

# SIEMENS

WM14U28XGC

# Washing machine



Siemens Home Appliances

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**Further information and explanations are available online:**



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# 1 Safety

Observe the following safety instructions.

## 1.1 General information



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

## 1.2 Intended use

Only use this appliance:

- in private households and in enclosed spaces in a domestic environment.
- up to an altitude of max. 4000 m above sea level.

## 1.3 Restriction on user group

This appliance may be used by children aged 8 or over and by people who have reduced physical, sensory or mental abilities or inadequate experience and/or knowledge, provided that they are supervised or have been instructed on how to use the appliance safely and have understood the resulting dangers.

Do not let children play with the appliance.

Cleaning and user maintenance must not be performed by children unless they are being supervised.


Keep children under the age of 3 years and pets away from the appliance.

## 1.4 Safe installation

### **WARNING – Risk of electric shock!**

Incorrect installation is dangerous.

- Connect and operate the appliance only in accordance with the specifications on the rating plate.

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

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

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

### **WARNING – Risk of fire!**

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

- ▶ Do not use extension cables or multiple socket strips.
- ▶ Only use adapters and power cords approved by the manufacturer.
- ▶ If the power cord is too short and a longer one is not available, please contact an electrician to have the domestic installation adapted.

### **WARNING – Risk of injury!**

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

- ▶ Do not lift the appliance on your own.

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

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

### **⚠ WARNING – Risk of suffocation!**

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

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

### **⚠ CAUTION – Risk of injury!**

The appliance may vibrate or move when in use.

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

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

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

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

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

### **⚠ CAUTION – Risk of cutting!**

Touching sharp edges on the appliance may lead to cuts.

- ▶ Do not touch the sharp edges on the appliance.
- ▶ Wear protective gloves when installing and transporting the appliance.

## 1.5 Safe use

### **WARNING – Risk of electric shock!**

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

- ▶ Never operate a damaged appliance.
- ▶ Never pull on the power cord to unplug the appliance. Always unplug the appliance at the mains.
- ▶ If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the fuse in the fuse box and turn off the water tap.
- ▶ Call customer services. → *Page 34*

An ingress of moisture can cause an electric shock.

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

### **WARNING – Risk of harm to health!**

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

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

### **WARNING – Risk of suffocation!**

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

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

### **WARNING – Risk of poisoning!**

Detergents and care products may result in poisoning if consumed.

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

**⚠ WARNING – Risk of explosion!**

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

- ▶ Rinse pretreated laundry thoroughly with water before washing.

**⚠ CAUTION – Risk of injury!**

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

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

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

- ▶ Do not sit on or lean against the appliance door.

- ▶ Do not place any objects on the appliance door.

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

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

**⚠ CAUTION – Risk of scalding!**

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

- ▶ Do not touch the hot detergent solution.

**⚠ CAUTION – Risk of chemical burns!**

If the detergent drawer is opened, detergent and care products may spray out from the appliance. Contact with eyes or skin may cause irritation.

- ▶ Rinse eyes and/or skin thoroughly with clean water if they come into contact with detergents or care products.
- ▶ If accidentally swallowed, seek medical advice.
- ▶ Keep detergents and care products out of the reach of children.

**1.6 Safe cleaning and maintenance****⚠ WARNING – Risk of electric shock!**

Incorrect repairs are dangerous.

- ▶ Repairs to the appliance should only be carried out by trained specialist staff.

- ▶ Only use genuine spare parts when repairing the appliance.
- ▶ If the power cord of this appliance is damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service or a similarly qualified person in order to prevent any risk.

An ingress of moisture can cause an electric shock.

- ▶ Do not use steam- or high-pressure cleaners, hoses or sprays to clean the appliance.

### **WARNING – Risk of injury!**

The use of non-original spare parts and non-original accessories is dangerous.

- ▶ Only use the manufacturer's original spare parts and original accessories.

### **WARNING – Risk of poisoning!**

Poisonous fumes may be given off if you use cleaning agents that contain solvents.

- ▶ Do not use cleaning agents that contain solvents.



## 2 Preventing material damage

### ATTENTION!

The functionality of the appliance may be impaired if you use the wrong quantity of fabric softener, detergent, care product or cleaning agent.

- ▶ Follow the dosage recommendations from the manufacturer.

Exceeding the maximum load capacity impairs the function of the appliance.

- ▶ Observe the maximum load capacity for each programme and do not exceed it.

→ "Programmes", Page 20

The appliance is secured for transportation using transit bolts. Transit bolts which have not been removed may result in material damage and damage to the appliance.

- ▶ Before starting up the appliance, remove the transit bolts completely and keep them in a safe place.
- ▶ Before transport, fit the transit bolts fully in order to prevent damage in transit.

Material damage may be caused if the water inlet hose is connected incorrectly.

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

If the water pressure is too high or too low, the appliance may not be able to operate properly.

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

Modified or damaged water hoses may result in material damage and damage to the appliance.

- ▶ Never kink, crush, modify or cut through water hoses.
- ▶ Only use the water hoses supplied with the appliance or genuine spare hoses.
- ▶ Never re-use water hoses that have been used before.

Operating the appliance using water that is dirty or too hot may lead to material damage and damage to the appliance.

- ▶ Only operate the appliance with cold mains water.

Unsuitable cleaning products may damage the surfaces of the appliance.

- ▶ Do not use harsh or abrasive detergents.
- ▶ Do not use cleaning products with a high alcohol content.
- ▶ Do not use hard scouring pads or cleaning sponges.
- ▶ Clean the appliance with nothing but water and a soft, damp cloth.
- ▶ Remove all detergent residue, spray residue or other residues immediately if they come into contact with the appliance.

## 3 Installation and connection

### 3.1 Unpacking the appliance

#### ATTENTION!

Objects remaining in the drum that are not designed for operation with the appliance may cause material damage and damage to the appliance.

- ▶ Remove these objects, along with all supplied accessories, from the drum before starting the appliance.

1. Remove any packaging and protective covers completely from the appliance.
2. Check the appliance for visible damage.
3. Open the door.
4. Remove any accessories from the drum.
5. Close the door.

### 3.2 Contents of package

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

#### ATTENTION!

If the appliance is operated with incomplete or defective accessories, the appliance may not be able to operate properly, or this may result in material damage or damage to the appliance.

- ▶ Do not operate the appliance with incomplete or defective accessories.
- ▶ Replace the accessories in question before operating the appliance.

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

The delivery consists of the following:

- Washing machine
- Accompanying documents
- Transit bolts
  - *"Removing the transit bolts", Page 11*
- Cover caps
- Water inlet hose
  - *"Connecting the water inlet hose", Page 12*

### 3.3 Requirements for the installation location



#### WARNING

##### Risk of electric shock!

The appliance contains live parts. Touching live parts is dangerous.

- ▶ Do not operate the appliance without a cover cap.



#### WARNING

##### Risk of injury!

When using the appliance on a base, the appliance may tip over.

- ▶ Always secure the feet of the appliance to a base using the manufacturer's fixing brackets before using the appliance for the first time.

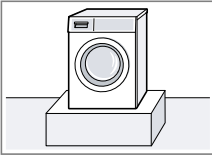

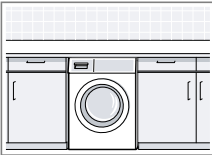
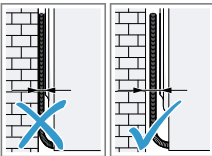
#### ATTENTION!

If residual water in the appliance freezes, this may cause damage to the appliance.

- ▶ Do not install or operate this appliance anywhere that is liable to experience frost or outdoors.

If the appliance is tilted at an angle greater than 40°, residual water may leak out of the appliance and cause material damage.

- ▶ Tilt the appliance carefully.
- ▶ Transport the appliance in an upright position.

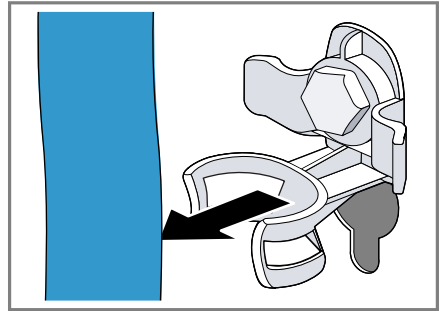
Installation location	Requirements
<b>Base</b> 	Secure the appliance with fixing brackets.
<b>Wooden joist floor</b> 	Place the appliance on a water-resistant wooden board (minimum thickness of 30 mm) which is screwed tightly to the floor.
<b>Kitchen unit</b> 	Only install the appliance underneath a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

### 3.4 Removing the transit bolts

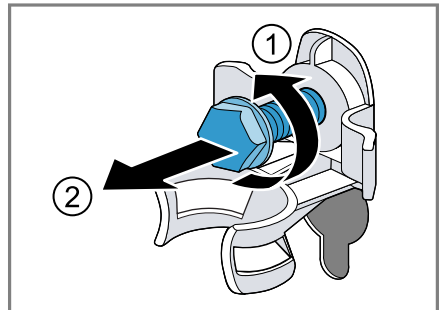
The appliance is secured for transportation using transit bolts on the rear of the appliance.

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

1. Pull the hoses out of the holders.

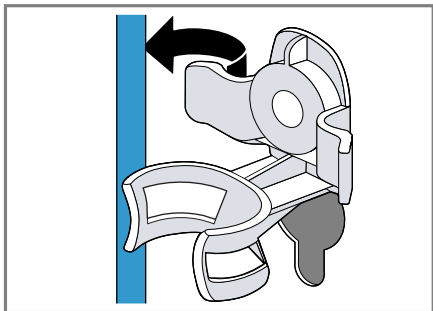


2. Unscrew ① and remove ② all of the screws for the 4 transit bolts using a WAF 13 wrench.

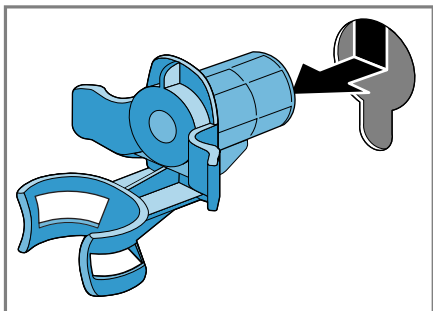


**en** Installation and connection

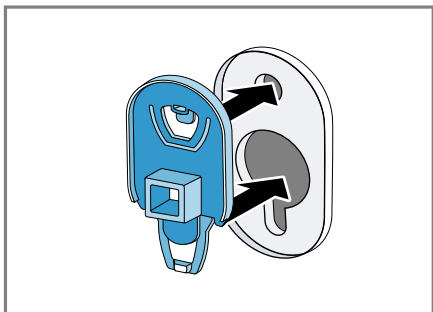
3. Remove the power cable from the holder.



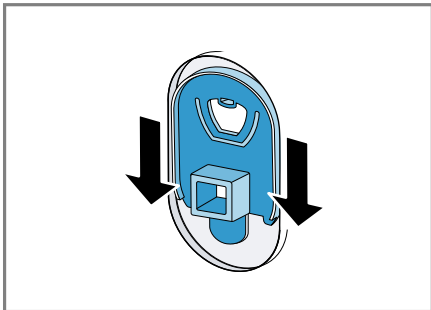
4. Remove the 4 sleeves.



5. Put on the 4 cover caps.



6. Push the 4 cover caps downwards.

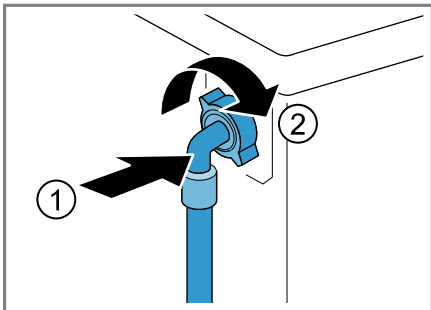


**Note:** To install the transport locks to transport the appliance, perform these steps again in the reverse order.

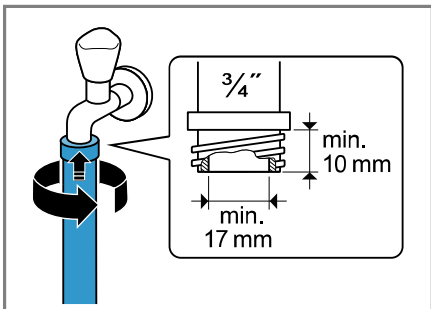
## 3.5 Connecting the appliance

### Connecting the water inlet hose

1. Connect the water inlet hose.



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



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

### Water outlet connection types

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

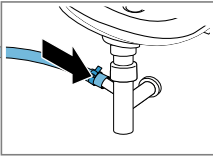
#### ATTENTION!

When draining, the water outlet hose is subject to water pressure and may come loose from the installed connection point.

- ▶ Secure the water outlet hose against unintentional loosening.

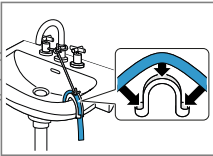
**Note:** Observe the draining heights. The maximum draining height is 100 cm.

Siphon



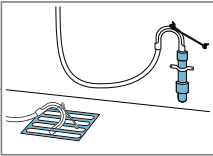
Secure the connection point with a (24–40 mm) hose clamp.

Sink



Fix and secure the water outlet hose with an elbow.

Plastic pipe with rubber sleeve or gully



Fix and secure the water outlet hose with an elbow.

### Connecting the appliance to the electricity supply

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

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

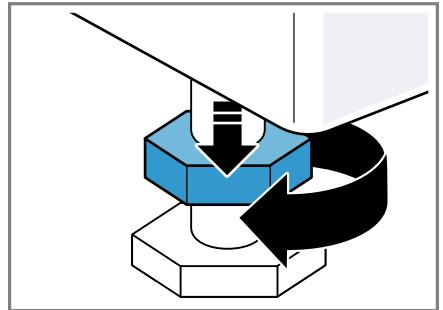
The connection details of the appliance can be found under Technical data → *Page 35*.

2. Check the mains plug is inserted properly.

### 3.6 Aligning the appliance

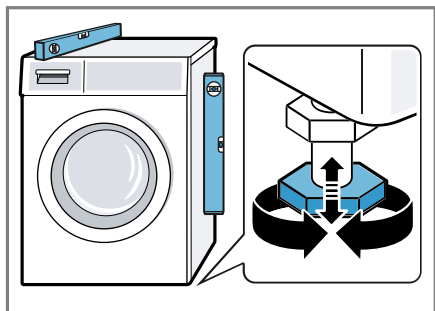
In order to reduce noise and vibration and to prevent the appliance from moving, align the appliance correctly.

1. Use a WAF 17 wrench to loosen the lock nuts in a clockwise direction.



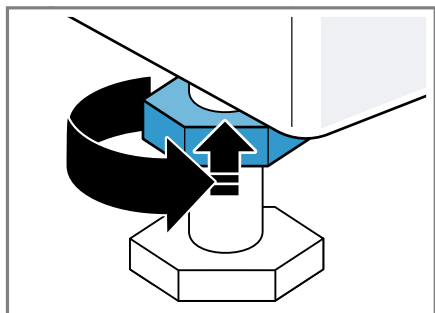
**en** Installation and connection

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



All appliance feet must stand firmly on the ground.

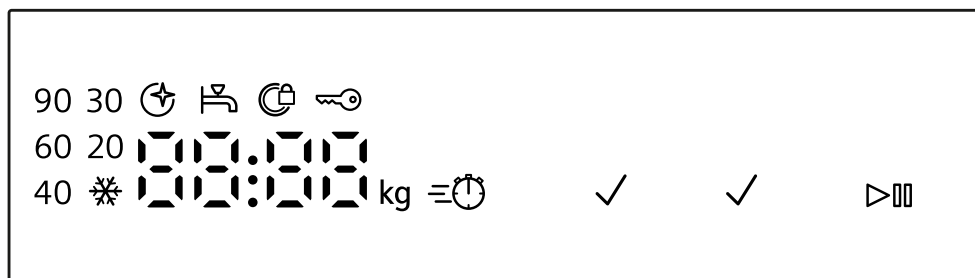
3. Use a WAF 17 wrench to tighten the lock nuts against the housing until they are hand-tight.



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

## 4 Display

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




Example: Display

Display	Designation	More information
0:40 <sup>1</sup>	Programme duration/programme time remaining	Expected programme duration or programme time remaining in hours and minutes.
10 <sup>1</sup>	Programme end time	→ "Buttons", Page 18
8.0 <sup>1</sup>	Recommended load	The maximum load capacity for the selected programme in kg.
- 0 - - 1400	Spin speed	Set spin speed in rpm. → "Buttons", Page 18 - 0 -: No spin cycle, draining only
- -- - 1400	Spin speed	Set spin speed in rpm. → "Buttons", Page 18 - 0 -: No final spin, only draining - --: Rinse Hold, no draining
* - 90	Temperature	Set temperature in °C. → "Buttons", Page 18 * (cold)
<sup>1</sup> Example		

Display	Designation	More information
▷■	Start/Pause	Start, cancel or pause <ul style="list-style-type: none"> <li>■ Lights up: The programme is running and can be cancelled or paused.</li> <li>■ Flashes: The programme can be started or continued.</li> </ul>
	Pause	Programme status
End	End of programme	Programme status
🔑	Childproof lock	<ul style="list-style-type: none"> <li>■ lights up: The childproof lock is activated.</li> <li>■ flashes: The childproof lock is activated and the appliance has been operated. → "Deactivating the childproof lock", Page 24</li> </ul>
✓	Prewash	Prewash is activated. → "Buttons", Page 18
✓	Water Plus and Rinse Plus	Wash with more water and a rinse cycle is activated. → "Buttons", Page 19
≡🕒	Shortened programme length	Shortened programme length is activated. → "Buttons", Page 18
🕒	Reminder to clean the drum	Flashes: Drum is dirty. Run the Drum clean / تنظيف الحلة programme for cleaning and caring for the drum and the outer tub.
:	Voltage control system	Flashes: The automatic voltage control system detects impermissible voltage drops. This will pause the programme. <b>Note:</b> The programme will continue when the voltage is permissible again.
.	Voltage control system	Lights up: The programme has been paused because of impermissible voltage drops. The voltage is permissible again and the programme continues. <b>Note:</b> The programme duration is extended.
🔒	Door	<ul style="list-style-type: none"> <li>■ Lights up: The door is locked and cannot be opened.</li> <li>■ Flashes: The door is not closed properly.</li> <li>■ Off: The door is unlocked and can be opened.</li> </ul>

<sup>1</sup> Example




Display	Designation	More information
	Tap	<ul style="list-style-type: none"> <li>■ No water pressure.</li> <li>■ The water pressure is too low.</li> </ul>
E:35 / -10 <sup>1</sup>	Error	Error code, error display, signal. → <i>"Troubleshooting", Page 25</i>
<sup>1</sup> Example		

## 5 Buttons



The selection of programme settings depends on the programme that is set.



Button	Selection	More information
▶ Start / Re-load // ابدأ إعادة تحميل	<ul style="list-style-type: none"> <li>Start</li> <li>Cancel</li> <li>Pause</li> </ul>	Start, cancel or pause the programme.
≡ Vario Speed	<ul style="list-style-type: none"> <li>Activate</li> <li>Deactivate</li> </ul>	Activate or deactivate a shorter programme duration. <b>Note:</b> Energy consumption increases. The washing result is not affected by this.
⌚ Ready in / جاهز خلال	Up to 24 hours	Set the programme end time. The programme duration is already included in the set number of hours. Once the programme has started, the programme duration is displayed.
Temperature °C / الحرارة	* - 90	Adjust the temperature. Set temperature in °C.
⦿ rpm / دورة	- 0 - - 1400	Adjust the spin speed or deactivate the spin cycle. Set spin speed in rpm. If - 0 - is selected, the water is drained and the spin cycle is deactivated. The laundry stays wet inside the drum.
⦿ rpm / دورة	- -- - 1400	Adjust the spin speed or activate - -- (Rinse Hold). Set spin speed in rpm. If - -- is selected, the water is not drained at the end of the washing cycle and the spin cycle is deactivated. The laundry remains in the rinsing water.
🔒 3 sec. / ثوان 3	<ul style="list-style-type: none"> <li>Activate</li> <li>Deactivate</li> </ul>	→ "Childproof lock", Page 23
🧼 Prewash / غسيل أولي	<ul style="list-style-type: none"> <li>Activate</li> <li>Deactivate</li> </ul>	Activate or deactivate prewash, e.g. for washing heavily soiled laundry.



Button	Selection	More information
 Water / Rinse ماء & شطف // + إضافي	<ul style="list-style-type: none"> <li>■ Activate</li> <li>■ Deactivate</li> </ul>	<p>Activate or deactivate a washing programme with more water and an additional rinse cycle.</p> <p>Recommended for particularly sensitive skin or in regions with very soft water.</p>

## 6 Programmes

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

Programme	Description	Max. load (kg)
Cottons / قطن	Wash hard-wearing items made from cotton, linen or blended fabrics. Also suitable as a short programme for normally soiled laundry when you activate  vario Speed. Programme setting: ■ Max. 90 °C ■ Max. 1400 rpm	8.0 5.0 <sup>1</sup>
Cottons eco / قطن توفير	Wash hard-wearing items made of cotton, linen or blended fabrics. Energy-saving programme. <b>Note:</b> To save energy, the actual washing temperature may deviate from the set washing temperature. The washing performance meets legal requirements. Programme setting: ■ Max. 90 °C ■ Max. 1400 rpm	8.0
Easy-care / أقمشة اصطناعية	Wash items made from synthetic or blended fabrics. Programme setting: ■ Max. 60 °C ■ Max. 1200 rpm	4.0
Quick/Mix / متنوع	Wash items made from cotton, linen, or synthetic or blended fabrics. Suitable for lightly soiled laundry. Programme setting: ■ Max. 60 °C ■ Max. 1400 rpm	4.0
Delicates/Silk // أقمشة ناعمة/حرير	Wash delicate, washable items made from silk, viscose and synthetic fabrics. Use a detergent that is suitable for delicates or silk. <b>Note:</b> Wash especially delicate items or items with hooks, eyelets or clips in a mesh laundry bag. Programme setting: ■ Max. 40 °C	2.0
<sup>1</sup>  <b>vario Speed</b> activated		

Programme	Description	Max. load (kg)
	<ul style="list-style-type: none"> <li>■ Max. 800 rpm</li> </ul>	
 Wool / صوف	<p>Hand- or machine-washable items that are made from wool or contain wool. To prevent the laundry from shrinking, the drum moves the items very gently with long pauses. Use a detergent that is suitable for wool. Programme setting:</p> <ul style="list-style-type: none"> <li>■ Max. 40 °C</li> <li>■ Max. 800 rpm</li> </ul>	2.0
Rinse / شطف	<p>Rinse and then spin the laundry, and drain the water. Programme setting: Max. 1400 rpm</p>	–
Spin/Drain // عصر / تفرغ	<p>Spin and drain the water. If you only want to drain the water, activate – 0 –. The laundry is not spun. Programme setting: Max. 1400 rpm</p>	–
Hygiene / تنظيف حساس	<p>Wash hard-wearing items made from cotton, linen or blended fabrics. Suitable for allergy sufferers and for strict hygiene requirements. <b>Note:</b> Once the set temperature has been reached, it remains constant throughout the entire washing process. Programme setting:</p> <ul style="list-style-type: none"> <li>■ Max. 60 °C</li> <li>■ Max. 1400 rpm</li> </ul>	–
Shirts / قمصان	<p>Wash non-iron shirts and blouses made from cotton, linen, or synthetic or blended fabrics. <b>Note:</b> Use the Delicates/Silk // قمشة ناعمة / حرير programme to wash shirts and blouses made from silk or delicate fabrics. Programme setting:</p> <ul style="list-style-type: none"> <li>■ Max. 60 °C</li> <li>■ Max. 800 rpm</li> </ul>	2.0
Sportswear / رياضة	<p>Wash sports and leisure items made from synthetic fibres, microfibre or fleece. Use a detergent that is suitable for sports items. Do not use fabric softener. <b>Tip:</b> Use the Easy-care / قمشة اصطناعية programme to wash heavily soiled laundry.</p>	2.0
<sup>1</sup>  <b>vario Speed</b> activated		

Programme	Description	Max. load (kg)
	<p>Programme setting:</p> <ul style="list-style-type: none"> <li>■ Max. 40 °C</li> <li>■ Max. 800 rpm</li> </ul>	
Duvet / لحاف	<p>Wash pillows or quilts stuffed with synthetic fibres or down fillings.</p> <p>Wash large items separately.</p> <p>Use a detergent that is suitable for down or delicates.</p> <p>Use sparingly.</p> <p>Do not use fabric softener.</p> <p><b>Note:</b> To prevent excessive foaming, remove air from laundry items by rolling them up before you wash them.</p> <p>Programme setting:</p> <ul style="list-style-type: none"> <li>■ Max. 60 °C</li> <li>■ Max. 1200 rpm</li> </ul>	–
Jeans/Dark laundry // جينز / ملابس داكنه	<p>Wash dark-coloured and colour-intense items made from cotton or easy-care fabric, e.g. jeans.</p> <p>Turn laundry inside-out before washing.</p> <p>Use liquid detergent.</p> <p>Programme setting:</p> <ul style="list-style-type: none"> <li>■ Max. 40 °C</li> <li>■ Max. 1200 rpm</li> </ul>	4.0
Super 15'/30' // سريع جدا 15'\30'	<p>Wash items made from cotton, or synthetic or blended fabrics.</p> <p>Short programme for small items of lightly soiled laundry.</p> <p>The programme duration is approx. 30 minutes.</p> <p>If you wish to reduce the programme duration to 15 minutes, activate  vario Speed. The maximum load is reduced to 2.0 kg.</p> <p>Programme setting:</p> <ul style="list-style-type: none"> <li>■ Max. 40 °C</li> <li>■ Max. 1200 rpm</li> </ul>	4.0 2.0 <sup>1</sup>
<sup>1</sup>  <b>vario Speed</b> activated		

## 7 Laundry

### 7.1 Preparing the laundry

#### ATTENTION!

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

- ▶ Remove all items from any pockets in your laundry before using the appliance.

#### Note

The appliance and fabrics are protected when you prepare your laundry.

- Brush off sand and soil
- Sort the laundry according to colour and textiles and observe the care labels
- Close all zips, Velcro fasteners, hooks and eyes
- Tie cloth belts, cloth straps and cords together
- Remove curtain fittings and lead strips
- Wash small or particularly delicate items in a mesh washing bag
- Wash large and small items of laundry together
- Wash laundry with fresh stains immediately
- Pretreat laundry with dried stains and wash several times
- Load the laundry unfolded into the drum

## 8 Detergents and care products

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



#### Notes

- When using liquid detergents, only use liquid detergents that are self-flowing
- Do not mix different liquid detergents
- Do not mix detergent and fabric softener
- Do not use products that have expired or are highly congealed
- do not use products containing solvents, caustic agents or volatile substances
- Use dyes sparingly as salt may damage stainless steel
- Do not use color-bleaching agents in the appliance

## 9 Childproof lock



Secure your appliance against being operated unintentionally using the controls.

### 9.1 Activating the childproof lock

- ▶ Press and hold the two  **3 sec.** / **3 ثوان** buttons for approx. 3 seconds.
- ✓ The display shows .
- ✓ The control elements are locked.
- ✓ The childproof lock remains active even after the appliance has been switched off and in the event of a power cut.

## 9.2 Deactivating the childproof lock

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

- ▶ Press and hold the two  **3 sec.** / **3 ثوان** buttons for approx. 3 seconds.
- ✓  goes out in the display.



# 10 Troubleshooting




## WARNING

### Risk of electric shock!

Improper repairs are dangerous.

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

Fault	Cause and troubleshooting
The display goes out and ► <b>Start / Re-load</b> // ابدأ إعادة تحميل flashes.	<p>Energy-saving mode is active</p> <ul style="list-style-type: none"> <li>▶ Press any button.</li> <li>✓ The symbol lights up again.</li> </ul>
"E:30 / -80"	<p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water drain hose are not kinked or trapped.</li> </ul> <p>The water outlet hose is connected too high.</p> <ul style="list-style-type: none"> <li>▶ Install the water outlet hose at a maximum height of 1 metre.</li> </ul> <p>Unapproved extension installed on the water drain hose.</p> <ul style="list-style-type: none"> <li>▶ Remove any unapproved extensions from the water hose. → "Connecting the appliance", Page 12</li> </ul> <p>Drain pump is blocked.</p> <ul style="list-style-type: none"> <li>▶</li> </ul> <p>Pump cover is not correctly assembled.</p> <ul style="list-style-type: none"> <li>▶ Correctly assemble the pump cover.</li> </ul> <p>The pump cap is not fully screwed in.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the pump cap is screwed in all the way into the appliance. The handle on the pump cap must be in a vertical position.</li> </ul> <p>Detergent dosage is too high.</p>

Fault	Cause and troubleshooting
"E:30 / -80"	<ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ Reduce the amount of detergent for the next washing cycle with the same load.</li> </ul>
"E:36 / -25 / -26"	<p>Drain pump is blocked.</p> <ul style="list-style-type: none"> <li>▶ .</li> </ul>
"E:60 / -2B"	<p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p>
"E:30 / -10" and/or 	<p>The water pressure is low. No remedial action possible.</p>
	<p>The filters in the water inflow are blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the filters in the water inflow.</li> </ul>
	<p>The tap is turned off.</p> <ul style="list-style-type: none"> <li>▶ Turn on the tap.</li> </ul>
	<p>The water inlet hose is kinked or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the water inlet hose is not kinked or jammed.</li> </ul>
	<p>Water level measurement system is defective.</p> <p><b>Note:</b> With the error message, the appliance starts a draining process.</p> <ol style="list-style-type: none"> <li>1. First wait approx. 5 minutes until the drain process ends.</li> <li>2. To reset the error message, switch the appliance off.</li> <li>3. Switch the appliance back on.</li> <li>4. If the error message is displayed again, call customer service. → "Customer Service", Page 34</li> </ol>
: flashes.	<p>The automatic voltage control system detects an unauthorised voltage drop.</p> <ul style="list-style-type: none"> <li>▶ No remedial action possible.</li> </ul> <p><b>Note:</b> If the power supply is stable, the programme continues to run as normal.</p>

<b>Fault</b>	<b>Cause and troubleshooting</b>
• flashes.	Voltage under-usage may cause extension of a programme. No remedial action possible.
• lights up.	Voltage under-usage may cause extension of a programme. No remedial action possible.
🌀 lights up.	The temperature is too high. ▶ Wait until the temperature has dropped.
	Water level is too high. ▶ Select a suitable programme for draining. → "Programmes", Page 20
🌀 flashes.	Door is not closed. ▶ Close the door.
	Laundry is caught in the door. ▶ Remove any trapped laundry.
🌀	Drum cleaning is required. ▶
"E:30/-20"	Detergent dosage is too high. ▶ Reduce the amount of detergent for the next washing cycle with the same load.
	Additional water is added. ▶ Do not add any extra water to the appliance while it is operating.
	Solenoid valve defective. ▶ Call the after-sales service. → "Customer Service", Page 34
All other error codes.	Malfunction <ol style="list-style-type: none"> <li>1. Switch the appliance off and then on again.</li> <li>2. If the message appears again, disconnect the appliance from the power supply for at least 30 seconds by pulling out the plug or by switching off the relevant circuit breaker in the fuse box.</li> <li>✓ If the fault was a one-off, the message disappears.</li> <li>3. If the message appears again, call the after-sales service. Please specify the exact error message when calling. → "Customer Service", Page 34</li> </ol>
The appliance is not working.	The mains plug of the power cord is not plugged in. ▶ Connect the appliance to the power supply.
	The circuit breaker in the fuse box has tripped.

Fault	Cause and troubleshooting
The appliance is not working.	<ul style="list-style-type: none"> <li>▶ Check the circuit breaker in the fuse box.</li> </ul> <p>There has been a power cut.</p> <ul style="list-style-type: none"> <li>▶ Check whether the lighting in your kitchen or other appliances are working.</li> </ul>
The programme does not start.	<p>You have not pressed ▷ <b>Start / Reload</b> // ابدأ\إعادة تحميل.</p> <ul style="list-style-type: none"> <li>▶ Press ▷ <b>Start / Reload</b> // ابدأ\إعادة تحميل.</li> </ul> <p>Door is not closed.</p> <ul style="list-style-type: none"> <li>▶ Close the door.</li> </ul> <p>Childproof lock is activated.</p> <ul style="list-style-type: none"> <li>▶ Deactivate childproof lock. → "Deactivating the childproof lock", Page 24</li> </ul> <p>⌚ <b>Ready in</b> / جاهز خلال is activated.</p> <ul style="list-style-type: none"> <li>▶ Check whether ⌚ <b>Ready in</b> / جاهز خلال is activated. → "Buttons", Page 18</li> </ul> <p>Laundry is caught in the door.</p> <ul style="list-style-type: none"> <li>▶ Remove any trapped laundry.</li> </ul>
The door cannot be opened.	<ul style="list-style-type: none"> <li>– -- is activated.</li> <li>▶ Continue the programme by selecting <b>Spin</b> / عصر or <b>Drain</b> / تفريغ and pressing ▷ <b>Start / Reload</b> // ابدأ\إعادة تحميل.</li> </ul> <p>The temperature is too high.</p> <ul style="list-style-type: none"> <li>▶ Wait until the temperature has dropped.</li> </ul> <p>Water level is too high.</p> <ul style="list-style-type: none"> <li>▶ Select a suitable programme for draining. → "Programmes", Page 20</li> </ul> <p>Power failure.</p> <ul style="list-style-type: none"> <li>▶ Open the door using the emergency release. → "Emergency release", Page 34</li> </ul> <p>The water is not draining.</p> <p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water drain hose are not kinked or trapped.</li> </ul> <p>Drain pump is blocked.</p> <ul style="list-style-type: none"> <li>▶</li> <li>– -- is activated.</li> <li>▶ Continue the programme by selecting <b>Spin</b> / عصر or <b>Drain</b> / تفريغ and pressing ▷ <b>Start / Reload</b> // ابدأ\إعادة تحميل.</li> </ul>

Fault	Cause and troubleshooting
The water is not draining.	<p>The water outlet hose is connected too high.</p> <ul style="list-style-type: none"> <li>▶ Install the water outlet hose at a maximum height of 1 metre.</li> </ul>
	<p>Pump cover is not correctly assembled.</p> <ul style="list-style-type: none"> <li>▶ Correctly assemble the pump cover.</li> </ul>
	<p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ Reduce the amount of detergent for the next wash cycle with the same load.</li> </ul>
	<p>Unapproved extension installed on the water drain hose.</p> <ul style="list-style-type: none"> <li>▶ Remove any unapproved extensions from the water hose. → "Connecting the appliance", Page 12</li> </ul>
	<p>The pump cap is not fully screwed in.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the pump cap is screwed in all the way into the appliance. The handle on the pump cap must be in a vertical position.</li> </ul>
Water is not flowing in. Detergent is not being dispensed.	<p>You have not pressed ▷ <b>Start / Reload</b> // ابدأ إعادة تحميل.</p> <ul style="list-style-type: none"> <li>▶ Press ▷ <b>Start / Reload</b> // ابدأ إعادة تحميل.</li> </ul>
	<p>The filters in the water inflow are blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the filters in the water inflow.</li> </ul>
	<p>The tap is turned off.</p> <ul style="list-style-type: none"> <li>▶ Turn on the tap.</li> </ul>
	<p>The water inlet hose is kinked or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the water inlet hose is not kinked or jammed.</li> </ul>
	<p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <p><b>Note:</b> When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p>
The programme duration changes during the wash cycle.	<p>The programme operation is optimised electronically. This may change the programme duration.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul>

Fault	Cause and troubleshooting
The programme duration changes during the wash cycle.	<p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <p><b>Note:</b> When loading, where possible, place large and small items of laundry together in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p>
No water is visible in the drum.	<p>Foam detection system switches on a rinse cycle if foam build-up is too high.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <p>Water is below the visible area.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> <li>▶ Do not add any extra water to the appliance while it is operating.</li> </ul>
Drum jerks after the programme starts.	<p>This is caused by an internal motor test.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul>
Residual water is present in the compartment ☼.	<p>Insert in compartment ☼ is blocked.</p>
Vibrations and movement of the appliance whilst spinning.	<p>Appliance is not correctly aligned.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Aligning the appliance", Page 13</i></li> </ul>
	<p>The appliance feet are not fixed.</p> <ul style="list-style-type: none"> <li>▶ Secure the appliance feet. → <i>"Aligning the appliance", Page 13</i></li> </ul>
	<p>Transit bolts have not been removed.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Removing the transit bolts", Page 11.</i></li> </ul>
Drum rotates, water does not flow in.	<p>Load detection is active.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <p><b>Note:</b> The load detection can take up to two minutes.</p>
Heavy foam build-up	<p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 litres of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ Reduce the amount of detergent for the next wash-cycle with the same load.</li> </ul>
High spin speed not reached.	<p>A low spin speed is selected.</p> <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a higher spin speed.</li> </ul>

Fault	Cause and troubleshooting
High spin speed not reached.	<p>Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Spin</b> / <b>عصر</b> programme.</li> </ul>
The spin programme does not start.	<p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul>
	<p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water drain hose are not kinked or trapped.</li> </ul>
	<p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Spin</b> / <b>عصر</b> programme.</li> </ul>
Rushing, hissing noise.	<p>Water is flushed under pressure into the detergent drawer.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – normal operating noise.</li> </ul>
Loud noises during the spin cycle.	<p>Appliance is not correctly aligned.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Aligning the appliance", Page 13</i></li> </ul>
	<p>The appliance feet are not fixed.</p> <ul style="list-style-type: none"> <li>▶ Secure the appliance feet. → <i>"Aligning the appliance", Page 13</i></li> </ul>
	<p>Transit bolts have not been removed.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Removing the transit bolts", Page 11.</i></li> </ul>
Banging noises, rattling in the drain pump.	<p>Foreign bodies have got into the drain pump.</p> <ul style="list-style-type: none"> <li>▶</li> </ul>
Slurping, rhythmical suction noise.	<p>The drain pump is active, the detergent solution is pumped out.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – normal operating noise.</li> </ul>
Creasing.	<p>The spin speed is too high.</p> <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a lower spin speed.</li> </ul>

Fault	Cause and troubleshooting
Creasing.	<p>The load is too large.</p> <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, reduce the amount of laundry being loaded.</li> </ul> <hr/> <p>Unsuitable programme for the type of fabric.</p> <ul style="list-style-type: none"> <li>▶ Select the programmes that are suitable for the type of fabric.</li> </ul>
Detergent or fabric softener drips off the seal and collects on the door or in the seal fold.	<p>Too much detergent/fabric softener in the detergent drawer.</p> <ul style="list-style-type: none"> <li>▶ When dosing liquid detergent and fabric softener, observe the marking in the detergent drawer and do not dose above this.</li> </ul>
The spin result is not satisfactory. The laundry is too wet/too damp.	<p>A low spin speed is selected.</p> <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a higher spin speed.</li> <li>▶ Start the <b>Spin</b> / <b>عصر</b> programme.</li> </ul> <hr/> <p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> <hr/> <p>Drain pipe or water drain hose is caught or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water drain hose are not kinked or trapped.</li> </ul> <hr/> <p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Spin</b> / <b>عصر</b> programme.</li> </ul> <hr/> <p>Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Different sized items of laundry distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Spin</b> / <b>عصر</b> programme.</li> </ul>
Detergent residue on the damp washing.	<p>Detergents may contain water-insoluble substances that deposit on the laundry.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Rinse</b> / <b>شطف</b> programme.</li> </ul>



<b>Fault</b>	<b>Cause and troubleshooting</b>
Detergent residue on the dry laundry.	Detergents may contain water-insoluble substances that deposit on the laundry. ► Brush out the laundry after washing and drying.
Water is leaking out at the water inlet hose.	Water inlet hose is not correctly/securely connected. <b>1.</b> Connect the water supply hose correctly. → <i>"Connecting the water inlet hose", Page 12</i> <b>2.</b> Tighten the screw connection.
Water is leaking out at the water outlet hose.	The water outlet hose is damaged. ► Replace the damaged water outlet hose. Water outlet hose is not connected correctly. ► Connect the water outlet hose correctly. → <i>"Water outlet connection types", Page 13</i>
Odours have formed in the appliance.	Humidity and detergent residue may promote the formation of bacteria. ► ► If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate.
Fabric softener remains in the detergent drawer.	The use of fabric softener is not supported for the selected programme. ► Before washing, check whether the use of fabric softener is supported for the selected programme. → <i>"Programmes", Page 20</i>
Water is leaking from below the door.	Dirt on the door or seal causes leaks. ► Clean the door and the seal.

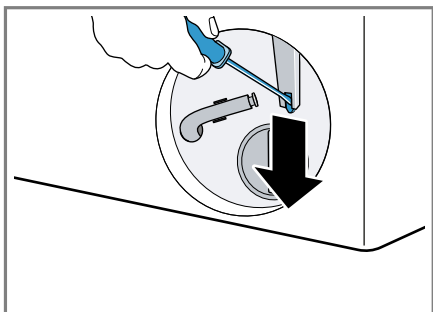
## 10.1 Emergency release

### Releasing the door

**Requirement:** The drain pump is empty.

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

Pull the emergency release downwards with a tool and release.



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

## 11.1 Product number (E-Nr.) and production number (FD)

You can find the product number (E-Nr.) and the production number (FD) on the appliance's rating plate. Depending on the model, the rating plate is located:

- On the inside of the door.
- On the inside of the maintenance flap.
- On the rear of the appliance.

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

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## 11 Customer Service

Detailed information on the warranty period and terms of warranty in your country is available from our after-sales service, your retailer or on our website.

The contact details for Customer Service can be found in the enclosed Customer Service directory or on our website.

## 12 Consumption values

The indicated consumption values are approximate.

The values may deviate from the indicated values depending on water pressure, water hardness, water inlet temperature, room temperature, type of laundry, amount and soiling of laundry, detergent used, fluctuations in the mains voltage and selected settings.

Programme	Temperature (°C)	Load (kg)	Energy consumption (kWh) <sup>1</sup>	Water consumption (l) <sup>1</sup>	Programme duration (h:min) <sup>1</sup>
Cottons / قطن	20	8.0	0.320	88.0	3:14
Cottons / قطن	40	8.0	1.210	88.0	3:14
Cottons / قطن	60	8.0	1.350	88.0	3:28
Easy-care / أقمشة اصطناعية	40	4.0	0.780	61.0	2:28
Quick/Mix / متنوع	40	4.0	0.620	44.0	0:59
Delicates/ Silk // أقمشة ناعمة/حرير	30	2.0	0.200	35.0	0:38
Wool / صوف	30	2.0	0.200	40.0	0:40

<sup>1</sup> values determined according to the valid version of IEC60456

## 13 Technical data

Appliance height	84.8 cm
Appliance width	59.8 cm
Appliance depth	59.0 cm
Appliance depth with door closed	63.2 cm
Appliance depth with door open	106.3 cm
Weight	72.1 kg
Maximum load	8.0 kg
Mains voltage	220-240 V, 50 Hz

Minimum installation protection	10A
Nominal power	2300 W
Water pressure	<ul style="list-style-type: none"> <li>■ Minimum: 100 kPa (1 bar)</li> <li>■ Maximum: 1000 kPa (10 bar)</li> </ul>
Length of the water inlet hose	150 cm
Length of the water outlet hose	150 cm
Length of the power cord	160 cm

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