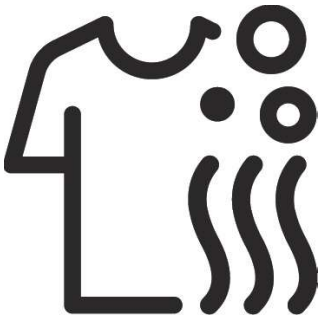
beko

Washing-Machine

User Manual



BWC8121W

RECYCLED & RECYCLABLE PAPER

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PLEASE READ THIS USER MANUAL FIRST!

Dear Customer,
Thank you for choosing this Beko product. We hope that you get the best results from your product, which has been manufactured with high quality and state-of-the-art technology. 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. You can thus protect yourself and your product against possible hazards.
Keep the user manual. If you hand over the product to someone else, provide the user manual as well. Warranty terms, product usage and troubleshooting methods are shown in the user guide.

Symbols and definitions
The following symbols are used in the user guide:

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

1 SAFETY INSTRUCTIONS

This section includes the safety instructions necessary to prevent the risk of personal injury or material damage.
Our company shall not be held responsible for damage that may occur if these instructions are not observed.

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

1.1 INTENDED USE

- The service life of your product is 10 years. During this period, original spare parts will be available to allow proper operation of the appliance.
- This product has been designed for domestic use. It is not intended for commercial purposes and should not be used beyond its intended use.
- Use only for washing and drying textile products that are marked accordingly.
- The manufacturer accepts no liability for any damage due to misuse or mishandling.
- This appliance is intended to be used in household and similar applications. For example:
  - Staff kitchens of stores, offices and other work environments
  - Ranches
  - Customers of hotels, motels and other accommodation facilities
  - Bed and breakfasts, hostel like environments
  - Common areas of apartment blocks or laundries.

1.2 SAFETY OF CHILDREN, VULNERABLE PERSONS AND PETS

- This product may be used by children aged 8 years and older and persons with underdeveloped physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the safe use of the appliance or product and the hazards involved in its use.
- Children under the age of 3 should be kept away from the appliance unless continuously supervised.
- Electrical products can be dangerous for children and pets. Children or pets should not play with, climb on or inside the product. Check inside the product before use.

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

1.3 ELECTRICAL SAFETY

- The product should be unplugged during installation, maintenance, cleaning and repair procedures.
- Damaged power cables should be replaced by the authorized service in order to prevent possible hazards.
- The product should not be powered via an external switching device such as a timer or connected to a circuit that is regularly switched on and off by a device.
- Do not tuck the power cable under the product or to the rear of the product. Do not put heavy items on the power cable. Do not overly bend or crush the power cable or place it close to sources of heat.
- Do not use an extension cable, multi-plug or adapter to operate your product.
- The plug should be easily accessible. If this is not possible, a mechanism that meets electrical regulations and that disconnects all terminals from the mains (fuse, switch, main switch, etc.) should be available on the electrical installation.
- Do not touch the plug with wet hands.
- When unplugging the appliance, hold the plug and not the power cable.
- Make sure the plug is not wet, dirty or dusty.

1.4 HANDLING SAFETY

- Unplug the product before moving it. Remove the water outlet and water mains connections. Drain any water left inside the product.
- This product is heavy. Do not attempt to handle it by yourself. Do not hold extruding parts, such as the laundry loading door, to lift or move the product. The upper tray should be closed tightly before moving it.
- This product is heavy; it should be carried carefully by two people if a staircase is involved. The product may cause injury if it falls on you. Do not hit or drop the product while carrying it.
- Carry the product in an upright position.
- Make sure that the hoses and the power cable are not folded, pinched or crushed after the product has been fitted into place after installation or cleaning procedures.

1.5 INSTALLATION SAFETY

- Check the information on the manual and installation instructions to prepare the product for installation and make sure the electrical mains, the clean water mains and water outlet are suitable. If not, call a qualified electrician and plumber to have them make the necessary arrangements. These operations are the customer's responsibility.
- Check for any damage to the product before installing it. Do not install the product if it is damaged.
- Injuries may occur if hands are put into uncovered slots. Use plastic plugs to close the holes of the transportation safety bolts.
- Do not install or leave the product in locations where it may be exposed to external environment conditions.
- Do not install the product in locations where the temperature drops below 0°C.
- Do not place the product on a carpet or similar surface. It may create a fire hazard since it cannot receive air from underneath.
- Place the product on a hard, level surface and balance it with the adjustable feet.

- Connect the product to a grounding plug protected by a fuse suitable for the current ratings on the type label. Make sure the grounding is carried out by an expert electrician. Do not use the product without suitable grounding in compliance with local/national regulations.
- Plug the product into a socket with voltage and frequency ratings suitable to those indicated on the type label.
- Do not plug the product into loose, broken, dirty, greasy sockets or sockets that have come out of their housing or sockets with a risk of water contact.
- Use the new hose set provided with the product. Do not re-use old hose sets. Do not modify the hoses.
- Connect the water inlet hose directly to the water tap. The pressure from the tap should be minimum 0.1 MPa (1 bar) and maximum 1 MPa (10 bars). 10 to 80 liters of water per minute should run from the tap in order for the product to function properly. If the water pressure is above 1 MPa (10 bars), a pressure-reducing valve should be fitted. The maximum permissible temperature is 25°C.
- Fit the end of the water discharge hose to the dirty water discharge drain, the sink or the bathtub.
- Place the power cable and housings in locations that pose no risk of tripping.
- Do not install the product behind a door, a sliding door or in another location that will prevent the door from opening completely.
- If a drier is to be placed on the product, secure it with a suitable mounting apparatus obtained from the authorized service.
- There is a risk of contact with electrical parts when the upper tray is removed. Do not dismantle the upper tray of the product.
- Place the product at least 1 cm away from the edges of furniture.
- Make sure the room in which the installation is performed is adequately ventilated, as there may be a risk of undesirable gases emitted by the device, which could ignite other combustible substances in the room or interact with an open flame.

1.6 OPERATIONAL SAFETY

- When you are using the appliance, use only detergents, softeners and supplements suitable for washing machines.
- Do not use chemical solvents on the product. These materials present an explosion risk.
- Do not operate defective or damaged products. Unplug the product (or turn off the fuse it is connected to), turn off the water tap and call the authorized service.
- Do not place sources of ignition (burning candles, cigarettes, etc.) or sources of heat (irons, furnaces, ovens, etc.) on top of or near the product. Do not place inflammable/ explosive materials near the product.
- Do not get onto the product.
- Unplug the product and turn off the tap if you will not be using the product for long periods.
- Detergent/maintenance materials may splash out of the detergent drawer if it is opened while the machine is in operation. Detergent coming into contact with your skin and eyes can be dangerous.
- Make sure pets do not climb inside the product. Check inside the product before use.
- Do not force open the locked loading door. The door will open once the washing is completed. If the door does not open, use the solutions for the "loading door does not open" error in the Troubleshooting section.
- Do not wash articles contaminated with gasoline, kerosene, benzene, reducers, alcohol or other inflammable or explosive materials and industrial chemicals.
- Do not directly use dry cleaning detergent and do not wash, rinse, spin or dry laundry contaminated with dry cleaning detergent.
- Do not place your hands into the rotating drum. Wait until the drum has stopped rotating.
- Do not place your hand or metal objects under the washing machine.
- When washing laundry at high temperatures, the discharged washing water may burn your skin upon contact, e.g. when the drain hose is connected to the sink. Do not touch the discharge water.
- Take the following precautions to prevent the formation of biofilm and unpleasant smell:

- Make sure the room where the washing machine is placed is well ventilated.
- Wipe the door gasket and loading door glass with a dry and clean cloth at the end of the program.

- The glass of the loading door will heat up when washing or drying at high temperatures. Therefore, do not allow (especially) children to touch the loading door glass while washing or drying.

1.7 MAINTENANCE AND CLEANING SAFETY

- Do not wash the product with pressure washers, by spraying vapor or water or by pouring water.
- Do not use sharp or abrasive tools to clean the product. Do not use household cleaners, soap, detergent, gas, gasoline, thinner, alcohol, varnish, etc. while cleaning.
- Cleaning agents containing solvents might emit noxious fumes (e.g. cleaning solvent). Do not use cleaning products containing solvents.
- There may be detergent residues in the detergent drawer when you open it for cleaning.
- Do not dismantle the filter of the discharge pump while the product is in operation.
- The temperature in the machine may rise up to 90°C. Clean the filter only after the water in the machine has cooled down, in order to avoid risk of burns.

2 IMPORTANT INSTRUCTIONS RELATING TO THE ENVIRONMENT

2.1 Compliance with WEEE Directive



This product complies with the EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste from 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. At the end of its service life, do not dispose of the decommissioned product with normal domestic and other waste. Take it to a collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to find out about these collection centers.

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

2.2 Packaging Information

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

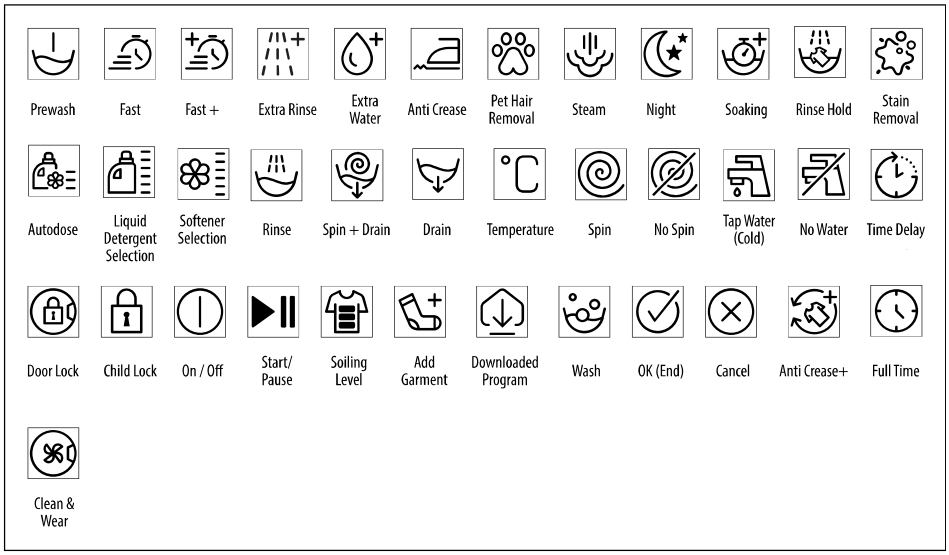
3 TECHNICAL SPECIFICATIONS

Supplier's name or commercial brand	Beko
Model name	BWC8121W
Washing capacity (cotton) (kg)	8
Drying capacity (cotton) (kg)	/
Maximum spin speed (cycle/min)	1200
Built-in	No
Height (cm)	85
Width (cm)	60
Depth (cm)	50,8
Single Water inlet/Double Water inlet	+ / -
Electrical connection (V/Hz)	220-240V~/50Hz
Total current (A)	10
Total power (W)	2000
Main model code	

	The model information as stored in the product database can be found by visiting the following website and searching for your model identifier (*) as displayed on the energy label. https://eprel.ec.europa.eu/

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

Symbols Table



4 INSTALLATION

Please read the "Safety Instructions" section first!

Your washing machine automatically detects the amount of laundry when you select a program.
While installing the product, calibration should be carried out before the first use to ensure that the laundry amount is detected with maximum accuracy.
To do this, select the Drum Cleaning* program and cancel the spin function. Start the program without laundry. Wait for the program to finish, which will take about 15 minutes.
*The program name may vary depending on the model. For appropriate program selection, review the program description section.

- Please contact the nearest Authorized Service for the installation of the appliance.
- Make sure that the installation and electrical connections of the product are performed by an authorized service agent. The Manufacturer shall not be held responsible for damages caused by operations performed by unauthorized persons.
- Preparation of the premises and electrical, tap water and waste water installations at the place of installation is the customer's responsibility.
- Make sure that the water inlet and discharge hoses and the power cable are not folded, pinched or crushed while pushing the product into place during installation or cleaning procedures.
- Prior to installation, visually check to see if the product has any defects. Do not install the product if it is damaged. Damaged products cause risks to your safety.

4. 1 Appropriate Installation Location

Before carrying out any work on the machine, make sure to wear work gloves.

- Place the product on a hard, level floor. Do not place it on a carpet with high pile or other similar surfaces. Placing it on an improper floor can cause noise and vibration problems.
- Do not place the product on the power cable.
- Do not install the product in places where temperature may fall below 0°C. Freezing might damage your product.
- Leave a minimum space of 1 cm between the product and surrounding furniture.
- If you will install the product on a surface with steps, do not place it close to the edge.
- Do not place the product on a platform.
- Ensure there are no locked, sliding or hinged doors that may prevent the loading door from opening completely.
- Do not place heat sources such as cookers, irons, ovens, heaters etc. on the appliance and do not use them on the product.

4. 2 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. Insert the plastic covers supplied in the User Manual bag into the holes on the rear panel.



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

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

4. 3 Connecting to Water Supply

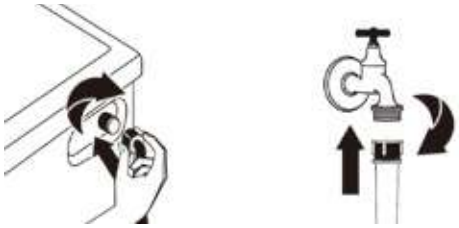
WARNING
The water pressure required for the operation of the product is between 1-10 bars (0.1-1 MPa). To ensure the smooth operation of the machine, 10 - 80 liters of water per minute should be supplied from a fully opened tap. If the water pressure is higher, install a pressure reducing valve.

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

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

WARNING
Make sure that the cold water connection is performed correctly during the installation of the product. Otherwise, your laundry may come out hot at the end of the wash cycle and may suffer wear.

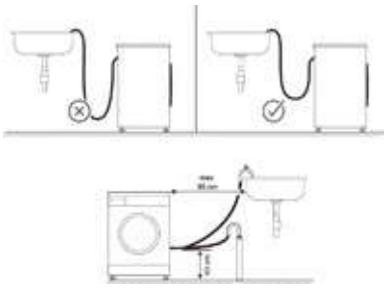
2. Tighten all hose nuts by hand. Never use a tool when tightening the nuts.
3. Open the taps completely after making the hose connection to check for water leaks at the connection points. If any leak occurs, turn off the tap and remove the nut. Check the gasket and tighten the nut carefully again. In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



4. 4 Connecting the Drain Hose to the Drain Outlet

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

> Your house may be flooded if the water draining hose is disconnected during water draining. There is also a risk of burns due to the high washing temperatures. In order to prevent such situations and make sure that the product performs water intake and draining processes correctly, fix the drain hose securely.



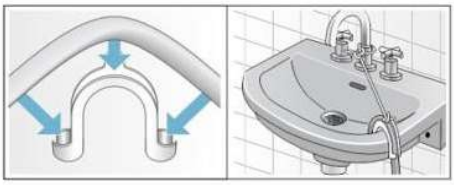
2. Connect the hose to a minimum height of 40 cm and a maximum height of 90 cm.
3. If the hose is placed on the floor (or at a maximum height of 40 cm from the floor) and then its height is increased, the discharging of water becomes difficult and laundry may come out very wet from the machine. You should therefore comply with the heights provided in the figure.
4. To prevent the waste water from going back into the product and to ensure easy drainage, do not immerse the end of the hose in the waste water and do not insert it more than 15 cm into the drain outlet. If it is too long, cut it.
5. The end of the hose should not be bent or stepped on and the hose must not be pinched between the drain and the product. Otherwise, water discharge issues may emerge.
6. If the hose is too short, extend it by adding an original extension hose. The overall length of the hose should not be greater than 3.2 m. To prevent water leaks, always use a suitable clamp to secure the connection between the extension hose and the product drain hose so that it does not come off and cause leaks.

Notice: Appliance damage/damage to textiles.

If the end of the drain hose comes into contact with discharge water (water drained from the washing machine), this water can be sucked back into the washing machine and may damage the appliance or textiles.

Make sure that:

- There is no stopper in the sink drain.
- The end of the drain hose does not come into contact with discharge water.
- The sink drain is not partially clogged and there is a free flow of water.
- The drain hose is securely attached to the washbasin.



1. Do not twist, pull out or bend the drain hose.
2. Secure the drain hose to the drain pipe, washbasin, etc. by using a cable tie, to prevent it from being pushed out by the force of the water.

4. 5 Adjusting the Stands

> **WARNING**
> In order to ensure that the product operates silently and without vibration, it must stand level and be balanced on its feet. Ensure that the product is balanced by adjusting the feet. Otherwise, the product may move from its place and cause noise and vibration problems or cause damage by crushing.

1. Use the tool in the user manual bag to loosen the nuts on the feet in the direction of the arrow.
2. Adjust the feet until the product stands level and balanced. You can move the feet up by turning them counterclockwise and down by turning them clockwise.

3. Re-tighten all lock nuts with the tool in the direction of the arrow. You can move the nuts down by turning them counterclockwise and up by turning them clockwise.



4. 6 Electrical Connection

Connect the product to a grounded outlet protected by a 13 A fuse. Our company shall not be liable for any damage caused by using the product without grounding according to local regulations.

- The 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 that you use a Ground Fault Circuit Breaker (GFCI).
- The 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 amps, have a qualified electrician install a 13 amp supply.
- The voltage specified in the "Technical specifications" section must be equal to your mains voltage.
- Do not make connections via extension cables or multi-plugs. Overheating and burning may occur due to the connecting cable.

Damaged power cables should be replaced by the authorized service in order to prevent hazards.

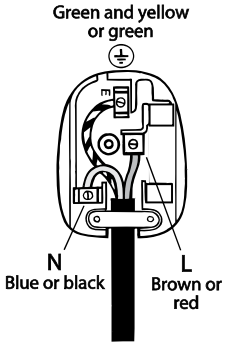
Important

Fitting a different plug:

As the colors of the wires in the mains lead of this appliance may not correspond with the colored markings identifying the terminals on your plug, proceed as follows:

1. Connect the green-yellow or green (earth) wire to the terminal in the plug marked 'E' or with the symbol f or colored green and yellow or green.
2. Connect the blue (neutral) wire to the terminal in the plug marked 'N' or colored black.
3. Connect the brown (live) wire to the terminal in the plug marked 'L' or colored red.

With alternative plugs a 13 A fuse must be fitted either in the plug or adapter or in the main fuse box. If in doubt contact a qualified electrician.



4.7 Handling the Product

1. Unplug the product before handling it.
2. Disconnect the water outlet and water mains connections.
3. Drain any water that remains in the product. See Draining Remaining Water and Cleaning the Pump Filter.
4. Install the transportation safety bolts following the disassembly instructions in reverse order. See Removing the Transportation Safety Bolts.

Never carry the product without the transportation safety bolts properly attached! Your product is too heavy to be carried by one person. Your product should be carried by two people and care needs to be taken on the stairs as it is a heavy product. The product may cause injury if it falls on you. The packaging materials are dangerous for children. Keep packaging materials in a safe place out of the reach of children.

5 PRELIMINARY PREPARATION

Please read the "Safety Instructions" section first.

5.1 Sorting Laundry

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

5.2 Preparing Laundry for Washing

- Laundry items with metal attachments such as underwires, belt buckles or metal buttons will damage the product. Remove the metal pieces or wash the clothes after putting them in a laundry bag or pillow case.
- Empty all pockets, removing objects such as coins, pens and paper clips. Turn pockets inside out and brush. Such objects may damage the product or cause noise problems.
- Put small-sized garments such as baby socks and nylon stockings in a laundry bag or pillow case.
- Put curtains in without compressing them. Remove curtain attachment items. Curtain attachment items may cause pulling and tearing on the curtain.
- Fasten zippers, sew loose buttons and mend rips and tears.
- Wash "Machine washable" or "Hand washable" labeled products only with the appropriate program. Dry these types of clothes by hanging them or laying them flat. Do not dry them in the machine.
- Do not wash colors and whites together. New, dark-colored cottons release a lot of dye. Wash them separately.
- Only use dyes / color changing agents and descalers suitable for washing machines. Always follow the instructions on the packaging.
- Tough stains must be treated properly before washing. If you are not sure, check with a dry cleaner.
- Wash trousers and delicate laundry turned inside out.
- Laundry that is highly soiled with materials such as flour, lime dust, milk powder, etc. must be shaken and superficially cleaned before the laundry is placed inside the product. Such dust and powder on the laundry may build up on the inner parts of the product in time and can cause damage.
- Before washing angora wool articles, place them in the freezer section of the refrigerator for a few hours. This will reduce pilling.

5.3 Tips for Energy and Water Saving

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

- Operate the product with the highest load capacity allowed for the program you have selected, but do not overload it. See "Table of wash cycles".
- Follow the temperature instructions on the detergent packaging.
- Wash lightly soiled laundry at low temperatures.
- Use faster programs for small quantities of lightly soiled laundry.
- Do not use prewash and high temperatures for laundry that is not heavily soiled or stained.
- If you plan to dry your laundry in a dryer, select the highest spin speed recommended during the washing process.
- Do not use more detergent than the amount recommended on the detergent packaging.

5.4 Start-up

Before starting to use the product, make sure you follow the instructions described in sections "Important Instructions Relating to the Environment" and "Installation". To prepare the product for washing laundry, first run the Drum Cleaning program.

If this program is not available in your product, apply the method which is described in section "Cleaning the loading door and the drum".



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

5.5 Loading the Laundry

1. Open the loading door.
2. Loosely place the laundry items inside the product.
3. Close the loading door by pushing it until you hear a locking sound. Ensure that no items are caught in the door. The loading door stays locked while a program is running. The door lock will open a few minutes after the wash program has ended. Then you can open the loading door. If the door does not open, apply the solutions provided for the "Loading door cannot be opened" error in the Troubleshooting section.

5.6 Correct Load Capacity

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

Follow the instructions in "Table of wash cycles".
If the appliance is overloaded, the product's washing performance will diminish. Noise and vibration problems may also occur.

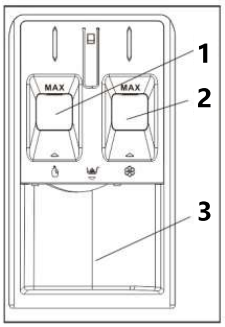
Bathrobe: 1200 g
Bedding: 700 g
Sheet: 500 g
Pillow Case: 200 g
Tablecloth: 250 g
Negligee/Pyjamas: 200 g
Lingerie: 100 g
Shirts: 200 g
Blouse: 100 g
Towel: 200 g

The loading door stays locked while a program is running. The door lock will open once the program is completed. If the inner part of the machine is very hot at the end of the program, the loading door will not open until the temperature drops. If the door does not open, apply the solutions provided for the "Loading door cannot be opened" error in the Troubleshooting section.

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

5. 7 Using Detergent and Softener

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



The detergent drawer comprises of three compartments:
(1) Liquid washing detergent
The liquid detergent must not exceed the "MAX" level.
(2) Additives (Softener. etc.)
The fabric softener must not exceed the "MAX" level.

(3) Powder washing detergent

Detergent, Softener and Other Cleaning Agents

- Add detergent and softener before starting the wash program.
- Do not leave the detergent drawer open when the wash program is on.

Choosing the Detergent Type

The detergent type to be used depends on the wash program, fabric type and color.

- Use different detergents for colored and white laundry.
- Wash delicate garments only with special detergents (liquid detergent, wool shampoo, etc.) intended solely for delicate clothes and at recommended programs.
- When washing dark-colored clothes and quilts, it is recommended that you use liquid detergent.
- Wash woolens using recommended programs with special detergent made specifically for woolens.
- Please review the program descriptions for programs recommended for different textiles.
- All recommendations on detergents are valid for selectable program temperature ranges.

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

Adjusting the Detergent Amount

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

- Do not exceed the recommended dosages on the detergent packaging in order to eliminate excessive foam and poor rinsing problems, to save money and protect the environment.
- Use smaller amounts of detergent for fewer articles or less soiled laundry.

Using Softeners

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

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

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

Using Gel and Tablet Detergents

- If the detergent is liquid and there is no liquid detergent compartment in your product, place the gel detergent in the main washing detergent compartment before the first water intake. If your product has a liquid detergent compartment, fill the compartment with detergent before starting the program.
- If the gel detergent is not fluid or is in a liquid capsule tablet, place it directly inside the drum before washing.
- When you use tablet or gel detergents, do not select the prewash function.

Using Starch

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

Using Anti-Limescale Products

- When their use is necessary, use only anti-limescale products for washing machines.

Using Anti-Limescale Products

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

5. 8 Tips for Efficient Washing

		Clothes			
		Light Colors and Whites	**Colors**	**Black/ Dark Colors**	**Delicates/ Woolens/Silks**
		(Recommended temperature range based on soiling level: 40-90°C)	(Recommended temperature range based on soiling level: cool - 40°C)	(Recommended temperature range based on soiling level: cool - 40°C)	(Recommended temperature range based on soiling level: cool - 30°C)
Soiling Level	**Heavily Soiled** (difficult stains such as grass, coffee, fruit and blood)	It may be necessary to pre-treat the stains or do a prewash. Powder and liquid detergents suitable for whites can be used at dosages recommended for heavily soiled clothes. It is recommended that you use powder detergents to clean clay and soil stains and bleach-sensitive stains.	Powder and liquid detergents suitable for colors can be used at dosages recommended for heavily soiled clothes. It is recommended that you use powder detergents to clean clay and soil stains and bleach-sensitive stains. Detergents that do not contain decolorants should be used.	Liquid detergents suitable for colors and black/dark colors can be used at dosages recommended for heavily soiled clothes.	It is preferable to use liquid detergents suitable for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.
	Normally Soiled (for example, stains caused by body contact on collars and cuffs)	Powder and liquid detergents suitable for whites can be used at dosages recommended for normally soiled clothes.	Powder and liquid detergents suitable for colors can be used at dosages recommended for normally soiled clothes. Detergents that do not contain decolorants should be used.	Liquid detergents suitable for colors and black/dark colors can be used at doses recommended for moderately soiled clothes.	It is preferable to use liquid detergents suitable for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.
	Lightly Soiled (no visible stains)	Powder and liquid detergents suitable for whites can be used at dosages recommended for lightly soiled clothes.	Powder and liquid detergents suitable for colors can be used at dosages recommended for lightly soiled clothes. Detergents that do not contain decolorants should be used.	Liquid detergents suitable for colors and black/dark colors can be used at doses recommended for lightly soiled clothes.	It is preferable to use liquid detergents suitable for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.

5.9 Displayed Program Duration

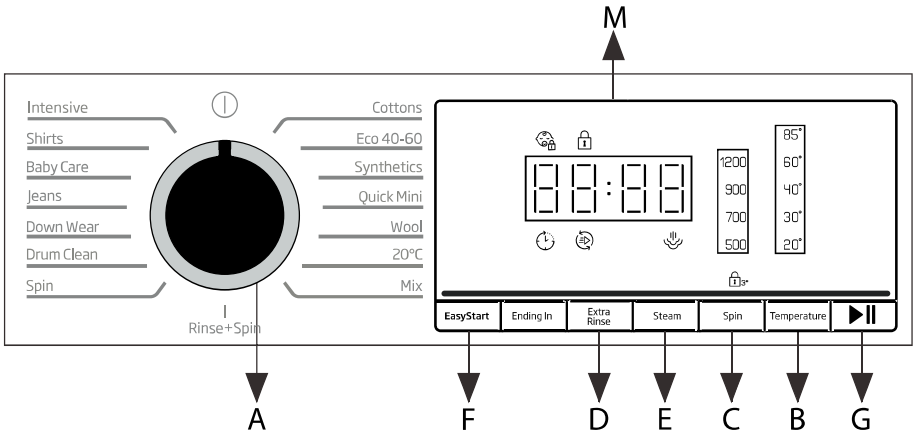
You can view the program duration on the display of your machine while selecting a program. While the program is running, its duration is automatically adjusted depending on factors such as the amount of laundry in the machine, foaming, unbalanced load conditions, power supply fluctuations, water pressure and program settings.

SPECIAL CASE: At the start of the Cotton and Eco Cotton programs, the display shows the duration for half load, the most common use case. Once the program starts, after 20-25 minutes the actual load is detected by the machine. If the detected load is heavier than half load, the wash cycle will be adjusted accordingly and program duration will increase automatically. The new program duration will be shown on the display.

6 OPERATING THE PRODUCT

Please read the "Safety Instructions" section first!

6.1 Control Panel



A---WASH CYCLE SELECTOR knob: Used to set the desired wash cycle (see "Table of wash cycles").

• **OFF** position ⏻: Turn the wash cycle selector knob to the "⏻" symbol to switch the machine off. If the machine is switched off during a wash cycle, the wash cycle will be canceled.

B---TEMPERATURE button: Press to change the water temperature for the current cycle. There are five temperature values on the display. When a temperature value is selected, the corresponding temperature value appears on the digital display.

C---SPIN button: Press to change the spin speed for the current cycle. There are five spin speed values on display. When a spin speed is selected, the corresponding spin speed value appears on the digital display.

• **CHILD LOCK** function: When the cycle is running, long press the **SPIN** button for 3 seconds to set or cancel the **Child lock** function.
For a detailed description, see → Various functions.

• **Canceling the buzzer:**
Press and hold the **SPIN** button and **EasyStart** button together at the same time for at least 3 seconds, you can turn off the buzzer that sounds during the washing cycle running.
For a detailed description, see → Various functions.

D---RINSE button: Press to change the rinse count for the current cycle. The changed rinse count appears on the digital display.
ENDING IN function: Press and hold the RINSE button for 3 seconds before the program runs to set the "DELAY END" function. The "DELAY END" function of some programs is limited.
For a detailed description, see → Various functions.
E-STEAM button: Press to set the **STEAM** Wash cycle.

For a detailed description, see → Various functions.

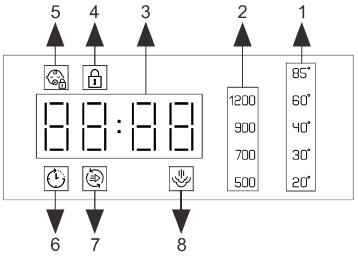
F---EasyStart button: Press to set the **Easy Start** wash cycle.

For a detailed description, see → Various functions.

G-START/PAUSE ▶‖ button: Long press the button to start or pause a wash cycle.

• Adding clothes when the program is running:
When the cycle has begun, you can pause the wash cycle by long pressing the button again. If the **DOOR LOCK** indicator light is off, the door may be opened. You can add or take out laundry. To start the wash cycle from the point at which it was interrupted, press the button again. For a detailed description, see → Various cycles and functions.

6.2 Symbols on the Display



1- Temperature Indicator
When a program is selected, the default temperature value indicator light of this program will be lit on the display.
You can change the temperature value by pressing the TEMP. button. There are five temperature value indicator lights on the display. When a temperature value is selected, the corresponding temperature value indicator light will be lit on the display. If all temperature value indicator lights are off, it indicates the appliance is using only cold water without utilizing the heater in this program.

2- Spin Speed Indicator
When a program is selected, the default spinning speed value indicator light for this program will be lit on the display.
You can change the spinning speed value by pressing the SPEED button. There are five spinning speed value indicator lights on the display. When a spinning speed value is selected, the corresponding indicator light will be lit on the display. If all spinning speed indicator lights are off, it indicates that the appliance does not spin after the final drain process in this program.

3- Duration Indicator
When a program is selected, the default spinning speed value.
Remaining time of the wash cycle:



Delay end time:



Drying time:



Rinse count:



Fault code



4- Door Lock Indicator
The lit indicator light indicates that the door is locked. To prevent any damage, wait until the indicator light turns off before opening the door. To open the door while a cycle is in progress, press the START/PAUSE button. If the DOOR LOCK indicator light is off, the door may be opened.

5- Child Lock Indicator
The lit indicator light indicates that the CHILD LOCK function is activated, and the control panel is locked.

6- Delayed End Indicator
The lit indicator light indicates that the DELAY END function is activated. The countdown to the end of the selected wash cycle will appear on the digital display.

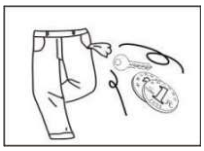
7- EasyStart Function Indicator
The lit indicator light indicates that the EASYSTART wash program is selected.

8- Steam Indicator
When the indicator light is lit, it means that the steam function has been set.

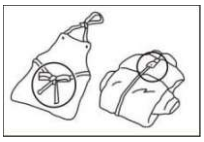
6.3 Preparing the laundry

Damage to the appliance/fabric: foreign objects (e.g. coins, paper-clips, needles or nails) may damage your laundry or components in the appliance. Therefore, follow these tips when preparing your laundry.

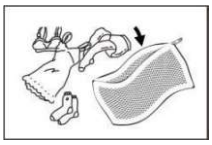
- Remove any loose items or metal objects such as safety pins, paper clips, etc. from the laundry.



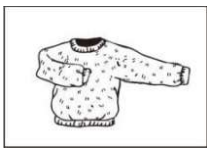
- Brush sand, coins, etc. out of pocket and cuffs.
- Close zips and button up cushion covers, duvet covers, etc.



- Remove curtain runners, or secure them in a net bag.
- Particularly delicate items or smaller items, such as baby socks or handkerchiefs should only be washed in a net bag or pillow case.



- Some items are best turned inside out. These included knitwear, trousers, T-shirts and sweatshirts.

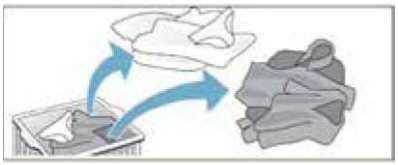


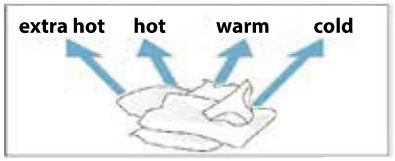
- Make sure that wire-cup bras are machine washable.

Make sure you put wire-cup bras in a pillow case that can be securely closed with a zip or button. If the wire works its way out of the cup it may fall through the holes of the drum and cause extensive damage.

6.4 Sorting the laundry by color and degree of soiling

Sort laundry items according to color, degree of soiling and recommended wash temperature range.





- Clothing items can become discolored.
- Never wash new multi-colored items together with other items.
- Wash white items separately from colored items, otherwise the white items may become gray.

6.5 Degree of soiling

- Light soiling
  No visible soiling or stains, but may have absorbed some odor. This could include lightweight summer clothes such as T-shirts, shirts, or blouses worn only once. Also to freshen bed linen or guest towels.
- Normal soiling
  Visible soiling and/or a few light stains. This could include clothing such as T-shirts, shirts, or blouses that have been sweated in or worn several times. Also tea towels, hand towels or bed linen used for up to one week or more, or curtains without stains that have not been washed for up to a half year.
- Heavy soiling
  Visible soiling and stains. This could include kitchen towels, fabric napkins, baby bibs, children's outer clothing or football jerseys and shirts stained with grass or dirt. It could also include working clothes such as overalls and jeans or other clothing worn for outside work and activities.

6. 6 Sorting laundry according to their care label specifications

The symbols on the labels of your garments will help you choose the most suitable wash program and the right temperature, wash cycles and ironing methods. Don't forget to have a look at these useful indications!



6.7 Table of wash cycles

Max load 8 Kg Power consumption in off-mode 0.5 W / in left-on mode 8.0 W						Detergents and additives		Recommended detergent		Residual dampness % (*)	Energy consumption kWh	Total water lt	Laundry temperature °C
Program	Temperatures		Max. spin speed (rpm)	Max load (kg)	Duration (h : m)	Main wash	Softener	Powder	Liquid				
	Setting	Range											
Mix	60 °C	❄-60 °C	1200	8.0	00:52	●	○	✔	✔	---	---	---	---
Cottons	60 °C	❄-60 °C	1200	8.0	00:57	●	○	✔	✔	--- ---	--- ---	--- ---	--- ---
Intensive	85 °C	60 °C- 85°C	1200	3.0	02:07	●	○	✔	✔	---	---	---	---
Wool	40° C	❄- 40°C	700	1.0	00:50	●	○	✔	✔	---	---	---	---
Baby Care	85 °C	❄-85 °C	1200	5.0	01:23	●	○	✔	✔	---	---	---	---
Shirts	60 °C	❄-60 °C	900	3.0	00:55	●	○	✔	✔	---	---	---	---
Jeans	60 °C	❄-60 °C	1200	6.0	01:19	●	○	✔	✔	---	---	---	---
Eco 40-60	40 °C	40°C	1200	8.0	03:12	●	○	✔	✔	62	0,725	65	33
			1200	4.0	02:30	●	○	✔	✔		0,34	42	26
			1200	2.0	02:19	●	○	✔	✔		0,164	31	21
20°C	30 °C	❄-30 °C	900	2.0	00:39	●	○	✔	✔	---	---	---	---
Quick Mini	40 °C	❄- 40°C	900	1.0	00:15	●	○	✔	✔	---	---	---	---
Synthetics	60 °C	❄-60 °C	900	5.0	01:17	●	○	✔	✔	---	---	---	---
Down Wear	40 °C	❄- 40°C	900	2.0	01:43	●	○	✔	✔	---	---	---	---
Spin	---	---	1200	8.0	00:08	---	---	---	---	---	---	---	---
Rinse+Spin	---	---	1200	8.0	00:13	---	○	---	✔	---	---	---	---
Drum Cleaning	85 °C	85 °C	700	---	02:15	○	○	✔	✔	---	---	---	---
✔ = gel/liquid detergent ✔ = powder detergent ○ = dosing optional --- = NO ● = dosing required													

• When using liquid detergent, it is not recommended that you activate the time delay.
• We recommend using: Washing powder 20°C to 80°C
Wool detergent 20°C to 40°C
• Please follow the dosage recommendation on the powder or liquid detergent package.
This data may differ in your home due to changing conditions in inlet water temperature, water pressure etc. Approximate program duration values refer to the default setting of the programs, without options. The values given for programs other than the Eco 40-60 program are indicative only.
Eco 40-60 - Test wash cycle in compliance with EU Ecodesign regulation 2019/2014. The most efficient program in terms of energy and water consumption for washing normally soiled cotton laundry.
Note: spin speeds shown on the display can differ slightly from the speeds stated in the table.

For all Test Institutes
Long wash cycle for cotton: set the **Cottons** wash cycle with a temperature of 40°C.

* After program end and spin with maximum selectable spin speed, in default program setting.

6.8 Programs

Mix
For washing lightly to normally soiled mixed loads of cotton and synthetic fabrics, white and colored items together.

Cottons
For everyday items of cotton, linen and cotton blends.

Intensive
For clothes that need removal of mites and allergens.

Wool
For machine washable wool and wool blend clothes.

Baby Care
A cycle designed for dirt typical of children's garments; effectively removes any traces of residual detergent.

Shirts
For shirts and women's blouses.

Jeans
For large sturdy fabrics like denim, heavy cotton, durable trousers, duvet, jeans and bedspreads.

Eco 40-60
For washing normally soiled cotton garments washable at 40°C or 60°C, together in the same cycle. This is the standard cotton program and the most efficient in terms of water and energy consumption.

20°C
For washing lightly soiled cotton garments, at a temperature of 20°C.

Quick Mini
For a small amount or lightly soiled garments that you want to wash quickly.

Synthetics
Suitable for mixed washing of cotton, linen and chemi fibre fabric.

Down Wear
For machine washable down jackets.

Rinse+Spin
Combines a rinse and spin for loads requiring an additional rinse cycle. Also used for loads that require rinsing only.

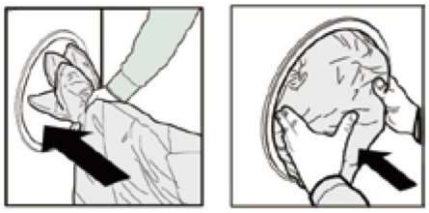
Spin
This cycle uses a spin to shorten drying times for heavy fabrics or special-care items washed by hand.

Drum Cleaning
Cleans the drum by removing dirt and bacteria. Make sure the drum is empty.

6.9 Special wash cycles

Baby care: a cycle designed for dirt typical of children's garments; it effectively removes any traces of residual detergent.

Down jackets: a cycle for washing single downs (weighing no more than 2 kg), cushions or clothes padded with goose down such as puffer jackets. When using this special wash cycle we recommend that the down items be placed in the drum with their edges folded inwards (see figure) and that no more than 3/4 of the total volume of the drum is used. To achieve the best results we recommend a liquid detergent, placed inside the detergent dispenser drawer.



6.10 Various functions

Child lock

1. Setting the child lock function can avoid misoperation by children and external interference in the wash procedure.
2. During operation, long press the SPIN button for 3 seconds to set or cancel the child lock function.
3. After the child lock function is set, the child lock indicator light comes on. The door cannot be opened, the control panel is locked and all buttons are deactivated, as is the wash cycle selector knob (unless it is turned to the symbol "⏻"). You can only turn off the machine by turning the wash cycle selector knob. When the wash cycle selector knob is under the " ⏻ " symbol, the machine will switch off and stop running. If the machine is switched off, the child lock function will be canceled.
4. After the child lock function is set, you can switch off the machine by turning the wash cycle selector knob. When the machine is turned on again, the machine directly runs the program before turning off the machine.

EasyStart

How to use the EasyStart function:

1. If the washing machine is off, press and hold the EasyStart button for 3 seconds to start the program immediately, and the M area will light up.
   EasyStart can be activated only within a certain period of time after switching off the appliance, depending on the previous conditions.
2. If the washing machine is on, press and hold the EasyStart button for 3 seconds to run the program directly, and the M area will light up. EasyStart always starts by executing a detection routine: at the beginning of the program, the machine calculates the weight of the laundry to guarantee the right performance.

How does it work?

1. Load the laundry (cotton and/or synthetic garments) and close the door.
2. Pour the detergent and any additives.
3. Start the cycle by pressing and holding the EasyStart button for 3 seconds. The relevant indicator light will turn green and the door will lock (the 🔒 symbol lights up).

   N.B.: starting the wash cycle with the Easy Start button activates an automatic non-customisable cycle recommended for cotton and synthetic garments. This cycle does not allow for setting any additional options.

   To open the door while an automatic cycle is running, press the START/PAUSE ▶⏸ button; if the locked door symbol 🔒 is off, the door may be opened. Press the START/PAUSE ▶⏸ button again to restart the cycle from the point at which it was interrupted.
4. At the end of the wash cycle, the word END will appear on the display.

Steam

This option enhances washing performance by generating steam during the wash cycle to remove any bacteria from the fibers, which are treated at the same time. Place the laundry in the drum, choose a compatible program and select Steam. ! The steam generated while the washing machine is running may cause the door to become fog.

Adding clothes when the program is running

When the program is running, long press the START/PAUSE ▶‖ button to pause the machine. When the DOOR lock indicator light goes out, the door can be opened and you can add or take out laundry. After the operation is completed, close the door, long press the START/PAUSE ▶‖ button again. The machine will resume running from the point at which the cycle was interrupted.

NOTICE

If the water level or water temperature in the drum is too high, the door lock indicator light 🔒 comes on, the door cannot be opened and you cannot add or take out clothes when the program is running.

Canceling the buzzer

Press and hold the SPIN button and EasyStart button together at the same time for at least 3 seconds. You can turn off the buzzer that sounds when the wash cycle is running.

- To activate the buzzer setting, perform the same operation as for canceling. The buzzer setting is activated after one beep.

Load balancing system

The appliance has an automatic detection system for uneven loads. If the clothes are unevenly distributed at the start of the spin cycle, the appliance will level out and adjust the clothes until they are evenly distributed before spinning. If the clothes cannot be evenly distributed within the specified time, the appliance will not spin in order to avoid severe vibration of the machine. Check to see if the clothes are knotted or entangled, and select the "spin" program again after rearranging the clothes. When washing a small load, such as a pair of jeans, a sweater, a bath towel, etc., the machine may not perform the spin process due to the balance protection. Please wash large and small garments together when possible, to make it easier for the clothes to untangle and to complete the spin process smoothly.

NOTICE

Due to the different laundry types and materials, the automatic adjustment and balance feature may adjust the clothes several times, thus prolonging the spin time. This is a normal phenomenon, not a machine failure.

6.11 How to use the appliance

Before loading your first laundry load

Your new appliance has been tested before leaving the factory. This process involves running various wash cycles. As a result, a small amount of water may remain in the tub and drainage system. Run a Drum Cleaning cycle with no laundry and no detergent to clean the system before your first laundry load.

Daily use

Preparing the laundry

EMPTY POCKETS

- Coins, paper clips, etc. could damage the load and the washing machine components.
- Tissues will break down during the wash cycle and the fragments will have to be subsequently removed by hand.

CLOSE ALL ZIPPERS, BUTTONS AND HOOKS. TIE UP ALL RIBBONS OR BELTS

- Insert the smaller garments (e.g. nylon hosiery, belts, etc.) and garments with hooks (e.g. bras) into a fabric bag or a pillowcase with zipper. Remove any rings from curtains, or else place the curtains inside a fabric bag together with the rings.

FABRIC TYPE/SYMBOL ON THE WASH LABEL

- Cottons, mixed fibers, easy care/synthetics, wool, hand wash items.
- Color
  Separate colored and white items. Wash new colored articles separately.
- Size
  Wash items of different sizes in the same wash load, to improve washing efficiency and distribution of the articles in the drum.
- Delicates
  Wash delicate items separately; they require gentle treatment.

How to use the appliance

1. Loading laundry
   Open the door and load the laundry. Load the articles one at a time loosely into the drum, without overfilling it. Observe the load sizes given in the "Table of wash cycles". Overloading the machine will yield unsatisfactory washing results and creased laundry.

2. Closing the door
   Make sure that no laundry gets stuck between the door glass and the rubber seal. The door will click shut when closed correctly.

3. Opening the tap
   Make sure that the appliance is connected to the water mains. Open the tap.

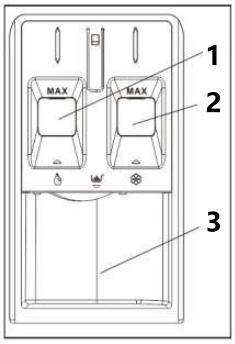
4. Setting the desired program
   Select the desired program with the WASH CYCLE SELECTOR knob. The duration of the wash cycle is shown on the display. The washing machine automatically displays the default temperature and spin speed settings possible for the selected program. You can adjust the temperature and/or spin speed setting with the relevant buttons.

- Changing temperature
  Press the TEMP button to progressively lower the temperature setting until cold wash has been set (all temperature value indicator lights go out on the display). Pressing the button again sets the highest possible setting.
- Changing spin speed
  Press the SPEED button to progressively decrease the spin speed until the spin cycle is turned off (all spin speed value indicator lights go out on the display). Pressing the button again sets the highest possible setting.
- Selecting options
  Press the button(s) to select the desired option; the corresponding option indicator light comes on. Press the button(s) again to cancel the option. The corresponding option indicator light goes out.

If the selected option is incompatible with the program set, the incompatibility will be signaled by a buzzer and the corresponding option indicator light will flash.

If the selected option is incompatible with another previously set option, only the most recent selection will remain active.

5. Adding detergent
   Pull out the detergent (and additives/softener) dispenser. The compartments are as described below.



Compartment 1:
Liquid washing detergent
The liquid detergent must not exceed the "MAX" level.
Compartment 2:
Additives (softener etc.)
The fabric softener must not exceed the "MAX" level.
Compartment 3: Powder washing detergent

Observe the dosing recommendations on the detergent pack. Correct dosing of detergent/additives is important, because:

- It optimizes the cleaning result.
- It prevents irritating residues of surplus detergent in your laundry.

- It saves money by preventing the waste of surplus detergent.
- It protects the washing machine by preventing calcification of components.
- It protects the environment by avoiding unnecessary environmental burdens.


Do not use hand washing detergents because these create too much foam.


Use powder detergents for white cotton garments, for pre-washing and for washing at temperatures over 60°C.


Follow the instructions on the detergent packaging.

6. Delaying the end of a program

- To set a program to end at a later time, see the section "control panel/DELAY END".

7. Starting a program

- Press the START/PAUSE ▶II button. The relative indicator light comes on, the door locks and the DOOR LOCK indicator light 🔒 comes on.
- To avoid overflow, do not open the detergent dispenser while a program is running.
- The remaining program duration can vary. Factors such as an unbalanced wash load or foam formation can influence the program duration.

8. Changing the settings of a program while it is running. You can change the settings while a program is still running. The changes will be applied, provided the respective program phase has not finished yet.

To change the settings of a program while it is running:

- Press the START/PAUSE ▶II button to put the active program on pause.
- Change the settings as desired.
- Press the START/PAUSE ▶II button again to continue the program.

If you change the program, do not add detergent for the new program.

To prevent an active program from being changed by accident (for instance by children), use the CHILD lock function (see section "control panel / SPIN").

To pause a running program and open the door, press the START/PAUSE ▶II button. If the water level and/or temperature in the drum are/is not too high, the DOOR LOCK indicator light 🔒 turns off. You can open the door, for example to add more laundry, or to remove laundry loaded by mistake. Press the START/PAUSE ▶II button again to proceed with the program.

9. Canceling a program while it is running:

- Turn the wash cycle selector knob to the "⏻" symbol to turn off the appliance.
- If the water level and/or temperature are/is low enough, the door is unlocked and can be opened.
- The door remains locked if the water level in the drum is too high. To unlock the door, first turn the wash cycle selector knob to select the spin program, then press the SPIN button to turn the spin program off (all spin speed indicator lights go out on the display).
- Press the START/PAUSE ▶II button to run the spin program. The water is pumped out from the drum during the cycle. The door unlocks at the end of the program.

10. Switch off the appliance at the end of the program.

- At the end of the cycle, the message "End" is shown on the digital display.
- The door can only be opened when the DOOR LOCK indicator light 🔒 goes out.

- Check that the DOOR LOCK indicator light is off, then open the door and take out the laundry.
- Turn the wash cycle selector knob to the "⏻" symbol to turn off the appliance.
- Turn off the tap.

Leave the door ajar to let the interior of the appliance dry.

6.12 Canceling a Program

The program is canceled when the wash cycle selector knob is turned to a different program or the machine is turned off and on again using the wash cycle selector knob.

> If you turn the wash cycle selector knob when the Child Lock is enabled, the program will not be canceled. You should cancel the Child Lock first.
> If you want to open the loading door after canceling the program but you cannot do so because the water level in the machine is above the loading door baseline, turn the wash cycle selector knob to Spin+Drain program and drain the water in the machine.

6.13 Program End

The End symbol appears on the display when the program is completed.
The completed program steps will be displayed if you press any button.

Standby Mode

Your machine has a "Standby Mode" feature. After turning the machine on with the On/Off button, if no program is started or no other action is taken during the selection phase, or if no action is performed within approximately 10 minutes after the selected program is over, the machine automatically switches to energy saving mode. In addition, if your product has a display that shows the program time, this display is completely turned off. If you turn the wash cycle selector knob, the lights are illuminated and the screen will turn on again.

Program settings made before the machine entered standby mode may have been cleared. Make sure program settings are correct before starting the washing cycle. Adjust your settings again if necessary. This is not an error.

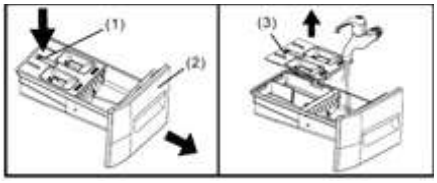
7 MAINTENANCE AND CLEANING

Please read the "Safety Instructions" section first!

Cleaning your product at regular intervals extends its service life and reduces commonly experienced problems.

7.1 Cleaning the Detergent Drawer

Clean the detergent drawer at regular intervals (once every 4 to 5 washes) as mentioned below to prevent accumulation of powder detergent. If there is a buildup of residual detergent or additives, or if the softener compartment is not rinsed out well enough, it may be helpful to clean the dispenser.



1. Open the detergent dispenser tray fully. Press down on the drawer catch (1) and pull the tray (2) from the appliance housing.
2. Remove the liquid detergent cover (3) by grasping it and pulling it upwards from the detergent dispenser tray.
3. Clean the liquid detergent cover and the detergent dispenser tray by holding it under running water. Lightly wipe away any remaining detergent residue.
4. Attach the liquid detergent cover and slide the detergent dispenser tray back into place and close the tray securely.

Tip: Do not operate the appliance without the detergent dispenser tray in place. Always keep the tray completely closed.

7.2 Cleaning the Loading Door and the Drum

For products with a drum cleaning program, please see the Operating the Product section.

Perform the drum cleaning process every 2 months.
NOTICE: Use an anti-limescale product suitable for washing machines.



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

7.3 Cleaning the Outer Cabinet and Control Panel

Wipe the outer cabinet of the product with soapy water or non-corrosive mild gel detergent as necessary, and dry with a soft cloth. Use only a soft, 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 connect to the tap. These filters prevent foreign substances and dirt in the water from entering 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 a suitable brush. If the filters are dirty, remove them from their housings with pliers and clean as described.
3. Remove 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 the 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 fibers from clogging the pump impeller during draining of washing water. The water can thus be drained without problems and the service life of the pump is extended. If the product fails to drain water inside it, the pump filter is probably clogged. The filter must be cleaned whenever it is clogged or every 3 months. Water must be drained off before cleaning the pump filter. In addition, prior to transporting the product (e.g., when moving to another house) water should be drained completely.

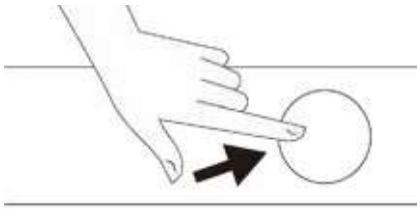
NOTICE
Foreign objects left in the pump filter may damage the product or cause noise problems.
In regions where freezing is possible, the tap must be closed, the system hose must be removed and the water inside the product must be drained when the product is not in use.
After each use, turn off the tap to which the mains hose is connected.

To clean the dirty filter and drain the water:

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

The temperature of the water inside the product may rise to 90°C. To avoid the risk of scalding, clean the filter only when the water inside the product has cooled down.

2. Open the filter cover.



3. To drain the water, follow the procedures shown below.

If the product does not have an emergency water draining hose, proceed as follows to drain the water:



- Place a large container at the end of the hose to collect the water from the filter.
- When the pump filter starts leaking water, loosen it by turning (counterclockwise). Dispense the water into the container you have placed in front of the filter. Keep a cloth ready to clean any water that may spill.
- Completely turn and remove the pump filter when the water in the product has drained out.

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

8 TROUBLESHOOTING

Please read the "Safety Instructions" section first!

Anomalies:	Possible causes / Solution:
Programs do not start after the loading door is closed.	• The Start/Pause button is not pressed. >>> Press the Start/Pause button. • It may be difficult to close the loading door in the case of excessive loading. >>> Reduce the amount of laundry and make sure that the loading door can close properly.
Program 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 wash cycle selector knob or pressing and holding the On/Off button for 3 seconds to cancel the program. The previous program will be canceled. See Canceling a Program [29]
Water inside the product.	• Some water remains in the product due to the quality control processes during production. >>> This is not a fault; water is not harmful to the product.
The product does not take water in.	• The tap is turned off. >>> Turn on the tap. • The water inlet hose is bent. >>> Straighten the hose. • The water inlet filter is clogged. >>> Clean the filter. • The loading door is not closed. >>> Close the door.
The product does not drain water.	• The water drain hose is clogged or twisted. >>> Clean or straighten the hose. • The pump filter is clogged. >>> Clean the pump filter.
The product vibrates or makes noise.	• The product is unbalanced on the floor. >>> Adjust the stands to balance the product. • There is a foreign object in the pump filter. >>> Clean the pump filter. • The transportation safety bolts are not removed. >>> Remove the transportation safety bolts. • The laundry amount in the product is insufficient. >>> 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 evenly in the drum. • The product is leaning against a hard object. >>> Make sure that the product is not leaning against anything.
There is water leaking from the bottom of the product.	• The water drain hose is clogged or twisted. >>> Clean or straighten the hose. • The pump filter is clogged. >>> Clean the pump filter.
The product stopped shortly after the program started.	• The machine has stopped temporarily due to low voltage. >>> The product will resume running when the voltage is restored to the normal level.
The product directly drains the water it takes in.	• The drain hose is not at an adequate height. >>> Connect the water drain hose as described in the user manual.
No water can be seen in the product during washing.	• The water is in the non-visible part of the product. >>> This is not a fault.

The loading door cannot be opened.	• The loading door lock is activated because of the water level in the product. >>> Drain the water by running the Drain or Spin program. • The product is heating up the water or it is on the spin cycle. >>> Wait until the program finishes. • The 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.
Washing takes longer than specified in the user manual.	• Water pressure is low. >>> The product waits until an adequate amount of water has been taken in, so as to prevent poor wash quality due to insufficient water. The washing time is therefore extended. • Voltage is low. >>> The washing time is prolonged to avoid poor wash results when the supply voltage is low. • The input water temperature is low. >>> The time required to heat up the water is longer in cold seasons. Also, the washing time can be lengthened to avoid poor washing results. • The number of rinses and/or amount of rinse water have increased. >>> The product increases the amount of rinse water when good rinsing is needed and adds an extra rinse step if necessary. • Excessive foam has occurred and the automatic foam absorption system has been activated due to excessive detergent usage. >>> Use the recommended amount of detergent.
The program duration countdown is not shown. (On models with display)	• The timer may stop during water intake. >>> The timer indicator will not start until the product takes in an adequate amount of water. The product will wait until there is enough water to avoid poor washing results due to lack of water. The timer indicator will resume after this. • The timer may stop during the heating phase. >>> The timer indicator will not start until the product reaches the selected temperature. • The timer may stop during the spin cycle. >>> The automatic unbalanced load detection system is activated due to the uneven distribution of the laundry in the drum.
The program duration countdown is not shown.	• The load inside is the product is unbalanced. >>> The automatic unbalanced load detection system is activated due to the uneven distribution of the laundry in the drum.
The product does not switch to spin cycle.	• The load inside is the product is unbalanced. >>> The automatic unbalanced load detection system is activated due to the uneven distribution of the laundry in the drum. • The spin cycle will not start if water is not drained completely. >>> Check the filter and the drain hose. • Excessive foam has built up and the automatic foam absorption system has been activated due to too much detergent usage. >>> Use the recommended amount of detergent.
Wash performance is poor: Laundry turns gray.	• Insufficient amounts of detergent have been used over a long period of time. >>> Use the recommended amount of detergent depending on water hardness and laundry type. • Washing has been done at low temperatures for a long time. >>> Select the proper temperature for the laundry to be washed. • Insufficient amounts of detergent have been used with hard water. >>> Using an insufficient amount of detergent with hard water causes the soiling to stay on the fabric and this turns it gray over time. It is difficult to eliminate graying once it happens. Use the recommended amount of detergent depending on water hardness and laundry type. • An excessive amount of detergent has been used. >>> Use the recommended amount of detergent depending on water hardness and laundry type.

Wash performance is poor: Stains persist or the laundry is not whitened.	• Insufficient amount of detergent is used. >>> Use the recommended amount of detergent depending on water hardness and laundry type. • An excessive amount of laundry has been loaded. >>> Do not overload the drum. Do not exceed the amounts recommended in the "Table of wash cycles". • The wrong program and temperature have been selected. >>> Select the proper program and temperature for the laundry to be washed. • The wrong type of detergent has been used. >>> Use the original detergent appropriate for the product. • Detergent has been put in the wrong compartment. >>> Put the detergent in the correct compartment. Do not mix the bleaching agent and the detergent with each other.
Wash performance is poor: Oily stains appear on the laundry.	• Regular drum cleaning is not carried out. >>> Clean the drum regularly. For this procedure, see https://parts-selfservice.europeanappliances.com/
Wash performance is poor: Clothes have an unpleasant smell.	• Repeatedly washing at low temperatures and/or using short programs may cause unpleasant smells or the proliferation of bacteria. >>> Leave the detergent drawer and the loading door of the product ajar after each wash to allow it to dry and avoid the proliferation of bacteria inside the machine.
Fabric colors have faded.	• Excessive laundry has been loaded. >>> Do not overload the drum. • The detergent in use is damp. >>> Keep detergents securely closed in an environment free of humidity and do not expose them to excessive temperatures. • The temperature selected is too high. >>> Select the proper program and temperature according to the laundry type and degree of soiling.
The washing machine does not rinse well.	• The amount, brand and storage conditions of the detergent used are inappropriate. >>> Use a detergent suitable for the washing machine and your laundry. Keep detergents securely closed in an environment free of humidity and do not expose them to excessive temperatures. • The detergent was put in the wrong compartment. >>> If detergent is put in the prewash compartment and a prewash cycle is not selected, the product may use this detergent during the rinse or softener phase. Put the detergent in the correct compartment. • The pump filter is clogged. >>> Check the filter. • The drain hose is folded. >>> Check the drain hose.
Laundry is stiff after washing.	• An insufficient amount of detergent has been used. >>> Using an insufficient detergent amount for the water hardness can cause the laundry to become stiff over time. Use an appropriate amount of detergent according to the water hardness. • Detergent has been put in the wrong compartment. >>> If detergent is put in the prewash compartment and the prewash cycle is not selected, the product may use this detergent during the rinse or softener phase. Put the detergent in the correct compartment. • Detergent has been mixed with softener. >>> Do not mix the softener with the detergent. Wash the drawer with hot water.

Laundry does not smell like the softener.	• Detergent has been put in the wrong compartment. >>> If detergent is put in the prewash compartment and the prewash cycle is not selected, the product may use this detergent during the rinse or softener phase. Wash the drawer with hot water. Put the detergent in the correct compartment. • Detergent has been mixed with the softener >>> Do not mix softener with detergent. Wash the drawer with hot water.
Detergent residue in the detergent drawer.	• Detergent has been put in a wet drawer. >>> Dry the detergent drawer before putting in detergent. • Detergent has become damp. >>> Keep detergents securely 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 has got wet during prewash water take-in. The holes in the detergent compartment are blocked. >>> Check the holes and clean them if they are clogged. • There is a problem with the detergent drawer valves. >>> Call the Authorized Service Agent. • Detergent has been mixed with softener. >>> Do not mix the softener with the detergent. Wash the drawer with hot water.
Detergent residue on the clothes.	• The machine might have been overloaded. >>> Do not overload the machine. • The wrong program and temperature have been selected. >>> Select the proper program and temperature for the laundry to be washed. • The wrong type of detergent might have been used. >>> Select the proper detergent for the laundry to be washed.
Too much foam forms inside the product.	• Detergents unsuitable for the washing machine have been used. >>> Use detergents appropriate for the washing machine. • An excessive amount of detergent has been used. >>> Use only a sufficient amount of detergent. • Detergent has been stored under improper conditions. >>> Store detergent in a closed, dry location. Do not store in excessively hot places. • Some meshed laundry such as tulle may create excess foam because of their texture. >>> Use smaller amounts of detergent for this type of item. • Detergent has been put in the wrong compartment. >>> Make sure you place the detergent in the appropriate compartment. • Softener is being used too early by the product. >>> There may be a problem with the valves or the detergent drawer. Call the Authorized Service Agent.
Foam is overflowing from the detergent drawer.	• Too much detergent is being used. >>> Mix 1 tablespoonful of softener and ½ liter of water and pour it into the main wash compartment of the detergent drawer. >>> Use detergent suitable for the programs and do not exceed maximum loads indicated in the "Table of wash cycles". When you use additional chemicals (stain removers, bleaches and etc.), reduce the amount of detergent.
Laundry is wet at the end of the program.	Excessive foam has occurred and the automatic foam absorption system has been activated due to too much detergent usage. >>> Use the recommended amount of detergent.

The machine does not start or a program cannot be started.	• The power cable is unplugged. >>> Make sure that the power cable is plugged in. • No program has been set or the Start/Pause button has not been pressed. >>> Make sure the program is set and the machine is not in Standby mode. • The child lock is activated. >>> Disable the Child Lock.
Laundry shrinks, fades, tarnishes or gets damaged.	• The program selected might not be suitable for the type of laundry. >>> Check the care labels on clothes and select a program accordingly, or select timed programs. The product does not switch to the spin cycle when the laundry is unevenly distributed in the drum so as to prevent damage to the product and its surrounding environment. Laundry should be rearranged and re-spun. Regular drum cleaning has not been carried out. Clean the drum regularly. See https://parts-selfservice.europeanappliances.com/en/landing. If you cannot eliminate the problem after following the instructions in this section, consult your dealer or the Authorized Service Agent. Never try to repair a nonfunctional product yourself. See also 2 Cleaning the Loading Door and the Drum [31].

Code	Fault Description	Possible Causes
E02	Abnormal water inflow	1. Check that the water tap is open; 2. Check that the inlet hose is not bent; 3. Clean the filter of the inlet water connection at the back of the appliance. It could be blocked with limescale or any other debris; 4. Water pressure is too low or the water tap is not fully open; 5. The appliance is not properly installed, causing a syphon effect. Connect the drain hose as indicated in the instructions for use; 6. The drain hose does not respect the height required (please check the value in the instructions for use.
E03	Abnormal drainage	Clean the drain pump filter
E05	Water temperature NTC failure	Power off
E11	Condenser NTC or dryer NTC failure	
EE0	Water heating pipe open circuit	
EE1	Heating pipe short circuit (water heating or dryer heating)	
U4	Door lock failure	
EA2	Water level abnormally high	
EA1	Water level switch failure	
Eb02	Supply voltage too low	Disconnect the appliance, wait 10 minutes and plug it back in.
Eb04	Supply voltage too high	
Eb08	Abnormal motor operation	Reduce the laundry load following the instructions for use.
Eb20	IPM anomaly or IPM and motor overtemperature	Reduce the laundry load following the instructions for use.
Eb90	Reset timeout	
EC1	Abnormal communication between display and inverter	Disconnect the appliance, wait 2 minutes and plug it back in.
EC2	Abnormal communication between display and main control	
H	High temperature	Decrease temperature

9 DISCLAIMER / WARNING

Some (simple) failures can be adequately handled by the end-user without causing safety issues or unsafe use, provided that they are carried out within the limits of 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 who has been granted access to the instructions and spare parts list of this product by the manufacturer, according to the methods described in legislation under Directive 2009/125/EC.

However, only the service agent (i.e. authorized professional repairers) contactable through the phone number 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 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 at support.beko.com as of March 1, 2021). Moreover, to ensure product safety and to prevent risk of serious injury, self-repairs must be done following the instructions which are available in the self-repair user manual or at parts-selfservice.europeanappliances.com.
For your safety, unplug the product before attempting any self-repair.
Repairs and repair attempts by end-users for parts not included in the list and/or not following the instructions available in the self-repair user manuals or at support.beko.com might give raise to safety issues not attributable to support.beko.com and will void the product warranty. Therefore, it is highly recommended that end-users refrain from attempting to carry out repairs falling outside the above-mentioned list of spare parts, and should instead contact authorized professional repairers or registered professional repairers. Any such attempts made by end-users may cause safety issues and may damage the product and subsequently cause fire, flood, electrocution and serious personal injury to occur. By way of example, the following repairs must be carried out by 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 you have purchased runs for 10 years. During this period, original spare parts will be available for your washing machine.

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 purchased an American style Fridge freezer, the standard guarantee starts from the date of original purchase of the product and lasts for a period of twenty-four (24) 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 lightbulbs.
- 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 du- ties.
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 built-in or integrated appliance and registered it within 90 days of purchase by completing the online registration form, 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 or telephone our registrations team on 0800 497 0732. 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 or phone 0800 497 0732. For ROI customers visit beko.ie/register or phone 1800 911 690. 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 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 or phone 0800 497 0732. For ROI customers visit beko.ie/register or phone 1800 911 690.
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 12 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 (UK & ROI). Alternatively contact our Customer Services Team for further information.
14. All prices are subject to change without notice.
15. 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.
16. 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.
17. 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

- 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, as a charge may be levied where no fault is found, even though your product may still be under guaran- tee.

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 re-moved 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 ap-propriate 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 though 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.

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