smart device. To do this, download the HomeWhiz app on the other smart device as well. When you launch the app, you will need to log in with the account you previously created and paired your washing machine. Otherwise, please read "Setting up a washing machine that is connected to someone else's account".

WARNING: You need internet connection on your smart device to proceed with HomeWhiz setup. Otherwise, the HomeWhiz application will not let you finish the setup procedure successfully. Please contact your internet service provider if you are having problems with your internet connection.

HomeWhiz Application may require you to type the product number shown on the product label. You can find the product label inside of the appliance door. The product number will be shown on the label.

4.3.15.2 Setting up a washing machine that is connected to someone else's account

If the washing machine you want to use was previously introduced to the system with someone else‘s account, you must establish a new connection between your HomeWhiz Application and the appliance.

- Download HomeWhiz Application on the new smart device you want to use.
- Create a new account and log in to this account on the HomeWhiz app.
- Follow the steps described in HomeWhiz Setup (4.3.15.1 HomeWhiz Setup) and proceed with the setup procedure.

Since the HomeWhiz Feature and Remote Control function on your appliance is operated via pairing using Bluetooth technology only one Homewhiz application can operate it at a time.

4.3.15.3 Remote Control function and its use

After HomeWhiz setup, bluetooth will automatically turn on. To activate or deactivate the bluetooth connection, please see 4.3.8.2 Bluetooth 3’”.

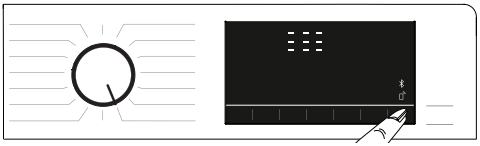
If you turn off and on your machine while bluetooth is active, it will automatically reconnect. In cases such as paired device going off the range, bluetooth will automatically turn off. For this reason, you will need to turn on the bluetooth again if you want to use the Remote Control function.

You can check the bluetooth symbol on the display to track your connection status. If the symbol is continuously on, you have bluetooth connection. If the symbol is flashing, the product is trying to connect. If the symbol is off, you have no connection.

WARNING: When the bluetooth connection is on in your product, Remote Control function will be selectable. If the Remote Control function cannot be selected, check the connection status. If the connection cannot be established, repeat the initial set-up settings on the appliance.

WARNING: For safety reasons, the product’s door will remain locked while the Remote Control function is enabled, independently of the operating mode. If you want to open the door of the product, you will need to turn the programme selection knob or press the remote control key to deactivate the remote control function.

When you want to control your washing machine remotely, you need to activate the Remote Control function by pressing the Remote Control button while the programme knob is in the Download Programme/Remote Control position button on the control panel of your washing machine. When your product is accessed, you will see a screen similar to the below.



When the Remote Control is on, you can only manage, turn-off and status follow-up operations through your washing machine. And all functions except child lock can be managed through the application.
You can follow whether the Remote Control function is On or Off through the function indicator on the button.
If the Remote Control function is Off, all the operations are handled on the washing machine and only status follow-up is allowed on the application.
In the event that Remote Start function cannot be turned on, appliance will make a warning sound when you press the button. This might happen in cases such as when the appliance is turned on and there is no paired smart device via bluetooth. Bluetooth settings being Off or the washing machine's door being open are examples for such cases.
Once you activate this function on the washing machine, it will remain enabled apart from certain conditions and allow you to control your washing mahine remotely via bluetooth.
In certain cases, it deactivates itself for safety reasons:

- When your washing machine undergoes a power interruption.
- When programme knob is turned and a different programme selected or appliance is turned off.

4.3.15.4 Troubleshooting

Do the following if you have a problem with controlling or connection. Observe whether the problem persists or not after the action you have performed. Do the following if the problem is not resolved.

- Check whether your smart device is connected to the relevant home network.
- Restart the product application.
- Turn bluetooth off and then on via user control panel.
- If the connection cannot be established with the above processes, repeat the initial set-up settings on the washing machine.

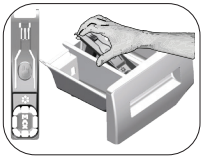
If the problem persists, consult an Authorised Service Agent.

4.4 Maintenance and cleaning

Please read the “Safety Instructions” section first!

Service life of product extends and frequently experienced problems will be reduced if it is cleaned at regular intervals.

4.4.1 Cleaning the detergent drawer



Clean the detergent drawer at regular intervals (every 4-5 washing cycles) as shown below in order to prevent accumulation of powder detergent in time.

1 Press the dotted point on the siphon in the softener compartment and pull towards you until the compartment is removed from the machine.
2. Lift the rear part of the siphon to remove it as illustrated. If more than normal amount of water and softener mixture starts to gather in the softener compartment, the siphon must be cleaned.
3. Wash the detergent drawer and the siphon with plenty of lukewarm water in a washbasin. In order to prevent the residues to contact your skin, clean it with an appropriate brush by wearing a pair of gloves.
4. Insert the drawer back into its place after cleaning and make sure that it is seated well.

4.4.2 Cleaning the loading door and the drum

For products with drum cleaning programme, please see Operating the product - Programmes.

Repeat Drum Cleaning process in every 2 months.

WARNING: Use an detergent / anti-limescale suitable for the washing machines.

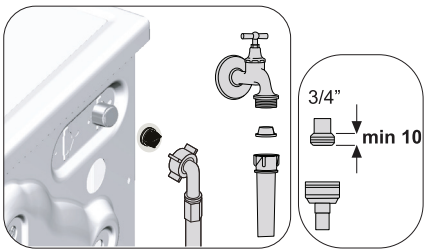
After every washing make sure that no foreign substance is left in the drum.
If the holes on the bellow shown in the figure is blocked, open the holes using a toothpick.
Foreign metal substances will cause rust stains in the drum. Clean the stains on the drum surface by using cleaning agents for stainless steel.
Never use steel wool or wire wool. These will damage the painted, chromated and plastic surfaces.

4.4.3 Cleaning the body and control panel

Wipe the body of the machine with soapy water or non-corrosive mild gel detergents as necessary, and dry with a soft cloth.
Use only a soft and damp cloth to clean the control panel.

4.4.4 Cleaning the water intake filters

There is a filter at the end of each water intake valve at the rear of the machine and also at the end of each water intake hose where they are connected to the tap. These filters prevent foreign substances and dirt in the water to enter the washing machine. Filters should be cleaned as they do get dirty.



1. Close the taps.
2. Remove the nuts of the water intake hoses to access the filters on the water intake valves. Clean them with an appropriate brush. If the filters are too dirty, remove them from their places with a pliers and clean in this way.
3. Take out the filters on the flat ends of the water intake hoses together with the gaskets and clean thoroughly under running water.
4. Replace the seals and filters carefully and tighten their nuts by hand ensuring there are no leaks.

4.4.5 Draining remaining water and cleaning the pump filter

The filter system in your machine prevents solid items such as buttons, coins and fabric fibres clogging the pump impeller during discharge of washing water. Thus, the water will be discharged without any problem and the service life of the pump will extend.
If the machine fails to drain water, the pump filter is clogged. Filter must be cleaned whenever it is clogged or in every 3 months. Water must be drained off first to clean the pump filter.
In addition, prior to transporting the machine (e.g., when moving to another house) and in case of freezing of the water, water may have to be drained completely.

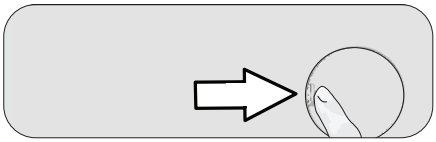
WARNING:	Foreign substances left in the pump filter may damage your machine or may cause noise problem.
	If the product is not being used, shut the tap shut, remove mains pipe and drain the water inside the machine against any likely freezing.
	After each use, turn off the water tap to which the mains hose is connected.

In order to clean the dirty filter and discharge the water:

1 Unplug the machine to cut off the supply power.

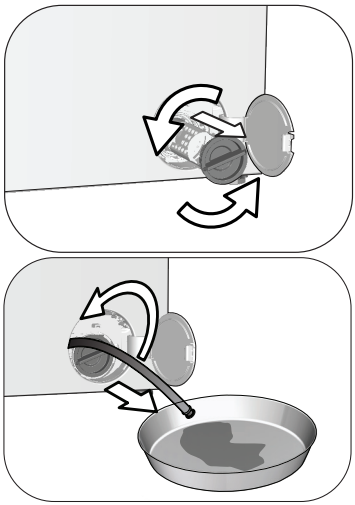
⚠	Temperature of the water inside the machine may rise up to 90 ºC. To avoid the burning risk, clean the filter after the water inside the machine is cooled down.

2. Open the filter cover.



3 Follow the below procedures in order to drain water.

The product has an emergency water draining hose, in order to drain the water:



a Pull the emergency draining hose out from its seat
b Place a large container at the end of the hose. Drain the water into the container by pulling out the plug at the end of the hose. When the container is full, block the inlet of the hose by replacing the plug. After the container is emptied, repeat the above procedure to drain the water in the machine completely.
c When draining of water is finished, close the end by the plug again and fix the hose in its place.
d Turn and remove the pump filter.

4. Clean any residues inside the filter as well as fibres, if any, around the pump impeller region.
5. Replace the filter.
6. If the filter cap is composed of two pieces, close the filter cap by pressing on the tab. If it is one piece, seat the tabs in the lower part into their places first, and then press the upper part to close.

5 Troubleshooting

Please read the “Safety Instructions” section first!

Problem	Cause	Solution
Programmes do not start after the loading door is closed.	Start / Pause / Cancel button is not pressed.	• Press Start / Pause / Cancel button.
	It may be difficult to close the loading door in case of excessive loading.	• Reduce the amount of laundry and make sure that the loading door is closed properly.
Programme cannot be started or selected.	The product has switched to self protection mode due to a supply problem (line voltage, water pressure, etc.).	• To cancel the programme, turn the Programme Selection knob to select another programme. Previous programme will be cancelled. (see.“Cancellation of programme”)
Water inside the product.	Some water has remained in the product due to the quality control processes in the production.	• This is not a failure; water is not harmful to the product.
The product does not take water in.	Tap is turned off.	• Turn on the taps.
	Water inlet hose is bent.	• Flatten the hose.
	Water inlet filter is clogged.	• Clean the filter.
	Loading door is not closed.	• Close the door.
The product does not drain water.	Water drain hose is clogged or twisted.	• Clean or flatten the hose.
	Pump filter is clogged.	• Clean the pump filter.
Product vibrates or makes noise.	Product is standing unbalanced.	• Stable the product by adjusting the feet.
	A hard substance has entered into the pump filter.	• Clean the pump filter.
	Transportation safety bolts are not removed.	• Remove the transportation safety bolts.
	Laundry quantity in the product is too little.	• Add more laundry to the product.
	Excessive laundry is loaded in the product.	• Take out some of the laundry from the product or distribute the load by hand to balance it homogeneously in the product.
	Product is leaning on a rigid item.	• Make sure that the product is not leaning on anything.
There is water leaking from the bottom of the product.	Water drain hose is clogged or twisted.	• Clean or flatten the hose.
	Pump filter is clogged.	• Clean the pump filter.
Product stopped shortly after the programme started.	Machine has stopped temporarily due to low voltage.	• Product will resume running when the voltage restores to the normal level.
Product directly drains the water it takes in.	Draining hose is not at adequate height.	• Connect the water draining hose as described in the user manual.
No water can be seen in the product during washing.	Water is inside the invisible part of the product.	• This is not a failure.
Loading door cannot be opened.	Loading door lock is activated because of the water level in the product.	• Drain the water by running the Pump or Spin programme.
	Product is heating up the water or it is at the spinning cycle.	• Wait until the programme completes.
	Loading door may be stuck because of the pressure it is subjected to.	• Grab the handle and push and pull the loading door to release and open it.
	If there is no power, loading door of the product will not open.	• To open the loading door, open the pump filter cap and pull down the emergency handle positioned at the rear side of the said cap. See "Loading door lock"

Problem	Cause	Solution
Washing takes longer than specified in the user manual.(*)	Water pressure is low.	• Product waits until taking in adequate amount of water to prevent poor washing quality due to the decreased amount of water. Therefore, the washing time extends.
	Voltage is low.	• Washing time is prolonged to avoid poor washing results when the supply voltage is low.
	Input temperature of water is low.	• Required time to heat up the water extends in cold seasons. Also, washing time can be lengthened to avoid poor washing results.
	Number of rinses and/or amount of rinse water have increased.	• Product increases the amount of rinse water when good rinsing is needed and adds an extra rinsing step if necessary.
	Excessive foam has occurred and automatic foam absorption system has been activated due to too much detergent usage.	• Use recommended amount of detergent.
Programme time does not countdown. (On models with display) (*)	Timer may stop during water intake.	• Timer indicator will not countdown until the product takes in adequate amount of water. The product will wait until there is sufficient amount of water to avoid poor washing results due to lack of water. Timer indicator will resume countdown after this.
	Timer may stop during heating step.	• Timer indicator will not countdown until the product reaches the selected temperature.
	Timer may stop during spinning step.	• Automatic unbalanced load detection system is activated due to the unbalanced distribution of the laundry in the product.
Programme time does not countdown. (*)	There is unbalanced load in the product.	• Automatic unbalanced load detection system is activated due to the unbalanced distribution of the laundry in the product.
Product does not switch to spinning step. (*)	There is unbalanced load in the product.	• Automatic unbalanced load detection system is activated due to the unbalanced distribution of the laundry in the product.
	The product will not spin if water is not drained completely.	• Check the filter and the draining hose.
	Excessive foam has occurred and automatic foam absorption system has been activated due to too much detergent usage.	• Use recommended amount of detergent.
Washing performance is poor: Laundry turns gray. (**)	Insufficient amount of detergent has been used over a long period of time.	• Use the recommended amount of detergent appropriate for water hardness and the laundry.
	Washing has been made at low temperatures for a long time.	• Select the proper temperature for the laundry to be washed.
	Insufficient amount of detergent is used with hard water.	• Using insufficient amount of detergent with hard water causes the soil to stick on the cloth and this turns the cloth into gray in time. It is difficult to eliminate graying once it happens. Use the recommended amount of detergent appropriate for water hardness and the laundry.
	Excessive amount of detergent is used.	• Use the recommended amount of detergent appropriate for water hardness and the laundry.

Problem	Cause	Solution
Washing performance is poor: Stains persist or the laundry is not whitened. (**)	Insufficient amount of detergent is used.	• Use the recommended amount of detergent appropriate for water hardness and the laundry.
	Excessive laundry is loaded in.	• Do not load the product in excess. Load with amounts recommended in the "Programme and consumption table".
	Wrong programme and temperature were selected.	• Select the proper programme and temperature for the laundry to be washed.
	Wrong type of detergent is used.	• Use original detergent appropriate for the product.
	Excessive amount of detergent is used.	• Put the detergent in the correct compartment. Do not mix the bleaching agent and the detergent with each other.
Washing performance is poor: Oily stains appeared on the laundry. (**)	Regular drum cleaning is not applied.	• Clean the drum regularly. For this procedure, please see "Cleaning the loading door and the drum".
Washing performance is poor: Clothes smell unpleasantly. (**)	Odours and bacteria layers are formed on the drum as a result of continuous washing at lower temperatures and/or in short programmes.	• Leave the detergent drawer as well as the loading door of the product ajar after each washing. Thus, a humid environment favorable for bacteria cannot occur in the machine.
Colour of the clothes faded. (**)	Excessive laundry was loaded in.	• Do not load the product in excess.
	Detergent in use is damp.	• Keep detergents closed in an environment free of humidity and do not expose them to excessive temperatures.
	A higher temperature was selected.	• Select the proper programme and temperature according to the type and soiling degree of the laundry.
Washing machine does not rinse well.	The amount, brand and storage conditions of the detergent used are inappropriate.	• Use a detergent appropriate for the washing machine and your laundry. Keep detergents closed in an environment free of humidity and do not expose them to excessive temperatures.
	Detergent was put in the wrong compartment.	• If detergent is put in the prewash compartment although prewash cycle is not selected, the product can take this detergent during rinsing or softener step. Put the detergent in the correct compartment.
	Pump filter is clogged.	• Check the filter.
	Drain hose is folded.	• Check the drain hose.
Laundry became stiff after washing. (**)	Insufficient amount of detergent is used.	• Using insufficient amount of detergent for the water hardness can cause the laundry to become stiff in time. Use appropriate amount of detergent according to the water hardness.
	Detergent was put in the wrong compartment.	• If detergent is put in the prewash compartment although prewash cycle is not selected, the product can take this detergent during rinsing or softener step. Put the detergent in the correct compartment.
	Detergent was mixed with the softener.	• Do not mix the softener with detergent. Wash and clean the drawer with hot water.
Laundry does not smell like the softener. (**)	Detergent was put in the wrong compartment.	• If detergent is put in the prewash compartment although prewash cycle is not selected, the product can take this detergent during rinsing or softener step. Wash and clean the drawer with hot water. Put the detergent in the correct compartment.
	Detergent was mixed with the softener.	• Do not mix the softener with detergent. Wash and clean the drawer with hot water.

Problem	Cause	Solution
Detergent residue in the detergent drawer. (**)	Detergent was put in wet drawer.	• Dry the detergent drawer before putting in detergent.
	Detergent has gotten damp.	• Keep detergents closed in an environment free of humidity and do not expose them to excessive temperatures.
	Water pressure is low.	• Check the water pressure.
	The detergent in the main wash compartment got wet while taking in the prewash water. Holes of the detergent compartment are blocked.	• Check the holes and clean if they are clogged.
	There is a problem with the detergent drawer valves.	• Call the Authorised Service Agent.
	Detergent was mixed with the softener.	• Do not mix the softener with detergent. Wash and clean the drawer with hot water.
	Regular drum cleaning is not applied.	• Clean the drum regularly. For this procedure, please see "Cleaning the loading door and the drum".
Too much foam forms inside the product. (**)	Improper detergents for the washing machine is used.	• Use detergents appropriate for the washing machine.
	Excessive amount of detergent is used.	• Use only sufficient amount of detergent.
	Detergent was stored under improper conditions.	• Store detergent in a closed and dry location. Do not store in excessively hot places.
	Some meshed laundry such as tulle may foam too much because of their texture.	• Use smaller amounts of detergent for this type of item.
	Detergent was put in the wrong compartment.	• Put the detergent in the correct compartment.
	Softener is being taken early by the product.	• There may be problem in the valves or in the detergent drawer. Call the Authorised Service Agent.
Foam is overflowing from the detergent drawer.	Too much detergent is used.	• Mix 1 tablespoonful softener and ½ l water and pour into the main wash compartment of the detergent drawer.
		• Put detergent into the product suitable for the programmes and maximum loads indicated in the "Programme and consumption table". When you use additional chemicals (stain removers, bleaches and etc.), reduce the amount of detergent.
Laundry remains wet at the end of the programme. (*)	Excessive foam has occurred and automatic foam absorption system has been activated due to too much detergent usage.	• Use recommended amount of detergent.

(*) The product does not switch to spinning step when the laundry is not evenly distributed in the drum to prevent any damage to the product and to its surrounding environment. Laundry should be rearranged and re-spun.

(**) Regular drum cleaning is not applied. Clean the drum regularly. See "Cleaning the loading door and the drum".

WARNING: If you cannot eliminate the problem although you follow the instructions in this section, consult your dealer or the Authorised Service Agent. Never try to repair a nonfunctional product yourself.

WARNING: Check the HomeWhiz section for the relevant troubleshooting information.

DISCLAIMER / WARNING (EN)

Some (simple) failures can be adequately handled by the end-user without any safety issue or unsafe use arising, provided that they are carried out within the limits and in accordance with the following instructions (see the “Self-Repair” section).

Therefore, unless otherwise authorized in the “Self-Repair” section below, repairs shall be addressed to registered professional repairers in order to avoid safety issues. A registered professional repairer is a professional repairer that has been granted access to the instructions and spare parts list of this product by the manufacturer according to the methods described in legislative acts pursuant to Directive 2009/125/EC.
However, only the service agent (i.e. authorized professional repairers) that you can reach through the phone number given in the user manual/warranty card or through your authorized dealer may provide service under the guarantee terms. Therefore, please be advised that repairs by professional repairers (who are not authorized by Beko) shall void the guarantee.

Self-Repair

Self-repair can be done by the end-user with regard to the following spare parts: door, door hinge and seals, other seals, door locking assembly and plastic peripherals such as detergent dispensers (an updated list is also available in support.beko.com as of 1st of March 2021).

Moreover, to ensure product safety and to prevent risk of serious injury, the mentioned self-repair shall be done following the instructions in the user manual for self-repair or which are available in support.beko.com. For your safety, unplug the product before attempting any self-repair.

Repair and repair attempts by end-users for parts not included in such list and/or not following the instructions in the user manuals for self-repair or which are available in support.beko.com, might give raise to safety issues not attributable to Beko, and will void the warranty of the product.

Therefore, it is highly recommended that end-users refrain from the attempt to carry out repairs falling outside the mentioned list of spare parts, contacting in such cases authorized professional repairers or registered professional repairers. On the contrary, such attempts by end-users may cause safety issues and damage the product and subsequently cause fire, flood, electrocution and serious personal injury to occur.

By way of example, but not limited to, the following repairs must be addressed to authorized professional repairers or registered professional repairers: motor, pump assembly, main board, motor board, display board, heaters etc.

The manufacturer/seller cannot be held liable in any case where end-users do not comply with the above.

The spare part availability of the washing machine or washer-dryer that you purchased is 10 years. During this period, original spare parts will be available to operate the washing machine or washer-dryer properly.

BEKO UK AND IRELAND STANDARD MANUFACTURER GUARANTEE TERMS AND CONDITIONS

Your new Beko product is guaranteed against faulty materials, defective components or manufacturing defects.

The standard guarantee starts from the date of original purchase of the product, and lasts for a period of twelve (12) months unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing.

If you have purchased an American style Fridge freezer, the standard guarantee starts from the date of original purchase of the product, and lasts for a period of twenty four (24) months unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing.

If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our contact centre on **0333 207 9710** (UK and Northern Ireland) or **01 862 3411** (Republic of Ireland)

This guarantee does not in any way diminish or affect your statutory rights in connection with the product. This guarantee is in addition to your statutory rights as a consumer. If you have any questions about these rights, please contact the retailer from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

What is covered by this guarantee?

- Repairs to the product required as a result of faulty materials, defective components or manufacturing defects.
- Functional replacement parts to repair a product.
- The costs of a Beko Approved Engineer to carry out the repair.

What is not covered?

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:
  - Accidental damage, misuse or abuse of a product.
  - An attempted repair of a product by anyone other than a Beko Approved Engineer (the "Engineer").
  - Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.
- Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This guarantee is limited to the cost of repairing the product. To the extent permitted by law, the Manufacturer does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

Important Notes

1. Your product is designed and built for domestic household use only.
2. The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.
3. The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
4. Professional installation by a qualified Electrical Domestic Appliance Installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
5. Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
6. This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
7. This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold.
8. This guarantee does not apply to graded sales (where the product is purchased as a "second").
9. Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Call Centre on the number set out above.
10. The Manufacturer reserves the right to terminate the guarantee if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.
11. Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

Does Beko offer replacements?

This is a repair-only guarantee. On occasion, the Manufacturer may at its sole discretion, replace your product with a new product instead of carrying out a repair. Where a replacement is offered, this would normally be an identical model but when this is not possible, a model of similar specification will be provided. The Manufacturer will cover the costs and arrange for the delivery of the new product and for the return of the old product. Any costs related to disconnecting the faulty product and installing the replacement product will not be borne by the Manufacturer unless previously agreed to in writing. The original guarantee will continue to apply to the replacement product; the new product will not come with a new guarantee.

When will the repair take place?

Our Engineers work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of the Manufacturer but cannot be guaranteed. Whilst our Engineers will endeavour to minimize inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

Will there be any charge for the repairs?

It is your responsibility to provide evidence to the Engineer that your product is covered by this guarantee with a proof of purchase. The Manufacturer reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this guarantee.
- Where a service call has been made and the engineer finds that there is no fault with your product.
- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Engineer providing you with an invoice. The Manufacturer reserves the right to terminate the guarantee if you fail to pay the costs for the service call in a timely manner.

If you are a resident of the United Kingdom, this guarantee will be governed by English law and subject to the English Courts, save where you live in another part of the United Kingdom, in which case the law and courts of that location will apply.

If you are resident in the Republic of Ireland, this guarantee will be governed by Irish law and the Irish courts will have jurisdiction.

This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Hertfordshire. WD18 8QU.

Beko plc is registered in England and Wales with company registration number 02415578.

BEKO UK AND IRELAND BUILT-IN APPLIANCES GUARANTEE TERMS AND CONDITIONS

If you have purchased a built-in or integrated appliance, and registered it within 90 days of purchase by completing the online registration form, then the standard 12 month guarantee will be extended to 24 months, under the same terms and conditions as detailed in our Standard Guarantee Terms and Conditions.

BEKO UK AND IRELAND PROSMART INVERTER MOTOR GUARANTEE TERMS AND CONDITIONS

This 10 year guarantee relates to Beko products that feature the ProSmart Inverter Motor.

The ProSmart Motor guarantee terms and conditions are in addition to our Standard guarantee terms and conditions detailed in the previous section.

In order to activate the 10 year guarantee you MUST register the appliance within 90 days of the original purchase date. You can register by first visiting Beko.co.uk/register and by following the online instructions.

Beko Free standing appliances come with a 12 month parts and labour guarantee as standard,

Beko Built-in appliances come with a 12 month parts and labour guarantee as standard. This is extended to 24 months, free of charge, upon registration of the appliance. When you register your appliance for additional guarantee, you will automatically activate the ProSmart Motor 10 year guarantee. You do not need to register twice. (beko.co.uk/guarantee-terms).

To make a claim against your Beko ProSmart Inverter Motor Guarantee (the "Guarantee"), all customer and product details must be registered with Beko plc using the procedure outlined below.

1. This extra 9 years (for free standing appliances) or 8 years (for built-in or integrated appliances) guarantee is only effective after the expiration of the standard manufacturer's guarantee.

2. It is only valid for the ProSmart Inverter motors of selected washing machines, washer-dryers, tumble dryers and dishwashers. It does not cover any labour charge or any other components of the product. In addition, it is only valid for one replacement of the ProSmart motor during the extra 9-year (for free standing appliances) or 8 year (for built-in appliances) guarantee period.

3. To activate your guarantee, you MUST register your appliance within 90 days of the original purchase date, by visiting beko.co.uk/register.

4. Customers will receive a unique reference code as proof of guarantee validation by email or post, which must be quoted at the time of a claim being made.

5. Any repair/replacement of the ProSmart Inverter motor must only be carried out by an authorised Beko Service Agent (the "Service Agent").

6. Labour for the repair/replacement of the ProSmart Inverter motor is not included in this guarantee and is chargeable directly by the Service Agent.

7. Any additional components fitted to the product at any time will not be covered by this guarantee and will be chargeable directly by the Service Agent.

8. The guarantee is not transferable and cannot be exchanged for cash.

9. There are no alternative or additional offers to this Guarantee.

10. The guarantee is exclusive of the manufacturer's standard guarantee

11. The Terms and Conditions shown above are in addition to the standard terms and conditions of your product guarantee. Please read and refer to such Terms and Conditions when making any claim.

12. We may use the information you provide for marketing purposes and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes in accordance with the applicable Data Protection Laws and General Data Protection Regulations (GDPR). You can opt into this service during the registration process. Further details are available at http://www.beko.co.uk/cookie-and-privacy.

13. These Terms and Conditions are governed by the laws of England and Wales; manufacturer: Beko plc, Beko House, 1 Greenhill Crescent, Watford WD18 8QU. Company Registration Number: 02415578.

HOW TO OBTAIN SERVICE FOR YOUR APPLIANCE

Please keep your purchase receipt or other proof of purchase details in a safe place; you will need to have this documentation available should the product require attention under guarantee.

Please take a few moments to complete the details below, as you will need this information when you call us, or to use our online services. When you call us you may be required to input your serial number into your telephone keypad. For help please visit beko.co.uk/support/model-finder

- The product model number is printed on the Operating Instruction Booklet / User guide
- The product model and serial number is printed on the Rating Label affixed to the appliance.
- The Retailer (Purchased from) and Date of purchase will be printed on your purchase receipt or other proof of purchase paperwork

Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for requesting service under guarantee.

Model number	Serial number	Purchased from	Date of purchase

For service under guarantee or for product advice please call our Contact centre

Before requesting service please check the troubleshooting guide in the Operating Instructions booklet, as a charge may be levied where no fault is found, and even though your product may still be under guarantee.

After arranging service the area around the product must be easily accessible to the Engineer, without the need for cabinets or furniture to be removed or moved.

It is your responsibility to ensure our Engineers have a clean and safe environment to carry out any repairs.

Please have your Model number and Serial number available when you call us, as you may be required to input your serial number into your telephone keypad during your call.

UK Mainland & Northern Ireland:

0333 207 9710

Landline or mobile calls to 0333 numbers cost no more than calls to geographic numbers 01 or 02, and are charged at the basic rate. Calls from landlines and mobiles are included in free call packages but please check with your telephone service provider for exact call charges.

Republic of Ireland:

01 862 3411

Service once the manufacturers guarantee has expired

If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document, otherwise please call us using the appropriate number above, where service can be obtained at a charge.

Should you experience any difficulty in obtaining service please call us on **0333 207 9710** or **01 862 3411**

Contact us though our website

Send us a secure message through our online contact us form. Please visit our website, click Contact Us and choose a product support topic from the list of options. Complete the required details and click send message.

Product registrations

For UK registrations please visit beko.co.uk/register and for the Republic of Ireland visit beko.ie/register.