

# USER MANUAL



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## IMPORTANT INFORMATION THAT MAY IMPACT YOUR MANUFACTURER'S WARRANTY

Adherence to the directions for use in this manual is extremely important for health and safety. Failure to strictly adhere to the requirements in this manual may result in personal injury, property damage and affect your ability to make a claim under the AEG manufacturer's warranty provided with your product. Products must be used, installed and operated in accordance with this manual. You may not be able to claim on the AEG manufacturer's warranty in the event that your product fault is due to failure to adhere to this manual.

## FOR PERFECT RESULTS

Thank you for choosing this AEG product. We have created it to give you impeccable performance for many years, with innovative technologies that help make life simpler features you might not find on ordinary appliances. Please spend a few minutes reading to get the very best from it.

Visit our website for:



Get usage advice, brochures, trouble shooter, service information:  
**[www.aeg.com](http://www.aeg.com)**




Register your product for better service:  
**[www.registeraeg.com](http://www.registeraeg.com)**

## CUSTOMER CARE AND SERVICE

Always use original spare parts.

When contacting our Authorised Service Centre, ensure that you have the following data available: Model, PNC, Serial Number.

The information can be found on the rating plate.

 Warning / Caution-Safety information

 General information and tips

 Environmental information

Subject to change without notice.

## 1. SAFETY INFORMATION

Before the installation and use of the appliance, carefully read the supplied instructions. The manufacturer is not responsible for any injuries or damage that are the result of incorrect installation or usage. Always keep the instructions in a safe and accessible location for future reference.

### 1.1 Children and vulnerable people safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.
- Children between 3 and 8 years of age and persons with very extensive and complex disabilities shall be kept away from the appliance unless continuously supervised.
- Children of less than 3 years of age should be kept away from the appliance unless continuously supervised.
- Do not let children play with the appliance.
- Keep all packaging away from children and dispose of it appropriately.
- Keep detergents away from children.
- Keep children and pets away from the appliance when the door is open.
- If the appliance has a child safety device, it should be activated.
- Children shall not carry out cleaning and user maintenance of the appliance without supervision.

## 1.2 General Safety

- Do not change the specification of this appliance.
- This appliance is intended to be used in household and similar applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses;
  - by clients in hotels, motels, bed & breakfast and other residential type environments;
  - areas for communal use in blocks of flats or in launderettes.
- Do not exceed the maximum load of 8 kg (refer to the "Program chart" chapter).
- The operating water pressure at the water entry point from the outlet connection must be between 0.5 bar (0.05 MPa) and 8 bar (0.8 MPa).
- The ventilation opening in the base must not be covered by a carpet, mat, or any floor covering.
- The appliance must be connected to the water mains using the new supplied hose sets, or other new hose sets supplied by the Authorised Service Centre.
- Old hose sets must not be reused.
- If the mains power supply cable is damaged, it must be replaced by the manufacturer, its Authorised Service Centre or similarly qualified persons to avoid an electrical hazard.
- Before any maintenance operation, deactivate the appliance and disconnect the mains plug from the socket.
- Do not use high pressure water sprays and/or steam to clean the appliance.
- Clean the appliance with a moist cloth. Use only neutral detergents. Do not use abrasive products, abrasive cleaning pads, solvents or metal objects.

## 2. SAFETY INSTRUCTIONS

### 2.1 Installation



The installation must comply with relevant national regulations.

- Remove all the packaging and the transit bolts.
- Keep the transit bolts in a safe place. If the appliance is to be moved in the future they must be reattached to lock the drum to prevent an internal damage.
- Always take care when moving the appliance as it is heavy. Always use safety gloves and enclosed footwear.
- Follow the installation instructions supplied with the appliance.
- Do not install or use a damaged appliance.
- Do not install or use the appliance where the temperature can be less than 0°C or where it is exposed to the weather.
- The floor area on which the appliance is to be installed must be flat, stable, heat resistant and clean.
- Make sure that there is air circulation between the appliance and the floor.
- Do not install the appliance directly above a floor drain.
- Adjust the feet to have the necessary space between the appliance and the flooring.
- Do not install the appliance where the appliance door cannot be fully opened.
- Do not put a container to collect possible water leakage under the appliance. Contact the Authorised Service Centre to ensure which accessories can be used.

### 2.2 Electrical connection



#### **WARNING!**

Risk of fire and electric shock.

- The appliance must be earthed.
- Always use a correctly installed shockproof socket.
- Make sure that the parameters on the rating plate are compatible with the

electrical ratings of the mains power supply.

- Do not use multi-plug adapters and extension cables.
- Make sure not to cause damage to the mains plug and to the mains cable. Should the mains cable need to be replaced, this must be carried out by our Authorised Service Centre.
- Connect the mains plug to the mains socket only at the end of the installation. Make sure that there is access to the mains plug after the installation.
- Do not touch the mains cable or the mains plug with wet hands.
- Do not pull the mains cable to disconnect the appliance. Always pull the mains plug.

### 2.3 Water connection

- Do not cause damage to the water hoses.
- Before connection to new pipes, pipes not used for a long time, where repair work has been carried out or new devices fitted (water meters, etc.), let the water flow until it is clean and clear.
- Ensure that there are no visible water leaks during and after the first use of the appliance.
- Do not use an extension hose if the inlet hose is too short. Contact the Authorised Service Centre for the replacement of the inlet hose.
- When unpacking the appliance, It is possible to see water flowing from the drain hose. This is due to the testing of the appliance with the use of water in the factory.
- You can extend the drain hose to maximum 400 cm. Contact the Authorised Service Centre for the other drain hose and the extension.
- Make sure that there is access to the tap after the installation.

## 2.4 Use



### WARNING!

Risk of injury, electric shock, fire, burns or damage to the appliance.

- Follow the safety instructions on the detergent packaging.
- Do not put flammable products or items that are wet with flammable products in, near or on the appliance.
- Do not wash fabrics which are heavily soiled with oil, grease or other greasy substances. It can damage rubber parts of the washing machine. Prewash such fabrics by hand before loading them into the washing machine.
- Do not touch the glass door while a program operates. The glass can get hot.
- Make sure that all metal objects are removed from the laundry.

## 3. PRODUCT DESCRIPTION

### 3.1 Special features

Your new washing machine meets all modern requirements for an effective treatment of laundry with low water, energy and detergent consumption and proper care of fabric.

- The **Oko-Mix technology** has been designed to protect the fabric fibres thanks to different pre-mixing phases that dissolves first the detergent and then fabric softener in the water before they are distributed in the laundry. So every fibre is reached and cared for.
- The **ProSense technology** detects the laundry load size defining the program duration in 30 seconds. The washing program is tailored to the laundry load and the type of fabric

## 2.5 Service

- To repair the appliance contact the Authorised Service Centre.
- Use original spare parts only.

## 2.6 Disposal



### WARNING!

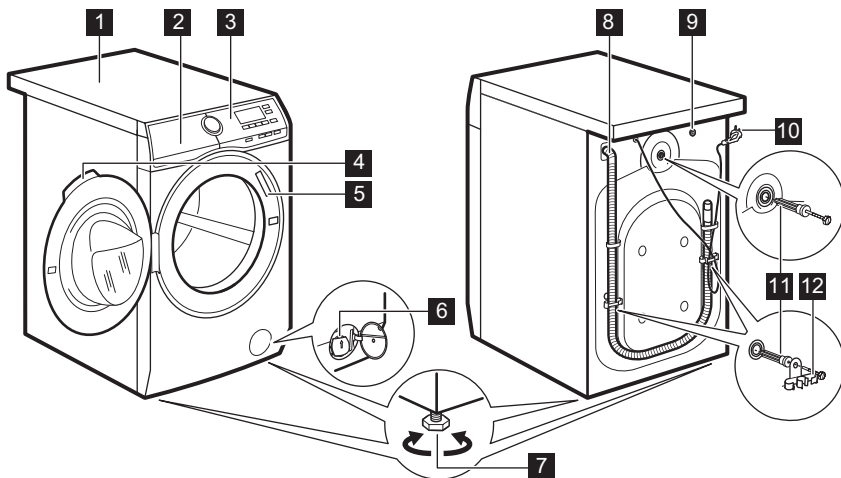
Risk of injury or suffocation.

- Disconnect the appliance from the mains electrical and water supplies.
- Cut off the mains electrical cable close to the appliance and dispose of it.
- Remove the door catch to prevent children or pets from becoming trapped in the drum.
- Dispose of the appliance in accordance with local requirements for the disposal of Waste Electrical and Electronic Equipment (WEEE).

without consuming more time, energy and water than necessary.

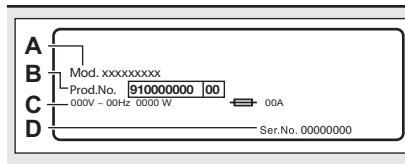
- The steam has a quick and easy way to refresh the clothes. The gentle steam programs remove odours and reduce creases in dry fabrics so they need little ironing. The **Plus Steam option**, finishes every cycle with gentle steam that relaxes the fibres and reduces fabric creasing. Ironing will be easier!
- The **Stains option** pre-treats stubborn stains optimizing the effectiveness of the stain remover.
- Thanks to the **Soft Plus option**, the fabric softener is uniformly spread out in the laundry and deeply penetrates the fabric fibres favouring a perfect softness.

## 3.2 Appliance overview



- 1** Worktop
- 2** Detergent dispenser
- 3** Control panel
- 4** Door handle
- 5** Rating plate
- 6** Drain pump filter
- 7** Feet for levelling the appliance

- 8** Drain hose
- 9** Inlet hose connection
- 10** Mains cable
- 11** Transit bolts
- 12** Hose support



The rating plate reports the model name (A), product number (B), electrical ratings (C) and serial number (D).

## 4. TECHNICAL DATA

Dimension	Width/ Height/ Total depth	600 mm/ 850 mm/ 630 mm/ 660 mm
Electrical connection	Voltage	220 - 240 V
	Overall power	2200 W
	Fuse	10 A
	Frequency	50 Hz

Level of protection against ingress of solid particles and moisture ensured by the protective cover, except where the low voltage equipment has no protection against moisture		IPX4
Water supply pressure	Minimum	0.5 bar (0.05 MPa)
	Maximum	8 bar (0.8 MPa)
Water supply <sup>1)</sup>		Cold water
Maximum Load	Cotton	8 kg
Spin Speed	Maximum	1400 rpm

<sup>1)</sup> Connect the water inlet hose to a water tap with a 3/4" thread.

## 5. INSTALLATION



**WARNING!**  
Refer to Safety chapters.

### 5.1 Unpacking

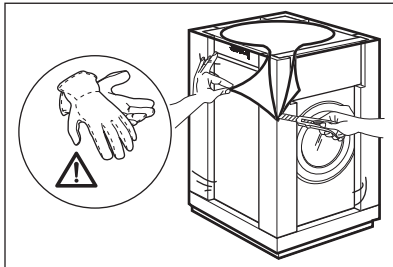


**WARNING!**  
Remove all the packaging and the transit bolts before installing the appliance.

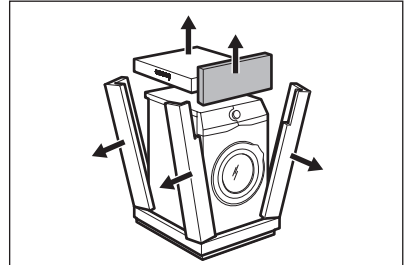


**WARNING!**  
Use the gloves.

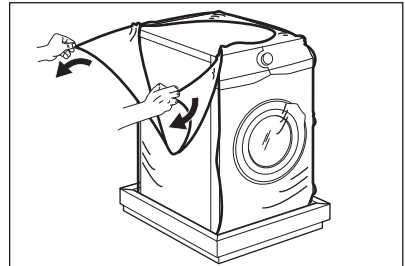
1. Remove the external film. If necessary, use a cutter.



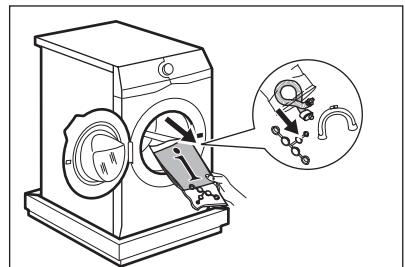
2. Remove the cardboard top and the polystyrene packaging materials.



3. Remove the internal film.



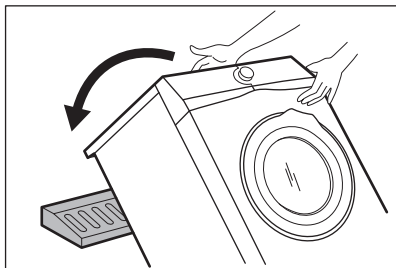
4. Open the door and remove the polystyrene piece from the door seal and all the items from the drum.



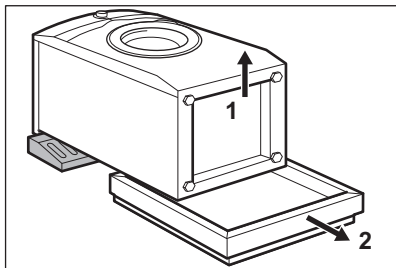


5. Carefully put the appliance down on its rear side.
6. Put the front polystyrene packaging element on the floor under the appliance.

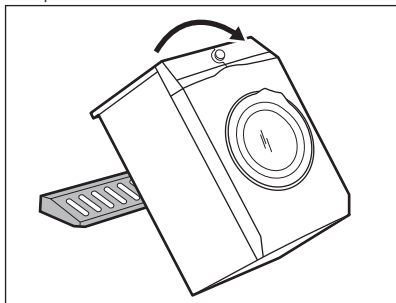
**i** Make sure not to damage the hoses.



7. Remove the polystyrene protection from the bottom.

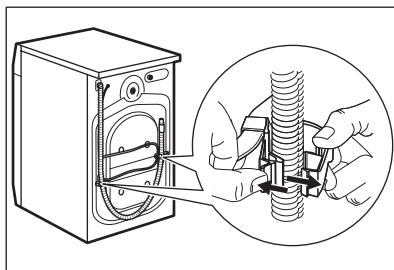


8. Pull up the appliance in vertical position.

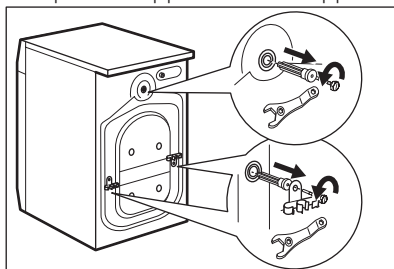


9. Remove the power supply cable and the drain hose from the hose holders.

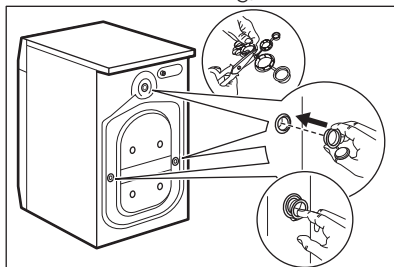
**i** It is possible to see water flowing from the drain hose. This is due to the testing with water of the appliance in factory.



10. Remove the three bolts by using the spanner supplied with the appliance.

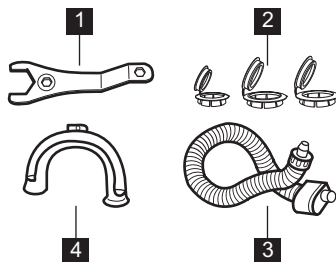


11. Pull out the plastic spacers.
12. Put the plastic caps, that you find in the user manual bag, in the holes.



**i** We recommend that you keep the packaging and the transit bolts for any movement of the appliance.

## 5.2 Accessories



- 1 Spanner**  
To remove the transit bolts.
- 2 Plastic caps**  
To close the holes on the rear side of the cabinet after the removal of the transit bolts.
- 3 Anti-flood inlet hose**  
To connect the appliance to the water tap and to prevent possible leakage.
- 4 Plastic hose guide**  
To connect the drain hose on the edge of a sink.

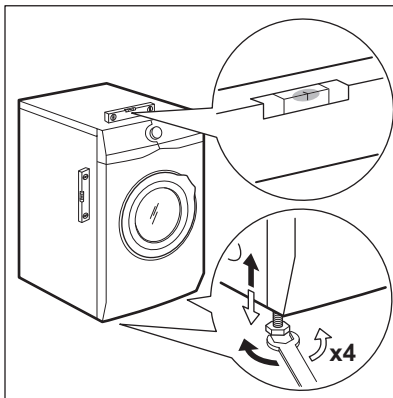
### 5.3 Positioning and levelling

1. Install the appliance on a flat hard floor.
  - i** Make sure that carpets do not stop the air circulation below the appliance. Make sure that the appliance does not touch the wall or other units.
2. Loosen or tighten the feet to adjust the level.



**WARNING!**

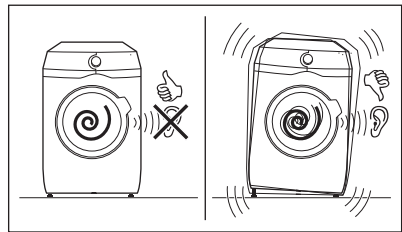
Do not put cardboard, wood or equivalent materials below the appliance feet to adjust the level.



The appliance must be level and stable.

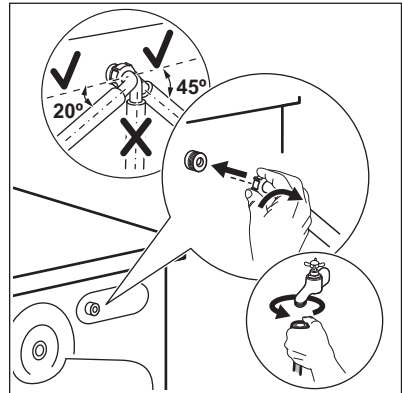
**i** A correct adjustment of the appliance level prevents the vibration, noise and the movement of the appliance when in operation.

**i** When the machine is installed on a plinth or if a washer dryer is stacked on the washing machine, use the accessories described in chapter 'Accessories'. Read carefully the instructions supplied with the appliance and with the accessory.



### 5.4 The inlet hose

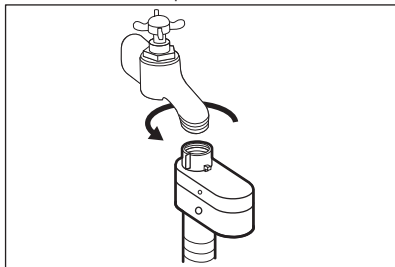
1. Connect the water inlet hose to the back of the appliance.
2. Position it toward left or right depending on the position of the water tap.



**i** Make sure that the inlet hose is not in vertical position.

3. If necessary, loose the ring nut to set it in the correct position.

4. Connect the water inlet hose to the cold water tap with 3/4" thread.



**CAUTION!**

Make sure that there are no leaks from the couplings.

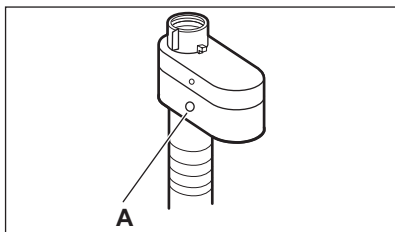


Do not use an extension hose if the inlet hose is too short. Contact the service centre for the replacement of the inlet hose.

## 5.5 Water-stop device

The inlet hose has a water stop device. This device prevents water leaks in the hose because of its natural ageing.

The red sector in the window «A» shows this fault.



If this occurs, close the water tap and contact the authorized service centre to replace the hose.

## 5.6 Water drainage

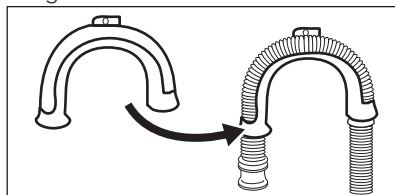
The drain hose should be positioned at a height of not less than 60 cm and not more than 100 cm from the floor.



You can extend the drain hose to maximum 400 cm. Contact the authorized service centre for the other drain hose and the extension.

It is possible to connect the drain hose in different ways:

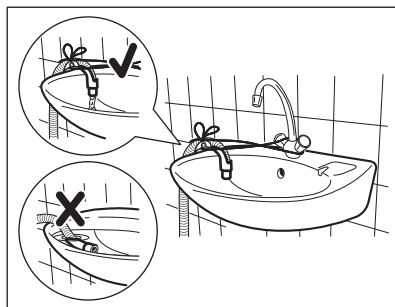
1. Make a U shape with the drain hose and put it around the plastic hose guide.



2. **On the edge of a sink** - Fasten the guide to the water tap or to the wall.

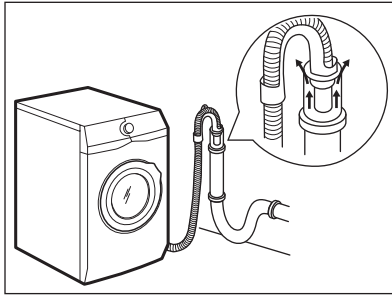


Make sure that the plastic guide cannot move when the appliance drains.



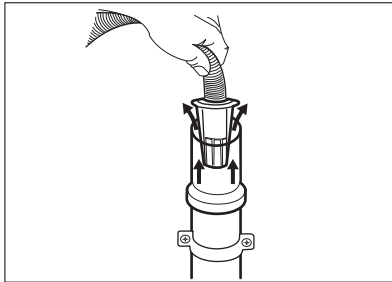
Make sure that the drain hose end is not immersed in the water. There may be a return of dirty water into the appliance.

3. **To a stand pipe with vent-hole** - Insert the drain hose directly into a drain pipe. Refer to the illustration.

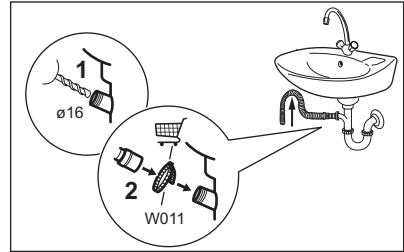


**i** The end of the drain hose must always be ventilated, i.e. the inner diameter of the drain pipe (min. 38 mm - min. 1.5") must be larger than the external diameter of the drain hose.

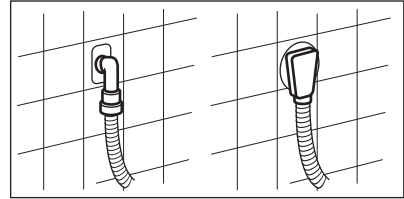
- If the end of the drain hose looks like this (see the picture), you can push it directly into the stand pipe.



- Without the plastic hose guide, to a sink spigot** - Remove the plastic membrane from the sink trap spigot.
- Connect the drain hose to the spigot and tighten it with a clamp.

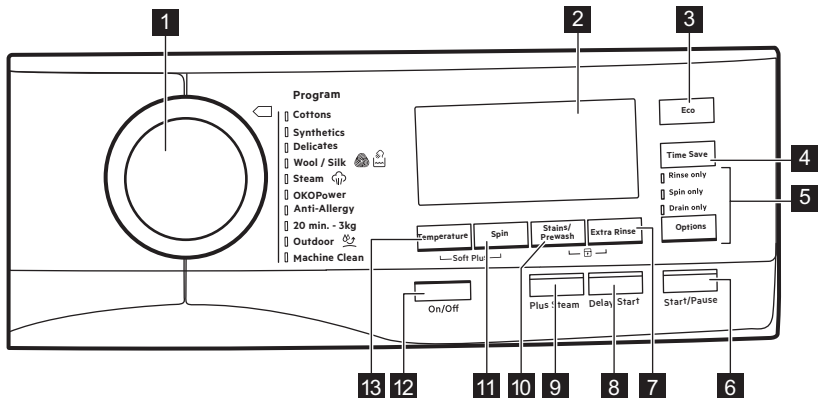


- Position the hose **directly to a built-in drain pipe in the room wall** and tighten it with a clamp.



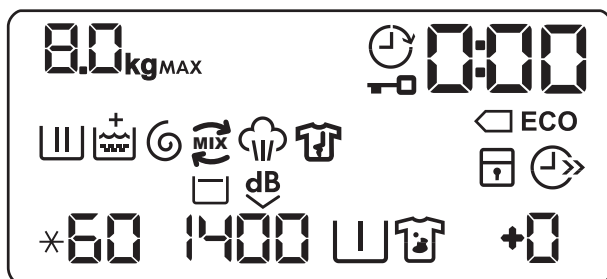
## 6. CONTROL PANEL

### 6.1 Control panel description



















- 1 Program dial
- 2 Display
- 3 Energy saving touch button (Eco)
- 4 Time saving touch button (Time Save)
- 5 Skipping phase touch button (Options)
  - Wash phase skipping (Rinse only)
  - Wash and rinse phase skipping (Spin only)
  - Only drain (Drain only)
- 6 Start/Pause touch button (Start/Pause)
- 7 Extra rinse touch button (Extra Rinse)
- 8 Delay start touch button (Delay Start)
- 9 Super steam touch button (Plus Steam)
- 10 Anti-stain and prewash touch button (Stains/Prewash)
- 11 Spin reduction touch button (Spin)
- 12 On/Off push button (On/Off)
- 13 Temperature touch button (Temperature)

## 6.2 Display



8.0 kg	Maximum load indicator. The <b>kg</b> icon flashes during laundry load estimation (refer to "PROSENSE load detection" paragraph).
MAX	Maximum laundry indicator. It flashes when the laundry load exceeds the maximum declared load of the selected program.
🕒	Delay start indicator.
🔒	Door locked indicator.
0:00	The digital indicator can show: <ul style="list-style-type: none"> <li>• Program duration (e. g. 2:40).</li> <li>• Delay time (e. g. 30' or 2h).</li> <li>• Cycle end (🕒).</li> <li>• Warning code (e.g. E20).</li> </ul>
ECO	Energy saving indicator.

	Washing phase indicator: it flashes during prewash and wash phase.
	Rinsing phase indicator: it flashes during rinse phase.
	The + indicator appears when the Soft Plus option is activated.
	Spin and drain phase indicator. It flashes during spin and drain phase.
	OKO MIX indicator.
	Steam phase indicator.
	Anti-crease phase indicator.
	Child safety lock indicator.
	Time saving indicator.
	Temperature indicator. The * indicator appears when a cold wash is set.
	Spin speed indicator.
	Rinse hold indicator.
	Extra silent indicator.
	Pre-wash indicator.
	Stain indicator.
	Extra rinse indicator.

## 7. DIAL AND BUTTONS


### 7.1 On/Off

Pressing this button for a few seconds allows to activate or deactivate the appliance. Two different tunes sound while switching the appliance on or off.

As the Stand-by function automatically deactivates the appliance to decrease the energy consumption in a few cases, you may need to activate the appliance again.

For more details, refer to Stand-by paragraph in Daily Use chapter.



## 7.2 Introduction

-  The options/functions are not selectable with all washing programs. Check the compatibility between options/functions and washing programs in the "Program Chart". An option/function can exclude another one, in this case the appliance doesn't allow you to set the incompatible options/functions together. Make sure the screen and touch buttons are always clean and dry.

## 7.3 Temperature

When you select a washing program, the appliance automatically proposes a default temperature.

Touch this button repeatedly until the desired temperature value appears on the display.


When the display shows the indicators  and , the appliance does not heat the water.


## 7.4 Spin

When you set a program, the appliance automatically selects the maximum spin speed.

Touch this button repeatedly to:


- **Decrease the spin speed.**

-  The display shows only the spin speeds available for the set program.

- **Activate the Rinse Hold option .**  
The water of the last rinse is not drained out to prevent the fabrics from creasing. The washing program ends with water in the drum and the final spin phase is not performed.  
The display shows the indicator . The drum turns regularly to reduce creasing.  
The door stays locked. The drum turns regularly to reduce creasing.

You must drain the water to unlock the door.

Touch Start/Pause button: the appliance performs the spinning phase and drains the water.






- **Activate the Extra silent option.** All spinning phases (intermediate spin and final spin) are suppressed and the program ends with water in the drum. This helps to reduce creasing. As the program is very quiet, it is suitable for use at night time when cheaper electricity tariffs are available. In some programs the rinses are performed with more water.  
The display shows the indicator . The door stays locked. The drum turns regularly to reduce creasing. You must drain the water to unlock the door.  
Touch the Start/Pause button: the appliance performs only the draining phase.

-  The appliance empties the water out automatically after approximately 18 hours.


## 7.5 Stains/Prewash

Press this button repeatedly to activate one of the two options or both.

The relevant indicator goes on in the display.

- **Stains**   
Select this option to pre-treat heavily soiled or stained laundry using stain remover.  
Pour the stain remover into compartment . The stain remover is pre-mixed and heated with detergent in order to improve its effectiveness.
-  This option can increase the program duration.
-  This option is not available with a temperature lower than 40 °C.
- **Prewash**   
Use this option to add a prewash phase at 30 °C before the washing phase.


This option is recommended for heavily soiled laundry, especially if containing sand, dust, mud and other solid particles.

-  This option can increase the program duration.



## 7.6 Extra Rinse

With this option you can add up to 3 rinses accordingly to the selected washing programs.

Useful for people allergic to detergents and in areas where the water is soft.

The  indicator shows the selected number of rinses.


This option increases the program duration.


-  If the Extra Rinse is set as a default option and you select a compatible washing program, the display shows . In this case, by pressing the Extra Rinse button, it is possible to add just one rinse.




## 7.7 Plus Steam

This option adds a steam phase followed by a short anti-crease phase at the end of the washing program.

The steam phase reduces fabric creasing and facilitates the fabric ironing.

The indicator  flashes on the display during steam phase.

-  This option can increase the program duration.

When the program stops the display shows a zero , the indicator  is steady on and the indicator  starts flashing. The drum performs smooth movements for about 30 minutes to keep the steam benefit. By touching any button the anti-crease movements stop and the door unlocks.

-  A small laundry load helps to reach better results.

## 7.8 Eco


Set this option for slightly or normally soiled items washed at 30°C or higher temperatures.


The appliance decreases the washing temperature and extends the washing time to obtain a good washing efficiency by saving energy. The display shows the indicator **Eco**.

## 7.9 Time Save

With this option you can decrease the program duration.

- If your laundry is normally or lightly soiled, it may be advisable to shorten the washing program. Touch this button **once** to decrease the duration.
- In case of smaller load, touch this button **twice** to set an extra quick program.


The display shows the indicator .

-  This option can also be used to shorten the Steam program duration.


## 7.10 Skipping phase button (Options)

By touching this button you can set:

- Rinse only at first touch. The washing program starts from the rinsing phase by skipping the wash phase.

-  All set options (except permanent extra rinse) are deselected automatically.

- Spin only at second touch. The appliance skips wash and rinse phase.
- Drain only at third touch. The appliance performs only the drain phase.


-  At first touch the appliance proposes the default setting of the washing program again.

## 7.11 Delay Start

With this option you can delay the start of a program in a more convenient time.



Touch the button repeatedly to set the required delay. The time increases by steps of 30 minutes up to 90' and from 2 hours up to 20 h.

After touching the Start/Pause button, the display shows the indicator  and the selected delay time and the appliance begins the countdown.



## 7.12 Start/Pause







Touch the Start/Pause button to start, pause the appliance or interrupt a running program.

# 8. PROGRAMS

## 8.1 Program Chart

Washing programs

Program	Program description
<b>Washing programs</b>	
Cottons	<b>White cotton and coloured cotton.</b> Normally, heavily and lightly soiled items.
Synthetics	<b>Synthetic items or mixed fabric items.</b> Normally soiled items.
Delicates	<b>Delicate fabrics such as acrylics, viscose and mixed fabrics requiring gentler washing.</b> Normally and lightly soiled items.
 Wool / Silk	<b>Machine washable wool, hand washable wool and other fabrics</b> with «hand washing» care symbol <sup>1)</sup> .
<b>Steam program</b>	
 Steam	<b>Steam program for cotton and synthetic items.</b> Steam can be used for dried <sup>2)</sup> , washed or worn once laundry. This program reduce creases and odours <sup>3)</sup> and relaxes the fibres. When the program is completed, quickly remove the laundry from the drum. After a steam program, ironing becomes effortless. Do not use any detergent. If necessary, remove stains by washing or using localized stain removal. Steam programs do not perform any hygienic cycle. Do not set a Steam program with these types of items: <ul style="list-style-type: none"> <li>• Items that are not suitable for tumble drying.</li> <li>• Items with label "Dry clean only".</li> </ul>
<b>Washing programs</b>	
OKOPower	<b>Cotton and fast-coloured synthetic items.</b> Complete washing program that, in only 59 minutes, washes the daily soiled laundry intensively and ensures a good washing performance in a short time.






Program	Program description
Anti-Allergy	<p><b>White cotton items.</b> This program removes micro-organisms thanks to a washing phase with the temperature maintained above 60°C for several minutes. This helps remove germs, bacteria, micro-organism and particles. An additional rinsing phase ensures a proper removal of detergent residues and pollens/allergenic items. In this way the wash is more effective.</p>
20 min. - 3 kg	<p><b>Cotton and synthetic items</b> lightly soiled or once worn.</p>
 Outdoor	<p> Do not use fabric softener and make sure that there is no softener residue in the detergent dispenser.</p> <p><b>Outdoor clothing, technical, sport fabrics, waterproof and breathable jackets, shell jackets with a removable fleece or inner insulation.</b> The recommended laundry load is 2.5 kg. This program can also be used as water-repellent restoring cycle, specifically tailored for treating clothes with a hydrophobic coating. To perform the water-repellent restoring cycle, proceed as follows:</p> <ul style="list-style-type: none"> <li>• Pour the washing detergent in the compartment .</li> <li>• Pour a special water-repellent restorer for fabric in the drawer compartment for fabric softener .</li> <li>• Reduce the laundry load to 1 kg.</li> </ul> <p> To further improve the water-repellent restoring action, dry the laundry in a tumble dryer by setting the Outdoor drying program (if available and if the garment care label permits tumble drying).</p>
Machine Clean	<p>Maintenance cycle with hot water to clean and freshen the drum and to remove residue that may cause odour. For the best result use this cycle once a month. Before running this cycle, remove all items from the drum. In the washing phase compartment of the detergent dispenser, put the flap of the compartment in upward position. Pour a cup of chlorine bleach or a washing machine cleaner in the washing phase compartment. <b>DO NOT</b> use both together.</p> <p> After the drum cleaning, run a further rinse cycle with empty drum and no detergent to remove any residue of bleach.</p>

1) During this cycle the drum rotates slowly to ensure a gentle wash. It can seem that the drum doesn't rotate or doesn't rotate properly, but this is normal for this program.

2) If you set a Steam program with dried laundry, at the end of the cycle the laundry can be humid. Line dry the items for about 10 minutes.

3) Steam program doesn't remove particularly intense odour.



	Cottons	Synthetics	Delicates	Wool / Silk 	Steam 	OKOPower	Anti-Allergy	20 min. - 3 k g	Outdoor 	Machine Clean
	■	■	■	■		■	■		■	
	■	■	■							
Stains <sup>1)</sup>	■	■					■			
Prewash	■	■					■			
Extra Rinse	■	■	■			■	■		■	
Eco <sup>2)</sup>	■	■	■							
Time Save <sup>3)</sup>	■	■	■		■					
Only Rinse	■	■	■	■		■	■	■	■	
Only Spin	■	■	■	■		■	■	■	■	
Only Drain	■	■	■	■		■	■	■	■	
Delay Start	■	■	■	■	■	■	■	■	■	■
Plus Steam <sup>4)</sup>	■	■					■			
Soft Plus	■	■	■			■	■			

1) This option is not available with temperature lower than 40 °C.

2) This option is not available with a temperature lower than 30 °C.

3) If you set the shortest duration, we recommend that you decrease the load size. It is possible to fully load the appliance, however the washing results can be less satisfactory.

4) This option is not available with temperature lower than 40 °C.

## 8.2 Woolmark Apparel Care - Green




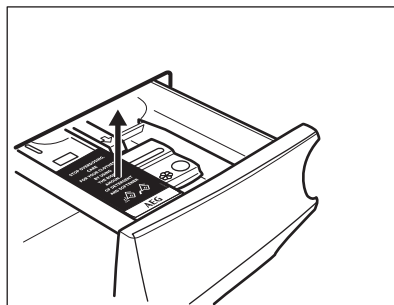
The wool wash cycle of this machine has been approved by The Woolmark Company for the washing of wool garments labelled as «hand wash» provided that the garments are washed according to the instructions issued by the manufacturer of this washing machine. Follow the garment care label for drying and other laundry instructions. M1361


The Woolmark symbol is a Certification mark in many countries.

## 9. BEFORE FIRST USE

**i** During installation or before first use you may observe some water in the appliance. This is a residual water left in the appliance after a full functional test in the factory to ensure the appliance is delivered to customers in perfect working order and is no cause for concern.

1. Make sure that all transit bolts have been removed from the appliance.
2. Make sure that the electrical power is available and the water tap is open.
3. Remove the folded tag in the detergent compartment marked by . This tag suggests to use the right amount of detergent or softener for avoiding overdosing.




4. Pour 2 litres of water into the detergent compartment marked by .

This action activates the drain system. **5.** Set and start a program for cotton at the highest temperature without any detergent and laundry in the drum.

## 10. SETTINGS

### 10.1 Child Lock

With this option you can prevent that the children play with the control panel.

- To **activate/deactivate** this option, touch the Stains/Prewash and the Extra Rinse buttons simultaneously until the indicator  **comes on/goes off** on the display.

You can activate this option:

- After you touch the Start/Pause button: all the buttons and the program dial are deactivated (except On/Off button).
- Before you touch the Start/Pause button: the appliance cannot start.

The appliance keeps the selection of this option after you switch it off.

### 10.2 Acoustic signals

This appliance is provided with different acoustic signals, that operate when:

- You activate the appliance (special short tune).
- You deactivate the appliance (special short tune).
- You touch the buttons (click sound).

- You make a wrong selection (3 short sounds).
- The program is completed (sequence of sounds for about 2 minutes).
- The appliance has a malfunction (sequence of short sounds for about 5 minutes).

To **deactivate/activate** the acoustic signals when the program is completed, touch the Extra Rinse and the Delay Start buttons simultaneously for about 6 seconds.

- i** If you deactivate the acoustic signals, they continue operate when the appliance has a malfunction.

### 10.3 Permanent Extra Rinse

With this option you can permanently have an extra rinse when you set a program where it is selectable.


- To **activate/deactivate** this option touch the Extra Rinse button and the Options button simultaneously the relevant indicator **comes on/goes off**.


This option adds two rinses and the display shows **+2**.

## 10.4 Soft Plus

Set the Soft Plus option to optimise the fabric softener distribution and improve the fabric softness.

It is suggested when you use the fabric softener.

 This option increases slightly the program duration.

To **activate/deactivate** this option touch the Temperature button and the Spin button simultaneously until the **+** indicator **comes on/goes off** above the  indicator.

# 11. DAILY USE



**WARNING!**  
Refer to Safety chapters.

## 11.1 Activating the appliance

1. Connect the mains plug to the mains socket.
2. Open the water tap.
3. Press the On/Off button for a few seconds to activate the appliance.

A short tune sounds (if activated). The appliance automatically proposes a default program. The relevant indicator illuminates.

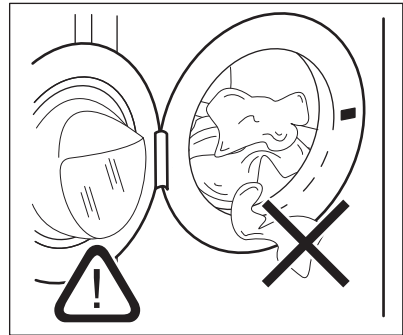
The display shows the maximum load, the default temperature, the default spin speed, the indicators of the phases making up the program and the cycle duration.

## 11.2 Loading the laundry

1. Open the appliance door.
2. Shake the items before you put them in the appliance.
3. Put the laundry in the drum, one item at a time.

Make sure not to put too much laundry in the drum.

4. Close the door firmly.

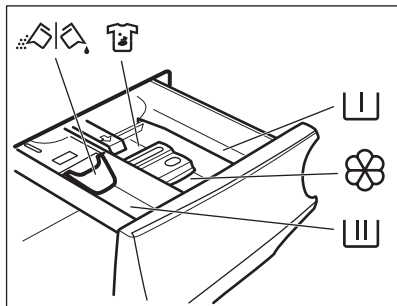



**CAUTION!**  
Make sure that no laundry stays between the seal and the door. There is a risk of water leakage or damage to the laundry.







**CAUTION!**  
Washing heavily oiled, greasy stains could cause damage rubber parts of the washing machine.

### 11.3 Filling the detergent and additives



- i** Before using the detergent dispenser, make sure that the folded tag in the compartment  has been removed. Refer to "Before first use" chapter.

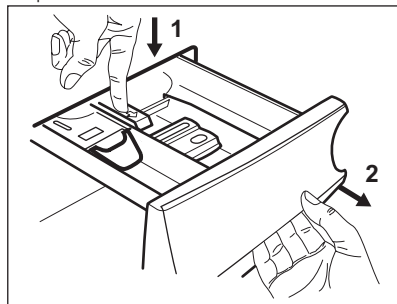
-  Compartment for prewash phase an soak program. Compartment for washing phase.
-  Compartment for liquid additives (fabric conditioner, starch).
- MAX** Maximum level for quantity of liquid additives.
-  Compartment for stain remover.
-  Flap for powder or liquid detergent.

- i** Always follow the instructions that you find on the packaging of the detergent products, but we recommend that you do not exceed the maximum indicated level (**MAX**). This quantity will however guarantee the best washing results.

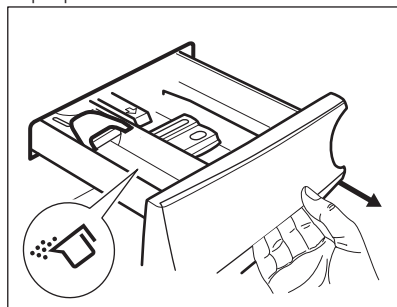
- i** After a washing cycle, if necessary, remove any detergent residue from the detergent dispenser.

### 11.4 Check the position of the flap

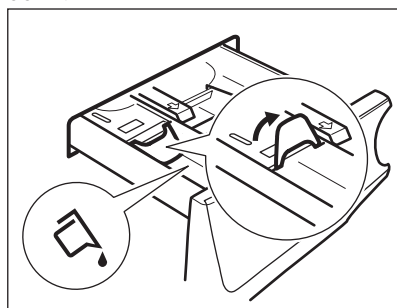
1. Pull out the detergent dispenser until it stops.
2. Press the lever down to remove the dispenser.



3. To use powder detergent, turn the flap up.

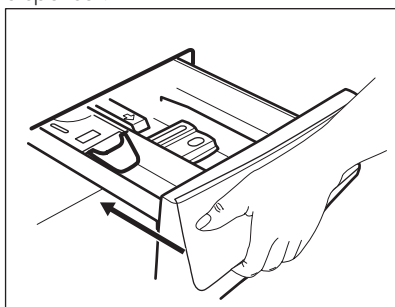


4. To use liquid detergent, turn the flap down.



**i** **With the flap in the position DOWN:**

- Do not use gelatinous or thick liquid detergents.
  - Do not put more liquid detergent than the limit shown on the flap.
  - Do not set the prewash phase.
  - Do not set the delay start function.
5. Measure out the detergent and the fabric conditioner.
  6. Carefully close the detergent dispenser.



Make sure that the flap does not cause a blockage when you close the drawer.

## 11.5 Setting a program

1. Turn the program dial to select the desired washing program. The related program indicator comes on.

The indicator of the Start/Pause button flashes.

The display shows the maximum declared load for the program, the default temperature, the default spin speed, the washing phase indicators (when available) and an indicative program duration.

2. To change the temperature and/or the spin speed, touch the related buttons.
3. If desired, set one or more options by touching the related buttons. The related indicators come on in the display and the given information changes accordingly.

**i** In case a selection is **not possible**, no indicator comes on and an acoustic signal sounds.

## 11.6 Starting a program

Touch the Start/Pause button to start the program.

The related indicator stops flashing and stays on.

In the display, the indicator of the operating phase starts flashing.

The program starts, the door is locked. The display shows the indicator



**i** The drain pump can operate shortly before the appliance fills water.

## 11.7 Starting a program with the delay start

1. Touch this repeatedly until the display shows the desired delay time.

The indicator  comes on.

2. Touch the Start/Pause button.


The appliance starts the countdown of the delay start.

When the countdown is completed, the program starts.

**i** The ProSense estimation starts at the end of the countdown.

## Cancelling the delay start after the countdown has started

To cancel the delay start:

1. Touch the Start/Pause button to pause the appliance. The related indicator flashes.
2. Touch the Delay Start button repeatedly until the display shows .
3. Touch the Start/Pause button again to start the program immediately.


## Changing the delay start after the countdown has started


To change the delay start:





1. Touch the Start/Pause button to pause the appliance. The related indicator flashes.
2. Touch the Delay Start button repeatedly until the display shows the desired delay time.
3. Touch the Start/Pause button again to start the new countdown.

## 11.8 The ProSense load detection

 The program duration in the display is referred to a **medium/high load**.

After touching the Start/Pause button, the maximum declared load indicator goes off, the indicator  flashes, the ProSense starts the laundry load detection:


1. The appliance detects the load in the first 30 seconds: the indicator **kg** and the time dots  flash, the drum rotates shortly.
2. At the end of the load detection, the indicator **kg** goes off and the time dots  stop flashing. The program duration will be adjusted accordingly and could increase or decrease. After further 30 seconds, the water filling starts.


At the end of the load detection, **in case of drum overload**, the indicator **MAX** is flashing in the display:

In this case, for 30 seconds, it is possible to pause the appliance and remove the exceeding garments.

Once removed the exceeding garments, touch the Start/Pause button to start the program again. The ProSense phase can be repeated up to three times (see point 1).

**Important!** If the laundry amount will not be reduced, the washing program starts anyway, despite the overload. In this case, it will be not possible to guarantee the best washing results.

 About 20 minutes after the program start, the program duration could be adjusted again depending on the capacity of water absorption of the fabrics.

 The ProSense detection is carried out with complete washing programs only (no skipping phase selected).

## 11.9 Program phase indicators

When the program starts the indicator of the running phase flashes and the other phase indicators are steady on.


E.g. the washing or pre wash phase is

running: 


When the phase ends the relevant indicator stops flashing and is steady on. The next phase indicator starts flashing.

E.g. the rinse phase is running:



During the washing cycle, the appliance mixes the detergent, the stain removal for fabric treatment and/or the fabric softener with water before introducing them into the drum; the indicator  appears and disappears on the display according to the different program phases (the arrows flash alternatively).

If you select the Plus Steam the steam phase indicators come on.

The steam phase is running: 

The anti-crease phase is running:



## 11.10 Interrupting a program and changing the options

When the program is running, you can change **only some** options:

1. Touch the Start/Pause button. The related indicator flashes.
2. Change the options. The given information in the display changes accordingly.
3. Touch the Start/Pause button again. The washing program continues.

## 11.11 Cancelling a running program

1. Press the On/Off button to cancel the program and to deactivate the appliance.
2. Press the On/Off button again to activate the appliance.

Now, you can set a new washing program.



If the ProSense phase is already carried out and the water filling is already started, the new program starts **without repeating the ProSense phase**. The water and the detergent are not drained out in order to avoid waste. The display shows the maximum duration of the program, updating it about 20 minutes after the starting of the new program.

## 11.12 Opening the door - Adding garments

While a program or the delay start operates, the appliance door is locked.



If the temperature and level of the water in the drum are too high and/or the drum still rotates you cannot open the door.

1. Touch the Start/Pause button.

In the display the related door lock indicator goes off.


2. Open the appliance door. If necessary, add or remove the items.
3. Close the door and touch the Start/Pause button.

The program or the delay start continues.


4. The door can be opened when the program is complete, or set spinning or draining program/option and then press Start/Pause button.

## 11.13 End of the program

When the program has finished, the appliance stops automatically. The acoustic signals operate (if they are active).

In the display all washing phase indicators become steady and the time area shows .

The indicator of the Start/Pause button goes off.

The door unlocks and the indicator  goes off.

1. Press the On/Off button to deactivate the appliance. After five minutes from the end of the program, the energy saving function automatically deactivates the appliance.








When you activate the appliance again, the display show the end of the last selected program. Turn the program dial to set a new cycle.



2. Remove the laundry from the appliance.
3. Make sure that the drum is empty.
4. Keep the door and the detergent dispenser slightly ajar to prevent mildew and odours.
5. Close the water tap.




## 11.14 Draining water out after end of cycle


If you have chosen a program or an option that does not empty out the

water of the last rinse, the program is completed, but:

- The display shows the indicator , the option indicator  or  and the door locked indicator . The indicator of the running phase  flashes.
- The drum still turns at regular intervals to prevent the creases in the laundry.
- The door stays locked.
- You must drain the water to open the door:

1. If necessary, touch the Spin button to decrease the spin speed proposed by the appliance.
2. Touch the Start/Pause button:
  - If you have set , the appliance drains the water and spins.
  - If you have set , the appliance only drains the water.

The option indicator  or  goes off, while the indicator  flashes and then goes off.

3. When the program is completed and the door locked indicator  goes off, you can open the door.
4. Press the On/Off button a few seconds to deactivate the appliance.



In any case, the appliance empties the water out automatically after approximately 18 hours.

## 11.15 Stand-by option

The Stand-by function automatically deactivates the appliance to decrease the energy consumption when:

- You do not use the appliance for 5 minutes before you touch the Start/Pause button. Press the On/Off button to activate the appliance again.
- After 5 minutes from the end of the washing program. Press the On/Off button to activate the appliance again. The display shows the end of the last set program. Turn the program dial to set a new cycle.



If you set a program or an option that ends with water in the drum, the Stand-by function **doesn't deactivate** the appliance to remind you to drain the water.

## 12. HINTS AND TIPS

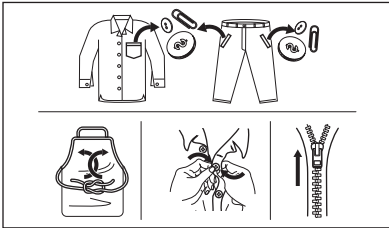


**WARNING!**  
Refer to Safety chapters.

### 12.1 The laundry load

- Divide the laundry into: whites, coloureds, synthetics, delicates and woollens.
- Follow the washing instructions on the laundry care labels.
- Do not wash white and coloured items together: whites may lose their «whiteness» in the wash.
- Some coloured items can discolour with the first wash. We recommend that you wash them separately for the first couple of times.
- Turn multilayered fabrics, wool and items with printed illustrations inside out.
- Pre-treat tough stains.
- Wash heavy soil stains with a special detergent.
- Treat curtains with special care. Remove the hooks and put the curtains in a washing bag or pillowcase.
- Do not wash laundry without hems or with cuts. Use a washing bag to wash small and/or delicate items (e.g. underwired bras, belts, tights, shoelaces, ribbons, etc. ).
- A very small load can cause balance problems with the spin phase leading to excessive vibration. If this occurs:
  - a. interrupt the program and open the door (refer to "Daily Use" chapter);

- b. manually redistribute the load so that the items are spaced evenly around the tub;
- c. press the Start/Pause button. The spin phase continues.
- Avoid washing garments full of long animal hair or poor quality garments releasing lots of fluff that could block the drain circuit and therefore requiring the Service assistance.
- Make sure that you wash lint collectors separately from lint producer.
- Button up pillowcases, close zippers, hooks and poppers. Tie up belts, cords, shoelaces, ribbons and any other loose elements.
- Empty pockets and unfold the items.



- The recommended loads for each program are indicated in the program chart. Washing a maximum load makes the most efficient use of water and energy. For heavily soiled laundry, reduce the load size.

## 12.2 Stubborn stains

For some stains, water and detergent is not sufficient.

We recommend that you pre-treat these stains before you put the items in the appliance.

Special stain removers are available. Use the special stain remover that is applicable to the type of stain and fabric.

## 12.3 Detergents type and quantity of detergent

Low sudsing detergent is required for this washing machine to prevent oversudsing problems, unsatisfied washing result and harm to the appliance. Low sudsing detergents designed for front load washing

machines are labelled "Front loading", "high efficiency", "HE" or "Matic".

**Do not use wrong types of detergent, such as Top Loading, Handwash detergent or Soap-Based products in your front-load washing machine. This can result in excessive suds, longer cycle time, low spin speeds, poor rinsing and overloading of the motor and, in extreme cases, suds flowing out of the appliance with symptoms similar to water leak.**

## Quantity of detergent to be used

The choice of detergent and use of correct quantities not only affects your wash performance, but also helps to avoid waste and protect the environment.

Although biodegradable, detergents contain substances which in large quantities can upset the delicate balance of nature.

The choice and quantity of detergent will depend on:

- type of fabric (delicates, woollens, cottons, etc);
- the colour of clothes;
- size of the load;
- degree of soil;
- wash temperature; and
- hardness of the water used.

Water hardness is classified by so-called "degrees" of hardness.

Information on hardness of the water in your area can be obtained from the relevant water supply company, or from your local authority.

You may have to try using the detergent quantity as per manufacturers' instructions then compare the wash result to the list below and adjust the amount of detergent for your future washes accordingly.

**Not enough washing powder causes:**

- the wash load to turn grey,
- greasy clothes.

**Too much washing powder causes:**

- sudsing,
- reduced washing effect,

- inadequate rinsing.

**Use less detergent if:**

- you are washing a small load,
- the laundry is lightly soiled,
- large amounts of foam during washing.

## 12.4 Ecological hints

To save water, energy and to help protect the environment, we recommend that you follow these tips:

- Normally soiled laundry may be washed without prewashing in order to save detergent, water and time (the environment is protected too!).
- The machine works more economically if it is fully loaded.
- With adequate pre-treatment, stains and limited soiling can be removed;

the laundry can then be washed at a lower temperature.

- To use the correct quantity of detergent, refer to the quantity suggested by the detergent producer.

## 12.5 Water hardness

If the water hardness in your area is high or moderate, we recommend that you use a water softener for washing machines. In areas where the water hardness is soft it is not necessary to use a water softener.

To find out the water hardness in your area, contact your local water authority.

Use the correct quantity of water softener. Follow the instructions that you find on the packaging of the product.

# 13. CARE AND CLEANING



**WARNING!**

Refer to Safety chapters.

## 13.1 External cleaning

Clean the appliance with mild soap and warm water only. Fully dry all the surfaces.

Do not use a scouring pads or any scratching material.



**CAUTION!**

Do not use alcohol, solvents or chemical products.



**CAUTION!**

Do not clean the metal surfaces with chlorine-based detergent.

## 13.2 Descaling



If the water hardness in your area is high or moderate, we recommend that you use a water descaling product for washing machines.

Regularly examine the drum to check for limescale.

The regular detergents already contain water softening agents, but we recommend to run a cycle with empty drum and a descaling product occasionally.



Always follow the instructions that you find on the packaging of the product.

## 13.3 Maintenance wash

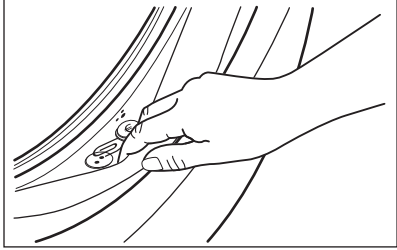
The repeated and prolonged use of low temperature programs can cause detergent deposits, fluff residues, bacterial growth inside the drum and the tub. This could generate bad odours and mildew.

To eliminate these deposits and hygienize the inner part of the appliance, run a maintenance wash regularly (at least once a month):

1. Remove all laundry from the drum.
2. Run a cotton program with the highest temperature without detergent or, if available, run the Machine Clean program.

### 13.4 Door seal

This appliance is designed with a **self cleaning draining system**, allowing light fluff fibers that fall off the clothes to be drained out with the water. Regularly examine the seal. Coins, buttons, other small items can be recovered at the end of the cycle.



Clean it when needed, using ammonia cream cleanser agent without scratching the seal surface.

- i** Always obey the instructions that you find on the packaging of the product.

### 13.5 Cleaning the drum

Regularly examine the drum to prevent unwanted deposits. Rust deposits in the drum may occur due to rusting foreign body in the washing or tap water containing iron.

Clean the drum with special products for stainless steel.

- i** Always follow the instructions that you find on the packaging of the product. Do not clean the drum with acidic descaling products, scouring products containing chlorine or iron or steel.

For a thorough clean:

1. Clean the drum with special products for stainless steel.

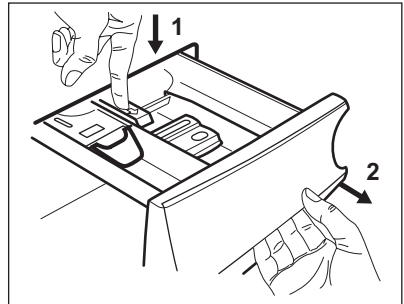
- i** Always follow the instructions that you find on the packaging of the product.

2. Run a short cotton program at high temperature with empty drum or, if available, run the Machine Clean program.

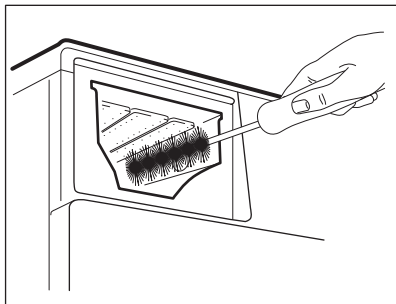
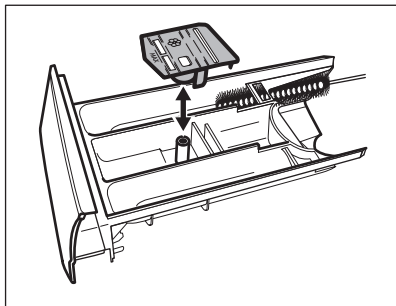
### 13.6 Cleaning the detergent dispenser

To prevent possible deposits of dried detergent or clotted fabric softener and/or formation of mould in the detergent dispenser drawer, once in a while carry out the following cleaning procedure:

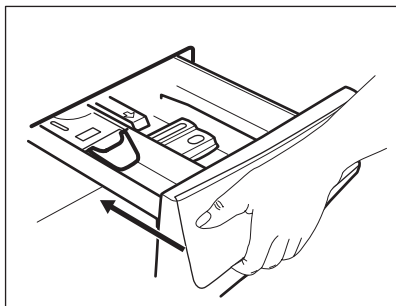
1. Open the drawer. Press the catch downwards as indicated in the picture and pull it out.



2. Remove the top part of the additive compartment to aid cleaning. Make sure that all detergent residue is removed from the upper and lower part of the recess. Use a small brush to clean the recess.



3. Flush the detergent drawer out under running warm water to remove any traces of accumulated detergent. After cleaning, replace the top part in its position.
4. Insert the detergent drawer into the guide rails and close it. Run the rinsing program without any clothes in the drum.



### 13.7 Cleaning the drain pump



**WARNING!**  
Disconnect the mains plug from the mains socket.



Regularly check the drain pump filter and make sure that it is clean.

Clean the drain pump if:

- The appliance does not drain the water.
- The drum does not turn.
- The appliance makes an unusual noise because of the blockage of the drain pump.
- The display shows the alarm code **E20**.

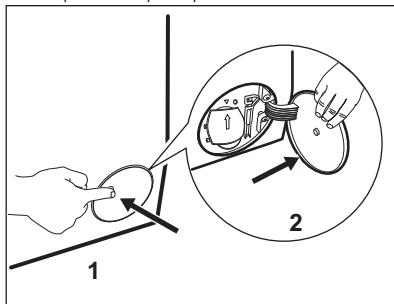


**WARNING!**

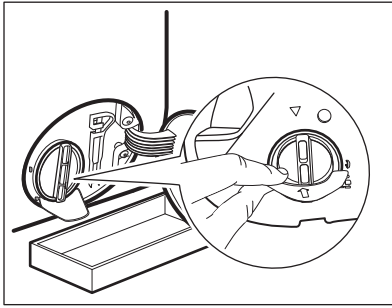
- Do not remove the filter while the appliance operates.
- Do not clean the pump if the water in the appliance is hot. Wait until the water cools down

**Proceed as follows to clean the pump:**

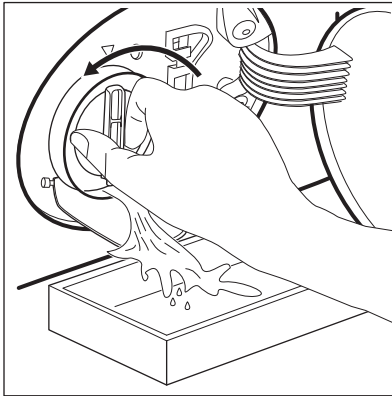
1. Open the pump cover.



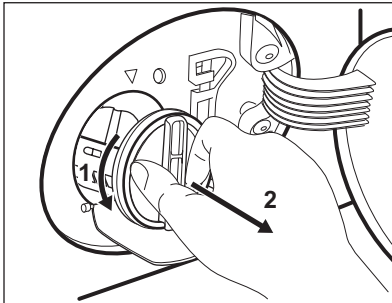
2. Place a suitable bowl below the drain pump access to collect the water that flows out.
3. Open the chute downwards. Always keep a rag nearby to dry up any water spillages when removing the filter.



4. Turn the filter 180 degrees in anti-clockwise direction to open it, without removing. Let the water flow out.

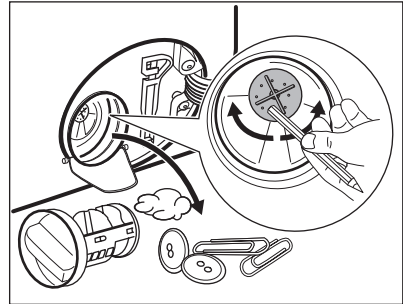


5. When the bowl is full of water, turn the filter back and empty the container.
6. Repeat the steps 4 and 5 until the water stops to flow out.
7. Turn the filter anti-clockwise to remove it.

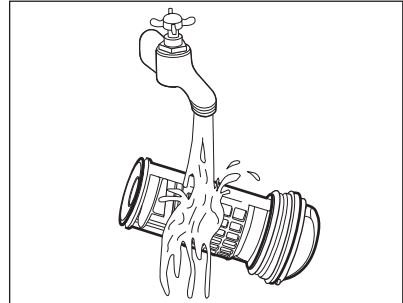


8. If it is necessary, remove fluff and objects from the filter recess.
9. Make sure that the impeller of the pump can rotate. If it does not

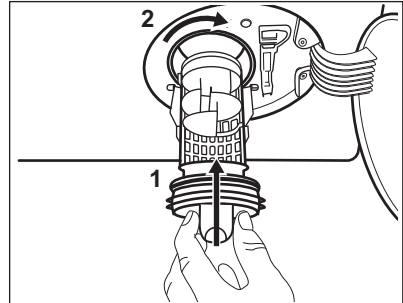
rotate, contact the Authorised Service Centre.



10. Clean the filter under the water tap.

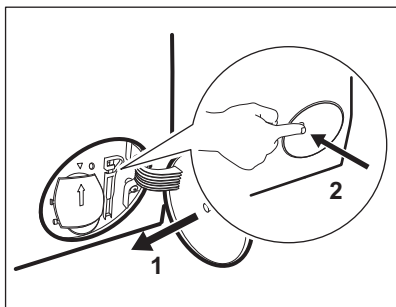


11. Put the filter back into the special guides by turning it clockwise. Make sure that you tighten the filter correctly to prevent leakages.



12. Close the pump cover.





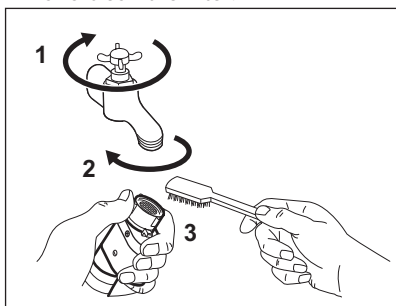
When you drain the water with the emergency drain procedure, you must activate the drain system again:

- a. Put 2 litres of water in the main wash compartment of the detergent dispenser.
- b. Start the program to drain the water.

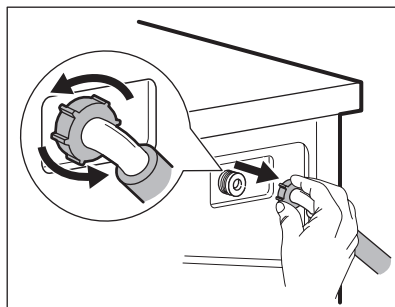
### 13.8 Cleaning the inlet hose and the valve filter

It is recommended to clean both the filters of the inlet hose and valve occasionally to remove any deposit, collected over the time:

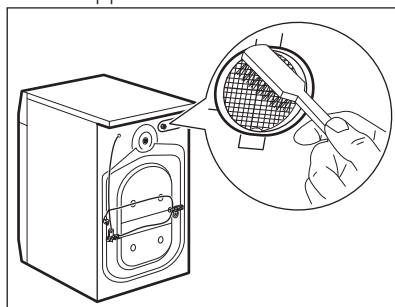
1. Remove the inlet hose from the tap and clean the filter.



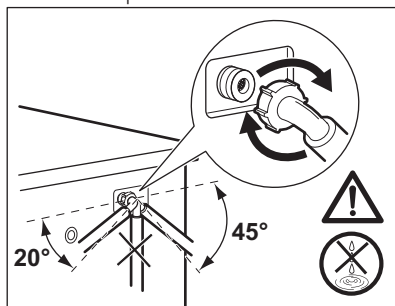
2. Remove the inlet hose from the appliance by loosening the ring nut.



3. Clean the valve filter on the back of the appliance with a toothbrush.



4. When you reconnect the hose to the back of the appliance, turn it left or right (not in vertical position) depending on the position of your water tap.



### 13.9 Emergency drain

If the appliance cannot drain the water, carry out the same procedure, described in 'Cleaning the drain pump' paragraph. If necessary, clean the pump.

When you drain the water with the emergency drain procedure, you must activate the drain system again:

1. Put 2 litres of water in the main wash compartment of the detergent dispenser.
2. Start the program to drain the water.

### 13.10 Frost precautions

If the appliance is installed in an area where the temperature can reach the values around 0° C or drop below, remove the remaining water from the inlet hose and the drain pump.

1. Disconnect the mains plug from the mains socket.
2. Close the water tap.

3. Put the two ends of the inlet hose in a container and let the water flow out of the hose.
4. Empty the drain pump. Refer to the emergency drain procedure.
5. When the drain pump is empty, install the inlet hose again.



#### WARNING!

Make sure that the temperature is higher than 0 °C before you use the appliance again.

The manufacturer is not responsible for damages caused by low temperatures.

## 14. TROUBLESHOOTING



#### WARNING!

Refer to Safety chapters.

### 14.1 Alarm Codes and Possible failures

The appliance does not start or it stops during operation. First try to find a solution to the problem (refer to the tables).




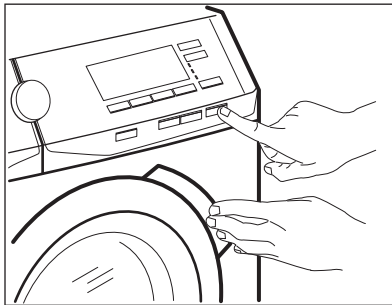
#### WARNING!

Deactivate the appliance before carrying out any check.

**With some problems, the display shows an alarm code and the Start/Pause button may flash continuously:**



If the appliance is overloaded, remove some items from the drum and/or keep pressed the door while touching the Start/Pause button until the indicator  stops flashing (see the picture below).



Problem	Possible solution
---------	-------------------

<p><b>E10</b> The appliance does not fill with water properly.</p>	<ul style="list-style-type: none"> <li>• Make sure that the water tap is open.</li> <li>• Make sure that the pressure of the water supply is not too low. For this information, contact your local water authority.</li> <li>• Make sure that the water tap is not clogged.</li> <li>• Make sure that the inlet hose has no kinks, damages or bends.</li> <li>• Make sure that the connection of the water inlet hose is correct.</li> <li>• Make sure that the filter of the inlet hose and the filter of the valve are not clogged. Refer to 'Care and cleaning'.</li> </ul>
<p><b>E20</b> The appliance does not drain the water.</p>	<ul style="list-style-type: none"> <li>• Make sure that the sink spigot is not clogged.</li> <li>• Make sure that the drain hose has no kinks or bends.</li> <li>• Make sure that the drain filter is not clogged. Clean the filter, if necessary. Refer to "Care and cleaning".</li> <li>• Make sure that the connection of the drain hose is correct.</li> <li>• Set the drain program if you set a program without drain phase.</li> <li>• Set the drain program if you set an option which ends with water in the tub.</li> </ul>
<p><b>E40</b> The appliance door is open or not closed correctly.</p>	<ul style="list-style-type: none"> <li>• Make sure that the door is properly closed.</li> </ul>
<p><b>E91</b> No communication between electronic elements of the appliance.</p>	<ul style="list-style-type: none"> <li>• The program was not finished properly or the appliance stopped too early. Switch the appliance off and on again.</li> <li>• If the alarm code appears again, contact the Authorised Service Centre.</li> </ul>
<p><b>EKO</b> The mains supply is unstable.</p>	<ul style="list-style-type: none"> <li>• Wait until mains supply is stable.</li> </ul>
<p><b>EFO</b> The anti-flood device is on.</p>	<ul style="list-style-type: none"> <li>• Disconnect the appliance and close the water tap. Contact the Authorised Service Centre.</li> </ul>

If the display shows other alarm codes, deactivate and activate the appliance. If the problem continues, contact the Authorised Service Centre.

In case of different problem with the washing machine check the table below for possible solutions.

Problem	Possible solution
The program does not start.	<ul style="list-style-type: none"> <li>• Make sure that the mains plug is connected to the mains socket.</li> <li>• Make sure that the appliance door is closed.</li> <li>• Make sure that there is no damaged fuse in the fuse box.</li> <li>• Make sure that the Start/Pause has been touched.</li> <li>• If the delay start is set, cancel the setting or wait for the end of countdown.</li> <li>• Deactivate the Child Lock function if it is on.</li> <li>• Check the position of the knob on the selected program.</li> </ul>
The appliance fills with water and drains immediately.	<ul style="list-style-type: none"> <li>• Make sure that the drain hose is in the correct position. The hose may be positioned too low. Refer to "Installation instruction".</li> </ul>
The spin phase does not operate or the washing cycle lasts longer than usual.	<ul style="list-style-type: none"> <li>• Set the spin program.</li> <li>• Make sure that the drain filter is not clogged. Clean the filter, if necessary. Refer to "Care and cleaning".</li> <li>• Adjust manually the items in the tub and start the spin phase again. This problem may be caused by balance problems.</li> </ul>
There is water on the floor.	<ul style="list-style-type: none"> <li>• Make sure that the couplings of the water hoses are tight and there is not water leakages.</li> <li>• Make sure that the water inlet hose and the drain hose have no damages.</li> <li>• Make sure you use the correct detergent and the correct quantity of it.</li> <li>• Too much detergent or unsuitable detergent creates too much foam. Reduce detergent quantity and/or use a suitable detergent.</li> </ul>
You cannot open the appliance door.	<ul style="list-style-type: none"> <li>• Make sure that a washing program that ends with water in tub, has not been selected.</li> <li>• Make sure that the washing program is finished.</li> <li>• Set the drain or the spin program if there is water in the drum.</li> <li>• Make sure that the appliance receives electrical power.</li> <li>• This problem may be caused by a failure of the appliance. Contact the Authorised Service Centre. If you need to open the door, please read carefully "Emergency door opening".</li> </ul>
The appliance makes an unusual noise and vibrates.	<ul style="list-style-type: none"> <li>• Make sure the levelling of the appliance is correct. Refer to "Installation instruction".</li> <li>• Make sure that the packaging and/or the transit bolts are removed. Refer to "Installation instruction".</li> <li>• Add more laundry in the drum. The load may be too small.</li> </ul>
The program duration increases or decreases during program execution.	<ul style="list-style-type: none"> <li>• The ProSense System is able to adjust the program duration according to the type and the laundry load size. Refer to "The ProSense System load detection" in "Daily Use" chapter.</li> </ul>

Problem	Possible solution
The washing results are not satisfactory.	<ul style="list-style-type: none"> <li>• Increase the detergent quantity or use a different detergent.</li> <li>• Use special products to remove the stubborn stains before you wash the laundry.</li> <li>• Make sure that you set the correct temperature.</li> <li>• Decrease the laundry load.</li> </ul>
Too much foam in the drum during the washing cycle.	<ul style="list-style-type: none"> <li>• Reduce the quantity of detergent.</li> <li>• Too much detergent or unsuitable detergent has been used. Reduce detergent quantity and/or use a correct detergent.</li> </ul>
After the washing cycle, there are some detergent residues in the dispenser drawer.	<ul style="list-style-type: none"> <li>• Make sure that the flap is in the correct position (UP for powder detergent - DOWN for liquid detergent).</li> <li>• Make sure you have used the detergent dispenser according to the indications given in this user manual.</li> </ul>

After the check, activate the appliance. The program continues from the point of interruption.

If the problem occurs again, contact the Authorised Service Centre.

The necessary data for the service centre are on the rating plate.

## 14.2 Emergency door opening

In case of power failure or functioning failure the appliance door remains locked. The washing program continues when the power is restored. If the door remains locked in case of failure, it is possible to open it using the emergency unlock function.

Before opening the door:



**CAUTION!**  
**Risk of burns! Make sure that the water temperature is not too high and the laundry is not hot. If necessary, wait until they cool down.**



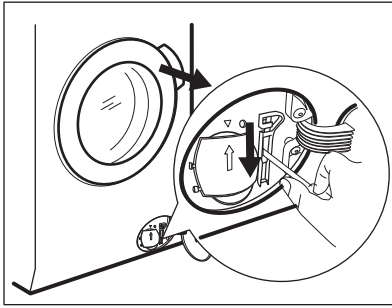
**CAUTION!**  
**Risk of injury! Make sure that the drum is not rotating. If necessary, wait until the drum stops rotating.**



**Make sure that the water level inside the drum is not too high. If necessary, proceed with an emergency drain (refer to «Emergency drain» in «Care and cleaning» chapter).**

To open the door, proceed as follows:

1. Press the On/Off button to switch the appliance off.
2. Disconnect the mains plug from the mains socket.
3. Open the filter flap.
4. Pull the emergency unlock trigger downward once. Pull it downward once again, keep it tensed and, in the meanwhile, open the appliance door.



5. Take out the laundry and then close the appliance door.
6. Close the filter flap.

## 15. ACCESSORIES

### 15.1 Available in [www.aeg.com/shop](http://www.aeg.com/shop) or from authorised dealer

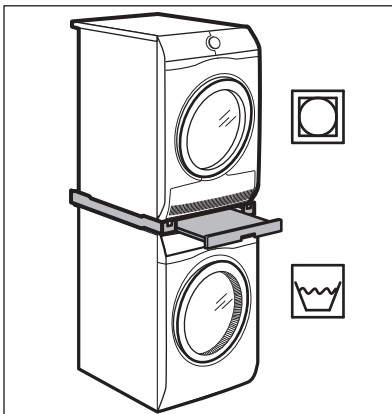
Read carefully the instructions supplied with the accessory.



Only appropriate accessories approved by AEG ensure the safety standards of the appliance. If unapproved parts are used, any claims will be invalidated.

### 15.2 Stacking kit

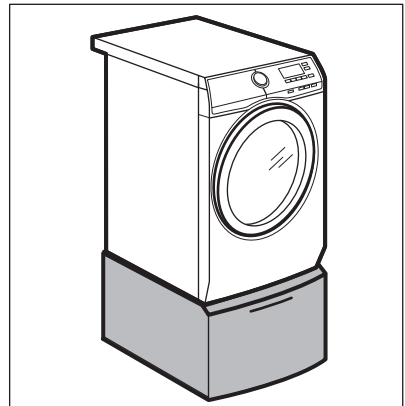
The tumble dryer can be stacked on the top of the washing machine **only by using the correct stacking kit**.



### WARNING!

Do not put the tumble dryer under the washing machine. Verify the compatible stacking kit by checking the depth of your appliances.

### 15.3 Pedestal with the drawer



To raise your appliance and make loading and unloading laundry easier. The drawer can be used for laundry storage e.g.: towels, cleaning products and more.

## 16. WARRANTY

FOR SALES IN AUSTRALIA AND NEW ZEALAND

ALL AEG BRANDED APPLIANCES

**This document sets out the terms and conditions of the product warranties for AEG Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should there be a manufacturing defect in your Appliance. This warranty is in addition to other rights you may have under the Australian Consumer Law.**

### 1. In this warranty:

- a) 'ACL' or 'Australian Consumer Law' means Schedule 2 to the Competition and Consumer Act 2010;
- b) 'Appliance' means any Electrolux product purchased by you and accompanied by this document;
- c) 'ASC' means Electrolux's authorised serviced centres;
- d) 'AEG' is the brand controlled by Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited (collectively "Electrolux") of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
- e) 'Warranty Period' means the period specified in clause 3 of this warranty;
- f) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.

2. **Application:** This warranty only applies to new Appliances, purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict, or modify in any way) other rights and remedies under a law to which the Appliances or services relate, including any non-excludable

statutory guarantees in Australia and New Zealand.

3. **Warranty Period:** Subject to these terms and conditions, this warranty continues for in Australia for a period of 60 months and in New Zealand for a period of 60 months, following the date of original purchase of the Appliance.
4. **Repair or replace warranty:** During the Warranty Period, Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux may, in its absolute discretion, choose whether the remedy offered for a valid warranty claim is repair or replacement. Electrolux or its ASC may use refurbished parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux.
5. **Travel and transportation costs:** Subject to clause 7, Electrolux will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. Travel and transportation will be arranged by Electrolux as part of any valid warranty claim.
6. **Proof of purchase** is required before you can make a claim under this warranty.
7. **Exclusions:** You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. This warranty does not cover:
  - a) light globes, batteries, filters or similar perishable parts;
  - b) parts and Appliances not supplied by Electrolux;
  - c) cosmetic damage which does not affect the operation of the Appliance;
  - d) damage to the Appliance caused by:
    - negligence or accident;

- misuse or abuse, including failure to properly maintain or service;
- improper, negligent or faulty servicing or repair works done by anyone other than an Electrolux authorised repairer or ASC;
- normal wear and tear;
- power surges, electrical storm damage or incorrect power supply;
- incomplete or improper installation;
- incorrect, improper or inappropriate operation;
- insect or vermin infestation;
- failure to comply with any additional instructions supplied with the Appliance;

In addition, Electrolux is not liable under this warranty if:

- the Appliance has been, or Electrolux reasonably believes that the Appliance has been, used for purposes other than those for which the Appliance was intended, including where the Appliance has been used for any non-domestic purpose;
- the Appliance is modified without authority from Electrolux in writing;
- the Appliance's serial number or warranty seal has been removed or defaced.

**8. How to claim under this warranty:**

To enquire about claiming under this warranty, please follow these steps:

- a. carefully check the operating instructions, user manual and the terms of this warranty;

- b. have the model and serial number of the Appliance available;
- c. have the proof of purchase (e.g. an invoice) available;
- d. telephone the numbers shown below.

**9. Australia:** For Appliances and services provided by Electrolux in Australia: Electrolux goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as referred to in the ACL.

**10. New Zealand:** For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.

**11. Confidentiality:** You accept that if you make a warranty claim, Electrolux and its agents including ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

**Important Notice**

Before calling for service, please ensure that the steps listed in clause 8 above have been followed.

**SERVICE AUSTRALIA**

[aeg.com/au](http://aeg.com/au)



**FOR SERVICE**

or to find the address of your nearest authorised service centre in Australia

**PLEASE CALL 1300 363 664**

**OR EMAIL**

**customercare@aegaustralia.com.au**

For the cost of a local call (Australia only)

**FOR SPARE PARTS**

or to find the address of your nearest spare parts centre in Australia

**PLEASE CALL 13 13 50**

**OR EMAIL**

**customercare@aegaustralia.com.au**

For the cost of a local call (Australia only)

**SERVICE NEW ZEALAND**

**aegnewzealand.co.nz**

**FOR SERVICE**

or to find the address of your nearest authorised service centre in New Zealand

**PLEASE CALL 0800 234 234**

**OR EMAIL**

**customercare@electrolux.co.nz**

(New Zealand only)

**FOR SPARE PARTS**

or to find the address of your nearest spare parts centre in New Zealand

**PLEASE CALL 0800 10 66 20**


**OR EMAIL**

**customercare@electrolux.co.nz**

(New Zealand only)

AEG\_Warr\_May\_17

## 17. ENVIRONMENTAL CONCERNS

Recycle materials with the symbol . Put the packaging in relevant containers to recycle it. Help protect the environment and human health by recycling waste of electrical and electronic appliances. Do not dispose of

appliances marked with the symbol  with the household waste. Return the product to your local recycling facility or contact your municipal office.





