Hansa
Haushaltsgeräte

OPERATING INSTRUCTIONS EN

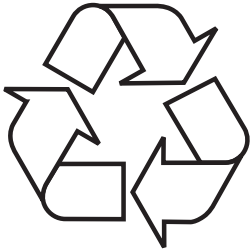
IO-WMS-3888
(03.2026/1)

WHB10140G

ONLY USE THE APPLIANCE WHEN YOU HAVE READ AND UNDERSTAND THE OPERATING INSTRUCTIONS

WASHING MACHINES

UNPACKING



During transportation, protective packaging was used to protect the appliance against any damage. After unpacking, please dispose of all elements of packaging in a way that will not cause damage to the environment.
All materials used for packaging the appliance are environmentally friendly; they are 100% recyclable and are marked with the appropriate symbol.
Important! Packaging materials (bags, polyethylene, polystyrene, etc.) should be kept away from children during unpacking.

DISPOSAL OF OLD APPLIANCE

In accordance with European Directive 2012/19/EU and local legislation regarding used electrical and electronic goods, this appliance is marked with the symbol of the crossed-out waste container. This marking indicates that the appliance must not be disposed of together with other household waste after it has been used.
The user is obliged to hand it over to waste collection centre collecting used electrical and electronic goods. The collectors, including local collection points, shops and local authority departments provide recycling schemes.
Proper handling of used electrical and electronic goods helps avoid environmental and health hazards resulting from the presence of dangerous components and the inappropriate storage and processing of such goods.

CONTENTS

ECOLOGY IN PRACTICE 3
BASIC INFORMATION 5
SAFETY AND GERMENT CARE LABELS 6
INSTALL THE APPLIANCE 13
PRODUCT DESCRIPTION 16
TROUBLESHOOTING 25
PRACTICAL TIPS ON WASHING 29

ECOLOGY IN PRACTICE

For many years, Hansa has consistently pursued pro-ecological policy.
Concern for the environment is as important for us as the use of modern technology.

The development of technology has enabled our factories to become more environmentally friendly – we use less and less water, electricity and less waste water and solid waste is generated in the production.

A lot of attention is paid to materials used in production. We strive to use only those that do not contain harmful substances and make recycling and safe disposal possible after use.

Dear customer!

Thank you for choosing an Hansa product. For years we have delivered high-quality appliances, so that household chores become a real pleasure. Before being packaged and leaving the manufacturer, the appliance was thoroughly checked with regard to safety and functionality. We also endeavour to make sure that modern technology in Hansa products always goes hand in hand with a unique design.

Before using the appliance, please carefully read these Operating Instructions Follow these instruction to avoid improper use and ensure long and reliable operation of the appliance. Learn the principles of the safe use to avoid accidents.

Store these operating instructions in a safe place to use them for reference whenever needed. These Operating Instructions contain all the necessary information that will make the use of your Hansa appliance simple and fun. We also encourage you to find out more about other Hansa appliances.

We hope using your new appliance is a pleasure.

Hansa
Haushaltsgeräte

BASIC INFORMATION

This washing machine is intended for domestic use only to wash textiles and clothes designed to be machine washed in a detergent bath.

Before plugging the washing machine into the mains, remove the safety packaging and ensure the machine is level. The manufacturer reserves the right to introduce changes, which do not affect operation of the appliance.

USAGE

- Carefully read the instructions below before using the appliance.
- Never use the appliance outdoors or anywhere the temperature may fall below freezing.
- The machine should not be operated by children or anyone who has not read the instructions.

Temperatures below 0°C can damage the washing machine! In the event of the machine being stored or transported in sub-zero temperatures, it should be left to acclimatise in a temperature above 0°C for 8 hours before being used.

Before using the washing machine, read the safety instructions carefully. Keep the safety instructions nearby for future reference. Both this manual and the washing machine itself include crucial safety warnings that must always be adhered to. The manufacturer disclaims any responsibility for failure to adhere to these safety instructions, improper usage of the appliance, or incorrect configuration of the controls.

This appliance should not be used by children under 8 years of age, persons with reduced physical or mental capabilities, and persons who do not have sufficient skills to use this type of appliance. Such persons should be offered proper supervision or instructions on safe handling of appliance and related risks. Children must not play with the appliance or perform any maintenance-related activities. Children under 3 years of age must be kept away from the appliance unless continuously supervised.

Children could get caught inside the appliance and get into a life-threatening situation.

Children shall not play with the appliance. Cleaning and maintenance must not be performed by unsupervised children.

Keep all laundry detergents (including detergents, bleaches, fabric softeners, etc.) out of the reach of children.

This washing machine is intended for household and comparable applications, including staff kitchen areas in shops, offices, and other work environments, as well as farms and guest rooms in hotels, motels, boarding houses, and similar accommodations.

When loading clothes into the washing machine, ensure that you do not exceed the maximum capacity indicated in the programme table,
Do NOT use the washing machine outdoors.
Do NOT use any solvents (such as turpentine or, benzene), detergents containing solvents, scouring powder, glass or general purpose cleaners or flammable liquids. Do NOT machine wash fabrics that have been treated with solvents or flammable liquids.
Do NOT machine wash fiberglass products (such as curtains and window textiles that contain fiberglass materials).
Tiny particles might persist in the washing machine and adhere to fabrics during the subsequent wash, potentially leading to skin irritation.
Fabric softeners or similar products should be used as specified on the product label.
Before washing, remove all items such as lighters, matches from pockets.
Make sure there is no water inside the drum before opening the door.
Never machine wash carpets.
Keep pets away from the appliance.
Be careful when pumping out hot water with detergent.
Do not add water by hand during the washing programme.
Close the door properly. If you are having trouble closing the door, inspect whether any laundry is obstructing the door opening.
The water can reach a very high temperature during the washing programme.
Do not put your hands in the washing machine if the washing machine drum is spinning.
Do not manipulate the controls.
Never force the door open.

Prevent anyone from climbing, leaning, or hanging onto any component of the washing machine, including protruding parts like the appliance door or pull-out drawer.
For safety reasons, it is essential that a minimum of two individuals handle the moving and installation of the washing machine to prevent potential injuries. To mitigate the risk of injury, it is advisable to wear protective gloves while unpacking and assembling the appliance.
Ensure that the washing machine is installed and operated in a room equipped with a drain.
Installation, including water supply (if applicable) and electrical connections, as well as repairs, must be carried out by a certified technician. Ensure that children are kept away from the installation site.
Upon unpacking the washing machine, verify that no damage has occurred during transportation. If issues arise, get in touch with the seller or the nearest service centre.
Dispose of packaging waste (such as plastics and polystyrene elements) out of children's reach to avoid suffocation risks. Prior to any installation procedure, disconnect the washing machine from the power supply to prevent the risk of electric shock.
While installing, ensure the operating washing machine will not damage the power cord, which could pose fire or electric shock hazards. Start the washing machine only after completing the installation process.
Do not place the washing machine in extreme conditions such as poor ventilation, temperature below 5°C or above 35°C.
Please ensure that all four feet of the washing machine are securely positioned on the floor during installation. Adjust the feet if necessary and check with a spirit level that the appliance is perfectly level.
Allow the washing machine to acclimate to the room's conditions by waiting a few hours after installation before starting it.

When relocating the washing machine, refrain from lifting it by the knobs or detergent drawer. Instead, lift it using the countertop or top cover. During transport, avoid resting the door on the trolley.
To prevent potential interior damage during transportation, the washing machine comes with transport bolts. These bolts must be removed before operating the appliance. After removal, cover the holes with the provided plastic caps. Follow the local water company's regulations while connecting the water supply hoses to the water tap.

Utilize only the new water supply hoses provided with the washing machine for this purpose. Do not reuse old water supply hoses.

Ensure that the supply water pressure falls within the range of 0.03-1 MPa

To facilitate disconnection from the power source, the washing machine should be plugged into an easily accessible power socket. This can be achieved by using a plug or an omnipolar switch, following wiring guidelines. Adhere to national electrical safety standards to properly ground the washing machine.
After installing the washing machine, the power socket must be easily accessible.

When heating water, keep in mind that the washing machine's maximum current consumption is 10A. Thus, confirm that the power supply system (including voltage, current, and cable) can accommodate the load.

For safety, plug the cord into an outlet that is grounded. Inspect the socket to ensure it is securely linked to a dependable grounding source.
Do not use extension cords, splitters or adapters.
Once the appliance is installed, do not access any of its electrical components.

Do not operate the washing machine if its power cord or plug is damaged, if it is malfunctioning, or if it has been damaged or dropped.

If the power cord is damaged it must be replaced for an identical cord to prevent danger. To avoid the risk of electric shock, replace the cord only through manufacturer-authorised service or a suitably qualified professional.

Unplug the power cord by grasping the plug, not the cord.
Installing the washing machine outdoors, even in sheltered areas, is strongly discouraged due to the high risk associated with exposing it to moisture, rain, and storms.

Prior to conducting any maintenance, ensure the washing machine is powered off, disconnected from the power source, and the water tap is turned off. Avoid using steam cleaners at all times to prevent the risk of electric shock.

Exercise caution when draining hot water from the drum, particularly during activities such as pump maintenance or emergency door opening procedures.

Do not repair or replace any part of the washing machine unless specifically indicated in the operating instructions. Refer all repairs to an authorised service centre. Attempting independent or non-professional repairs could lead to hazardous situations endangering life, health, and causing significant property damage.

If a fault or malfunction occurs, power off the washing machine, shut off the water tap, and refrain from interfering with the appliance. Promptly reach out to the Customer Service Centre and exclusively utilise genuine spare parts. Disregarding these instructions could lead to potential hazards while using the device.

Certain internal components are intentionally not grounded and might present an electric shock risk only during servicing. Avoid contact with the following components when the machine is powered on: control board, motor, inlet valve, and pump.
Always disconnect the washing machine from the power supply before performing any service. Unplug the power cord by grasping the plug, not the cord.
Before discontinuing use or disposing of the washing machine, remove the door to prevent children or animals from playing or hiding inside. Also cut off the power cord with plug.
The manufacturer disclaims any liability if and when these guidelines are not followed.

UNDERSTANDING THE SYMBOLS ON CLOTHES LABELS

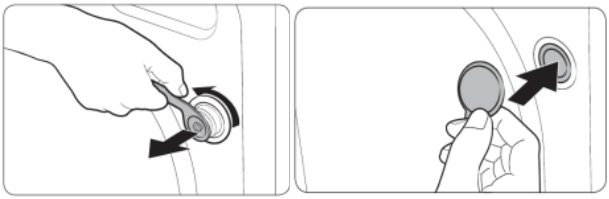
Washing				
	boil at 90°C	normal wash at 60°C	normal wash at 40°C	Do NOT wash!
	delicate		handwash	
Chemical cleaning				
	all solvents	all except TRI	petrol only	NO Dry clean!
Tumble dryer				
	normal	low	high	Do NOT dry!
Ironing				
	110°C	150°C	200°C	Do NOT Iron

Always pay attention to the symbols on garment labels when choosing a washing programme.

INSTALL THE APPLIANCE

1

Remove the transit bolts
(keep the bolts for future use, e.g. when moving house).



- unscrew the 4 transit bolts with a spanner,
- remove the rubber and plastic transport brackets from the sockets along with the washers and bolts.
- stop up the holes with the stoppers enclosed in the accessories bag.

Caution: the transit bolts MUST be removed before the washing machine is used!

2

Position and level the washing machine

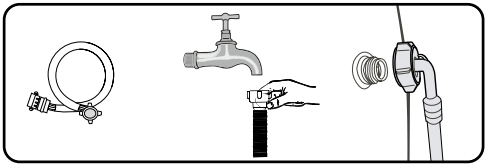
- place the washing machine on a solid, level surface.
- loosen the plastic washer.
- Level the appliance by adjusting the legs.
- lock with washers.

After positioning and levelling the appliance, check that it is stable by pressing down each corner and ensuring it does not move!

3

Connect the water supply

- Use only the new hoses supplied with the machine. Do not re-use hoses.



- A supply hose with seals is inside the drum of the machine.
  Water pressure min 0.03 MPa (0.3 bar), max 1 MPa (10 bar).

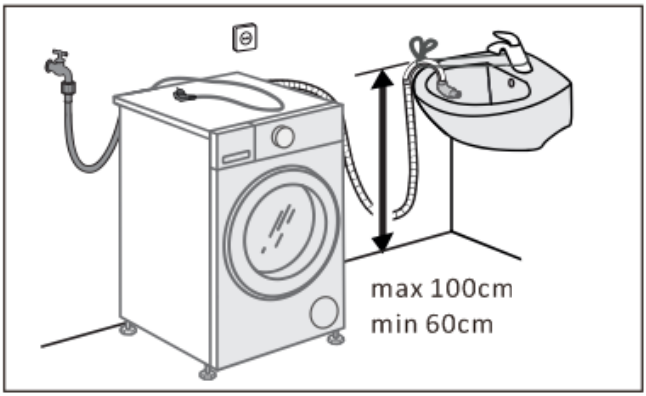
1). after connecting, make sure the hose is not twisted
2) after connecting the hose and the valve, check they are sealed tight
3). regularly check the condition of the hose.

Supply the machine with cold water only.

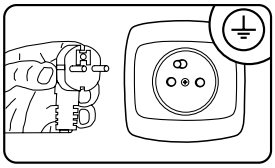
4

Water drain

- The drain hose is at the back of the machine. Fix the drain hose so that it does not move while the washing machine is in operation. If necessary, use the elbow.



5 Connect to power supply



- Electrical wall outlet where the appliance is connects must be in a visible and accessible place,
- Only plug the appliance into a properly installed socket with an earthing pin,
- Do not use an extension cord to connect the appliance,
- in the event of the power cord being damaged, it must be replaced by an authorised service technician,
- the electrical system to which the appliance is to be connected must be protected with a 10 A fuse.

Prepare to wash:

- Small items such as coins, paper clips, needles, etc., may damage the laundry and the washing machine, you should therefore follow a few important recommendations:

  1). Empty pockets

  2). Remove all metal items

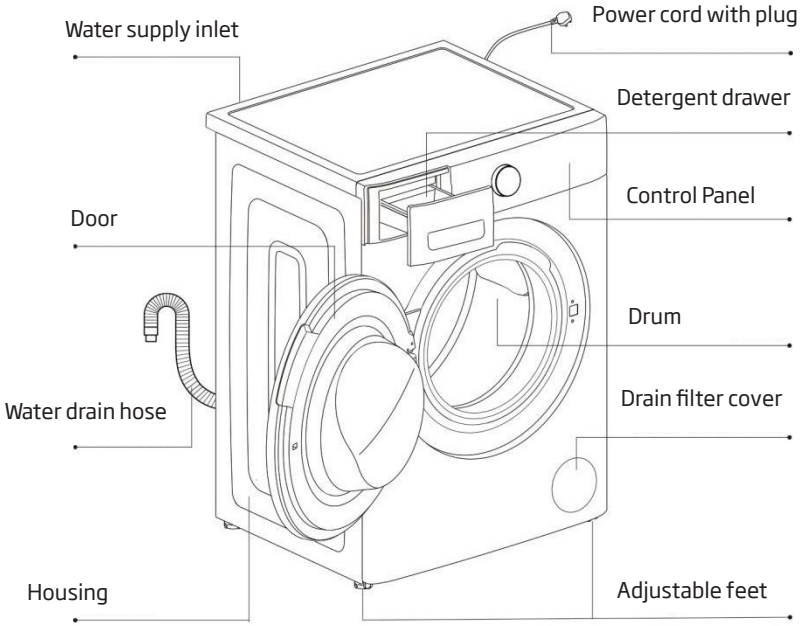
  3.) Delicate items such as bras or stockings should be washed in protective mesh laundry bag

  4). Close zippers and fasten buttons

  5). Remove any foreign objects from the appliance.

FEATURES AND COMPONENTS

DESCRIPTION OF THE APPLIANCE



Accessories:

Operating instructions	Water supply hose	Spanner	Cap

DISPLAY AND CONTROL PANEL

1. Washing programme selection knob
2. Temperature
3. SPEED
Child Lock
Mute beeping
4. SteamPower
5. Extra Rinse
6. Time Remaining
7. Auto OneTouch
8. Start/Pause
9. Display

1

Programme selector dial

- Choose the appropriate wash programme as required, depending on the soil level, and type and amount of laundry loaded, which ensures better results and more effective washing. When you start the programme, shifting the knob to a different position is indicated by a beep, but it does not alter the previously set programme.

2

Temperature button

- This button allows the washing temperature to be set in different programmes. Press this button to display water temperature settings available for a given programme or an option for washing in cold water (no heating). Depending on the selected programme, the display will show the following settings: - - °C (cold water), 20°C, 30°C, 40°C, 60°C, 90°C.

3

SPEED button

- Press this button to set the spin speed when water is being pumped out of the washing machine. Press the Spin button to change the settings. Depending on the programme selected, the display shows the following values: 0 (spin off), 500, 700, 900, 1200, 1400.

Child Lock

1. Activating the Child Lock prevents inadvertent operation by children or any disruptions during the washing programme.

2. While the washing machine is running, press and hold the Spin button for approximately 3 seconds to either activate or deactivate the Child Lock.

3. Once the Child Lock is enabled, the indicator light illuminates, the door from cannot be opened, the control panel becomes locked, and the buttons on it become unresponsive. You can turn off the washing machine by turning the washing programme selector knob.

4. When the Child Lock is active. Upon restarting the washing machine, it will resume the previously set programme without any additional input.

- **Mute the beeping:** To disable the beeping during a wash cycle, press and hold both the Spin and Auto One Touch buttons simultaneously for a minimum of 3 seconds.
- **Activate the beeping:**

  To enable the beeping during a wash cycle, press and hold both the Spin and Auto One Touch buttons simultaneously for a minimum of 3 seconds. You will hear a single beep as a confirmation.

4

SteamPower

- Steam penetrates deep into the bacterial cells, effectively eliminating bacteria and germs as well as unpleasant odours.
- Steam washing system:

  1). Increases the efficiency of difficult stain removal,

  2). Conditions laundry for ironing – it is less wrinkled,

  3). Removes harmful bacteria and dust mites - this is a great option for people with sensitive skin and allergies,

  4). Tackles the causes of odour – not only neutralizes but removes them.

  Steam is generated during the wash cycle, penetrating the fibres to straighten, clean, and loosen them. Steam disinfects the fabric, kills germs and tackles even the toughest stains, while not destroying the laundry.

  Steam helps remove stubborn stains, and laundry becomes even softer. The use of steam is safe and does not compromise the washed laundry.

5

Extra Rinse

- This function enables you to adjust the number of rinses for the chosen cycle, which will be displayed on the screen.

6

Time Remaining

- When you select Time Remaining, the display will show time remaining until the end of the programme 0H, 1H, 2H... up to a maximum of 24 hours. With this option you can select the time remaining until the end of the wash cycle and the washing machine will then adjust the entire wash cycle to fit within the user-defined time.

  Press the Time Remaining button to set the wash cycle end time in one-hour increments up to a maximum of 24 hours. Once you've chosen the desired washing programme but before you press the START/PAUSE button, use the Time Remaining button to display when you prefer the wash cycle to complete, for example in 8 hours.

  NOTE: The entire wash cycle duration will be completed before the set end time elapses.

  Here is an example: Wash cycle duration of 1 hour and 30 minutes with end time delay of 8 hours.

  8 hours are displayed and approximately 6 hours 30 minutes is counted down until the start of the washing programme (which will take 1 hour 30 minutes), then the programme duration of 1:30 is displayed when the wash cycle starts. Total time is about 8 hours.

  How to cancel the function:

  Turn the washing programme selector knob to reset the washing programme.

  NOTE:

- The Time Remaining function cannot be set for some washing programmes (see programme table).
- The washing programme end time may differ from the actual time depending on the water supply pressure, drain, type of clothes, water temperature and other conditions.

7

Auto OneTouch Auto 3s OneTouch

- Press to set the Auto One Touch washing programme.

  The Auto One Touch washing programme is designed to intelligently detect the laundry weight and adapt the time and temperature accordingly, providing a smart washing experience.

- You can initiate this program using any of the following three methods:
  When the washing machine is powered off, press and hold the Auto One Touch button for a minimum of 3 seconds. The washing machine will immediately initiate the Auto One Touch washing programme, and the Auto One Touch indicator will illuminate.
- When the washing machine is on, press and hold the Auto One Touch button for a minimum of 3 seconds. The washing machine will immediately initiate the Auto One Touch washing programme, and the Auto One Touch indicator will illuminate.
- When the washing machine is on, briefly press the Auto One Touch button, and the Auto One Touch indicator will illuminate. Next, press the START/PAUSE button to commence the Auto One Touch washing programme on the washing machine.

8

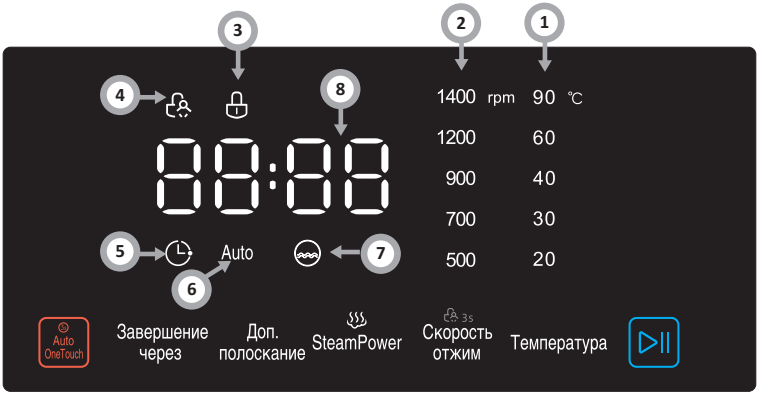
Start/Pause button

- Use the [Start/Pause] button to start or pause the washing programme already in progress. During the wash cycle, the symbol flashes to indicate the wash cycle progress. While paused, the symbols will not flash; instead, they will remain illuminated.

9

Display

- The display is valuable for appliance control and offers essential information. Indicates the functions of the selected washing programme and options.



1---Temperature indicator

Whey you select a programme, the default temperature for that programme will be displayed on the screen, and the corresponding temperature indicator will illuminate.

Press the Temp button to adjust the temperature. When a temperature is selected, the corresponding temperature indicator will light up on the display. If all temperature indicators are inactive, the washing machine is solely utilising cold water and no hot water in this particular washing programme.

2---Spin Speed

When you select a programme, the default spin speed for that programme will be displayed on the screen, and the corresponding spin speed indicator will illuminate.

You can change the spin speed by pressing the Spin button. When you select spin speed, the corresponding spin speed indicator will illuminate. When none of the spin speed indicators are illuminated, the washing machine will not spin the laundry following the last drain within this programme.

3---Door Lock

The illuminated padlock symbol means that the door is locked. To prevent potential damage, ensure that the symbol has extinguished before you open the door. To open the door while a cycle is in progress, first press the [START/PAUSE] button.

4---Child Lock

An illuminated symbol indicates that the CHILD LOCK function is active, resulting in the control panel being locked (except when the control panel is in the OFF position).

5---Time Remaining

An illuminated symbol indicates that the Time Remaining function is currently active. The remaining time until the selected washing program concludes will be displayed on the digital screen.

6 ---Auto One Touch

The illuminated symbol indicates that the [Auto One Touch] washing programme has been selected.

7---Rinses

Once the symbol is illuminated, you can proceed to choose the preferred number of rinses.

8 --- Digital Display

1). The wash cycle duration

2). Time Remaining

3). Number of rinse cycles

4). Error code

SPECIAL PROGRAMMES

1

Antiallergic

- This programme is designed for washing clothes of children and people with sensitive skin or skin allergy. Virtually all allergens, dust mites, bacteria, microbes or fungi are removed from the washed clothes. It also removes stubborn stains. It will not damage clothing and is suitable for washing delicate laundry such as children's garments. The anti-allergic programme involves washing at a fixed temperature of 60°C, with no option to alter the temperature. This is succeeded by four rinses, each employing heated water.

2

Eco 40-60 (reference programme in accordance with EN 60456)

- The "Eco 40-60" programme is used to wash normally soiled cotton fabrics, which can be washed at 40°C or 60°C in the same cycle.

3

Express 15'

- Use this programme to refresh clothes. Includes all three wash stages:
  1). Main wash 2). Rinse 3). Spin

4

Down

- This washing program is intended for individual puffer garments (with a maximum weight of 2 kg), as well as pillows or clothing items filled with goose down, such as down jackets. We advise placing down garments in the drum with their edges folded inward and ensuring that they occupy no more than ¾ of the total drum volume. For optimal outcomes, we suggest utilising liquid detergent and pouring it into the detergent drawer.

5

Wool

- Washing programme specifically designed for woolen fabrics.

  Prior to washing, ensure that your clothing items bear a "machine washable" laundry label.

  Following the wash cycle, promptly remove the clothes, reshape them, and proceed with drying to prevent deformation resulting from extended time within the drum.

  To safeguard your clothing from damage, it's important to ensure that the water temperature does not exceed 40°C.

  To achieve optimal results and minimise clothing damage, employ a specialised wool detergent and refrain from exceeding a laundry load of 1 kg.

USING THE APPLIANCE

1

Select Programme

- Set the programme selector turning it left or right.
- Customize the programme to your needs – you can change the temperature, spin speed, or enable additional features (see table of wash programmes).
- Press the Start/ Pause button

2

Time Remaining

To set the Time Remaining:

- Close the appliance door.
- Set the programme selector dial to the desired programme.
- Select additional functions or wash cycle parameters as required – according to your needs. (see Table of wash programmes).)
- Press the Time Remaining button.
- Select time remaining ranging from 0 to 24 hours.
- Press the Start/ Pause button The appliance will be set in delay mode.
- The wash programme will be automatically terminated.

When you set the Time Remaining option, the display will show the time remaining to the end of the programme.

3

End of the wash cycle

- The completion of the wash cycle is indicated by an audible beep (if this feature is enabled). After the cycle concludes, the screen will display "END." Subsequently, in 30 seconds, the washing machine will enter an automatic shutdown – the display screen will turn off, the door will unlock, and the washing machine will transition into the off mode.
- Close the water valve.
- Unplug the appliance from the wall outlet.
- Open the door and remove laundry.

4

Cancel a programme in progress, if needed

- Rotate the washing program selector knob to the OFF position until the washing machine comes to a stop. You can open the door if the water level and temperature are sufficiently low. The door will stay locked as long as there is water in the drum. To unlock the door, power on the washing machine, choose the Spin programme, and deactivate the spin option by pressing the Spin button to turn off all spin speed indicators on the display. Press the START/PAUSE button to start the Spin program. Once the program concludes, the water is drained, and the door unlocks.

TROUBLESHOOTING

Problem	Probable cause/Solution
The washing machine fails to power on.	The appliance may not be properly connected to the socket, or the plug prongs might not be making proper contact. There is no power to the socket or the fuse in the mains plug has blown.
The washing programme does not start	The door is not closed properly. You did not press the ON/OFF button. You did not press the START/PAUSE button. The valve might not have been opened, preventing water from flowing into the washing machine. A delayed start has been set.
The appliance fails to fill with water, or the display shows "E02."	The water inlet hose is bent or kinked. The water inlet hose is not connected to the water tap. The water pressure is too low. The valve might not have been opened, preventing water from flowing into the washing machine. There is no water supply available to the house. The inlet valve filter is clogged. You did not press the START/PAUSE button.
The appliance is continuously filling with water and then draining. There is water remaining in the drum or the machine is obstructed during the washing process.	The upper part of the drain hose is positioned too low – install it at a height ranging from 65 to 100 cm from the floor (refer to "Installation" instructions). The drain hose is not properly connected to the siphon, allowing water to drain into the washing machine. The drain hose must be placed higher than the bottom of the sink to prevent water from flowing down the drain hose. The end of the drain hose has been inserted too deeply into the riser pipe. The "U" bracket needs to be affixed 100 mm away from the end of the drain hose.
The washing machine is not draining or spinning, and the display shows "E03".	The pump filter is blocked. The drain hose is bent or kinked (refer to "Installation" instructions). In a new installation, if connected under the sink, ensure that the plug or spigot is removed. The drain hose or siphon is clogged.
The washing machine does not spin	The spin cycle is deactivated, with all spin speed indicators turned off on the display.
The programme is taking too long	Program durations may differ due to factors such as water pressure, incoming water temperature, and uneven distribution of the load. This will result in a corresponding extension of the program duration (refer to "The appliance does not spin as expected" on the next page).

Problem	Probable cause/Solution
The washing machine experiences significant vibrations during the spin cycle.	The feet have not been properly adjusted, leading to the washing machine vibrating excessively. During the installation of the washer in a new setup, the shipping bolts with a plastic spacer or polystyrene packaging were not removed. The washing machine is wedged between cabinets or walls. The load is slightly unbalanced, causing the washing machine to spin at a reduced speed.
Auto One Touch programme does not start	A program other than Auto One Touch was initiated when the washing machine was powered on. Power off the washing machine and press the Auto One Touch button.
The washing machine is generating noise.	Noise from the motor, pump, and drum is normal and expected during the spinning process.
The appliance does not spin as expected	An imbalance has been detected while attempting to proceed with the spin cycle. In this situation, the washing machine will continue its efforts to redistribute the load appropriately before advancing to higher spin speeds. As a result, the program duration will be extended, This is a safety feature to prevent damage. Uneven load distribution can be attributed to washing a single heavy item, such as a down jacket or duvet. Attempt the programme once more with a different load configuration.
There is a leakage issue with the dispenser in the washing machine.	The dispenser drawer is obstructed by detergent buildup and requires cleaning. The water pressure is excessively high and should be lowered. Gently adjust the valve on the water pipe and attempt the operation again. The washing machine is tilted forward. It must be levelled in its final position.
The washing machine is experiencing leakage (other than the drawer).	The inlet hose is not secure - examine both the fitting on the housing and the valve. Even though the inlet hose is tightly secured, it continues to leak. If so, replace the rubber washers. The rubber washer is missing from the inlet hose. The drain hose is not attached properly.
There is an unpleasant odour coming from the washing machine.	The washing machine needs a service wash. Initiate the "Drum Clean" washing programme using detergent, but without any load.
The washing machine door cannot be opened	The door will remain locked until the door lock indicator turns off shortly after the programme completes.
The water level during the washing cycle is insufficient.	The water level is correct when water can be seen at the bottom of the door.
There is too much foam forming	Detergent is not suitable for washing machines (it should be labelled "for washing machines" or "hand and machine wash", etc.). Too much detergent has been used - less detergent is needed in soft water.

THE FAULT INDICATOR LIGHTS

The appliance features an alert system that indicates ERROR CODES on the display to help locate minor operating faults and identify their cause. The ERROR CODES help locate and determine the cause.

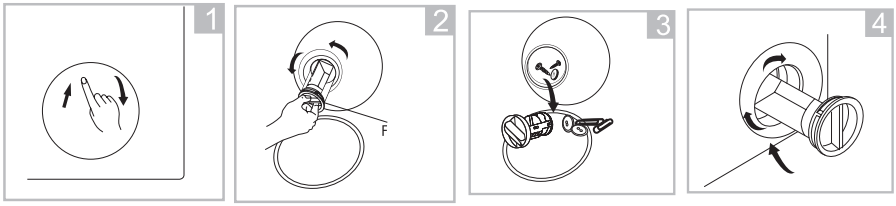
Detected errors are indicated as shown in the following table:

Display indication	Reason	Features and components
E02	No water supply at inlet	Check that the water tap is open Is the water supply turned off? Is the water supply hose or water supply valve filter clogged? Is the water supply hose to the washing machine frozen? In this case, contact the service centre for repair.
E03	Water does not drain properly	Clean the pump filter. Check whether the drain hose is bent or kinked, twisted or clogged? If the fault persists, contact the service centre for repair.
U4	Door lock failure	Close the door again and then press the START/PAUSE button to restart the programme. If the fault persists, contact the service centre for repair.
h	The temperature in the drum is high	Press the START/PAUSE button to stop the washing machine and wait a few minutes. When the temperature in the drum has cooled down to the safe level and the error code on the display disappears, press the START/PAUSE button to resume the programme.
EXX	Other faults	Turn the washing programme selector knob to the "OFF" position to turn off the power. Unplug the power cord and contact the service centre for repair as soon as possible.

While signalling an error washing machine also beeps (if active).

1 Clean the drain pump filter

- Clean the pump filter every 20 washes or so. Neglecting to clean the filter may result in problems with draining water from the appliance!



1). open the service filter,

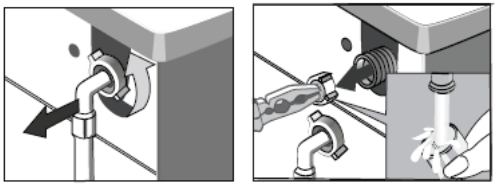
2). open the filter by turning to the counter clockwise,

3). remove and clean the filter,

4). close the lower cover cap.

2 Clean the water supply valve

- Replace the filter following the procedure in reverse order.



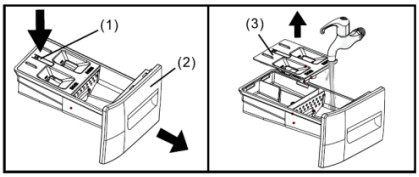
1). unscrew on the water supply hose,

2). use forceps to grasp the filter mesh pin,

3). remove and clean the filter, preferably using a brush.

3 Clean the detergent drawer

- Should be cleaned at least once a month.



1). pull out the detergent drawer.

Press down the tab and completely remove the drawer.

2). rinse under running water, clean with a brush or a piece of fabric,

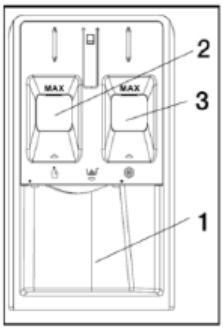
3). clean inside the recess with an old toothbrush,

4). replace the drawer.

PRACTICAL TIPS ON WASHING

DETERGENTS AND LAUNDRY ADDITIVES

It is recommended to use a general-purpose laundry detergent powder for the full range of temperatures according to the manufacturer's instructions on the detergent packaging.



1

Detergents

- Pour the detergent into the drawer compartment marked II
- Pour the pre-wash detergent into the drawer compartment marked I

2

Fabric softeners added to the rinse

- Pour the fabric softener into the drawer compartment marked ❀
- Do not exceed the maximum level marked on the drawer compartment. This detergent will be used for the final rinse.

For washing whites it is recommended to use the washing powder.

FIRST WASH

- Before washing for the first time, put the appliance through one high temperature cycle without a load, according to the following procedure:

  1). connect the washing machine to the power supply,
  2). open the water valve,
  3). set the programme selector dial to washing at high temperature, add a suitable detergent and press Start/Pause.

SOIL

1

Stubborn stains

- Before washing underwear, apply an additional stain remover according to the instructions for use.

2

Heavy soil

- in order to achieve a better result, wash less laundry,
- add more detergent.
- Rinse the washing machine after washing heavily soiled garments (e.g. work clothes) or clothing that loses fibres. To do this, run the wash cycle at 60°C, for example Cotton or Synthetics without any load.

3

Light soil

- See Conservation.

CONSERVATION

Reduce energy and water consumption

- Garments which are only lightly soiled should be washed on the Express 15' setting.
- For most programmes, the washing machine detects load.
  For partial load, when using the QUICK WASH programme, the appliance will reduce water and energy consumption and shorten the wash cycle.
- The most energy and water efficient wash programmes are generally those that run at lower temperature and for a long time.
- Loading the washing machine to the full capacity indicated by the manufacturer for the respective wash programmes will save energy and water.

WATER HARDNESS

- Hard water causes scale deposition. Information about water hardness is available from the nearest water works. We recommend that you use water softener for each washing.

POWER OUTAGE (PROGRAMME MEMORY)

- Power outage or unplugging the appliance does not cancel the set programme. The programme is memorised and resumes when power is restored. Do not open the appliance doors during a power outage.

LOAD

- Maximum drum capacity 10 kg.

- Load the laundry into the drum according to the following instructions:

  1). cotton, denim, children's clothes – max full drum (do not force clothes into the drum as this will reduce the quality of the wash),
  2). Synthetics – max ½ of the drum,
  3). Delicates fabrics – 1/3 of the drum.

Do not overload the appliance. Overloading the appliance may damage the clothes being washed! If you overload the appliance the OVL is shown appears on the display – remove excess laundry from the drum and restart the washing machine. The maximum load amounts depending on the programme are given in table of programmes.

LOAD DISTRIBUTION CONTROL

- The appliance features load distribution control system.
  Before spinning, this checks the distribution of clothes inside the drum. In the event that too great an imbalance is detected, the system makes several attempts to rearrange the clothes inside the appliance. Sometimes these attempts to distribute the load are not successful. Problems may be caused by terrycloth robes washed together with other types of laundry, such as bed sheets that formed a bundle around other items of laundry.

- The system may then respond in two ways:

  1). accept the uneven distribution of garments and reduce spin speed,
  2). cancel the spinning.

  In either case, after washing cycle is finished open the appliance door, remove the laundry by hand, close the door and select the spin setting again.

DOOR LOCK

- The washing machine is equipped with a lock which prevents the door from being opened during wash cycle. Once a wash cycle is complete, the door lock is automatically released. In order to open the door during the wash program, press PAUSE button and wait to unlock the door.

If the temperature inside the drum is high, the door may remain blocked until the water temperature has dropped below 60°C.

Before opening the door of the washing machine check whether there is water in the drum.

DELICATE FABRICS

1

Select Programme

- Select the appropriate wash programme: Synthetics, Wool.

2

Load

- Avoid overloading the washing machine – the maximum load is 1/3 kg for delicate fabrics, see "Loading."

ADD DETERGENT

1

Not enough detergent

- the laundry turns grey, lumps of fat form, lime scale is deposited.

2

Too much detergent

- A lot of foam, ineffective washing, detergent incompletely rinsed from fabrics.

For more information about the product, please refer to the EU EPREL Product Database at https://eprel.ec.europa.eu. For more information, please use your mobile device to scan the QR code on the energy label or enter the product model listed on the energy label in the EPREL search engine https://eprel.ec.europa.eu/

WARRANTY AND AFTER SALES SERVICE

Warranty

Warranty service as stated on the warranty card. The manufacturer shall not be held liable for any damage caused by improper use of the product.

Service

- The manufacturer recommends that all repairs and adjustments be carried out by the Factory Service Technician or the Manufacturer's Authorized Service Point. For safety reasons, repairs should be referred to professionals.
- Repairs carried out by unqualified persons may seriously endanger the appliance user.
- Pursuant to Commission Regulation (EU) 2019/2023, the minimum availability period for spare parts necessary to repair the appliance is 7 or 10 years depending on the type and purpose of the spare part.
- The list of spare parts and the ordering procedure are available on the websites of the manufacturer, importer or an authorized representative.
- The minimum warranty period for the appliance offered by the manufacturer, importer or authorized representative is given in the warranty card.
- The warranty shall be void if you make any independent adaptations or alterations, tamper with seals or other appliance safety devices or its parts or interfere with the appliance contrary to operating instructions.

In the event of appliance malfunction, request assistance or repair.

If your appliance needs repair, please contact the service centre. Please see warranty card for address and contact details of our service centre. Before contacting us, please have ready the appliance serial number, which can be found on the identification sticker. For your convenience, please write it down below:

Hansa

Haushaltsgeräte