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# Washing machine

**WGA12400UC**

**[en-us]** User manual and installation in-  
structions

Further information and explanations are available online:



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# IMPORTANT SAFETY INSTRUCTIONS

## READ AND SAVE THESE INSTRUCTIONS

### Warning!

Read all instructions carefully before use. Observe the following information to reduce the risk of electric shock, burns or serious injury. When using kitchen appliances, basic safety precautions must be followed including those in the following pages.

## 1.1 Safety definitions

Here you can find explanations of the safety signal words used in this manual.

### **WARNING**

This indicates that death or serious injuries may occur as a result of non-observance of this warning.

### **CAUTION**

This indicates that minor or moderate injuries may occur as a result of non-observance of this warning.

### **NOTICE:**

This indicates that damage to the appliance or property may occur as a result of non-compliance with this advisory.

**Note:** This alerts you to important information and/or tips.

## 1.2 General information

Observe the following information to reduce the risk of burns, electric shock or serious injury.

- Read this manual carefully.
- Severe product damage could result from the use of unqualified service technicians. Only OEM spare parts may be used.
- Keep the manual and the product information in a safe place for future reference or for the next owner.
- Do not connect the appliance if it has been damaged in transit.

## 1.3 Intended use

Only a licensed professional may connect appliances without plugs. The manufacturer is not responsible for damage caused by incorrect connections. An incorrect connection is not covered by the Statement of Limited Product Warranty.

Only use this appliance:

- For washing machine-washable fabrics and hand-washable wool in accordance with the care label.

- Washing with common cold or hot (maximum 140 °F/60 °C) tap water and commercially available detergents and care products suitable for use in washing machines.
- Operating conditions:  
Minimum/maximum permissible temperatures:  
41-91 °F/5-35 °C  
Relative humidity: Below 95%
- Up to an altitude of max. 13,100 ft (4000 m) above sea level.
- in private households, in enclosed spaces in a domestic environment and in the public sector, sheltered from the elements.

## 1.4 Restrictive Use

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Do not let children play with the appliance.

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

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

## 1.5 Grounding instructions

See the installation instructions included with this appliance for more information on electrical requirements.

### **WARNING**

Improper connection of the appliance grounding conductor may lead to electric shock.

- ▶ Grounding reduces the risk of electric shock by providing a safe pathway for electric current in the event of a short circuit.
- ▶ This appliance is equipped with a power cord that includes an appliance-grounding conductor.
- ▶ Be sure your appliance is properly installed and grounded by a qualified technician.
- ▶ Installation, electrical connections and grounding must comply with all applicable codes.
- ▶ Check with an authorized electrician or service representative if you are in doubt as to whether the appliance is properly grounded.



# IMPORTANT SAFETY INSTRUCTIONS


## READ AND SAVE THESE INSTRUCTIONS

### 1.6 Safe Installation

Follow the safety instructions when installing the appliance.

#### WARNING

Incorrect installation is dangerous.

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

If the insulation of the power cord is damaged, that can be dangerous.

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

#### WARNING

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

- ▶ Do not use extension cords or multiple socket strips.
- ▶ If the power cord is too short, contact customer service.
- ▶ Only use adapters approved by the manufacturer.

#### WARNING

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

- ▶ Do not lift the appliance on your own.

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

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

#### CAUTION

The appliance may vibrate or move when in use.

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

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

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

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

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

#### CAUTION

Touching sharp edges on the appliance may lead to cuts.

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

#### NOTICE:

The installation instructions are aimed at qualified installers. In addition to these instructions, the installation must comply with the following points.

- ▶ for the United States: National Electrical Code, ANSI/NFPA70 and the latest editions of the state and municipal and/or local regulations.
- ▶ for Canada: Canadian Electrical Code C22.1 and the latest editions of the provincial, municipal and/or local regulations.



# IMPORTANT SAFETY INSTRUCTIONS

## READ AND SAVE THESE INSTRUCTIONS

### 1.7 Safe use

#### WARNING

The safety information in the individual sections of the manual must be observed.

- ▶ Carefully read and understand the safety instructions in the individual sections of this document.

The IMPORTANT SAFETY INSTRUCTIONS and WARNINGS in this manual do not cover all possible circumstances that may occur.

- ▶ Common sense, caution and care must be exercised when installing, maintaining or operating the appliance.

#### WARNING

To reduce the risk of serious injury, observe the following.

- ▶ Only the washing-machine-suitable detergents and care products recommended for this appliance may be used; these must be stored out of the reach of children.

To prevent injury when loading the appliance with laundry, the following must be observed.

- ▶ Ensure that the door seal is not damaged by sharp objects.
- ▶ Do not tamper with or override any controls or locking mechanisms.

Do not operate the appliance unless proper installation can be guaranteed.

- ▶ Do not operate the appliance unless it has been installed correctly as described.
- ▶ Do not operate the appliance unless all water, drain, power and grounding connections have been established correctly and are in compliance with local codes, legislation, regulations and requirements.

#### WARNING

A damaged appliance or a damaged power cord can cause an electric shock.

- ▶ Never operate a damaged appliance.
- ▶ Never pull on the power cord to unplug the appliance. Always unplug the appliance at the power outlet.
- ▶ If the appliance or the power cord is damaged, immediately unplug the power cord or switch off the breaker in the circuit breaker box and turn off the water tap.
- ▶ Call Customer Service. → *Page 37*

Moisture intrusion may cause an electric shock.

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

Always disconnect the appliance from the power supply before carrying out any maintenance work on the appliance.

- ▶ Unplug the appliance from the power outlet. Never pull on the power cord to unplug the appliance. Always unplug the appliance at the power outlet.

#### WARNING

To care for and safely operate your appliance, observe the following.

- ▶ Observe the safety instructions and directions for use on the product labels of detergents and care products.
- ▶ To prevent floor damage and possible mold growth, do not leave any standing water around or under the appliance.

Washing fiberglass materials in the appliance may result in particles that cause skin irritation.

- ▶ Do not wash fiberglass materials (e.g. some curtains and window coverings) in the appliance. Small particles may remain in the appliance and stick to fabrics in subsequent wash loads. This may cause skin irritation.

#### WARNING

Hydrogen gas may be produced in a hot water system that has not been used for two weeks or more. Hydrogen gas is explosive.

- ▶ To allow hydrogen gas to escape the hot water system, open all hot water faucets and allow the water to run for a few minutes. Avoid smoking or using naked flames during this time. The appliance can be used once this process is complete.

Solvent-based cleaning agents or other flammable or explosive materials can lead to an explosion in the appliance.

- ▶ Do not wash fabrics that have been soaked in or sprayed with solvent-based cleaning agents or flammable or explosive substances (e.g. petrol).
- ▶ Do not add solvent-based cleaning agents or other flammable or explosive substances to the detergent solution.

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

- ▶ Rinse pretreated laundry thoroughly with water before washing.



# IMPORTANT SAFETY INSTRUCTIONS

## READ AND SAVE THESE INSTRUCTIONS

### CAUTION

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

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

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

- ▶ Do not reach into the drum if it is still turning.

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

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

### CAUTION

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

- ▶ Do not touch the hot detergent solution.

### NOTICE:

All water inlet hoses must be fitted with valves to prevent water damage in the event of a leak.

- ▶ The appliance must be fitted with valves to shut off the water supply; these must be accessible at all times.
- ▶ Close the valves to shut off the water supply if the appliance is not in use, or if the appliance is not intended to be used for extended periods (such as vacations).

Over time, the hose connections may stretch.

- ▶ Check the hose connections on a regular basis to ensure they are firmly connected and not leaking.

Shutting off the water and power

- ▶ The user is strongly advised to become familiar with the procedures for shutting off both the water supply and the power supply. You can find further information in the installation instructions, or contact your installer.

## 1.8 Safe cleaning and maintenance

### WARNING

Improper repairs may cause an electric shock.

- ▶ Do not repair or replace any components of the appliance unless this is explicitly described or recommended in the maintenance or repair instructions. You must understand these maintenance or repair instructions and have the expertise to carry out the repairs properly.
- ▶ Only original spare parts may be used to repair the appliance.

- ▶ If the power cord of this appliance becomes damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service, or an authorized service provider in order to prevent injury.

Moisture intrusion may cause an electric shock.

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

### WARNING

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

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

### WARNING

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

- ▶ Do not use cleaning agents that contain solvents.

## 1.9 State of California Proposition 65 Warnings

This product may contain a chemical known to the State of California, which can cause cancer or reproductive harm. Therefore, the packaging of your product may bear the following label as required by California:

**STATE OF CALIFORNIA PROPOSITION 65 WARNING:**



Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

## 1.10 Risks for children

Observe the following information to reduce the risks to children when operating the appliance.

### WARNING

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

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

### WARNING

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

- ▶ Do not install the appliance behind a door as this may obstruct the appliance door or prevent it from opening.





# IMPORTANT SAFETY INSTRUCTIONS

## READ AND SAVE THESE INSTRUCTIONS

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- ▶ Before removing the appliance or having it disposed of by Customer Service, pull out the mains plug on the power cord, then cut through the power cord and remove the door.

### **WARNING**

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

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

### **WARNING**

Detergents and care products may result in poisoning if consumed.

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

## **1.11 Safety systems**

Protect children from possible hazards resulting from the appliance.

The appliance is equipped with a control panel lock

→ *Page 25.*

### **Control panel lock**

You can use the control panel lock to secure the appliance against being operated unintentionally using the controls, and therefore protect persons – primarily children – from possible hazards resulting from the appliance.

The appliance is equipped with an electric door lock.

If you have activated the control panel lock, this means that automatic door opening is deactivated.

## 2 Preventing material damage

### NOTICE:

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

- ▶ Follow the dosage recommendations from the manufacturer.

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

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

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

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

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

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

If the water pressure is too high or too low, this may impair functioning of the appliance.

- ▶ Make sure that the water pressure in the water supply system is at least 14.5 psi (100 kPa) and max. 145 psi (1000 kPa).
- ▶ If the water pressure exceeds the maximum value specified, a pressure-reducing valve must be installed between the drinking water connection and the hose set of the appliance.
- ▶ Do not connect the appliance to the mixer tap of an unpressurised hot-water boiler.

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

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

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

- ▶ Only operate the appliance with cold or warm (max. 60 °C/140 °F) mains water.

Unsuitable cleaning agents may damage the surfaces of the appliance.

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

## 3 Environmental protection and energy-saving

### 3.1 Disposal of packaging

The packaging materials are environmentally compatible and can be recycled.

- ▶ Sort the individual components by type and dispose of them separately.

### 3.2 Save energy and conserve resources

If you follow these instructions, your appliance will use less power and water.

Choose programs with low temperatures and longer wash times and use maximum load capacity.

- ✓ Energy consumption and water consumption is most efficient.

Add detergent based on the laundry's degree of soiling.

- ✓ For light to normal soiling, a smaller amount of detergent is sufficient. Observe the dosage recommendation from the detergent manufacturer.

Reduce the washing temperature for lightly and normally soiled laundry.

- ✓ At lower temperatures, the appliance consumes less energy. For light to normal soiling, lower temperatures than indicated on the care label are also sufficient.

Set the maximum spin speed if you want to dry the laundry in a tumble dryer afterwards.

- ✓ The drier the laundry, the shorter the program duration when drying which, in turn, reduces energy consumption. A higher spin speed reduces the residual moisture in the laundry and increases the volume of the spin noise.

Wash the laundry without prewash.

- ✓ Washing with prewash increases the program duration and increases energy and water consumption.

The appliance has an automatic load adjustment function.

- ✓ Depending on the type of fabric and load capacity, the automatic load adjustment function optimally adjusts the water consumption and program duration.

### 3.3 Energy-saving mode

If you do not use the appliance for an extended period, it automatically switches to energy-saving mode.

Energy-saving mode ends when you use the appliance again.



## 4 Installation and connection

### 4.1 Unpacking the appliance

#### NOTICE:

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

- ▶ Remove these objects, along with all supplied accessories, from the drum before starting the appliance.
1. Remove any packaging and protective covers completely from the appliance.  
→ "Disposal of packaging", Page 8
  2. Check the appliance for visible damage.
  3. Open the appliance door.  
→ "Basic Operation", Page 24
  4. Remove any accessories from the drum.
  5. Close the appliance door.

### 4.2 Included in delivery

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

#### NOTICE:

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

- ▶ Do not operate the appliance with incomplete or defective accessories.
- ▶ Replace the accessories in question before operating the appliance.  
→ "Accessories", Page 24

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

The delivery consists of the following:

- Washing machine
- Accompanying documents
- Transit bolts  
→ "Removing the transit bolts", Page 13
- Cover caps
- Water inlet hoses  
→ "Connecting the water inlet hoses", Page 14
- Elbow for securing the water outlet hose

### 4.3 Requirements for the installation location

#### ⚠ WARNING

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

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

#### ⚠ WARNING

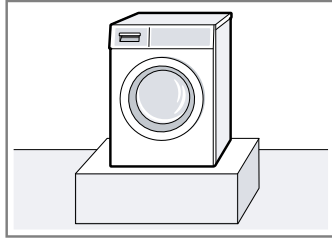
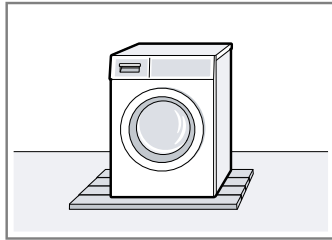
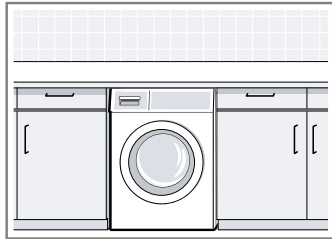
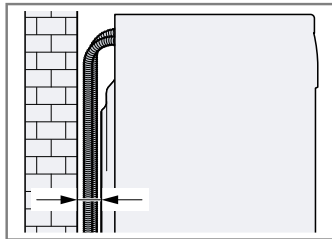
When using the appliance on a base, the appliance may tip over.

- ▶ Always secure the feet of the appliance to a base using the manufacturer's fixing brackets → Page 24 before using the appliance for the first time.

#### NOTICE:

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

- ▶ Do not install or operate this appliance anywhere that is liable to experience frost and/or outdoors.
- If the appliance is tilted at an angle greater than 40°, residual water may leak out of the appliance and cause material damage.
- ▶ Tilt the appliance carefully.
  - ▶ Transport the appliance in an upright position.

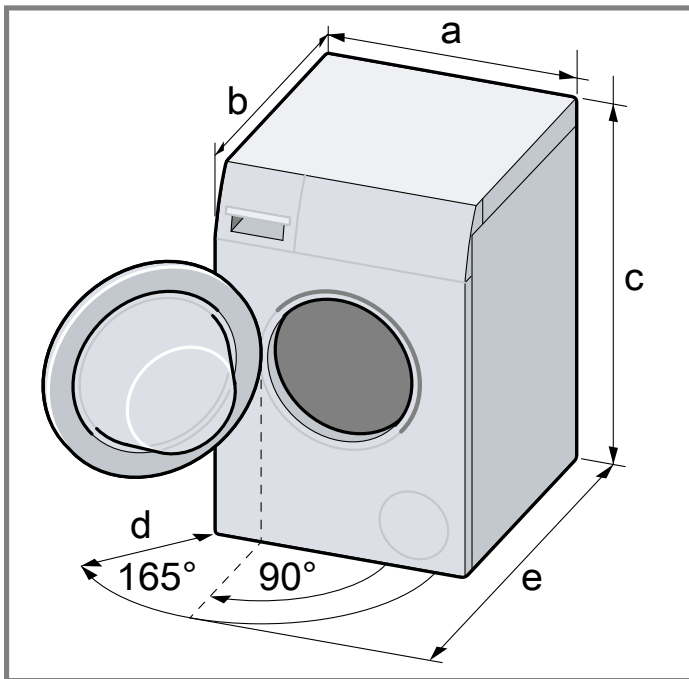
Installation location	Requirements
Base 	Secure the appliance with fixing brackets → Page 24.
Wooden joist floor 	Place the appliance on a water-resistant wooden board (minimum thickness of 1.18 in. (30 mm)) which is screwed tightly to the floor.
Kitchen unit 	Only install the appliance underneath a continuous countertop that is securely connected to adjacent cabinets. Required niche width: 23.6 in. (60 cm).
Against a wall 	Do not trap the hoses and power cord between the wall and the appliance.

## 4.4 Dimensions and space requirements

Observe the following information when setting up the appliance.

### Appliance dimensions

Observe the dimensions of the appliance.



Dimensions			
a	Appliance width	23.6 in.	59.8 cm
b	Appliance depth (to appliance door)	24.3 in.	63.2 cm
c	Appliance height (min.)	33.3 in.	84.8 cm
	Appliance height (max.)	33.8 in.	86.0 cm
d	Side clearance (appliance door open to 165°)	13.0 in.	33.0 cm
e	Appliance depth (appliance door open to 90°)	42.5 in.	106.3 cm

The height of the appliance depends on the extension of the height-adjustable appliance feet.

### Length of the power cord and hoses

Observe the length of the power cord and hoses.

	Left side of the appliance		Right side of the appliance	
Power cord	45.0 in.	113.0 cm	62.0 in.	157.0 cm
Water inlet hose	38.0 in.	97.0 cm	21.0 in.	53.0 cm
Water outlet hose	27.0 in.	69.0 cm	46.0 in.	117.0 cm

All lengths are measured from the indicated side when facing the front of the appliance.

### Installation types

The appliance can be set up in different ways.

### Washer-dryer stack or free-standing

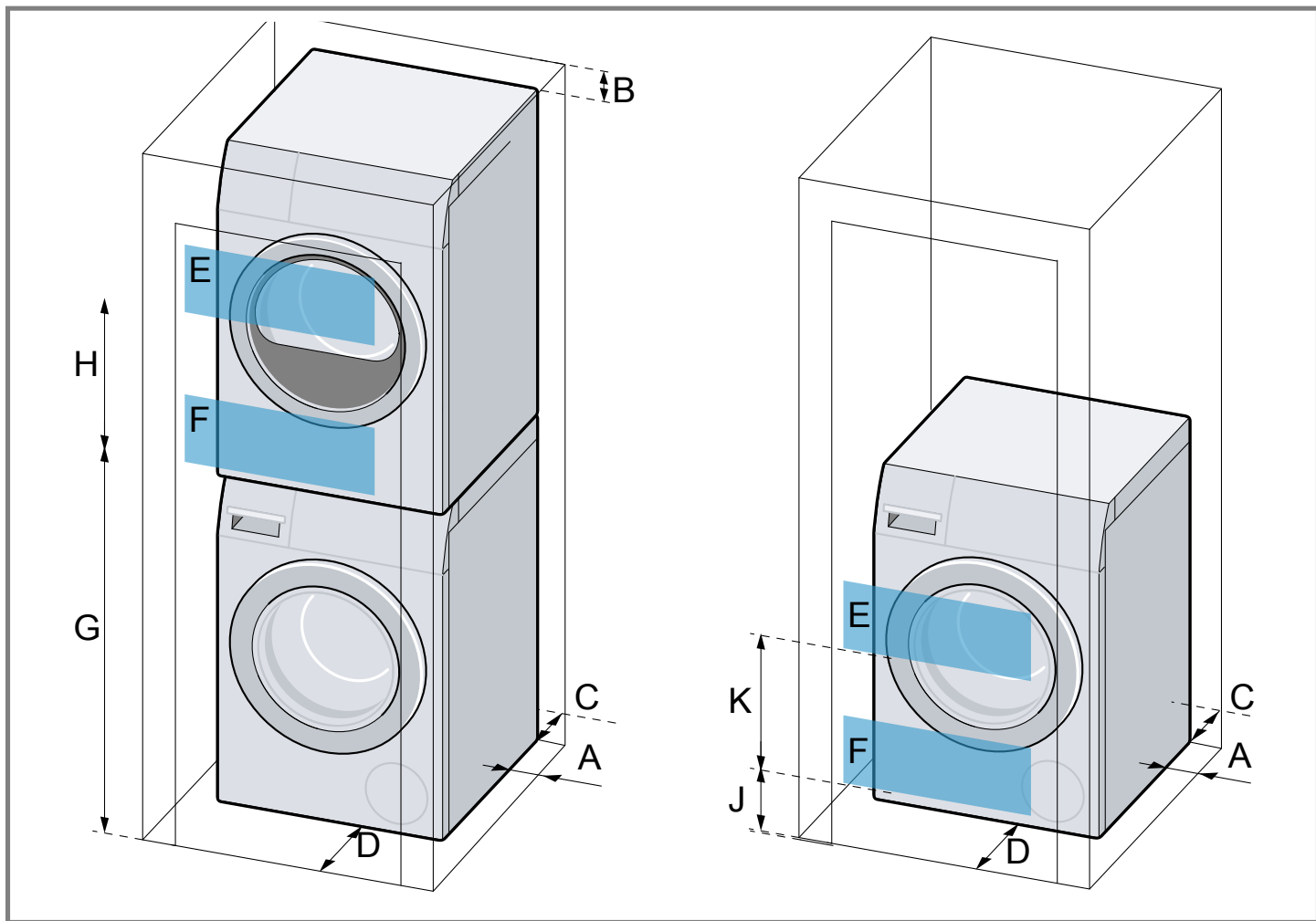
The appliance can be set up either free-standing or in a washer-dryer stack.

#### **⚠ WARNING**

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

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

**Note:** In case of set up in a washer dryer stack, please observe the requirements for the installation location.



#### Required space (min.)

A	Both sides	0.6 in.	1.5 cm
B	Top side	6.3 in.	16 cm
C	Rear side	2.5 in.	6.4 cm
D	Front side	2.4 in.	6.1 cm

Keep the clearance on the rear side of the appliance as small as possible, depending on the ventilation openings and the water connection. For installation in a washer-dryer stack, a larger clearance is required at the rear of the appliance for the dryer's ventilation openings.

#### Dimensions of the ventilation openings (min.)

E	Top	63.0 sq. in.	404.0 cm <sup>2</sup>
F	Bottom	63.0 sq. in.	404.0 cm <sup>2</sup>

The specified size of the ventilation opening applies per position and is not supposed to be shared out between upper and lower position..

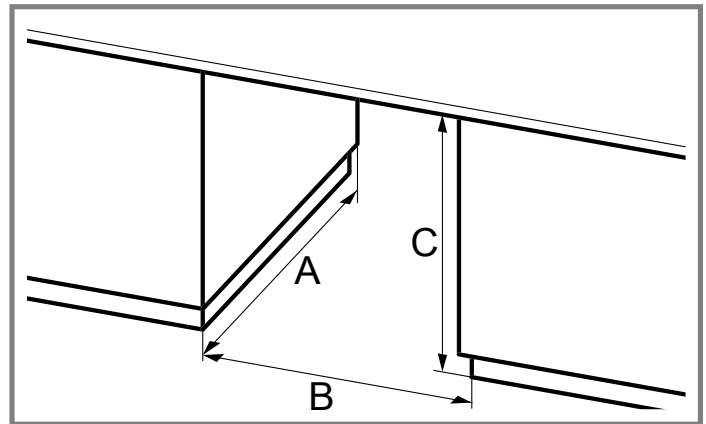
**Size of the ventilation clearances (effective clearances, not minimum)**

G	37.0 in.	94.0 cm
H	26.0 in.	66.0 cm
J	3.0 in.	7.6 cm
K	29.0 in.	73.0 cm

**Underneath a countertop (recommended)**

The appliance can be set up uncovered under a countertop.

**Note:** The front of the appliance must not be covered by doors or curtains.



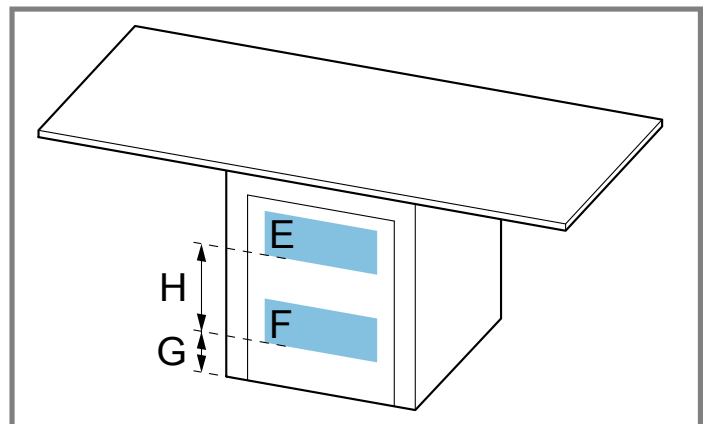
**Dimensions of the installation recess (min.)**

A	28.0 in.	71.1 cm
B	23.8 in.	60.5 cm
C	34.5 in.	87.6 cm

**Underneath a countertop (not recommended)**

The appliance can be set up covered under a countertop.

**Note:** If the front of the appliance is covered, ventilation openings must be installed.



**Dimensions of the ventilation openings (min.)**

E	63.0 sq. in.	404.0 cm <sup>2</sup>
F	63.0 sq. in.	404.0 cm <sup>2</sup>

**G and H are fixed dimensions**

G	3.0 in.	7.6 cm
H	14.0 in.	35.6 cm

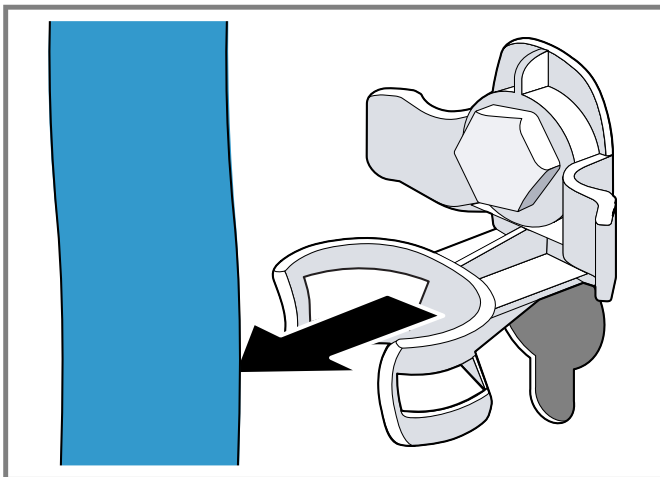
The specified size of the ventilation opening applies per position and is not supposed to be shared out between upper and lower position..

#### 4.5 Removing the transit bolts

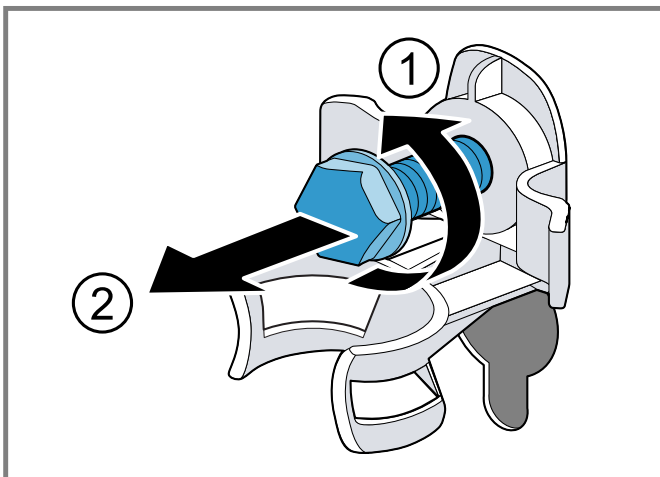
The appliance is secured for transportation using transit bolts on the rear of the appliance.

**Note:** Keep the transit bolt screws and the sleeves in a safe place for future transport → *Page 36*.

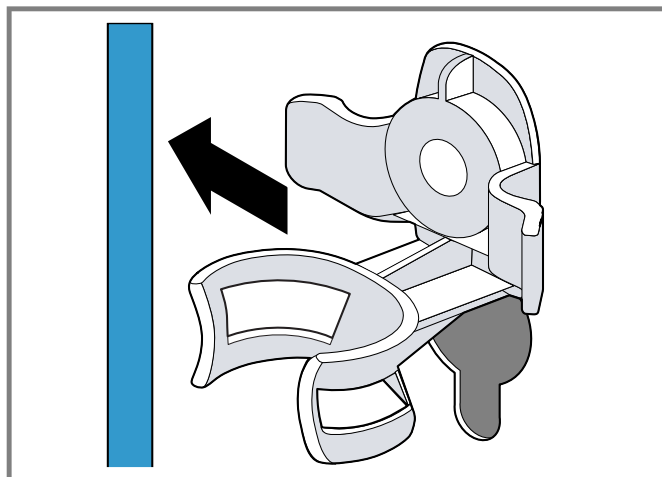
1. Pull the hoses out of the holders.



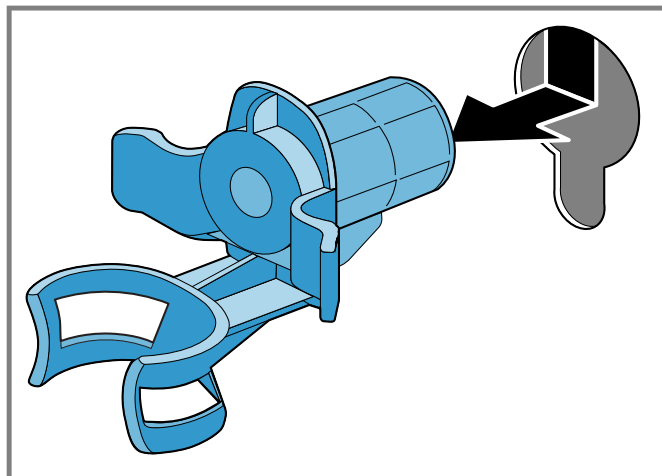
2. Unscrew ① and remove ② all 4 screws for the transit bolts with a WAF 13 wrench.



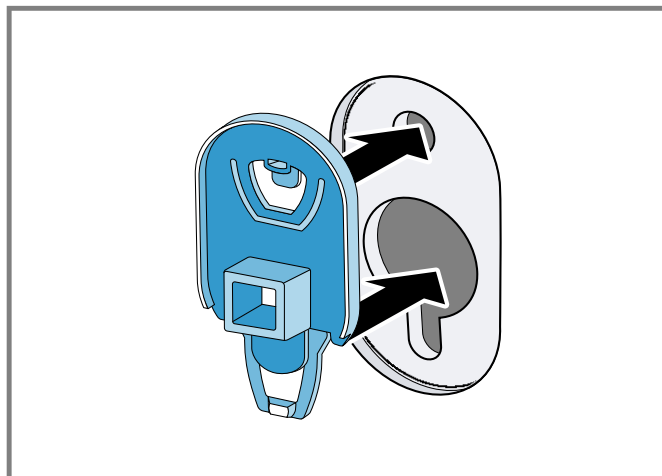
3. Remove the power cord from the holder.



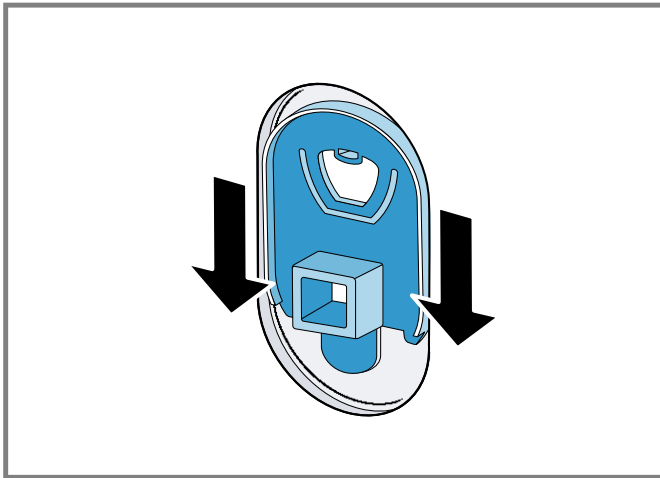
4. Remove the 4 sleeves.



5. Put on the 4 cover caps.



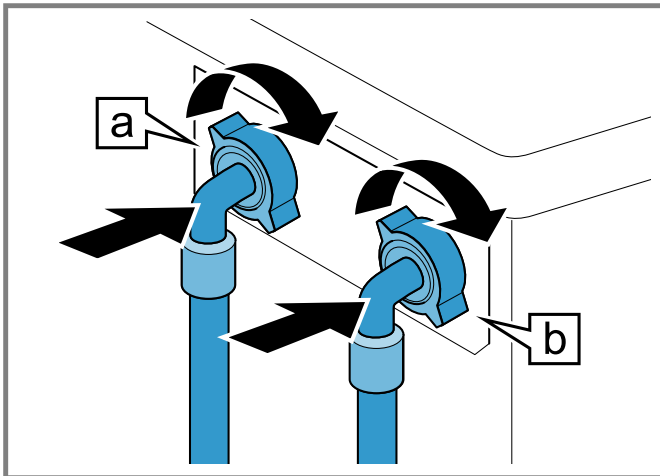
- Press down on the 4 cover caps.



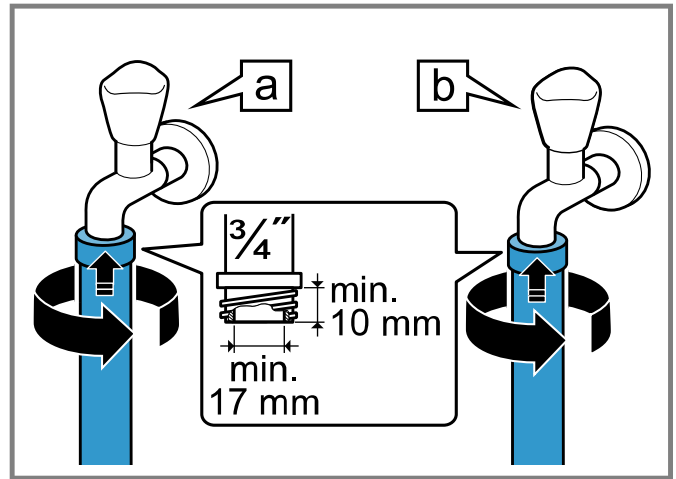
## 4.6 Connecting the appliance

### Connecting the water inlet hoses

- Connect the water inlet hose for hot water **a** (red) and cold water **b** (blue) to the appliance.



- Connect the water inlet hose for hot water **a** (red) and cold water **b** (blue) to the faucet (26.4 mm = 3/4").



If there is no faucet for hot water, only connect the water inlet hose for cold water. Cover the hot water connection on the appliance in order to protect it from dirt.

**Tip:** To protect against dirt, use a 3/4" end cap on the hot water connection of the appliance.

- Open the faucets carefully and check that the connection points are tight.

### Water outlet connection types

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

**NOTICE:**

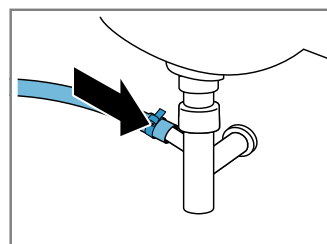
When draining, the water drain hose is subject to water pressure and may come loose from the installed connection point.

- Secure the water drain hose against unintentional loosening.

**Note:** Observe the draining heights.

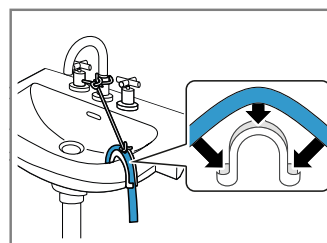
The maximum draining height is 39 in. (100 cm).

**Siphon**



Secure the connection point with a (0.94–1.57 in. (24–40 mm)) hose clamp.

**Washbasin**

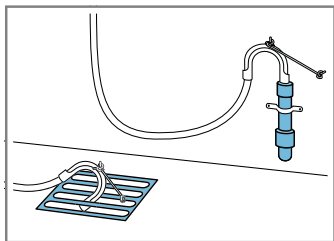


Fix and secure the water outlet hose with an elbow.

**Plastic pipe with rubber sleeve or gully**

Fix and secure the water outlet hose with an elbow.

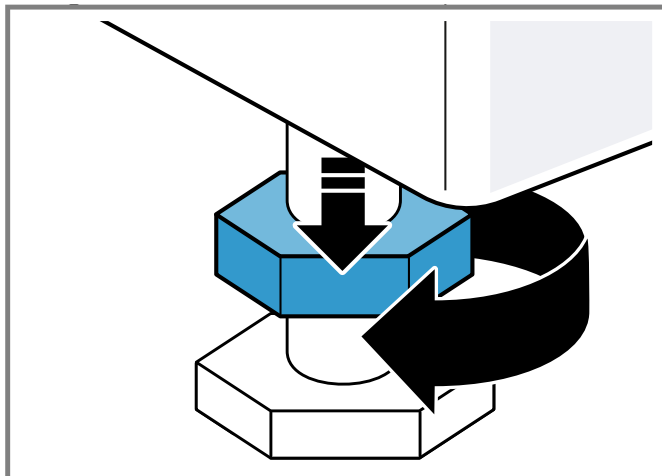




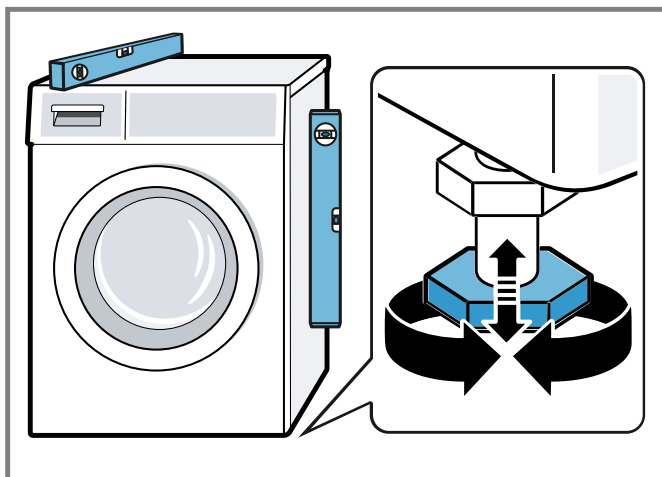
#### 4.7 Aligning the appliance

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

1. Loosen the lock nuts using a WAF 17 wrench by turning it in a clockwise direction.

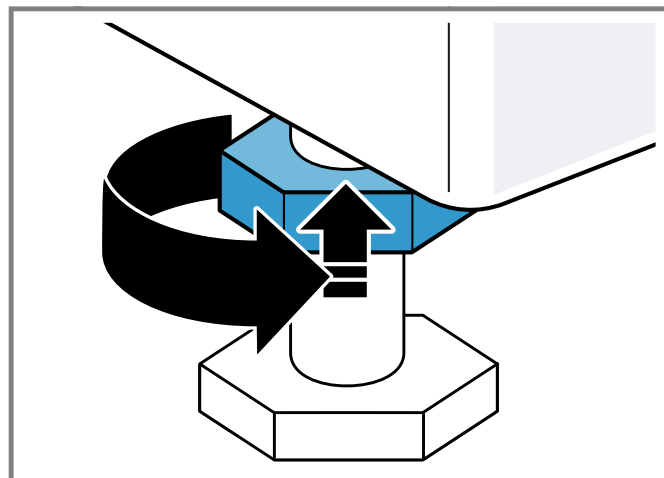


2. To align the appliance, turn the appliance feet. Check that the appliance is level using a spirit level.



All appliance feet must stand firmly on the ground.

3. Screw the lock nuts tightly against the housing using a WAF 17 wrench.



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

#### 4.8 Connecting the appliance to the electricity supply

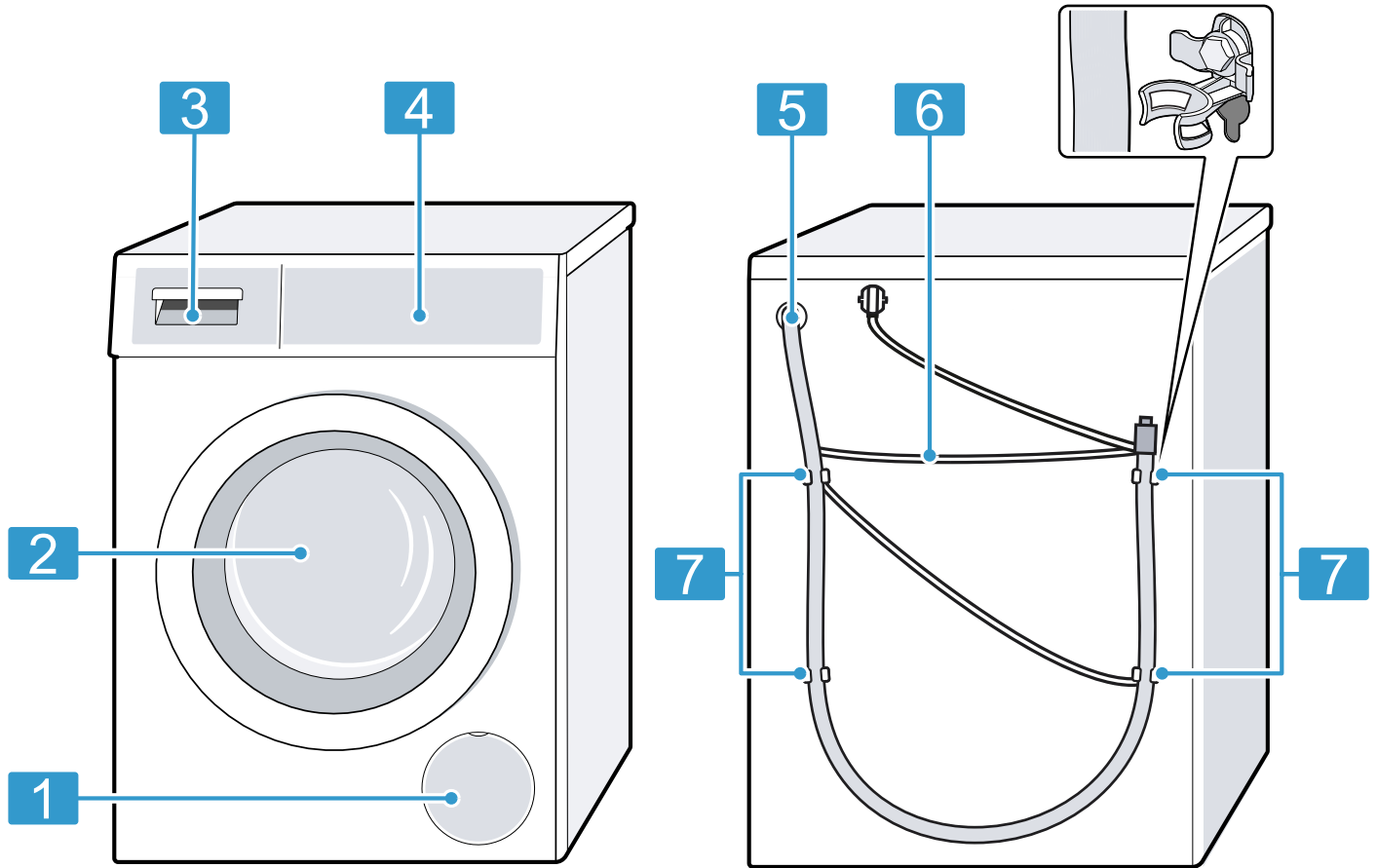
**Note:** Your electrical domestic installation for this appliance must comply with the local legal provisions and safety regulations, and should include a residual current circuit breaker.

1. Insert the power plug of the appliance's power cord in a socket outlet nearby.  
The connection details of the appliance can be found under Technical data.
2. Check the power plug is inserted properly.

## 5 Familiarizing yourself with your appliance

### 5.1 Appliance

Here you can find an overview of the parts of your appliance.

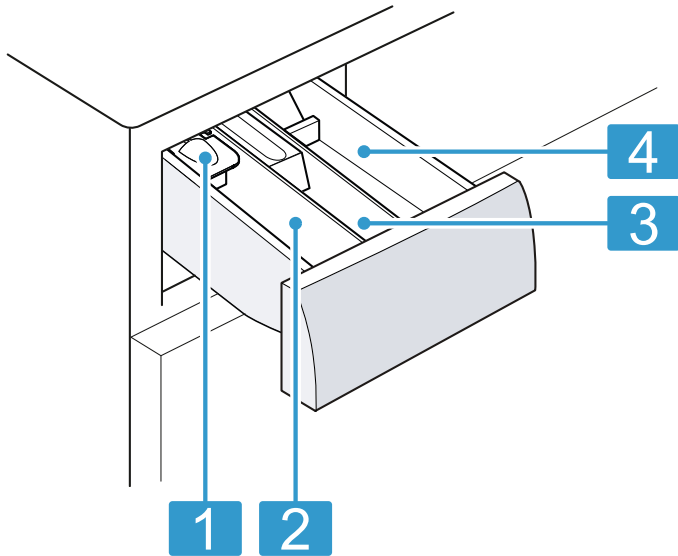


On certain models, specific details such as the color and shape may differ from those pictured.

1	Maintenance flap for the drain pump
2	Door
3	Detergent drawer → <i>Page 16</i>
4	Control panel → <i>Page 17</i>
5	Water drain hose → <i>Page 14</i>
6	Power cord → <i>Page 15</i>
7	Transit bolts → <i>Page 13</i>

### 5.2 Detergent drawer

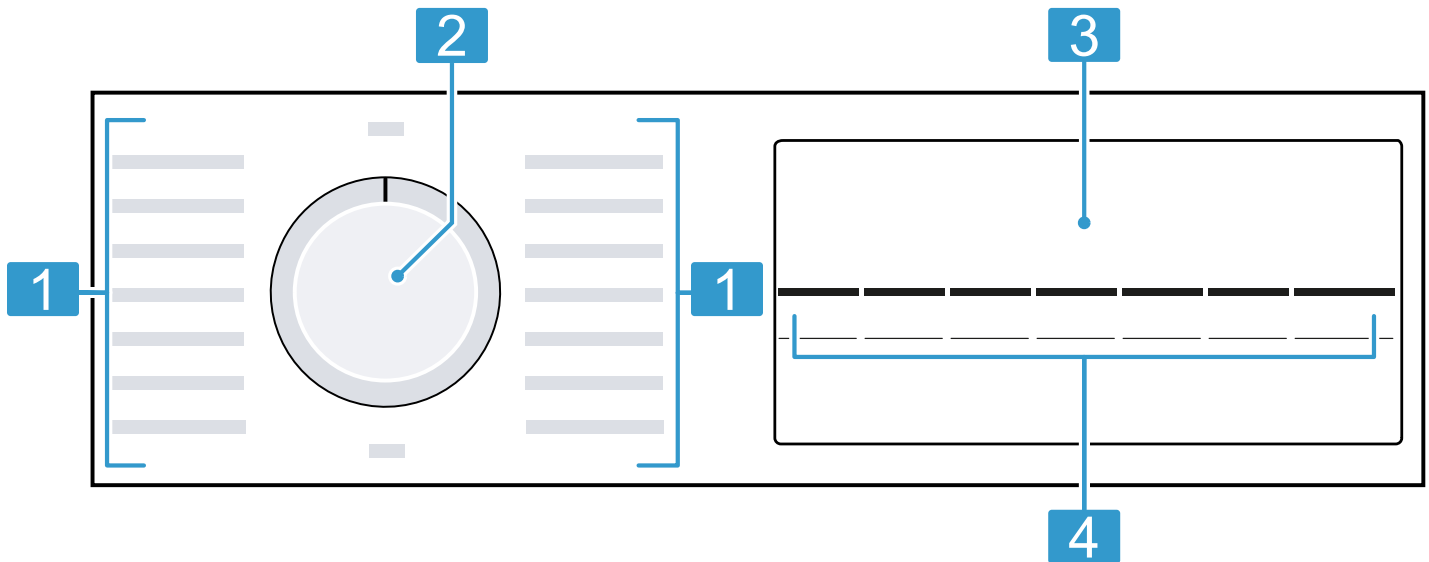
**Note:** Observe the manufacturer's instructions on the use and dosage of the detergent and care product and the information in the program descriptions.



- 1** Measuring aid for liquid detergent
- 2** Compartment II: Detergent for the main wash
- 3** Compartment ☼: Fabric softener
- 4** Compartment I: Detergent for prewash

### 5.3 Control panel

You can use the control panel to configure all functions of your appliance and to obtain information about the operating status.



- 1** Programs
- 2** Program selector → *Page 24*
- 3** Display
- 4** Buttons

## 6 Before using for the first time

Prepare the appliance for use.

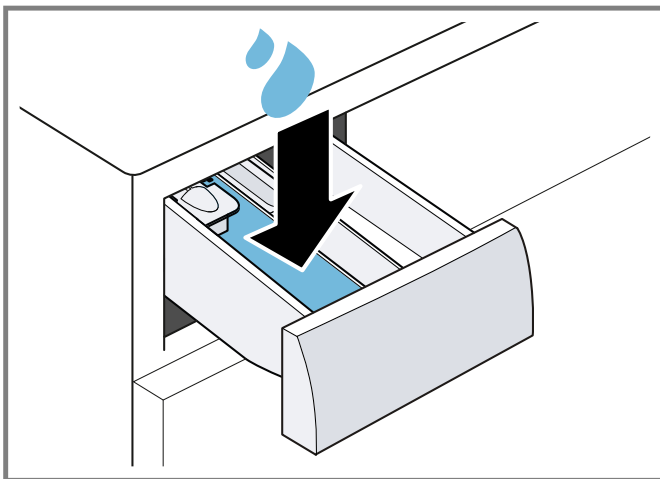
### 6.1 Starting an empty washing cycle

Your appliance was inspected thoroughly before leaving the factory. To remove any residual water, run the first wash cycle without any laundry.

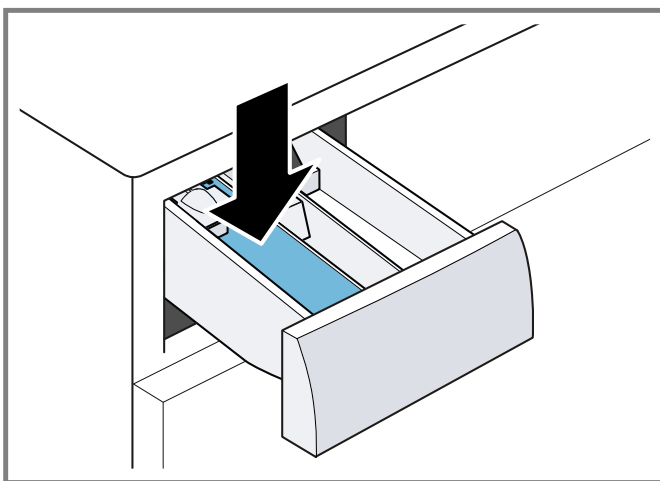
1. Turn the program selector to **Drum Clean**.
2. Close the door.
3. Pull out the detergent drawer.

en-us Before using for the first time

4. Pour approximately 1 US quart (1 liter) of tap water into compartment II.



5. Pour all-purpose washing powder into compartment II.

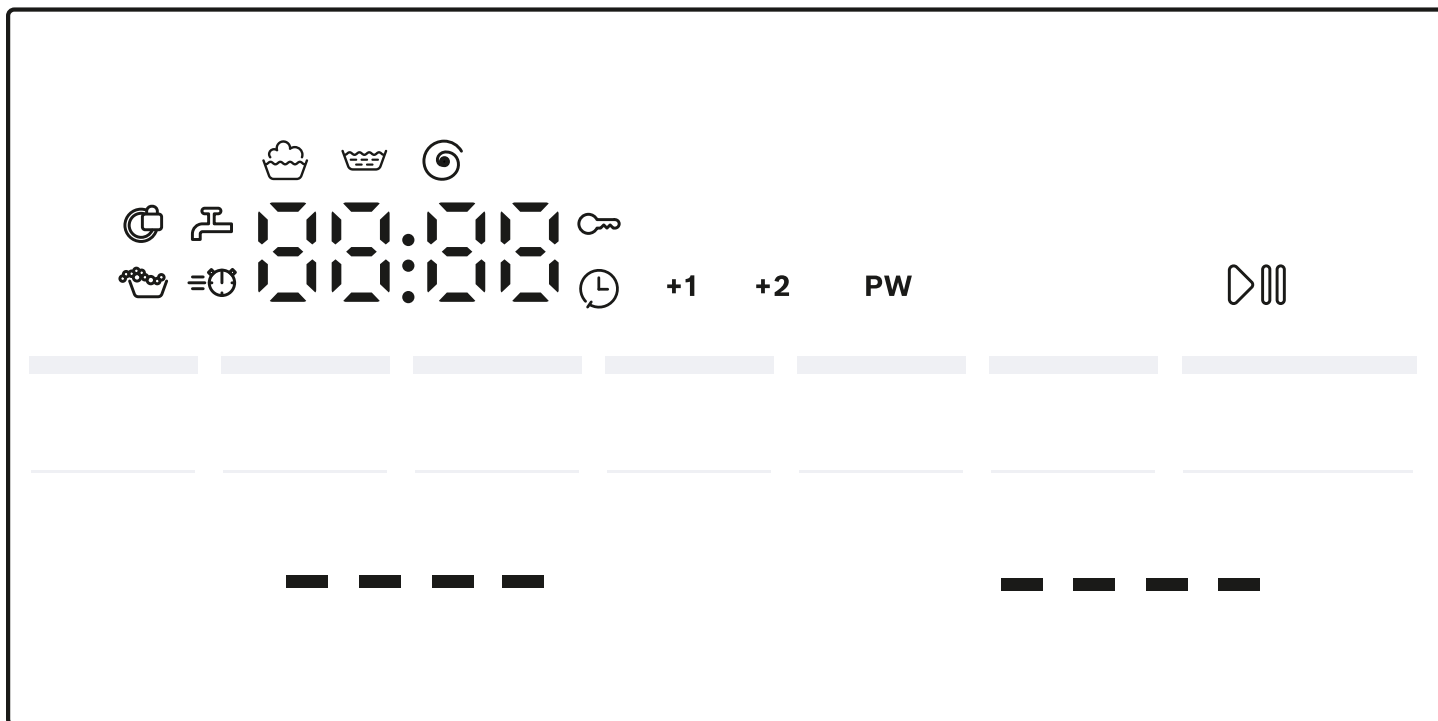


To prevent foaming, use only half of the amount of detergent recommended by the detergent manufacturer for light soiling. Do not use detergent suitable for woolens or delicates.

6. Push in the detergent drawer.
7. Press **Start Pause** to start the program.
  - ✓ The display shows the remaining program duration.
  - ✓ After the program has ended, the display shows: **End**.
8. Start the first wash cycle or set the program selector to **Off** to switch off the appliance.
  - "Basic Operation", Page 24

## 7 Display



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



Example: Display

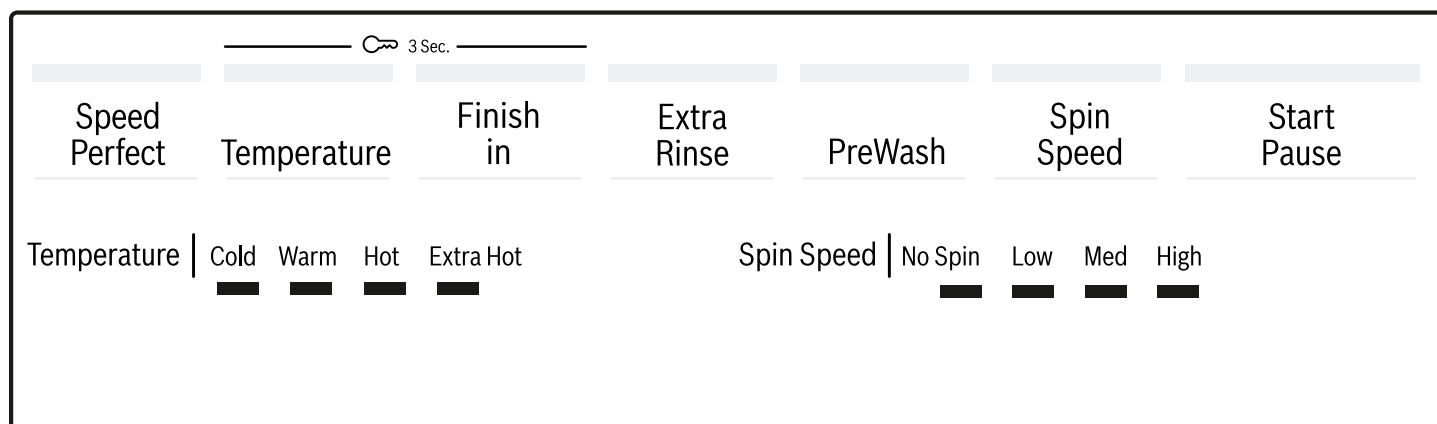
Display	Designation	More information
00:40 <sup>1</sup>	Program duration/program time remaining	Approximate expected program duration or program time remaining.
10h ⌚ <sup>1</sup>	"Ready in" time	→ "Buttons", Page 21
—	Spin speed	Set spin speed in rpm at the settings No Spin, Low, Med and High. No Spin= No spin cycle, draining only
—	Temperature	Set temperature at the settings Cold, Warm, Hot and Extra Hot.
▶	Start/pause	Start, cancel or pause <ul style="list-style-type: none"> <li>■ Lights up: The program is running and can be cancelled or paused.</li> <li>■ Flashes: The program can be started or continued.</li> </ul>
👑	Wash	Program status
👑	Rinse	Program status
🌀	Spin	Program status
End	End of program	Program status
🔑	Control panel lock	<ul style="list-style-type: none"> <li>■ Lights up: The control panel lock is activated.</li> <li>■ Flashes: The control panel lock is activated and the appliance has been operated.</li> </ul> → "Deactivate control panel lock", Page 25
+1	Additional rinse	Additional rinse cycles are activated.
+2		
PW	Prewash	Prewash is activated. → "Buttons", Page 21
⌚	SpeedPerfect	Short wash activated. → "Buttons", Page 21
👑	Foam detection system	The appliance has detected too much foam.

<sup>1</sup> Example

Display	Designation	More information
	Door	<ul style="list-style-type: none"><li>▪ Lights up: The door is locked and cannot be opened.</li><li>▪ Flashes: The door is not closed.</li><li>▪ Off: The door is unlocked and can be opened.</li></ul>
	Tap	<ul style="list-style-type: none"><li>▪ No water pressure.</li><li>▪ The water pressure is too low.</li></ul>
E:35 / -10 <sup>1</sup>	Fault	Fault code, fault display, signal.
<sup>1</sup> Example		



## 8 Buttons



The selection of program settings depends on the selected program.

Button	Selection	More information
Start Pause	<ul style="list-style-type: none"> <li>▪ start</li> <li>▪ cancel</li> <li>▪ pause</li> </ul>	Start, cancel or pause the program.
Speed Perfect	<ul style="list-style-type: none"> <li>▪ Activate</li> <li>▪ Deactivate</li> </ul>	Activate or deactivate a shorter program duration. <b>Note:</b> Energy consumption increases. The washing result is not affected by this.
Finish in	Up to 24 hours	Set the program end. The program duration is already included in the set number of hours. Once the program has started, the program duration is displayed.
Temperature	Cold, Warm, Hot, Extra Hot	Adjust the temperature.
Spin Speed	No Spin, Low, Med, High	Adjust the spin speed or deactivate the spin cycle. If No Spin is selected, the water is drained and the spin cycle is deactivated. The laundry stays wet inside the drum.
🔒 3 Sec.	<ul style="list-style-type: none"> <li>▪ Activate</li> <li>▪ Deactivate</li> </ul>	→ "Control panel lock", Page 25
PreWash	<ul style="list-style-type: none"> <li>▪ activate</li> <li>▪ deactivate</li> </ul>	Activate or deactivate prewash, e.g., for washing heavily soiled laundry.
Extra Rinse	<ul style="list-style-type: none"> <li>▪ +1</li> <li>▪ +2</li> </ul>	Activate or deactivate up to two additional rinse cycles. Recommended for particularly sensitive skin or in regions with very soft water.

## 9 Programs

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

Program	Description	Max. load
Cotton Normal	Wash hard-wearing items made from cotton, linen, or blended fabrics. Also suitable as a short program for normally soiled laundry when you activate Speed Perfect. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Extra Hot</li> <li>■ Spin speed: High</li> </ul>	Full load 1/2 load <sup>1</sup>
Cotton Light Soil	Wash hard-wearing items made from cotton, linen, or blended fabrics. Short program for normally soiled laundry. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Extra Hot</li> <li>■ Spin speed: No Spin – High</li> </ul>	1/2 load
Towels	Hard-wearing items made from cotton or blended fabrics, e.g., towels and bathrobes. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Extra Hot</li> <li>■ Spin speed: No Spin – High</li> </ul>	1/2 load
Allergen	Wash hard-wearing items made from cotton, linen, or blended fabrics. Suitable for allergy sufferers and for strict hygiene requirements. <b>Note:</b> Once the set temperature has been reached, it remains constant throughout the washing process. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Extra Hot</li> <li>■ Spin speed: No Spin – High</li> </ul>	Full load 1/2 load <sup>1</sup>
Jeans	Wash dark-colored and color-intense items made from cotton or permanent press fabric, e.g., jeans. Turn laundry inside-out before washing. Use liquid detergent. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Hot</li> <li>■ Spin speed: No Spin – High</li> </ul>	1/2 load
Heavy Duty	Wash pillows or quilts stuffed with synthetic fibers, or down fillings. Wash large items separately. Use a detergent that is suitable for down or delicates. Use sparingly. Do not use fabric softener. <b>Note:</b> To prevent excessive foaming, remove air from laundry items by rolling them up before you wash them. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Extra Hot</li> <li>■ Spin speed: No Spin – High</li> </ul>	1/3 load
Drum Clean	Cleaning and caring for the drum. Use this program in the following cases: <ul style="list-style-type: none"> <li>■ Before using the appliance for the first time</li> <li>■ When regularly washing at the Warm temperature setting or lower</li> <li>■ After an extended period of non-use</li> </ul> Use all-purpose washing powder or a detergent containing bleach. Halve the amount of detergent to avoid foaming. Do not use fabric softener. Do not use liquid detergent or detergent that is intended for woolens or delicates.	— <sup>2</sup>
Drain	Drains the water, e.g. when a program is canceled. Do not use fabric softener.	—

<sup>1</sup> **Speed Perfect** activated

<sup>2</sup> Washing not possible

Program	Description	Max. load
Hand Wash/Wool	Wash hand- or machine-washable items that are made from wool or contain wool. To prevent the laundry from shrinking, the drum moves the items very gently with long pauses. Use a detergent that is suitable for wool. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Hot</li> <li>■ Spin speed: No Spin - Med</li> </ul>	1/3 load
Rinse/Spin	Rinses and then spins the laundry, and then drains the water. Program combinations: <ul style="list-style-type: none"> <li>■ If you only want to rinse, you can activate No Spin. After the rinsing process, the water is drained, and the laundry is not spun.</li> <li>■ If you only want to spin, deactivate Extra Rinse. The laundry is not rinsed, but the water is drained, and the laundry is spun.</li> </ul> Program setting: <ul style="list-style-type: none"> <li>■ Temperature: -</li> <li>■ Spin speed: No Spin – High</li> </ul>	–
Quick 30	Wash items made from cotton, or synthetic or blended fabrics. Short program for small items of lightly soiled laundry. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Hot</li> <li>■ Spin speed: No Spin- High</li> </ul>	1/2 load
Delicates	Wash delicate, washable items made from silk, viscose and synthetics. Use a detergent that is suitable for delicates or silk. <b>Note:</b> Wash especially delicate items or items with hooks, eyelets or clips in a mesh laundry bag. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Hot</li> <li>■ Spin speed: No Spin - Med</li> </ul>	1/3 load
Perm P Light Soil	Wash items made from cotton, or synthetic or blended fabrics. Short program for small items of lightly soiled laundry. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Hot</li> <li>■ Spin speed: No Spin – High</li> </ul>	1/2 load
Perm P Heavy Soil	Wash items made from synthetic or blended fabrics. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Hot</li> <li>■ Spin speed: No Spin – High</li> </ul>	1/2 load
Perm Press	Wash items made from cotton, linen, or synthetic or blended fabrics. Suitable for lightly soiled laundry. Program setting: <ul style="list-style-type: none"> <li>■ Temperature: Cold - Hot</li> <li>■ Spin speed: No Spin – High</li> </ul>	1/2 load

<sup>1</sup> **Speed Perfect** activated

<sup>2</sup> Washing not possible

## 10 Accessories

Only use original accessories. These are designed especially for your appliance.

**Note:** Some accessories are available in other colors.

Contact

→ "Customer Service", Page 37.

	Use	Order number
Fixing brackets	Improves the stability of the appliance.	WMZ2200
Platform	Install the appliance at a raised height so that it can be easily loaded and unloaded.	WMZPW20W

## 11 Laundry

### 11.1 Preparing the laundry

**NOTICE:**

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

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

**Note**

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

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

## 12 Detergents and care products

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

**Notes**

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

## 13 Basic Operation

### 13.1 Switching on the appliance

**Requirement:** The appliance has been correctly installed and connected.

- ▶ Turn the program selector to a program.

### 13.2 Setting a program

1. Turn the program selector and set the required program.
2. If required, adjust the program settings.  
→ "Changing the program settings", Page 24

### 13.3 Changing the program settings

**Requirement:** A program is set.  
→ "Setting a program", Page 24

- ▶ Adjust the program settings.

**Note:** The program settings are not saved permanently for the program.

### 13.4 Loading laundry

**Note:** To prevent creasing, note the maximum load for the programs.

**Requirements**

- The laundry is prepared and sorted.  
→ "Laundry", Page 24
- The drum is empty.

1. Open the door.
2. Place the laundry in the drum.
3. Close the door.

Ensure that there is no laundry trapped in the door.

### 13.5 Adding detergent and care product

**Notes**

- Do not use the measuring aid for liquid detergent for gel detergents, washing powder, or if Prewash or "Ready in" time are activated.
- Observe the information about detergents and care products → Page 24.

1. Pull out the detergent drawer.

2. Pour in the detergent.  
→ "Detergent drawer", Page 16
3. If required, add the care product.
4. Push in the detergent drawer.

### 13.6 Starting the program

**Requirement:** A program has been set.  
→ "Setting a program", Page 24

- ▶ Press **Start Pause**.
- ✓ The drum rotates and load detection takes place. This can take up to 2 minutes, after which water enters the drum.
- ✓ The display shows the program duration or the "Ready in" time.
- ✓ After the program has ended, the display shows: **End**.

### 13.7 Changing the activated "Ready in" time

If you have set and activated a "Ready in" time for a delayed program start, you can change the "Ready in" time again before the program starts.

#### Requirements

- The program is set.  
→ "Setting a program", Page 24
- The "Ready in" time is set and activated.  
→ "Buttons", Page 21

1. Press **Start Pause**.  
The activated "Ready in" time is paused.
2. Press **Finish in** repeatedly until the display indicates the desired "Ready in" time.
3. Press **Start Pause**.  
The changed "Ready in" time is activated.

### 13.8 Adding laundry

After the program starts, you can remove or add laundry depending on the program status.

1. Press **Start Pause**.  
The appliance pauses.  
**Note:** If you want to add laundry, follow the instructions on the display.  
→ "Display", Page 20
2. Open the door.
3. Add or remove laundry.
4. Close the door.
5. Press **Start Pause**.

### 13.9 Terminating the program

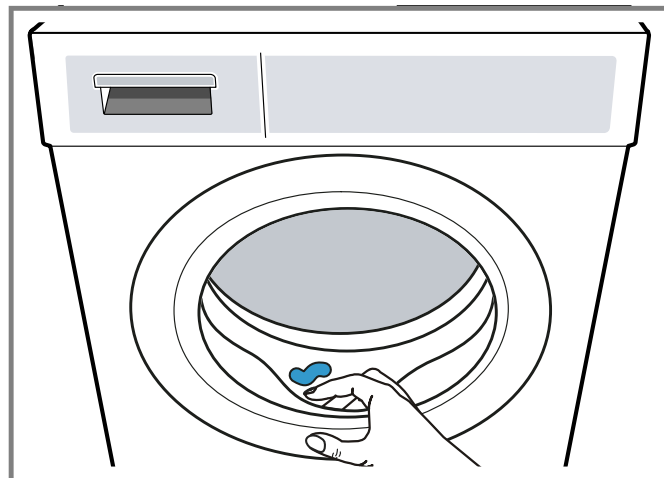
1. Press **Start Pause**.
2. Open the door.  
The appliance door remains locked for safety reasons if the temperature and water levels are high.
  - If the temperature is high, start the **Rinse** program.
  - If the water level is high, start the **Spin** program or select a suitable program for draining.
3. Remove the laundry.  
→ "Removing the laundry", Page 25

### 13.10 Removing the laundry

1. Open the door.
2. Remove the laundry from the drum.

### 13.11 Switching off the appliance

1. Turn the program selector to **Off**.
2. Turn off the tap.
3. Wipe the rubber gasket dry and remove any foreign objects.




4. Leave the appliance door and detergent drawer open so that residual water can evaporate.

## 14 Control panel lock


Secure your appliance against being operated unintentionally using the controls.

### 14.1 Activate control panel lock

- ▶ Press and hold the **Temperature** and **Finish in** buttons for approximately 3 seconds.
  - ✓ The display shows .
  - ✓ The controls are locked.
  - ✓ The control panel lock remains active even after the appliance has been switched off and in the event of a power failure.

### 14.2 Deactivate control panel lock

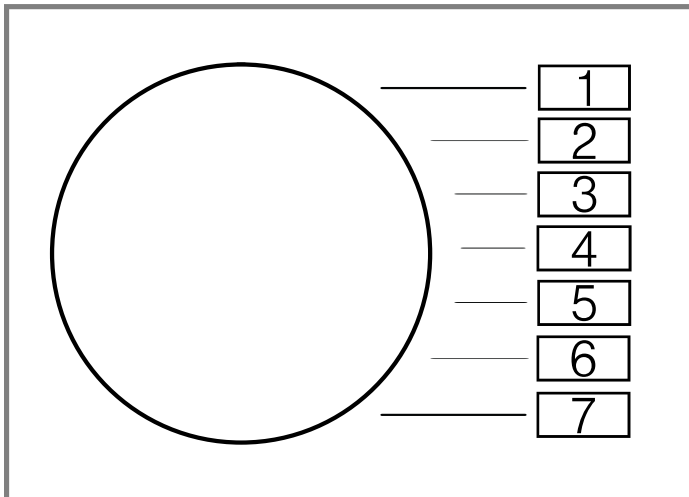
**Requirement:** To deactivate the control panel lock, the appliance must be switched on.

- ▶ Press and hold the **Temperature** and **Finish in** buttons for approximately 3 seconds.
  - ✓  goes out on the display.

## 15 Basic settings

You can configure the basic settings for your appliance to meet your needs.

### 15.1 Overview of the basic settings

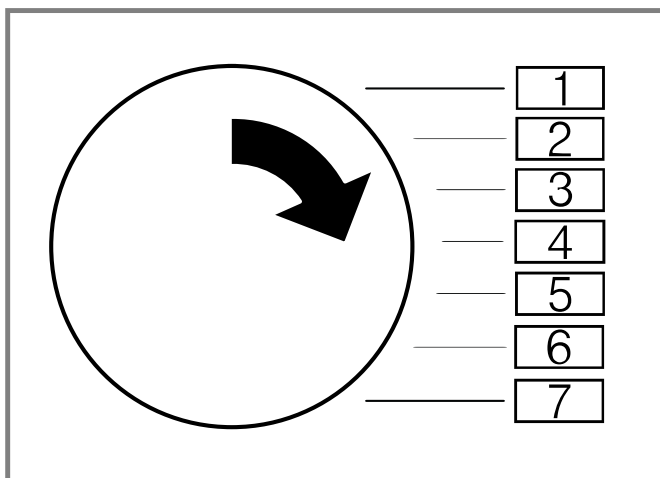


Basic setting	Program position	Value	Description
End signal	2	0 (off) 1 (quiet) 2 (medium) 3 (loud) 4 (very loud)	Set the volume of the audible signal emitted when the program ends.
Button signal	3	0 (off) 1 (quiet) 2 (medium) 3 (loud) 4 (very loud)	Set the volume of the audible signal emitted when the buttons are pressed.
Program counter	5	42 <sup>1</sup>	Display the number of finished programs.

<sup>1</sup> Example

### 15.2 Changing the basic settings

1. Set the program selector to position 1.



2. Press **Start Pause** and, at the same time, turn the program selector to position 2.  
✓ The display shows the current value.
3. Set the program selector to the required position.
4. To change the value, press **Finish in**.

5. To save the changes, switch off the appliance.

## 16 Cleaning and maintenance

To keep your appliance working efficiently for a long time, it is important to clean and maintain it carefully.

### 16.1 Cleaning the drum

#### ⚠ CAUTION

Permanently washing at low temperatures and a lack of ventilation for the appliance may damage the drum and cause injury.

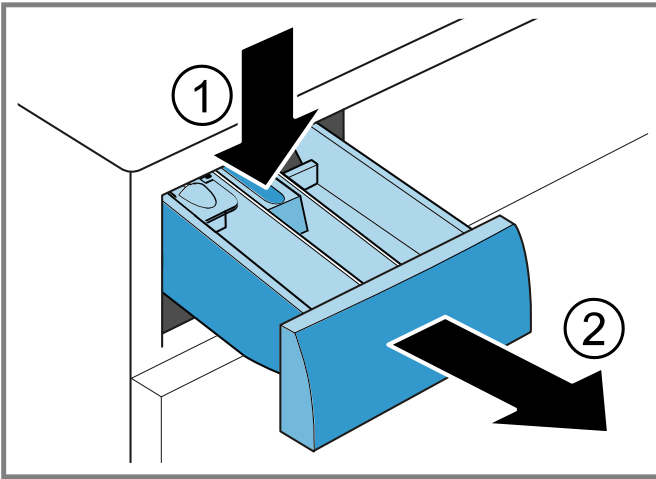
- ▶ Regularly run a program for cleaning the drum or wash at the temperature setting Hot or higher.
- ▶ Leave the appliance to dry after every operation with the door open, and leave the detergent drawer to dry.
- ▶ Run the **Drum Clean** program without laundry and using all-purpose washing powder.

### 16.2 Cleaning the detergent drawer

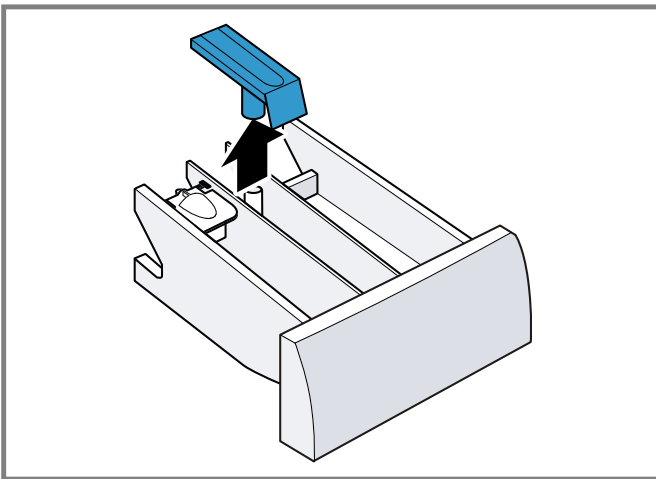
1. Pull out the detergent drawer.



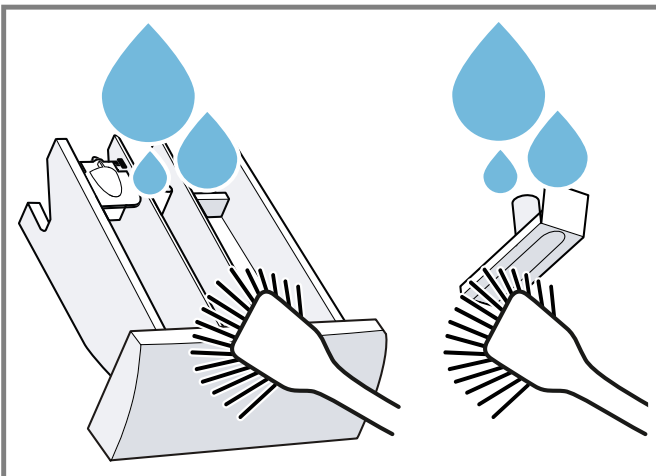
2. Press down on the insert and remove the detergent drawer.



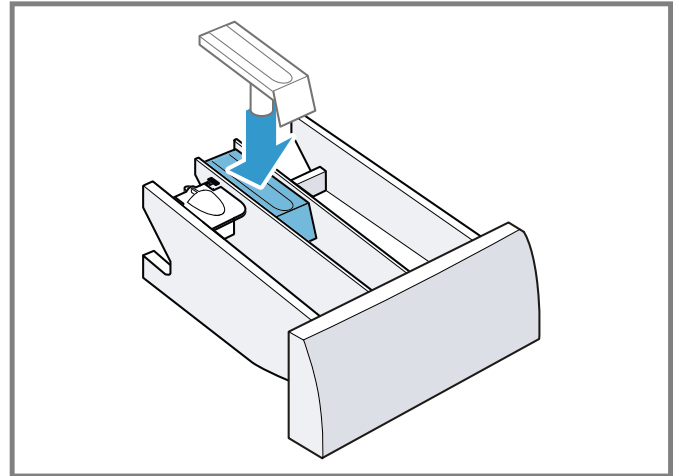
3. Pull out the insert upwards.



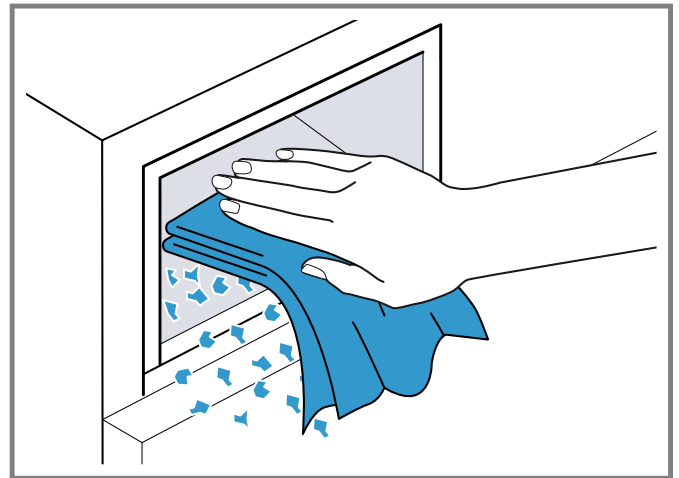
4. Clean the detergent drawer and insert with water and a brush, and then dry them.



5. Fit the insert and click it into place.



6. Clean the opening for the detergent drawer.



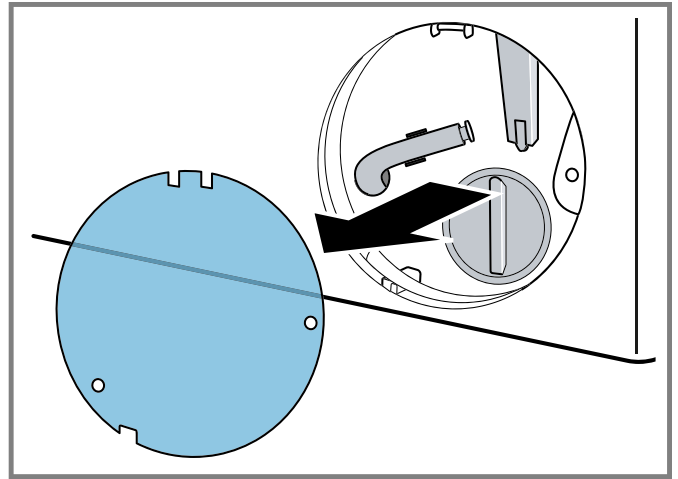
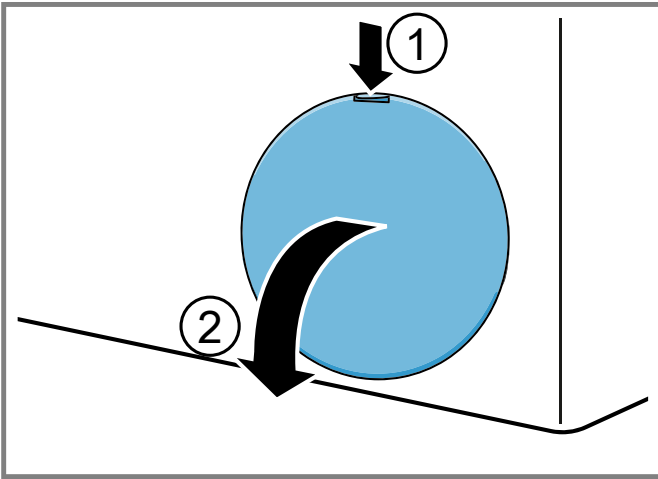
7. Push in the detergent drawer.

## 16.3 Cleaning the drain pump

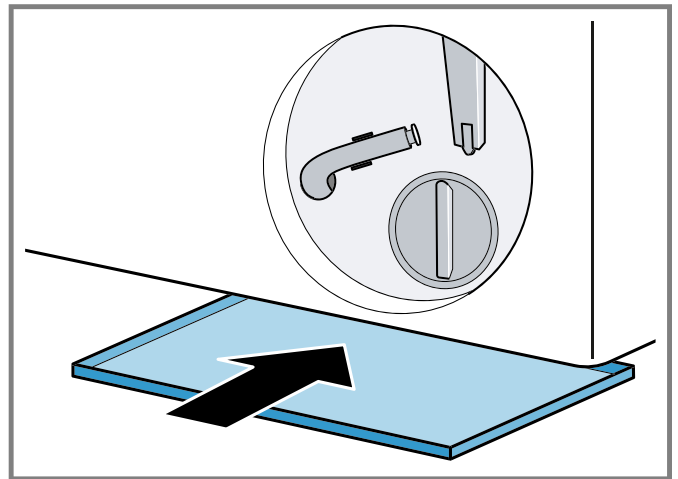
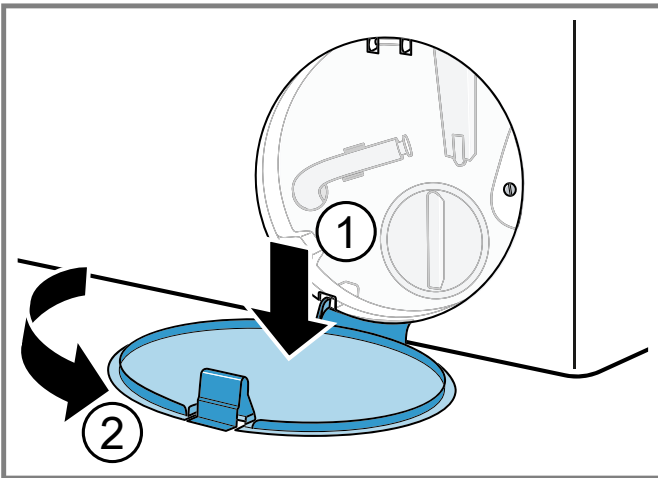
Clean the drain pump in the event of faults, e.g. blockages or rattling noises.

### Emptying the drain pump

1. Turn off the faucet.
2. Switch off the appliance.
3. Disconnect the appliance's mains plug from the power supply.
4. Open and remove the service flap.

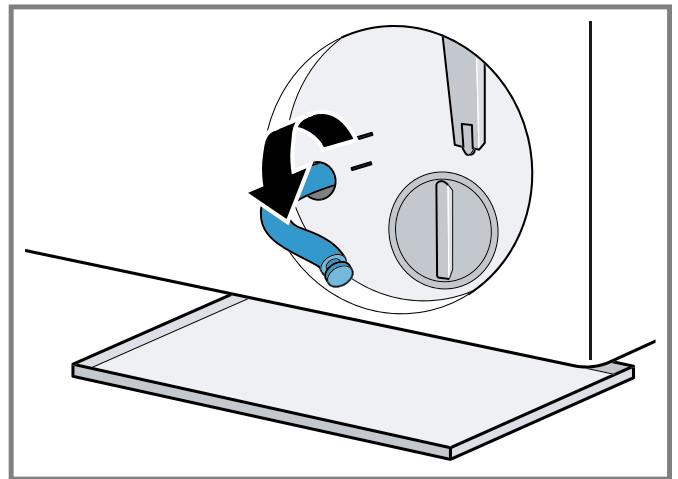
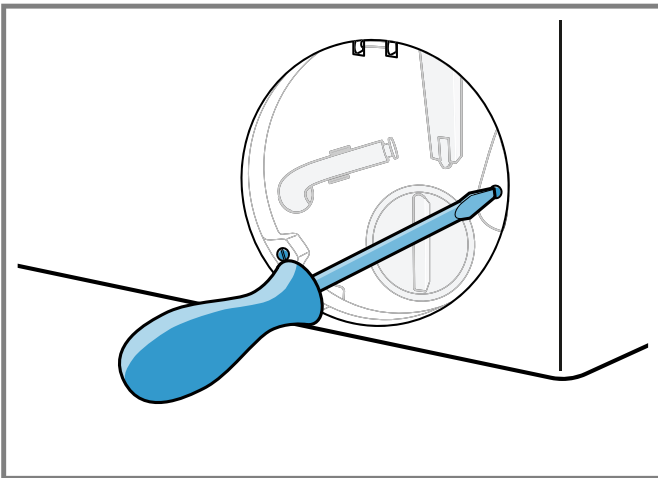


6. Slide a sufficiently large container under the opening.

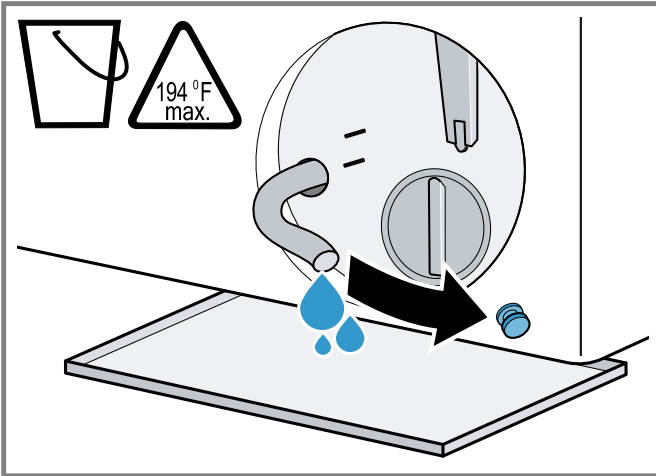


5. Loosen the screws and remove the protective film.

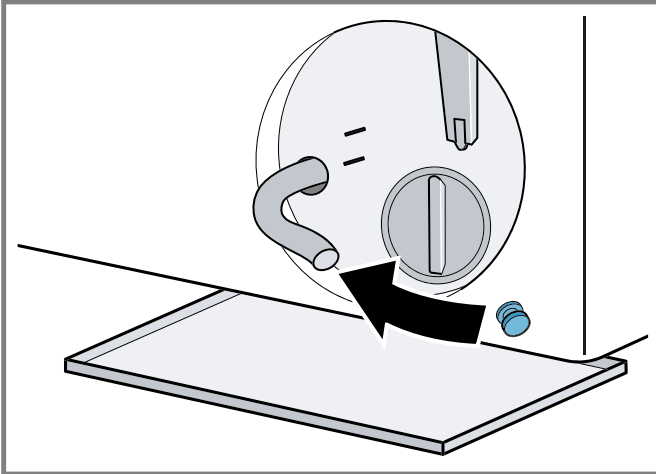
7. Take the drain hose out of the holder.



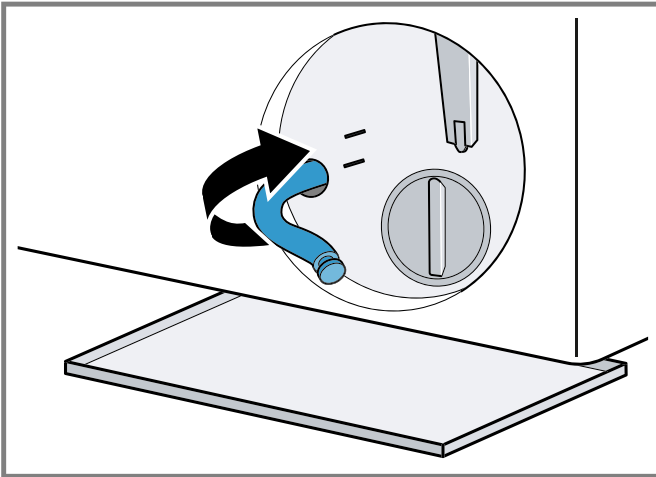
8. **⚠ CAUTION** When you wash at high temperatures, the detergent solution becomes hot.  
 ▶ Do not touch the hot detergent solution.  
 To allow the detergent solution to flow out into the container, remove the sealing cap.



9. Firmly press on the sealing cap.



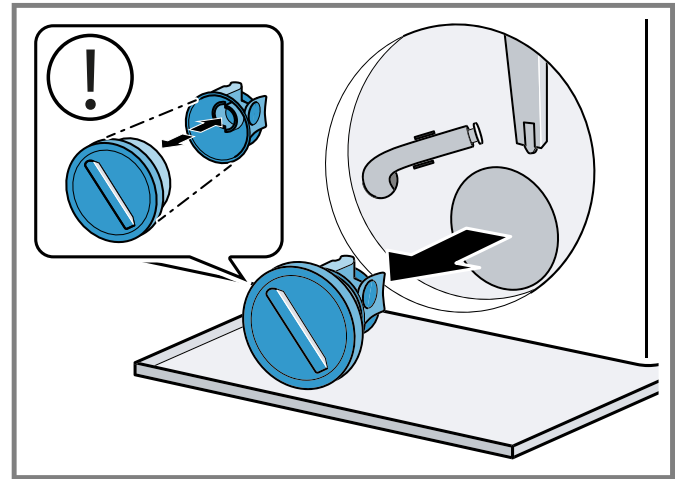
10. Clip the drain hose into the holder.



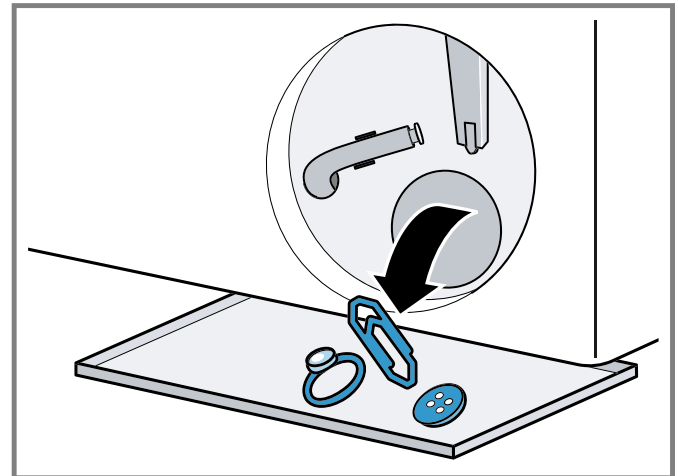
### Cleaning the drain pump

**Requirement:** The drain pump is empty. → Page 27

1. Since water may remain in the drain pump, unscrew the pump cap carefully.  
 – The filter insert in the pump housing may become stuck due to coarse particles of dirt. Loosen the dirt and remove the filter insert.

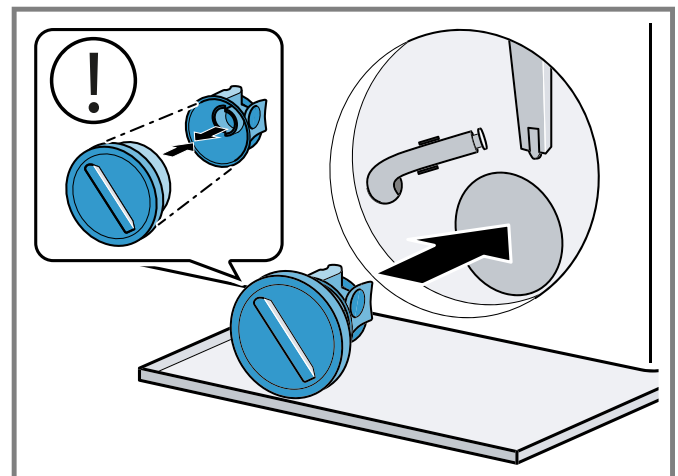


2. Clean the interior, the thread on the pump cap and the pump housing.

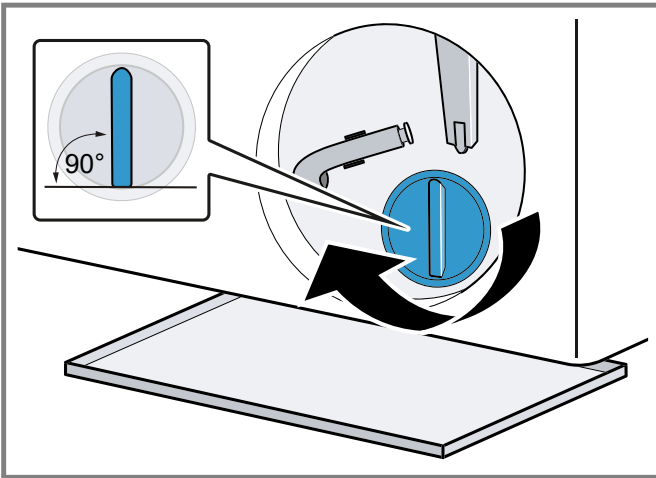


The pump cap is comprised of two parts which can be taken apart for cleaning.

3. Ensure that the impeller in the drain pump can rotate.  
 4. Insert the pump cap.  
 – Ensure that the parts of the pump cap are correctly assembled.

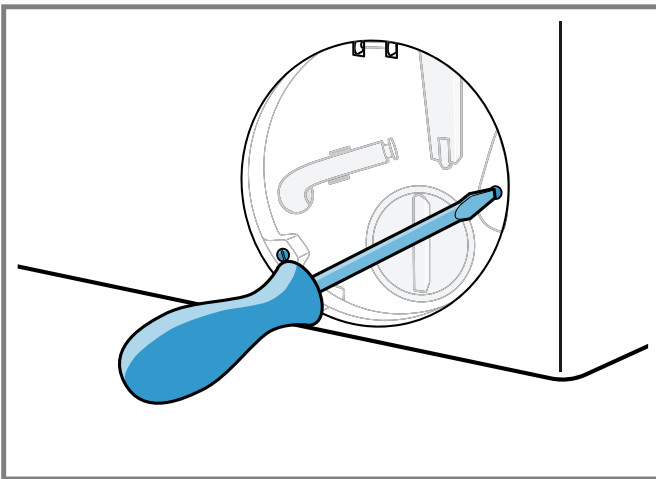
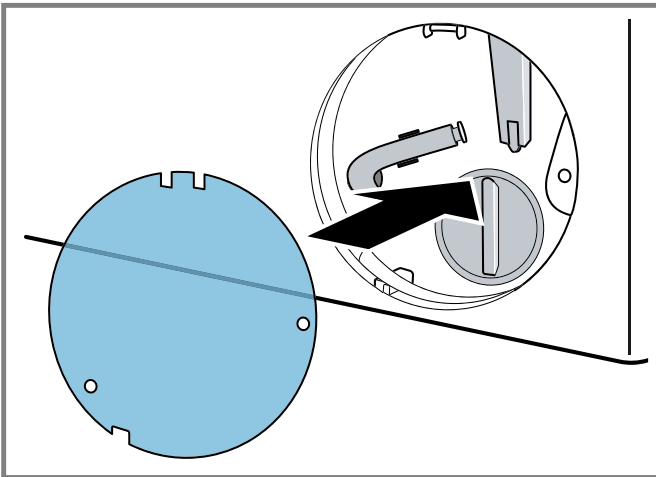


5. Screw the pump cap as far as it will go.

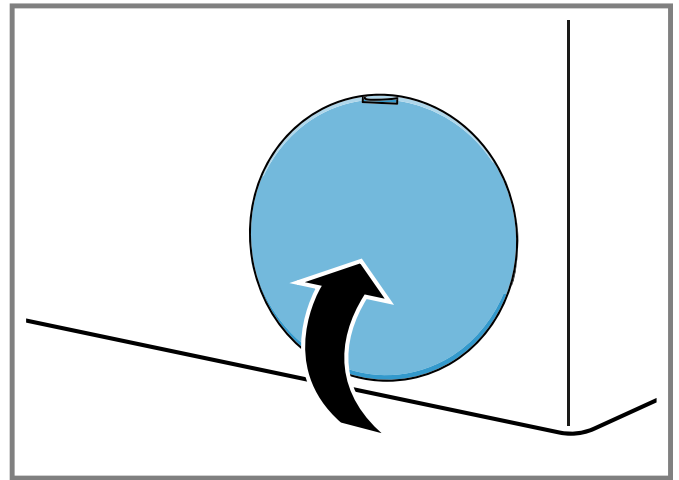
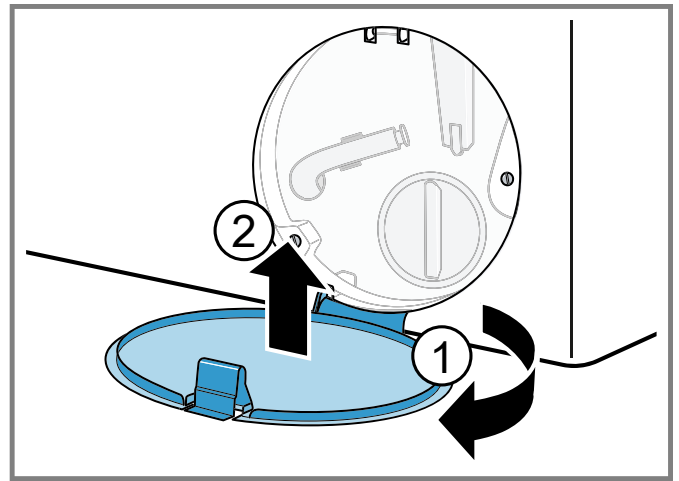


The handle on the pump cap must be in a vertical position.

6. Fit the protective film and secure with the screws.



7. Insert and close the service flap.



#### Before the next wash

To prevent unused detergent from flowing straight into the outlet in the next wash, run a suitable program for draining after you have emptied the drain pump.

1. Turn the faucet on.
2. Insert the mains plug.
3. Switch on the appliance.
4. Pour 1 US quart (1 liter) of water into compartment II.
5. Select a suitable program for draining.


## 17 Troubleshooting


### WARNING

Improper repairs are dangerous.

- ▶ Only original spare parts may be used to repair the appliance.

- ▶ If the power cord of this appliance becomes damaged, it must be replaced by the manufacturer, the manufacturer's Customer Service, or an authorized service provider in order to prevent injury.

Issue	Cause and troubleshooting
The display goes out and <b>Start</b> <b>Pause</b> flashes.	Energy-saving mode is active. <ul style="list-style-type: none"> <li>▶ Press any button.</li> <li>✓ The display lights up again.</li> </ul>
"E:36 / -10"	Drain pipe or water outlet hose is blocked. <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> Drain pipe or water outlet hose is kinked or trapped. <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water outlet hose are not kinked or trapped.</li> </ul> Drain pump is blocked. <ul style="list-style-type: none"> <li>▶ → <i>"Cleaning the drain pump", Page 27.</i></li> </ul> The water outlet hose is connected too high. <ul style="list-style-type: none"> <li>▶ Install the water outlet hose at a maximum height of 39 in. (1 meter).</li> </ul> Pump cap is not correctly assembled. <ul style="list-style-type: none"> <li>▶ Correctly assemble the pump cover.</li> </ul> Detergent dosage is too high. <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 US quarts (0.5 liters) of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ Reduce the amount of detergent for the next washing cycle with the same load.</li> </ul> Unapproved extension installed on the water outlet hose. <ul style="list-style-type: none"> <li>▶ Remove any unapproved extensions from the water outlet hose. → <i>"Connecting the appliance", Page 14</i></li> </ul> The pump cap is not fully screwed in. <ul style="list-style-type: none"> <li>▶ Ensure that the pump cap is screwed in all the way into the appliance. The handle on the pump cap must be in a vertical position.</li> </ul>
"E:60 / -2B"	The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed. <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <b>Note:</b> Where possible, mix large and small items in the drum. Laundry items of different size distribute themselves better during the spin cycle.
"E:30 / -10" and/or 	The water pressure is low. No remedial action possible. <hr/> The filters in the water inlet are blocked. <ul style="list-style-type: none"> <li>▶ Clean the filters in the water inflow.</li> </ul> Faucet is turned off. <ul style="list-style-type: none"> <li>▶ Turn on the faucet.</li> </ul> The water inlet hose is kinked or jammed. <ul style="list-style-type: none"> <li>▶ Ensure that the water inlet hose is not kinked or jammed.</li> </ul> Water level measurement system is defective. <b>Note:</b> With this fault message, the appliance starts a draining process. <ol style="list-style-type: none"> <li>1. First wait approximately 5 minutes until the draining process has ended.</li> <li>2. To reset the fault message, switch the appliance off.</li> <li>3. Switch the appliance back on.</li> <li>4. If the fault message is displayed again, call customer service. → <i>"Customer Service", Page 37</i></li> </ol>
"E:92 /- 01"	The water pressure is low. No remedial action possible. <hr/> The filters in the water inlet are blocked.

Issue	Cause and troubleshooting
"E:92 /- 01"	<p>▶ Clean the filters in the water inflow.</p> <hr/> <p>Faucet is turned off.</p> <p>▶ Turn on the faucet.</p> <hr/> <p>The water inlet hose is kinked or jammed.</p> <p>▶ Ensure that the water inlet hose is not kinked or jammed.</p> <hr/> <p>Water level measurement system is defective.</p> <p><b>Note:</b> With this fault message, the appliance starts a draining process.</p> <ol style="list-style-type: none"> <li>1. First wait approximately 5 minutes until the draining process has ended.</li> <li>2. To reset the fault message, switch the appliance off.</li> <li>3. Switch the appliance back on.</li> <li>4. If the fault message is displayed again, call customer service. → "Customer Service", Page 37</li> </ol>
	<p>Detergent dosage is too high.</p> <p>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 US quarts (0.5 liters) of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).</p> <p>▶ Reduce the amount of detergent for the next washing cycle with the same load.</p>
Ⓢ lights up.	<p>Temperature is too high.</p> <p>▶ Wait until the temperature has dropped.</p> <p>▶ → "Terminating the program", Page 25</p> <hr/> <p>Water level is too high.</p> <p>▶ Select a suitable program for draining.</p>
Ⓢ flashes.	<p>The door is not closed.</p> <ol style="list-style-type: none"> <li>1. Close the door.</li> <li>2. Press <b>Start Pause</b> to start the program.</li> </ol> <hr/> <p>Laundry is caught in the door.</p> <ol style="list-style-type: none"> <li>1. Open the door again.</li> <li>2. Remove any trapped laundry.</li> <li>3. Close the door.</li> <li>4. Press <b>Start Pause</b> to start the program.</li> </ol>
All other fault codes.	<p>Operational fault</p> <p>▶ Call Customer Service. → "Customer Service", Page 37</p>
"E:30/-20"	<p>Solenoid valve defective.</p> <p>▶ Call customer service. → "Customer Service", Page 37</p> <hr/> <p>Detergent dosage is too high.</p> <p>▶ Reduce the amount of detergent for the next washing cycle with the same load.</p> <hr/> <p>Additional water is added.</p> <p>▶ Do not add any extra water to the appliance while it is operating.</p>
The appliance is not working.	<p>The plug for the power cord is not plugged in.</p> <p>▶ Connect the appliance to the power supply.</p> <hr/> <p>The circuit breaker in the circuit breaker panel has tripped.</p> <p>▶ Check the breaker panel.</p> <hr/> <p>There has been a power failure.</p> <p>▶ Check whether the lighting in your kitchen or other appliances in the room are working.</p>
The program does not start.	<p><b>Start Pause</b> has not been pressed.</p> <p>▶ Press <b>Start Pause</b>.</p> <hr/> <p>The door is not closed.</p> <ol style="list-style-type: none"> <li>1. Close the door.</li> <li>2. Press <b>Start Pause</b> to start the program.</li> </ol> <hr/> <p>Control panel lock is activated.</p> <p>▶ Deactivate the control panel lock.</p>

Issue	Cause and troubleshooting
The program does not start.	<p><b>Finish in</b> is activated.</p> <ul style="list-style-type: none"> <li>▶ Check whether <b>Finish in</b> is activated.</li> <li>→ <i>"Buttons", Page 21</i></li> </ul> <hr/> <p>Laundry is caught in the door.</p> <ol style="list-style-type: none"> <li>1. Open the door again.</li> <li>2. Remove any trapped laundry.</li> <li>3. Close the door.</li> <li>4. Press <b>Start Pause</b> to start the program.</li> </ol>
The washing machine door cannot be opened.	<p>Temperature is too high.</p> <ul style="list-style-type: none"> <li>▶ Wait until the temperature has dropped.</li> <li>▶ → <i>"Terminating the program", Page 25</i></li> </ul> <hr/> <p>Water level is too high.</p> <ul style="list-style-type: none"> <li>▶ Select a suitable program for draining.</li> </ul> <hr/> <p>Power failure.</p> <ul style="list-style-type: none"> <li>▶ Open the door using the emergency release.</li> <li>→ <i>"Emergency release", Page 36</i></li> </ul>
The water is not being pumped out.	<p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> <hr/> <p>Drain pipe or water outlet hose is kinked or trapped.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water outlet hose are not kinked or trapped.</li> </ul> <hr/> <p>Drain pump is blocked.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Cleaning the drain pump", Page 27.</i></li> </ul> <hr/> <p>The water outlet hose is connected too high.</p> <ul style="list-style-type: none"> <li>▶ Install the water outlet hose at a maximum height of 39 in. (1 meter).</li> </ul> <hr/> <p>Pump cap is not correctly assembled.</p> <ul style="list-style-type: none"> <li>▶ Correctly assemble the pump cover.</li> </ul> <hr/> <p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 US quarts (0.5 liters) of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ Reduce the amount of detergent for the next washing cycle with the same load.</li> </ul> <hr/> <p>Unapproved extension installed on the water outlet hose.</p> <ul style="list-style-type: none"> <li>▶ Remove any unapproved extensions from the water outlet hose.</li> <li>→ <i>"Connecting the appliance", Page 14</i></li> </ul> <hr/> <p>The pump cap is not fully screwed in.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the pump cap is screwed in all the way into the appliance. The handle on the pump cap must be in a vertical position.</li> </ul>
Water is not flowing in. Detergent is not being dispensed.	<p><b>Start Pause</b> has not been pressed.</p> <ul style="list-style-type: none"> <li>▶ Press <b>Start Pause</b>.</li> </ul> <hr/> <p>The filters in the water inlet are blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the filters in the water inflow.</li> </ul> <hr/> <p>Faucet is turned off.</p> <ul style="list-style-type: none"> <li>▶ Turn on the faucet.</li> </ul> <hr/> <p>The water inlet hose is kinked or jammed.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the water inlet hose is not kinked or jammed.</li> </ul>
Drum starts rotating briefly several times.	<p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <p><b>Note:</b> When loading, where possible, place large and small items of laundry together in the drum. Laundry items of different size distribute themselves better during the spin cycle.</p>
The program duration changes during the wash cycle.	<p>The program operation is optimized electronically. This may change the program duration.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul>



Issue	Cause and troubleshooting
The program duration changes during the wash cycle.	<p>The unbalanced load detection system eliminates an imbalance by repeatedly redistributing the laundry.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <p><b>Note:</b> When loading, where possible, place large and small items of laundry together in the drum. Laundry items of different size distribute themselves better during the spin cycle.</p> <hr/> <p>Foam detection system switches on a rinse cycle if foam build-up is too high.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul>
There is no water visible in the drum.	<p>Water is below the visible area.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> <li>▶ Do not add any extra water to the appliance while it is operating.</li> </ul>
Drum jerks after the program starts.	<p>This is caused by an internal motor test.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul>
Residual water is present in the compartment ☼.	<p>Insert in compartment ☼ is blocked.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Cleaning the detergent drawer", Page 26</i></li> </ul>
Vibrations and movement of the appliance whilst spinning.	<p>Appliance is not correctly aligned.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Aligning the appliance", Page 15</i></li> </ul> <hr/> <p>The appliance feet are not fixed.</p> <ul style="list-style-type: none"> <li>▶ Secure the appliance feet. → <i>"Aligning the appliance", Page 15</i></li> </ul> <hr/> <p>Transit bolts have not been removed.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Removing the transit bolts", Page 13.</i></li> </ul>
Drum rotates, water does not flow in.	<p>Load detection is active.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – no action required.</li> </ul> <p><b>Note:</b> The load detection can take up to 2 minutes.</p>
Heavy foam build-up.	<p>Detergent dosage is too high.</p> <ul style="list-style-type: none"> <li>▶ Immediate measure: Mix one tablespoon of fabric softener with 0.5 US quarts (0.5 liters) of water and pour the mixture into the left-hand compartment (not for outdoor clothing, sportswear or items stuffed with down).</li> <li>▶ Reduce the amount of detergent for the next washing cycle with the same load.</li> </ul>
High spin speed not reached.	<p>A low spin speed is selected.</p> <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a higher spin speed.</li> </ul> <hr/> <p>Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Laundry items of different size distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Rinse/Spin</b> program.</li> </ul>
The spin program does not start.	<p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> <hr/> <p>Drain pipe or water outlet hose is kinked or trapped.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water outlet hose are not kinked or trapped.</li> </ul> <hr/> <p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Laundry items of different size distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Rinse/Spin</b> program.</li> </ul>
Rushing, hissing noise.	<p>Water is flushed under pressure into the detergent drawer.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – normal operating noise.</li> </ul>
Loud noises during the spin cycle.	<p>Appliance is not correctly aligned.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Aligning the appliance", Page 15</i></li> </ul> <hr/> <p>The appliance feet are not fixed.</p>



Issue	Cause and troubleshooting
Loud noises during the spin cycle.	<ul style="list-style-type: none"> <li>▶ Secure the appliance feet. → <i>"Aligning the appliance"</i>, Page 15</li> </ul> <hr/> <p>Transit bolts have not been removed.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Removing the transit bolts"</i>, Page 13.</li> </ul>
Banging noises, rattling in the drain pump.	<p>Foreign bodies have got into the drain pump.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Cleaning the drain pump"</i>, Page 27.</li> </ul>
Slurping, rhythmical suction noise.	<p>The drain pump is active, the detergent solution is pumped out.</p> <ul style="list-style-type: none"> <li>▶ Not a fault – normal operating noise.</li> </ul>
Creasing.	<p>The spin speed is too high.</p> <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a lower spin speed.</li> </ul> <hr/> <p>The load is too large.</p> <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, reduce the amount of laundry being loaded.</li> </ul> <hr/> <p>Unsuitable program for the type of fabric.</p> <ul style="list-style-type: none"> <li>▶ Select the programs that are suitable for the type of fabric.</li> </ul>
Detergent or fabric softener drips off the seal and collects on the door or in the seal fold.	<p>Too much detergent/fabric softener in the detergent drawer.</p> <ul style="list-style-type: none"> <li>▶ When dosing liquid detergent and fabric softener, observe the marking in the detergent drawer and do not dose above this.</li> </ul>
The spin result is not satisfactory. The laundry is too wet/too damp.	<p>A low spin speed is selected.</p> <ul style="list-style-type: none"> <li>▶ The next time you run a wash cycle, set a higher spin speed.</li> <li>▶ Start the <b>Rinse/Spin</b> program.</li> </ul> <hr/> <p>Drain pipe or water outlet hose is blocked.</p> <ul style="list-style-type: none"> <li>▶ Clean the drain pipe and the water outlet hose.</li> </ul> <hr/> <p>Drain pipe or water outlet hose is kinked or trapped.</p> <ul style="list-style-type: none"> <li>▶ Ensure that the drain pipe and water outlet hose are not kinked or trapped.</li> </ul> <hr/> <p>The unbalanced load detection system has interrupted the spin cycle because the laundry is unevenly distributed.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Laundry items of different size distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Rinse/Spin</b> program.</li> </ul> <hr/> <p>Unbalance load detection system is using a reduced spin speed to eliminate an unbalance.</p> <ul style="list-style-type: none"> <li>▶ Redistribute the laundry in the drum.</li> </ul> <p><b>Note:</b> Where possible, mix large and small items in the drum. Laundry items of different size distribute themselves better during the spin cycle.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Rinse/Spin</b> program.</li> </ul>
Detergent residue on the damp washing.	<p>Detergents may contain water-insoluble substances that deposit on the laundry.</p> <ul style="list-style-type: none"> <li>▶ Start the <b>Rinse/Spin</b> program.</li> </ul>
Detergent residue on the dry laundry.	<p>Detergents may contain water-insoluble substances that deposit on the laundry.</p> <ul style="list-style-type: none"> <li>▶ Brush out the laundry after washing and drying.</li> </ul>
Water is leaking out at the water inlet hose.	<p>Water inlet hose is not correctly/securely connected.</p> <ol style="list-style-type: none"> <li>1. Connect the water inlet hose correctly. → <i>"Connecting the water inlet hoses"</i>, Page 14</li> <li>2. Tighten the screw connection.</li> </ol>
Water is leaking out at the water outlet hose.	<p>The water outlet hose is damaged.</p> <ul style="list-style-type: none"> <li>▶ Replace the damaged water outlet hose.</li> </ul> <hr/> <p>water outlet hose is not connected correctly.</p> <ul style="list-style-type: none"> <li>▶ Connect the water outlet hose correctly. → <i>"Water outlet connection types"</i>, Page 14</li> </ul>
Odors have formed in the appliance.	<p>Humidity and detergent residue may promote the formation of bacteria.</p> <ul style="list-style-type: none"> <li>▶ → <i>"Cleaning the drum"</i>, Page 26</li> <li>▶ If you are not using the appliance, leave the door and detergent drawer open so that residual water can evaporate.</li> </ul>

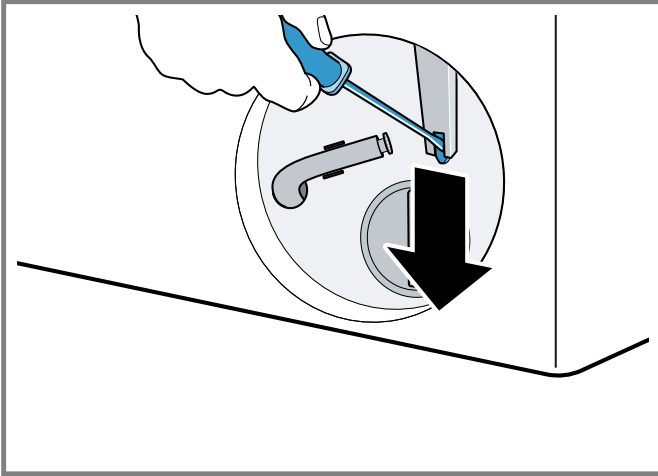
## 17.1 Emergency release

### Releasing the door

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

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

Pull the emergency release downwards with a tool and release.



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

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## 18 Transportation, storage and disposal

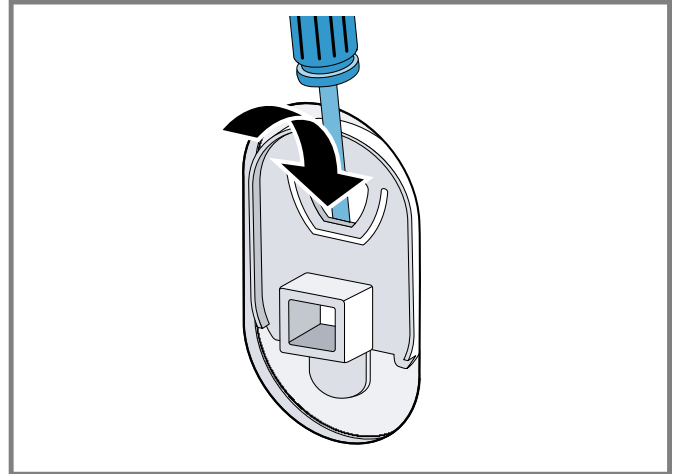
### 18.1 Removing the appliance

1. Turn off the faucet.
2. Empty the water inlet hose.
3. Switch off the appliance.
  - "Switching off the appliance", Page 25
4. Unplug the appliance's mains plug.
5. Drain the water.
6. Detach the hoses.

### 18.2 Inserting the transit bolts

Secure the appliance before transportation using transit bolts in order to prevent transport damage.

1. Use a screwdriver to remove the 4 cover caps.



Keep the cover caps.

2. Insert the 4 transit bolts.
  - "Removing the transit bolts", Page 13

### 18.3 Using the appliance again

- ▶ For further information, see and
  - "Starting an empty washing cycle", Page 17.

### 18.4 Disposal of your old appliance

Environmentally compatible disposal allows valuable raw materials to be recycled.

#### **⚠ WARNING**

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

- ▶ Do not install the appliance behind a door as this may obstruct the appliance door or prevent it from opening.
- ▶ In the case of end-of-life appliances, pull out the power plug of the power cord, then cut through the power cord and irreparably damage the lock on the appliance door so as to prevent the door from closing again.

1. Unplug the appliance from the power supply.
2. Cut through the power cord.
3. Dispose of the appliance in an environmentally responsible manner.

Information about current disposal methods can be obtained from your specialist dealer or local authority.

## 19 Customer Service

With any warranty repair, we will make sure your appliance is repaired by an authorized service provider using genuine replacement parts. We use only genuine replacement parts for all repairs.

Detailed information on the warranty period and terms of warranty can be found in the Statement of Limited Product Warranty, from your retailer, or on our website.

If you contact the Customer Service, you will need the model number (E-Nr.) and the production number (FD) of your appliance.

USA:

1-800-944-2904

[www.bosch-home.com/us/owner-support/get-support](http://www.bosch-home.com/us/owner-support/get-support)

[www.bosch-home.com/us/shop](http://www.bosch-home.com/us/shop)

CA:

1-800-944-2904

[www.bosch-home.ca/en/service/get-support](http://www.bosch-home.ca/en/service/get-support)

[www.bosch-home.ca/en/service/cleaners-and-accessories](http://www.bosch-home.ca/en/service/cleaners-and-accessories)

### 19.1 Model number (E-Nr.) and production number (FD)

You can find the model number (E-Nr.) and the production number (FD) on the appliance's rating plate.

Depending on the model, the rating plate can be found:

- on the inside of the door.
- on the inside of the service flap.
- on the backside of the appliance.

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

## 20 Technical specifications

Appliance height	33.3 in.   84.8 cm
Appliance width	23.6 in.   59.8 cm
Appliance depth	23.3 in.   59.0 cm
Appliance depth with door closed	24.3 in.   63.2 cm
Appliance depth with door open	42.5 in.   106.3 cm
Weight	156.8 lbs.   71.1 kg
Maximum load	19.9 lbs.   9.0 kg
Mains voltage	208-240 V, 60 Hz
⇌ Minimum installation protection	10  5 A
Power rating	2300 W
Water pressure	<ul style="list-style-type: none"> <li>■ Minimum: 1 bar (100 kPa)</li> <li>■ Maximum: 10 bar (1000 kPa)</li> </ul>
Length of the water inlet hose	47.0 in.   119.4 cm
Length of the water outlet hose	57.0 in.   144.8 cm
Length of the power cord	69.0 in.   180 cm

## 21 Statement of Limited Product Warranty

Please observe the following information regarding the limited product warranty.

### 21.1 What this Warranty Covers & Who it Applies to

The limited warranty provided by BSH Home Appliances ("Bosch") in this Statement of Limited Product Warranty applies only to the Bosch appliance sold to you ("Product"), provided that the Product was purchased:

- For your normal, household (non-commercial) use, and has in fact at all times only been used for normal household purposes.
- New at retail (not a display, "as is", or previously returned model), and not for resale, or commercial use.
- Within the United States or Canada and has at all times remained within the country of original purchase. The warranties stated herein apply to the original purchaser of the Product warranted herein and to each succeeding owner of the Product purchased for ordinary home use during the term of the warranty. Please make sure to return your completed registration card; while not necessary to effectuate warranty coverage, it is the best way for Bosch to notify you in the unlikely event of a safety notice or product recall.

### 21.2 Limitation for Third Party Accessories and Water Supply Hoses

Third party accessories, including water supply hoses other than those shipped with your Bosch appliance, and any consequential damages resulting therefrom, are not covered by this warranty. This limitation expressly includes the implied warranties of merchantability and fitness for a particular purpose, which are also expressly excluded with respect to third party accessories, including water supply hoses other than those shipped with your Bosch appliance. Use of third party accessories, including water supply hoses other than those shipped with your Bosch appliance, does not void this warranty on any other part, and all other provisions of this warranty remain in effect.

### 21.3 How Long the Warranty Lasts

Bosch warrants that the Product is free from defects in materials and workmanship for a period of three hundred sixty-five (365) days from the date of the original purchase. The foregoing timeline begins to run upon the date of the original purchase, and shall not be stalled, tolled, extended, or suspended, for any reason whatsoever. This Product is also warranted to be free from cosmetic defects in material and workmanship (such as scratches of stainless steel, paint/porcelain blemishes, chip, dents, or other damage to the finish) of the Product, for a period of thirty (30) days from the date of purchase or closing date for new construction. This cosmetic warranty excludes slight color variations due to inherent differences in painted and porcelain parts, as well as differences caused by lighting,

product location, or other similar factors. This cosmetic warranty specifically excludes any display, floor, "As Is", or "B" stock appliances.

## 21.4 Scope of Extended Limited Warranty

Bosch will repair or replace, free of charge, any printed circuit boards, drive motor or component part of the drive motor that proves defective under conditions of normal home use during the first seven hundred thirty (730) days from the date of the original purchase, labor charges excluded.

## 21.5 Repair/Replace as Your Exclusive Remedy

During this warranty period, Bosch or one of its authorized service providers will repair your Product without charge to you (subject to certain limitations stated herein) if your Product proves to have been manufactured with a defect in materials or workmanship. If reasonable attempts to repair the Product have been made without success, then Bosch will replace your Product (upgraded models may be available to you, at Bosch's sole discretion, for an additional charge). Nothing in this warranty requires damaged or defective parts to be replaced with parts of a different type or design than the original part. All removed parts and components shall become the property of Bosch at its sole discretion. All replaced and/or repaired parts shall assume the identity of the original part for purposes of this warranty and this warranty shall not be extended with respect to such parts. Bosch's sole liability and responsibility hereunder is to repair manufacturer-defective Product only, using a Bosch authorized service provider during normal business hours. For safety and property damage concerns, Bosch highly recommends that you do not attempt to repair the Product yourself, or use a non-authorized service provider; Bosch will have no responsibility or liability for repairs or work performed by a non-authorized service provider. Authorized service providers are those persons or companies that have been specially trained on Bosch products, and who possess, in Bosch's opinion, a superior reputation for customer service and technical ability (note that they are independent entities and are not agents, partners, affiliates or representatives of Bosch). Notwithstanding the foregoing, Bosch will not incur any liability, or have responsibility, for the Product if it is located in a remote area (more than 100 miles from an authorized service provider) or is reasonably inaccessible, hazardous, threatening, or treacherous locale, surroundings, or environment; in any such event, if you request, Bosch would still pay for labor and parts and ship the parts to the nearest authorized service provider, but you would still be fully

liable and responsible for any travel time or other special charges by the service company, assuming they agree to make the service call.

## 21.6 Out of Warranty Product

Bosch is under no obligation, at law or otherwise, to provide you with any concessions, including repairs, prorates, or Product replacement, once this warranty has expired.

## 21.7 Warranty Exclusions

The warranty coverage described herein excludes all defects or damage that are not the direct fault of Bosch, including without limitation, one or more of the following:

- Use of the Product in anything other than its normal, customary and intended manner (including without limitation, any form of commercial use, use or storage of an indoor product outdoors, use of the Product in conjunction with air or water-going vessels).
- Any party's willful misconduct, negligence, misuse, abuse, accidents, neglect, improper operation, failure to maintain, improper or negligent installation, tampering, failure to follow operating instructions, mishandling, unauthorized service (including self-performed "fixing" or exploration of the appliance's internal workings).
- Adjustment, alteration or modification of any kind.
- A failure to comply with any applicable state, local, city, or county electrical, plumbing and/or building codes, regulations, or laws, including failure to install the product in strict conformity with local fire and building codes and regulations.
- Ordinary wear and tear, spills of food, liquid, grease accumulations, or other substances that accumulate on, in, or around the Product.
- Any external, elemental and/or environmental forces and factors, including without limitation, rain, wind, sand, floods, fires, mud slides, freezing temperatures, excessive moisture or extended exposure to humidity, lightning, power surges, structural failures surrounding the appliance, and acts of God.
- Service calls to correct the installation of your Product, to instruct you how to use your Product, to replace house fuses or correct house wiring or plumbing.
- Removal and replacement of trim or decorative panels that interfere with servicing the Product.
- Damage or defects caused by labor or parts installed by any non-authorized service provider, unless approved by Bosch before service is performed.

In no event shall Bosch have any liability or responsibility whatsoever for damage to surrounding property, including cabinetry, floors, ceilings, and other structures or objects around the Product. Also excluded from this warranty are Products on which the serial numbers have been altered, defaced, or removed; service visits to teach you how to use the Product, or visits where there is nothing wrong with the Product; correction of installation problems (you are solely responsible for any structure and setting for the Product, including all electrical, plumbing or other connecting facilities, for proper foundation/flooring, and for any alterations including without limitation cabinetry, walls, floors, shelving, etc.); and resetting of breakers or fuses. TO THE EXTENT ALLOWED BY LAW, THIS WARRANTY SETS OUT YOUR EXCLUSIVE REMEDIES WITH RESPECT TO PRODUCT, WHETHER THE CLAIM ARISES IN CONTRACT OR TORT (INCLUDING STRICT LIABILITY, OR NEGLIGENCE) OR OTHERWISE. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES,

WHETHER EXPRESS OR IMPLIED. ANY WARRANTY IMPLIED BY LAW, WHETHER FOR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, SHALL BE EFFECTIVE ONLY FOR THE PERIOD THAT THIS EXPRESS LIMITED WARRANTY IS EFFECTIVE. IN NO EVENT WILL THE MANUFACTURER BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, "BUSINESS LOSS", AND/OR PUNITIVE DAMAGES, LOSSES, OR EXPENSES, INCLUDING WITHOUT LIMITATION TIME AWAY FROM WORK, HOTELS AND/OR RESTAURANT MEALS, REMODELING EXPENSES IN EXCESS OF DIRECT DAMAGES WHICH ARE DEFINITELY CAUSED EXCLUSIVELY BY BOSCH, OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

No attempt to alter, modify or amend this warranty shall be effective unless authorized in writing by an officer of BSH.

### **21.8 How to Obtain Warranty Service**

To obtain warranty service for your product, you should contact Bosch customer support at 1-800-944-2904 to schedule a repair.



## Thank you for buying a Bosch Home Appliance!

Register your new device on MyBosch now and profit directly from:

- **Expert tips & tricks for your appliance**
- **Warranty extension options**
- **Discounts for accessories & spare-parts**
- **Digital manual and all appliance data at hand**
- **Easy access to Bosch Home Appliances Service**

Free and easy registration – also on mobile phones:  
**[www.bosch-home.com/welcome](http://www.bosch-home.com/welcome)**

**BOSCH**  
HOME APPLIANCES  
**SERVICE**

## Looking for help? You'll find it here.

Expert advice for your Bosch home appliances, help with problems or a repair from Bosch experts.

Find out everything about the many ways Bosch can support you:

**[www.bosch-home.com/service](http://www.bosch-home.com/service)**

Contact data of all countries are listed in the attached service directory.

### **BSH Home Appliances Corporation**

1901 Main Street, Suite 600

Irvine, CA 92614

USA

[www.bosch-home.com](http://www.bosch-home.com)

1-800-944-2904

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