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# Montpellier

**Installation and Operating Instructions**

**Model: MW1012P**

**Fully Electronic Automatic  
Washing Machine**

(Model shown for indicative purposes only)

**Please read these instructions carefully before attempting to install or use this appliance.  
It is advisable to keep these instructions in a safe place for future reference.**

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## **Introduction**

Thank you for choosing this **Montpellier** appliance. It has been designed to give years of trouble-free use provided it is installed and maintained correctly.

Please read these instructions carefully before installing or using your appliance. It is advisable to keep your purchase and installation receipts with these instructions in a safe place for future reference. Included is some important safety information in addition to guidelines and recommendations that will enable you to take full advantage of all the functions available.

This quality appliance has been tested and certified to meet all applicable UK electrical and safety standards.

This appliance must be installed and connected in accordance with current regulations by a qualified electrician.

After unpacking the appliance ensure that there is no visible damage. If the appliance has been damaged during transit, do not use it, contact your retailer immediately.

# Your 2 year Manufacturer's guarantee

## THIS DOES NOT AFFECT YOUR STATUTORY RIGHTS

Your new **montpellier** appliance carries a free guarantee which protects you against the cost of repairs during the first 24 months from date of purchase provided that:

Any claim is accompanied by evidence of the model reference, model serial number and proof of purchase, such as a Sales Receipt, showing that the appliance was purchased within the 24 months prior to the date of claim.

## What is not covered under the Guarantee

- Any appliance not correctly installed and operated in accordance with the manufacturer's instructions.
- Any appliance that is used for anything other than domestic purposes.
- Any defect caused by accident, misuse, unauthorized modification or inexperienced repair.
- Cost of Call-out where a fault cannot be found with the appliance.
- Cost of Call-out for work covering routine maintenance, such as, but not exclusively, cleaning of filters or defrosting.
- Cost of Call-out for work required to correct the alignment of doors following door reversal procedures carried out by you.
- Use of the appliance by anyone other than the Householder.
- Use in any commercial environment.
- Consumable items, such as, but not exclusively, fuses in plugs, bulbs and breakable items which require routine replacement.
- Repair costs incurred that have not been authorised by Repairtech.
- Repairs carried out by a non-approved Repairtech engineer.

**YOUR GUARANTEE IS VALID ONLY IN THE UK.**

To Register your Appliance simply complete the card in your appliance pack and return it with a stamp affixed or *Alternatively* you can Register online at [www.repairtechuk.com](http://www.repairtechuk.com)

## SERVICE HELPLINE

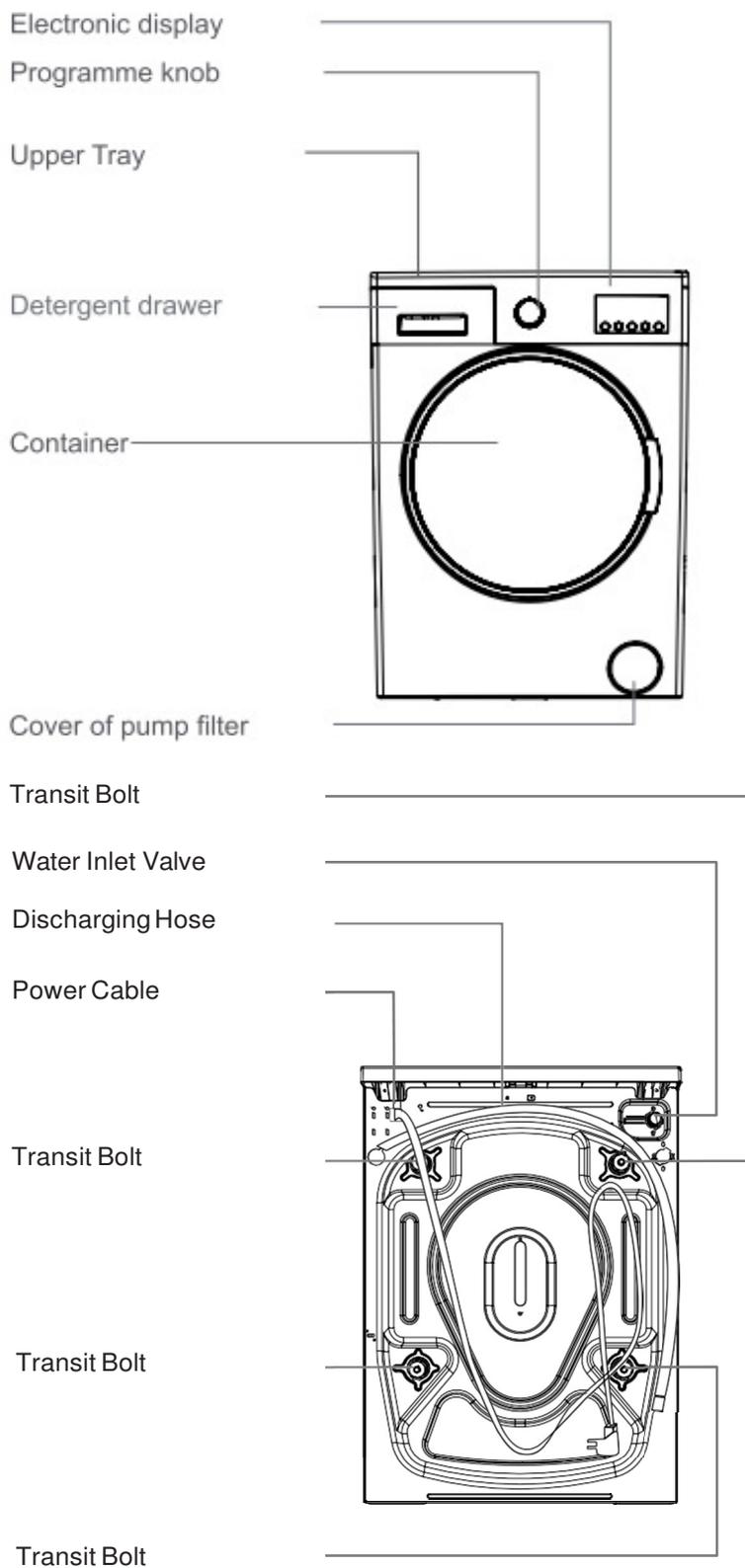
Should your appliance develop a fault, please call the Repairtech Service Helpline on:

01527-888133

Please remember to have all your product details available, including the serial number, before registering a fault.

Your service call cannot progress without this information.

## Description of the Appliance



**BEFORE OPERATING YOUR WASHING MACHINE YOU MUST REMOVE THE TRANSIT BOLTS. FAILURE TO DO SO MAY DAMAGE THE MACHINE AND WILL INVALIDATE YOUR GUARANTEE.**

## Section 1. Safety Advice

### 1.1 Correct Usage

**Read the user instruction manual.**

**Your machine is designed to be used domestically. Commercial use will cause your warranty to be invalid.**

Keep pets away from your machine.

Please check the packaging of your machine is in good order before installation, and the outer surface of the machine after the package is opened. Do not operate damaged machines.

Have your machine installed only by a qualified person. Any interference to your machine by anyone other than a qualified person will invalidate your warranty.

The appliance is not intended for use by people (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

Use your machine only for laundry that has been specified as suitable for washing by the manufacturer.

**Before operating the washing machine, remove the 4 transit bolts and rubber spacers from the back of the machine. If the bolts are not removed, it will cause heavy vibration, noise and product malfunction (invalidating the guarantee).**

- Your machine is not covered under warranty for faults caused by any kind of external factors (pesticides, fire, etc.).
- Please do not throw away this user manual: keep it for future reference as it contains full operating instructions as well as the serial number of your machine. You will need this should you wish to book a service call.

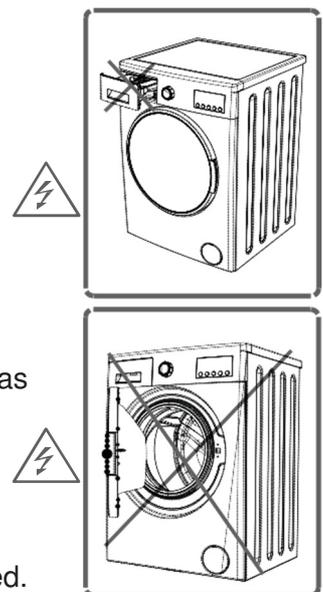
**Note: Specifications may vary depending on the product purchased.**

## 1.2 General Warnings

- The ambient temperature for your machine's ideal operation is 15-25°C.
- Frozen hoses can tear and explode. In regions where temperature is below zero, ambient temperature might endanger the safe operation of the electronic circuit board.
- Please ensure that the clothes put into your machine do not contain any foreign objects (nails, needles, coins, lighters, matches, clips, etc.) in pockets. These objects can damage your machine.

**It is recommended that the first washing operation is carried out on a 90° Cotton program but without laundry and using ½ the dose of detergent in the 2nd compartment of the detergent drawer.**

- If a detergent or softener is exposed to air for any time, residue may be caused, be sure only put your detergent or softener in the detergent drawer at the beginning of every wash.
- It is advised that you unplug your machine and close the water inlet tap if you do not intend to use the machine for a prolonged period of time. Also, leaving the door of your appliance open will prevent the formation of bad odours due to humidity.
- Some water might be left in your machine after factory trials and tests conducted due to Quality Control procedures. This is normal and will not damage your machine.
- Remember the packaging materials of your machine may be dangerous for children. Keep the packaging materials in a place where children cannot reach them and dispose of them appropriately.
- Keep any small parts away from the reach of children and babies.
- Use Pre-wash programs only for very dirty laundry.
- Never open the detergent compartment when the appliance is running.
- In case of any breakdown, unplug the appliance first and then turn the water inlet off. Do not attempt repair by yourself, always contact the authorised service agent help line.
- The amount of laundry you put in your washing machine should not exceed the maximum amount indicated.
- Never force the door to open when the machine is running.
- Do not wash clothes covered in flour or other powders in your machine as it will cause damage.
- Please adhere to detergent/fabric conditioner manufacturer's advice regarding the use of fabric conditioner or similar products.
- Set up your machine in a place where its door can be completely opened.
- Set up your machine in a position where it can be fully ventilated and has constant air circulation.



### 1.3 Safety Warnings

**You must take note of these warnings, as this can protect you, your family and the product.**

#### **DANGER OF GETTING BURNT!**

Do not touch the discharge hose or water during the discharge process as the appliance can reach high temperatures during operation.

#### **RISK DUE TO ELECTRICAL CURRENT!**

- Do not use multi-sockets on an extension lead.
- Do not plug in damaged plugs.
- Never pull the cable when unplugging - always grip the plug itself.
- Do not plug-in or remove the plug with wet hands.
- Never touch the machine with wet hands or feet.

**If the mains cable becomes damaged it must be replaced by an authorised electrician or service agent.**

#### **DANGER OF FIRE!**

- Do not keep flammable liquids near your machine.
- The sulphur content of paint removers might cause corrosion. For this reason, never use paint-removing materials in your machine.
- Never use products that contain solvent material in your machine.
- Remove all objects from the pockets of your laundry (needles, paperclips, lighters, matches, etc.) before placing it in your machine.

### 1.3 Safety Warnings (continued)

#### **FALL AND INJURY HAZARD!**

Do not climb on your machine. The top lid of your machine may break and you might get injured.

Tidy the hose, cable and packaging of your machine during installation, to avoid tripping or falling over.

Do not turn your machine upside down or on its side.

Do not lift your machine by holding it from extruding parts (detergent drawer, door). These parts might break and cause you to get injured.

There's the risk of tripping and injury if the materials like hoses and cables are not properly stored after your machine is installed.

**Machine must be carried by 2 people.**

#### **CHILD SAFETY!**

Do not leave children unattended near the machine. Children might lock themselves inside.

Door glass and surface may get hot while your machine operates. And as a result of this, touching the machine might damage the skin, especially that of children.

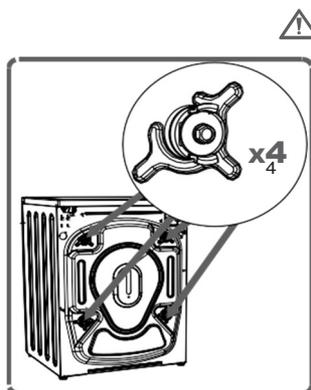
Keep packaging material away from children.

Danger may occur if detergent or cleaning materials are consumed, and eyes or the skin might be irritated if contact is made. Keep the cleaning materials away from the reach of children.

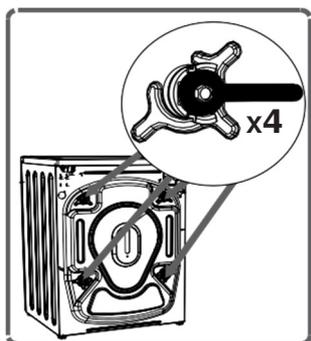
## Section 2. Installation

### 2.1 Removing transit bolts

Before operating the washing machine, remove the 4 transit bolts and rubber spacers from the back of the machine. If the bolts are not removed, it will cause heavy vibration, noise and product malfunction, (invalidating the guarantee).

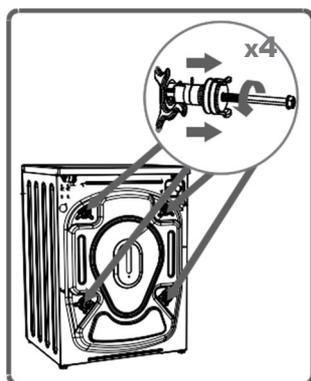


Loosen the transit bolts by rotating counter-clockwise using an appropriate wrench.



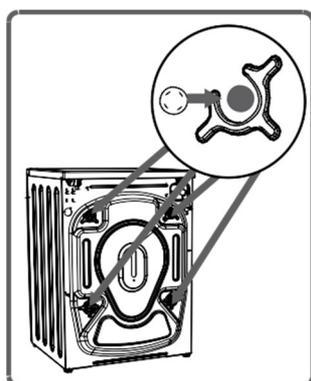
The transit bolts are removed by pulling out.

Fit the plastic transit bolt caps (in the accessories bag) into the holes left by the removal of the transit bolts.



The transit bolts should be stored to be used in case of future transportation.

**NOTE: You must remove the transit bolts of your machine before first use. Faults occurring to the machine if operated with transit bolts fitted will be out of scope of warranty.**



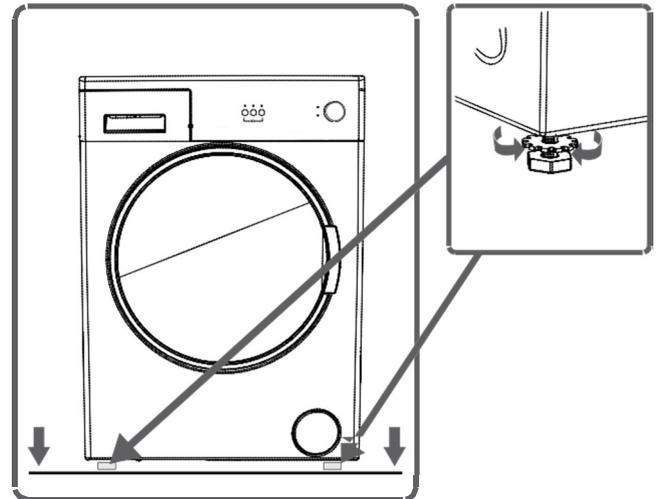
## 2.2 Adjusting the feet

Do not install your machine on a carpet or anything that will prevent ventilation under the base.

To ensure silent and vibration-free operating of your machine, it should be sited on a non-slippery firm floor.

You can adjust the level of your machine by the adjustable feet.

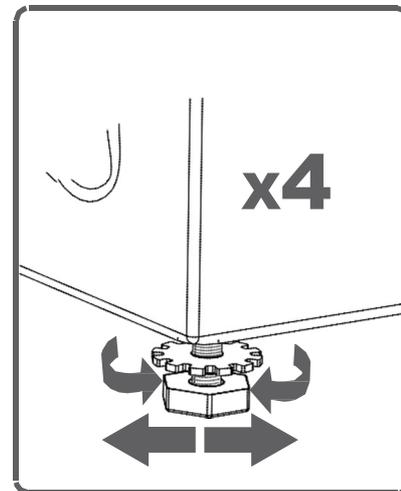
Loosen the plastic adjustment nut.



Adjust the feet upwards or downward by rotating them.

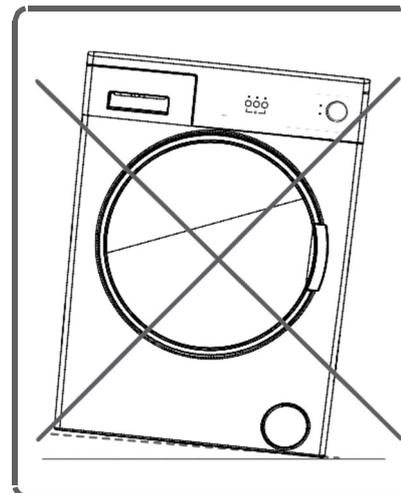
After maintaining the level, compress the plastic adjustment nut upwards again.

**Note: The machine must be level.**



Never put cardboard, wood or other materials under your machine if you are trying to level any distortion in the floor.

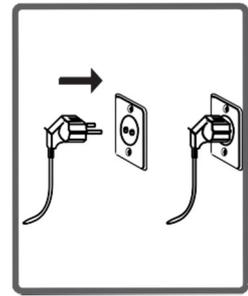
When cleaning the floor, on which your machine stands, be careful not to disturb the balance of the machine.



## 2.3 Installation (Electrical Connection)

Your washing machine is set to 220-240V and 50Hz.

The mains cord of your washing machine is equipped with a specific earthed plug. This plug should always be inserted to an earthed socket of 13 amps. The rating of the fuse should be 13 amps.

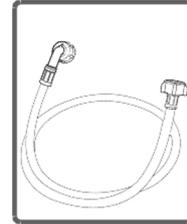


**NOTE: Operating your machine below the recommended voltage will cause the life cycle of your appliance to be reduced and its performance to be restricted.**

## 2.4 Installation (Water Inlet Hose Connection)

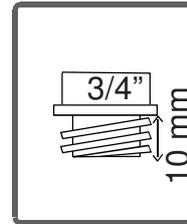
Your machine will have a single inlet valve (cold)

A white-capped hose should be connected to the cold water inlet and a red-capped hose to a hot water inlet (applicable for machines with double water inlets).

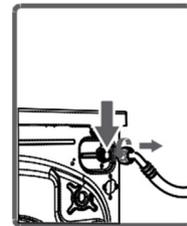


To eliminate water leakages in the connection points, 1 or 2 nuts are provided in the hose package (applicable for machines with double water inlets). Fit these nuts to the ends of new water inlet hoses on the tap end of the hose.

Connect the new water inlet hoses to a 3/4", threaded inlet pipe.



Connect the white-elbow end of the water inlet hoses to the white filtered water inlet valve on the rear side of the machine and the red-elbow end to the red-filtered one (applicable for machines with double water inlets). Tighten plastic parts of the junctions using your hand. If you are unsure of this process get the work done by a qualified plumber.



Flow of water with pressure of 0.1-1 Mpa will allow your machine to operate more efficiently. (0,1 Mpa pressure means that more than 8 litres of water will flow per minute).



Ensure that the new water inlet hoses are not bent, broken, crushed or the wrong size.

If your machine has a hot water connection, the temperature of the water inlet should be maximum 70 Degrees Centigrade.

**NOTE: Use only the new water inlet hose supplied with your machine while making water inlet hose connections. Never use old, used or damaged water inlet hoses.**

## 2.5 Installation (Water Discharge Connection)

The end of the water discharge hose can be fitted to a specific outlet pipe.

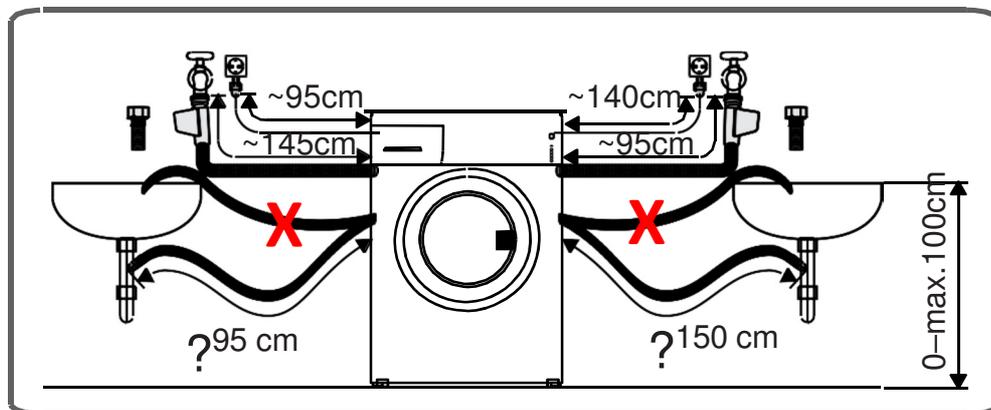
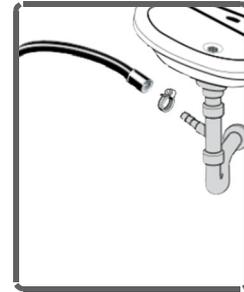
Never attempt to extend the water discharge hose by joining two pieces of hose.

Do not put the discharge hose of your machine into a bucket or sink.

Make sure that the water discharge hose does not bend, buckle, become squashed or stretched.

Please note:

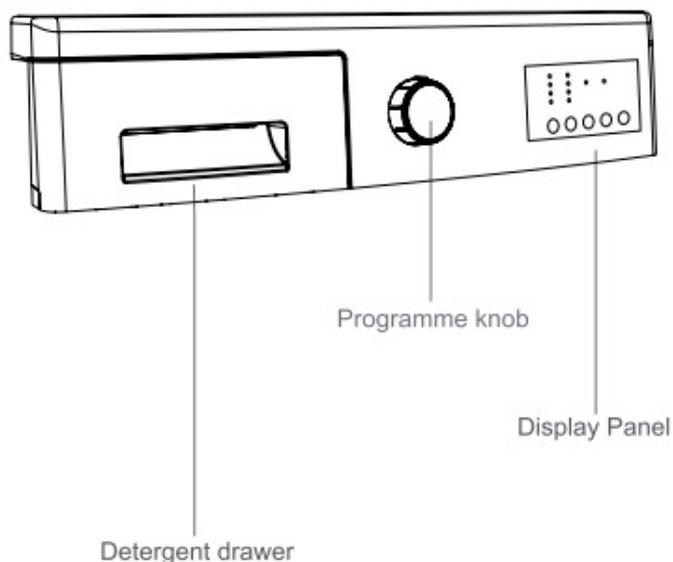
The water drain hose should be mounted at a height of minimum 60cm, and maximum of 100cm from the ground.



### Section 3. Technical Specification

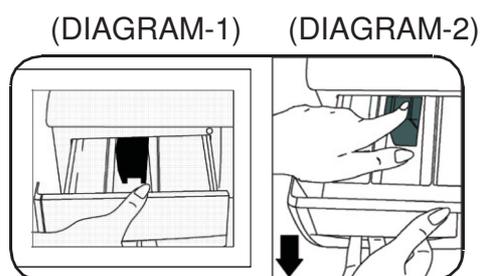
Operating voltage / frequency (V/Hz)	(220-240)V~/50Hz
Total current (A)	13
Water pressure	Maximum:1 Mpa Minimum:0.1 Mpa
Total power(W)	2200
Maximum dry laundry capacity (kg)	10
Spinning revolution (rev/min)	1200
Program number	15
Dimensions (HeightxWidthxDepth)(mm)	845x597x557

## Section 4. The Control Panel

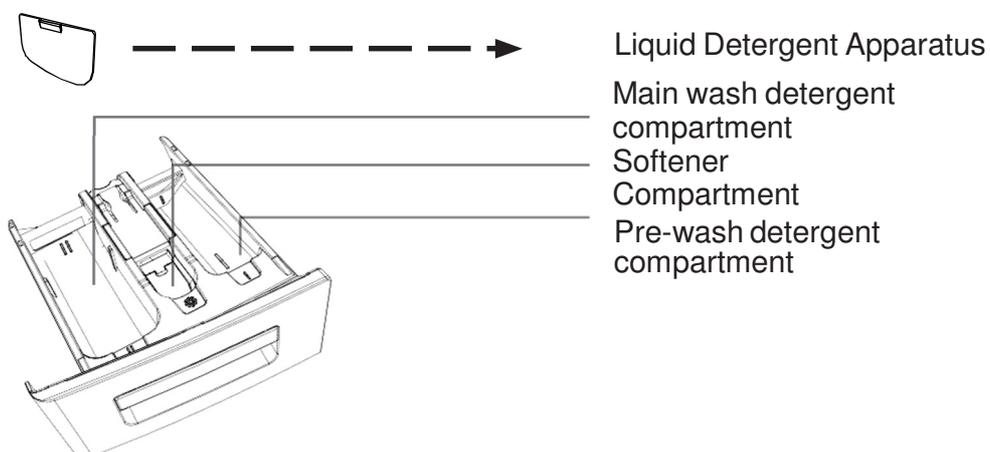


### Detergent Drawer

Detergents may form a sediment in your detergent drawer or in the housing of the detergent drawer over time. To clean, pull out the detergent drawer as shown and wash thoroughly.



- Pull the detergent drawer out as far as possible. (Diagram 1)
- Lift the front of the drawer, continue to pull until the drawer is pulled out. (Diagram 2)
- Wash with an old toothbrush and water.
- After drying the detergent drawer put it back in the housing in the reverse manner used to remove it.

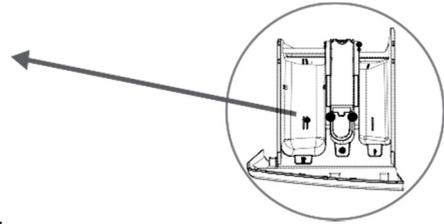


(\* ) Specifications may vary depending on the product purchased.

## 4.1 Control Panel continued.

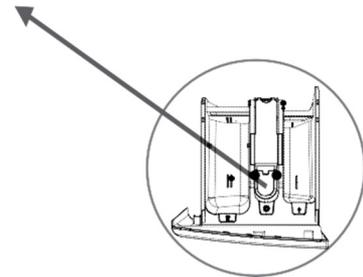
### Main wash detergent compartment:

In this compartment, use only detergent (liquid or powder). Limescale remover can be used.



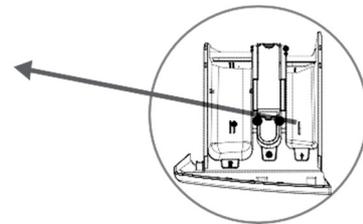
### Fabric conditioner, starch, detergent compartment:

You may use fabric softener for your laundry (recommended amount and type by the manufacturer). Sometimes the fabric conditioners you use for your laundry may remain in this compartment. The reason for this is that the conditioner is not viscous. To prevent this situation, more viscous liquid softeners are recommended to be used or the softener could be thinned and then used.

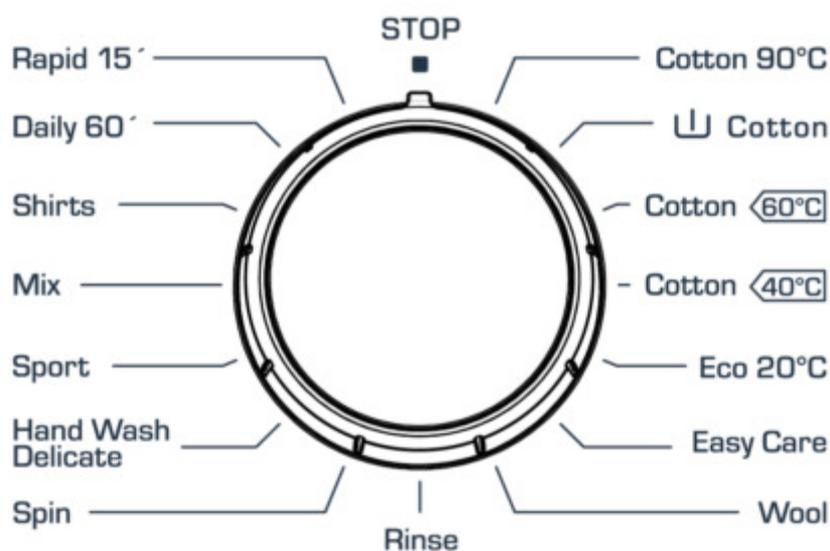


### Pre-wash detergent compartment:

This compartment must only be used when the pre-wash feature is selected. The Pre-wash feature is recommended for very dirty laundry.



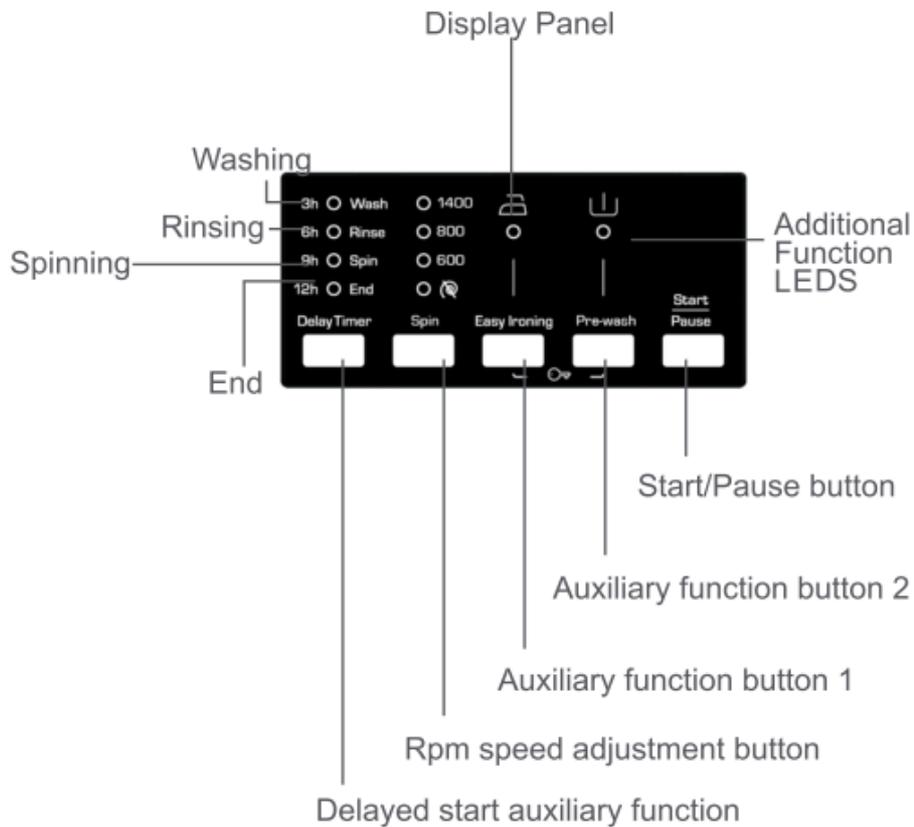
Select the program you wish to use with the program knob. Set the program selection operation by rotating the program knob in either direction. Ensure that the program knob is exactly on the program you want to use.



(\*) Specifications may vary depending on the product.

## 4.1 Control Panel continued.

### Electronic Display:



On the display panel, you can view if there is a wash delay timer, the speed setting of your machine, the selected auxiliary functions and the stage of the wash program you are running.

Furthermore, the electronic display will warn you by means of LED combinations if a fault occurs. Please see the list of errors at the back of this manual.

Once a wash programme has been completed, the display panel will display "Finished".

## Section 5. Washing your Laundry

### 5.1 Preliminary Preparation of Laundry

Laundry has product labels on them that state their specifications. Wash or dry your laundry according to the specifications on the product label.

Separate your laundry according to their types (cotton, synthetic, sensitive, wool etc), their temperatures (cold, 30°, 40°, 60°, 90°) and degree of contamination (slightly stained, stained, highly stained).

Never wash your coloured and white laundry together.

Wash your coloured laundry separately in the first washing as colours may run.

Ensure that there are no metallic materials in your laundry or in pockets.

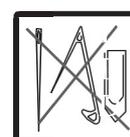
**CAUTION: Faults that emerge due to foreign objects in the machine will not be included in the scope of warranty.**

Zip up and button up clothes.

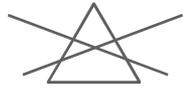
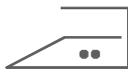
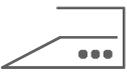
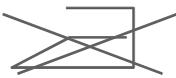
Remove the metallic or plastic hooks from curtains.

Turn items such as pants, knitwear, t-shirt and sweat shirts inside out.

Place socks, handkerchiefs and suchlike small laundry in a washing net.

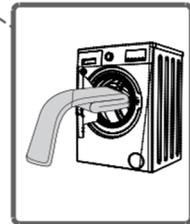


## 5.1 Preliminary Preparation of Laundry continued.

		
Whitening	No whitening	Normal wash
		
Ironing temperature maximum 150°C	Ironing temperature maximum 200°C	None Iron
		
Dry cleaning	No dry cleaning	Leave flat
		
Hang when wet	Dry by hanging	Do not tumble dry
		
Dry cleaning in gas oil, pure alcohol and R113 is allowed	Perchloroethylene R11, R13, Petroleum	Perchlorinethylene

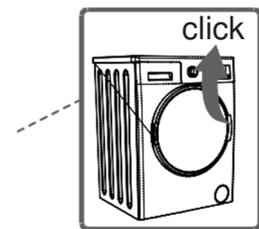
## 5.2 Putting Laundry in the Machine

- Open the door of your machine.
- Spread your laundry in your machine.



**NOTE: Maximum loading capacity may vary based on the laundry type you will wash, degree of contamination and the program you have chosen. Do not exceed maximum dry loading capacity indicated in the program table for washing programs.**

- Put each item of laundry in separately.
- Ensure that no laundry is stuck between the cabinet and rubber seal when closing the door of your machine.
- Push the door of your machine until you hear the locking sound.
- Close the door of your machine properly, otherwise the machine will not start.



### 5.3 Adding detergent to the machine

The amount of detergent put into the machine will depend on the following criteria:

Only use detergents produced specifically for automatic washing machines. The amount of detergent to be used for your laundry is printed on the detergent packet.

The higher the degree of hardness of the water the more detergent you need to use.

Put the fabric softener into the softener compartment of the detergent drawer. Do not exceed the MAX level.

Softeners with high density (thick) will need to be thinned before being put into the drawer. High-density (thick) softeners can clog the compartment and prevent the flow of the softener.

You can use liquid detergents in all programs. For this, fit the liquid detergent level plate found in the accessories bag or the liquid detergent apparatus (\*) into the 2nd compartment of the detergent drawer and set the amount of liquid detergent according to the levels on this plate. Remember to remove the liquid detergent plate.

### 5.4 Operating your machine

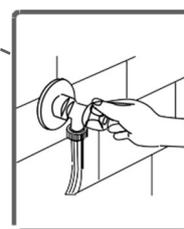
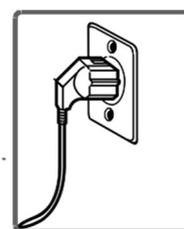
Plug your machine in.

Open the water tap.

Open the machine door.

Spread your laundry evenly in the machine.

To close, push the door until you hear the locking sound.



#### Selecting a program

Select the appropriate program for your laundry from the program table.

(\*) Specifications may vary depending on the product purchased.

## 5.5 Auxiliary Functions

Before starting the program, you can optionally select an auxiliary function.

Press the button of the auxiliary function you would like to select.

If the auxiliary function symbol is displayed on the electronic display, the auxiliary function you have selected will be activated.

If the auxiliary function symbol on the electronic display blinks, the auxiliary function you have selected will not be activated.



### Reason for non-activation:

The auxiliary function you want to use in the washing program you have selected is not applicable.

Your machine is too far into its current wash program to activate the auxiliary function you would like to select.

It is not compatible with an auxiliary function you have selected previously.

### Half-load detection system

Your machine features a half-load detection system.

This should be used when the amount of laundry to be washed is approximately half or less than the maximum capacity of the machine. This function will save time, water consumption and energy.

## 5.5 Auxiliary Functions continued.

### Function Buttons

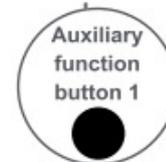
#### 1. Delayed start timer

By using this function you can make your machine start the washing operation with a delay of 3hr 6hr 9hr or 12hr.

To use this function, simply press the delayed start button, you will then be able to toggle through the different delay timers.

To activate the time delay you must press the Start/Pause button.

To cancel the time delay, press the time delay button until all of the time adjustment LED's are turned off.



#### 2. Spin speed selection

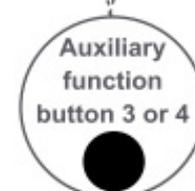
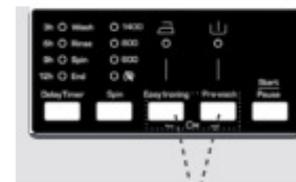
You can adjust the spin speed of the laundry by activating this button. When you select a programme, the maximum spin speed will be displayed on the panel. This can be altered to suit your requirement by pressing this button.



#### 3. Extra Rinse

You can add additional rinse operations to your laundry.

You can do this by pressing the extra rinsing auxiliary function button when the LED light of the  symbol turns on.



#### 4. Pre-wash

You should use this function if you have very soiled laundry. You can activate this function by pressing the pre-wash button when the LED light of the  symbol turns on.

#### 5. Anti-Allergy

You can select an extra rinsing operation. You can activate this program by pressing the button when the LED light of the  symbol turns on.

## 5.5 Auxiliary Functions continued.

### 6. Rapid wash

By using this auxiliary function, you can wash your laundry in a shorter time, spending less energy and water. You can activate this function by pressing the rapid wash button on the display panel when the LED light of the  symbol turns on.

**Please note: If your machine detects that there is a small load, it will activate the half-load programme and the above symbol will show.**

### 7. Cold wash

You can use this function when you want your machine to wash with cold water only. This can be activated by pressing the cold washing button on the display when the LED light of the  symbol turns on.

### 8. Easy ironing

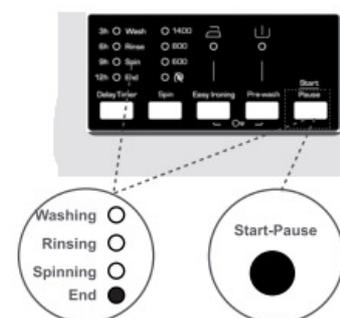
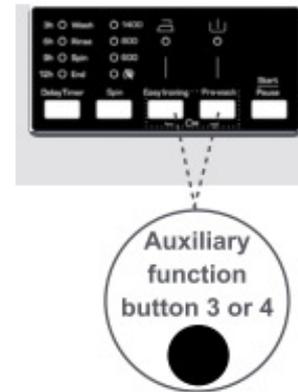
This will enable your laundry to be taken out of the wash less creased when using this function. This can be activated by pressing the easy ironing function button on the display when the LED light of the  symbol turns on.

### 9. No Spin function

If you don't wish your machine to spin at the end of its cycle you can activate the no spin button when the LED light of the  symbol turns on.

### Start/Pause button

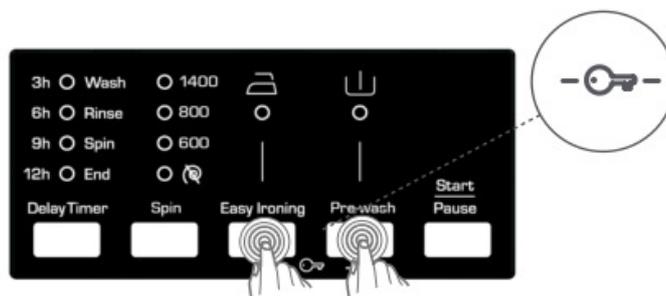
By pressing the Start/Pause button, you can either start your program or pause an already running program.



## 5.6 Child Lock

### Child Lock

The child lock is used in order to protect the washing cycle from the effects of unwanted button activations during the cycle. The child lock is activated by pressing the third and fourth button on the display panel at the same time for more than 3 seconds. When the child lock is activated, LEDs on the function buttons will blink. In order to deactivate the child lock, the same buttons (3rd and 4th) should be pressed again for more than 3 seconds. The deactivation of the child lock is shown by the blinking of LED on the start/pause button.



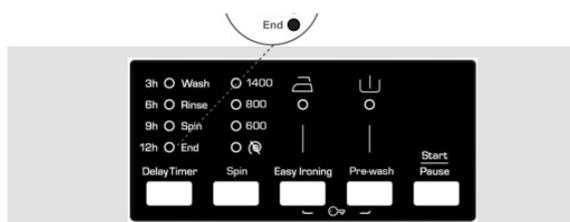
## 5.7 Cancelling a program

If you wish to cancel any program running:

1. Turn the program knob to O(off) position.
2. Your machine will stop the washing operation and the program will be cancelled.
3. To drain the water accumulated in the machine switch the program knob to any program.
4. Your machine will perform the necessary discharge operation and cancel the program.
5. You can then run your machine by selecting a new program.

## 5.8 Finishing a program

- Your machine will automatically stop when the program selected ends.
- The program end light will come on.
- Turn the program knob to O(off) position.
- The door will unlock approximately two minutes after the program end. You can open the door by pulling the handle of the door.
- After you unload your clothes leave the door open to dry the interior of the drum.
- Switch off your machine.



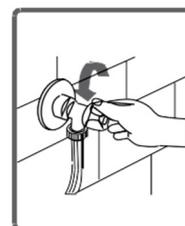
## Section 6. Maintenance and Cleaning

**Unplug your machine before starting the maintenance and cleaning of your machine.**

**Turn the water off before starting the maintenance and cleaning of your machine.**

**CAUTION: Your machine's parts might be damaged if cleaners with solvents are used.**

**Do not use cleaning materials containing solvents.**



### Water Inlet Filters

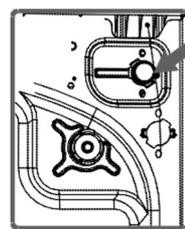
On the tap side of your machine's water inlet hose and at the ends of water inlet valves, there are filters to prevent the entry of dirt and foreign materials in the water to the machine. If the machine is unable to receive sufficient water although the water tap is opened, these filters should be cleaned.

Remove the water inlet hose.

Remove the filters found on the water inlet valves by using pincers and wash thoroughly using a brush.

Clean the filters of the water inlet hoses located on the tap side by washing thoroughly using a brush.

After you clean the filters, re-fit them in the reverse manner to which they were removed.



### CAUTION:

**Filters of water inlet valves may be clogged due to a contaminated tap or lack of maintenance. Broken seals will cause water to leak into your machine continuously.**

**Any breakdown that arises due to these reasons are out of the scope of warranty.**

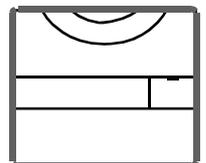
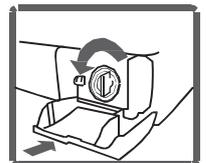
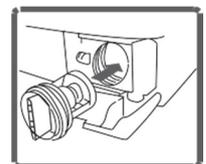
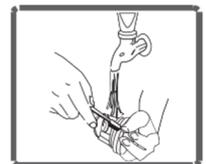
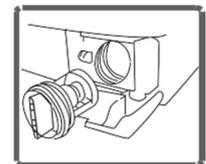
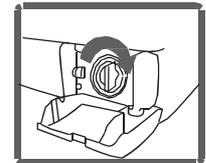
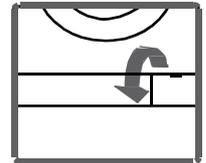
## 6.1 Maintenance and Cleaning continued.

### Pump Filters

The pump filter system prolongs the life of your pump, which is used to drain the dirty water. It prevents lint entering the pump. Cleaning the pump filter regularly is recommended.

To clean your pump filter:

- Open the kickplate cover, by pulling the handle.
- Before opening the filter cover, place a suitable container in front of the filter cover to prevent spillage of water that remains in the pump.
- Loosen the filter cover by rotating it counter clockwise and drain the water.
- Remove any foreign materials from the filter.
- Check the rotation of the pump manually.
- After you have cleaned the pump, re-fit the filter cover by rotating clockwise.
- Put the kickplate cover back in place.
- Do not forget that if you do not fit the filter cover correctly, it will leak water.



**WARNING!**  
**As water in the pump may be hot, wait until it cools down.**

(\*) Specifications may vary depending on the product purchased.

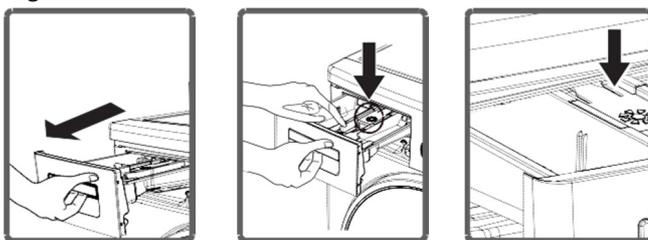
## 6.1 Maintenance and Cleaning continued.

### Detergent Drawer

Your detergents may deposit residue in the detergent drawer and housing of the detergent drawer over time. To clean the residue formed, disassemble the detergent drawer periodically. It is recommended that you clean your detergent drawer every 2 months.

To remove the detergent drawer:

- Pull out the detergent drawer until it is fully
- Keep pulling whilst depressing the section shown below in the detergent drawer and then remove the detergent drawer.

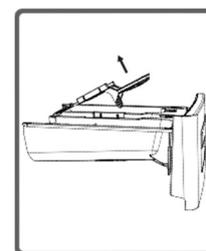


- Flush it using water and a brush.
- Collect any residue in the housing of the detergent drawer without dropping them inside the machine.
- Re-assemble the detergent drawer after drying it using a towel or dry cloth.

**DO NOT WASH YOUR DETERGENT DRAWER IN A DISHWASHER**

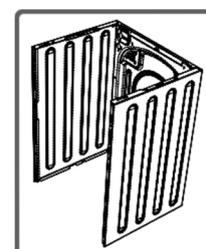
### Flush Stopper

Disassemble the detergent drawer. Disassemble the flush stopper and clean out any softener residues completely. Refit the flush stopper after cleaning it. Check that it is fitted properly.



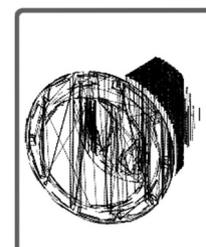
### Body

Clean the outer body of your machine with warm water and a non-flammable cleaning agent that will not abrade the body of your machine. After rinsing with some water, dry it using a soft and dry cloth.



### Drum

Do not leave metallic objects such as needles, paper clips, coins etc. in your machine. These objects lead to formation of rust stains in the drum. To clean any rust stains, use a non-chlorine cleaning agent and follow the instructions of manufacturers of the cleaning agent. Never use wire wool or similar hard objects for cleaning rust stains.



## Section 7. Troubleshooting

Any repairs required to your machine should be carried out by our authorised service agents. If your machine requires a repair or if you cannot remove the fault by using the information provided as follows:

- Unplug your machine.
- Turn the water tap off.

FAULT	POSSIBLE CAUSE	TROUBLE-SHOOTING
Your machine does not start.	<ul style="list-style-type: none"> <li>• It is not plugged in.</li> <li>• Fuse Blown</li> <li>• Electricity cut-off.</li> <li>• Start/Pause button not pressed.</li> <li>• Program dial at 'stop' position.</li> <li>• The machine door is not completely closed.</li> </ul>	<ul style="list-style-type: none"> <li>• Plug it in.</li> <li>• Replace the fuses.</li> <li>• Check mains power.</li> <li>• Press the Start/Pause button.</li> <li>• Switch the program to the desired position.</li> <li>• Close the machine door.</li> </ul>
Your machine does not take in water.	<ul style="list-style-type: none"> <li>• Water tap is turned off.</li> <li>• Water inlet hose may be twisted.</li> <li>• Water inlet hose clogged.</li> <li>• Valve inlet filter clogged.</li> <li>• The machine door not completely closed.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn your tap on.</li> <li>• Check water inlet hose and untwist.</li> <li>• Clean water inlet hose filters. (*)</li> <li>• Clean the valve inlet filters. (*)</li> <li>• Close the machine door.</li> </ul>
Your machine does not discharge water.	<ul style="list-style-type: none"> <li>• Outlet hose clogged or twisted.</li> <li>• Pump filter clogged.</li> <li>• Laundry settled in the machine unevenly.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the outlet hose, then either clean or untwist.</li> <li>• Clean the pump filter. (*)</li> <li>• Spread your laundry in the machine evenly.</li> </ul>

(\*) See the chapter regarding maintenance and cleaning of your machine

## 7.1 Troubleshooting continued.

FAULT	POSSIBLE CAUSE	TROUBLE-SHOOTING
Your machine vibrates.	<ul style="list-style-type: none"> <li>• The feet of your machine have not been adjusted correctly.</li> <li>• Transit bolts fitted for transportation have not been disassembled.</li> <li>• Smaller amount of laundry in the appliance.</li> <li>• Your machine is overloaded with laundry or laundry is settled unevenly.</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the feet on your machine and make sure it is level. (**)</li> <li>• Remove the transit bolts on your machine. (**)</li> <li>• This will not stop operation of the machine.</li> <li>• Do not put in more laundry than the recommended amount and settle it evenly.</li> </ul>
Excessive foam is formed in the detergent drawer.	<ul style="list-style-type: none"> <li>• Excessive amount of detergent used.</li> <li>• Wrong detergent used.</li> </ul>	<ul style="list-style-type: none"> <li>• Press on the start/pause button to eliminate foam formation, mix a spoon of softener with half a litre of water and pour the mixture into the detergent drawer. After 5-10 minutes, press on start/pause button again. In your next wash, adjust the detergent dose accordingly.</li> <li>• Use detergents produced only for automatic washing machines in your machine.</li> </ul>
Unsatisfactory washing result	<ul style="list-style-type: none"> <li>• The soiling of your laundry does not match the program chosen.</li> <li>• Amount of detergent used was insufficient.</li> <li>• The maximum laundry capacity of your machine has been exceeded.</li> </ul>	<ul style="list-style-type: none"> <li>• Select the program appropriate for the soiling of your laundry. (See program table)</li> <li>• Adjust the amount of detergent based on the amount and contamination degree of your laundry.</li> <li>• Load your machine with an amount of laundry which will not exceed the maximum laundry capacity.</li> </ul>

(\*\*) See the chapter regarding installation of your machine.

## 7.1 Troubleshooting continued.

FAULT	POSSIBLE CAUSE	TROUBLE-SHOOTING
Unsatisfactory washing result.	<ul style="list-style-type: none"> <li>• Water too hard. (contaminated, lime water etc.)</li> <li>• Laundry is distributed in your machine unevenly.</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the amount of detergent based on the instruction of the detergent manufacturer.</li> <li>• Spread your laundry in the machine properly.</li> </ul>
As soon as the machine is loaded with water, water discharges.	<ul style="list-style-type: none"> <li>• The end of the water outlet hose is too low for the machine.</li> </ul>	<ul style="list-style-type: none"> <li>• Set the water outlet hose at appropriate height. (**)</li> </ul>
No water appears in the drum during washing.	<ul style="list-style-type: none"> <li>• No fault. Water is in the unseen outer part of the drum.</li> </ul>	
Laundry has detergent residues on them.	<ul style="list-style-type: none"> <li>• Non-dissolving particles of some detergents may stick to your laundry as white spots.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform an extra rinsing by setting your machine to "Rinsing" program, or clean the spots with a brush once dry.</li> </ul>
Grey spots appear on laundry.	<ul style="list-style-type: none"> <li>• The reason for such spots may be oil, cream or ointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Apply the maximum amount of detergent instructed by the detergent manufacturer in the next washing operation.</li> </ul>
Spinning operation is not performed or runs late.	<ul style="list-style-type: none"> <li>• No fault. Out of balance load control system has been activated.</li> </ul>	<ul style="list-style-type: none"> <li>• Out of balance load control system will try to spread your laundry correctly. Spinning operation will begin after your laundry is spread. Place the laundry in the machine in a balanced fashion next time.</li> </ul>

### IMPORTANT!

If you are unable to correct a fault after checking the relevant section above, or if you are still in doubt, please call the Repairtech Service Helpline on 01527 888 133.

Please note if you call out an engineer when one of the above faults arises, or to repair a fault that has arisen due to incorrect use, you will have to bear the cost of the call out and repair, even if the product is still within the guarantee period.

(\*\*) See the chapter regarding installation of your machine.

## Section 8. Automatic Fault Warnings

Your machine is equipped with systems that are capable of both taking necessary precautions and warning you in case of any breakdown by means of continuous self-checking during washing operations.

Failure Code	Failure Indicator	Probable Failure	Process to be followed
E01		The door is not shut properly.	Shut the door properly so that you hear the click. If the problem persists, turn off the machine, unplug, and contact the Repairtech Helpline.
Err 02		The pump or electrical connection to the pump is faulty, or the pump filter is clogged	Turn on the tap, the mains may be cut off. If the problem persists then unplug your machine, turn off the tap and contact the Repairtech Helpline.
Err 03		The water pressure or the water level inside the machine is low.	Clean the pump filter. If the problem persists, contact the Repairtech Helpline. (*)
Err 04		Your machine has an excessive amount of water.	Your machine will discharge itself. If problem persists, shut down your machine and unplug. Turn off your tap and contact the Repairtech Helpline.

(\*) See the chapter regarding maintenance and cleaning of your machine.

## Section 9. Washing Program

COTTON 90°		COTTON ECO 60 C°	
Washing temperature (°C)	90°	Washing temperature (°C)	60°
Maximum dry laundry amount (kg)	8,0	Maximum dry laundry amount (kg)	8,0
Detergent compartment	2	Detergent compartment	2
Programme duration (Min.)	207	Programme duration (Min.)	200
Laundry type / Descriptions	Very dirty, cotton and flax textiles. (Underwears, linen, tablecloth, towel (maximum 4,0 kg), bedclothes, etc.	Laundry type / Descriptions	Dirty cotton and flax textiles. (Underwears, linen, tablecloth, towel (maximum 4,0 kg), bedclothes, etc.

Pre-Wash Cotton		COTTON 40 C°	
Washing temperature (°C)	60°	Washing temperature (°C)	40°
Maximum dry laundry amount (kg)	8,0	Maximum dry laundry amount (kg)	8,0
Detergent compartment	1&2	Detergent compartment	2
Programme duration (Min.)	165	Programme duration (Min.)	190
Laundry type / Descriptions	Dirty cotton and flax textiles. (Underwears, linen, tablecloth, towel (maximum 4,0 kg), bedclothes, etc.	Laundry type / Descriptions	Dirty cotton and flax textiles. (Underwears, linen, tablecloth, towel (maximum 4,0 kg), bedclothes, etc.

ECO 20°		WOOL	
Washing temperature (°C)	20°	Washing temperature (°C)	30°
Maximum dry laundry amount (kg)	4,0	Maximum dry laundry amount (kg)	2,5
Detergent compartment	2	Detergent compartment	2
Programme duration (Min.)	98	Programme duration	49
Laundry type / Descriptions	Less dirty, cotton and linen textiles. (Underwear, bedsheet, tablecloth, towel (max. 2 kg) bedcloth, etc.	Laundry type / Descriptions	Woolen laundries with machine wash labels.

EASY CARE		RINSE	
Washing temperature (°C)	40°	Washing temperature (°C)	-
Maximum dry laundry amount (kg)	3,5	Maximum dry laundry amount (kg)	8,0
Detergent compartment	2	Detergent compartment	-
Programme duration (Min.)	91	Programme duration	42
Laundry type / Descriptions	Very dirty or synthetic-mixed textiles. (Nylon socks, shirts, blouses, synthetic-including trousers etc.)	Laundry type / Descriptions	If you want to additionally rinse your laundries upon completion of washing operation, you may use this programme for any kind of laundries.

**NOTE:** Program duration might change according to the amount of laundry, tap water, ambient temperature and selected additional functions.

## 9.1 Washing Program continued.

SPIN	
Washing temperature (°C)	-
Maximum dry laundry amount (kg)	8,0
Detergent compartment	-
Programme duration	17
Laundry type / Descriptions	If you want to additionally wring your laundries upon completion of washing operation, you may use this programme for any kind of laundries.

SPORTS WEAR	
Washing temperature (°C)	30°
Maximum dry laundry amount (kg)	3,5
Detergent compartment	2
Programme duration	79
Laundry type / Descriptions	Sportswear.

HAND WASH/DELICATE	
Washing temperature (°C)	30°
Maximum dry laundry amount (kg)	2,5
Detergent compartment	2
Programme duration	90
Laundry type / Descriptions	Laundry recommended for hand wash or sensitive laundry.

MIXED	
Washing temperature (°C)	30°
Maximum dry laundry amount (kg)	3,5
Detergent compartment	2
Programme duration	85
Laundry type / Descriptions	Dirty cotton, synthetics, colour and flax textiles can be washed together.

BLOUSES / SHIRTS	
Washing temperature (°C)	60°
Maximum dry laundry amount (kg)	4,0
Detergent compartment	2
Programme duration	110
Laundry type / Descriptions	Dirty cotton, synthetic and synthetic-mixed shirts and blouses can be washed together.

RAPID 15 min.	
Washing temperature (°C)	30°
Maximum dry laundry amount (kg)	2,0
Detergent compartment	2
Programme duration	15
Laundry type / Descriptions	You can wash your slightly stained, cotton, coloured and flax textile within only 15 minutes.

DAILY 60 min.	
Washing temperature (°C)	60°
Maximum dry laundry amount (kg)	4,0
Detergent compartment	2
Programme duration	60
Laundry type / Descriptions	You can wash your dirty cotton, colour and flax textiles at 60°C in 60 minutes.

**NOTE:** Program duration might change according to the amount of laundry, tap water, ambient temperature and selected additional functions.

**If after the previous checks there is still a fault, please contact the Repairtech Service Help-line below. Please ensure that you have the model number, serial number, date of purchase and retailers information available before you make the call.**

**Montpellier**

**SERVICE HELP-LINE**

Should your appliance develop a fault, please call the  
Repairtech Service Helpline on:

**01527-888133**

## Important Note:

This appliance is marked according to the European directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

The symbol on the product, or on the documents accompanying the product, the Crossed Out Wheelie Bin, indicates that this appliance may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment.

Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this product, please contact your local authority, your household waste disposal service or the retailer where you purchased the product.



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We continuously try to improve our products for the benefit of our customers. For this reason we reserve the right to make changes to any product at any time, without notice

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