Washing Machine

User Manual

B5WFT61043TWBC SPT

2820534430/ EN/ / 27.07.2026 09:05

Please read this user manual first!

Dear Customer,

Thank you for choosing 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. Warranty terms, usage and troubleshooting methods of your product are in user manual.

Symbols and Definitions

The following symbols are used in the user manual:

	Danger that could result in death or injury.
	Important information or useful hints about usage.
	Read the user manual.
	Recyclable materials.
	Hot surface warning.
WARNING	Danger that may result in property damage to the product or its environment.

Table of Contents

1 Safety Instructions 4

1.1 Intended Use 4
1.2 Safety of Children, Vulnerable Persons and Pets 4
1.3 Electrical Safety 5
1.4 Handling Safety 6
1.5 Installation Safety 6
1.6 Operational Safety 8
1.7 Maintenance and Cleaning Safety 9
1.8 Technical Information About Bluetooth and Wireless Connection 10

2 Important Instructions for Environment 10

2.1 Compliance with WEEE Directive . 10
2.2 Package Information 11

3 Technical Specifications 12

4 Installation 13

4.1 Unpacking and Transporting the Product 13
4.2 Appropriate Installation Location. 13
4.3 Installation of Bottom Panel Covers 14
4.4 Removing Transportation Safety Bolts 14
4.5 Connecting to Water Supply 15
4.6 Connecting the Drain Hose to the Drain 15
4.7 Adjusting the Feet 15
4.8 Electrical Connection 16
4.9 Start Up 16

5 Preliminary Preparation 16

5.1 Sorting the Laundry 16
5.2 Preparing Laundry for Washing 16
5.3 Tips for Energy and Water Saving 17
5.4 Loading the Laundry 17
5.5 Correct Load Capacity 17
5.6 Using Detergent and Softener 17
5.7 Tips for Efficient Washing 20
5.8 Displayed Program Duration 20

6 Operating the Product 21

6.1 Control Panel 21
6.2 Symbols on the Display 22
6.3 Programme Table 22
6.4 Programme Selection 24
6.5 Programmes 24
6.6 Temperature Selection 27
6.7 Spin Speed Selection 27
6.8 Auxiliary Function Selection 28
6.8.1 Auxiliary Functions 28
6.8.2 Functions/Programmes Selected by Pressing the Function Keys for 3 Seconds 29
6.9 End Time 30
6.10 Starting the Program 31
6.11 Loading Door Lock 31
6.12 Changing Selections After Program Starts 32
6.13 Cancelling the Programme 33
6.14 End of Programme 33
6.15 HomeWhiz Feature and Remote Control Function 33
6.15.1 HomeWhiz Setup 34
6.15.2 Setting up a Washing Machine Connected to Someone Else's Account 35
6.15.3 Deleting the HomeWhiz Account Match 35
6.15.4 Remote Control Function and How to Use It 36
6.15.5 Troubleshooting 36
6.15.6 HomeWhiz Consumption Values Display 36
6.15.7 Artificial Intelligence (AI) Transparency and User Information (In accordance with the EU Artificial Intelligence Law (2024/1689)) 37

7 Cleaning and Maintenance 37

7.1 Cleaning the Detergent Drawer 37
7.2 Cleaning the Loading Door and the Drum 38
7.3 Cleaning the Body and Control Panel 38
7.4 Cleaning the Water Intake Filters .. 38
7.5 Draining Remaining Water and Cleaning the Pump Filter 38

8 Troubleshooting 39

9 DISCLAIMER 44

1 Safety Instructions

This section contains safety instructions to help prevent personal injury or property damage. Our company cannot be held responsible for any damages that may occur if these instructions are not followed.

- Always have installation and repairs done by an authorized service.
- Use only original spare parts and accessories.
- Do not repair or replace any part of the product unless expressly stated in the user manual.
- Do not make technical changes to the product.

1.1 Intended Use

- The product's service life is 10 years. During this period, original spare parts will be available to operate the product properly.
- This product is designed for household use. It is not intended for commercial use. Do not use the product for any other purpose.
- Use only for washing and rinsing textiles with the appropriate marking.
- This product is designed for indoor use, such as in homes and similar locations. For example;
  - Staff kitchens of stores, offices and other work environments,
  - Farmhouses,
  - By customers of hotels, motels and other accommodation facilities,
  - Bed and breakfast establishments, hostel-like environments,
  - Common areas of apartment blocks or laundries.

1.2 Safety of Children, Vulnerable Persons and Pets

- This product may be used by children aged 8 years and older and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the product in a safe way and understand the hazards involved.
- Children under the age of 3 should be kept away unless continuously supervised.

- Electrical products are dangerous for children and pets. 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 interfering 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 the packaging materials away from children. Risk of injury and suffocation.
- Keep all detergents and additives used for the product out of 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. Unplug the product or turn off the fuse.
- Damaged power cables should be replaced by the authorised service in order to prevent possible danger.
- Do not tuck the power cord under the product or to the rear of the product. Do not put heavy items on the power cord. Do not bend, crush, or expose the power cable to heat sources.
- Only use the original cable. Do not use cut or damaged cables.
- Do not use an extension cord, multi-plug or adaptor to operate your product.
- Extension cords, multi-socket outlets, adapters or portable power supplies can overheat and cause a fire. Make sure not to place power sockets and portable power supplies near or behind the product.
- The plug shall be easily accessible. If this is not possible, a mechanism that meets the electrical legislation and that disconnects all terminals from the mains (fuse, switch, main switch, etc.) shall be available on the electrical installation.
- Do not touch the plug with wet hands.
- When unplugging the product, do not hold the power cord, but the plug.

- Make sure the plug is not wet, dirty or dusty.
- Never connect your product to electricity saving devices. Such systems are harmful to the product.

1.4 Handling Safety

- Unplug the product before moving, remove the water outlet and water main connections. Drain any water left inside the product.
- This product is heavy, do not handle it by yourself. It may cause injuries if your product falls on you. Do not hit and drop the product while carrying.
- Do not hold parts such as the laundry loading door to lift and move the product. The upper tray should be tightly fixed for moving. When moving the product, hold it firmly by the sides and the bottom.
- Carry the product in an upright position. If it cannot be carried upright, tilt it to the right side in frontal view.
- 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 in 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.
- Prior to commencing the installation, be sure to switch off the fuse to deactivate the power supply for the line to which the product will be connected.
- This product is intended for use at altitudes not exceeding 2000 meters above sea level.
- Check the product for any damage before installing it.
- Always wear personal protective equipment (gloves, etc.) during product installation, maintenance and repair. There is a risk of injury.
- 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 appliance in areas exposed to environmental conditions like rain or sunlight.
- Store the product in its original packaging according to the instructions on the packaging.
- Do not install the product at locations where the temperature drops below 0 °C.
- 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 level and hard surface 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. As required by local and national regulations, do not use the product without proper grounding.
- Plug the product in a socket with voltage and frequency values suitable to those indicated on the type label.
- Do not plug the product into loose, broken, dirty, greasy, or water-damaged sockets.
- Use the new hose set provided with the product. Do not re-use old hose sets. Do not extend 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 wastewater drain, the sink or the bathtub.
- Place the power cable and hoses 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 dryer is to be placed on the product, fix with a suitable connection apparatus obtained from the authorised service.

- There is a risk of contact with electrical components when the upper tray is removed. Do not dismantle the upper tray of the product.
- Position the product so that there is a gap between it and the surrounding surfaces. If your product is built-in, position it according to the installation diagram.

1.6 Operational Safety

- When you are using the product, use only detergents, softeners, and additives suitable for washing machines.
- Do not use chemical solvents on the product. These materials contain an explosion risk.
- 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 authorised service.
- Do not place sources of ignition (burning candle, cigarettes, etc.) or sources of heat (irons, cooktops, ovens, etc.) on top of or near the product. Do not put inflammable/explosive materials near the product.
- Do not stand or climb on the product.
- Unplug the product and turn off the tap if you will not be using the product for long periods.
- Avoid opening the detergent drawer while the product is running to prevent splashes. 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 items 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.

- If washing laundry at high temperatures, the discharged washing water would burn your skin if in contact with your skin, for ex. when the draining 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 product is placed is well ventilated.
  - Wipe the door gasket and loading door glass with a dry and clean cloth at the end of the programme.
- The glass of the loading door will heat up when washing at high temperatures. To avoid burns, do not touch the loading door glass and keep children away from the product during operation.
- Before disposing of old and inoperable products:

1. Unplug the power plug and remove it from the socket.
2. Cut the power cable and disconnect it with the plug from the product.
3. Break the locking mechanism of the loading door to render it inoperable.
4. Do not allow children to play with the discarded product.

1.7 Maintenance and Cleaning Safety

- Before cleaning or servicing the product, unplug it or cut the power at the fuse.
- If you need to move the product for cleaning, do not pull on the loading door. The door can break and cause injury!
- Do not put hands, feet and metal objects under or behind your product. This can cause jams, and any sharp edge can cause personal injury.
- Use a clean, dry cloth to wipe foreign material or dust from the plug ends. When cleaning the plug, do not use a wet or damp cloth. Otherwise, there is a risk of fire or electric shock.
- Do not wash the product with pressure washers, by spraying vapour, water or pouring water. There is a risk of electrocution.
- Do not use sharp or abrasive tools to clean the product. Do not use household cleaners, soap, detergent, gas, gasoline, thinner, alcohol, varnish, etc. while cleaning.

- Cleaning agents containing solvents (e.g. cleaning solvent) might reek poisonous fumes. 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 product may rise up to 90°C. Clean the filter after the water in the product cools down in order to avoid risk of getting burnt.

1.8 Technical Information About Bluetooth and Wireless Connection

Simplified EU Declaration of Conformity

Hereby, Arçelik A.Ş. declares that the radio equipment is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.beko.com

Frequency Band: 2.4 GHz (Wi-Fi or Bluetooth function)

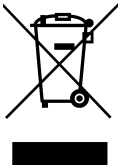
Max. Transferring Power: <100mW (Wi-Fi or Bluetooth function)

Software Details: Quartz Wi-Fi

This product collects and transmits usage data when connected to the internet (e.g. temperature settings, usage duration, error codes). In accordance with the EU Data Act (Regulation EU 2023/2854), you have the right to access and manage this data. For details on what data is collected, how it is used, and how to access it, please visit: www.homewhiz.com/eu-data-act-policy

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 Technical Specifications

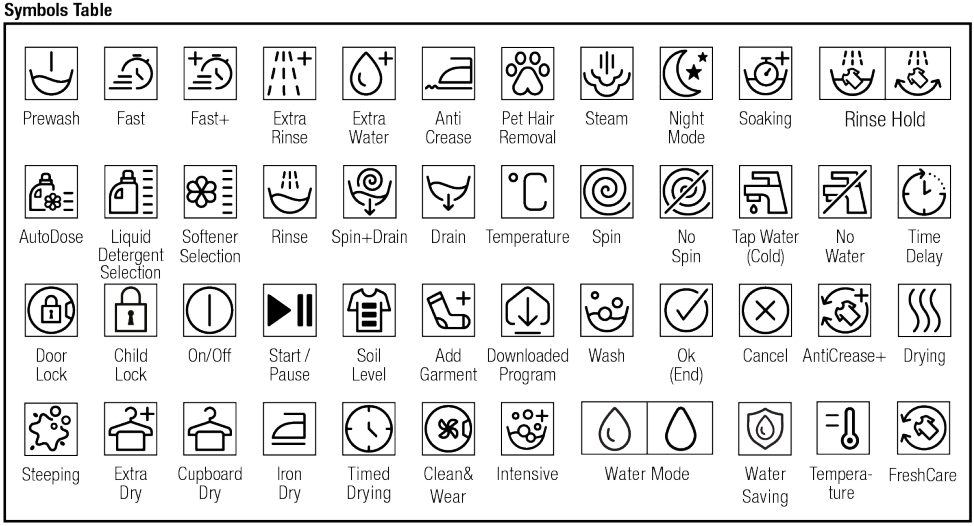
Supplier's name or commercial brand	Beko
Model name	B5WFT61043TWBC SPT
	457100079200
Nominal Capacity (kg)	10
Maximum spin speed (cycle/min)	1400
Built-In	No
Height (cm)	84,9
Width (cm)	60
Depth (cm)	58
Single Water inlet / Double Water inlet	+ / -

ENERG SUPPLIER'S NAME MODEL IDENTIFIER → (*) A A	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/

Consumption values are valid under conditions where the wireless network connection is switched off.

The duration of cybersecurity software update support for the product is equal to the product's warranty period. After this period, cybersecurity software updates are no longer guaranteed.

Symbols Table



4 Installation

Please read the “Safety Instructions” section first!

Your product automatically detects the amount of laundry placed inside when selecting a programme.

While installing the product, before the first use, calibration should be done to ensure that the laundry amount is detected in the most accurate way.

To do this, select the Drum Cleaning* programme and cancel the spin function. Start the programme without laundry. Wait for the programme to finish, which will take about 15 minutes.

*The programme name may vary depending on the model. For the appropriate programme selection, review the programme descriptions section.

- Please contact the nearest Authorised Service for the installation of the product.
- Make sure that the installation and electrical connections of the product are performed by authorised service agent. Manufacturer shall not be held responsible for damages caused by operations performed by unauthorised persons.
- Preparation of the location and electrical, tap water and wastewater 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.
- Prior to installation, visually check if the product has any defects on it. Do not have the product installed if it is damaged. Damaged products cause risks for your safety.

4.1 Unpacking and Transporting the Product

Unpacking the Product

- Remove the cardboard box or Styrofoam packaging.
- To remove the cardboard or Styrofoam packaging underneath the product, lift the product carefully. If this is not possible, remove it by tilting it slightly to the side or by laying it on its side without damaging the product.
- Open the door and remove the inlet hose and any other accessories inside drum.
- Detach the power cable and drain hose from their fixed positions.
- Remove the transportation safety bolts. (see “Removing the Transportation Safety Bolts”)

Transporting the Product

Read the “Transportation Safety” section first!

- Ensure the door and detergent drawer are closed.
- Install the transportation safety bolts carefully without damaging the product's drum. (see "Removing the Transportation Safety Bolts")
- Pack the product with protective packaging to prevent damage during transport.

4.2 Appropriate Installation Location

- Place the product on a hard, rigid and level floor. Do not place the product on surfaces such as long-pile carpets or non-slip carpets, or on excessively springy flooring such as acoustic floor coverings. Improper surfaces may cause noise and vibration problems.
- When the washing machine and the dryer are placed on top of each other, their total weight -when full- is approximately 180 kilograms. Place the product on a solid and level surface with sufficient load-carrying capacity.
- Do not place the product on the power cord.
- Do not install the product in places where the temperature drops below 0°C. This may cause damage to your product due to freezing.

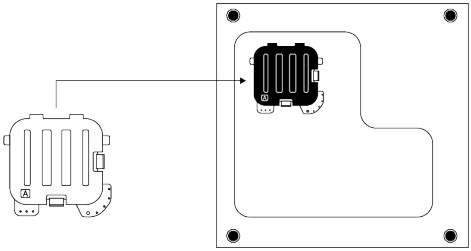
- Position the product so that there is a gap between it and the surrounding surfaces. If your product is built-in, position it according to the installation diagram.
- When installing the appliance on a stepped surface, keep it away from edges.
- Do not place the product on any platform.
- Do not place or use heat sources such as cooktops, irons, ovens, heaters, etc. on the product.

4.3 Installation of Bottom Panel Covers

With some models, the base parts of the products are completely closed. These models do not have cap or covers.

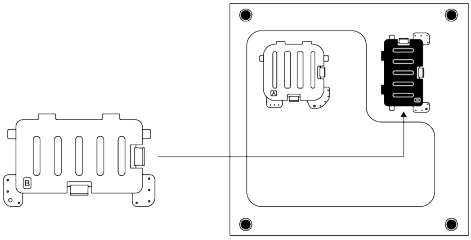
- Cap and Covers are optional. If present, remove the packaging foam and then install the cap and covers.

Cover A



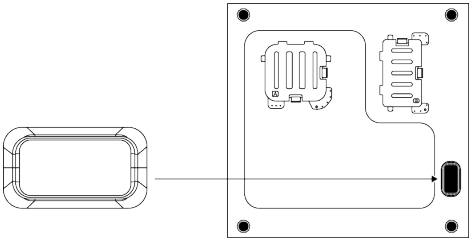
Tilt the machine back slightly. Place the tabs of Cover A against the bottom panel. Rotate the cover to complete the installation.

Cover B



Place the tabs of Cover B against the bottom panel. Rotate the cover to complete the installation.

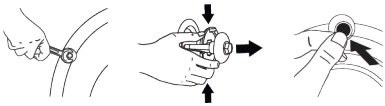
Cap



Install the cap by pushing it with your finger.

4.4 Removing Transportation Safety Bolts

1. Loosen all transportation safety bolts with an appropriate wrench until they turn freely.
2. Bend the inner part by pressing it at the grip areas and pull the part out.
3. Attach the plastic covers supplied in the User Manual bag into the holes on the rear panel.



NOTICE

Remove the transportation safety bolts before operating the product. Otherwise, the product will get damaged.

NOTICE

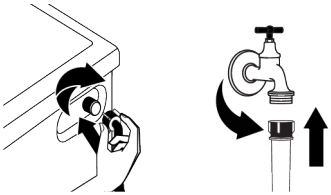
Keep the transportation safety bolts in a safe place to reuse when the product needs to be moved again in the future.
Install the transportation safety bolts in reverse order of the disassembly procedure.
Never move the product without the transportation safety bolts properly fixed in place.

4.5 Connecting to Water Supply

NOTICE

Models with a single water inlet should not be connected to the hot water tap. Laundry may be damaged or the product may go into protection mode and not work.
Do not use old or used water inlet hoses on your new product. This may cause water leakage in your product and stains on your laundry.

1. Tighten all hose nuts by hand. Make sure to tighten all hose connections completely. Never use a tool when tightening nuts.
2. After completing hose connection, open the taps all the way and check if there is any water leakage from the connection points. In case of a leakage, turn off the tap and unscrew the nut. Check the seal and tighten the nut carefully again. To prevent possible water leaks and damages that may occur, keep the taps closed when the product is not in use.

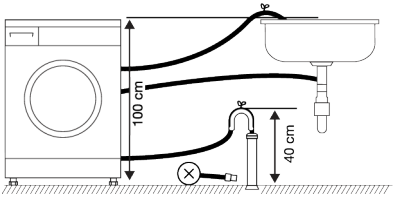


4.6 Connecting the Drain Hose to the Drain

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

Your house will be flooded if the water draining 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.

2. Connect the drain hose to a minimum height of 40 cm and a maximum height of 100 cm.
3. Installing the water draining hose at ground level or close to the floor (40 cm below) and then raising it makes water discharge difficult and the laundry may come out extremely wet. Thus, follow the heights provided in the figure.



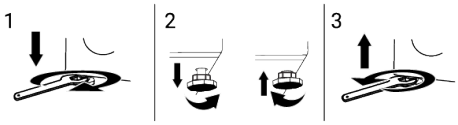
4. To prevent the waste water to go back into the product again and to ensure easy drainage, do not immerse the end of the hose into the waste water or do not insert it into the drain for more than 15 cm. If it is too long, cut it short.
5. The end of the hose should not be bent, it should not be stepped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

4.7 Adjusting the Feet

NOTICE

In order to ensure that the product operates more silently and vibration-free, it must stand level and balanced on its feet. Adjust the feet to ensure balance. Otherwise, the product may move from its place and cause bumping, noise and vibration problems.

1. To loosen the nuts on the feet, rotate the nuts clockwise using the hand tool.
2. Adjust the feet until the product stands level and stable. To lower the feet, rotate them counterclockwise. To raise the feet, rotate them clockwise.
3. To retighten the nuts, rotate them counterclockwise using the hand tool.



4.8 Electrical Connection

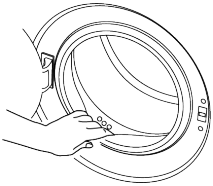
Connect the product to a grounded outlet protected by a 16-amp fuse. Our company shall not be responsible for the damages that shall be incurred due to using the product without grounding according to local regulations.

- 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 supply to the fuse or breaker in the house is less than 16 amp, have a qualified electrician install a 16-amp supply.
- Your mains voltage must comply with the voltage specified in the “technical specifications” section.
- 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 authorised service in order to prevent possible danger.

4.9 Start Up

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 Clean programme. If this programme 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.

5 Preliminary Preparation

Please read the “Safety Instructions” section first!

5.1 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.

5.2 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 items 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 all curtain accessories such as rings, hooks, and clips to prevent damage to the curtains.
- Fasten zippers, sew loose buttons on securely, 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.

5.3 Tips for Energy and Water Saving

The following information will help you use the product in an ecological and energy/ water-efficient way.

- Run the product at the maximum capacity allowed by your chosen program, but do not overload it beyond its capacity. See "Program table".
- Follow the temperature recommendations on the detergent packaging.
- Wash lightly soiled laundry at low temperatures.
- For lightly soiled and small amounts of laundry, choose the quick programs.
- Do not use pre-wash or high temperatures for laundry that is not heavily soiled or stained.
- If you are going to dry your laundry in the dryer, select the highest spin speed recommended for your washing program.
- Do not use more detergent than recommended on the detergent packaging.

5.4 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 once the programme is completed. Then you can open the loading door. If the door does not open, apply the solutions provided for "The loading door does not open" error in the Troubleshooting section.

5.5 Correct Load Capacity

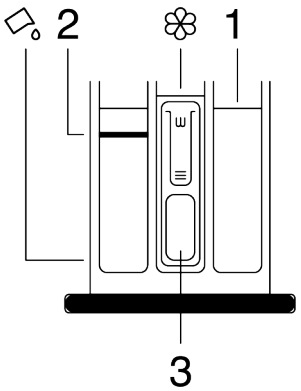
The maximum load capacity depends on the type of laundry, the degree of soiling, and the washing program you wish to use. The product automatically adjusts the water volume according to the weight of the laundry placed inside.

Follow the instructions in the "Program Table" section. Overloading the product will reduce its washing performance. Additionally, noise and vibration problems may occur.

5.6 Using Detergent and Softener

WARNING

Read the manufacturer's instructions on the packaging when using detergents, softeners, starch, bleach and decolourants, anti-lime scale and follow the dosage information provided. Use a measuring cup, if any.



The detergent drawer comprises of three compartments:

(1) for prewash - if your model has prewash function available,

(2) for main washing,

(3) for softener,

(❀) a syphon piece in the softener compartment,

(🧴) there is a liquid detergent flap 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 programme is on.
- If you are using a programme without prewashing, do not put detergent in the prewash compartment (compartment 1).
- If your model has prewash function available - If you are using a program with prewash, start the product after adding powder detergent to the prewash and main wash compartments (compartments 1 and 2).
- If your model has prewash function available - Do not select a programme with pre-washing if you are using a detergent pod or dispensing ball. Place the detergent pod 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 hinge down the liquid detergent flap.

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 on suggested programmes.
- When washing dark coloured clothes and quilts, it is recommended to use liquid detergent.
- Wash woollens on 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 it is 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 less detergent for lightly soiled or small amount of 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 thick, dilute with water before placing in the softener compartment.

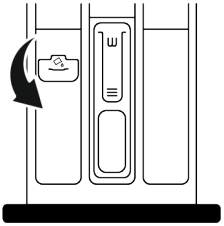
WARNING

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 Flap

- Hinge down the liquid detergent flap when you want to use liquid detergents. The flap 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 flap in the main washing compartment (compartment 2) after cleaning.
- The flap 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 programme.
- 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 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 programme 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 programme with pre-washing and add bleach at the start of pre-washing. Do not put detergent in the pre-wash compartment. As an alternative application, select a programme 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 programme 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 product continues taking in water.

5.7 Tips for Efficient Washing

		Clothes			
		Light Colours and Whites	**Colours**	**Black/Dark Colours**	**Delicates/Woollens/Silks**
i		(Recommended temperature range based on soil level: 40-90 °C)	(Recommended temperature range based on soil level: cool - 40 °C)	(Recommended temperature range based on soil level: cool - 40 °C)	(Recommended temperature range based on soil level: cool - 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 decolourant should be used.	Liquid detergents suitable for colours and black/dark colours can be used at doses recommended for heavily soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woollen and silk clothes must be washed with special woollen 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 decolourant should be used.	Liquid detergents suitable for colours and black/dark colours can be used at doses recommended for moderately soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woollen and silk clothes must be washed with special woollen 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 decolourant should be used.	Liquid detergents suitable for colours and black/dark colours can be used at doses recommended for lightly soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woollen and silk clothes must be washed with special woollen detergents.

5.8 Displayed Program Duration

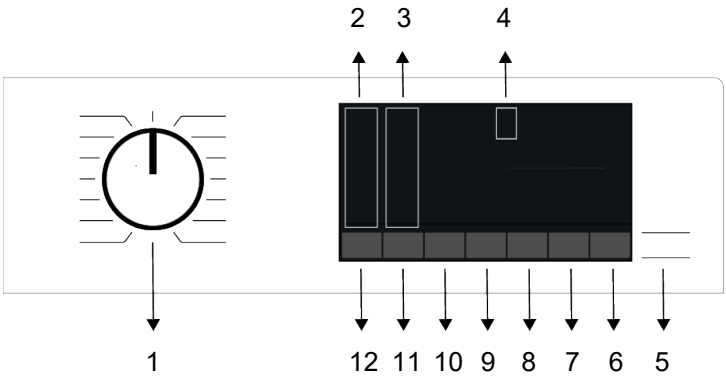
When selecting a program, you can see the program duration on your machine's display. The program duration is automatically adjusted during the program's run, depending on the amount of laundry in the machine, foaming, unbalanced load conditions, power supply fluctuations, water pressure, and program settings.

SPECIAL CIRCUMSTANCES: At the start of the Cotton and Cotton Eco programs, a half-load duration is displayed on the screen. This is the most common usage. After the program starts, the machine detects the actual load within 20-25 minutes. If the detected load is greater than half a load, the washing program is adjusted accordingly, and the program duration is automatically extended. You can monitor this change on the screen.

6 Operating the Product

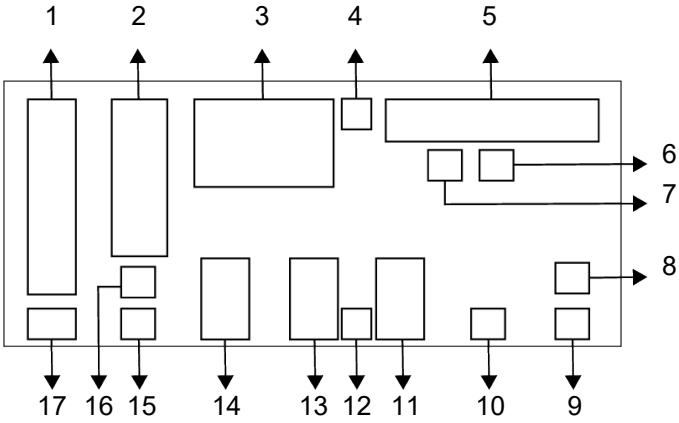
Please read the “Safety Instructions” section first!

6.1 Control Panel



1 Program Selection Button
2 Temperature Level Lights
3 Spin Speed Indicator Lights
4 Screen
5 Start/Pause Button
6 Remote Control Button
7 End Time Adjustment Button
8 Auxiliary Function Button 3
9 Auxiliary Function Button 2
10 Auxiliary Function Button1
11 Spin Speed Adjustment Knob
12 Temperature Adjustment Button

6.2 Symbols on the Display



1 Temperature Indicator
2 Spin Speed Indicator
3 Duration Information
4 Door Lock Is Engaged Symbol
5 Programme Follow-up Indicator
6 No Water Indicator
7 Add Garment Indicator
8 Wireless Connection Indicator
9 Remote Control Indicator
10 Delayed Start Enabled Indicator
11 Auxiliary Function Indicators 3
12 Child Lock Enabled Symbol
13 Auxiliary Function Indicators 2
14 Auxiliary Function Indicators 1
15 No Spin Indicator
16 Rinse Hold Indicator
17 Cold Water Indicator

The visuals in this section are for illustrative purposes only and may not represent the exact specifications of your product.

6.3 Programme Table

Program	Maximum load (kg)
Algodón	10,0
Sintéticos	4,0
R. oscura	5,0
Delicados/Lana/A mano	2,0
Lav. Tambor	-
Rápido 28'/14' + Fast/Intensive	2,0
Eco 40-60 ***	10,0
Camisas	4,0
Hygiene +	9,0
Rápido 28'/14'	10,0
SteamTherapy	1,0

Cold Wash	5,0
Ultimate 40'	10,0
Programa descargado *****	
Mix	4,0
Towel	4,0
Underwear	1,0
Stain Program	5,0
Outdoor/Sports	5,0

Consumption values (EN)								
	Temperature Selection °C	Spin Speed (rpm)	Capacity (kg)	Program duration (h:min)	Energy consumption (kWh/cycle)	Water consumption (litres/cycle)	Laundry temperature (°C)	% Of remaining humidity (%)
Eco 40-60	40***	1351	10,0	3:58	0,585	70,0	25	52,3
	40***	1351	5,0	2:59	0,380	58,0	26	52,0
	40***	1351	2,5	2:59	0,195	37,0	22	56,1
Algodón	20	1400	10,0	04:00	0,490	95,0	20,0	53,9
	60	1400	10,0	03:40	1,540	98,0	60,0	53,9
Sintéticos	40	1200	4,0	02:20	0,620	74,0	40,0	40,0
Rápido 28'/14'	30	1400	10,0	00:28	0,200	75,0	23,0	62,0
The consumption values given for programs other than the Eco 40-60 program are indicative only.								

- : See programme description for maximum load.
***: Eco 40-60 program 40 ° C temperature selection is the test program according to EU regulation EU/2019/2014 and EN 60456:2016/A11:2020 standard.
*****: These programs can be used with the HomeWhiz app. Energy consumption may increase due to connection.

Before using for the first time, review the Installation section of the user manual.
Water and energy consumption may vary depending on water pressure, hardness and temperature, ambient temperature, laundry type and quantity, auxiliary function selection, spin speed and changes in mains voltage.
The selection methods of auxiliary functions can be changed by the manufacturer. New selection methods can be added or existing ones can be removed.
The spin speed of your product may vary depending on the programme. The spin speed cannot exceed the maximum spin speed of your washing machine.
The amount of noise and moisture varies depending on the spin speed. When you select a higher spin speed, the laundry will contain less moisture at the end of the programme but there the noise level.

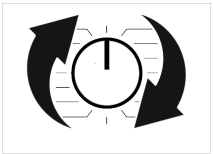
When you select a programme, you can see the estimated washing duration on the display. The estimated washing duration may vary by up to 1.5 hours depending on the amount of laundry. The actual time will be displayed once the programme starts.
Always select the lowest suitable temperature. For energy efficiency, choose the lowest suitable temperature. Longer, low-temperature washes are often the most efficient.

6.4 Programme Selection

1. According to the "Programme table", determine the programme suitable for the type, quantity and dirt level of the laundry.

Programs are limited to the highest spin speed suitable for the fabric type.
When choosing the program you will use, always take into consideration the fabric type, color, degree of soiling and allowed water temperature.

2. Select the desired program using the Program Selection button.



6.5 Programmes

• CustomWash

This is a is a smart feature that allows you to personalize the wash programme via the HomeWhiz app.
Once your selected program is complete, you can evaluate it using this feature on HomeWhiz. You can personalize the program through the application according to your evaluation.

There may be changes in the energy, water consumption and programme duration of the programme after updating it with this feature.
Programs that support this feature are indicated by this feature symbol in the HomeWhiz application.

• EnergySpin

It uses your detergent more effectively with high mechanical action during washing. This way, it maintains your washing quality without the need for prolonged heating of your laundry, reducing your energy consumption.
This technology is used in programs that include symbols, bold serigraphy printing or coloring displayed on the panel.

• Ultimate 40'

Use this program to quickly wash normally soiled cotton garments.

The time displayed on the screen at the start of the program shows the full load duration. Approximately 2 minutes after the program starts, the machine detects the actual load. If the detected load is less than the full load, the program duration will be shortened accordingly.

• Eco 40-60

The Eco 40-60 program is suitable for washing normally soiled cotton laundry labeled to be washable together at 40 °C or 60 °C. This programme is the standard test programme according to the EU eco design and energy labelling regulations.
Although this programme washes longer than other washing programmes, it is more efficient in terms of energy and water consumption. Actual water temperature may be different from the stated wash temperature. When you load the product with less laundry (e.g. ½ capacity or less), cycle duration may automatically get shorter. In this way, energy and water consumption would be much less.

• Algodón

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

• Sintéticos

Use this programme to wash your clothes such as t-shirts, blouses, synthetic/cotton-blend fabrics etc. The fast function shortens the programme duration significantly and ensures effective washing performance for lightly-soiled laundry. The fast function is not suitable for heavily-soiled laundry.

If your product does not have a specific curtains programme, you can use this programme. Wash your curtains at 40 °C maximum and with a spin speed up to 800 rpm.

• Delicados/Lana/A mano

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.

• Hygiene +

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.

• Spin+Drain

You can use this program to remove the water on the garment/inside the product.

• Aclarado

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.

This is not a washing programme. Do not add chemicals such as detergent, bleach, stain remover, etc. to the detergent drawer during this program.

• Camisas

This programme is used to wash the shirts made from cotton, synthetic and synthetic blended fabrics altogether. It reduces wrinkles. Steam is applied at the end of the programme to help the wrinkle reducing function. The special spin profile and steam applied at the end of the programme reduce the wrinkles on your shirts. When the fast 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 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. Do not use pre-wash detergent if you are planning to use delay (Ending In) function of your product. Prewash detergent may pour out on your clothes and cause stains.

** It is recommended to operate the cycle with no more than 6 shirts to minimize wrinkles in your shirts using this cycle. When washing more than 6 shirts, there may be differences on the wrinkle levels and humidity on shirts at the end of cycle.

• Rápido 28'/14'

Use this programme to wash your lightly soiled or unspotted cotton clothes in a short time but not for towels or heavy cottons. The programme duration can be re-

duced down to 14 minutes when the fast function is selected. When the fast function is selected, maximum 2 (two) kg of laundry must be washed.

• R. oscura

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.

• Lav. Tambor

Use regularly (once a month) to clean the drum and ensure proper hygiene. Apply steam before the program to soften any residue in the drum. Run the program when the machine is completely empty. For better results, use a suitable powder descaler (drum cleaner) when the powder detergent function is selected. After the program ends, leave the loading door ajar to allow the inside of the machine to dry.

This is not a washing program. This is a maintenance program.
Do not run this program while anything is inside the machine. If you attempt to run it, the machine will automatically detect a load inside and, depending on your machine model, may terminate or continue the program. Continuing the program will prevent effective cleaning.

• Mix

Use to wash your cotton and synthetic laundry items together without sorting them.

• Underwear

You can use this programme to wash delicate garments that are suitable for hand wash and delicate women's underwear. Small amount of garments must be washed in a washing net. Hooks, buttons etc. must be done up and zips must be zipped up.

• Outdoor/Sports

You can use this programme to wash sports and outdoors garments that contain cotton/synthetics mix and waterproof fabric such as Gore-Tex etc. It makes sure your garments are washed gently thanks to special rotating movements.

• Cold Wash

Use to wash your medium dirty and durable cotton/synthetic laundry. Thanks to the washing algorithm specially developed for the program, effective washing is ensured without exposing the laundry to high temperatures.

• Stain Program

The product 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, make sure to check garment tags (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 for a long time). In the automatic stain programme, you can wash 24 types of stains divided into two different groups according to "Fast" function selection. Depending on the selected stain group, a special washing programme for which duration of rinse hold, washing action, washing and rinsing duration are modified.

You can see stain groups that can be selected with the “Fast” button.

When “Fast” is not selected;

Butter, grass, mud, cola, sweat, collar dirt, food, mayonnaise, salad dressing, make-up, machine oil, baby food.

When “Fast” is selected;

Blood, chocolate, pudding, eggs, tea, coffee, juice, ketchup, red wine, curry, jam, coal.

1. Select the stain programme.
2. Select the stain you want to clean by locating it in the groups above and selecting the related group with the fast auxiliary function button.
3. Read the garment tag carefully and ensure that correct temperature and spin speed are selected.

• Programa descargado

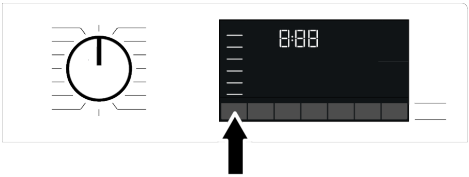
This is a special programme that allows you to download different programmes when you want to. At the start, there is a programme you can see with the HomeWhiz application as default. However, you can use the HomeWhiz application to select a programme from the predetermined programme set, and then change 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 HomeWhiz Feature and Remote Control Function.

• 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 door gasket or the glass.

6.6 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.

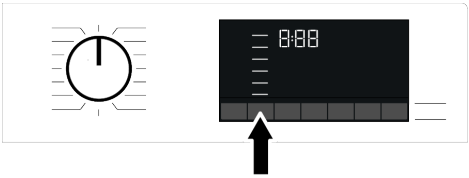
Press the Temperature Adjustment button to change the temperature. Temperature decreases gradually.

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 only be made if the washing steps 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.

6.7 Spin Speed Selection



When a new program is selected, the recommended spin speed for the selected program appears in the Spin Speed indicator. It is possible that the recommended spin speed is not the highest spin speed that can be selected for the current program.

To change the spin speed, press the Spin Speed Adjustment button. The spin speed decreases in stages.

Then, the options "Rinse Hold " and "No Spin " appear on the screen, depending on the model of the product.

If you are not going to empty the machine immediately after the end of the program, you can use the Soak function to keep your laundry in the final rinse water to prevent them from wrinkling in a dry environment.

This function keeps your laundry in the final rinse water. If you want to spin after the rinse hold function:

- Adjust the Spin Speed setting.
- Press the Start/Pause button. The program will continue where it left off. The machine will drain the water and spin the laundry.

If you want to drain the water without spinning at the end of the program, you can use the No Spin function.

No changes can be made in programs that do not allow spin speed.

If the washing steps allow it, you can change the spin speed after the wash has started. If the steps do not allow it, no changes can be made.

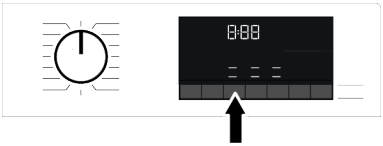
Rinse Hold

If you are not going to empty the machine immediately after the end of the program, you can leave your laundry soaking in the final rinse water to prevent them from wrinkling in a dry environment.

If you want to drain the water without spinning your laundry after this process, press the Start/Pause button. The program will continue where it left off and complete after draining the water.

If you want to spin laundry that has been soaking in water, adjust the Spin speed and press the Start/Pause button. The program will continue where it left off. The water will be drained, the laundry will be spun, and the program will end.

6.8 Auxiliary Function Selection



Before starting the program, select the desired auxiliary functions. When a program is selected, the icons for the selected auxiliary function symbol will light up.

When an auxiliary function button that cannot be selected with the current program is pressed, the washing machine emits a warning sound.

Some functions cannot be selected simultaneously. If a second auxiliary function that is incompatible with the first is selected before starting the machine, the first selected function will be canceled, and the last selected auxiliary function will remain selected. For example, if you select Quick Wash after selecting the Extra Water option, Extra Water will be canceled, and Quick Wash will remain active.

An auxiliary function that is not compatible with the program cannot be selected.

Some programs have auxiliary functions that must work together. These functions cannot be disabled.

6.8.1 Auxiliary Functions

• Fast/Intensive

You can shorten or extend the programme duration with this function. Depending on the programme selection, there may be differences in time increases and decreases. In case the FAST or INTENSIVE LED is not lit, the appropriate programme duration is shown for your normally soiled clothes/ laundry.

Depending on the programme selection, the Intensive feature can be selected automatically. In this case, the Intensive LED on the panel will be lit. You can use the Intensive selection to achieve a better washing performance when washing heavily soiled laundry.

You can reduce the time for your lightly soiled laundry by pressing the Fast/Intensive button in the programmes which come with intense being selected. When you press the button once, the LED will turn off and you will reach the appropriate programme duration for your normally soiled

clothes/laundry. When you press the same button a second time, the fast LED will light up, the time will decrease a little and it will show the minimum programme duration, which is suitable for your less soiled laundry. The duration of programmes may shorten by 50% when this function is selected. Thanks to optimized washing steps, high mechanical agility and optimal water consumption, high washing performance is achieved despite the shorter duration.

• Steam

This function helps to reduce the creases in your cotton, synthetic and mixed clothes, shorten the ironing time and remove the dirt by softening.

* Under conditions where the steam function is applied at the end of the programme, your laundry may be warmer at the end of the washing. This is expected within the programme working conditions.

When you activate the steam function, do not use liquid detergent if there is no liquid container or liquid detergent dosing feature. There is the risk of staining of the clothes.

• Water Mode

This auxiliary function key allows you to select the additional functions of Water Saving, Pre-Wash, and Extra Rinse or Extra water depending on the model of your machine. You can find detailed information about the selection in the description of the respective auxiliary function.

• Water Saving

This function is selected by pressing the Water Adjustment auxiliary function button once. The Water Saving symbol lights up in selectable programs.

This function is designed for lightly soiled laundry that requires a smaller amount of detergent (See "Tips for Efficient Washing").

• Extra Rinse

This function is selected by pressing the Water Adjustment button twice in programs where the Water Saving auxiliary function is selectable, or by pressing the Water Adjustment button once in programs where the Water Saving auxiliary function is not selectable. The Extra Rinse symbol will illuminate in selectable programs.

This function allows the machine to perform an additional rinse after the main wash. This way, you can reduce the risk of sensitive skin (baby skin, allergic skin, etc.) being affected by the small amount of detergent that may remain in the laundry.

• Remote Control

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

• Customized Program

This auxiliary function can only be used for Cotton and Synthetic programmes together with the HomeWhiz application. If this function is activated under the HomeWhiz “Personalize” menu, you can add up to five additional rinsing steps to the program. 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 Cotton and Synthetic programmes within a safe range.

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

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

•AntiCrease+ 3"

This function is selected when the relevant Auxiliary function 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 dur-

ing the 8-hour duration. Press the function selection button or the product on/off button to cancel the function.

• Prewash 3"

This function can be selected by pressing and holding the related auxiliary function button for 3 seconds.

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

• Soaking 3"

This function can be selected by pressing and holding the related auxiliary function button for 3 seconds.

The Soaking in Water auxiliary function ensures that the stains that have penetrated into the laundry are cleaned better by soaking the laundry in detergent water before the washing process starts.

• Child Lock 3"

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

You can switch on and off the product with On / Off button when the Child Lock is active. When you switch on the product 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 the related auxiliary function button 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 the related auxiliary function button for 3 seconds. After the countdown as “3-2-1" on the display is over, Child Lock symbol disappears.

• Wireless Connection

You can match your machine and your smart devices with the wireless connection. This way, you can use your smart device to get information about your machine and control it.

To activate wireless connection:

Press and hold Remote Control button for 3 seconds. After countdown “**3-2-1**” on the display ends, “**On**” symbol appears. When this notification is displayed stop pressing the remote control button. The wireless connection icon blinks when the product is connecting the internet. If connection is successful, icon will remain on.

To deactivate wireless connection:

Press and hold Remote Control button for 3 seconds. Countdown **“3-2-1”** will be displayed, and then “**Off**” symbol will appear on the display.

To be able to enable wireless connection, machine setup should be completed through HomeWhiz application. After setup, wireless connection will be enabled automatically if you press ”Remote Control” button.

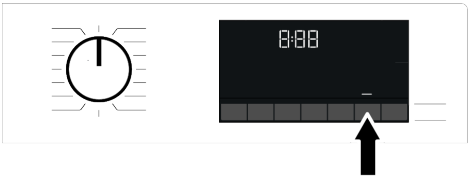
6.9 End Time

Time display

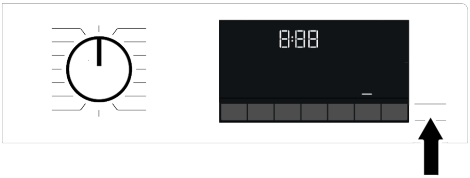
When the end time function is selected, the time remaining until the program starts is displayed in hour format such as 1h, 2h, and the time remaining for the program to be completed after it starts is displayed in hour and minute format such as 01:30.

Programme duration may vary depending on water pressure, water hardness and temperature, ambient temperature, laundry type and amount, auxiliary function selection and changes in mains voltage.

The program's end time can be set for up to 24 hours using the End Time Adjustment function. The time displayed after pressing the End Time button is the estimated end time of the program. If the End Time is set, the End Time indicator will illuminate.



In order for the End Time function to be activated and the program to end at the end of the specified time, the Start/Pause button must be pressed after the time setting.



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

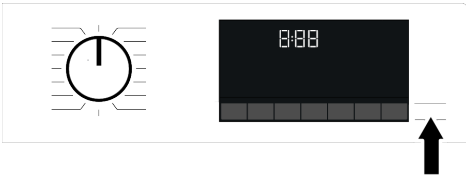
When you activate the End Time function, do not add liquid detergent to powder detergent compartment no. 2. There is a risk of stains on the laundry.

- Open the loading door, place the laundry and add detergent etc.
- Select the washing program, temperature, spin speed and auxiliary functions if necessary.
- Press the End Time button to set the desired end time. The End Time indicator will light up.
- Press the Start/Pause button. The countdown begins.

Additional laundry can be added to the machine during the End Time countdown. At the end of the countdown, the End Time indicator turns off, washing begins, and the duration of the selected program is displayed.

6.10 Starting the Program

- Press the Start/Pause button for about 1 second to start the program.
- The Start/Pause button's dim light now glows constantly, indicating that the program has started.



- The loading door is locked. After the loading door is locked, the door lock symbol appears on the screen.
- The program follow-up indicator lights on the screen show the current program step.

6.11 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.

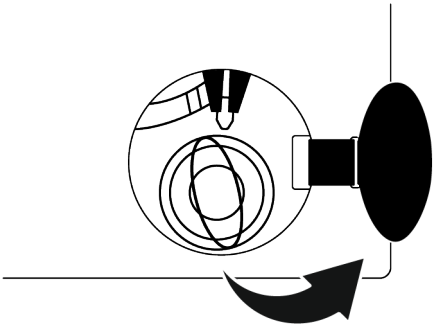
If the Remote Control Function is selected, the door will be locked. In order to open the door you must deactivate Remote Control Function by either pressing the Remote Control button or changing the programme position.

Opening the loading door in case of power failure:

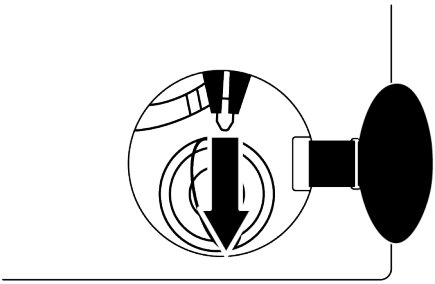
In case of power failure, you can use the loading door emergency handle under the pump filter cap to open the loading door manually.

To avoid any water overflow before opening the loading door, make sure there is no water left inside the product.

1. Turn off and unplug the product.
2. Open the pump filter lid.



3. Pull down the loading door emergency handle with a tool and release. Then open the loading door.
4. If the loading door does not open then repeat the previous step.

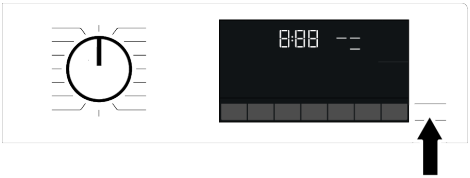


6.12 Changing Selections After Program Starts

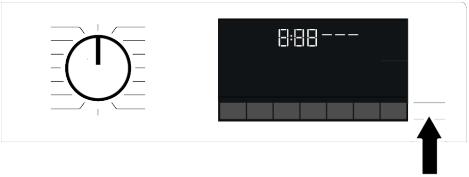
Adding laundry after the program starts

:

When you press the Start/Pause button, if the water level in the machine is appropriate, the door lock is deactivated and the door opens to allow you to add laundry. When the door lock is deactivated, the door lock symbol disappears from the display. After adding the laundry, close the door and press the Start/Pause button again to continue the wash.



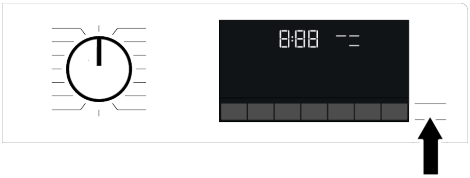
If the water level in the machine is insufficient when you press the Start/Pause button, the door lock cannot be deactivated and the door lock symbol on the display will continue to appear.



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

Putting the machine into pause state:

Press and hold the Start/Pause button for about 1 second to put the machine into pause mode. The pause symbol will flash on the display.



Changing the program selection after the program has started:

If Child Lock is not enabled, the program can be changed while the current program is running. This action will cancel the current program.

The selected program starts over.

Changing auxiliary function, speed and temperature settings:

Depending on the step the program has reached, you can disable or enable auxiliary functions. See "Auxiliary function selection."

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

If the water temperature inside the machine is high or the water level is above the cover line, the loading door will not open.

6.13 Cancelling the Programme

The programme is cancelled when programme selection knob is turned to a different programme or product 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 if it is not possible to open the loading door since the water level in the product is above the loading door baseline, then turn the Programme Selection knob to Spin+Drain programme and drain the water in the product.

6.14 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 product will switch to OFF mode. Display and all indicators are turned off.

Completed programme steps will be displayed if you press On/Off button.

6.15 HomeWhiz Feature and Remote Control Function

You can check your washing machine from smart devices and get information about the status of your machine thanks to the HomeWhiz function. You can carry out many operations on your machine from your smart device by using the HomeWhiz application. Moreover, you can use certain properties only with the HomeWhiz Function.

You must download the HomeWhiz application from the app store of your smart device to use the Wifi feature of your machine.

To use the app, make sure your smart device is connected to the internet.

If you are using the app for the first time, complete user account registration by following the directions on the app. You can use all HomeWhiz featured products in your home through this account after registration is complete.

The , Bluetooth of your smart device should be on and your device should be connected to the internet during setup. Your smart device should be close to the washing machine. After the setup, the Bluetooth can be turned off or your smart device does not need to be close to the washing machine. You may use your product provided that your smart device is connected to internet.

You can tap the “Devices” tab in the application to view appliances paired with your account. You may perform the user pairing operation of these products on this page.

After the app is setup, with the HomeWhiz Function, your washing machine can give you instant status notifications via your smart device.

Your washing machine will send you notifications over HomeWhiz application in the following cases:

- At the end of the programme,
- When the door of the washing machine is opened,
- In case of water cut warning,
- In case of security warning,

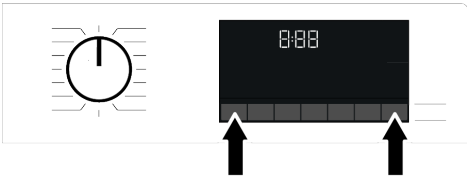
To utilize the HomeWhiz feature, ensure that the HomeWhiz app is installed on your smart device and that your washing machine is connected to your home Wi-Fi network. When your washing machine is not connected to the network, it operates like a machine without HomeWhiz function.
Your product shall run with a connection to the wireless network in your home network. The controls made by means of the application will be enabled through this network. Therefore, the wireless signal strength near the machine's location must be adequate.
Operates at HomeWhiz 2.4 GHz frequency band.
Please visit **www.homewhiz.com** link to learn which Android and IOS versions are supported by HomeWhiz application.

All safety measures described in the "**GENERAL SAFETY INSTRUCTIONS**" titled section of the user manual are also valid for remote operation with HomeWhiz function.

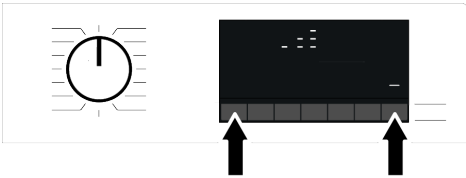
6.15.1 HomeWhiz Setup

A connection should be set between your product and the app in order for the app to function. Follow the steps below to establish this connection.

1. If you are adding a device for the first time, touch “Appliances” tab on the HomeWhiz Application. Select “ADD APPLIANCE” (touch here for setting up a new appliance) button in the upper right corner. Perform the setup by following both the steps below and the steps in the HomeWhiz Application.
2. 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.

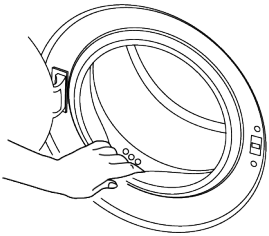


3. When in HomeWhiz setup mode, an animation appears on the screen and the Wireless Connection icon flashes until your machine connects to the internet. Only programme knob will be active in this mode. Other buttons will be inactive.



4. Follow the instructions on the display of HomeWhiz application.
5. Wait until the installation is complete. When setup is complete, give your washing machine a name. Now, you see the product you have added in the HomeWhiz Application.

Your washing machine will automatically turn off if you cannot realize the setup successfully within 5 minutes. In this case, you have to start the setup process all over again. If the problem continues, please contact the Authorised Service.
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 with your washing machine. Otherwise, please read "Setting up a washing machine that is connected to someone else's account".



HomeWhiz Application may require you to type the product number shown on the product label. You can find the product label inside the appliance door. The product number is located on this label.

6.15.2 Setting up a Washing Machine 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 product.

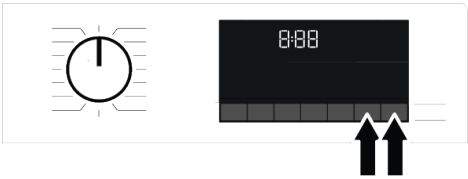
1. Download HomeWhiz Application on the new smart device you want to use.
2. Create a new account and log in to this account on the HomeWhiz app.
3. Follow the steps described in HomeWhiz Setup Setup and proceed with the setup procedure.

Given that your product's HomeWhiz Feature and Remote Control functionality operate via either Bluetooth or Wi-Fi technology, depending on your product model, it's important to note that only one HomeWhiz application can control your product at any given moment.

6.15.3 Deleting the HomeWhiz Account Match

Follow the following steps in order to delete a washing machine previously matched with someone else‘s account.

1. Turn on your machine using the program button.
2. When your machine is running, push and hold the Remote Control Function button and End Time Setting buttons for 5 seconds.



3. You will hear warning sound from the product to notify your request after the countdown on the screen. Deleting the match will take a few seconds.

After this operation, you cannot use the HomeWhiz function of your washing machine until you do another setup.
Your product does not need to be connected to the internet in order to delete an account matching. Your request will be received. This matching will be automatically deleted when the product is first connected to the internet.

6.15.4 Remote Control Function and How to Use It

After installing HomeWhiz, Wi-Fi will turn on automatically. To enable or disable Wi-Fi, please see the section “Wi-Fi”.

If you turn your washing machine off and on again while Wi-Fi is on, it will reconnect automatically. In situations such as changing the network password or turning off the modem, Wi-Fi will turn itself off automatically. Therefore, if you want to use the Remote Control function, you need to turn the Wi-Fi back on.

You can monitor your connection status by checking the Wi-Fi symbol on the screen. If the symbol is lit steadily, you have an Internet connection. If the symbol is blinking, a connection is being attempted. If the symbol is not lit, it means you have no connection.

When your product's Wi-Fi connection is off, you can activate both the network connection and the Remote Control function simultaneously by pressing the Remote Control button.

If you cannot select the Remote Control function remotely, check the connection status. If a connection cannot be established, repeat the initial setup settings through the product.

If you want to remotely turn off your washing machine, you need to activate the Remote Control function by pressing the Remote Control button on the control panel.

While Remote Control is active, you can start a programme and continue making selections directly on the washing machine. Through the app you can perform all operations except child lock.

You can monitor whether the Remote Control function is on or off remotely using the function indicator on the screen.

If the Remote Control function is disabled, all operations are performed via the washing machine; only status monitoring is allowed via the app.

Having the Wi-Fi setting turned off or the product door being open will prevent the Remote Control function from being activated.

When you activate this function on your washing machine, it remains active except under certain function circumstances. Also, it allows you to control your washing machine via the Internet, regardless of location, whether your washing machine is on or off.

Under the following conditions, the function will automatically deactivate for safety reasons:

- When the power to your washing machine is cut off.
- When the washing machine door is opened.
- When the product is switched off.

6.15.5 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.

1. Check whether your smart device is connected to the relevant home network.
2. Restart the product application.
3. Turn Bluetooth or Wi-Fi off and on via the control panel, depending on the model of your product.
4. 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.

6.15.6 HomeWhiz Consumption Values Display

Your product has a consumption management feature. The capabilities of this feature may vary between different product models, encompassing functionalities such as energy consumption monitoring, water usage tracking, and more. For this feature to work, your product must be added to HomeWhiz and connected to the internet.

With this feature, you can track your smart product's consumption data over various time intervals and benefit from tailored suggestions aimed at reducing consumption.

Please note that the consumption data displayed in the HomeWhiz application is intended for informational purposes only and may not accurately reflect actual usage. The values specified on the product label are obtained under standardized laboratory conditions. Be aware that your actual consumption figures may fluctuate based on individual usage patterns and varying climatic conditions.

6.15.7 Artificial Intelligence (AI) Transparency and User Information (In accordance with the EU Artificial Intelligence Law (2024/1689))

This device uses Artificial Intelligence (AI) technologies to improve washing, and ease of use. The CustomWash/AdaptiveWash function personalizes future washing cycles by optimizing cycle parameters based on optional user feedback and operational sensor data. The system analyzes feedback counts to locally adjust parameters such as cleanness, timing, dryness level, detergent residue or wringle situation in order to better match user preferences. AI-generated adjustments are supportive functions only and cannot override safety-critical functions, hardware limits, or predefined safety boundaries. All the safety functions operate independently of AI. Users remain in control of program selection and can choose whether to provide feedback and approve cycle adjustments via the HomeWhiz application. The AI functions process only operational sensor data and categorical user feedback, do not expose raw system parameters, and do not require or share personal data. These transparency measures are provided in accordance with Article 50 of the EU AI Act.

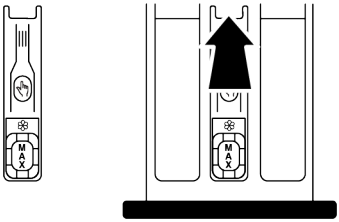
7 Cleaning and Maintenance

Please read the “Safety Instructions” section first!

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

7.1 Cleaning the Detergent Drawer

Clean the detergent drawer at regular intervals (once every 4 to 5 wash) as mentioned below to prevent accumulation of powder detergent.
Clean the syphon if excess amounts of water and fabric softener mixture remains in the softener compartment.



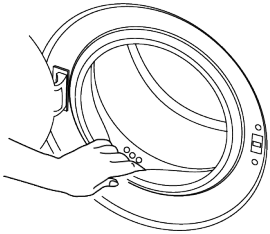
1. Press the marked part of the syphon within the softener compartment and then pull the drawer towards yourself to take it out.
2. Lift and remove the syphon from behind as shown.
3. Rinse drawer and syphon in the sink with plenty of warm water. Use gloves or suitable brush to prevent contact of residues in the drawer with your skin.

4. Firmly fit the syphon and the drawer back after cleaning.

7.2 Cleaning the Loading Door and the Drum

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

Repeat the drum cleaning process once a month.
NOTICE: Use an anti-limescale suitable for the washing machines.



After every washing make sure that no foreign substance is left in the product.

If the holes on the door gasket 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, chrome coated and plastic surfaces.

We recommend you to wipe the door gasket with a dry and clean cloth at the end of the programme. This will remove residues on the door gasket in your product and prevent formation of malodours.

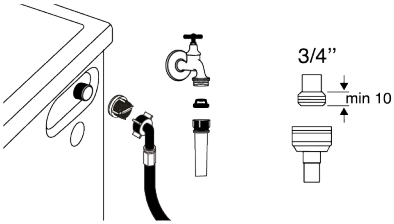
7.3 Cleaning the Body and Control Panel

Wipe the body of the product 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. Do not use cleaning products that contain bleach

7.4 Cleaning the Water Intake Filters

There is a filter at the end of each water intake valve at the rear of the product 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 product. Filters should be cleaned if they are dirty.



1. Close the taps.
2. Remove the nuts of the water intake hoses to access the filters on the water intake valves and clean them with an appropriate brush. If the filters are too dirty, remove them from their places with 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 gaskets and filters carefully and tighten their nuts by hand.

7.5 Draining Remaining Water and Cleaning the Pump Filter

The filter system in your product prevents solid items such as buttons, coins and fabric fibres clogging the pump impeller during draining of washing water. Thus, the water will be drained without any problem and the service life of the pump will extend.

If the product fails to drain water inside it, 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 product (e.g., when moving to another house) water should be drained completely.

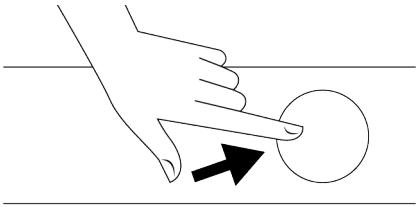
NOTE:
Foreign substances left in the pump filter may damage your product or may cause noise problem.
If you live in areas prone to frost, remember to turn off the water tap, disconnect the main hose, and drain the water from the product when it's not in use.
After each use, turn off the tap to which the mains hose is connected.

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

1. Unplug the product to cut off the supply power.

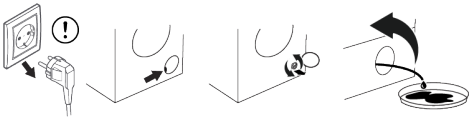
Temperature of the water inside the product may rise up to 90 ºC. To avoid the risk of scalding, clean the filter after the water inside the product is cooled down.

2. Open the filter cover.



3. Follow the below procedures in order to drain water.

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



- Pull the emergency draining hose out of its seat.
- Place the end of the hose in a large container. Drain the water into the container by pulling out the plug at the end of the hose. When the container is filled, close the end of the hose with the plug. Drain all water by repeating the procedure specified above after draining the container.
- When the water drain is finished, close the end with the plug again and fix the hose in its place.
- Unscrew the pump filter.

1. Clean any residues inside the filter as well as fibres, if any, around the pump impeller region.
2. Replace the filter.
3. 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.

8 Troubleshooting

Read the “Safety Instructions” section first!

The program does not start after closing the machine door.

- The Start/Pause button may not have been pressed. >>> Press the Start/Pause button.
- In case of overload, the door may be difficult to close. >>> Reduce the laundry and make sure the door closes properly.

The program cannot be started or the program selection cannot be made.

- The product may have switched to self-protection due to infrastructure problems (mains voltage, water pressure, etc.). >>> Depending on the product model, to cancel the program, select another program by turning the Program Selection knob or pressing and holding the On/Off button for 3 seconds. The previous program will be canceled. See.Cancelling the Programme [▶ 33]

There is water in the product.

- Due to quality control procedures during production, some water may remain inside the product. >>> This is not a malfunction, water does not harm the product.

The product does not absorb water.

- The tap may be closed. >>> Open the taps. Start the program.
- The water inlet hose may be kinked. >>> Straighten the hose.
- The water inlet filter may be clogged. >>> Clean the filter.
- The loading door may not be closed. >>> Close the door.

The product does not drain water.

- The water drain hose may be clogged or kinked. >>> Clean or straighten the hose.
- The pump filter may be clogged. >>> Clean the pump filter.

The product vibrates or makes noise.

- The product may be standing unstable. >>> Balance the product by adjusting its feet.
- A hard object may have gotten stuck in the pump filter. >>> Clean the pump filter.
- Transportation safety bolts may not have been removed. >>> Remove the transportation safety bolts.
- The amount of laundry in the product may be less. >>> Load more laundry into the product.
- Excessive laundry may have been loaded into the product. >>> Remove some of the laundry inside the product or straighten the laundry with your hand and distribute it evenly inside the product.
- The product may be resting on a hard surface. >>> Check that the product is not resting on anything.

Water is coming from the bottom of the product.

- The water drain hose may be clogged or kinked. >>> Clean or straighten the hose.
- The pump filter may be clogged. >>> Clean the pump filter.

The product stopped working after a while after the program started.

- The machine may have stopped for a while due to low voltage. >>> When the voltage returns to normal, the product will continue operating from where it left off.

The product directly discharges the water it takes in.

- The drain hose may not be at sufficient height. >>> Connect the drain hose as described in the user manual.

No water is visible in the product during washing.

- Water is in the invisible part of the product. >>> This is not a malfunction.

The loading door does not open.

- The door lock is activated due to the water level in the product. >>> Drain the water by running the Spin+Drain program.
- The product may be heating the water or in the spinning phase. >>> Wait for the program to finish.
- The front cover may remain attached due to pressure on it. >>> The front cover is released from its attached position and opened by pushing and pulling the handle.
- In cases where there is no electricity, the loading door of the product will not open. >>> To open the loading door of the product, open the pump filter cover and pull down the loading door emergency release lever located behind it. See.Loading Door Lock [▶ 31]

Washing takes longer than stated in the manual. (*)

- Water pressure may be low. >>> The product waits until it receives sufficient water to prevent a decrease in washing quality due to reduced incoming water volume. Therefore, washing time is extended.
- The voltage may be low. >>> When the voltage is low, the washing time is extended to prevent loss of washing quality.

- The water inlet temperature may be low. >>> In cold seasons, the time required to heat the water is extended. Furthermore, the washing time is extended to prevent loss of washing quality.
- The number of rinses and/or the amount of rinse water may have increased. >>> When the product needs to rinse better, it increases the amount of rinse water and adds another rinsing step if necessary.
- Excessive foam may have formed due to excessive detergent use and the automatic foam dampening system may have been activated. >>> Use the recommended amount of detergent.

Programme time does not count down. (On models with a display) (*)

- The timer may stop while water is being taken in. >>> The timer will not count down until the product has taken in enough water. To prevent a decrease in washing quality when the amount of water taken in decreases, the product will wait until the water is completely filled. The timer will then continue counting down.
- The timer may stop during the heating step. >>> The time indicator will not count down until the product reaches the selected temperature.
- The timer may stop during the spinning step. >>> The automatic unbalanced load detection system may have been activated due to the unbalanced distribution of the laundry inside the product.

The program time does not count down. (*)

- The laundry may have created an imbalance in the product. >>> Due to the unbalanced distribution of the laundry inside the product, the automatic unbalanced load detection system may have been activated.

The product does not pass the squeezing step. (*)

- The laundry may have created an imbalance in the product. >>> Due to the unbalanced distribution of the laundry inside the product, the automatic unbalanced load detection system may have been activated.
- The spin cycle may not have been completed because the water inside the product could not be drained. >>> Check the filter and drain hose.
- Excessive foam may have formed due to excessive detergent use and the automatic foam dampening system may have been activated. >>> Use the recommended amount of detergent.

Washing performance is poor: There is graying. (**)

- Insufficient amount of detergent may have been used for a long time. >>> Use the recommended amount of detergent according to water hardness and laundry.
- Washing may have been done at low temperature for a long time. >>> Select the appropriate temperature for the fabric being washed.
- In hard water, not enough detergent may have been used. >>> If the water is hard, not using enough detergent will cause dirt on the laundry to stick, causing it to turn gray over time. Once graying occurs, it is difficult to remove. Use the recommended amount of detergent based on water hardness and the laundry.
- Too much detergent may have been used. >>> Use the recommended amount of detergent according to water hardness and laundry.

Washing performance was poor: Stains did not come out or laundry did not become whiter. (**)

- Not enough detergent may have been used. >>> Use the recommended amount of detergent according to water hardness and laundry.
- Excessive laundry might have been loaded. >>> Do not overload the product. Load the amount of laundry recommended in the “Programme table” section.
- Wrong programme and temperature may have been selected. >>> Select the programme and temperature appropriate for the laundry being washed.

- The wrong detergent may have been used. >>> Use original detergent suitable for the product.
- Too much detergent may have been used. >>> Put the detergent in the correct compartment. Do not mix bleach and detergent.

Washing performance is poor: Oily stains appeared on the laundry. (**)

- Regular boiler cleaning may not have been performed. >>> Clean the boiler regularly. For this procedure, see:Cleaning the Loading Door and the Drum [▶ 38]

Washing performance is poor: Laundry smells bad. (**)

- Continuous washing at low temperatures and/or in short programs can cause odors and bacteria to build up in the drum. >>> Leave the detergent drawer and loading door ajar after each wash. This prevents the creation of a humid environment conducive to bacteria.

The color of the laundry has faded. (**)

- Excessive laundry may have been loaded. >>> Do not overload the product.
- The detergent used may have become damp. >>> Store detergents in a closed container in a moisture-free environment and do not expose them to excessive heat.
- A high temperature may have been selected. >>> Select a programme and temperature appropriate for the type and dirt of the laundry.

It does not rinse well.

- The amount, brand, or storage conditions of the detergent used are not suitable. >>> Use a detergent suitable for your washing machine and laundry. Store detergents in a dry, sealed container in a dry environment and avoid exposing them to excessive heat.
- Detergent may have been put into the wrong compartment. >>> If detergent is put into the prewash compartment even though Prewash is not selected, the product may take up this detergent during the rinsing or softener step. Put the detergent into the correct compartment.
- The pump filter may be clogged. >>> Check the filter.
- The drain hose may be kinked. >>> Check the drain hose.

The laundry became hard after washing. (**)

- Not enough detergent may have been used. >>> Using an inappropriate amount of detergent for water hardness will cause laundry to harden over time. Use an appropriate amount of detergent for water hardness.
- Detergent may have been put into the wrong compartment. >>> If detergent is put into the prewash compartment even though Prewash is not selected, the product may take up this detergent during the rinsing or softener step. Put the detergent into the correct compartment.
- Detergent and softener may be mixed. >>> Do not mix softener with detergent. Wash and clean the drawer with hot water.

The laundry does not smell of fabric softener. (**)

- Detergent may have been placed in the wrong compartment. >>> If detergent is placed in the prewash compartment even though Prewash is not selected, the product may take this detergent during the rinsing or softener steps. Wash and clean the drawer with hot water. Place the detergent in the correct compartment.
- Detergent and softener may be mixed. >>> Do not mix softener with detergent. Wash and clean the drawer with hot water.

There is detergent residue in the drawer. (**)

- Detergent may have been added to the drawer while it was wet. >>> Dry the drawer before adding detergent.

- The detergent may have become damp. >>> Store detergents in a closed container in a moisture-free environment and do not expose them to excessive heat.
- Water pressure may be low. >>> Check the water pressure.
- The detergent in the main wash compartment may have gotten wet while taking in the prewash water. There may be a blockage in the holes of the detergent compartment. >>> Check the holes and clean any blockages.
- There may be a problem with the detergent dispenser valves. >>> Call the Authorized Service.
- Detergent and softener may be mixed. >>> Do not mix softener with detergent. Wash and clean the drawer with hot water.
- Regular boiler cleaning may not have been performed. >>> Clean the boiler regularly. For this procedure, seeCleaning the Loading Door and the Drum [▶ 38]

A lot of foam forms inside the product. (**)

- You may be using detergents that are not suitable for your washing machine. >>> Use detergents that are suitable for your washing machine.
- Excessive amount of detergent may have been used. >>> Use only the amount of detergent needed.
- The detergent may have been stored in poor conditions. >>> Store the detergent in a closed container in a moisture-free environment. Do not store in extremely hot environments.
- Perforated laundry such as tulle foams a lot due to their structure. >>> Use a small amount of detergent for these types of laundry.
- Detergent may have been put into the wrong compartment. >>> Make sure you put the detergent into the correct compartment.
- The product may be taking in the softener prematurely. >>> There may be a problem with the valves or the detergent drawer. Call the Authorized Service.

Suds are overflowing from the detergent drawer.

- Too much detergent may have been used. >>> Mix 1 tablespoon of softener with ½ liter of water and pour it into the main wash compartment of the detergent drawer. >>> Add the appropriate amount of detergent to the product according to the program and maximum load stated in the "Program table" section. When using additional chemicals (stain removers, bleach, etc.), reduce the amount of detergent.

The laundry remains wet at the end of the program. (*)

- Excessive foam may have formed due to excessive detergent use and the automatic foam dampening system may have been activated. >>> Use the recommended amount of detergent.

(*) When the laundry is not well distributed inside the product, the product does not proceed to the spinning step to prevent damage to itself and the environment. Arrange the laundry and spin again.
(**) Regular boiler cleaning may not have been performed. Clean the boiler regularly. See.Cleaning the Loading Door and the Drum [▶ 38]

If you cannot resolve the problem despite following the instructions in this section, contact the dealer or an Authorized Service Center where you purchased the product. Never attempt to repair a malfunctioning product yourself.

Check the HomeWhiz section for the relevant troubleshooting information.

9 DISCLAIMER

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 exclusively 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 support.beko.com , 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.