



**EWF90\*\*\*\*\***

**EWF10\*\*\*\*\***

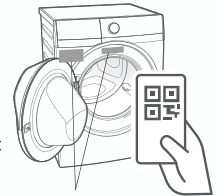
**EWF12\*\*\*\*\***

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- 1. Open the camera app on your smartphone and point at the QR code to scan.**

Product Registration QR code is located on the front of your appliance or inside the door rim.



- 2. Tap the notification or link to open the registration form.**
- 3. Complete your details and enjoy peace of mind.**



**Full version of the User Manual is available on [www.electrolux.com](http://www.electrolux.com). Alternatively, scan QR code, tap Electrolux logo, and search for your appliance.**

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## **CUSTOMER CARE AND SERVICE**

We recommend the use of original spare parts. When contacting Service, ensure that you have the following data available. The information can be found on the rating plate: Model Name, Product Number Code, and Serial Number.


 Warning / Caution-Safety information.

 General information and tips.

 Environmental information.

 **The information provided may be subject to change without prior notice due to updates aimed at improving user experience. For the latest information, please visit [www.electrolux.com](http://www.electrolux.com).**

## **CONTENTS**

<b>1. SAFETY INFORMATION</b> .....	<b>3</b>
<b>2. PRODUCT DESCRIPTION</b> .....	<b>6</b>
<b>3. TECHNICAL DATA</b> .....	<b>8</b>
<b>4. INSTALLATION</b> .....	<b>8</b>
<b>5. CONTROL PANEL</b> .....	<b>13</b>
<b>6. PROGRAMMES</b> .....	<b>15</b>
<b>7. SMARTSELECT, OPTIONS AND SETTINGS</b> .....	<b>19</b>
<b>8.  WI-FI CONNECTIVITY SETUP</b> .....	<b>22</b>
<b>9. BEFORE FIRST USE</b> .....	<b>24</b>
<b>10. DAILY USE</b> .....	<b>25</b>
<b>11. WASHING HINTS</b> .....	<b>29</b>
<b>12. INTERNATIONAL WASH CODE SYMBOLS</b> .....	<b>31</b>
<b>13. CARE AND CLEANING</b> .....	<b>32</b>
<b>14. TROUBLESHOOTING</b> .....	<b>37</b>
<b>15. ENVIRONMENT CONCERNS</b> .....	<b>42</b>

## 1. SAFETY INFORMATION

### 1.1 Conditions Of Use

This appliance is intended to be used in household and similar applications such as:

- staff kitchen areas in shops, offices and other working environment;
- farm houses;
- by clients in hotels motels, and other residential type environments;
- bed and breakfast type environments;
- areas for communal use in blocks of flats or in laundrettes.

#### **WARNING!**

The appliance must not be supplied through an external switching device, such as timer, or connected to a circuit that is regularly switched on and off by utility.

In the interest of your safety and to ensure the correct use, before installing and first using the appliance, read this user manual carefully, including its hints and warnings.

To avoid unnecessary mistakes and accidents, it is important to ensure that all people using the appliance are thoroughly familiar with its operation and safety features.

Save these instructions and make sure that they remain with the appliance if it is moved or sold, so that everyone using it through its life will be properly informed on appliance use and safety.

## 1.2 Child Safety

- This machine is not intended for use by children or infirm persons without supervision.
- The children should be supervised to ensure that they do not play with the appliance.
- The packaging components (e.g. plastic film, polystyrene) can be dangerous to children—danger of suffocation! Keep them out of children's reach.
- Keep all detergents in a safe place out of children's reach.
- Make sure that children or pets do not climb into the drum.
- This machine is provided with lock option (🔒) to prevent children playing with the control panel.

## 1.3 General Safety

- It is dangerous to alter the specifications or attempt to modify this product in any way.
- During high temperature wash programme the door glass may get hot. Do not touch it!
- Make sure that small pets do not climb into the drum. To avoid this, please check inside the drum before using the appliance.
- Any objects such as coins, safety pins, nails, screws, stones or any other hard, sharp material can cause extensive damage and must not be placed into the machine.
- Wash small items such as socks, laces, washable belts etc. in a washing bag or pillow case as it is possible for such items to slip down between the tub and the inner drum.
- Only use manufacturer's recommended quantities of fabric softener and detergent. Damage to the fabric or appliance can occur if you exceed the recommended amount.
- Do not use your machine to wash articles with whalebones, material without hems or torn material.
- Always unplug the appliance and turn off the water supply after use, clean and maintenance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Under no circumstances should you attempt to repair the machine yourself. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning. Contact your local Service Centre. Always insist on genuine spare parts.
- Pre-treatment sprays and stain remover can damage plastic components on your machine. If you use pre-treatment sprays or stain removers, apply them to the clothing well away from your machine.

## 1.4 Installation

- This appliance is heavy. Care should be taken when moving it.
- When unpacking the appliance, check that it is not damaged. If in doubt, do not use it and contact the Service Centre.
- All packing and transit bolts must be removed before use. Serious damage can occur to the product and to property if this is not adhered to. See relevant section in section "Unpacking".
- After having installed the appliance, check that it is not standing on the inlet and drain hose and the worktop is not pressing the electrical supply cable.
- If the appliance is installed on a carpeted floor, please adjust the feet in order to allow air to circulate freely.
- Always be sure, that there is no water leakage from hoses and their connections after the installation.
- Any plumbing work required to install this appliance should be carried out by a qualified plumber.
- Any electrical work required to install this appliance should be carried out by a qualified electrician.

## 1.5 Use

- Only wash fabrics which are designed to be machine washed. Follow the instructions on each garment label.
- Do not overload the appliance. See the relevant section in the user manual.
- Before washing, ensure that all pockets are empty and buttons and zips are fastened. Avoid washing frayed or torn articles and treat stains such as paint, ink, rust, and grass before washing.
- Garments which have been in contact with volatile petroleum products should not be machine washed. If volatile cleaning fluids are used, care should be taken to ensure that the fluid is removed from the garment before placing in the machine.

- Never pull the power supply cable to remove the plug from the socket; always hold the plug itself.
- Never use the machine if the power supply cable, the control panel, the working surface, or when the base is damaged; and where the inside of the machine is accessible.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

## 1.6 Electrical Connection

 "An incorrect power supply may void your warranty."

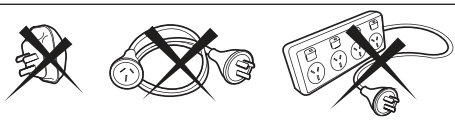
Check that your domestic electrical installation can take the maximum load required from technical data, also taking into account any other appliances in use. When the appliance is installed, the power supply cable must be easily accessible.

### **WARNING!**

May cause electric shock! if the machine is not connected to an earthed/ground system. **DO NOT** touch the wet clothes and metal parts. For safety reasons do not use double adapters, extension cords and multi-plug adapters.

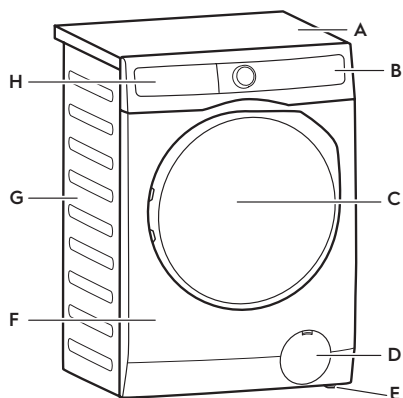
### **CAUTION!**

Connect the machine to an earthed socket outlet. The manufacturer declines any responsibility for damage or injury through failure to comply with the above safety precaution. Should the appliance power supply cable need to be replaced, this shall be carried out by our Service Centre.

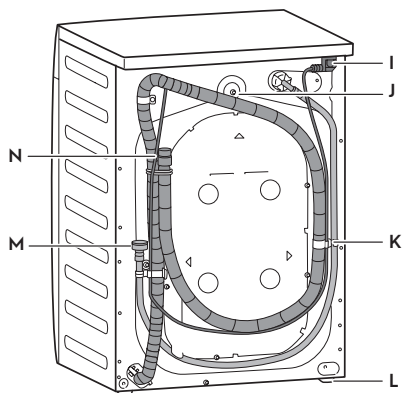


## 2. PRODUCT DESCRIPTION

### 2.1 General overview



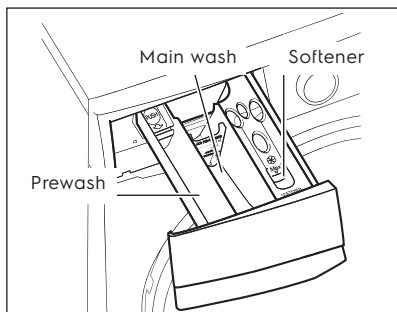
- A** Worktop
- B** Control Panel
- C** Door
- D** Drain Pump Filter
- E** Level Adjustment Feet
- F** Front Panel
- G** Cabinet



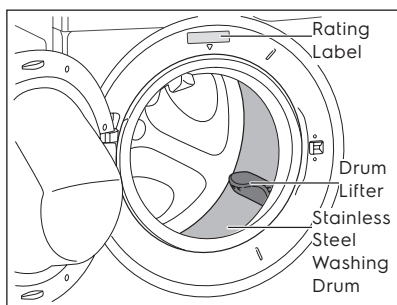
- H** Detergent/Softener Dispenser Drawer
- I** Mains Cable
- J** Transit Bolts
- K** Transit Bolts & Hose Support
- L** Level Adjustment Feet
- M** Water Inlet Hose
- N** Water Drainage Hose

### 2.1.1 Detergent/Softener Dispenser Drawer

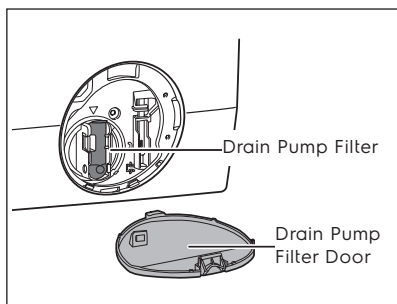
The detergent dispenser drawer compartment information, For details about using detergent and additives.



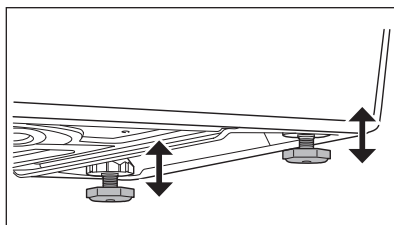
### 2.1.2 Door (when open)



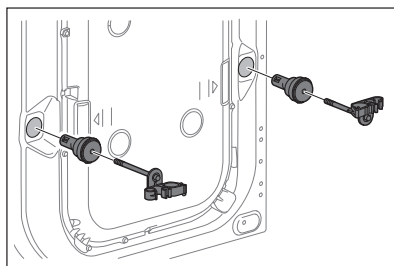
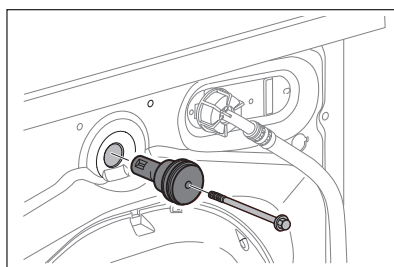
### 2.1.3 Drain Pump Filter (when open)



### 2.1.4 Level Adjustment feet



### 2.1.5 Transit Bolt (when remove)



### **CAUTION!**

Transit bolts must be removed before using the appliance.

## 2.2 Accessories

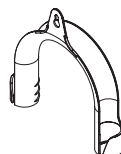
### Plastic Caps

To close the holes on the rear side of the cabinet after the removal of the transit bolts.



### Plastic Hose Guide

To connect the drain hose on the edge of a sink.



### 3. TECHNICAL DATA

<b>Dimensions (Height / Width / Depth)</b>	850 x 600 x 659 mm
<b>Power supply (Voltage / Frequency)</b>	220 - 240 V~/ 50 Hz
<b>Total power absorbed</b>	EWF90*****, EWF10*****: 2000 W EWF12*****: 2100 W
<b>Water supply pressure (Maximum / Minimum)</b>	0.8 MPa / 0.05 MPa
<b>Maximum Spin Speed</b>	1400 rpm

### 4. INSTALLATION

#### 4.1 Unpacking

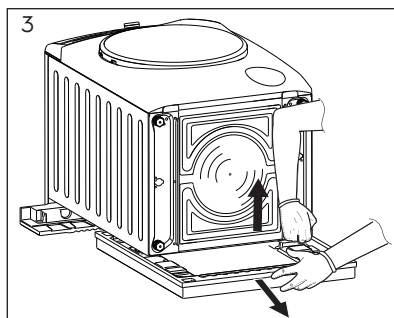
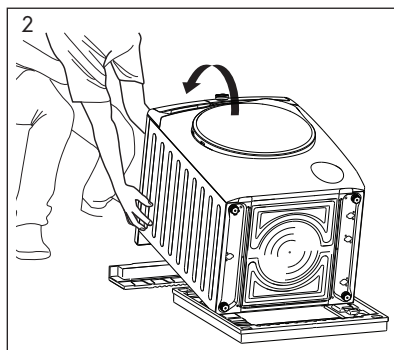
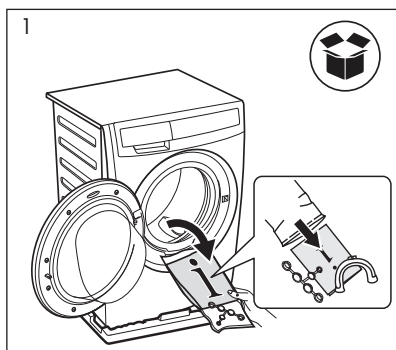
You are advised to keep all transit devices so that they can be refitted if the machine ever has to be transported again.

#### **⚠ WARNING!**

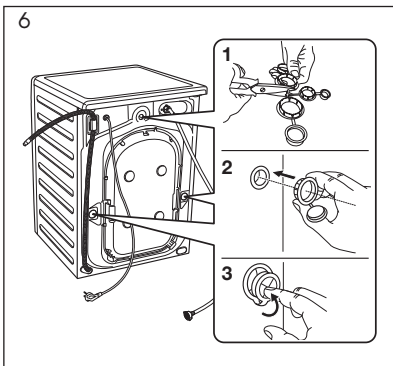
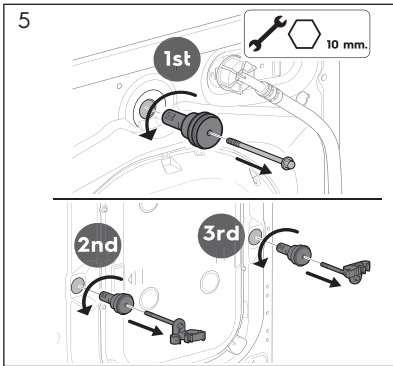
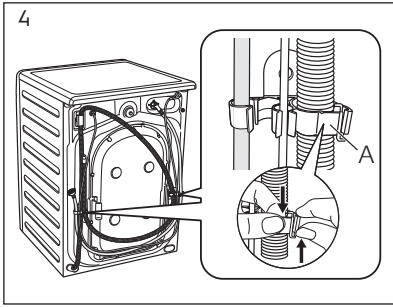
All transit bolts and packing must be removed before using the appliance. Requires using a wrench or hexagon head block number 10 to remove the transit bolts at all 3 points.

#### **⚠ CAUTION!**

Carefully put down the appliance with the rear side on it. Make sure not to damage the hoses.



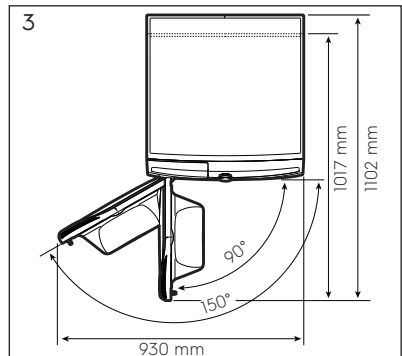
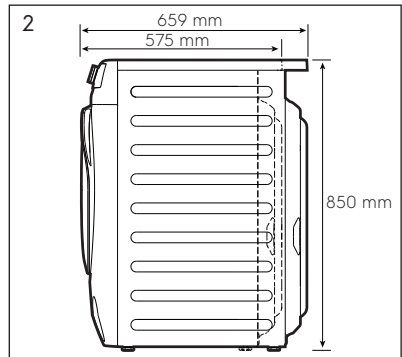
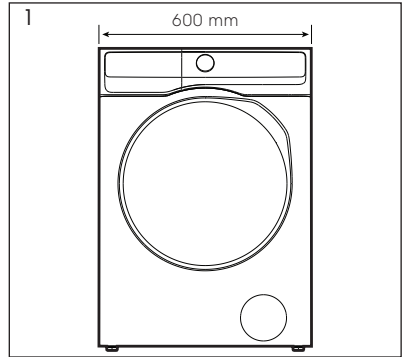


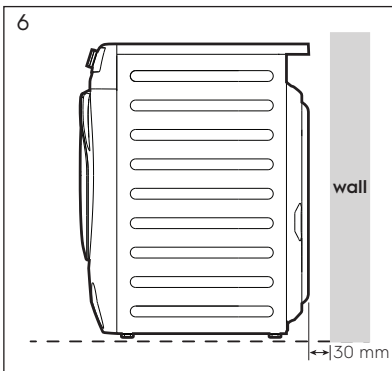
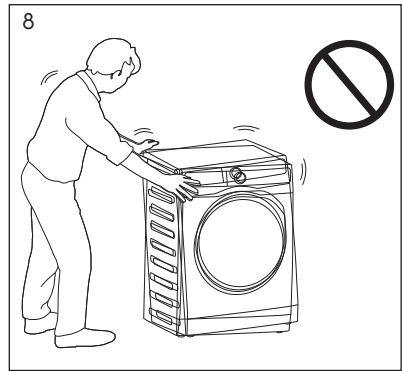
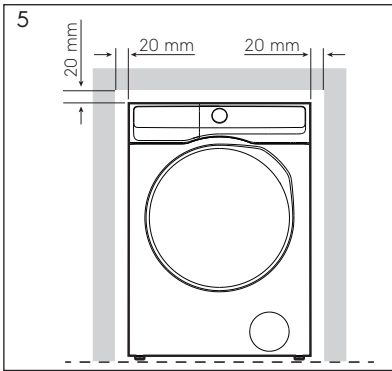
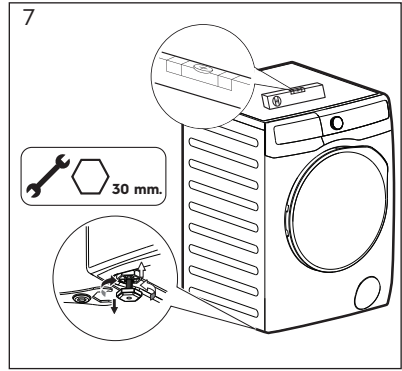
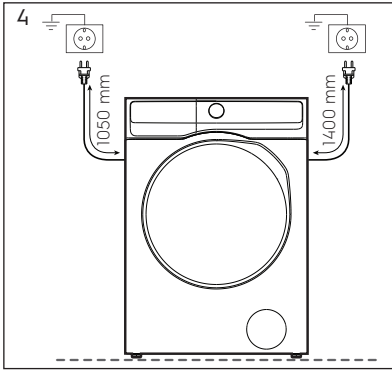


## 4.2 Positioning

### ⚠ **WARNING!**

Before proceeding with installation, read the safety information, and dimension preferred.





**⚠ CAUTION!**

When installing the product make sure the levelling feet is not pressing on the power cord.

When the machine is levelled, try to rock it from corner to corner. If it does rock, adjust the legs again until it is levelled and does not rock.

Never place cardboard, wood, or similar materials under the machine to compensate for any unevenness in the floor. Install the machine on a flat hard floor. Make sure that air circulation around the machine is not impeded by carpets, rugs, etc.

The appliance must not be installed behind a lockable door, a sliding door, or a door with a hinge on the opposite side to that of the machine, in such a way that a full opening of the door is restricted.

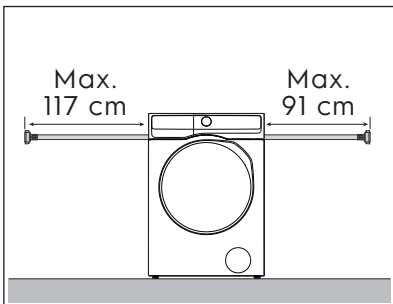
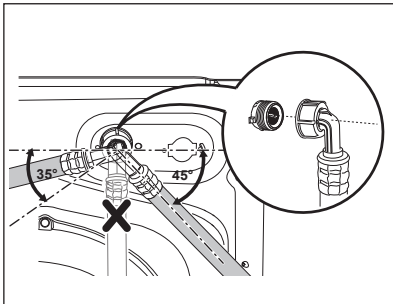
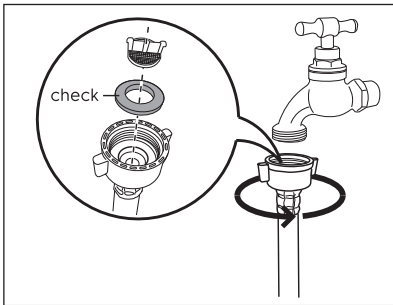
### 4.3 Water Inlet

Connect the water inlet hose to a tap with 3/4" BSP thread. Use the hose supplied with the machine. DO NOT USE OLD HOSES.

The inlet hose must not be lengthened. If it is too short and you do not wish to move the tap, you will have to purchase a new, longer hose specially designed for this type of use.

Loosen the ring nut to angle the hose to the left or right depending on the position of your water tap. Do not place the inlet hose downwards.

After positioning the inlet hose, be sure to tighten the ring nut again to prevent leaks.



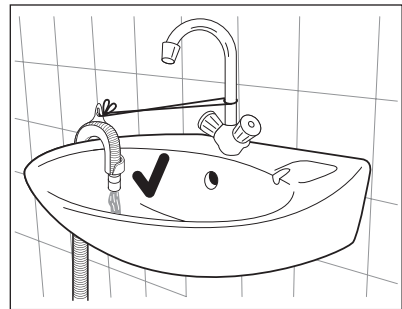
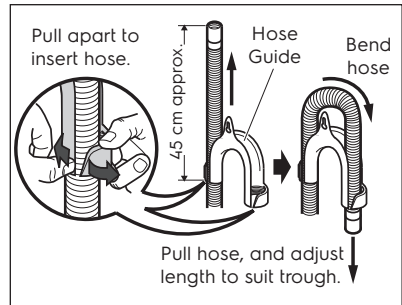
### 4.4 Water Drainage

The end of the drain hose can be positioned in three ways:

- **Hooked over the edge of a sink**, using the plastic hose guide supplied with the machine.

#### Fitting Hose Guide

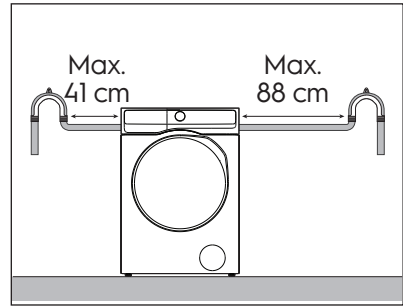
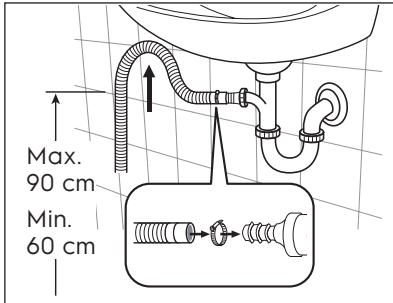
In this case, make sure the end cannot come unhooked when the machine is being emptied. This could be done by tying it to the tap with a piece of string or attaching it to the wall.



- **In a sink, drain pipe branch.**

This branch must be above the trap so that the bend is at least 60 cm above the ground.

Push the drain hose onto the spigot and secure with a clip, ensure a loop is formed in the drain hose to prevent waste from the sink entering the appliance.

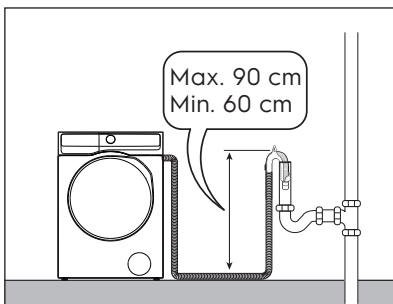


- **Directly into a drain pipe,** at a height of not less than 60 cm and not more than 90 cm.

The end of the drain hose must always be ventilated, i.e. the inside diameter of the drain pipe must be larger than the outside diameter of the drain hose.

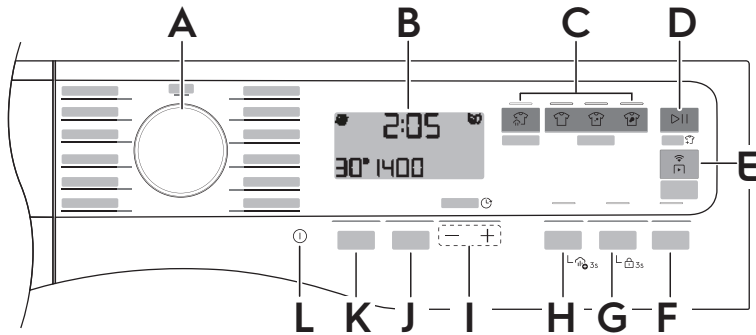
The drain hose must not be twisted or curled. Run it along the floor; only the part near the drainage point must be raised.

For the correct functioning of the machine, the drain hose must remain hooked on the proper support piece situated on the top part of back side of the appliance.



## 5. CONTROL PANEL





### 5.1 Control Panel Description



**A** Programme selector knob

**B** Display

**C** SmartSelect touch key

- Refresh touch key 
- Light touch key 
- Normal touch key 
- Intensive touch key 

**D** Start/Pause touch key  
(Add clothes option)

**E** Remote Start touch key

**F** Confirm Start touch key

**G** Prewash touch key  
(Child lock option)

**H** Stain Pro touch key  
(Hygienic Care option)

**I** Finish In adjustment  
+ Plus touch key

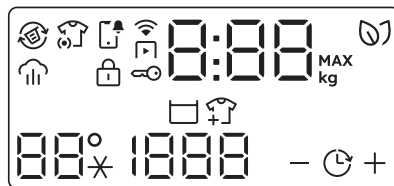
— Minus touch key

**J** Spin touch key

**K** Temp touch key

**L** On/Off touch key

### 5.2 Display

















SmartLeaf feedback icon



Door locked icon



Stream icon

	Finish In icon
	Rinse Hold icon
	Add clothes icon
	Child Lock icon
	UltraMix icon
	SensorWash icon
	Notification icon
	Remote Start mode icon
	Wi-Fi connection icon
	The Temperature area:
	 Temperature icon
	--* Cold water
<b>MAX</b>	Maximum load icon
	The spin area:
	Spin Speed indicator (- - -) No Spin indicator, Spin phase if off.
	The digital icon can show:
	<ul style="list-style-type: none"> <li>• Programme duration, washing phase</li> <li>• Delay time</li> <li>• Cycle End (  )</li> <li>• Warning and Error codes</li> </ul>

**i** The icon, function or phase names that appeared in this manual may differ from your product.

### 5.3 SmartLeaf feedback

SmartLeaf symbols give feedback on consumption, guiding the user to save energy, time and water.



**This feature will indicate levels of energy savings in a programme based on:**

1. Programme Duration with rated capacity
2. Energy consumption
3. Water consumption
4. Wash temperature

**SmartLeaf feedback is not affected by:**

1. Amount of loaded laundry
2. Spin speed selection

**There are three different level of SmartLeaf feedback indicated:**

1. No SmartLeaf (no icon in the display)
2. One leaf  icon
3. Two leaf  icon





- Prewash will reduce the SmartLeaf symbol by 1 leaf.
- Temperature = 40°C will reduce the SmartLeaf symbol by 1 leaf.
- Temperature > 40°C will reduce the SmartLeaf symbol by 2 leaves.

## 6. PROGRAMMES

### 6.1 Programme Chart

Programme; Temperature range	Max. Spin speed (rpm)	Max. Load (Dry Clothes)	Type of load and soil level
<b>Cottons;</b> Cold to 90°C	1400	Max <sup>1)</sup>	White cotton and coloured cotton. Normally, heavily and lightly soiled items.
<b>Eco Cottons;</b> Cold and 40°C <sup>3)</sup>	1400	Max <sup>1)</sup>	Low energy cycle for cottons. Decreases temperature and extends time to reach good washing results.
<b>DelicatesPlus;</b> Cold to 40°C	1200	EWF90***** 4 kg	Delicate fabrics. Thin cottons, acrylics, viscose and polyester.
		EWF10***** 5 kg	
		EWF12***** 5 kg	
<b>Baby Care;</b> Cold to 40°C	1200	4 kg	Special quick cycle for baby items with good washing and rinsing performance.
<b>Bedding;</b> Cold to 60°C	800	3 kg	Washing cycle for three bed linen sets.
<b>Sanitise;</b> 60°C	1400	Max <sup>1)</sup>	White cotton items. This high performance wash programme combined with steam vapour, removes more than 99,99% of bacteria and viruses <sup>2)</sup> keeping the temperature above 60°C throughout the washing phase; with an additional action on the fibres thanks to a vapour phase, an enhanced rinsing phase ensures a proper removal of detergent and micro-organism residues. This programme ensures also a proper reduction of pollens/allergenic items.

Programme; Temperature range	Max. Spin speed (rpm)	Max. Load (Dry Clothes)	Type of load and soil level
<b>Spin</b>	1400	Max <sup>1)</sup>	To spin the laundry and to drain the water in the drum. All fabrics, except woollens and delicate fabrics.
<b>Rinse + Spin</b>	1400	Max <sup>1)</sup>	All fabrics, except woollens and very delicate fabrics. Programme for rinsing and spinning the laundry. The default spin speed is the one used for cotton programmes. Reduce the spin speed according to the type of laundry. The appliance performs delicate rinses and a short spin with a low spin speed.
<b>Wool</b>  ; Cold to 40°C	1200	EWF90***** 2 kg EWF10***** EWF12***** 3 kg	Machine washable wool, hand washable wool and other fabrics with "hand washing" care symbol.
<b>Sports;</b> Cold to 40°C	1200	4 kg	Sport wear, synthetic fibres like polyester, polyester/elastane blends, polyamide. Suitable to remove sweat and body soil from technical sport garments.
<b>Quick 15;</b> Cold to 30°C	1200	1.5 kg	Lightly soiled synthetics or mixed fabrics.
<b>IntelliQuick;</b> Cold to 30°C	1200	Max <sup>1)</sup>	Light to normal soiled coloured cottons. Automatic cycle time adjustment base on load size.
 (App Favourite)	-	-	Recall your favourite programme. <b>Note:</b> If no Favourite is set through the App then the Default cycle of this Knob position is the Machine Clean cycle.

- 1) Maximum capacity depends on model of the machine.  
Model: EWF9043R7WCS 9 kg, EWF9043R7SCS 9 kg, EWF1043R7WCS 10 kg, EWF1043R7SCS 10 kg, EWF1243R7SCS 12 kg, EWF1243R7WCS 12 kg
- 2) Tested for Staphylococcus aureus, Enterococcus faecium, Candida albicans, Pseudomonas aeruginosa and MS2 Bacteriophage in external test performed by Swisstest Testmaterialien AG in 2021 (Test Report No. 202120117).
- 3) The Eco Cottons at 40°C is recommended for normally soiled full load of cotton and is the program for energy and water label, tested according to AS/NZS2040.1 and labelled according to AS/NZS2040.2 and AS/NZS 6400



**i Note for test institutions:**

- Loading sequence for Performance testing can be found using the following QR code.



- Any further data required for performance tests shall be provided upon request. Request can be made to the following address:  
<https://www.electrolux.com.au/support/contact-us/>

## 6.2 Woolmark Apparel Care - Blue



The wool wash cycle of this machine has been approved by The Woolmark Company for the washing of wool garments labelled as "hand wash" provided that the products are washed according to the instructions on the garment label and those issued by the manufacturer of this washing machine.

**Model:** EWF9043R7WCS, EWF9043R7SCS, EWF1043R7WCS, EWF1043R7SCS; M1361









## 6.3 Woolmark Apparel Care - Green







The wool wash cycle of this machine has been approved by The Woolmark Company for the washing of wool garments labelled as "hand wash" provided that the products are washed according to the instructions on the garment label and those issued by the manufacturer of this washing machine.

**Model:** EWF1243R7SCS, EWF1243R7WCS; M2423

## 6.4 Programme Options Compatibility

Options	Programme											
	Cottons	Eco Cottons	DelicatesPlus	Baby Care	Bedding	Sanitise	Spin	Rinse + Spin	Wool	Sports	Quick 15	IntelliQuick
SmartSelect		■		■		■			■	■	■	
		■	■	■	■	■			■	■		■
		■		■	■	■	■			■		
 No Spin	■	■	■	■	■		■	■	■	■	■	■
 Rinse Hold	■	■	■	■				■	■	■	■	■
Refresh	■		■	■	■					■	■	■
Stain Pro	■	■	■	■	■							
 Hygienic Care <sup>1)</sup>	■	■	■	■	■							
 Prewash	■	■	■	■						■		
SensorWash <sup>2)</sup>	■		■	■	■					■		
 Finish In	■	■	■	■	■	■	■	■	■	■	■	■

1) "Hygienic Care" option can be combined with temperature 40 to 90°C only.

2) The SensorWash always active, intelligently assesses the dirt and detergent residue in your laundry. The SensorWash adjusts the washing time and rinse cycles to match the load. This not only ensures optimal cleanliness but also helps prevent damage to your clothes, thereby extending their lifespan. However, this feature can be deactivated by pressing and holding touch keys "Hygienic Care" and "Prewash" for about 3 seconds the display had shown , then  icon goes off. Please note that turning off the SensorWash feature may affect the efficiency of your washing cycle. To reactivate the SensorWash feature, simply repeat the same process, then  and  icon successive come on.

## 7. SMARTSELECT, OPTIONS AND SETTINGS

### 7.1 SmartSelect

This new feature has been created to guide the user to save energy, time and water, with the aim of improving the sustainability of cycles, the care and maintenance of fabrics and consumer experience.

For each washing cycle it is possible to have different durations and consumption, based on the level of soiling of the laundry.

**There are possible options:**

#### 1. Refresh

With this SmartSelect level the user selects Refresh programme.

It can reduce wrinkles and light odours and will refresh clothes that does not need a wash.

#### 2. Light

This option is recommended for very lightly soiled clothing, without visible stains. The suggested temperature is cold.

#### 3. Normal


This option is ideal for everyday light soiled clothes, with small stains for example sweat. The suggested temperature is 30°C.


#### 4. Intensive

This option is recommended for normal/ heavy soiled clothes, with for example food spills or mud.

To activate one of this options turn the dial to select the desired programme. The default soil level icon light on.

**To change it tap on the related icon.**


 Every SmartSelect level can modify temperature, spin speed and programme duration of the selected cycle.

 If a certain soil level is not available, pressing it will generate an error, a double beep and symbol blinks twice.

### 7.2 Options


#### Temperature Touch key

Touch this touch key repeatedly to increase or decrease the wash temperature if you want your laundry to be washed at a temperature different from the one proposed by the machine. ( - - \* corresponds to cold wash).



 Tapping on the SmartSelect level could change the selected temperature. SmartSelect level could automatically change, according to the temperature selected.

#### Spin Touch key

Press this touch key repeatedly to increase or decrease the spin speed or select Rinse Hold, if you want your laundry to be spun at a speed different from the one proposed by the machine.

- **No Spin ( - - - )**  
No spin option eliminates all the spin phases and increase the number of rinses.
- **Rinse Hold (  )**  
By selecting this option the water of the last rinse is not emptied out and the drum turns regularly to prevent the laundry creases.

The door is still locked to indicate that the water must be emptied out.

 The door stays locked with the water in the drum. To continue the cycle, you must press  (Start/Pause).

## Confirm Start Touch key

**i** To comply with the new Australia and New Zealand safety regulations, your machine requires two manual steps to start a cycle. This feature is designed to prevent accidental operation, especially by children

To activate this option:

1. Press the "Start/Pause (▶||)" touch key. The Confirm Start LED will begin blinking.
2. Within 10 seconds, press the "Confirm Start" touch key to begin the programme.

**i** If the "Confirm Start" touch key is not pressed within 10 seconds, the LED will turn off and the machine will return to programme setup mode.

**i** This two-step start mechanism is part of the AS/NZS 60335.2.7 safety standard. Always supervise children around appliances

## Prewash Touch key

Select this option if you wish your laundry to be pre-washed before the main wash. Use this option for heavy soil. The indicator of this option will be on.

When you set this function, put the detergent into the prewash compartment

This function increase the programme duration.

## Stain Pro Touch key

Press this touch key to add the stain phase to a programme. The indicator of this option comes on.

Use this function for laundry with hard stains to remove.

When you set this function, put the stain remover into prewash compartment.

## Remote Start Touch key (📶)

This option allows you to connect machine to Wi-Fi network and to link it to your smart phone.

By this functionality you can receive notifications, control and monitor your machine from your mobile devices.

**Please refer to chapter "📶 WI-FI CONNECTIVITY SETUP".**

**i** When the door is open, remote functions are disabled.

- To activate the option, press the "Remote Start (📶)" touch key.
- Within 10 seconds, press the "Confirm Start" touch key to begin the functions and the indicator (📶) on button will light up.

## Finish In Touch key

**i** Set this option as last after programme and other options selection, otherwise it can be cancelled if you change some setting.

This option allows choosing the time within which a programme should terminate.

The programme end can be postponed by one 1 hour each tap on the key button, until a maximum of 24 hours.

The display shows the normal programme duration alternatively with the set programme end time (expressed in hours 0h).

The minimum selectable time corresponds to rounded up hour of the maximum duration of a programme (e.g. if the cycle duration lasts 3:15 hours, the minimum selectable time will be 4h).

After programme start, the door is locked and the appliance starts the SensiCare phase. When load estimation ends the time digit counts down in steps of one hour and in steps of 1 minute during the last hour.

## 7.3 Settings

### Child Lock Option

Your appliance is provided with CHILD SAFETY LOCK which permits you to leave the appliance unsupervised with the door closed without having to worry that children might be injured by or cause damage to the appliance.

**i** Set this option after pressing the Start/Pause touch key.

#### To set "Child Lock" option:

- To activate the option, press and hold "Prewash" touch key about 3 seconds until the display shows the icon "🔒".

**i** If you press any touch key while Child Lock is activated, the icon "🔒" will flash on display 3 times along with buzzer sound.

This function remains enabled even after the appliance is switched off.

- To deactivate the option, press and hold this touch key until the icon goes off.

### Save App Favourite Programme

**i** Enabled only by enabling Remote Start mode.

Programme settings that are frequently used can be saved (e.g. Cottons, 60°C, 1200 rpm, with Prewash and Hygienic Care).

To programme/re-programme Favourite with your own selections and save them, proceed as follows:

1. Turn on the machine.
2. Connect the machine with Wi-Fi network and our app.
3. Select your desired wash settings, then save. (following guide in our app)

To recall the favourite programme, turn selector knob to "📱" position.

You favourite programme showing in the display.

Tapping Start/Pause touch key to start the programme.

### Enabling/Disabling End-Of-Wash Buzzer

This setting permits you to either enable or disable the buzzer at the end of the programme. As an example, you might wish to disable this buzzer when you start a wash when going to bed, so that when the wash finished approximately 1 hour later, it will not disturb you through the night

**i** Error warning beeps such as critical faults are not disabled.

- To disable the buzzer sound, press "Temp" and "Spin" touch keys at the same time until the icon "🔕" will show on display along with buzzer sound.
- To return to default configuration press these 2 touch keys at the same until the icon "🔔" will show on display along with buzzer sound.

### Hygienic Care Touch key

Select this option to add approximately 30 minutes of tumbling in vapour after the rinse cycle. The indicator of this option will be on.

To activate the option, press and hold "Stain Pro" touch key about 3 seconds until the display shows the icon "🌫️".

- Vapour may not necessarily be visible inside the drum during a vapour cycle. Vapour is created below the drum and allowed to naturally rise into the clothes.
- Vapour may not be present during the entire vapour cycle.
- At the end of the Vapour cycle, the clothes will be warmer, softer and detached from the drum.

**i** If Vapour option is selected, rinse temperatures will be elevated. During a vapour cycle, you may notice vapour exiting from the drain hose of the machine, this is normal and there is no cause for alarm.

## 7.4 Start/Pause (▷||) and Add Clothes (👕) Touch key

This touch key has 2 functions:

### 1. Start/Pause (▷||)

After you have selected the desired programme and options, press this touch key to start the machine. The Start/Pause pilot light will stop flashing and remain lit. If you have selected a "Finish In" option, the countdown will begin and will be shown on the display.

To interrupt a programme which is running, press this touch key to pause the machine, the Start/Pause pilot light flashes.

To restart the programme from the point at which it was interrupted, press this touch key again, the Start/Pause pilot light will stop flashing.

### 2. Add Clothes (👕)

ⓘ You can only add clothes when the icon "👕" shown on the display.

1. Pressing the "Start/Pause" touch key to pause the programme.
2. Wait for the machine to come to a complete stop before opening the door (wait for door lock "🔒" icon to turn off).
3. Add clothing and close the door.
4. Resume the programme by pressing "Start/Pause" touch key again.

## 8. 📶 WI-FI CONNECTIVITY SETUP

ⓘ The software in this product contains components that are based on free and open source software. Electrolux gratefully acknowledges the contributions of the open software and robotics communities to the development project. To access the source code of these free and open source software components whose license conditions require publishing, and to see their full copyright information and applicable license terms, please visit: <http://electrolux.pensoftwarerepository.com> (folder NIUS)

This chapter describes how to connect the smart appliance to the Wi-Fi network and to link it to a mobile devices.

By this functionality you can monitor and control your laundry appliance from your mobile devices.

To connect the appliance to enjoy the full range of features and services you need:

- Wireless network at home with internet connection enabled.
- Mobile device connected to wireless network.

#### Wi-Fi module parameter

<b>Frequency/ Protocol</b>	Wi-Fi: 2.4 GHz / 802.11 bgn
<b>Max Power</b>	Wi-Fi 2.4 GHz: < 20 dBm
<b>Encryption</b>	WPA, WPA2, WEP

ⓘ You will need to install our app, create an account, and accept the Terms and Conditions and Electrolux's Privacy Policy in the app to use the connected features of the laundry appliance. Internet and Wi-Fi connections are required to use the full features of the App and the laundry appliance. Minimum operating system for app refer App FAQ.

## 8.1 Download, installing our app


1. Go to the App Store/Play Store, download and install our app on your smart device.





2. Create an account. This account can be shared across multiple devices.
3. Follow the instructions on our app for the appliance registration and configuration.

## 8.2 Wi-Fi network connection


### Turning On Wi-Fi


To connect the appliance to a Wi-Fi network, tap and hold the Remote Start  Mode touch key for 5 seconds. This action will open up the access point (goes to AP mode). If it is not previously provisioned, it will start the provisioning process.


When the access point is open, if there is a new network credential provided, it will replace any network credentials previously saved. If not, it will keep connecting to the previously saved network.

During this phase, the display shows only Wi-Fi icon  and "AP" message while all other indicator on control panel are Off. The Wi-Fi icon  will start blinking.


When the access point is open, the display will show "AP".

Wi-Fi icon  continues to blink until it is connected to the home network.

Once provisioning is successfully concluded, a sound will play and the Wi-Fi icon  lit steadily.

 During the time when Wi-Fi and access point is turning On, pressing any key buttons will play the error jingle.


### Connect your machine with our app, following setting process in application.

Once connected, tapping on the Remote Start  Mode touch key On will enable users to be able to start cycles remotely on the our app.


### Auto connection to registered network

Once the appliance has been successfully set-up and registered to the home network, every time it is powered On, it will try to connect to the network automatically. There will not be any sound when Wi-Fi connection is successful.

### Connecting to a different network (Reopening Access Point)

Every time user tap and hold Remote Start  Mode touch key for 10 seconds, the access point will be open and broadcasted. New network credentials received at this point will overwrite previously saved credentials, and the appliance then connects to the new Wi-Fi network.

### Turning Off Wi-Fi

If the user decides to no longer connect the appliance to Wi-Fi, he can tap and hold Remote Start  Mode touch key for 10 seconds and the appliance will reset and turn off.

The display shows only "Fn" for 5 seconds while all other indicators on control panel are Off.

After reset, the display goes back to initial state, with Wi-Fi icon  turned off.

### 8.3 Over-the-air update

The application may propose an update for downloading new features.

The update is accepted via app only.

If a programme is running, the app notifies that the update will start at the end of the programme.

During the update, the appliance shows **UPD** in the display.


The appliance will be usable again at the end of the update, without any notification about a successful update.

If an error occurs, the appliance shows **ERR** in the display: just press any buttons or turn the knob to return to normal use.

### 8.4 Wi-Fi Always On

The Wi-Fi Always On function is available in our app.


This function keeps the appliance connected to the network even when the appliance is turned off.

The icon  goes on and off intermittently.

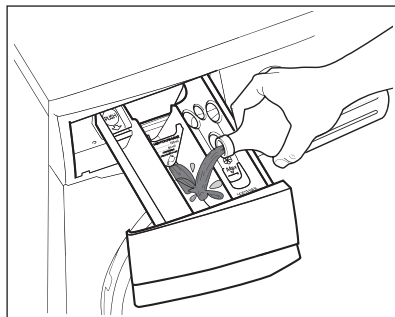
It is possible to turn the appliance on by pressing the On/Off button or through the our app.


 The Wi-Fi Always On function may affect your energy consumption.

## 9. BEFORE FIRST USE

 During installation or before first use you may observe some water in the machine. This is a residual water left in the machine after a full functional test in the factory to ensure the machine is delivered to customers in perfect working order and is no cause for concern.

1. Ensure that the electrical and water connections comply with the installation instructions.
2. Put 2 litres of water in the detergent compartment for washing phase. This activates the drain system.
3. Select a Cottons cycle at 90 °C, without any laundry in the machine, to remove any manufacturing residue from the drum and tub then start the machine.



 The Figures that take place in this manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.



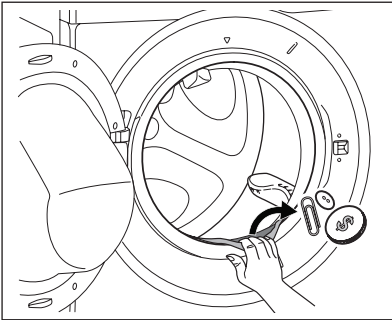
## 10. DAILY USE

### 10.1 Loading The Laundry

1. Turn the water tap on.
2. Connect the main plug to the main socket
3. Press the On/Off touch key to turn on the machine. Turn the knob to set a programme. The machine will propose a temperature and automatically select the spin speed provided for the programme you have chosen.

The selector knob can be turned either clockwise or counter-clockwise.

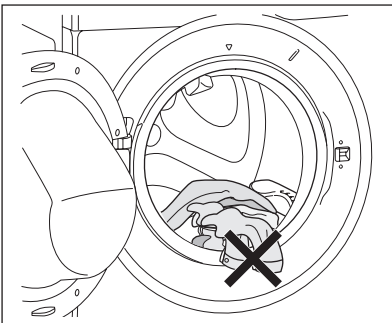
4. Check and remove objects (if there are any) that could be trapped in the fold.



5. Place the laundry in the drum, one item at a time, shaking them out as much as possible. (Refer to chapter "WASHING HINTS")
6. Close the door.

#### **⚠ WARNING!**

Make sure that no laundry remains between the seal and the door.

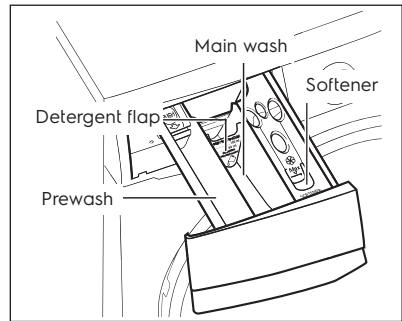



### 10.2 Using Detergent And Additives

**i** Please refer to section "Detergents Type and Quantity of Detergent" before use.

**i** The Figures that take place in this manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

1. Detergent Dispenser Drawer.  
The detergent dispenser is divided into three compartment.



- **Compartment "PREWASH"**  
This compartment is only used for detergent when a "Prewash" option is selected.
- **Compartment "MAIN WASH"**  
This compartment is used for detergent on all programmes.
- **Compartment "SOFTENER"**  
This compartment is used for fabric conditioner and starching agent.
- **Detergent flap (  );**  
Flap before input a powder or liquid detergent.



**Position down:** for liquid detergent.



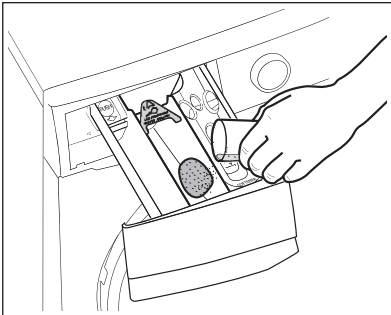
**Position up:** for powder detergent

**i** When you use the liquid detergent.

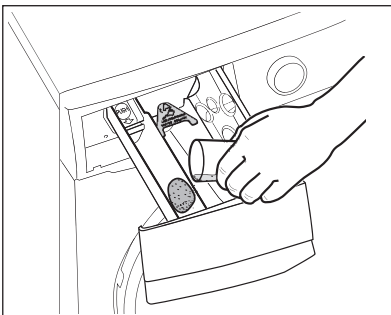
- Do not use gelatinous or intense liquid detergents.
- Do not put more liquid than the maximum level.
- Do not set the "Prewash" phase.
- Do not set the "Finish In".

2. Measure out the detergent and the fabric softener;

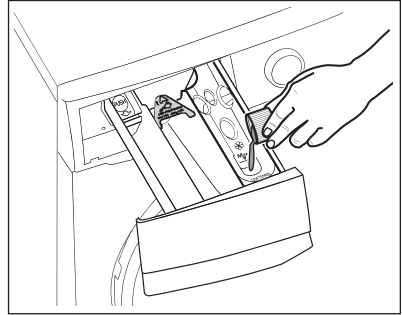
- Pull out the dispenser drawer until it stops.
- Measure out the amount of detergent required, pour it into the main wash compartment.



- If you wish to carry out the "Prewash" phase, pour it into the Prewash compartment.



- If required, pour fabric softener into the Softener compartment.



- Close the drawer gently.

**i** The softener amount used must not exceed the "MAX" mark in the drawer.

If you use intense softeners it is recommended to dilute with water.

Residues of detergent, softener and water may remain in the dispenser. It is recommended to clean the dispenser regularly to remove any residue.

### 10.3 Options Setting

1. If you want your laundry to be spin or use temperature different from the one proposed by the machine, press "Spin" and "Temp" touch keys repeatedly to change the spin speed and temperature.  
Press the option touch keys, if you want your laundry to be washed with special functions.

**i** Different functions can be combined which is dependent on the programme selected.

If an option is not compatible with the wash programme selected, the symbol "- - -" will flash on display along with buzzer sound.

2. If you want to define the end of the washing programme, press the "Finish In" touch key repeatedly to choose your machine working time.

## 10.4 Starting A Cycle (▷||)

To start a programme, press the Start/Pause touch key. The corresponding pilot light will stop flashing and a default programme duration will be displayed on the screen.

After approx. 15 minutes from the start of a programme:

- The appliance will automatically adjust the selected programme duration according to the type and size of the load.
- The display will show adjusted programme duration.

**i** If you press any touch key while a programme is operating, the symbol " - - - " will flash on display along with buzzer sound. (except Start/Pause touch key and On/Off touch key)

## 10.5 Interruption Of A Programme

- To pause, press Start/ Pause. The indicator will start flashing.
- Press the Start/Pause again. The programme will continue.

## 10.6 Changing A Programme

Changing a running programme **is possible only by switching off** the appliance.

- Press the "On/Off" touch key to cancel the programme and to turn off the appliance.
- Press the "On/Off" touch key again to turn on the machine.

Now you can set a new wash programme and change any available options. Press Start/Pause to start the new programme.

**i** The appliance will not drain the water (except programmes; Sanitise, Spin, Tub Clean).

## 10.7 Changing The Options

It may be possible to change some of the options after a wash programme has started.

1. Press the Start/Pause touch key. The indicator will start flashing.
2. If available change the options that you wish.
3. Press Start/Pause again. The programme will continue.

## 10.8 Opening The Door

While a programme or the Finish In is operating, the appliance door is locked and the display shows the indicator "☞".

First, set the machine to PAUSE by pressing the "Start/Pause" touch key. Wait until the door lock indicator goes off, then the door can be opened.

If the door lock icon "☞" does not disappear, this means that the machine is already heating and the water level is above the bottom edge of the door or the drum is turning. In this case the door CAN NOT be opened. If you need to open it, you must drain the water to open the door.

In case of Remote Start (☞) option is activated, when program cycle end and anticrease phase is complete. The door will remain locked for 5 minutes, if you want to open the door at that time, press Remote Start (☞) touch key once to turned off function then the door is unlocked.

### **⚠ WARNING!**

In case of emergency please refer to section "Emergency door opening".

## 10.9 At The End Of The Programme

- The appliance stops automatically.
- The acoustic signal will operate.
- The display will show "0:00".
- The indicator of the touch key Start/Pause goes off.
- The door lock icon "🔒" goes off.
- Remove the laundry from the appliance. Make sure that the drum is empty.
- Keep the door partly open, to prevent mildew and odours.
- Turn off the water tap.

**i** At the end of the programme, the time remaining can suddenly decrease from 7 minutes or less to 0 due to the overestimated total programme time during the load sensing phase. In some cases (with perfectly balanced load) the programme time can be shorter than the time estimated after the load sensing phase is completed. This is a normal behaviour of the machine and not a cause for concern as it does not compromise its performance.


## 10.10 When The Washing Programme Is Completed, But There Is Water In The Drum

(Option "Rinse Hold"  is used.)

- The drum turns regularly to prevent the creases in the laundry.
- The indicator "Start/Pause" flashes to remind you to drain the water.
- The door lock icon "🔒" is on. The door stays locked.

**i** You must drain the water to open the door.

### To drain the water:

1. Press the "Start/Pause"  touch key. The appliance drains the water and spins with the maximum spin speed for selected programme.

**Alternatively**, before pressing the "Start/Pause" touch key, you can press the "Spin" touch key to change the spin speed. You can select "No Spin (- -)", if you want the machine to only drain the water.

2. When the programme is completed and the door lock icon "🔒" goes off, you can open the door.
3. Press "On/Off" touch key to deactivate the appliance.

**i** After approximately 18 hours, if you do not press Start/Pause touch key, the appliance will drain and spin automatically.

## 10.11 AUTO Off Mode

The AUTO Off mode automatically deactivates the appliance to decrease the energy consumption when:

- You do not press any touch key for 5 minutes before you press "Start/Pause".
  - Press "On/Off" touch key to activate the appliance again.
- After 5 minutes from the end of the washing programme.
  - Press "On/Off" touch key to reactivate the appliance. Display will show the end of the last wash.
  - Press any touch key again to show the last wash programme.

# 11. WASHING HINTS

## 11.1 Sorting The Laundry

Follow the wash code symbols on each garment label and the manufacturer's washing instructions. Sort the laundry as follows: whites, coloureds, synthetics, delicates, woollens.

## 11.2 Temperatures

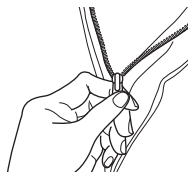
Temp	Soil level
90°C	For normally soiled white cottons and linen (e.g. tea cloths, towels, tablecloths, sheets...).
60°C 50°C	For normally soiled, colourfast garments (e.g. shirts, night dresses, pyjamas...) in linen, cotton or synthetic fibres and for lightly soiled white cotton (e.g. underwear).
40°C 30°C Cold	For delicate items (e.g. net curtains), mixed laundry including synthetic fibres and woollens bearing the label pure new wool, machine washable, non-shrink.

## 11.3 Before Loading The Laundry

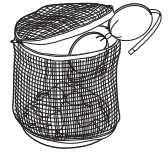
- Make sure that no metal objects are left in the laundry (e.g. coin, hair clips, safety pins, pins).



- Button up pillowcases, close zip fasteners, hooks and poppers. Tie any belts or long tapes.



- Wash bras, pantyhose and other delicates in a mesh laundry bag, which you can purchase from your supermarket.



- Make sure that you wash lint collectors separately from lint producers.
- Never wash whites and coloured fabrics together. Whites may lose their "whiteness" in the wash. New coloured items may run in the first wash; they should therefore be washed separately the first time.
- Remove persistent stains before washing.
- Rub particularly soiled areas with a special detergent or detergent paste. Treat curtains with special care. Remove hooks or tie them up in a bag or a net.

## 11.4 Maximum Loads

Recommended loads are indicated in the programme chart.

General rules:

Clothes Load	Quantity
Cotton, linen	drum full but not too tightly packed;
Synthetics	drum no more than half full;
Delicate fabrics and woollens	drum no more than one third full.

Washing a maximum load makes the most efficient use of water and energy. For heavily soiled laundry, reduce the load size.

## 11.5 Removing Stains

Stubborn stains may not be removed by just water and detergent. It is therefore advisable to treat them prior to washing.

**Blood:** treat fresh stains with cold water. For dried stains, soak overnight in water with a special detergent then rub in the soap and water.

**Oil based paint:** moisten with benzine stain remover, lay the garment on a soft cloth and dab the stain; treat several times.

**Dried grease stains:** moisten with turpentine, lay the garment on a soft surface and dab the stain with the fingertips and a cotton cloth.

**Rust:** oxalic acid dissolved in hot water or a rust removing product used in cold water. Be careful with rust stains which are not recent since the cellulose structure will already have been damaged and the fabric tends to hole.

**Mould stains:** treat with bleach, rinse well (whites and fast coloureds only). Grass: soap lightly and treat with bleach (whites and fast coloureds only).

**Ball point pen and glue:** moisten with acetone (\*), lay the garment on a soft cloth and dab the stain.

**Lipstick:** moisten with acetone (\*) as above, then treat stains with methylated spirits. Remove any residual marks from white fabrics with bleach.

**Red wine:** soak in water and detergent, rinse and treat with acetic or citric acid, then rinse. Treat any residual marks with bleach.

**Ink:** depending on the type of ink, moisten the fabric first with acetone (\*), then with acetic acid; treat any residual marks on white fabrics with bleach and then rinse thoroughly.

**Tar stains:** first treat with stain remover, methylated spirits or benzine, then rub with detergent paste.

(\*) do not use acetone on artificial silk.

## 11.6 Detergents Type And Quantity Of Detergent

Low suds detergent is required for this machine to prevent over suds problems, unsatisfactory washing result and harm to the machine.

Low suds detergents designed for front load washing machines are labelled "Front Loading", "High Efficiency", "HE", such as Cold Power for Front Loaders or "Matic".

**Do not use wrong types of detergent, such as Top Loading, Hand wash detergent or Soap-Based products in your front load washing machine. This can result in excessive suds, longer cycle time, low spin speeds, poor rinsing and overloading of the motor.**

### Quantity of detergent to be used

The choice of detergent and use of correct quantities not only affects your wash performance, but also helps to avoid waste and protect the environment.

Although biodegradable detergents contain substances which in large quantities can upset the delicate balance of nature.

The choice and quantity of detergent will depend on ;

- type of fabric (delicates, woollens, cottons, etc.);
- the colour of clothes;
- size of the load;
- degree of soil;
- wash temperature ; and
- hardness of the water used.

Water hardness is classified by so-called "degrees" of hardness.

Information on hardness of the water in your area can be obtained from the relevant water supply company, or from your local authority.

You may have to try using the detergent quantity as per manufacturers' instructions then compare the wash result to the list below and adjust the amount of detergent for your future washes accordingly.

**Not enough detergent causes:**

- the wash load to turn grey,
- greasy clothes.

**Too much detergent causes:**

- over suds,
- reduced washing effect,
- inadequate rinsing.

**Use less detergent if:**

- you are washing a small load,
- the laundry is lightly soiled,
- large amounts of foam during washing.

## 12. INTERNATIONAL WASH CODE SYMBOLS

**i** These symbols appear on fabric labels, in order to help you choose the best way to treat your laundry.

 <b>Energetic wash</b>	 Max. wash temperature 95 °C	 Max. wash temperature 60 °C	 Max. wash temperature 40 °C	 Max. wash temperature 30 °C	 Hand wash	 DO NOT wash at all
 <b>Delicate wash</b>		 60	 40	 40	 30	
 <b>Bleaching</b>	 Bleach with Chlorine			 DO NOT bleach		
 <b>Ironing</b>	 Hot iron max. 200 °C	 Warm iron max. 150 °C	 Lukewarm iron max. 110 °C	 DO NOT iron		
 <b>Dry cleaning</b>	 Dry cleaning in all solvents	 Dry cleaning in perchloroethylene, petrol, pure alcohol, R 111 & R 113	 Dry cleaning in petrol, pure alcohol and R 113	 DO NOT dry clean		
 <b>Drying</b>	 Flat	 On the line	 On clothes hanger	 Medium temperature	 Low temperature	 DO NOT tumble dry

## 13. CARE AND CLEANING

### **⚠ WARNING!**

You must **DISCONNECT** the appliance from the electricity supply, before you can carry out any cleaning or maintenance work.

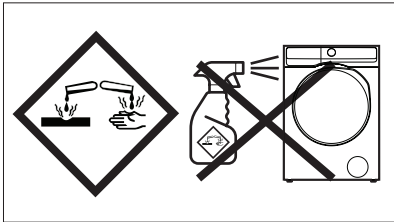
Note : The machine will prompt you ('CLE') to perform a Machine Cleaning cycle every 60 cycles if it has not been done. Refer to 'Alarm Code' section for further details

### **13.1 External Cleaning**

Clean the appliance only with soap and warm water. Fully dry all the surfaces.

Do not use a scouring pads or any scratching material.

Do not spray stain remover on garments near the appliance as it is corrosive to the plastic parts.



### **⚠ CAUTION!**

Do not use alcohol, solvents or chemical products.  
Do not clean the metal surfaces with chlorine-based detergent.

### **13.2 Descaling**

The water we use normally contains lime. It is a good idea to periodically use a water softening powder in the machine.

Do this separately from any laundry washing, and according to the softening powder manufacturer's instructions.

This will help to prevent the formation of lime deposits.

### **13.3 After Each Wash**

Leave the door open for a while. This helps to prevent mould and stagnant smells forming inside the appliance.

Keeping the door open after a wash will also help to preserve the door seal.

### **13.4 Maintenance Wash**

With the use of low temperature washes it is possible to get a build up of residues inside the drum.

We recommend that a maintenance wash be performed on a regular basis.

**To run a maintenance wash:**

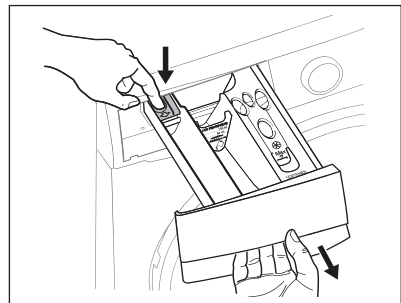
- The drum should be empty of laundry.
- Run Machine Clean cycle.
- Press Start/Pause to start the programme.

### **13.5 Cleaning The Dispenser Drawer**

**i** The Figures that take place in this manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

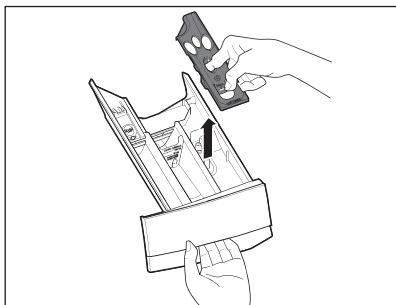
The washing powder and additive dispenser drawer should be cleaned regularly.

Remove the drawer by pressing the catch downwards and by pulling it out.

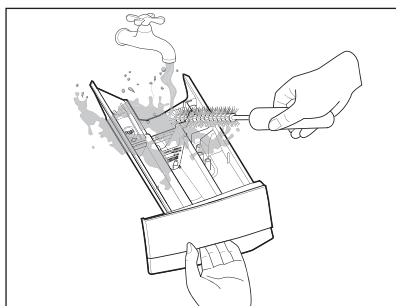




To aid cleaning, the top part of the additive compartment should be removed.

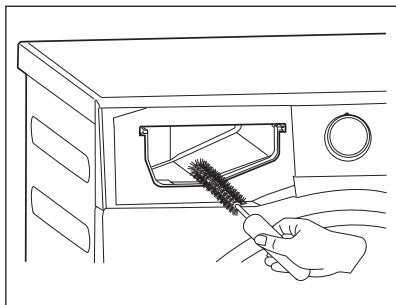


Flush it out under a tap to remove any traces of accumulated powder.



### 13.6 Cleaning The Drawer Recess

Having removed the drawer, use a small brush to clean the recess, ensuring that all washing powder residue is removed from the upper and lower part of the recess. Replace the drawer and run the rinse programme without any clothes in the drum.



### 13.7 Cleaning The Pump

**i** Regularly examine the drain pump and make sure that it is clean.

#### Clean the pump if:

- The appliance does not drain the water.
- The drum cannot turn.
- The appliance makes an unusual noise because of the blockage of the drain pump.
- The display shows an alarm code because of the problem with water drain.

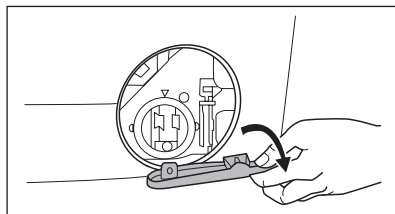
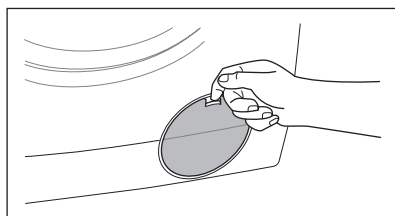
#### **⚠ WARNING!**

Disconnect the mains plug from the mains socket.

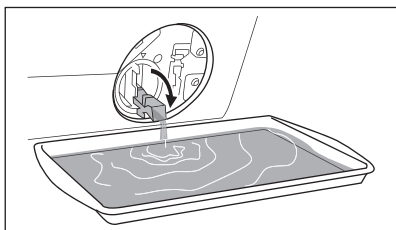
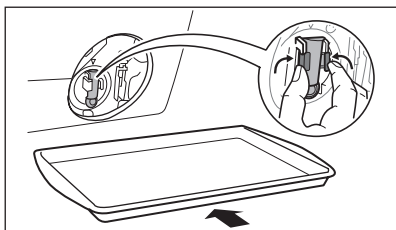
Do not remove the filter while the appliance is operating. Do not clean the drain pump if the water in the appliance is hot. The water must be cold before you clean the drain pump.

#### To clean the drain pump:

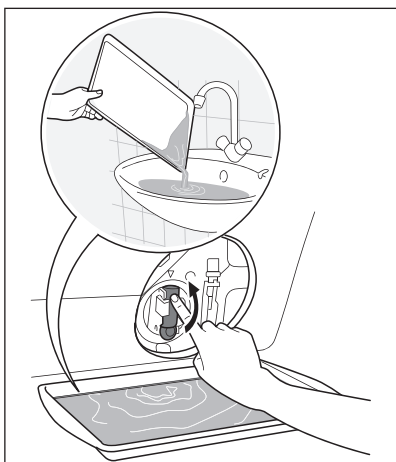
1. Open the drain pump door.



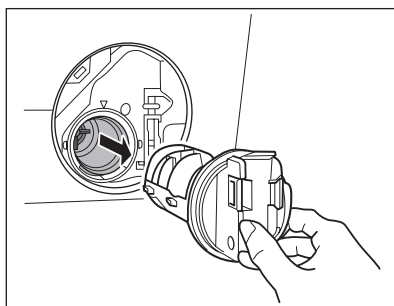
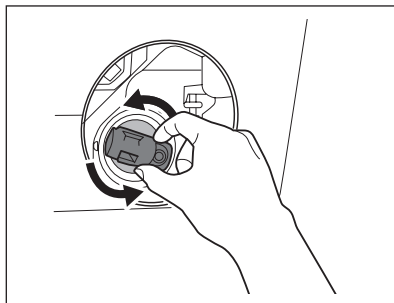
2. Place a suitable water container below the recess of the drain pump to collect the water that flows out. Press the two levers and pull forward the drainage duct to let the water flow out.



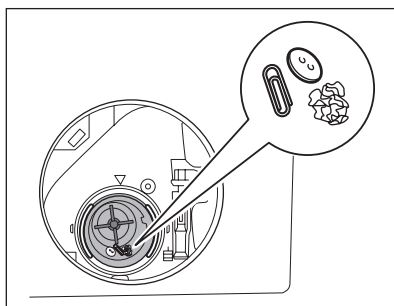
3. When the container is full of water, put the drainage duct back again and empty the container. Do step 2, 3 again and again until no more water flows out from the drain pump.



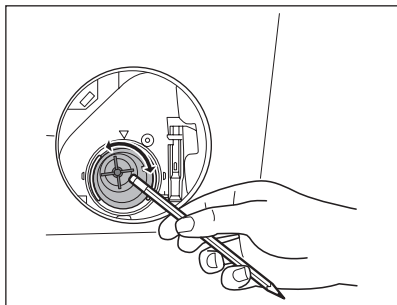
4. Push back the drainage duct and turn the filter counter-clockwise to remove it.



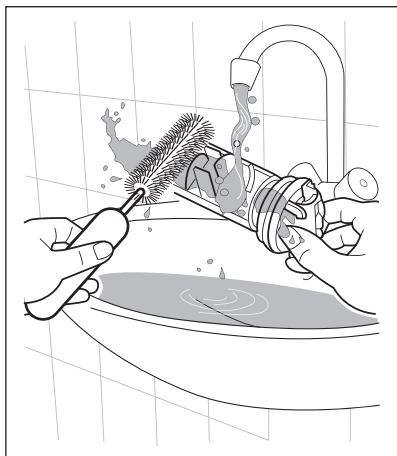
5. Remove fluff and objects from the pump (if there are any).



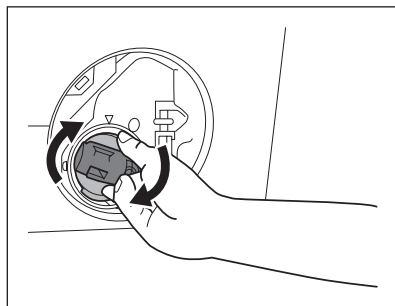
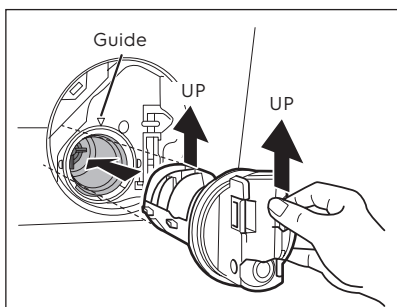
6. Make sure that the impeller of the pump can turn. If this does not occur, contact the service centre.



7. Clean the filter under the water tap.



8. Put the filter back into the housing with exposed section facing up. Make sure that you correctly tighten the filter to prevent leakages.



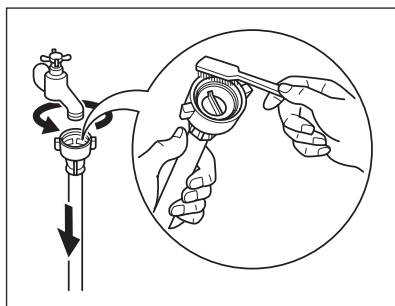
9. Close the drain pump door.

### 13.8 Cleaning The Water Inlet Filter

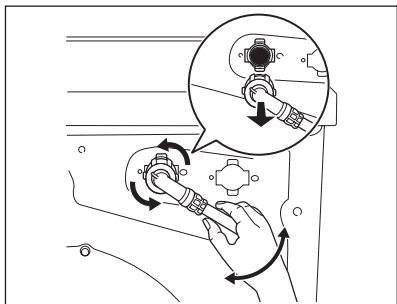
If your water is very hard or contains traces of lime deposit, the water inlet filter may become clogged. It is therefore a good idea to clean it from time to time.

#### To clean the water inlet filters:

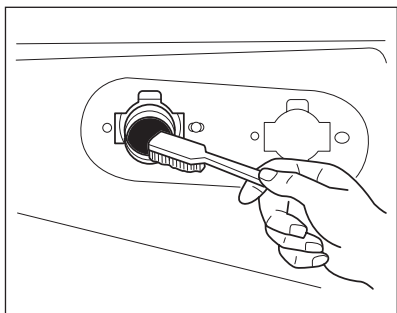
1. Close the water tap.
2. Remove the water inlet hose from the water tap.
3. Clean the filter in the inlet hose with a stiff brush.



4. Remove the inlet hose behind the appliance.



5. Clean the filter in the valve with a stiff brush or a towel.



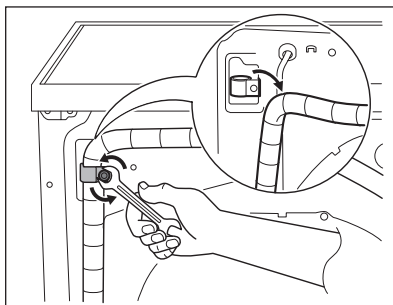
6. Install the inlet hose again. Make sure that the couplings are tight to prevent leakages.
7. Open the water tap.

## 13.9 Frost Precautions

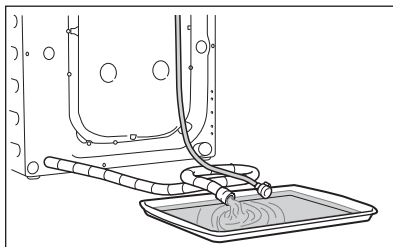
If the appliance is installed in an area where the temperature can be less than 0 °C, remove the remaining water from the inlet hose and the drain pump.

### Emergency Drain

1. Disconnect the main plug from the main socket. Turn off the water tap.
2. Remove the water inlet hose.
3. Remove the drain hose from the rear support and unhook it from sink or spigot.



4. Put the end of the drain and inlet hose in a container. Let the water flow out of the hoses.



5. When no more water flows, install the inlet hose and the drain hose again.

**i** Make sure that the temperature is more than 0 °C before you use the appliance again.

## 14. TROUBLESHOOTING

### 14.1 Possible Failures

Certain problems are due to lack of simple maintenance or oversights, which can be solved easily without calling out an engineer. Before contacting your local Service Centre, please check troubleshooting below.

Once the problem has been eliminated, press the Start/Pause touch key to restart the programme. If after all checks, the problem persists, contact your local Service Centre.

#### **WARNING!**

Deactivate the appliance before you do the checks.

#### Alarm code:

**E 10** The appliance does not fill with water properly.

**E 20** The appliance does not drain the water.

**E 40** The appliance door is open or not closed correctly. Please check the door!

**E H0** The main supply is unstable. Wait until the main supply is stable.

**E 9 1** No communication between electronic elements of the appliance. Switch off and switch on again.

**E R0** No Registration Data found in machine or Server.

**C L E** Run Machine Clean cycle.

\*\* Machine Clean can be found through the program options in the App. If you have not accessed the App and set a Favourite program then "Machine Clean" can also be accessed through the "App Favourite" on the Selector Knob as it is the Default program

**Note** : After finished cycle, please turn off then turn on the machine again.

Malfunction	Possible cause	Solution
<b>Machine does not start:</b>	The door has not been closed. (Error code: <b>E 40</b> )	Close the door firmly.
	The plug is not properly inserted into the power socket.	Insert the plug into the power socket.
	There is no power at the socket.	Please check your domestic electrical installation.
	The Start/Pause touch key has not been pressed.	Press the Start/Pause touch key.
	Press the Start/Pause touch key, but the machine does not start.	Press the "Confirm Start" touch key within 10 seconds.
	The "Finish In" has been selected.	If the laundry are to be washed immediately, cancel the "Finish In".
	The Main supply is unstable. (If <b>E H0</b> appears on the display.)	Wait until the main supply is stable. Appliance will start automatically.

<b>Malfunction</b>	<b>Possible cause</b>	<b>Solution</b>
<b>Machine does not fill the water:</b>	The water tap is closed. (Error code: E 10)	Open the water tap.
	The inlet hose is squashed or kinked. (Error code: E 10)	Check the inlet hose connection.
	The filter in the inlet hose is blocked. (Error code: E 10)	Clean the water inlet hose filter.
	The door is not properly closed. (Error code: E 40)	Close the door firmly.
<b>Machine fills then empties immediately:</b>	The end of the drain hose is too low. (Error code: E 10)	Refer to relevant paragraph in "water drainage" section.
<b>Machine does not empty and/or does not spin:</b>	The drain hose is squashed or kinked. (Error code: E 20)	Check the drain hose connection.
	The drain pump is clogged. (Error code: E 20)	Clean the drain filter.
	The option "Rinse Hold" has been selected.	Press Start/Pause touch key to drain the water or select spin programme.
	The laundry is not evenly distributed in the drum.	Pause the machine and redistribute laundry manually.
<b>There is water on the floor:</b>	Too much detergent or unsuitable detergent (creates too much foam) has been used.	Reduce detergent quantity and use correct type of detergent.
	Check whether there are any leaks from one of the inlet hose fittings. It is not always easy to see this as the water runs down the hose; check to see if it is damp.	Check the water inlet hose connection.
	The drain hose is damaged.	Call Service.
<b>Unsatisfactory washing results:</b>	Too little detergent or unsuitable detergent has been used.	Increase detergent quantity or use different detergent.
	Stubborn stains have not been treated prior to washing.	Use commercial products to treat the stubborn stains.
	The correct temperature was not selected.	Check if you have selected the correct temperature.
	Excessive laundry load.	Reduce load.

<b>Malfunction</b>	<b>Possible cause</b>	<b>Solution</b>
<b>The door will not open:</b>	The programme is still running.	Wait until the end of cycle.
	There is water in the drum.	You must drain the water to open the door (refer to Opening The Door section).
	This problem may be caused by a failure of the appliance.	Contact Service. If you need to open the door, please read carefully "Emergency door opening".
<b>Machine vibrates or is noisy:</b>	The transit bolts and packing have not been removed.	Check the correct installation of the appliance.
	The support feet have not been adjusted.	Check the correct levelling of the appliance.
	The laundry is not evenly distributed in the drum.	Pause the machine and redistribute laundry manually.
<b>Machine vibrates or is noisy:</b>	There is very little laundry in the drum.	Load more laundry.
	Unstable floors e.g. wooden floors.	Refer to relevant paragraph in "Positioning" section.
<b>Cycle time longer than displayed:</b>	Detergent over dose.	Reduce the detergent quantity or use another one.
	Machine unbalance.	Redistribute laundry manually in the drum and start the spin phase again.
<b>The cycle is shorter than the time displayed.</b>	The appliance calculated a new time according to the laundry load.	
<b>Spinning starts late or machine does not spin:</b>	The electronic unbalance detection device has cut in because the laundry is not evenly distributed in the drum. The laundry is redistributed by reverse rotation of the drum.	Pause the machine and redistribute laundry manually.
	This may happen several times before the unbalance disappears and normal spinning can resume. If, after 10 minutes, the laundry is still not evenly distributed in the drum, the machine will not spin. In this case, redistribute the load manually and select the spin programme.	

<b>Malfunction</b>	<b>Possible cause</b>	<b>Solution</b>
<b>Machine makes an unusual noise:</b>	Machine not installed properly.	Make sure the levelling of the appliance is correct. Refer to section "Installation".
	Transit bolts or packaging not removed.	Make sure that the packaging and/or the transit bolts are removed. Refer to section "Unpacking".
	The load may be too small.	Add more laundry in the drum.
<b>No water is visible in the drum:</b>	Machines based on modern technology operate very economically using very little water without affecting performance.	
<b>Remote function does not work:</b>	Registration data lost or damaged. (Error Code: E F0)	Restart machine by turn Off and turn On again. If problem not solved, please contact Service Centre.
	Remote start functions not work.	After pressing the "Remote Start" option, please make sure to press "Confirm Start" within 10 seconds to activate Remote Start option.
<b>Machine vibrates or is noisy:</b>	There is very little laundry in the drum.	Load more laundry.
	Unstable floors e.g. wooden floors.	Refer to relevant paragraph in "Positioning" section.

**i** If you are unable to identify or solve the problem, contact our service centre. Before calling, make a note of the model, serial number in the rating label behind the door when you open, and purchase date of your machine.



## 14.2 Emergency Door Opening

In case of power failure or appliance failure, the appliance door remains locked. The wash programme continues when power is restored. If the door remains locked in case of failure, it is possible to open it using the emergency unlock feature.

### Before opening the door:

#### **WARNING!**

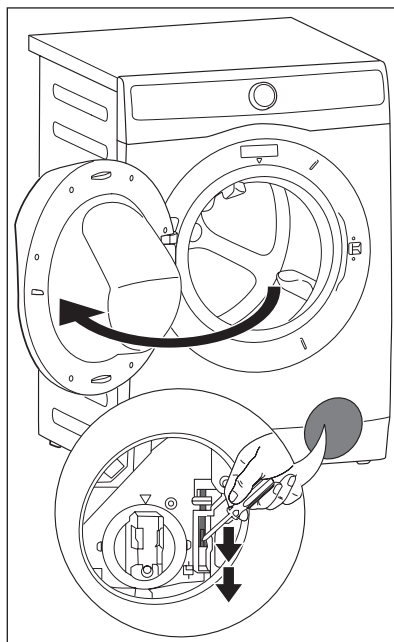
Make sure that the water temperature and the laundry are not hot. Wait until they cool down if necessary.  
Make sure that the water level inside the drum is not too high. If necessary, perform an Emergency Drain.  
Make sure that the drum is not rotating.  
Wait until the drum stops rotating if necessary.

### To open the door proceed as follows:

1. Press the On/Off touch key to switch the appliance off.
2. Disconnect the mains plug from the mains socket.
3. Open the filter cover.
4. Using a suitable tool to pulling the emergency unlock strap (red strap) downward twice (you will hear "click" sound) and hold it, at the same time pull the door handle to open the door.



If the door cannot open while holding the strap, try to release it then open the door.

5. Take out the laundry.
6. Close the filter door.



## 15. ENVIRONMENT CONCERNS

### 15.1 Packaging Materials

 The materials marked with the symbol  are recyclable.

>PE<=polyethylene


>PS<=polystyrene

>PP<=polypropylene.

This means that they can be recycled by disposing them properly in appropriate collection containers.

### 15.2 Old Machine

Use authorized disposal sites for your old appliance. Help to keep your country tidy!

The symbol  on the product or on its packaging indicates that this product may not be treated as household waste.

Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

### 15.3 Ecological Hints

To save water, energy and to help protect the environment, we recommend that you follow these tips:

- Normally soiled laundry may be washed without pre-washing in order to save detergent, water and time (the environment is protected too!).
- The machine works more economically if it is fully loaded.
- With adequate pre-treatment, stains and limited soiling can be removed; the laundry can then be washed at a lower temperature.
- Measure out detergent according to the water hardness, the degree of soiling and the quantity of laundry being washed.

# Electrolux Warranty

FOR SALES IN AUSTRALIA AND NEW ZEALAND  
APPLIANCE: ELECTROLUX WASHING MACHINES  
& WASHER/DRYERS

This document sets out the terms and conditions of the product warranties for Electrolux Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should there be a manufacturing defect in your Appliance. This warranty is in addition to other rights you may have under the Australian Consumer Law.

1. **In this warranty:**
  - (a) 'ACL' or 'Australian Consumer Law' means Schedule 2 to the Competition and Consumer Act 2010;
  - (b) 'Appliance' means any Electrolux product purchased by you and accompanied by this document;
  - (c) 'ASC' means Electrolux's authorised serviced centres;
  - (d) 'Electrolux' is the brand controlled by Electrolux Home Products Pty Ltd of 163 O'Riordan Street, Mascot NSW 2020, ABN 51 004 762 341 in respect of Appliances purchased in Australia and Electrolux (NZ) Limited (collectively "Electrolux") of 3-5 Niall Burgess Road, Mount Wellington, in respect of Appliances purchased in New Zealand;
  - (e) 'Warranty Period' means the period specified in clause 3 of this warranty;
  - (f) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. **Application:** This warranty only applies to new Appliances, purchased and used in Australia or New Zealand and is in addition to (and does not exclude, restrict, or modify in any way) other rights and remedies under a law to which the Appliances or services relate, including any nonexcludable statutory guarantees in Australia and New Zealand.
3. **Warranty Period:** Subject to these terms and conditions, this warranty continues for in Australia for a period of 24 months and in New Zealand for a period of 24 months following the date of original purchase of the Appliance.
  - Inverter motor – Further 8 years
4. **Repair or replace warranty:** During the Warranty Period, Electrolux or its ASC will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Electrolux may, in its absolute discretion, choose whether the remedy offered for a valid warranty claim is repair or replacement. Electrolux or its ASC may use refurbished parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Electrolux.
5. **Travel and transportation costs:** Subject to clause 7, Electrolux will bear the reasonable cost of transportation, travel and delivery of the Appliance to and from Electrolux or its ASC. Travel and transportation will be arranged by Electrolux as part of any valid warranty claim.
6. **Proof of purchase** is required before you can make a claim under this warranty.
7. **Exclusions:** You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. This warranty does not cover:
  - (a) light globes, batteries, filters or similar perishable parts;
  - (b) parts and Appliances not supplied by Electrolux;
  - (c) cosmetic damage which does not affect the operation of the Appliance;
  - (d) damage to the Appliance caused by:
    - (i) negligence or accident;
    - (ii) misuse or abuse, including failure to properly maintain or service;
    - (iii) improper, negligent or faulty servicing or repair works done by anyone other than an Electrolux authorised repairer or ASC;
    - (iv) normal wear and tear;
    - (v) power surges, electrical storm damage or incorrect power supply;
    - (vi) incomplete or improper installation;
    - (vii) incorrect, improper or inappropriate operation;
    - (viii) insect or vermin infestation;
    - (ix) failure to comply with any additional instructions supplied with the Appliance;

In addition, Electrolux is not liable under this warranty if:

- (a) the Appliance has been, or Electrolux reasonably believes that the Appliance has been, used for purposes other than those for which the Appliance was intended, including where the Appliance has been used for any non-domestic purpose;
  - (b) the Appliance is modified without authority from Electrolux in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced.
8. **How to claim under this warranty:** To enquire about claiming under this warranty, please follow these steps:
- (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.

9. **Australia:** For Appliances and services provided by Electrolux in Australia: Electrolux goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. 'Acceptable quality' and 'major failure' have the same meaning as referred to in the ACL.
10. **New Zealand:** For Appliances and services provided by Electrolux in New Zealand, the Appliances come with a guarantee by Electrolux pursuant to the provisions of the Consumer Guarantees Act, the Sale of Goods Act and the Fair Trading Act. Where the Appliance was purchased in New Zealand for commercial purposes the Consumer Guarantee Act does not apply.
11. **Confidentiality:** You accept that if you make a warranty claim, Electrolux and its agents including ASC may exchange information in relation to you to enable Electrolux to meet its obligations under this warranty.

### Important Notice

Before calling for service, please ensure that the steps listed in clause 8 above have been followed.

<b>AUSTRALIA</b>	<p><b>FOR SERVICE</b> or to find the address of your nearest authorised service centre in Australia <b>PLEASE CALL 13 13 49</b> For the cost of a local call</p>	<p><b>FOR SPARE PARTS</b> or to find the address of your nearest spare parts centre in Australia <b>PLEASE CALL 13 13 50</b> For the cost of a local call</p>
<b>NEW ZEALAND</b>	<p><b>FOR SERVICE</b> or to find the address of your nearest authorised service centre in New Zealand <b>PLEASE CALL 0800 10 66 10</b></p>	<p><b>FOR SPARE PARTS</b> or to find the address of your nearest spare parts centre in New Zealand <b>PLEASE CALL 0800 10 66 20</b></p>

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