



## Washing Machine

### User Manual



B5W5941BDG

2820533328/ EN/ / 18.07.2025 10:09



# Please read this user manual first!

Dear Customer,

Thank you for choosing Beko product.

Please register your product at [www.register10.eu](http://www.register10.eu).

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.                                                         |
| <b>WARNING</b>                                                                   | Danger that may result in property damage to the product or its environment. |

## Table of Contents

|                                                                                 |           |                                                                                               |           |
|---------------------------------------------------------------------------------|-----------|-----------------------------------------------------------------------------------------------|-----------|
| <b>1 Safety Instructions.....</b>                                               | <b>4</b>  | <b>6 Operating the Product.....</b>                                                           | <b>20</b> |
| 1.1 Permitted Use .....                                                         | 4         | 6.1 Control Panel.....                                                                        | 20        |
| 1.2 Installation .....                                                          | 5         | 6.2 Symbols on the Display .....                                                              | 21        |
| 1.3 Electrical Warnings.....                                                    | 6         | 6.3 Programme and Consumption<br>Table .....                                                  | 22        |
| 1.4 Cleaning and Maintenance .....                                              | 7         | 6.4 Programme Selection.....                                                                  | 24        |
| 1.5 Technical Information About<br>Bluetooth and Wireless Con-<br>nection ..... | 7         | 6.5 Programmes .....                                                                          | 24        |
| <b>2 Important Instructions for Environ-<br/>ment .....</b>                     | <b>8</b>  | 6.6 Temperature Selection .....                                                               | 27        |
| 2.1 Compliance with WEEE Directive .                                            | 8         | 6.7 Spin Speed Selection .....                                                                | 27        |
| 2.2 Package Information.....                                                    | 8         | 6.8 Auxiliary Function Selection.....                                                         | 28        |
| <b>3 Technical Specifications .....</b>                                         | <b>9</b>  | 6.8.1 Auxiliary Functions .....                                                               | 28        |
| <b>4 Installation.....</b>                                                      | <b>11</b> | 6.8.2 Functions/Programmes Selec-<br>ted by Pressing the Function<br>Keys for 3 Seconds ..... | 30        |
| 4.1 Unpacking and Transporting the<br>Product.....                              | 11        | 6.9 End Time .....                                                                            | 31        |
| 4.2 Appropriate Installation Location.                                          | 11        | 6.10 Starting the Program .....                                                               | 32        |
| 4.3 Assembly of Bottom Panel Cov-<br>ers.....                                   | 12        | 6.11 Loading Door Lock.....                                                                   | 32        |
| 4.4 Removing Transportation Safety<br>Bolts .....                               | 12        | 6.12 Changing Selections After Pro-<br>gram Starts.....                                       | 33        |
| 4.5 Connecting to Water Supply .....                                            | 13        | 6.13 Cancelling the Programme .....                                                           | 34        |
| 4.6 Connecting the Drain Hose to the<br>Drain .....                             | 13        | 6.14 End of Programme.....                                                                    | 34        |
| 4.7 Adjusting the Feet .....                                                    | 14        | 6.15 HomeWhiz Feature and Remote<br>Control Function .....                                    | 34        |
| 4.8 Electrical Connection .....                                                 | 14        | 6.15.1 HomeWhiz Setup.....                                                                    | 35        |
| 4.9 Start Up .....                                                              | 14        | 6.15.2 Setting up a Washing Machine<br>Connected to Someone Else's<br>Account.....            | 36        |
| <b>5 Preliminary Preparation .....</b>                                          | <b>14</b> | 6.15.3 Deleting the HomeWhiz Ac-<br>count Match.....                                          | 36        |
| 5.1 Sorting the Laundry .....                                                   | 15        | 6.15.4 Remote Control Function and<br>Its Use .....                                           | 37        |
| 5.2 Preparing Laundry for Washing....                                           | 15        | 6.15.5 Troubleshooting .....                                                                  | 37        |
| 5.3 Tips for Energy and Water Saving                                            | 15        | 6.15.6 HomeWhiz Consumption Val-<br>ues Display .....                                         | 38        |
| 5.4 Loading the Laundry.....                                                    | 15        | <b>7 Maintenance and Cleaning .....</b>                                                       | <b>38</b> |
| 5.5 Correct Load Capacity .....                                                 | 16        | 7.1 Cleaning the Detergent Drawer.....                                                        | 38        |
| 5.6 Using Detergent and Softener .....                                          | 16        | 7.2 Cleaning the Loading Door and<br>the Drum .....                                           | 39        |
| 5.6.1 Automatic Dosing .....                                                    | 17        | 7.3 Cleaning the Body and Control<br>Panel.....                                               | 40        |
| 5.6.2 Dosage Selections, Cancellat-<br>ion or Use of Powder Deter-<br>gent..... | 18        | 7.4 Cleaning the Water Intake Filters..                                                       | 40        |
| 5.6.3 Detergent and/or Softener Run-<br>ning Out .....                          | 18        | 7.5 Draining Remaining Water and<br>Cleaning the Pump Filter .....                            | 40        |
| 5.6.4 Filling Detergent or Softener<br>into the Wrong Compartment ...           | 18        | <b>8 Troubleshooting .....</b>                                                                | <b>41</b> |
| 5.7 Tips for Efficient Washing .....                                            | 19        | <b>9 DISCLAIMER .....</b>                                                                     | <b>45</b> |
| 5.8 Displayed Programme Duration ...                                            | 19        |                                                                                               |           |



## 1 Safety Instructions

### Important to Be Read and Observe

Before using the appliance, read these safety instructions. Keep them nearby for future reference. These instructions and the appliance itself provide important safety warnings, to be observed at all times. The manufacturer declines any liability for failure to observe these safety instructions, for inappropriate use of the appliance or incorrect setting of controls. The warranty conditions are specified in the document supplied with the appliance.

- Keep very young children (0-3 years) away from the appliance. Keep young children (3-8 years) away from the appliance unless they are continuously supervised. Children aged 8 and over, as well as individuals with reduced physical, sensory or mental capabilities or individuals with lack of knowledge and experience can use the appliance only under supervision or after receiving clear instructions on safe use and understanding the possible risks. Children must not play with the appliance. Children must not perform cleaning and maintenance tasks

without supervision. Do not force the door open or use it as a step.



### 1.1 Permitted Use

- The appliance is not intended to be operated by means of an external switching device, such as a timer, or separate remote controlled system.
- This appliance is intended for household use and similar applications listed as follows:
  - Staff kitchens in shops, offices, and other work environments.
  - Farmhouses
  - Hotels, motels, bed & breakfast and other residential environments
  - Communal areas in apartment buildings or laundromats
- Do not load the appliance above the maximum capacity (kilogram of dry cloth) indicated in the programme table.
- This appliance is not for professional use. Do not use the appliance outdoors.
- Do not use any solvents (e.g. turpentine, benzene), detergents containing solvents, scouring powder, glass or gen-

eral purpose cleaners, or flammable fluids. Do not machine wash fabrics that have been treated with solvents or flammable liquids.



## **1.2 Installation**

- This appliance requires two or more people to handle and install to prevent injuries. Wear protective gloves during unpacking and installation to avoid cuts.
- Before stacking a dryer on top of your washing machine, contact our After-Sales Service or your specialist dealer to verify whether this is possible. This is only possible if the dryer is attached to the washing machine by means of appropriate stacking kit available through our After-Sales Service or your specialist dealer.
- Do not install the appliance in places where it may be exposed to extreme conditions such as poor ventilation, temperatures below 5 °C or above 35 °C.
- Move the appliance without lifting it by the worktop or top lid.
- Installation, including water supply (if any) and electrical connections and repairs must be carried out by a qualified technician.
- Do not repair or replace any part of the appliance unless specifically stated in the user manual.
- Keep children away from the installation site.
- After unpacking the appliance, make sure that it has not been damaged during transport. In the event of problems, contact the dealer or your nearest After-Sales Service.
- After installing the appliance, keep the packaging waste (plastic, styrofoam, etc.) out of the reach of children to avoid the risk of suffocation.
- Before any installation operation, disconnect the appliance from the power supply to avoid electric shock.
- During installation, ensure the power cable is not damaged to prevent fire or electric shock.
- Do not operate the appliance until installation is complete.
- When installing the appliance, make sure that the four feet are stable and resting on the floor, adjusting them as re-

- quired. Check that the appliance is perfectly level using a spirit level.
- When installing the appliance on wood or floating floors (certain parquet and laminate types), place a 60 x 60 x 3 cm (minimum) plywood sheet under the appliance to provide stability.
  - Connect the water inlet hose(s) to the water supply in accordance with the regulations of your local water company.
  - For cold fill only models: do not connect to the hot water supply.
  - For models with hot fill: the hot water inlet temperature must not exceed 60 °C.
  - The washing machine is fitted with transport bolts to prevent any possible damage to the interior during transport. Before using the machine, it is imperative that the transport bolts are removed. After their removal, cover the openings with the enclosed plastic caps.
  - After installation, wait a few hours before operating the appliance so that it acclimates to the environmental conditions of the room.
  - Make sure that the ventilation openings in the base of your washing machine (if available on your model) are not obstructed by carpet or other material.
  - Use only new hoses to connect the appliance to the water supply. Do not reuse old hose-sets.
  - The supply water pressure must be in the 0.1-1 MPa range.
  - Do not repair or replace any part of the appliance unless specifically stated in the user manual. Use only authorized After-Sales Service. Self or non-professional repair may lead to dangerous incident resulting in life or health threatening and/or significant property damage.
  - The spare parts for the household washing machines will be available for 10 years after placing the last unit on the market as dictated by the Ecodesign for Sustainable Products Regulation.



### **1.3 Electrical Warnings**

- To disconnect the appliance from the power source:
  - Unplug it (if the plug is accessible), or

- use a multi-pole switch installed upstream of the socket in accordance with local wiring rules.
- Ensure the appliance is earthed according to national electrical safety standards.
- Do not use extension leads, multiple sockets or adapters. The electrical components must not be accessible to the user after installation. Do not use the appliance when you are wet or barefoot. Do not operate the appliance if the power cord or plug is damaged, if the appliance is not working properly, or if it has been damaged or dropped.
- If the supply cord is damaged, it must be replaced with an identical one by the manufacturer, its service agent or similarly qualified persons in order to avoid possible hazards and the risk of electric shock.

## **1.4 Cleaning and Maintenance**

- Before performing any maintenance, switch off and disconnect the appliance from the power supply.
- Wear protective gloves and safety shoes to avoid injury during maintenance.

- Handle the appliance with two or more people to prevent strain or injury.
- Do not use steam cleaning equipment on the appliance to prevent electric shock.
- Non-professional repairs or maintenance void the warranty and may pose safety risks.

## **1.5 Technical Information About Bluetooth and Wireless Connection**

### **Simplified EU Declaration of Conformity**

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

The full text of the EU declaration of conformity is available at the following internet address: [www.beko.com](http://www.beko.com)

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

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

Software Details: Quartz Wi-Fi

This product collects and transmits usage data when connected to the internet (e.g. temperature settings, usage duration, error codes). In accordance with

the EU Data Act (Regulation EU 2023/2854), you have the right to access and manage this data.

For details on what data is collected, how it is used, and how to access it, please visit: [www.homewhiz.com/eu-data-act-policy](http://www.homewhiz.com/eu-data-act-policy)

## 2 Important Instructions for Environment

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### 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.

### 2.2 Package Information

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

### 3 Technical Specifications

|                                         |              |
|-----------------------------------------|--------------|
| Supplier's name or commercial brand     | Beko         |
| Model name                              | B5W5941BDG   |
|                                         | 457100046100 |
| Nominal Capacity (kg)                   | 9            |
| Maximum spin speed (cycle/min)          | 1400         |
| Built-In                                | No           |
| Height (cm)                             | 84,5         |
| Width (cm)                              | 60           |
| Depth (cm)                              | 58           |
| Single Water inlet / Double Water inlet | + / -        |

**ENERG**

**SUPPLIER'S NAME**      **MODEL IDENTIFIER** → (\*)

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/>

- 

The consumption values apply when wireless network connection is turned off.
- 

The defined cybersecurity-related software update support period of the product is valid until 31st December 2027. After this period, cybersecurity-related software updates are not guaranteed.
- 

As of 04.03.2024, we, as the Manufacturer; Arcelik Global at the address of Sütlüce Mahallesi, Karaağaç Caddesi, 34445, Beyoğlu, İstanbul/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

|           |                            |                    |               |              |             |                    |            |              |                  |             |
|-----------|----------------------------|--------------------|---------------|--------------|-------------|--------------------|------------|--------------|------------------|-------------|
|           |                            |                    |               |              |             |                    |            |              |                  |             |
| Prewash   | Fast                       | Fast+              | Extra Rinse   | Extra Water  | Anti Crease | Pet Hair Removal   | Steam      | Night Mode   | Soaking          | Rinse Hold  |
|           |                            |                    |               |              |             |                    |            |              |                  |             |
| AutoDose  | Liquid Detergent Selection | Softener Selection | Rinse         | Spin+Drain   | Drain       | Temperature        | Spin       | No Spin      | Tap Water (Cold) | No Water    |
|           |                            |                    |               |              |             |                    |            |              |                  |             |
| Door Lock | Child Lock                 | On/Off             | Start / Pause | Soil Level   | Add Garment | Downloaded Program | Wash       | Ok (End)     | Cancel           | AntiCrease+ |
|           |                            |                    |               |              |             |                    |            |              |                  |             |
| Steeping  | Extra Dry                  | Cupboard Dry       | Iron Dry      | Timed Drying | Clean& Wear | Intensive          | Water Mode | Water Saving | Temperature      | FreshCare   |

## 4 Installation



Please read the "Safety Instructions" section first!



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

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

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

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

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

### 4.1 Unpacking and Transporting the Product

#### Unpacking the Product

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

#### Transporting the Product



Read the "Transportation Safety" section first!

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

### 4.2 Appropriate Installation Location

- Place the product on a hard, rigid and level floor. Do not place the product on surfaces such as long-pile carpets or non-slip carpets, or on excessively springy flooring such as acoustic floor coverings. Improper surfaces may cause noise and vibration problems.
- When the washing machine and the dryer are placed on top of each other, their total weight -when full- is approximately 180 kilograms. Place the product on a solid and level surface with sufficient load-carrying capacity.

- Do not place the product on the power cord.
- Do not install the product in places where the temperature drops below 0°C. This may cause damage to your product due to freezing.
- Leave a minimum space of 1 cm between the product and the furniture.
- When installing the appliance on a stepped surface, keep it away from edges.
- Do not place the product on any platform.
- Do not place or use heat sources such as cooktops, irons, ovens, heaters, etc. on the product.

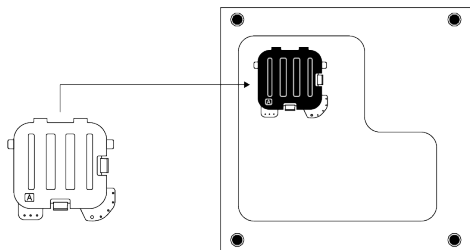
### 4.3 Assembly of Bottom Panel Covers



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

- In order to increase the sound comfort of the product, attach cover A after removing the package foam.

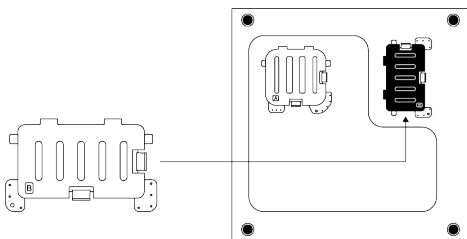
#### Cover A



Tilt the product back slightly. Rest the tabs of Cover A against the lower panel. Complete the assembly by rotating the cover.

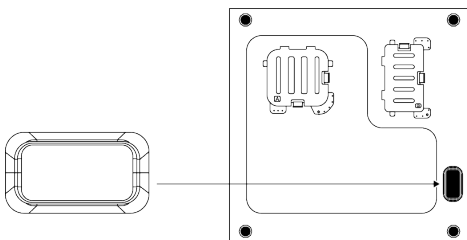
- Cover B and the Cap are optional. If available, attach cover B and the Cap.

#### Cover B



Rest the tabs of Cover B against the lower panel. Complete the assembly by rotating the cover.

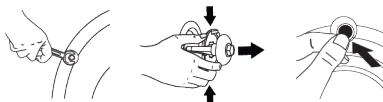
#### Cap



Insert the cap by pushing it with your finger.

### 4.4 Removing Transportation Safety Bolts

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



#### NOTICE

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



## NOTICE

Keep the transportation safety bolts in a safe place to reuse when the product needs to be moved again in the future.

Install the transportation safety bolts in reverse order of the disassembly procedure.

Never move the product without the transportation safety bolts properly fixed in place.

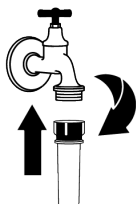
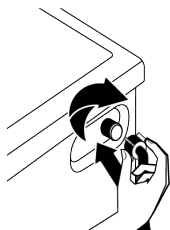
## 4.5 Connecting to Water Supply



## NOTICE

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

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



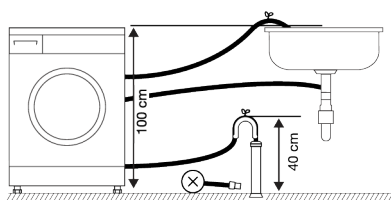
## 4.6 Connecting the Drain Hose to the Drain

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



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

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



4. To prevent the waste water to go back into the product again and to ensure easy drainage, do not immerse the end of the hose into the waste water or do not insert it into the drain for more than 15 cm. If it is too long, cut it short.
5. The end of the hose should not be bent, it should not be stepped on and the hose must not be pinched between the drain and the product. Otherwise, water discharge issues may emerge.
6. If the length of the hose is too short, use it by adding an original extension hose. The overall length of the hose shall not be longer than 3.2 m. To prevent water

leaks, always secure the connection between the extension hose and the draining hose of the product with a suitable clamp so that it does not come off and cause leaks.

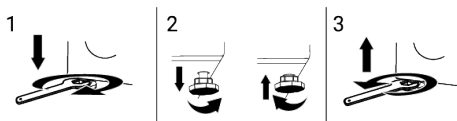
## 4.7 Adjusting the Feet



### NOTICE

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

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



## 4.8 Electrical Connection

Connect the product to a grounded outlet protected by a 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.

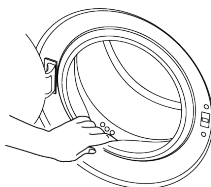
- The electrical connection cable infrastructure of the product must be adequate and suitable for product requirements. It is recommended to use a Ground Fault Circuit Breaker (GFCI).
- Power cable plug must be within easy reach after installation.
- If the current supply to the fuse or breaker in the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



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

## 4.9 Start Up

Before starting to use the product make sure that the preparations described in section "Environmental instructions" and "Installation". To prepare the product for washing laundry, perform first operation in Drum 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".



Some water has remained in the product due to the quality control processes in the production. It is not harmful for the product.

## 5 Preliminary Preparation



Please read the "Safety Instructions" section first

## 5.1 Sorting the Laundry

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

## 5.2 Preparing Laundry for Washing

- Laundry items with metal attachments such as underwiring, belt buckles or metal buttons will damage the product. Remove the metal pieces or wash such clothes by putting them in a laundry bag or pillow case.
- Take out all items in the pockets such as coins, pens and paper clips, and turn pockets inside out and brush. Such objects may damage the product or cause noise problem.
- Put small size clothes such as infant's socks and nylon stockings in a laundry bag or pillow case.
- Place curtains in without compressing them. Remove all curtain accessories such as rings, hooks, and clips to prevent damage to the curtains.
- Fasten zippers, sew loose buttons on securely, and mend rips and tears.
- Wash "Machine washable" or "Hand washable" labelled products only with an appropriate programme.
- Do not wash colours and whites together. New, dark coloured cottons release a lot of dye. Wash them separately.
- Tough stains must be treated properly before washing.
- Wash trousers and delicate laundry turned inside out.
- Laundry that are subjected to materials such as flour, lime dust, milk powder, etc. intensely must be shaken off before placing into the product. Such dusts and powders on the laundry may build up on the inner parts of the product in time and can cause damage.

## 5.3 Tips for Energy and Water Saving

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

- Operate the at the maximum load capacity for the programme selected, but do not overload it. See "Programme and consumption table".
  - Follow the temperature recommendations on the detergent packaging.
  - Wash your lightly soiled laundry at low temperatures.
  - Choose quick programmes for lightly soiled and small amounts of laundry.
  - Do not use prewash or high temperatures for laundry that is not heavily dirty or stained.
  - If you are going to dry your laundry in the dryer, select the highest spin speed recommended for your washing programme.
  - Do not use more detergent than recommended on the detergent packaging.
  - Your product's automatic detergent dosing feature doses the required amount of detergent depending on the load size and your programme selection. When this feature is active, your machine saves water during the rinsing phase in cottons, synthetics, express, mini, rapid, auto and sensewash programmes\*.
- \*Programmes may differ depending on the model you purchased.

## 5.4 Loading the Laundry

1. Open the loading door.
2. Put the laundry items into the product in a loose manner.
3. Push the loading door to close until you hear a locking sound. Ensure that no items are caught in the door. The loading door is locked while a programme is running. The door lock will open once the programme is completed. Then you can open the loading door. If the door does not open, apply the solutions

provided for "Loading door cannot be opened" error in the Troubleshooting section.

## 5.5 Correct Load Capacity

The maximum load capacity depends on the type of laundry, the degree of soiling and the 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 and consumption table". When the product is overloaded product's washing performance will drop. Moreover, noise and vibration problems may occur.

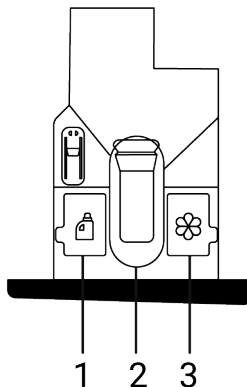
## 5.6 Using Detergent and Softener



### NOTICE

When using detergent, softener, starch, bleach, whitener, and descaler, read the manufacturer's instructions on the package carefully and respect the recommended dosage. Use a dosing cup, if any. Do not use washing agents such as gelled, non-fluid liquid detergents, etc. in the detergent drawer or dosing containers.

### Detergent, Softener and Other Cleaning Agents



The detergent drawer consists of three compartments:

- (1) Liquid detergent compartment
- (2) Powder detergent compartment
- (3) Softener compartment

- Before starting the wash program, add detergent and softener.
- Do not leave the detergent drawer open while the washing programme is running.
- If you use a detergent bag or dosing ball, do not select a program with prewash. Place the detergent bag or dosing ball directly between the clothes inside the drum.
- There is no prewash compartment or prewash option.

### Selection of Detergent

The type of detergent to be used depends on the washing programme, type and colour of the fabric.

- Use separate detergents for coloured and white laundry.
- Wash delicate laundry only with special detergents for delicates (liquid detergent, wool shampoo, etc.) and using the recommended programmes.
- It is recommended to use liquid detergent when washing dark coloured clothes and duvets.
- Wash woollens with a special detergent used only for woollens and using the recommended programme.
- Please refer to the programme descriptions for different recommended programmes for different fabrics.
- All recommendations on detergents apply to the selectable temperature range of the programmes.



You should only use detergents, softeners and additives intended for washing machines. Do not use liquid detergents or other cleaning agents to soften the laundry. Do not use natural hand washing soap in the washing machine.

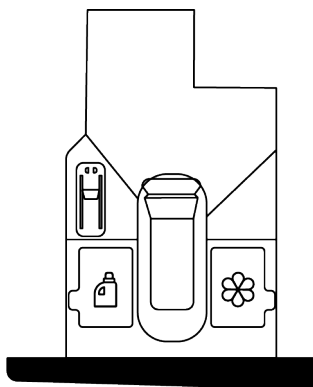
## 5.6.1 Automatic Dosing

### Initial Setup

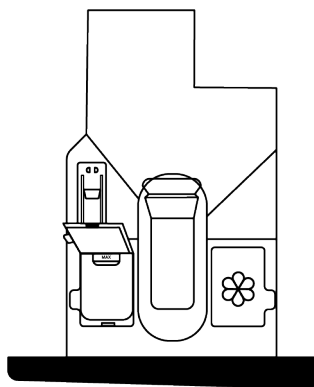
Turn the machine on with the On/Off button. The dosage symbol (a ) will appear in programmes where detergent dosing is allowed. If the liquid detergent or softener containers are empty, the dosing symbol will flash in programmes where dosing is allowed.

### Filling the Liquid Detergent and Softener

1. Open the detergent drawer by pulling it towards you.

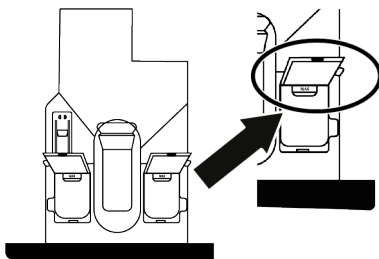


2. To fill liquid detergent (left) and softener (right), open the lid of the respective tank upwards as shown in the figure.



3. When filling liquid detergent or softener, do not exceed the «Max» mark.
4. Close the lid of the compartment.

5. Push the detergent drawer gently to close it.
6. After closing the detergent drawer, the flashing dosage symbol (a ) will light up continuously.
7. This indicates that the compartments have been successfully filled and that the detergent drawer is in place.



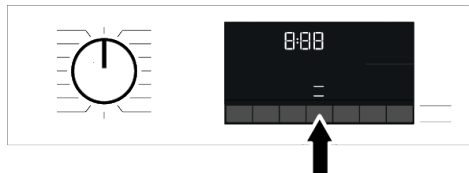
We recommend filling the detergent compartment with liquid detergents that can be used with both coloured and white laundry. If the detergent symbol keeps flashing even though the detergent compartments have been filled, the detergent drawer is not inserted properly. Push the drawer to ensure it is firmly inserted.



### NOTICE

When the detergent drawer is full of detergent and/or softener, do not pull the machine, move it, or tilt it sideways or backwards. Before performing any of these operations, you must remove the detergent drawer from the machine. If you want to start the programme when there is no detergent in the detergent drawer, you must cancel the liquid detergent dosing and wash with powder detergent. Only liquid detergent should be placed in the liquid detergent dosing tank and only softener should be placed in the softener dosing tank. Putting any other liquid and powder chemicals into these tanks may damage your laundry or machine.

## 5.6.2 Dosage Selections, Cancellation or Use of Powder Detergent



Liquid detergent cannot be selected in some of the programmes. Powder detergent must be used in these cases. For more information, see Programme Table. If powder detergent is to be used in programmes where the detergent dosing system is operating, desired amount of detergent is put into the powder detergent compartment. If the detergent compartment in the middle is to be used, the liquid detergent dosage selection must be deactivated. Machine measures the load and determines the right amount of detergent depending on the load amount and the selections made previously. The detergent taken is not visible while washing, it is taken directly with water over the laundry.

If another liquid detergent with different properties than the one in the liquid detergent dosing tank is preferred to be used, liquid detergent with said different properties should be put in the powder detergent compartment in the middle and the liquid detergent dosage selection should be deactivated.

Softener will be taken from the dosing system.

Liquid detergent and softener dosing symbols on the screen become active or inactive according to the program selected.

|                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br> | <p>First position on the display means liquid detergent is active, softener is on. If the liquid detergent and softener symbol is lit, it means that liquid detergent and softener dosing is active.</p>                                                                                                    |
| <br> | <p>If the liquid detergent and softener symbols are active on the screen; when you press the Automatic Dosing key for the first time, the liquid detergent will turn on and the softener will turn off. If the softener symbol is not lit, it means that softener will not be used in the rinsing step.</p> |
| <br> | <p>When you press the Automatic Dosing key for the second time, the powder detergent and the softener will turn on. If the liquid detergent symbol is not lit, it means that it can be washed with powder detergent.</p>                                                                                    |
| <br> | <p>When you press the Automatic Dosing key for the third time, the powder detergent will turn on and the softener will turn off. When you press it for the fourth time, it will return to the first position.</p>                                                                                           |

## 5.6.3 Detergent and/or Softener Running Out

When the detergent or the softener put inside the detergent drawer finishes, the dosage symbol in the display flashes. When this symbol flashes, it is necessary to add the decreasing detergent or softener to the dosing tank. The product will be able to dose enough for 2-3 more cycles from the first moment the symbol flashes.

## 5.6.4 Filling Detergent or Softener into the Wrong Compartment

In case you fill the detergent or the softener in the wrong compartment, see "Cleaning the Detergent Drawer".

## 5.7 Tips for Efficient Washing

|               |                                                                                      | Clothes                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                         |                                                                                                                               |                                                                                                                                  |
|---------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
|               |                                                                                      | Light Colours and Whites                                                                                                                                                                                                                                                                                          | Colours                                                                                                                                                                                                                                                                                                 | Black/Dark Colours                                                                                                            | Delicates/Wool-lens/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 | <b>Heavily Soiled</b><br>(difficult stains such as grass, coffee, fruits and blood.) | It may be necessary to pre-treat the stains or perform prewash.<br><br>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. |
|               | <b>Normally Soiled</b><br>(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. |
|               | <b>Lightly Soiled</b><br>(No visible stains exist.)                                  | Powder and liquid detergents recommended for whites can be used at dosages recommended for lightly soiled clothes.                                                                                                                                                                                                | Powder and liquid detergents recommended for colours can be used at dosages recommended for lightly soiled clothes. Detergents which do not contain decolourant should be used.                                                                                                                         | Liquid detergents suitable for colours and black/dark colours can be used at doses recommended for lightly soiled clothes.    | Prefer liquid detergents produced for delicate clothes. Woollen and silk clothes must be washed with special woollen detergents. |

## 5.8 Displayed 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.

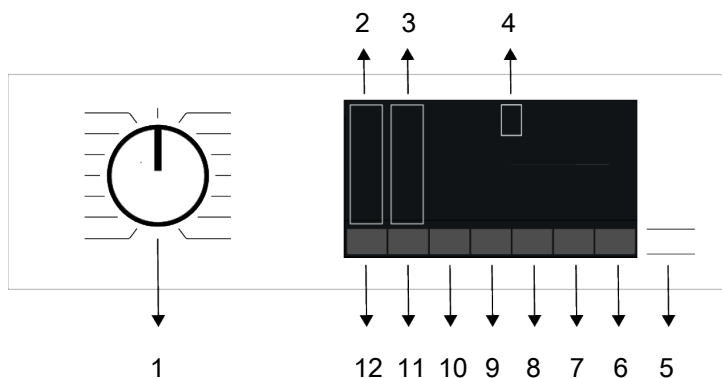
**SPECIAL CASE:** At programme start of Cottons and Cotton Eco programmes, display shows the duration of half load. It is the most common use case. After programme starts, in 20-25 minutes actual load is detected by the product. And if the detected load is higher than half load; washing programme will be adjusted accordingly and programme duration increased automatically. You can follow this change on the display.

## 6 Operating the Product



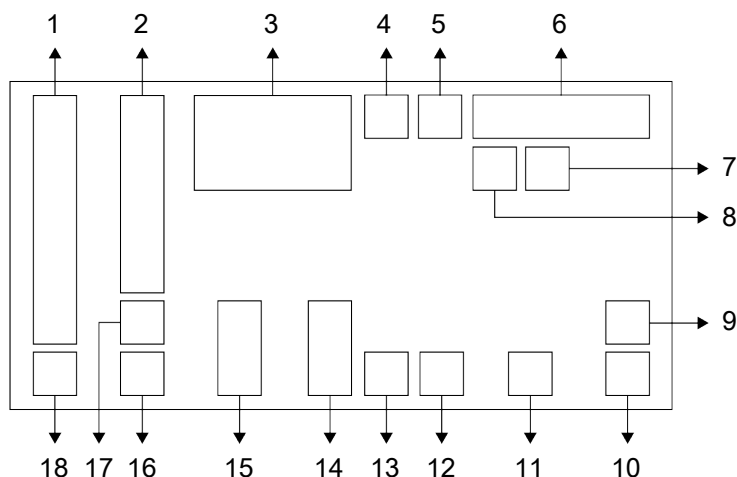
Please read the “Safety Instructions” section first!

### 6.1 Control Panel



- |                                 |                                |
|---------------------------------|--------------------------------|
| 1 Programme Selection Button    | 5 Start / Pause Button         |
| 3 Spin Level Indicator Lights   | 6 Remote Control Button        |
| 7 End Time Setting Button       | 8 Auxiliary Function Button 3  |
| 9 Auxiliary Function Button 2   | 10 Auxiliary Function Button 1 |
| 11 Spin Speed Adjustment Button | 12 Temperature Setting Button  |
|                                 | 2 Temperature Level Lights     |
|                                 | 4 Display                      |

## 6.2 Symbols on the Display



- |                                    |                                    |
|------------------------------------|------------------------------------|
| 1 Temperature Indicator            | 2 Spin Speed Indicator             |
| 3 Duration Information             | 4 Dosing Unit Indicator            |
| 5 Door Lock Is Engaged Symbol      | 6 Programme Follow-up Indicator    |
| 7 Add Garment Indicator            | 8 No Water Indicator               |
| 9 Wireless Connection Indicator    | 10 Remote Control Indicator        |
| 11 Delayed Start Enabled Indicator | 12 Auxiliary Function Indicators 3 |
| 13 Child Lock Enabled Symbol       | 14 Auxiliary Function Indicators 2 |
| 15 Auxiliary Function Indicators 1 | 16 No-Spin Indicator               |
| 17 Rinse Hold Indicator            | 18 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 Programme and Consumption Table

|                                    |                |                   |                        |                          |         | Auxiliary functions |             |                |       |                |
|------------------------------------|----------------|-------------------|------------------------|--------------------------|---------|---------------------|-------------|----------------|-------|----------------|
| Program                            | Temperature °C | Maximum load (kg) | Water consumption (lt) | Energy consumption (kWh) | Max RPM | AutoDose            | AntiCrease+ | Fast/Intensive | Steam | Temperature °C |
| Cottons                            | 90             | 9,0               | 98,0                   | 2,55                     | 1400    | •                   | •           | •              | •     | Cold - 90      |
|                                    | 60             | 9,0               | 98,0                   | 1,52                     | 1400    | •                   | •           | •              | •     | Cold - 90      |
|                                    | 40             | 9,0               | 95,0                   | 1,02                     | 1400    | •                   | •           | •              | •     | Cold - 90      |
| Eco 40-60                          | 40***          | 9,0               | 60,0                   | 0,490                    | 1400    | •                   |             |                |       | 40-60          |
|                                    | 40***          | 4,5               | 48,0                   | 0,380                    | 1400    | •                   |             |                |       | 40-60          |
|                                    | 40***          | 2,5               | 40,0                   | 0,195                    | 1400    | •                   |             |                |       | 40-60          |
| Synthetics                         | 60             | 4,0               | 76,0                   | 1,08                     | 1200    | •                   | •           | •              | •     | Cold - 60      |
|                                    | 40             | 4,0               | 74,0                   | 0,62                     | 1200    | •                   | •           | •              | •     | Cold - 60      |
| Quick/Super Quick                  | 90             | 9,0               | 75,0                   | 2,19                     | 1400    | •                   | •           | •              | •     | Cold - 90      |
|                                    | 60             | 9,0               | 75,0                   | 1,11                     | 1400    | •                   | •           | •              | •     | Cold - 90      |
|                                    | 30             | 9,0               | 75,0                   | 0,20                     | 1400    | •                   | •           | •              | •     | Cold - 90      |
| Quick/Super Quick + Fast/Intensive | 30             | 2,0               | 45,0                   | 0,10                     | 1400    | •                   | •           | •              | •     | Cold - 90      |
| Hand Wash                          | 40             | 2,0               | 60,0                   | 0,54                     | 800     | •                   |             |                |       | Cold - 40      |
| Drum Clean                         | 90             | -                 | 80,0                   | 2,30                     | 600     |                     |             |                | *     | 90             |
| Shirts                             | 60             | 4,0               | 70,0                   | 1,40                     | 800     | •                   | •           | •              | *     | Cold - 60      |
| 20°C                               | 20             | 9,0               | 95                     | 0,460                    | 1400    | •                   | •           | •              | •     | 20             |
| Anti Allergy                       | 90             | 9,0               | 125,0                  | 3,00                     | 1400    | •                   |             |                | *     | 20-90          |
| SteamTherapy                       | -              | 1,0               | 1,5                    | 0,11                     | -       |                     |             |                | *     | -              |
| ColdWash                           | -              | 4,5               | 0,3                    | 50,00                    | 1400    | •                   |             |                |       | -              |
| Auto Program                       | 60             | 9,0               | ****                   | ****                     | 1400    | •                   | •           |                |       | Cold - 60      |
| Downloaded Programme *****         |                |                   |                        |                          |         |                     |             |                |       |                |
| Mix                                | 40             | 4,0               | 83,0                   | 0,80                     | 800     | •                   | •           | •              | •     | Cold - 40      |
| Duvet/Down Wear                    | 60             | -                 | 100,0                  | 1,09                     | 800     | •                   |             |                | •     | Cold - 60      |
| Towel                              | 60             | 4,0               | 115,0                  | 1,60                     | 800     | •                   |             |                | •     | Cold - 60      |
| Curtain                            | 40             | 2,0               | 98,0                   | 0,90                     | 800     | •                   |             |                |       | Cold - 40      |
| Outdoor/Sports                     | 40             | 5,0               | 60,0                   | 0,51                     | 1200    | •                   |             |                |       | Cold - 40      |
| Underwear                          | 30             | 1,0               | 78,0                   | 0,30                     | 600     | •                   |             |                |       | Cold - 30      |

• : Selectable.

\* : Automatically selected, cannot be cancelled.

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

\*\*\*\* : Programme detects the type and quantity of the laundry to automatically adjust water and energy consumption and programme duration.

\*\*\*\*\* : These programmes can be used with the HomeWhiz application. Power consumption may increase due to the connection.

- : See the programme description for maximum load.



Please read Installation section of the user manual before first use. The auxiliary functions in the table may vary according to the model of your machine.

Water and energy consumption may vary subject to the changes in water pressure, water hardness and temperature, ambient temperature, type and amount of laundry, selection of auxiliary functions, spin speed, and changes in electric voltage.

Selection patterns for auxiliary functions can be changed by the manufacturer company. New selection patterns can be added or the existing ones can be removed.

The spin speed of your machine may vary according to the programme; this spin speed cannot exceed the max. spin speed of your machine.

The amount of noise and humidity varies according to the spin speed; when the higher spin speed is selected during the spinning phase, the laundry contains less moisture at the end of the programme but higher noise occurs.



You can see the washing duration on the display of your machine while selecting a programme. Depending on the amount of laundry you have loaded into your machine, there may be a difference of 1-1.5 hours between the duration shown on the display and the actual duration of the wash cycle. Duration will be automatically updated soon after the washing starts.

Always select the lowest appropriate temperature. The most efficient programmes in terms of energy consumption are generally those that wash at low temperatures for a long time.

The spin speed information given in the programme table indicates the spin speed option shown on the control panel.

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           | 03:48                    | 0,490                          | 60,0                             | 25                       | 50,7                        |
|                   | 40                       | 1351             | 4,5           | 02:53                    | 0,380                          | 48,0                             | 26                       | 54,9                        |
|                   | 40                       | 1351             | 2,5           | 02:53                    | 0,195                          | 40,0                             | 22                       | 56,0                        |
| Cottons           | 20                       | 1400             | 9,0           | 03:40                    | 0,460                          | 95,0                             | 20                       | 53,9                        |
|                   | 60                       | 1400             | 9,0           | 03:40                    | 1,520                          | 98,0                             | 60                       | 53,9                        |
| Synthetics        | 40                       | 1200             | 4,0           | 02:05                    | 0,620                          | 74,0                             | 40                       | 40,0                        |
| Quick/Super Quick | 30                       | 1400             | 9,0           | 00:28                    | 0,200                          | 75,0                             | 23                       | 62,0                        |

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

## 6.4 Programme Selection

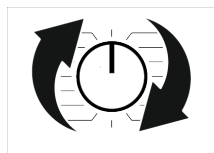
1. Determine the programme suitable for the type, quantity and soiling level of the laundry in accordance with "Programme and consumption table".



Programmes are limited with the highest spin speed appropriate for that particular type of fabric.

When selecting a programme, always consider the type of fabric, colour, degree of soiling and permissible water temperature.

2. Select the desired programme with the Programme Selection knob.



## 6.5 Programmes

### • Automatic Extra Rinsing Feature

Your machine checks the water turbidity in some rinsing steps and adds up to 2 extra rinsing steps as needed to purify your clothes from detergent.

### • CustomWash

This is a smart feature that allows you to personalize the wash programme via the HomeWhiz app.

Once your selected program is complete, you can evaluate it using this feature on HomeWhiz. You can personalize the program through the application according to your evaluation.



There may be changes in the energy, water consumption and programme duration of the programme after updating it with this feature.

Programs that support this feature are indicated by this feature symbol in the HomeWhiz application.

### • EnergySpin

It ensures more effective use of your detergent with high mechanical movement during washing. Thus, it preserves your washing quality without the need to apply to heat your laundry for a long time and reduces your energy consumption.

This technology is used in programs that contain symbols or colours displayed on the panel.

### • 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 environmentally friendly 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.

### • Cottons

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

### • Synthetics

Use this programme to wash your clothes such as t-shirts, blouses, synthetic/cotton-blend fabrics etc. The quick wash function shortens the programme duration significantly and ensures effective washing performance for lightly-soiled laundry. The quick wash 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.

#### • Hand Wash

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.

#### • Anti Allergy

Applying a steam step at the beginning of the programme allows to soften the dirt easily.

Use this programme for your laundry (baby clothes, bed sheets, bedlinen, underwear, etc. cotton items) that requires an anti-allergic and hygienic washing at high temperature with intensive and long washing cycle. The high level of hygiene is ensured thanks to the steam application before the programme, long heating duration and additional rinsing step.

#### • 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 programme to remove the water on the garment/inside the product.

#### • Rinse

Use when you want to rinse or starch separately.

#### • SteamTherapy

Use this programme to reduce the creases and ironing times of a small amount of unspotted cotton, synthetic or mixed laundry.



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

#### • 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.

#### • Shirts

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 quick wash 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 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.

#### • Quick/Super Quick

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 quick wash function is selected. When the quick wash function is selected, maximum 2 (two) kg of laundry must be washed.

#### • Drum Clean

Regularly clean (once every 1 to 2 months) 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 product is completely empty. For better results, use powder anti-limescale (drum cleaning materials) suitable for washing machines when the powder detergent function is selected. Leave the loading door half closed after the programme ends for the inside of the product 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 product. When you attempt to operate, the product automatically senses that there is load inside, and may quit or resume the programme as per the model of your product. An effective cleaning is not achieved if the programme is resumed.

#### • Auto Program

Use to wash frequently washable cotton, synthetic or blended (cotton+synthetic) clothes. The programme senses the type, amount and soiling level of the laundry you put in the machine and automatically adjusts the water consumption, the programme duration and the amount of detergent if your product has an automatic dosing feature.



#### WARNING

Do not wash your woollen and delicate clothes in this programme.

The maximum washing temperature in Automatic programme depending on the soiling level and laundry type is 60°C. Washing performance may not be at the desired level for heavily soiled whites and stubborn stains (collar, sock soil, perspiration stain, etc.). In this case, it is recommended to select Cottons programme with prewash and set the temperature to 50-60°C.

Many types of clothing are correctly detected and safely washed in Automatic programme.

#### • Underwear

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

#### • ColdWash

Use to wash your moderately soiled and durable cotton/synthetic laundry. An effective washing is provided thanks to the intense washing action and double jet system.

#### • Outdoor/Sports

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

### • 20°C

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

### • Downloaded Programme

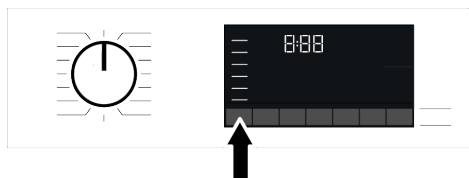
This is a special programme that allows you to download different programmes when you want to. At the start, there is a programme you can see with the HomeWhiz application as default. However, you can use the HomeWhiz application to select a programme from the predetermined programme set, and then change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

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

### • Towel

Use this programme to wash durable cotton laundry such as towels. Load the towels into the machine paying attention to place them in a way that they will not contact the door gasket or the glass.

## 6.6 Temperature Selection



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

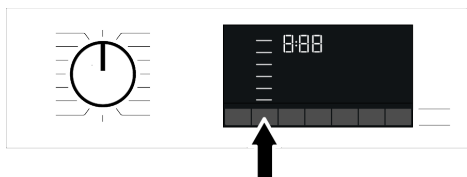
Press the Temperature Adjustment button to change the temperature. Temperature decreases gradually.

 No change can be made in programmes where temperature adjustment is not allowed.

You can also change the temperature after the washing starts. This change can only be made if the washing steps allow it.

 If you scroll to cold wash option and press Temperature Adjustment button again, the recommended maximum temperature for the selected programme appears on the display. Press the Temperature Adjustment button again to decrease the temperature.

## 6.7 Spin Speed Selection



Whenever a new programme is selected, the recommended spin speed of the selected programme is displayed on the Spin Speed indicator. It is possible that the recommended spin speed value is not the maximum spin speed that can be selected for the current programme.

Press the Spin Speed Adjustment button to change the spin speed. Spin speed decreases gradually.

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

If you are not going to unload your laundry immediately after the programme completes, you can use Rinse Hold function in order to prevent them from getting wrinkled when there is no water in the machine. This function holds the laundry in the final rinsing water. If you want to spin your laundry after the Rinse Hold function:

1. Adjust the Spin Speed.
2. Press Start / Pause. The programme will resume. Machine drains the water and spins the laundry.

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

**i** No change can be made in programmes where spin speed adjustment is not allowed.

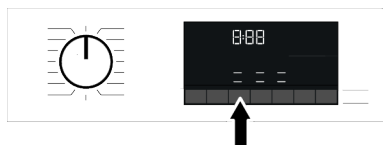
You can change the spin speed after the washing starts if the washing steps allow it. Changes cannot be made if the steps do not allow it.

### Rinse Hold

If you are not going to unload your clothes immediately after the programme completes, you can use rinse hold function to keep your laundry in the final rinsing water in order to prevent them from getting wrinkled when there is no water in the machine. Press Start/Pause button after this process if you want to drain the water without spinning your laundry. Programme will resume and complete after draining the water.

If you want to spin the laundry held in water, adjust the Spin Speed and press Start/Pause button. The programme will resume. Water is drained, laundry is spun and the programme is completed.

## 6.8 Auxiliary Function Selection



Select the desired auxiliary functions before starting the programme. Whenever a programme is selected, icons of the auxiliary function symbol that is selected together with it illuminate.

**i** When an auxiliary function button that cannot be selected with the current programme is pressed, the product will make a warning sound. Some functions cannot be selected together. If a second auxiliary function conflicting with the first one is selected before starting the machine, the function selected first will be cancelled and the second auxiliary function selection will remain active. For example, if you want to select Quick Wash after you have selected the Additional Water, Additional Water will be cancelled and Quick Wash will remain active.

An auxiliary function that is not compatible with the programme cannot be selected. (See "Programme and consumption table") Some programmes have auxiliary functions that must be operated simultaneously. Those functions cannot be cancelled. The frame of the auxiliary function will not be illuminated, only inner area will be illuminated.

### 6.8.1 Auxiliary Functions

#### • Fast/Intensive

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

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

You can reduce the time for your lightly soiled laundry by pressing the Fast/Intensive button in the programmes which come

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

#### • **Steam**

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

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



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

#### • **AutoDose**

You can change your dosage and detergent preferences with this auxiliary function button. For detailed information, see "Dosage Selections, Cancellation or Use of Powder Detergent"

#### • **Auto Dosing Setting**

You can use this function to change the dosing amounts of the Liquid Detergent and Softener. Press the Automatic Dosage button to activate the function.

Take into account the amount of laundry, the amount of soiling of the laundry and the water hardness for the use of sufficient amount of detergent in washing. For automatic dosing, in order for your machine to dose the appropriate amount of detergent,

you must define the recommended amounts given on the package of the detergent you use to the machine. For this, see "Changing liquid detergent and softener dosage settings" below.

You can find out the water hardness from the water administration responsible for your location, or you can determine it by applying the water hardness test. Detergent manufacturers recommend using more detergent when the water hardness is high. Considering the water hardness, you can define a reference value between 15 – 200 mL for 4-5 kg of medium soiled laundry. The dosage amount will be adjusted automatically based on the sensed laundry characteristics.

#### **For Soft / Medium water hardness:**

Lightly Soiled: a mL.

Medium Soiled: **b mL**.

Heavily Soiled: c mL.

#### **For hard water hardness:**

Lightly Soiled: d mL.

Medium Soiled: **e mL**.

Heavily Soiled: f mL.

Detergent manufacturers provide usage recommendations similar to the table above. The value you must define to the machine is the medium soiled value. Based on the water hardness, define **b** or **e** value to the machine.

If the amount of laundry you will wash is different from 4-5 kg, you do not need to change the dosage setting. Your machine automatically adjusts the dosage amount based on the load amount.



If you change the detergent model you use, we recommend that you adjust the dosage again to achieve the best results.

#### **Programme Recommendation by Laundry Soiling Level**

You can use the "Fast" feature for your lightly soiled laundry. When you select the "Fast" feature, your machine will adjust the detergent dosing for lightly soiled laundry.

You can use the "Intense" feature for your heavily soiled laundry. When you select the "Intense" feature, your machine will adjust the detergent dosing for heavily soiled laundry.

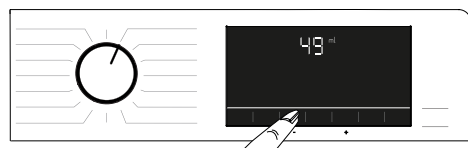
### Soiling Level in Automatic Programme

In products that have the Automatic Additional Rinsing feature, soil detection is performed as part of the Automatic Programme. Programme duration and dosed detergent amount will change based on the sensed soiling.

### Changing Liquid Detergent and Softener Dosage Settings:



1. Press the Auto Dosage key. When the liquid detergent is on and the fabric softener is off, the liquid detergent setting screen becomes active. When the liquid detergent is off and the fabric softener is on, the liquid detergent setting screen becomes active. The LED of the active setting screen lights up.



2. Press the "+" and "-" keys to change the dosage reference values.
3. When dosage amount setting process is completed, you can return to the main menu by pressing any key. For all programmes, dosing will be performed based on the latest settings you have selected until you select a new setting.

### • Remote Control

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

### • Customized Program

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



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

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

### • AntiCrease+

This function is selected when the relevant Auxiliary function button is pressed and held for 3 seconds and the programme follow-up light for the relevant step turns on. When the function is selected, the drum rotates for up to 8 hours for preventing the laundry from creasing at the end of the programme. You can cancel the programme and take your laundry out at any time during the 8-hour duration. Press the function selection button or the product on/off button to cancel the function. The programme follow-up light will remain on until the function is cancelled, or the step is complete. If the function is not cancelled, it will be active in the subsequent washing cycles as well.

### • Child Lock

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



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

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

### To activate the child lock:

Press and hold the related auxiliary function button for 3 seconds. After the countdown as "3-2-1" on the display is over, Child Lock symbol appears on the display. When this warning is displayed, you can release the Auxiliary Function button 3.

### To deactivate the child lock:

Press and hold the related auxiliary function button for 3 seconds. After the countdown as "3-2-1" on the display is over, Child Lock symbol disappears.

### • Wireless Connection

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

### To activate wireless connection:

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

### To deactivate wireless connection:

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



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

## 6.9 End Time

### Time display

When the end time function is selected, the remaining time until the programme starts is shown in hours such as 1h, 2h, and the remaining time to complete the programme after your programme starts is shown in hours and minutes as in the 01:30 example.

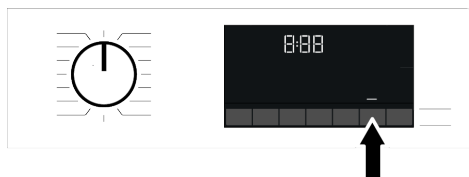


Programme duration may differ from the values in section "Programme and consumption table" depending on the water pressure, water hardness and temperature, ambient temperature, amount and the type of laundry, auxiliary functions selected and the changes at the mains voltage.

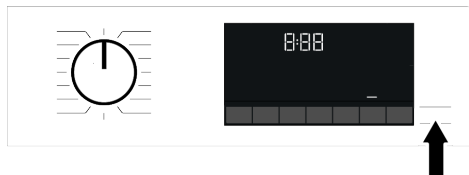


After a certain period when the end time function is activated, the machine switches to stand-by mode and some LEDs on the display are turned off. LEDs are illuminated in case of any user entry.

With the End Time function, the end time of the programme may be set up to 24 hours. After pressing End Time button, the programme's estimated ending time is displayed. If the End Time is set, End Time indicator is illuminated.



In order for the End Time function is activated and the programme is completed at the end of the specified time, you must press Start/Pause button after adjusting the time.



If you want to cancel the End Time function, turn the machine off and on by turning the program selection knob to the On/Off position.



When you have activated the End Time function, do not add liquid detergent in the powder detergent compartment no 2. There is the risk of staining of the clothes

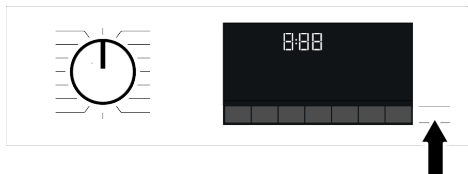
1. Open the loading door, place the laundry and put detergent, etc.
2. Select the washing programme, temperature, spin speed and, if required, the auxiliary functions.
3. Set the End Time of your choice by pressing the End Time button. End Time indicator lights.
4. Press Start / Pause. Time countdown starts.



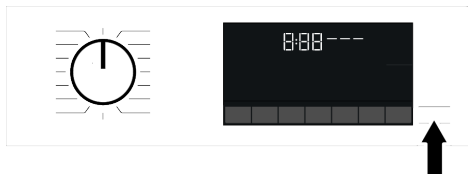
Additional laundry can be added into the machine during the End Time countdown. At the end of the countdown, End Time indicator turns off, washing cycle starts and the time of the selected programme appears on the display.

## 6.10 Starting the Program

1. Press the Start/Pause button for 1 second to start the program.
2. The Start/Pause button's dim light now becomes steady, indicating that the program has started.



3. The loading door is locked. After the loading door is locked, the door lock symbol appears on the screen.



4. The program follow-up indicator lights on the screen show the current program step.

## 6.11 Loading Door Lock

There is a locking system on the loading door of the machine that prevents opening of the loading door in cases when the water level is unsuitable.

"Door Locked" symbol appears on the display when the loading door is locked.



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

## Opening the loading door in case of power failure:

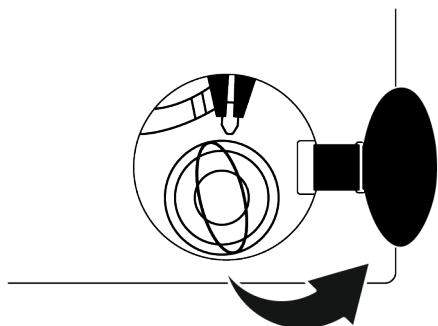


In case of power failure, you can use the loading door emergency handle under the pump filter cap to open the loading door manually.

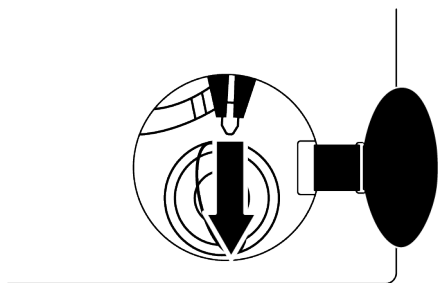


To avoid any water overflow before opening the loading door, make sure there is no water left inside the product.

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



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

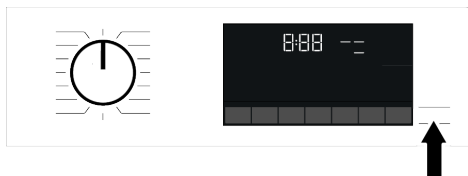


## 6.12 Changing Selections After Program Starts

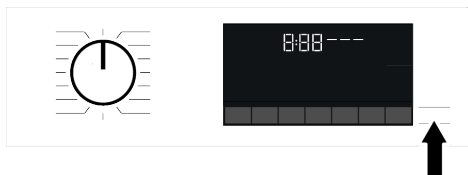
### Adding laundry after the program has started



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 for you to add laundry. When the door lock is deactivated, the door lock symbol on the screen disappears. After adding laundry, close the door and press the Start/Pause button again to continue washing.



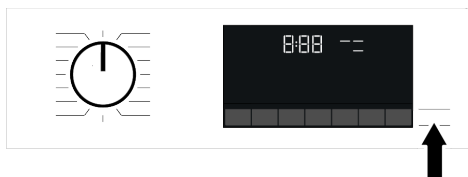
If the water level in the machine is insufficient when you press the Start/Pause button, the door lock cannot be deactivated and the door lock icon on the display will continue to appear.



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 mode:

To pause the washing machine, press and hold the Start/Pause button for 1 second. The pause symbol will flash on the display.



### **Changing the program selection after the program has started:**

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



The selected program starts over.

### **Changing auxiliary function, speed and temperature settings:**

Depending on the step the program has reached, you can disable or enable auxiliary functions. See "Auxiliary function selection" You can also change the spin speed and temperature settings. See "Spin speed selection" and "Temperature selection".



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

## **6.13 Cancelling the Programme**

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



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

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

## **6.14 End of Programme**

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

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

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

## **6.15 HomeWhiz Feature and Remote Control Function**

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

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

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

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

The , Bluetooth of your smart device should be on and your device should be connected to the internet during setup. Your smart device should be close to the washing machine. After the setup, the Bluetooth can be turned off or your smart device does not need to be close to the washing machine. You may use your product provided that your smart device is connected to internet. You can tap the "Devices" tab in the application to view appliances paired with your account. You may perform the user pairing operation of these products on this page. After the app is setup, with the HomeWhiz Function, your washing machine can give you instant status notifications via your smart device.

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

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



To utilize the HomeWhiz feature, ensure that the HomeWhiz app is installed on your smart device and that your washing machine is connected to your home Wi-Fi network. When your washing machine is not connected to the network, it operates like a machine without HomeWhiz function.

Your product shall run with a connection to the wireless network in your home network. The controls made by means of the application will be enabled through this network. Therefore, the wireless signal strength near the machine's location must be adequate. Operates at HomeWhiz 2.4 GHz frequency band.

Please visit [www.homewhiz.com](http://www.homewhiz.com) link to learn which Android and IOS versions are supported by HomeWhiz application.



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

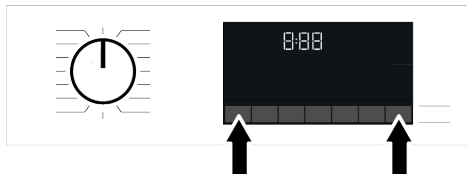
### 6.15.1 HomeWhiz Setup

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

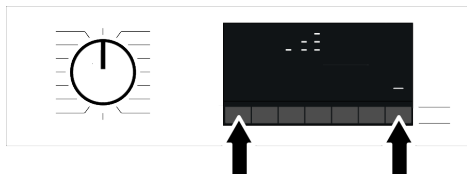
1. If you are adding a device for the first time, touch "Appliances" tab on the HomeWhiz Application. Select "ADD APPLIANCE" (touch here for setting up a new appliance) button in the upper right

corner. Perform the setup by following both the steps below and the steps in the HomeWhiz Application.

2. To start the setup, make sure that your machine is turned off. Press and hold the Temperature button and the Remote Control Function button simultaneously for 3 seconds to switch your machine to HomeWhiz setup mode.



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

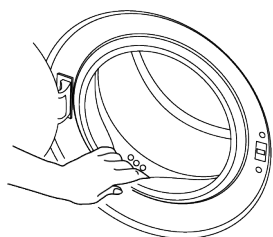


4. Follow the instructions on the display of HomeWhiz application.
5. Wait until the installation is complete. When setup is complete, give your washing machine a name. Now, you see the product you have added in the HomeWhiz Application.

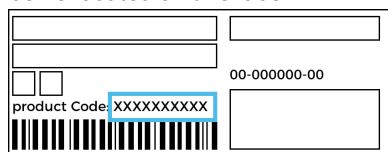


Your washing machine will automatically turn off if you cannot realize the setup successfully within 5 minutes. In this case, you have to start the setup process all over again. If the problem continues, please contact the Authorised Service.

You can use your washing machine with more than one smart device. To do this, download the HomeWhiz app on the other smart device as well. When you launch the app, you will need to log in with the account you previously created and paired with your washing machine. Otherwise, please read "Setting up a washing machine that is connected to someone else's account".



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



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

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

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

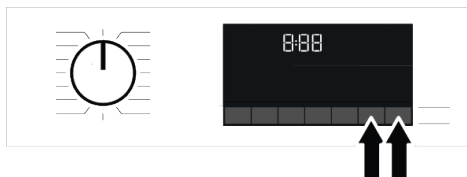


Given that your product's HomeWhiz Feature and Remote Control functionality operate via either Bluetooth or Wi-Fi technology, depending on your product model, it's important to note that only one HomeWhiz application can control your product at any given moment.

### 6.15.3 Deleting the HomeWhiz Account Match

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

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



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

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

## 6.15.4 Remote Control Function and Its Use

After HomeWhiz setup, Wireless Connection will automatically turn on. To activate or deactivate the wireless connection, please see "Wireless Connection".

If you turn off and on your machine while Wireless Connection is active, it will automatically reconnect. In cases of changing your network password or turning the modem off, the wireless connection will automatically turn off. For this reason, you will need to turn on the Wireless Connection again if you want to use the Remote Control function.

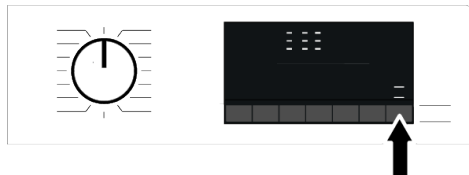
You can check the Wireless Connection symbol on the display to track your connection status. If the symbol is continuously on, it means you have internet connection. If the symbol is blinking, it means the machine is trying to connect. If the symbol is off, you have no connection.



When the wireless connection is on in your product, Remote Control function will be selectable.

If the Remote Control function cannot be selected, check the connection status. If the connection cannot be established, repeat the initial setup settings on the appliance.

If you want to control your washing machine remotely, you must activate the remote control function by pressing the Remote Control button on the control panel. Once access is established to the product, you will see a screen similar to the one below.



When the Remote Control is enabled, you can only manage the machine, turn it off and follow the status through your washing

machine. And all functions except child lock can be managed through the application.

You can follow whether the Remote Control function is on or off through the function indicator on the display.

If the Remote Control function is Off, all the operations are handled on the washing machine and only status follow-up is allowed on the application.

Remote Control function may not be activated if the remote connection is off or the product door is on.

Once activated, the remote control function on your washing machine remains active unless specific circumstances apply. This feature enables you to control your machine via the internet, regardless of whether the machine is turned on or off, and regardless of your location.

In certain cases, it deactivates itself for safety reasons:

- When your washing machine undergoes a power interruption.
- When the door of the washing machine is opened,.
- When programme knob is turned and a different programme selected or appliance is turned off.

## 6.15.5 Troubleshooting

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

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

If the problem persists, consult an Authorised Service Agent.

### 6.15.6 HomeWhiz Consumption Values Display

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



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

## 7 Maintenance and Cleaning



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

#### When should I clean it?

- If you see any solidified, non-fluid detergent or softener when you open the compartment lid of the dosing tank,
- If you are not satisfied with the washing results, the detergent or softener may have thickened and cannot be absorbed into the drum.
- If dosing is selected, but you have not loaded detergent or softener for a long time and the liquid in the compartment has not reduced,
- If you want to change the washing agents you have filled in the compartment (e.g. if you are not satisfied with the detergent and do not want to use it) or if you have filled it incorrectly (e.g. if you have filled detergent in the softener compartment or softener in the detergent compartment),
- If you want to add a different brand of detergent or softener from the previous one,

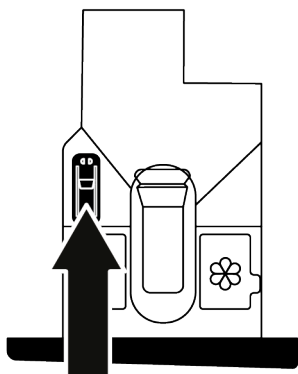
- If you added a washing agent with different properties (for example, if you added detergent for colours instead of detergent for whites in the compartment),
- If you added a washing agent with different concentrations (In order not to waste the old detergent that you emptied, you can use it in the next wash by placing it in the powder detergent compartment and selecting the "powder detergent active" position on the display).
- If the new softener to be added has the same properties but only the smell is different, (keep in mind that the mixture will have a different smell when added without cleaning the remaining softener),
- If the product is not used for a long period of time (e.g. during the time between moving to and from the summer house, 3 months or more), the liquid washing agent may gradually thicken and eventually solidify and the system may not be able to dose even though it appears to be full.

#### How to Clean:

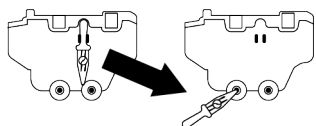
Before starting cleaning, turn off your product by pressing the On/Off button and unplug the power plug from the socket.



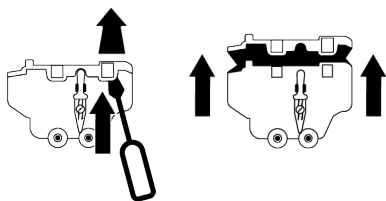
It is recommended that you wear suitable gloves to avoid direct contact with the detergent and other washing agents that you will empty from the detergent drawer.



1. Press on the element indicated by the arrow and pull the detergent drawer towards you and remove it.



2. Remove the drain pipe on the back of the drawer from its slot.
3. Bring the slot on the back of the detergent compartment towards the container into which you empty the detergent.
4. Gently push the drain pipe into the slot at the back of the detergent compartment.
5. The detergent will start to drain into the container.
6. Follow the same procedure for the softener compartment.



7. Remove the tabs holding the top cover of the detergent drawer with a flat-head screwdriver (there are 6 tabs in total, two each on the right, left and back of the drawer) and wash the inside of the drawer.
8. When you have completed cleaning, put the cover back on the drawer. Make sure that all tabs are fitted. If the tabs do not fit, liquids may spill out of the drawer or the detergent dispenser may get stuck in the drawer slide or be difficult to move. Therefore make sure that the tabs are fully engaged.
9. Put the draining tube back in its place on the back of the drawer.
10. Insert the drawer back, observing the slot and slides, and push the drawer closed. After adding detergent and softener, the machine will be ready for use in programmes with dosing feature.

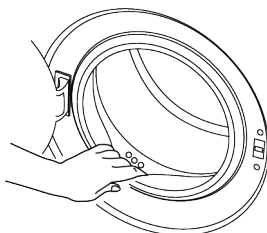
## 7.2 Cleaning the Loading Door and the Drum

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



Repeat Drum Cleaning process in every 2 months.

**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.

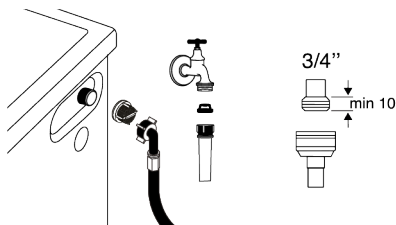
We recommend you to wipe the door gasket with a dry and clean cloth at the end of the programme. This will remove residues on the door gasket in your product and prevent formation of malodours.

### 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 a 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.

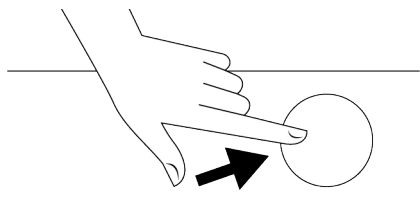
#### In order to clean the dirty filter and drain the water:

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



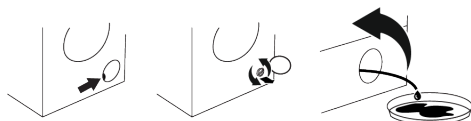
Temperature of the water inside the product may rise up to 90 °C. To avoid the risk of scalding, clean the filter after the water inside the product is cooled down.

2. Open the filter cover.



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

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



- Pull the emergency draining hose out of its seat.
- Place the end of the hose in a large container. Drain the water into the container by pulling out the plug at the end of the

## 8 Troubleshooting



Please read the "Safety Instructions" section first!

**Programmes do not start after the loading door is closed.**

- Start / Pause / Cancel button might not be pressed. >>> \* Press the Start / Pause / Cancel button.
- It may be difficult to close the loading door in case of excessive loading. >>> Reduce the amount of laundry and make sure that the loading door is closed properly.

**Programme cannot be started or selected.**

- The product has switched to self-protection mode due to a supply problem (line voltage, water pressure, etc.). >>> Depending on the product model, select another program by turning the Program Selection button or pressing and holding the On/Off button for 3 seconds to cancel the program. Previous programme will be cancelled. See Cancelling the Programme [► 34]

hose. When the container is filled, close the end of the hose with the plug. Drain all water by repeating the procedure specified above after draining the container.

- When the water drain is finished, close the end with the plug again and fix the hose in its place.
  - Unscrew the pump filter.
1. Clean any residues inside the filter as well as fibres, if any, around the pump impeller region.
  2. Replace the filter.
  3. If the filter cap is composed of two pieces, close the filter cap by pressing on the tab. If it is one piece, seat the tabs in the lower part into their places first, and then press the upper part to close.

**Water inside the product.**

- Some water has remained in the product due to the quality control processes in the production. >>> This is not a failure; water is not harmful to the product.

**The product does not take water in.**

- Tap is turned off. >>> Turn on the taps.
- Water inlet hose is bent. >>> Flatten the hose.
- Water inlet filter is clogged. >>> Clean the filter.
- Loading door is not closed. >>> Close the door.

**The product does not drain water.**

- Water drain hose is clogged or twisted. >>> Clean or flatten the hose.
- Pump filter is clogged. >>> Clean the pump filter.

**Product vibrates or makes noise.**

- Product is standing unbalanced. >>> Adjust the stands to balance the product.
- A hard substance has entered into the pump filter. >>> Clean the pump filter.

- Transportation safety bolts are not removed. >>> Remove the transportation safety bolts.
- Laundry quantity in the product is too little. >>> Add more laundry to the product.
- Excessive laundry is loaded in the product. >>> Take out some of the laundry from the product or distribute the load by hand to balance it homogeneously in the product.
- Product is leaning on a rigid item. >>> Make sure that the product is not leaning on anything.

#### **There is water leaking from the bottom of the product.**

- Water drain hose is clogged or twisted. >>> Clean or flatten the hose.
- Pump filter is clogged. >>> Clean the pump filter.

#### **Product stopped shortly after the programme started.**

- Machine has stopped temporarily due to low voltage. >>> Product will resume running when the voltage restores to the normal level.

#### **Product directly drains the water it takes in.**

- Draining hose is not at adequate height. >>> Connect the water draining hose as described in the user manual.

#### **No water can be seen in the product during washing.**

- Water is inside the invisible part of the product. >>> This is not a failure.

#### **Loading door cannot be opened.**

- Loading door lock is activated because of the water level in the product. >>> Drain the water by running the Pump or Spin programme.
- Product is heating up the water or it is at the spinning cycle. >>> Wait until the programme completes.
- Loading door may be stuck because of the pressure it is subjected to. >>> Grab the handle and push and pull the loading door to release and open it.

- If there is no power, loading door of the product will not open. >>> To open the loading door, open the pump filter cap and pull down the emergency handle positioned at the rear side of the said cap. See Loading Door Lock [► 32]

#### **Washing takes longer than specified in the user manual. (\*)**

- Water pressure is low. >>> Product waits until taking in adequate amount of water to prevent poor washing quality due to the decreased amount of water. Therefore, the washing time extends.
- Voltage is low. >>> Washing time is prolonged to avoid poor washing results when the supply voltage is low.
- Input temperature of water is low. >>> Required time to heat up the water extends in cold seasons. Also, washing time can be lengthened to avoid poor washing results.
- Number of rinses and/or amount of rinsing water have increased. >>> Product increases the amount of rinsing water when good rinsing is needed and adds an extra rinsing step if necessary.
- Excessive foam has occurred and automatic foam absorption system has been activated due to too much detergent usage. >>> Use recommended amount of detergent.

#### **Programme duration does not countdown. (On models with display) (\*)**

- Timer may stop during water intake. >>> Timer indicator will not countdown until the product takes in adequate amount of water. The product will wait until there is sufficient amount of water to avoid poor washing results due to lack of water. Timer indicator will resume countdown after this.
- Timer may stop during heating step. >>> Timer indicator will not countdown until the product reaches the selected temperature.

- Timer may stop during spinning step. >>> Automatic unbalanced load detection system is activated due to the unbalanced distribution of the laundry in the product.

**Programme duration does not countdown. (\*)**

- There is unbalanced load in the product. >>> Automatic unbalanced load detection system is activated due to the unbalanced distribution of the laundry in the product.

**Product does not switch to spinning step. (\*)**

- There is unbalanced load in the product. >>> Automatic unbalanced load detection system is activated due to the unbalanced distribution of the laundry in the product.
- The product will not spin if water is not drained completely. >>> Check the filter and the draining hose.
- Excessive foam has occurred and automatic foam absorption system has been activated due to too much detergent usage. >>> Use recommended amount of detergent.

**Washing performance is poor: Laundry turns gray. (\*\*)**

- Insufficient amount of detergent has been used over a long period of time. >>> Use the recommended amount of detergent appropriate for water hardness and the laundry.
- Washing has been made at low temperatures for a long time. >>> Select the proper temperature for the laundry to be washed.
- Insufficient amount of detergent is used with hard water. >>> Using insufficient amount of detergent with hard water causes the soil to stick on the cloth and this turns the cloth into gray in time. It is difficult to eliminate graying once it happens. Use the recommended amount of detergent appropriate for water hardness and the laundry.

- Excessive amount of detergent is used. >>> Use the recommended amount of detergent appropriate for water hardness and the laundry.

**Washing performance is poor: Stains persist or the laundry is not whitened. (\*\*)**

- Insufficient amount of detergent is used. >>> Use the recommended amount of detergent appropriate for water hardness and the laundry.
- Excessive laundry is loaded in. >>> Do not load the product in excess. Load with amounts recommended in the "Programme and consumption table".
- Wrong programme and temperature were selected. >>> Select the proper programme and temperature for the laundry to be washed.
- Wrong type of detergent is used. >>> Use original detergent appropriate for the product.
- Excessive amount of detergent is used. >>> Put the detergent in the correct compartment. Do not mix the bleaching agent and the detergent with each other.

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

- Regular drum cleaning is not applied. >>> Clean the drum regularly. For this procedure, see Cleaning the Loading Door and the Drum [► 39]

**Washing performance is poor: Clothes smell unpleasantly. (\*\*)**

- Odours and bacteria layers are formed on the drum as a result of continuous washing at lower temperatures and/or in short programmes. >>> Leave the detergent drawer as well as the loading door of the product ajar after each washing. Thus, a humid environment favourable for bacteria cannot occur in the machine.
- Detergent and softener dosage setting may be in low level. >>> Adjust the detergent and dosing amount according to the recommended amount on the packaging of the detergent and softener used.

**Colour of the clothes faded. (\*\*)**

- Excessive laundry was loaded in. >>> Do not load the product in excess.
- Detergent in use is damp. >>> Keep detergents closed in an environment free of humidity and do not expose them to excessive temperatures.
- A higher temperature was selected. >>> Select the proper programme and temperature according to the type and soiling degree of the laundry.

**Washing machine does not rinse well.**

- The amount, brand and storage conditions of the detergent used are inappropriate. >>> Use a detergent appropriate for the washing machine and your laundry. Keep detergents closed in an environment free of humidity and do not expose them to excessive temperatures.
- Detergent was put in the wrong compartment. >>> If detergent is put in the pre-wash compartment although prewash cycle is not selected, the product can take this detergent during rinsing or softener step. Put the detergent in the correct compartment.
- Detergent dosage setting may be in high level. >>> Adjust the detergent dosing amount according to the recommended amount on the packaging of the detergent used.
- Pump filter is clogged. >>> Check the filter.
- Draining hose is folded. >>> Check the drain hose.

**Laundry became stiff after washing. (\*\*)**

- Insufficient amount of detergent is used. >>> Using insufficient amount of detergent for the water hardness can cause the laundry to become stiff in time. Use appropriate amount of detergent according to the water hardness.
- Detergent was put in the wrong compartment. >>> If detergent is put in the pre-wash compartment although prewash cycle is not selected, the product can

take this detergent during rinsing or softener step. Put the detergent in the correct compartment.

- Detergent was mixed with the softener. >>> Do not mix the softener with detergent. Wash and clean the drawer with hot water.

**Laundry does not smell like the softener. (\*\*)**

- Detergent was put in the wrong compartment. >>> If detergent is put in the pre-wash compartment although prewash cycle is not selected product, the can take this detergent during rinsing or softener step. Wash and clean the drawer with hot water. Put the detergent in the correct compartment.
- Detergent was mixed with the softener. >>> Do not mix the softener with detergent. Wash and clean the drawer with hot water.
- Softener dosage setting may be in low level. >>> Adjust the softener dosing amount according to the recommended amount on the packaging of the softener used.

**Detergent residue in the detergent drawer. (\*\*)**

- Detergent was put in wet drawer. >>> Dry the detergent drawer before putting in detergent.
- Detergent has gotten damp. >>> Keep detergents closed in an environment free of humidity and do not expose them to excessive temperatures.
- Water pressure is low. >>> Check the water pressure.
- The detergent in the main wash compartment got wet while taking in the prewash water. Holes of the detergent compartment are blocked. >>> Check the holes and clean if they are clogged.
- There is a problem with the detergent drawer valves. >>> Call the Authorised Service Agent.
- Detergent was mixed with the softener. >>> Do not mix the softener with detergent. Wash and clean the drawer with hot water.

- Regular drum cleaning is not applied. >>> Clean the drum regularly. For this procedure, see Cleaning the Loading Door and the Drum ► 39]

**Too much foam forms inside the product. (\*\*)**

- Improper detergents for the washing machine is used. >>> Use detergents appropriate for the washing machine.
- Excessive amount of detergent is used. >>> Use only sufficient amount of detergent.
- Detergent was stored under improper conditions. >>> Store detergent in a closed and dry location. Do not store in excessively hot places.
- Some meshed laundry such as tulle may foam too much because of their texture. >>> Use smaller amounts of detergent for this type of item.
- Detergent was put in the wrong compartment. >>> Make sure you place the detergent in the appropriate compartment.

**Foam is overflowing from the detergent drawer.**

- Too much detergent is used. >>> Mix 1 tablespoonful softener and ½ l water and pour into the main wash compartment of the detergent drawer. >>> Put detergent into the product suitable for the pro-

grammes and maximum loads indicated in the "Programme and consumption table". When you use additional chemicals (stain removers, bleaches and etc.), reduce the amount of detergent.

**Laundry remains wet at the end of the programme. (\*)**

- Excessive foam has occurred and automatic foam absorption system has been activated due to too much detergent usage. >>> Use recommended amount of detergent.

(\*) The product does not switch to spinning step when the laundry is not evenly distributed in the drum to prevent any damage to the product and to its surrounding environment. Laundry should be rearranged and respun.

(\*\*) Regular drum cleaning is not applied. Clean the drum regularly. See Cleaning the Loading Door and the Drum ► 39]



If you cannot eliminate the problem although you follow the instructions in this section, consult your dealer or the Authorised Service Agent. Never try to repair a non-functional 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 ac-

cording to the methods described in legislative acts pursuant to Directive 2009/125/EC.

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

### Self-Repair

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

Moreover, to ensure product safety and to prevent risk of serious injury, the mentioned self-repair shall be done following the instructions in the user manual for self-repair or which are available in [support.beko.com](http://support.beko.com). For your safety, unplug the product before attempting any self-repair.

Repair and repair attempts by end-users for parts not included in such list and/or not following the instructions in the user manuals for self-repair or which are available in [support.beko.com](http://support.beko.com), might give rise to safety issues not attributable to [support.beko.com](http://support.beko.com), and will void the warranty of the product.

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

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

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

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

# BEKO UK AND ROI STANDARD MANUFACTURER GUARANTEE TERMS AND CONDITIONS

Your new Beko product is guaranteed against faulty materials, defective components or manufacturing defects.

The standard guarantee starts from the date of original purchase of the product and lasts for a period of twelve (12) months unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing.

If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our Customer Service Team on **0333 207 9710** (UK and Northern Ireland) or **01 862 3411** (Republic of Ireland)

This guarantee does not in any way diminish or affect your statutory rights in connection with the product. This guarantee is in addition to your statutory rights as a consumer. If you have any questions about these rights, please contact the retailer from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

## What is covered by this guarantee?

- Repairs to the product required as a result of faulty materials, defective components or manufacturing defects.
- Functional replacement parts to repair a product.
- The costs of a Beko plc Authorised Service Representative or Approved Engineer (together the "Service Representatives") to carry out the repair.

## What is not covered?

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:
  - Accidental damage, misuse or abuse of a product.
  - An attempted repair of a product by anyone other than a Service Representative.
  - Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.
- Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This guarantee is limited to the cost of repairing the product. To the extent permitted by law, the Manufacturer does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

## Important Notes

1. Your product is designed and built for domestic household use only.

2. The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.
3. The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
4. Professional installation by a qualified electrical domestic appliance installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
5. Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
6. This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
7. This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold.
8. This guarantee does not apply to graded sales (where the product is purchased as a "second").
9. Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Customer Service Team on the number set out above.
10. The Manufacturer reserves the right to terminate the guarantee if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.
11. Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

### **Does Beko offer replacements?**

This is a repair-only guarantee. On occasion, the Manufacturer may at its sole discretion, replace your product with a new product instead of carrying out a repair. Where a replacement is offered, this would normally be an identical model but when this is not possible, a model of similar specification will be provided. Subject to agreement, the Manufacturer will cover the costs and arrange for the delivery of the new product and for the return of the old product. Any costs related to disconnecting the faulty product and installing the replacement product will not be borne by the Manufacturer unless previously agreed to in writing. The original guarantee will continue to apply to the replacement product; the new product will not come with a new guarantee.

### **When will the repair take place?**

Our Service Representatives work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of the Manufacturer but cannot be guaranteed. Whilst our Service Representatives will endeavour to minimize inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

### **Will there be any charge for the repairs?**

It is your responsibility to provide evidence to the Service Representative that your product is covered by this guarantee with a proof of purchase. The Manufacturer reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this guarantee.
- Where a service call has been made and the Service Representative finds that there is no fault with your product.

- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Service Representative providing you with an invoice. The Manufacturer reserves the right to terminate the guarantee if you fail to pay the costs for the service call in a timely manner.

If you are a resident of the United Kingdom, this guarantee will be governed by English law and subject to the exclusive jurisdiction of the English Courts, save where you live in another part of the United Kingdom, in which case the governing law and exclusive jurisdiction of the courts of that country will apply.

If you are resident in the Republic of Ireland, this guarantee will be governed by Irish law and the Irish courts will have exclusive jurisdiction.

This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Hertfordshire. WD18 8QU.

Beko plc is registered in England and Wales with company registration number 02415578.

## **BEKO UK AND ROI BUILT-IN APPLIANCES GUARANTEE TERMS AND CONDITIONS**

If you have purchased a American style fridge freezer, built-in or integrated appliance, and registered it within 90 days of purchase by completing our online registration form or our by calling our telephone registration line, then the standard 12 month guarantee will be extended to 24 months, under the same terms and conditions as detailed in our Standard Guarantee Terms and Conditions.

## **BEKO UK AND ROI PARTS GUARANTEE TERMS AND CONDITIONS**

### **This 10 year parts guarantee relates to Beko products.**

To confirm if your Beko appliance has our 10-year parts guarantee you can visit our website at [beko.co.uk/guarantee-terms](http://beko.co.uk/guarantee-terms) or telephone our registrations team on 0800 497 0683. The Parts guarantee terms and conditions are in addition to our Standard guarantee terms and conditions detailed in the previous section.

In order to activate the 10 year parts guarantee you MUST register the appliance within 90 days of the original purchase date. You can register by visiting our websites. For UK customer visit [beko.co.uk/register](http://beko.co.uk/register) or phone 0800 497 0683. For ROI customers visit [beko.ie/register](http://beko.ie/register) or phone 1803 000 081. Our Beko branded appliances carry FREE replacement parts for the first 10 years, provided they are fitted by our Service Representatives, at the applicable labour charge.

Beko free standing appliances come with a 12 month parts and labour guarantee as standard.

Beko built-in, integrated appliances or American fridge freezers come with a 12 month parts and labour guarantee as standard. This is extended to 24 months, free of charge, upon registration within 90 days of the purchase of the appliance. When you register your appliance for additional guarantee, you will automatically activate the 10 year parts guarantee. You do not need to register twice.

To make a claim against your Beko Parts Guarantee (the "Guarantee"), all customer and product details must be registered with Beko plc using the procedure outlined below:

1. This extra 9 years (for free standing appliances) or 8 years (for built-in or integrated appliances or American fridge freezers) guarantee is only effective after the expiration of the standard manufacturer's guarantee.

2. It is only valid for certain models of Beko branded products serviced or repaired by Beko plc Authorised Service Representative and Own Engineers (the "Service Representative") and does not cover any labour charge or any:
  - a. Components including but not limited to cabinet or appearance parts, control knobs, flaps and handles.
  - b. Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
3. To activate your guarantee, you MUST register your appliance within 90 days of the original purchase date, For UK customers, visit [beko.co.uk/register](http://beko.co.uk/register) or phone 0800 497 0683. For ROI customers visit [beko.ie/register](http://beko.ie/register) or phone 1803 000 081.
4. Registrations made after 90 days of the original purchase date, may be required to pay an additional fee to activate the 10 year free parts guarantee.
5. Any repair must be carried out by a Service Representative and booked directly with Beko plc.
6. Labour for the repair is not included in this guarantee and is chargeable at the time of booking a repair.
7. The repair is guaranteed for 3 months for the same defect.
8. In the unlikely event that the appliance is beyond economical repair we may at the sole discretion of Beko plc offer you an appliance at a reduced price. Our call out fee will still apply.
9. If the fault can't be identified and the appliance is functioning normally a call out fee will apply.
10. The guarantee is not transferable and cannot be exchanged for cash.
11. There are no alternative or additional offers to this guarantee.
12. The guarantee is exclusive of the manufacturer's standard guarantee.
13. All repair pricing can be found here [beko.co.uk/guarantee-terms](http://beko.co.uk/guarantee-terms) (UK & ROI). Alternatively contact our Customer Services Team for further information.
14. All prices are subject to change without notice.
15. We reserve the right to amend, modify, update, or change these Terms and Conditions at any time. Any such changes will be effective immediately upon being posted on our website or through other communication methods. Your continued use of our services after the posting of changes constitutes your acceptance of such changes. It is your responsibility to review these Terms and Conditions periodically to ensure you are aware of any updates.
16. The Terms and Conditions shown above are in addition to the standard terms and conditions of your product guarantee. Please read and refer to such Terms and Conditions when making any claim.
17. We may use the information you provide for marketing purposes and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes in accordance with the applicable Data Protection Laws and General Data Protection Regulations (GDPR). You can opt into this service during the registration process. Further details are available at [beko.co.uk/cookie-and-privacy-policy](http://beko.co.uk/cookie-and-privacy-policy)
18. These Terms and Conditions are governed by the laws of England and Wales; manufacturer: Beko plc, Beko House, 1 Greenhill Crescent, Watford WD18 8QU. Company Registration Number: 02415578.

## HOW TO OBTAIN SERVICE FOR YOUR APPLIANCE

Please keep your purchase receipt or other proof of purchase details in a safe place; you will need to have this documentation available should the product require attention under guarantee.

Please take a few moments to complete the details below, as you will need this information when you call us, or to use our online services. For help please visit [beko.co.uk/support/model-finder](http://beko.co.uk/support/model-finder)

- The product model number is printed on the Operating Instruction Booklet / User guide
- The product model and serial number is printed on the Rating Label affixed to the appliance.
- The Retailer (Purchased from) and Date of purchase will be printed on your purchase receipt or other proof of purchase paperwork

Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for requesting service under guarantee.

| Model number | Serial number | Purchased from | Date of purchase |
|--------------|---------------|----------------|------------------|
|              |               |                |                  |

**For service under guarantee or for product advice please call our Customer Service Team**  
**Before requesting service please check the troubleshooting guide in the Operating Instructions booklet or our video support found [beko.co.uk/support/how-to-guides](http://beko.co.uk/support/how-to-guides), as a charge may be levied where no fault is found, even though your product may still be under guarantee.**

After arranging a service visit please ensure the area around the product must be easily accessible to the Service Representative, without the need for cabinets or furniture to be removed or moved.

**It is your responsibility to ensure our Service Representatives have a clean and safe environment to carry out any repairs.**

Please have your Model number and Serial number available when you call us, as you will be required to provide it prior to booking a service visit

### **UK Mainland & Northern Ireland:**

**0333 207 9710**

Landline or mobile calls to 0333 numbers cost no more than calls to geographic numbers 01 or 02 and are charged at the basic rate. Calls from landlines and mobiles are included in free call packages but please check with your telephone service provider for exact call charges.

### **Republic of Ireland:**

**01 862 3411**

### **Service once the manufacturers guarantee has expired**

If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document, otherwise please call us using the appropriate number above, where service can be obtained at a charge.

If you do not have any extended guarantee you can call the Customer Services Team for UK customers on **0330 123 1750** and ROI customers on **01 862 3411**

**Contact us through our website**

Send us a secure message through our online contact us form. Please visit our website, click Contact Us and choose a product support topic from the list of options. Complete the required details and click send message.

**Product registrations**

For UK registrations please visit [beko.co.uk/register](http://beko.co.uk/register) and for the Republic of Ireland visit [beko.ie/register](http://beko.ie/register).

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