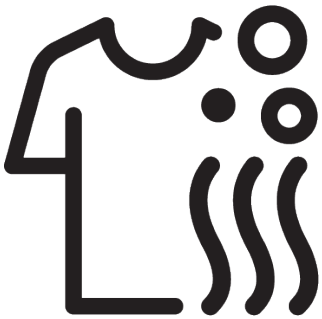
Hotpoint

Washer-Dryer

User Manual



HPD 9693B CARE UK

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Please read this user manual first!

Dear Customer,

Thank you for choosing Hotpoint product.

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

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

Keep the user manual. If you hand over the product to someone else, provide the user manual as well. Warranty terms, usage and troubleshooting methods of your product are in user manual.

Symbols and Definitions

The following symbols are used in the user manual:

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

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1 Safety Instructions

This section includes the safety instructions necessary to prevent the risk of personal injury or material damage.

Our company shall not be held responsible for damages that may occur if these instructions are not observed.

- Installation and repair operations shall always be performed by Authorised Service.
- Use original spare parts and accessories only.
- Do not repair or replace any component of the product unless it is clearly specified in the operation manual.
- Do not modify the product.

1.1 Intended Use

- The service life of your product is 10 years. During this period, original spare parts will be available to operate the product properly.
- This product has been designed for domestic use. Do not use this product for commercial purposes or outside its intended purpose.
- Use only for washing and drying textile products that are marked accordingly.
- The manufacturer assumes no responsibility for any damage due to misuse or mishandling.
- This product is intended to be used in household and similar applications. For example;
  - Personnel kitchens of stores, offices and other work environments;
  - Agricultural establishments,
  - By customers of hotels, motels and other accommodation facilities
  - Bed and breakfasts, hostel-like environments
  - Common areas of apartment blocks or laundries.

1.2 Safety of Children, Vulnerable Persons and Pets

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

- Electrical products are dangerous for children and pets. Children or pets should not play with, climb on top or inside the product. Check inside the product before use.
- Use child lock to prevent children from interfering with the product.
- Do not forget to close the loading door when leaving the room where the product is located. Children and pets may get locked inside and drown.
- Children should not perform cleaning and user maintenance works without an adult's supervision.
- Keep the packaging materials away from children. Risk of injury and suffocation.
- Keep all detergents and additives used for the product out of children's reach
- Cut the power cable and break and deactivate the locking mechanism of the loading door before disposing of the product for children's safety.

1.3 Electrical Safety

- Product should be unplugged during installation, maintenance, cleaning and repair procedures. Unplug the product or turn off the fuse.
- Damaged power cables should be replaced by the authorised service in order to prevent possible danger.
- The product should not be fed via an external switching device such as a timer or connected to a circuit that is regularly switched on and off by a device.
- Do not tuck the power cord under the product or to the rear of the product. Do not put heavy items on the power cord. Do not bend, crush, or expose the power cable to heat sources.
- Only use the original cable. Do not use cut or damaged cables.
- Do not use an extension cord, multi-plug or adaptor to operate your product.
- Extension cords, multi-socket outlets, adapters or portable power supplies can overheat and cause a fire. Make sure not to place power sockets and portable power supplies near or behind the product.
- The plug shall be easily accessible. If this is not possible, a mechanism that meets the electrical legislation and that disconnects all terminals from

the mains (fuse, switch, main switch, etc.) shall be available on the electrical installation.
- Do not touch the plug with wet hands.
- When unplugging the product, do not hold the power cord, but the plug.
- Make sure the plug is not wet, dirty or dusty.
- Never connect your product to electricity saving devices. Such systems are harmful to the product.

1.4 Handling Safety

- Unplug the product before moving, remove the water outlet and water main connections. Drain any water left inside the product.
- This product is heavy, do not handle it by yourself. It may cause injuries if your product falls on you. Do not hit and drop the product while carrying.
- Do not hold parts such as the laundry loading door to lift and move the product. The upper tray should be tightly fixed for moving.
- Carry the product in an upright position. If it cannot be carried upright, tilt it to the right side in frontal view.
- Make sure that the hoses as well as the power cable are not folded, pinched or crushed after the product is fitted into its place after installation or cleaning procedures.

1.5 Installation Safety

- Check the information in the manual and installation instructions to prepare the product for installation and make sure the electrical mains, clean water mains and water outlet are suitable. If not, call a qualified electrician and plumber to have them make the necessary arrangements. These operations are the responsibility of the customer.
- Prior to commencing the installation, be sure to switch off the fuse to deactivate the power supply for the line to which the product will be connected.
- This product is intended for use at altitudes not exceeding 2000 meters above sea level.
- Check the product for any damage before installing it. Do not have the product installed if it is damaged.

- Always wear personal protective equipment (gloves, etc.) during product installation, maintenance and repair. There is a risk of injury.
- Injuries may occur if hands are put into uncovered slots. Close the holes of the transportation safety bolts with plastic plugs.
- Do not install or leave the appliance in areas exposed to environmental conditions like rain or sunlight.
- Store the product in its original packaging according to the instructions on the packaging.
- Do not install the product at locations where the temperature drops below 0 ºC.
- Do not place the product on a carpet or similar surface. It would create fire hazard since it cannot receive air from underneath.
- Place the product on a level and hard surface and balance with the adjustable feet.
- Connect the product to a grounding plug protected by a fuse suitable to the current values on the type label. Make sure the grounding is carried out by an expert electrician. As required by local and national regulations, do not use the product without proper grounding.
- Plug the product in a socket with voltage and frequency values suitable to those indicated on the type label.
- Do not plug the product into loose, broken, dirty, greasy, or water-damaged sockets.
- Use the new hose set provided with the product. Do not re-use old hose sets. Do not extend the hoses.
- Connect the water inlet hose directly to the water tap. The pressure from the tap should be minimum 0.1 MPa (1 bar) and maximum 1MPa (10 bars). 10 to 80 litres of water should be running from the tap in a minute in order for the product to function properly. If the water pressure is above 1 MPa (10 bars), a pressure-reducing valve should be fitted. The maximum allowed temperature is 25°C.
- Fit the end of the water discharge hose to the wastewater drain, the sink or the bathtub.
- Place the power cable and hoses in locations without risk of tripping.
- Do not install the product behind a door, a sliding door or at another location that will prevent the door from opening completely.

- If a dryer is to be placed on the product, fix with a suitable connection apparatus obtained from the authorised service.
- There is a risk of contact with electrical components when the upper tray is removed. Do not dismantle the upper tray of the product.
- Position the product so that there is a gap between it and the surrounding surfaces. If your product is built-in, position it according to the installation diagram.
- Make sure the room in which the installation performed is adequately ventilated, as there may be a risk of undesirable gases coming out of the device igniting other fuels in the room or interacting with an open flame.

1.6 Operational Safety

- When you are using the appliances, use only detergents, softeners and additives suitable for washing machines.
- Do not use chemical solvents on the product. These materials contain an explosion risk.
- Do not operate defective or damaged products. Unplug the product (or turn off the fuse it is connected to), turn off the water tap and call an authorised service.
- Do not place sources of ignition (burning candle, cigarettes, etc.) or sources of heat (irons, cooktops, ovens, etc.) on top of or near the product. Do not put inflammable/explosive materials near the product.
- Do not stand or climb on the product.
- Unplug the product and turn off the tap if you will not be using the product for long periods.
- Avoid opening the detergent drawer while the machine is running to prevent splashes. Contact of the detergent with your skin and eyes is dangerous.
- Make sure pets do not climb inside the product. Check inside the product before use.
- Do not force open the locked loading door. The door will open once the washing is completed. If the door does not open, use the solutions for “loading door does not open” error in the Troubleshooting section.
- Do not wash items contaminated with gasoline, kerosene, benzene, reducers, alcohol or

other inflammable or explosive materials and industrial chemicals.

- Do not directly use dry cleaning detergent and do not wash, rinse, spin or dry laundry contaminated with dry cleaning detergent.
- Do not place your hands into the rotating drum. Wait until the drum no longer rotates.
- If washing laundry at high temperatures, the discharged washing water would burn your skin if in contact with your skin, for ex. when the draining hose is connected to the tap. Do not touch the discharge water.
- Take the following precautions to prevent formation of biofilm and malodours:
  - Make sure the room where the washing machine is placed is well ventilated.
  - Wipe the door gasket and loading door glass with a dry and clean cloth at the end of the programme.
- The glass of the loading door will heat up when washing or drying at high temperatures. To avoid burns, do not touch the loading door glass and keep children away from the product during operation.
- Before disposing of old and inoperable products:

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

1.7 Drying Safety

- Laundry that has been previously washed, cleaned, contaminated or stained with gasoline/gas, dry cleaning solvents or other inflammable/explosive materials should not be dried in the machine because they give off inflammable or explosive vapours. Otherwise, fire hazard arises.
- Laundry contaminated with materials such as vegetable or mineral oil, acetone, alcohol, gasoline, gas oil, stain removers, naphtha, turpentine, paraffin or paraffin removers should be washed separately in hot water by adding extra detergent before being dried in the washing machine with dryer. Otherwise, fire hazard arises.

- Do not dry textile products that contain predominantly foam, rubber or rubber-like parts (e.g. shower caps, waterproof textile products, rubber products and clothes) or the ones that are filled and damaged (e.g. Pillows or coats). There is a risk of burns.
- If you use a laundry ball, detergent scale, laundry cage or ball in your machine, these products may melt during drying. If you are going to choose the drying feature, do not use these products. Otherwise, fire hazard arises.
- If you use industrial chemicals for cleaning, do not use the drying function. Otherwise, fire hazard arises.
- The door becomes very hot after drying process. After drying is over, open the door of the device completely. Do not touch the metal door located inside of the door glass. There is a risk of burns due to high temperatures.
- During Drying programmes, a cooling step is performed as the last step to ensure that the laundry remains at a temperature where it will not be damaged. You may be exposed to hot steam if you open the cover without completing the cooling step. Risk of seething.
- If the drying programmes are interrupted (as a result of programme cancellation or power failure), the laundry in the machine may be hot. Be careful.
- Avoid interrupting the drying program by stopping your tumble dryer prematurely, as the laundry inside the machine may become excessively hot in the event of program cancellation or a power failure. Risk of burns! If you have to stop the machine, take out the laundry and lay them somewhere to cool down.
- Your product is suitable to operate between the temperatures of 0°C and +35°C.
- Ambient temperatures between 15°C and +25°C are ideal for your product.
- Do not overload the machine for drying. Observe the specified maximum load levels for drying.
- If the laundry has been washed with a stain remover, run an additional rinsing speed before starting the drying speed.
- Do not dry leather laundry and laundry containing leather (such as leather tags on jeans)

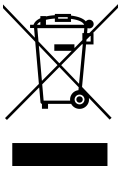
in the machine. The colour left by the leather parts may smear on other textiles.
- If there is a problem that you cannot solve using the information given in the safety instructions section, turn off and unplug the machine and call an Authorized Service.
- In your washer-dryer, you can only wash laundry, only dry laundry or do both of these processes. The machine should not be used for a long period of time only for drying wet laundry. While the machine is only used for drying, it should be run empty in a short washing programme every 15 starts.
- Before putting laundry in the machine, check all of them and make sure that there is no object such as lighter, coin, metal object and pin, etc. in their pockets or inside of them.
- Lingerie that has metal parts should not be dried in the machine. Metal parts may come off during drying and cause damage to the machine. Put them in a bag or pillow case.
- Do not dry large laundry such as tulle curtains, curtains, sheets/beddings, blankets, rugs in the machine. Laundry may get damaged.
- Do not dry unwashed laundry in the machine.
- Do not use softener or antistatic agent unless recommended by the manufacturer.
- Products such as softener should be used in accordance with the manufacturer's instructions.
- Do not dry silk, wool and similar delicate clothes in the machine. Otherwise, wool clothes can shrink and damage may be caused in other delicate clothes.
- Check the symbols on laundry label before washing and drying processes.
- The machine automatically cleans the lint itself that comes out of the laundry during drying. The machine performs automatic water intakes for cleaning. For this reason, the water tap of the machine should also be open during drying programmes.
- Prevent the lint from accumulating around the product.
- Remove all objects such as matches and lighters from your pockets.

1.8 Maintenance and Cleaning Safety

- Before cleaning or servicing the product, unplug it or cut the power at the fuse.
- If you need to move the product for cleaning, do not pull on the loading door. The door can break and cause injury!
- Do not put hands, feet and metal objects under or behind your product. This can cause jams, and any sharp edge can cause personal injury.
- Use a clean, dry cloth to wipe foreign material or dust from the plug ends. When cleaning the plug, do not use a wet or damp cloth. Otherwise, there is a risk of fire or electric shock.
- Do not wash the product with pressure washers, by spraying vapour, water or pouring water. There is a risk of electrocution.
- Do not use sharp or abrasive tools to clean the product. Do not use household cleaners, soap, detergent, gas, gasoline, thinner, alcohol, varnish, etc. while cleaning.
- Cleaning agents containing solvents (e.g. cleaning solvent) might reek poisonous fumes. Do not use cleaning products containing solvents.
- There may be detergent residues in the detergent drawer when you open it for cleaning.
- Do not dismantle the filter of the discharge pump while the product is running.
- The temperature in the product may rise up to 90°C. Clean the filter after the water in the product cools down in order to avoid risk of getting burnt.

2 Important Instructions for Environment

2.1 Compliance with WEEE Directive



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).

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

Compliance with RoHS Directive:

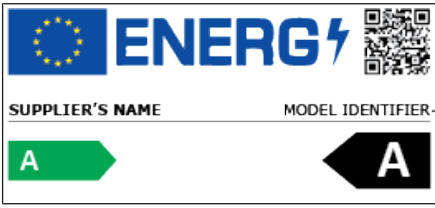
The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

2.2 Package Information

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

3 Technical Specifications

Supplier's name or commercial brand	HOTPOINT
Model name	HPD 9693B CARE UK
	457000016000
Washing capacity (cotton) (kg)	9
Drying capacity (cotton) (kg)	6
Maximum spin speed (cycle/min)	1400
Built-In	No
Height (cm)	84,5
Width (cm)	60
Depth (cm)	60
Single Water inlet / Double Water inlet	+ / -



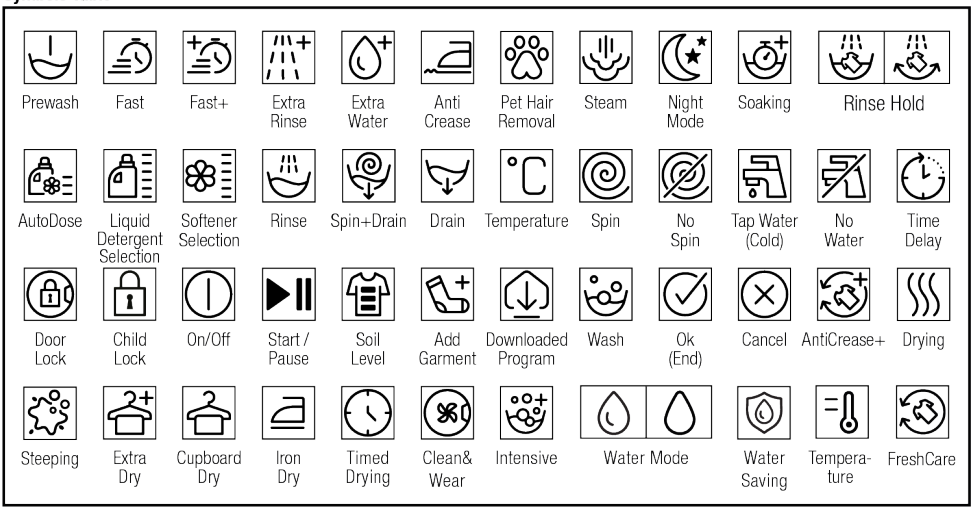
The model information as stored in the product database can be reached by entering following website and searching for your model identifier (*) found on energy label.

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

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

As of 04.03.2024, we, as the Manufacturer; Arcelik Global at the address of Sütlüce Mahallesi, Karaağaç Caddesi, 34445, Beyoğlu, Istanbul/Türkiye, declare that the product specified in this user manual conforms to Schedule 1's stated directives and standards under Product Security Telecommunications and Infrastructure Bill(2023 No 1007).

Symbols Table



4 Installation

Please read the “Safety Instructions” section first!

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

While installing the product, before the first use, calibration should be done to ensure that the laundry amount is detected in the most accurate way.
To do this, select the Drum Cleaning* programme and cancel the spin function. Start the programme without laundry. Wait for the programme to finish, which will take about 15 minutes.
*The programme name may vary depending on the model. For the appropriate programme selection, review the programme descriptions section.

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

4.1 Unpacking and Transporting the Product

Unpacking the Product

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

Transporting the Product

Read the “Transportation Safety” section first!

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

4.2 Appropriate Installation Location

- Place the product on a hard, rigid and level floor. Do not place it onto a carpet with high pile, or other similar surfaces on top of an underlay, or onto flooring with excessive amounts of springiness e.g., some types of acoustic flooring systems. Placing on an improper floor can cause noise and vibration problems.
- Do not place the product on the power cable.
- Do not install the product at places where temperature may fall below 0 °C. Freezing might damage your product.
- Position the product so that there is a gap between it and the surrounding surfaces. If your product is built-in, position it according to the installation diagram.

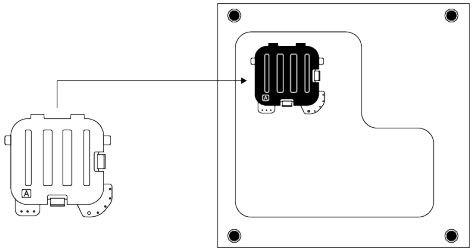
- When installing the appliance on a stepped surface, keep it away from edges.
- Do not place the product on any platform.
- There shall not be any locked, sliding or hinged doors that may prevent the loading door from opening completely in the installation location of this product.
- Do not place or use heat sources such as cooktops, irons, ovens, heaters, etc. on the product.

4.3 Installation of Bottom Panel Covers

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

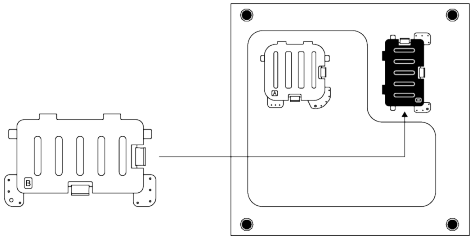
- Cap and Covers are optional. If present, remove the packaging foam and then install the cap and covers.

Cover A



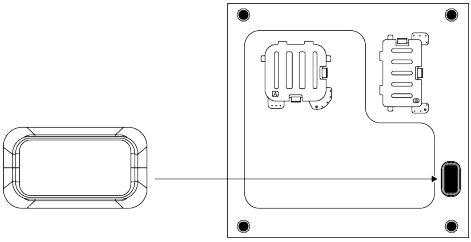
Tilt the machine back slightly. Place the tabs of Cover A against the bottom panel. Rotate the cover to complete the installation.

Cover B



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

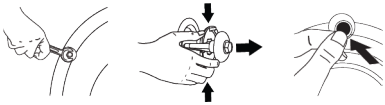
Cap



Install the cap by pushing it with your finger.

4.4 Removing Transportation Safety Bolts

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



WARNING

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

WARNING

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

4.5 Connecting to Water Supply

WARNING

The water pressure required for the operation of the product is between 1-10 bars (0.1-1 MPa). To ensure a smooth operation of the machine, 10 - 80 liters of water shall be supplied in a minute from a fully opened tap. If the water pressure is higher, install a pressure reducing valve.

WARNING

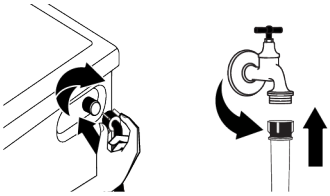
Models with a single water inlet shall not be connected to the hot water tap. In such a case the laundry will get damaged or the product will switch to protection mode and will not operate.
Do not use old or used water inlet hoses on a new product. It may cause water leakage from your product and stain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

1. Connect the special hose supplied with the product to the water inlet on the product.

WARNING

Make sure that the cold water connection is performed correctly during the installation of the product. Otherwise, your laundry may come out as hot at the end of the washing cycle and thus they may be worn.

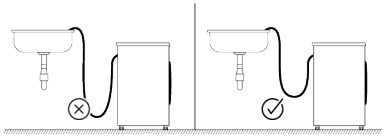
2. Tighten all hose nuts by hand. Ensure that all hose connections are fully tight. Never use a tool when tightening the nuts.
3. Open the taps completely after making the hose connection to check for water leaks at the connection points. If any leak occurs, turn off the tap and remove the nut. Check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

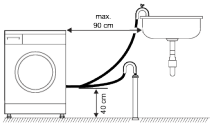


4.6 Connecting the Drain Hose to the Drain

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

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





2. Connect the hose to a minimum height of 40 cm and a maximum height of 90 cm.
3. If the hose is placed on the floor (or at a maximum height of 40 cm from the floor) and then its height is increased, discharging of water becomes difficult, and laundry may come out very wet from the machine. Thus, follow the heights provided in the figure.
4. To prevent the waste water to go back into the product again and to ensure easy drainage, do not immerse the end

of the hose into the waste water or do not insert it into the drain for more than 15 cm. If it is too long, cut it short.

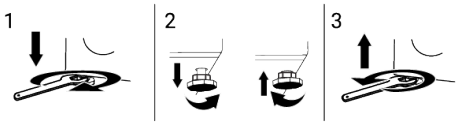
5. The end of the hose should not be bent, it should not be stepped on and the hose must not be pinched between the drain and the product. Otherwise, water discharge issues may emerge.
6. If the length of the hose is too short, use it by adding an original extension hose. The overall length of the hose shall not be longer than 3.2 m. To prevent water leaks, always secure the connection between the extension hose and the draining hose of the product with a suitable clamp so that it does not come off and cause leaks.

4.7 Adjusting the Feet

NOTICE

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

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



4.8 Electrical Connection

Connect the product to a grounded outlet protected by a 13-amp fuse. Our company shall not be responsible for the damages that shall be incurred due to using the product without grounding according to local regulations.

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

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

4.9 Handling the Product

1. Unplug the product before handling it.
2. Disconnect the water outlet and water main connections. 3 Drain all the water that remains in the product. See Draining Remaining Water and Cleaning the Pump Filter
3. Install the shipping bolts in reverse order of the disassembly procedure. See Removing the Shipping Bolts

Never carry the product without the shipping bolts properly attached! Your product is so heavy that it shall not be carried by one person. Your product shall be carried by two people and more care shall be taken on the stairs as it is a heavy product. If the product falls on you, it may cause injury.
The packaging materials are dangerous for children. Keep packaging materials at a safe place away from the reach of children.

5 Preliminary Preparation

Please read the “Safety Instructions” section first

5.1 Sorting the Laundry

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

5.2 Preparing Laundry for Washing

- Laundry items with metal attachments such as underwiring, belt buckles or metal buttons will damage the product. Remove the metal pieces or wash such clothes by putting them in a laundry bag or pillow case.
- Take out all items in the pockets such as coins, pens and paper clips, and turn pockets inside out and brush. Such objects may damage the product or cause noise problem.
- Put small size clothes such as infant’s socks and nylon stockings in a laundry bag or pillow case.
- Place curtains in without compressing them. Remove all curtain accessories such as rings, hooks, and clips to prevent damage to the curtains.
- Fasten zippers, sew loose buttons on securely, and mend rips and tears.
- Wash “Machine washable” or “Hand washable” labelled products only with an appropriate programme. Dry these types of clothes by hanging them or laying them flat. Do not dry them in the machine.
- Do not wash colours and whites together. New, dark coloured cottons release a lot of dye. Wash them separately.
- Only use paints / colour changing agents and descalers suitable for use in machines. Always observe the instructions on the packaging
- Tough stains must be treated properly before washing. If you are not sure, check with a dry cleaner.
- Wash trousers and delicate laundry turned inside out.
- Laundry that are subjected to materials such as flour, lime dust, milk powder, etc. intensely must be shaken off before placing into the product. Such dusts and powders on the laundry may build up on the inner parts of the product in time and can cause damage.
- Before washing laundry made of angora wool, keep them in the freezer section of the refrigerator for few hours. This will reduce pilling

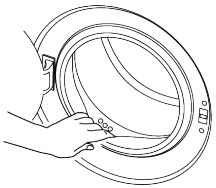
5.3 Tips for Energy and Water Saving

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

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

5.4 Start Up

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



Use an anti-limescale product suitable for the washing machines
Some water has remained in the product due to the quality control processes in the production. It is not harmful for the product.

5.5 Loading the Laundry

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

5.6 Correct Load Capacity

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

Follow the instructions in “Programme table”. When the product is overloaded product’s washing performance will drop. Moreover, noise and vibration problems may occur.
For a successful drying performance, do not put more laundry in the machine than specified.

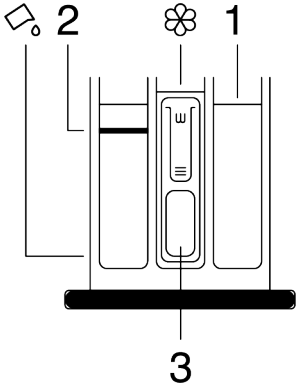
Bathrobe: 1200 g
Bedding: 700 g
Sheet: 500 g
Pillow Case: 200 g
Table Cloth: 250 g
Negligee/Pyjamas: 200 g
Lingerie: 100 g
Shirts: 200 g
Blouse: 100 g
Towel: 200 g

The loading door is locked while a programme is running. The door lock will open once the programme is completed. If the inner part of the machine is very hot at the end of the program, the loading door will not open until the temperature drops. If the door does not open, apply the solutions provided for “Loading Door Cannot Be Opened” error in the Troubleshooting section.

WARNING
If the laundry is placed incorrectly, noise and vibration problems may occur in the machine.

5.7 Using Detergent and Softener

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



The detergent drawer comprises of three compartments:
(1) for prewash - if your model has prewash function available,
(2) for main washing,
(3) for softener,
(❀) a syphon piece in the softener compartment,
(☜) there is a liquid detergent flap for liquid detergent use in the main washing compartment.

Detergent, Softener and Other Cleaning Agents

- Add detergent and softener before starting the washing programme.
- Do not leave the detergent drawer open when the washing programme is on.
- If you are using a programme without prewashing, do not put detergent in the prewash compartment (compartment 1).
- If your model has prewash function available - If you are using a program with prewash, start the product after adding powder detergent to the prewash and main wash compartments (compartments 1 and 2).
- If your model has prewash function available - Do not select a programme with pre-washing if you are using a detergent pod or dispensing ball. Place the detergent pod or the dispensing ball directly among the laundry in the product.
- If you are using a liquid detergent, follow the directions under “Liquid detergent use” and hinge down the liquid detergent flap.
- Do not add washing chemicals (Liquid detergent, Softener, etc.) while the product is during Drying step.

Choosing the Detergent type

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

- Use different detergents for coloured and white laundry.
- Wash your delicate clothes only with special detergents (liquid detergent, wool shampoo, etc.) intended solely for delicate clothes and on suggested programmes.
- When washing dark coloured clothes and quilts, it is recommended to use liquid detergent.
- Wash woollens on suggested programme with special detergent made specifically for woollens.

- Please review the programme descriptions part for suggested programme for different textiles.
- All recommendations about detergents are valid for selectable temperature range of programmes.

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

Adjusting the Detergent Amount

The amount of detergent depends on the amount of laundry, how soiled it is and the water hardness.

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

Using Softeners

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

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

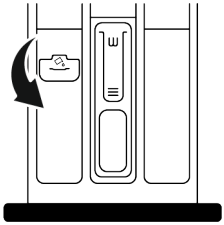
WARNING

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

Using Liquid Detergents

If the Product Has a Liquid Detergent Flap

- Hinge down the liquid detergent flap when you want to use liquid detergents. The flap will serve as a barrier for liquid detergent.
- Clean with water at its place or by removing from its place when it is necessary. Do not forget to place the flap in the main washing compartment (compartment 2) after cleaning.
- The flap should be up if you will use a powder detergent.



Use of Gel and Tablet Detergents

- If the detergent is fluid and there is no liquid detergent compartment in your product, place the gel detergent in the main washing detergent compartment in first water intake. If your product has a liquid detergent compartment, fill the compartment with detergent before starting the programme.
- If the gel detergent is not fluid or is in a capsule liquid tablet, place directly inside the drum before washing.
- Put the tablet detergent in the main washing compartment (compartment 2) or directly inside the drum before washing.
- Tablet detergents may leave residue in the detergent compartment. If you face such residues, place the tablet detergent among the laundry in the next washes in a way that it will be at the bottom side of the drum.
- Use tablet or gel detergent without selecting the pre-wash function.
- Do not forget to remove elements such as plastic detergent compartment from the drum before drying.

Using Starch

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

Using Anti-Limescale

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

Using Bleach and Decolourants

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

5.8 Tips for Efficient Washing

	Clothes			
	Light Colours and Whites	**Colours**	**Black/Dark Colours**	**Delicates/ Woollens/Silks**
	(Recommended temperature range based on soil level: 40-90 °C)	(Recommended temperature range based on soil level: cool -40 °C)	(Recommended temperature range based on soil level: cool -40 °C)	(Recommended temperature range based on soil level: cool -30 °C)

Soiling Level	**Heavily Soiled** (difficult stains such as grass, coffee, fruits and blood.)	It may be necessary to pre-treat the stains or perform prewash. Powder and liquid detergents recommended for whites can be used at dosages recommended for heavily soiled clothes. It is recommended to use powder detergents to clean clay and soil stains and the stains that are sensitive to bleaches.	Powder and liquid detergents recommended for colours can be used at dosages recommended for heavily soiled clothes. It is recommended to use powder detergents to clean clay and soil stains and the stains that are sensitive to bleaches. Detergents which do not contain decolourant should be used.	Liquid detergents suitable for colours and black/dark colours can be used at doses recommended for heavily soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woollen and silk clothes must be washed with special woollen detergents.
	Normally Soiled (For example, stains caused by body on collars and cuffs)	Powder and liquid detergents recommended for whites can be used at dosages recommended for normally soiled clothes.	Powder and liquid detergents recommended for colours can be used at dosages recommended for normally soiled clothes. Detergents which do not contain decolourant should be used.	Liquid detergents suitable for colours and black/dark colours can be used at doses recommended for moderately soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woollen and silk clothes must be washed with special woollen detergents.
	Lightly Soiled (No visible stains exist.)	Powder and liquid detergents recommended for whites can be used at dosages recommended for lightly soiled clothes.	Powder and liquid detergents recommended for colours can be used at dosages recommended for lightly soiled clothes. Detergents which do not contain decolourant should be used.	Liquid detergents suitable for colours and black/dark colours can be used at doses recommended for lightly soiled clothes.	Prefer liquid detergents produced for delicate clothes. Woollen and silk clothes must be washed with special woollen detergents.

5.9 Tips for Efficient Drying

		Programmes				
		Cotton Dry	Synthetic Dry	Babyprotect+	Washing and Drying	Wash & Wear
Types of Clothing	Durable Clothes Containing Cotton	Sheets, beddings, baby clothes, t-shirts, sweatshirts, durable knitted clothes, jeans, canvas pants, shirts, cotton socks etc.	Not Recommended!	It washes and dries consecutively! Sheets, beddings, baby clothes, t-shirts, sweatshirts, durable knitted clothes, jeans, canvas pants, shirts, cotton socks etc.	It washes and dries consecutively! Sheets, beddings, baby clothes, t-shirts, sweatshirts, durable knitted clothes, jeans, canvas pants, shirts, cotton socks etc.	Clothes such as shirts, t-shirts, sweatshirts etc. that have been worn for a short time and are unstained A very small amount of laundry should be loaded.
	Synthetic Clothes (Polyester, nylon etc.)	Not Recommended!	It is recommended for clothes containing polyester, nylon, polyacetate, acrylic. Drying is not recommended for clothes containing viscose. Attention should be paid to the drying instructions on the maintenance label.	It is recommended for clothes containing polyester, nylon, polyacetate and acrylic at low temperatures, taking into account the washing and drying warnings indicated on the maintenance label.	It is recommended for clothes containing polyester, nylon, polyacetate and acrylic at low temperatures, taking into account the washing and drying warnings indicated on the maintenance label.	Lightly soiled and unstained shirts, t-shirts and synthetic laundry. A very small amount of laundry should be loaded.
	Delicate (Containing Silk, Woolen, Cashmere, Angora wool etc.) Laundry	Not Recommended!	Not Recommended!	Not Recommended!	Not Recommended!	Not Recommended!
	Bulky laundry such as blankets, coats, curtains etc.	Not Recommended! It is not suitable to dry bulky laundry in the washing machine. Dry these laundry by hanging them or laying them flat.	Not Recommended! It is not suitable to dry bulky laundry in the washing machine. Dry these laundry by hanging them or laying them flat.	Not Recommended! It is not suitable to dry bulky laundry in the washing machine. Dry these laundry by hanging them or laying them flat.	Not Recommended! It is not suitable to dry bulky laundry in the washing machine. Dry these laundry by hanging them or laying them flat.	Not Recommended! It is not suitable to dry bulky laundry in the washing machine. Dry these laundry by hanging them or laying them flat.

5.10 Displayed Programme Duration

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

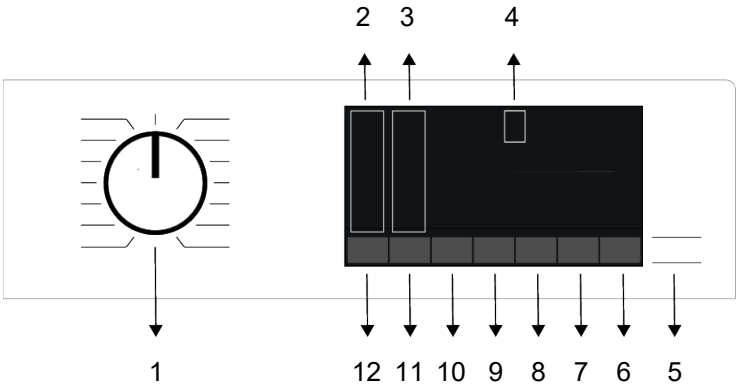
SPECIAL CASE: At programme start of Cottons and Cotton Eco programmes, display shows the duration of half load. It is the most common use case. After programme

starts, in 20-25 minutes actual load is detected by the product. And if the detected load is higher than half load; washing programme will be adjusted accordingly and programme duration increased automatically. You can follow this change on the display.

6 Operating the Product

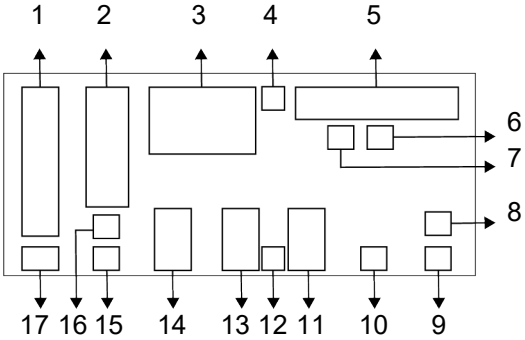
Please read the “Safety Instructions” section first!

6.1 Control Panel



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

6.2 Symbols on the Display



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

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

6.3 Preparing the Machine

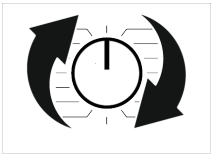
1. Check if the hoses are connected tightly.
2. Plug in your machine.
3. Turn on the tap completely.
4. Place the laundry inside the machine.
5. Put detergent and softener.

6.4 Selection of Washing Program

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

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

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



6.5 Washing Programmes

Use the following main programs depending on the fabric type.
After selecting the appropriate washing program, you can set your machine to proceed to the drying phase (automatically or timed) at the end of the wash cycle without any pauses or interruptions by pressing the Drying button before starting the program. Each time you press the button, the drying step will be displayed on the information line, and the corresponding symbol will light up. Depending on the drying settings you add to the washing programs, you can see the program's end time on the machine's display. Alternatively, you can continue pressing the button for the maximum allowed drying time.

The symbols shown on the screen are schematic and may not match the product exactly.
If you do not want to dry after the programme you have selected, press and hold the Drying auxiliary function button until the Drying light goes out.
When washing and drying using your machine's Drying function, load a maximum of 6 kilograms of laundry into the machine. If you load more laundry than the machine's capacity, your laundry won't dry, and the machine will run longer and consume more energy.

NOTICE
The drying function cannot be selected for the washing programme for woolen laundry.

• CustomWash

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

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

• FabricCare

The technology employs advanced washing algorithms to optimize detergent dissolution and distribution efficiency. This process shortens the washing cycle while enhancing overall washing performance. The system contributes to superior cleaning results, particularly by preserving the fiber structure of delicate fabrics. Designed for time and performance optimization, these

washing algorithms enable washing machines to reduce washing time while maintaining textile integrity.

• Eco 40-60

The Eco 40-60 program is suitable for washing normally soiled cotton laundry labeled to be washable together at 40 °C or 60 °C. This programme is the standard test programme according to the EU eco design and energy labelling regulations.

Although this programme washes longer than other washing programmes, it is more efficient in terms of energy and water consumption. Actual water temperature may be different from the stated wash temperature. When you load the product with less laundry (e.g. ½ capacity or less), cycle duration may automatically get shorter. In this way, energy and water consumption would be much less.

In order to evaluate compliance with EU environmentally friendly design and energy labelling regulations, the washing and drying cycle should be run by selecting the cupboard dry function of eco 40-60 programme. The washing and drying cycle can clean normally soiled laundry declared to be washable at 40 °C or 60 °C in a single cycle and dries them so that they can be put in a cupboard immediately.

• Cotton

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

• Synthetic

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

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

• Gentle/Wool

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

• Full Load

Use this program to wash your lightly soiled cotton laundry in a short time.

• Duvet/Down Wear

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

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



Do not load more than 1 double fibre duvet (200 x 200 cm).
Do not wash your duvets, pillows and etc. that contain cotton filling in the machine.



Do not use the washing machine to wash materials such as carpets, rugs etc. Otherwise, your machine may be damaged permanently.

• Spin + Drain

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

• Curtain

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

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

• Shirt

This programme is used to wash the shirts made from cotton, synthetic and synthetic blended fabrics altogether. It reduces wrinkles. Steam is applied at the end of the programme to help the wrinkle reducing function. The special spin profile and steam applied at the end of the programme reduce the wrinkles on your shirts. When the fast function is selected, the Pre-treatment algorithm is executed.

- Apply the pre-treatment chemical on your garments directly or add it together with the detergent in the powder detergent compartment. Thus, you can obtain the same performance as you obtain with normal washing in a much shorter period of time. Usage life of your shirts increases. Do not use pre-wash detergent if you are planning to use delay (Ending In) function of your product. Prewash detergent may pour out on your clothes and cause stains.

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

** When you select the drying function with the Shirts programme, do not load your product with more than laundry than recommended below: Otherwise wrinkles or humidity problems can occur on your shirts.

Maximum recommended shirt number:

If the product depth is 50 cm, 4 shirts

If the product depth is 54 - 60 cm, 5 shirts

You can find the depth information of your product in the Technical Specification table in your user manual.

• Rapid 28'/14'

Use this programme to wash your lightly soiled or unspotted cotton clothes in a short time but not for towels or heavy cottons. The programme duration can be reduced down to 14 minutes when the fast function is selected. When the fast function is selected, maximum 2 (two) kg of laundry must be washed.

• Mix

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

• 20°C

You can wash your lightly soiled cotton laundry in this program.

• ColourCare

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

• Anti Stain

The product has a special stain programme which enables the removal of different types of stains in the most effective way. Use this programme only for durable colourfast cotton laundry. Do not wash delicate and non-colourfast clothes in this programme. Before washing, make sure to check garment tags (recommended for cotton shirts, trousers, shorts, t-shirts, baby clothes, pyjamas, aprons, table clothes, bed sheets, duvet covers, pillowcases, bathbeach towels, towels, socks, cotton underwear that are suitable for washing at high

temperature and for a long time). In the automatic stain programme, you can wash 24 types of stains divided into three different groups according to "Fast" function selection. You can see stain groups that can be selected with the “Fast” button. Depending on the selected stain group, a special washing programme for which duration of rinse hold, washing action, washing and rinsing duration are modified.

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

When “Fast” is not selected;

Sweat, collar dirt, food, mayonnaise, salad dressing, make-up, machine oil, baby food.

When the “Fast” button is pressed once;

Blood, chocolate, pudding, grass, mud, eggs, butter, curry.

When the “Fast” button is pressed twice;

Tea, coffee, juice, ketchup, red wine, cola, jam, coal

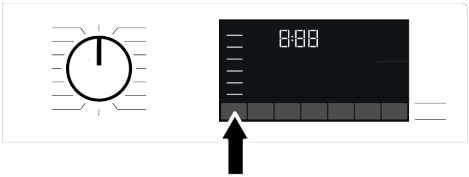
1. Select the stain programme.
2. Select the stain you want to clean by locating it in the groups above and selecting the related group with the fast auxiliary function button.
3. Read the garment tag carefully and ensure that correct temperature and spin speed are selected.

• Download Cycle

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

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

6.6 Temperature Selection



Whenever a new programme is selected, the recommended temperature for the programme appears on the temperature indicator. It is possible that the recommended temperature value is not the maximum temperature that can be selected for the current programme.

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

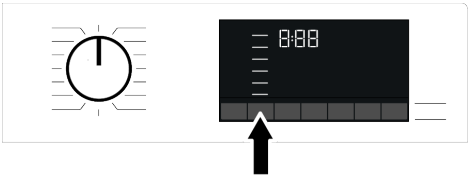
Temperature Adjustment button only works backwards. For example, if you want to select 60°C while 40°C is written on the display, you need to press the button several times until you reach 60°C, going backwards from 40°C.

If you go to Cold Wash option and press Temperature Adjustment button again, the recommended maximum temperature for the selected programme will be displayed. Press the Temperature Adjustment button again to decrease the temperature.

Finally, the Cold light that indicates cold washing illuminates on the display.

You can also change the temperature after the washing starts. You can also change the desired temperature after the washing programme starts. However, you need to do this before the heating phase starts.

6.7 Spin Speed Selection



When a new program is selected, the recommended spin speed for the selected program appears in the Spin Speed indicator. It is possible that the recommended spin speed is not the highest spin speed that can be selected for the current program.
To change the spin speed, press the Spin Speed Adjustment button. The spin speed decreases in stages.

The options "Rinse Hold" and "No Spin" will then appear on the screen, depending on the product model.

The Spin Speed Adjustment button only works backwards. For example, if you want to select 1000 rpm when the display shows 800 rpm, you must press the button several times, going backwards from 800 rpm until you reach 1000 rpm.

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

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

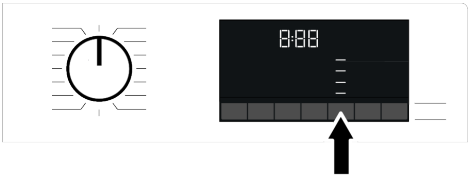
- Adjust the Spin Speed setting.
- Press the Start/Pause button. The program will continue where it left off. The machine will drain the water and spin the laundry.

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

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

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

Selection of auxiliary functions for drying:



When you select a new washing program, press the Auxiliary Function Selection button to set the drying option suitable for this program.

In programs that do not allow drying settings, when the Drying auxiliary function button is pressed, the drying light does not change and a warning sound is heard.
For drying only programmes, set the appropriate drying option by pressing the Auxiliary Function Selection button.

6.8 Drying Programmes

WARNING

The machine automatically cleans the lint that from the laundry during drying programme. The machine uses water during drying. For this reason, the water tap of the machine should also be open during drying programmes.
When you select a new washing program, press the Auxiliary Function Selection button to set the drying option suitable for this program.

In drying programmes, there is a spinning step. Your machine performs this process in order to shorten the drying duration.
When the drying programme is selected, the spin speed setting is in the range of Maximum spin speed.
In programmes that do not allow the drying setting, when the Drying auxiliary function button is pressed, the drying light will not change and a warning noise will be heard.
For only drying programmes, set the appropriate drying option by pressing the Auxiliary Function Selection button.

In case of water outage, washing and drying cannot be performed.

• Synthetic Dry

Use this programme to dry synthetic laundry with a dry weight of up to 4 kilograms. You can only dry in this programme.

For the dry weight of the laundry, see Correct Load Capacity

• Cotton Dry

Use this programme to dry cotton laundry with a dry weight of up to 6 kilograms. You can only dry in this programme.

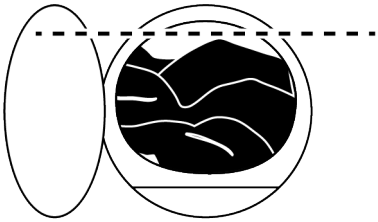
When you will dry laundry consisting of towels and bathrobes only, load a maximum of 4,5 kilograms of laundry.
For the dry weight of the laundry, see Correct Load Capacity

6.9 Washing and Drying Programmes

• 6Kg Wash& Dry

Use this programme to dry up to 6 kg of cotton laundry right after the washing programme, without making any other selections.

External Drying auxiliary function cannot be selected while this programme is selected.



In the 6 kg Washing and 6 kg Drying programme, it is recommended to fill the machine to the level shown in the figure above for ideal drying conditions (you can see the level arrow when you open the loading door).

• 3Kg Mix Wash&Dry

Use this program to wash and dry your mixed laundry up to 3 kilograms.

The drying process starts automatically after the wash is completed. You don't need to make any additional selections.
You cannot select the external drying auxiliary function while this program is selected.

• Wash&Wear

Use this programme to wash 0.5 kg of laundry (2 shirts) in 40 minutes or to wash 1 kg of laundry (5 shirts) in 60 minutes.

Clean and Wear programme is designed to quickly wash and dry daily clothes that have been worn for a short time and are not heavily contaminated. This programme is suitable for fine-textured and quick-drying laundry (shirts, t-shirts).
For thick textured laundry that takes longer to dry, other drying options or programmes should be used.

6.10 Programme Table

Program	Maximum load (kg)
Cotton	9,0
Synthetic	4,0

Rapid 28'/14' + Rapid+	2,0
ColourCare	4,5
Gentle/Wool	2,0
Rapid 28'/14'	9,0
20°C	9,0
Anti Stain	4,5
Eco 40-60 ***	9,0
Download Cycle *****	
Full Load	9,0
Mix	4,0
Shirt	4,0
Curtain	2,0
Duvet/Down Wear	-

Program	Maximum load (kg)
Synthetic Dry	4,0
Cotton Dry	6,0
Wash&Wear	1,0
3Kg Mix Wash&Dry	3,0
6Kg Wash& Dry	6,0

Consumption values (EN)

	Temperature Selection °C	Spin Speed (rpm)	Capacity (kg)	Program duration (h:min)	Energy consumption (kWh/cycle)	Water consumption (litres/cycle)	Laundry temperature (°C)	% Of remaining humidity (%)
Eco 40-60	40***	1351	9,0	3:48	0,534	66,0	33	52,9
	40***	1351	4,5	2:53	0,430	45,0	33	53,9
	40***	1351	2,5	2:53	0,250	38,0	21	54,8
Cotton	20	1400	9,0	04:00	0,750	95,0	20,0	53,9
	60	1400	9,0	03:40	2,000	98,0	60,0	53,9
Synthetic	40	1200	4,0	02:20	1,100	74,0	40,0	40,0
Rapid 28'/14'	30	1400	9,0	00:28	0,250	75,0	23,0	62,0
Eco 40-60 + Cupboard dry	40***	1400	6,0	8:45	3,016	66,0	24,0	0,0
	40***	1400	3,0	7:00	1,780	46,0	23,0	0,0

The consumption values given for programs other than the Eco 40-60 program are indicative only.

- : See programme description for maximum load.

***: Eco 40-60 program 40 ° C temperature selection is the test program according to EU regulation EU/2019/2014 and EN 60456:2016/A11:2020 standard.

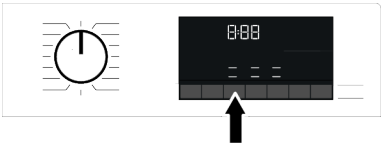
Eco 40-60 program is a washing and drying cycle test program with 40 °C temperature and cabinet dryness selection, in accordance with EU regulation EU/2019/2014 and EN 62512 standard.

*****: These programs can be used with the HomeWhiz app. Energy consumption may increase due to connection.

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

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

6.11 Auxiliary Function Selection



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

When an auxiliary function button that cannot be selected with the current program is pressed, the washing machine emits a warning sound.
Some functions cannot be selected simultaneously. If a second auxiliary function that is incompatible with the first is selected before starting the machine, the first selected function will be canceled, and the last selected auxiliary function will remain selected. For example, if you select Quick Wash after selecting the Extra Water option, Extra Water will be canceled, and Quick Wash will remain active.
An auxiliary function that is not compatible with the program cannot be selected.
Some programs have auxiliary functions that must be used together. These functions cannot be disabled. The frame of the auxiliary function will not light up; only the interior area will light up.

If the selected wetness level (Iron Dry, Cupboard Dry, Cupboard Extra Dry) is not reached at the end of the drying program, your machine automatically extends the program duration. The program takes longer.
If Timed Drying is selected, the programme will finish at the end of the drying time even if the laundry is not dry.
During the drying program, if the selected wetness level (Iron Dry, Cupboard Dry, Cupboard Extra Dry) is reached, or if extra dryness is detected in the timed drying options, the program will take shorter. The time reduction is displayed on the screen.

6.11.1 Auxiliary Functions

• Rapid+

After selecting a programme, you can press the Quick Wash setting button to shorten the programme duration. For some programmes, the duration can shorten by over 50%. Despite this, a good washing performance is achieved thanks to the changed algorithm.
While it differs with each programme, when you press the Quick Wash button once, the programme duration will drop to a certain level. If you press the same button for the second time, it will drop to the minimum duration.
Do not use Quick Wash adjustment button when washing heavily soiled laundry for a better washing performance.
Use the Quick Wash button for Mildly and Lightly soiled laundry and shorten the programme duration.

• Pet Hair Care

This function helps to remove pet hair that is on your garments more effectively.
When you select this function, Prewash and Extra Rinse programmes are added to the normal programme. Thus, washing is performed with more water and the pet hair is removed more effectively.

• Remote Control

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

• Customized Program

This auxiliary function can only be used for Cotton and Synthetic programmes together with the HomeWhiz application. If this function is activated under the HomeWhiz “Personalize” menu, you can add up to five additional rinsing steps to the program. You can select and use some auxiliary functions even though they are not found on your product. You can increase and decrease the time of the Cotton and Synthetic programmes within a safe range.

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

• Drying

This function allows the laundry to dry after washing. Check in the programme table with which programmes this auxiliary function can be selected.

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

• Drum Clean + 3"

Press and hold the related auxiliary function button for 3 seconds to select the programme. Regularly clean (once a month) the drum for ensuring the required hygiene. Steam is applied before the programme to soften the residues in the drum. Turn on the programme when the machine is completely empty. For more effective results, place powder anti-limescale (drum cleaning materials) suitable for washing machines inside the detergent compartment “2”. There is a drying step after drum cleaning in this programme for the inside of the drum to dry.

This is not a washing programme. This is a maintenance programme. Do not turn this programme on when there is something inside the machine. When you attempt to operate, the machine automatically senses that there is load inside, and may quit or resume the programme as per the model of your machine. An effective cleaning is not achieved if the programme is resumed.

• Fresh Care 3″

This function is selected when the relevant Auxiliary function button is pressed and held for 3 seconds and the programme follow-up light for the relevant step turns on. When selected, it aerates the laundry for up to 8 hours at the end of the programme to prevent creasing. You can cancel the programme and take your laundry out at any time during the 8-hour duration. Press the function selection key or the machine on/off key to cancel the function.

• Steam 3"

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

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

*Your laundry may be hotter at the end of the washing cycle when the steam function is applied at the end of the programme. This is an expected condition within the operating conditions of the programme.

• Child Lock 3"

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

You can switch on and off the product with On / Off button when the Child Lock is active. When you switch on the product again, programme will resume from where it has stopped.

When the Child Lock is enabled, an audio warning will be given if the buttons are pressed. Audio warning will be cancelled if the buttons are pressed five times consecutively.

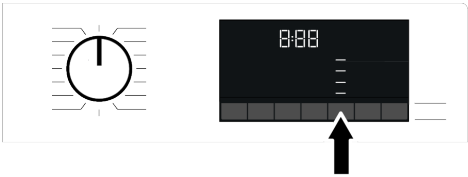
To activate the child lock:

Press and hold Drying Level Adjustment button for 3 seconds. After the countdown as “CL 3-2-1” on the display is over, “CL On” (Child Lock On) symbol appears on the display. You may release the Drying Level Adjustment button when this symbol is displayed.

To deactivate the child lock:

Press and hold Drying Level Adjustment button for 3 seconds. After the countdown “CL 3-2-1” on the display is over, “CL Off” (Child Lock Off) symbol appears on the display.

6.12 Drying Steps



Iron Dry

Drying is performed until the Iron Dry step is reached at the drying level.

Cupboard Dry

Drying is performed until the Cupboard Dry step is reached at the drying level.

Extra Dry

Drying is performed until the Cupboard Extra Dry step is reached at the drying level.

The dryness level may vary depending on the laundry mixing and material type as well as amount and wetness level.
Clothes containing lace, tulle, stone, beads, sequins, wires etc. and laundry with high silk content should not be dried in the machine.

Timed Drying – minute

To achieve the desired dryness level at a low temperature, you can choose from drying durations of 30, 90 and 150 minutes.
When drying a small amount of laundry (maximum 2 items), the timed drying steps in Cotton or Synthetic dry programmes should be selected.
If the laundry is not at the desired dryness level at the end of the drying programme, timed drying can be selected to finish the process.
When this function is selected, the machine performs drying for the set time regardless of the drying level.

6.13 End Time

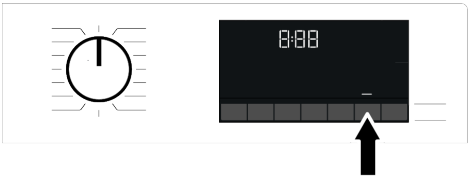
Time display

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

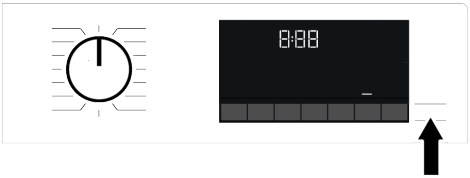
Programme duration may vary depending on water pressure, water hardness and temperature, ambient temperature, laundry type and amount, auxiliary function selection and changes in mains voltage.

After a certain period of time after the end time function is activated, the product goes into standby mode and some LEDs on the screen turn off. If there is any user input, the LEDs will turn on again.

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



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



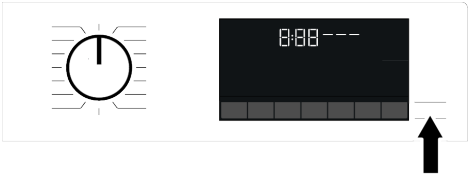
If you want to cancel the End Time function, turn the knob to the on or off position.

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

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

Additional laundry can be added to the machine during the End Time countdown. At the end of the countdown, the End Time indicator turns off, washing begins, and the duration of the selected program is displayed.
The door remains locked during the End Time countdown. To unlock the door, press the program start/ pause button to put the machine into pause mode. At the end of the countdown, the End Time indicator goes out, the wash cycle begins, and the duration of the selected program is displayed.
When the End Time is selected, the time displayed on the screen is the end time plus the duration of the selected program.

6.14 Starting the Program



- Start the program by pressing the Start/ Pause button for about 1 second.
- The flashing light of the Start/Pause button will turn solid, indicating that the program has started.
- The loading door is locked. The message "Door Locking" appears on the display while the door is locking.

6.15 Loading Door Lock

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

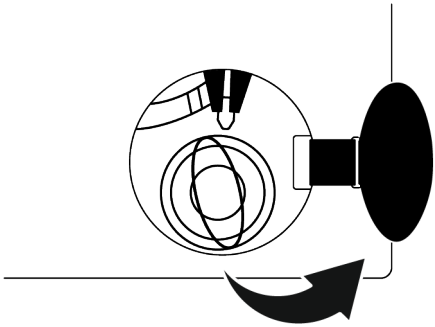
If the Remote Control Function is selected, the door will be locked. In order to open the door you must deactivate Remote Start Function by either pressing the Remote Start button or changing the programme position.

Opening the loading door in case of power failure:

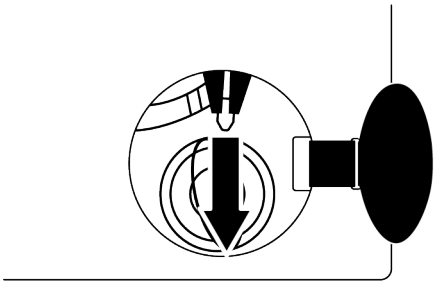
In case of a power failure, you can use the loading door emergency handle under the pump filter lid to manually open the loading door.

Before opening the loading door, make sure that there is no water in the product to avoid flooding.

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



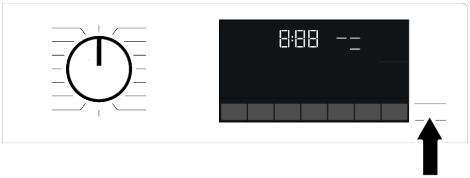
3. Pull down the loading door emergency handle with a tool and release. Then open the loading door.
4. If the loading door does not open then repeat the previous step.



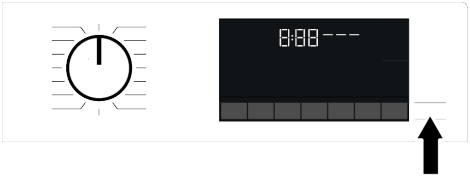
6.16 Changing Selections After Program Starts

Adding laundry after the program starts :

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



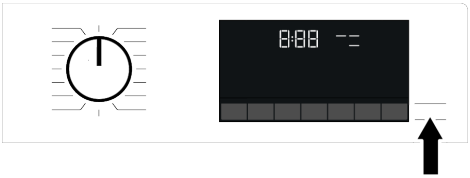
If the water level in the machine is insufficient when you press the Start/Pause button, the door lock cannot be deactivated and the door lock symbol on the display will continue to appear.



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

Putting the machine into pause state:

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



Changing the program selection after the program has started:

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

The selected program starts over.

Changing auxiliary function, speed and temperature settings:

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

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

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

6.17 Cancelling the Programme

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

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

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

6.18 End of Programme

End symbol appears on the display when the programme is completed.

If you do not press any button for 10 minutes, the product will switch to OFF mode. Display and all indicators are turned off.
Completed programme steps will be displayed if you press any button.

6.19 Standby Mode

Your machine has the "Standby Mode" feature.
After turning the machine on with the On/ Off button, if no programme is started or no other action is taken during the selection phase, or if nothing is performed within approximately 2 minutes after the selected programme is over, the machine automatically switches to energy saving mode. Furthermore, if your product has a display that shows the programme time, this display is completely turned off. If you turn the programme selection button or touch any button, the lights are illuminated and the screen will turn on again. The choices you make when exiting the energy saving state may change.
Check your selections' accuracy before starting the programme. Adjust your settings again if necessary. This is not an error.

6.20 HomeWhiz Feature and Remote Control Function

You can check your washing machine from smart devices and get information about the status of your machine thanks to the HomeWhiz function. You can carry out many operations on your machine from your smart device by using the HomeWhiz application. Moreover, you can use certain properties only with the HomeWhiz Function.
You must download the HomeWhiz application from the app store of your smart device to use the Wifi feature of your machine.
To use the app, make sure your smart device is connected to the internet.
If you are using the app for the first time, complete user account registration by following the directions on the app. You can use all HomeWhiz featured products in your home through this account after registration is complete.
The , Bluetooth of your smart device should be on and your device should be connected to the internet during setup. Your smart device should be close to the washing machine. After the setup, the Bluetooth can be turned off or your smart device does not need to be close to the washing machine. You may use your product provided that your smart device is connected to internet. You can tap the "Devices" tab in the application to view appliances paired with your account. You may perform the user pairing operation of these products on this page.
After the app is setup, with the HomeWhiz Function, your washing machine can give you instant status notifications via your smart device.

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

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

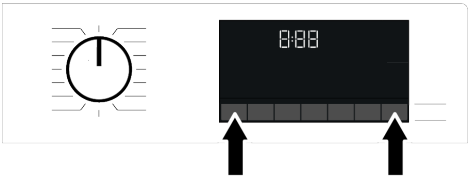
To utilize the HomeWhiz feature, ensure that the HomeWhiz app is installed on your smart device and that your washing machine is connected to your home Wi-Fi network. When your washing machine is not connected to the network, it operates like a machine without HomeWhiz function.
Your product shall run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

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

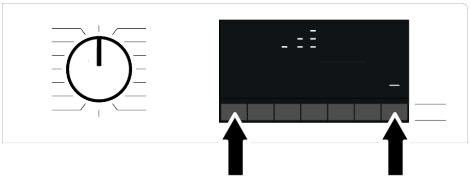
6.20.1 HomeWhiz Setup

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

1. If you are adding a device for the first time, touch “Appliances” tab on the HomeWhiz Application. Select “ADD APPLIANCE” (touch here for setting up a new appliance) button in the upper right corner. Perform the setup by following both the steps below and the steps in the HomeWhiz Application.
2. To start the setup, make sure that your machine is turned off. Press and hold the Temperature button and the Remote Control Function button simultaneously for 3 seconds to switch your machine to HomeWhiz setup mode.

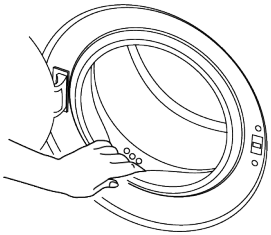


3. When in HomeWhiz setup mode, an animation appears on the screen and the Wireless Connection icon flashes until your machine connects to the internet. Only programme knob will be active in this mode. Other buttons will be inactive.



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

Your washing machine will automatically turn off if you cannot realize the setup successfully within 5 minutes. In this case, you have to start the setup process all over again. If the problem continues, please contact the Authorised Service.
You can use your washing machine with more than one smart device. To do this, download the HomeWhiz app on the other smart device as well. When you launch the app, you will need to log in with the account you previously created and paired with your washing machine. Otherwise, please read "Setting up a washing machine that is connected to someone else's account".



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



6.20.2 Setting up a Washing Machine Connected to Someone Else's Account

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

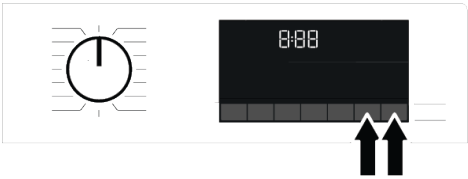
1. Download HomeWhiz Application on the new smart device you want to use.
2. Create a new account and log in to this account on the HomeWhiz app.
3. Follow the steps described in HomeWhiz Setup Setup and proceed with the setup procedure.

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

6.20.3 Deleting the HomeWhiz Account Match

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

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



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

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

6.20.4 Remote Control Function and How to Use It

After installing HomeWhiz, Wi-Fi will turn on automatically. To enable or disable Wi-Fi, please see the section “Wi-Fi”.
If you turn your washing machine off and on again while Wi-Fi is on, it will reconnect automatically. In situations such as changing the network password or turning off the modem, Wi-Fi will turn itself off automatically. Therefore, if you want to use the Remote Control function, you need to turn the Wi-Fi back on.
You can monitor your connection status by checking the Wi-Fi symbol on the screen. If the symbol is lit steadily, you have an Inter-

net connection. If the symbol is blinking, a connection is being attempted. If the symbol is not lit, it means you have no connection.

When your product's Wi-Fi connection is off, you can activate both the network connection and the Remote Control function simultaneously by pressing the Remote Control button.
If you cannot select the Remote Control function remotely, check the connection status. If a connection cannot be established, repeat the initial setup settings through the product.

If you want to remotely turn off your washing machine, you need to activate the Remote Control function by pressing the Remote Control button on the control panel.
While Remote Control is active, you can start a programme and continue making selections directly on the washing machine. Through the app you can perform all operations except child lock.
You can monitor whether the Remote Control function is on or off remotely using the function indicator on the screen.
If the Remote Control function is disabled, all operations are performed via the washing machine; only status monitoring is allowed via the app.
Having the Wi-Fi setting turned off or the product door being open will prevent the Remote Control function from being activated.
When you activate this function on your washing machine, it remains active except under certain function circumstances. Also, it allows you to control your washing machine via the Internet, regardless of location, whether your washing machine is on or off.
Under the following conditions, the function will automatically deactivate for safety reasons:

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

6.20.5 Troubleshooting

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

1. Check whether your smart device is connected to the relevant home network.
2. Restart the product application.
3. Turn Bluetooth or Wi-Fi off and on via the control panel, depending on the model of your product.
4. If the connection cannot be established with the above processes, repeat the initial set-up settings on the washing machine.

If the problem persists, consult an Authorised Service Agent.

6.20.6 HomeWhiz Consumption Values Display

Your product has a consumption management feature. The capabilities of this feature may vary between different product models, encompassing functionalities such as energy consumption monitoring, water usage tracking, and more. For this feature to work, your product must be added to HomeWhiz and connected to the internet. With this feature, you can track your smart product's consumption data over various time intervals and benefit from tailored suggestions aimed at reducing consumption.

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

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

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

7 Cleaning and Maintenance

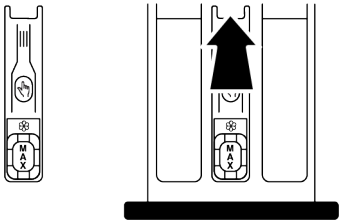
Please read the “Safety Instructions” section first!

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

7.1 Cleaning the Detergent Drawer

Clean the detergent drawer at regular intervals (once every 4 to 5 wash) as mentioned below to prevent accumulation of powder detergent.

Clean the syphon if excess amounts of water and fabric softener mixture remains in the softener compartment.

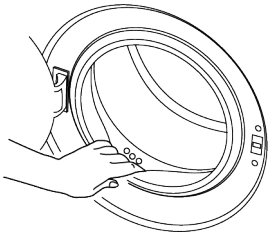


1. Press the marked part of the syphon within the softener compartment and then pull the drawer towards yourself to take it out.
2. Lift and remove the syphon from behind as shown.
3. Rinse drawer and syphon in the sink with plenty of warm water. Use gloves or suitable brush to prevent contact of residues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

7.2 Cleaning the Loading Door and the Drum

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

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



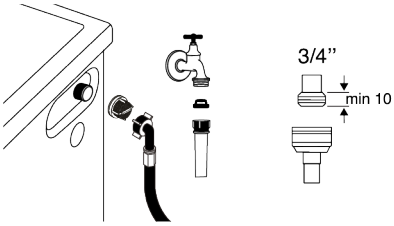
After every washing make sure that no foreign substance is left in the product.
If the holes on the door gasket shown in the figure is blocked, open the holes using a toothpick.
Foreign metal substances will cause rust stains in the drum. Clean the stains on the drum surface by using cleaning agents for stainless steel.
Never use steel wool or wire wool. These will damage the painted, chrome coated and plastic surfaces.
We recommend you to wipe the door gasket with a dry and clean cloth at the end of the programme. This will remove residues on the door gasket in your product and prevent formation of malodours.

7.3 Cleaning the Body and Control Panel

Wipe the body of the product with soapy water or non-corrosive mild gel detergents as necessary, and dry with a soft cloth.
Use only a soft and damp cloth to clean the control panel. Do not use cleaning products that contain bleach

7.4 Cleaning the Water Intake Filters

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



1. Close the taps.
2. Remove the nuts of the water intake hoses to access the filters on the water intake valves and clean them with an appropriate brush. If the filters are too dirty, remove them from their places with pliers and clean in this way.
3. Take out the filters on the flat ends of the water intake hoses together with the gaskets and clean thoroughly under running water.
4. Replace the gaskets and filters carefully and tighten their nuts by hand.

7.5 Draining Remaining Water and Cleaning the Pump Filter

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

NOTE:

Foreign substances left in the pump filter may damage your product or may cause noise problem.

If you live in areas prone to frost, remember to turn off the water tap, disconnect the main hose, and drain the water from the product when it's not in use.

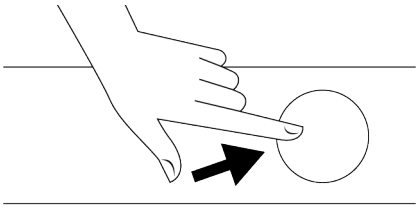
After each use, turn off the tap to which the mains hose is connected.

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

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

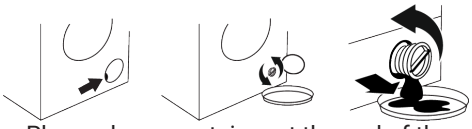
Temperature of the water inside the product may rise up to 90 ºC. To avoid the risk of scalding, clean the filter after the water inside the product is cooled down.

2. Open the filter cover.



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

If the product does not have an emergency water draining hose, in order to drain the water:



- Place a large container at the end of the hose to collect the water from the filter.
- When the pump filter starts leaking water loosen it by turning (opposite clockwise). Fill the running water to the container you placed in front of the filter. Keep a cloth ready to clean the water that may spill.
- Completely turn and remove the pump filter when the water in the product leaks out.

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

8 Troubleshooting

Read the “Safety Instructions” section first!

The program does not start after closing the machine door.

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

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

- The product may have switched to self-protection due to infrastructure problems (mains voltage, water pressure, etc.). >>> Depending on the product model, to cancel the program, select another program by turning the Program Selection knob or pressing and holding the On/Off button for 3 seconds. The previous program will be canceled. See.Cancelling the Programme [▶ 41]

There is water in the product.

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

The product does not absorb water.

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

The product does not drain water.

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

The product vibrates or makes noise.

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

Water is coming from the bottom of the product.

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

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

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

The product directly discharges the water it takes in.

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

No water is visible in the product during washing.

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

The loading door does not open.

- The door lock is activated due to the water level in the product. >>> Drain the water by running the Pump or Spin program.
- The product may be heating the water or in the spinning phase. >>> Wait for the program to finish.
- The front cover may remain attached due to pressure on it. >>> The front cover is released from its attached position and opened by pushing and pulling the handle.
- In cases where there is no electricity, the loading door of the product will not open. >>> To open the loading door of the product, open the pump filter cover and pull down the loading door emergency release lever located behind it. See.Loading Door Lock [▶ 40]

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

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

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

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

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

The program time does not count down. (*)

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

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

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

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

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

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

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

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

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

- Regular boiler cleaning may not have been performed. >>> Clean the boiler regularly. For this procedure, see:Cleaning the Loading Door and the Drum [▶ 46]

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

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

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

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

It does not rinse well.

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

The laundry became hard after washing. (**)

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

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

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

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

- Detergent may have been added to the drawer while it was wet. >>> Dry the drawer before adding detergent.
- The detergent may have become damp. >>> Store detergents in a closed container in a moisture-free environment and do not expose them to excessive heat.

- Water pressure may be low. >>> Check the water pressure.
- The detergent in the main wash compartment may have gotten wet while taking in the prewash water. There may be a blockage in the holes of the detergent compartment. >>> Check the holes and clean any blockages.
- There may be a problem with the detergent dispenser valves. >>> Call the Authorized Service.
- Detergent and softener may be mixed. >>> Do not mix softener with detergent. Wash and clean the drawer with hot water.

There is detergent residue on the laundry.

- The machine may be overloaded. >>> Do not overload the machine.
- Wrong programme and temperature may have been selected. >>> Select the programme and temperature appropriate for the laundry to be washed.
- The wrong detergent may have been used. >>> Choose the appropriate detergent for the laundry to be washed.

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

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

Suds are overflowing from the detergent drawer.

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

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

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

The drying process takes too long.

- The machine may be overloaded. >>> Do not overload the machine.
- The laundry may not be spun sufficiently. >>> Select a higher spin speed in the washing step of the Washing-Drying machine.
- The tap may be closed. >>> Open the taps.

The laundry remains wet after drying.

- A programme suitable for the type of laundry may not have been selected. >>> Check the care labels on the garments and select a programme suitable for this or use additional timed programmes.
- The machine may be overloaded. >>> Do not overload the machine.
- The laundry may not be spun sufficiently. >>> Select a higher spin speed in the washing step of the Washing-Drying machine.

The machine does not work or the program does not start.

- The power cable may not be connected. >>> Make sure the power cable is connected.
- The programme may not have been set or the Start/Pause button may not have been pressed. >>> Make sure the programme is set and the machine is not in Standby mode.
- Child lock may be activated. >>> Deactivate the Child Lock.

Laundry shrinks, fades, becomes dull or damaged.

- A program appropriate for your laundry type may not have been selected. >>>Check the care labels on your clothes and select an appropriate program, or use additional timed programs. You should not dry laundry that is not suitable for drying.

The machine does not dry.

- The laundry may not be dry or the drying step may not have been activated. >>> Check whether the drying function is selected after the selected washing programme.

The loading door does not open.

- The lid of your machine may not be opened for safety reasons. >>> If the lid locked indicator is active on the screen after the drying process, the machine keeps the lid locked until it cools down for your safety.
- In cases where there is no electricity, the loading door of the product will not open. >>> To open the loading door of the product, open the pump filter cover and pull down the loading door emergency release lever located behind it. See.Loading Door Lock [▶ 40]

(*) When the laundry is not well distributed inside the product, the product does not proceed to the spinning step to prevent damage to itself and the environment. Arrange the laundry and spin again.
(**) Regular boiler cleaning may not have been performed. Clean the boiler regularly. See.Cleaning the Loading Door and the Drum [▶ 46]

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

Check the HomeWhiz section for the relevant troubleshooting information.

9 DISCLAIMER

Some (simple) failures can be adequately handled by the end-user without any safety issue or unsafe use arising, provided that they are carried out within the limits and in accordance with the following instructions (see the “Self-Repair” section).
Therefore, unless otherwise authorized in the “Self-Repair” section below, repairs shall be addressed to registered professional repairers in order to avoid safety issues. A registered professional repairer is a professional repairer that has been granted access to the instructions and spare parts list of this product by the manufacturer according to the methods described in legislative acts pursuant to Directive 2009/125/EC.

However, only the service agent (i.e. authorized professional repairers) that you can reach through the phone number given in the user manual/warranty card or through your authorized dealer may provide service under the guarantee terms. Therefore, please be advised that repairs by professional repairers (who are not authorized by Hotpoint **) shall void the guarantee.**

Self-Repair

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

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

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

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

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

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

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