


Washing Machine

JLBIWM1403

User Manual

John Lewis

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Safety information

Before the installation and use of the appliance, carefully read the supplied instructions. The manufacturer is not responsible for any injuries or damages that are the result of incorrect installation or usage. Always keep the instructions in a safe and accessible location for future reference.

Children and vulnerable people safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.
- Do not let children play with the appliance.
- Children aged 3 years and under must be kept away from this appliance when it is in operation at all times.
- Keep all packaging away from children and dispose of it appropriately.
- Keep detergents away from children.
- Keep children and pets away from the appliance when the door is open.
- If the appliance has a child safety device, this should be activated.
- Children shall not carry out cleaning and user maintenance of the appliance without supervision.

General Safety

- Do not change the specification of this appliance.
- Do not exceed the maximum load of 7 kg (refer to the "Programme chart" chapter).

- The operating water pressure at the water entry point from the outlet connection must be between 0.5 bar (0.05 MPa) and 8 bar (0.8 MPa).
- The ventilation opening in the base must not be covered by a carpet, mat, or any floor covering.
- The appliance must be connected to the water mains using the new supplied hose sets, or other new hose sets supplied by the Authorised Service Centre.
- Old hose sets must not be reused.
- If the mains power supply cable is damaged, it must be replaced by the manufacturer, its Authorised Service Centre or similarly qualified persons to avoid an electrical hazard.
- Before any maintenance operation, deactivate the appliance and disconnect the mains plug from the socket.
- Do not use high pressure water sprays and/or steam to clean the appliance.
- Clean the appliance with a moist cloth. Use only neutral detergents. Do not use abrasive products, abrasive cleaning pads, solvents or metal objects.

Safety instructions

Installation



The installation must comply with relevant national regulations.

- Remove all the packaging and the transit bolts.
- Keep the transit bolts in a safe place. If the appliance is to be moved in the future they must be reattached to lock the drum to prevent an internal damage.
- Always take care when moving the appliance as it is heavy. Always use safety gloves and enclosed footwear.
- Do not install or use a damaged appliance.
- Follow the installation instructions supplied with the appliance.
- Do not install or use the appliance where the temperature can be less than 0°C or where it is exposed to the weather.
- The floor area on which the appliance is to be installed must be flat, stable, heat resistant and clean.
- Make sure that there is air circulation between the appliance and the floor.
- Do not install the appliance directly above a floor drain.
- Adjust the feet to have the necessary space between the appliance and the flooring.
- Do not install the appliance where the appliance door cannot be fully opened.
- Do not put a container to collect possible water leakage under the appliance. Contact the Authorised Service Centre to ensure which accessories can be used.
- Make sure that the parameters on the rating plate are compatible with the electrical ratings of the mains power supply.
- Do not use multi-plug adapters and extension cables.
- Make sure not to cause damage to the mains plug and to the mains cable. Should the mains cable need to be replaced, this must be carried out by our Authorised Service Centre.
- Connect the mains plug to the mains socket only at the end of the installation. Make sure that there is access to the mains plug after the installation.
- Do not touch the mains cable or the mains plug with wet hands.
- Do not pull the mains cable to disconnect the appliance. Always pull the mains plug.
- UK and Ireland only. This appliance is fitted with a 13 A mains plug. If it is necessary to change the mains plug fuse, use only a 13 A ASTA (BS 1362) fuse.
- This appliance complies with the E.E.C. Directives.

Water connection

- Do not cause damage to the water hoses.
- Before connection to new pipes, pipes not used for a long time, where repair work has been carried out or new devices fitted (water meters, etc.), let the water flow until it is clean and clear.
- Ensure that there are no visible water leaks during and after the first use of the appliance.
- Do not use an extension hose if the inlet hose is too short. Contact the service centre for the replacement of the inlet hose.
- You can extend the drain hose to maximum 400 cm. Contact the service centre for the other drain hose and the extension.

Electrical connection

- The appliance must be earthed.
- Always use a correctly installed shockproof socket.

Use



Warning! Risk of injury, electric shock, fire, burns or damage to the appliance.

- This appliance is for household use only.
- Follow the safety instructions on the detergent packaging.
- Do not put flammable products or items that are wet with flammable products in, near or on the appliance.
- Make sure that all metal objects are removed from the laundry.
- Do not wash fabrics which are heavily soiled with oil, grease or other greasy substances. It can damage rubber parts of the washing machine. Prewash such fabrics by hand before loading them into the washing machine.
- Do not touch the glass door while a programme is in operation. The glass can get hot.

Service

- To repair the appliance contact an Authorised Service Centre.
- Use original spare parts only.

Disposal

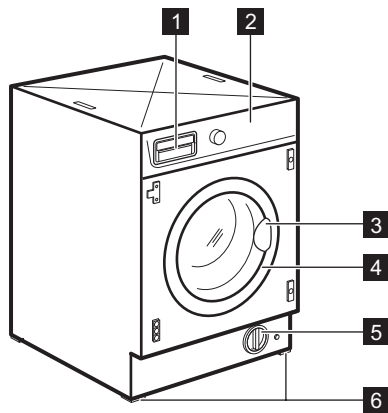


Warning! Risk of injury or suffocation.

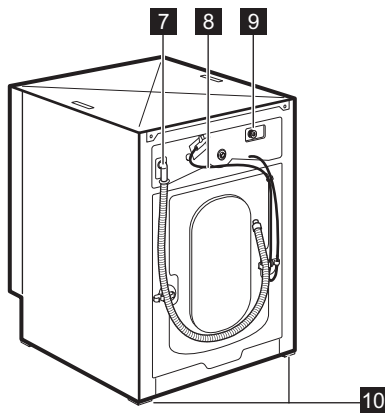
- Disconnect the appliance from the mains electrical and water supplies.
- Cut off the mains electrical cable close to the appliance and dispose of it.
- Remove the door catch to prevent children or pets from becoming trapped in the drum.
- Dispose of the appliance in accordance with local requirements for the disposal of Waste Electrical and Electronic Equipment (WEEE).

Product description

Appliance overview



- 1. Detergent dispenser
- 2. Control panel
- 3. Door handle
- 4. Rating plate
- 5. Drain pump filter



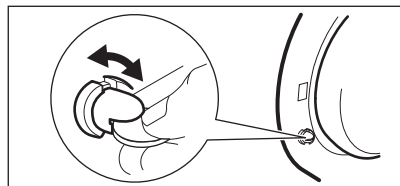
- 6. Feet for levelling the appliance
- 7. Water drain hose
- 8. Mains cable
- 9. Connection for water inlet hose
- 10. Feet for levelling the appliance

How to activate the child safety device

This device prevents children or pets from being closed in the drum.

Turn the device clockwise, until the groove is horizontal.

You cannot close the door.



To close the door, turn the device anticlockwise until the groove is vertical.

Installation on suspended flooring

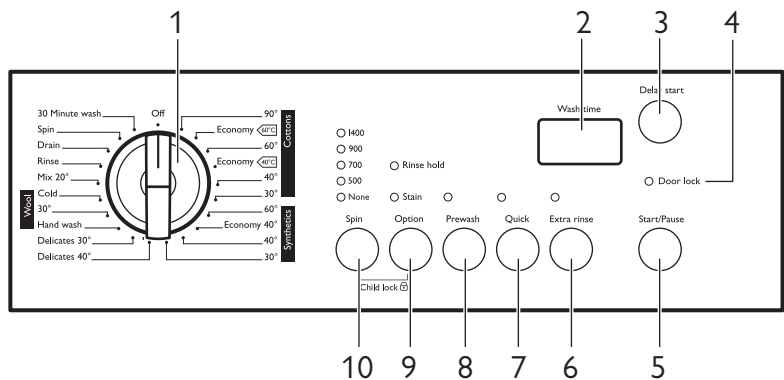
Suspended wooden floors are particularly susceptible to vibration.

To limit vibration we recommend placing a waterproof wooden panel, at least 15 mm thick, under the appliance. It should be screwed to at least 2 floor beams and should extend beyond the front feet.

If possible, install the appliance where the floor is more stable.

Control panel

Control panel description



1. Programme dial

2. Display

3. Delay start button

4. Door lock indicator

5. Start/Pause button

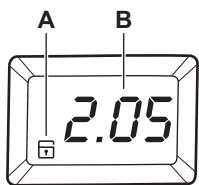
6. Extra rinse button

7. Quick button (for reduced wash time)
8. Prewash button

9. Option button
 - Stain
 - Rinse hold

10. Spin selection button

Display



A		Child Lock
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B	Time indicator:	
	125	<p>Programme duration</p> <p>When the programme starts, the time decreases in one minute steps.</p>
	2h	<p>Delay start</p> <p>When you press the delay start button, the display shows the delay start time.</p>
	E20	<p>Alarm codes</p> <p>If the appliance has a malfunction, the display shows alarm codes. Refer to "Trouble-shooting" chapter.</p>
	Err	<p>Error message</p> <p>The display shows this message for several seconds when:</p> <ul style="list-style-type: none"> • You cannot set an option with the washing programme. • You try to change the washing programme while it operates.
	0	<p>Programme is completed.</p>


Programmes

Programme dial

Switch the appliance on and select the desired washing programme using the dial.

Turn the dial to the Off position to switch the appliance off.

Programme Chart

Programme Temperature range	Maximum load Maximum spin speed	Programme description (Type of load and soil level)
Cottons 90°C - 60°C	7 kg 1400 rpm	White cotton and coloured cotton. Normal soil and light soil.
Cottons  1) 60°C - 40°C	7 kg 1400 rpm	White cotton and fast-coloured cotton. Normal soil. The energy consumption decreases and the time of the washing programme is extended.
Cottons 40°C - 30°C	7 kg 1400 rpm	Coloured cotton. Normal soil and light soil.
Synthetics 60°C - 40°C - 30°C	3 kg 900 rpm	Synthetic items or mixed fabric items. Normal soil.
Synthetics Economy 40°C	3 kg 900 rpm	Synthetic items and mixed fabric items. Normal soil. The energy consumption decreases and the time of the washing programme is extended.
Delicates 40°C - 30°C	3 kg 700 rpm	Delicate fabrics such as acrylics, viscose and mixed fabrics requiring gentler washing. Normal soil.
Handwash 30°C	2 kg 900 rpm	Delicate fabrics with hand wash only label ²⁾ .
Wool 30°C - Cold	2 kg 900 rpm	Machine washable wool and hand washable wool.
Mix 20° 20°C	3 kg 900 rpm	Cotton, synthetic and mixed fabrics. Light soil. Select this programme to reduce the energy consumption. Use a detergent suitable for low temperatures to achieve good washing results.

Programme Temperature range	Maximum load Maximum spin speed	Programme description (Type of load and soil level)
Rinses	7 kg 1400 rpm	To rinse and spin the laundry. All fabrics , except wool-lens and very delicate fabrics. Reduce the spin speed ac-cordingly to the type of laundry.
Drain	7 kg	To drain the water after the programme ends where the Rinse Hold option has been selected.
Spin	7 kg 1400 rpm	To spin and drain the water after the programme ends where the Rinse Hold option has been selected. Set the spin speed accordingly to the type of fabric to be spun.
Mini 30' 30°C	3 kg 900 rpm	Cotton and synthetic items with light soil level or worn only once.

1) **Standard programmes for the Energy Label consumption values.** According to regulation 1061/2010, the "Cotton 60°C" with "Eco" option and the "Cotton 40°C" with "Eco" option are respectively the «Standard 60°C cotton programme» and the «Standard 40°C cotton programme». They are the most efficient programmes in terms of combined energy and water consumption for washing normally soiled cotton laundry.



The water temperature of the washing phase may differ from the temperature declared for the selected pro-gramme.

2) During this cycle the drum rotates slowly to ensure a gentle wash. It can seem that the drum doesn't rotate or doesn't rotate properly, but this is normal for this programme.

Programme options compatibility

Programme	Spin	None	Rinse hold	Stain ¹⁾	Prewash ²⁾	Quick ³⁾	Extra rinse	Delay start
Cottons	■	■	■	■	■	■	■	■
Cottons 40°C 60°C	■	■	■	■	■		■	■
Synthetics	■	■	■	■	■	■	■	■
Synthetics Economy	■	■	■	■	■		■	■
Delicates	■	■	■	■	■	■	■	■
Handwash	■	■	■					■

Programme	Spin	None	Rinse hold	Stain ¹⁾	Prewash ²⁾	Quick ³⁾	Extra rinse	Delay start
Wool	■	■	■					■
Mix 20°	■		■				■	■
Rinses	■	■	■				■	■
Drain								
Spin	■							■
Mini 30'	■	■						■

1) Stain option is not available with a temperature lower than 40°C.

2) If using liquid detergent, a programme without prewash must be selected.

3) If you select this option, we recommend that you decrease the load size. It is possible to fully load the appliance, however the washing results can be less satisfactory.





Consumption values



Stated values are obtained in laboratory conditions with relevant standards. Different causes can change the data: the quantity and type of laundry and ambient temperature. Water pressure, the supply voltage and the temperature of inlet water may also affect the washing programme duration.



Technical specifications may be changed without prior notice to improve the quality of product.

Programmes	Load (kg)	Energy consumption (kWh)	Water consumption (litre)	Approximate programme duration (minutes)	Remaining moisture (%) ¹⁾
Cottons 60°C	7	1.35	67	150	52
Cottons 40°C	7	0.85	67	140	52
Synthetics 40°C	3	0.55	42	90	35
Delicates 40°C	3	0.55	63	65	35
Wool 30°C ²⁾	2	0.25	55	60	30
Standard cotton programmes 					
Standard 60°C cotton 	7	1.01	52	180	52
Standard 60°C cotton 	3.5	0.78	44	149	52
Standard 40°C cotton 	3.5	0.61	44	140	52

1) At the end of spin phase.
2) Not available for some models.

Off Mode (W)	Left On Mode (W)
0.10	0.98
The information given in the chart above is compliant with the EU Commission regulation 1015/2010 implementing directive 2009/125/EC .	

Options

Spin

Press this button to decrease the default spin speed or select the None option.

The indicator of the selected speed comes on.

None:

- By selecting this option all the spinning phases are cancelled and the last rinse water is drained.
- To compensate for the absence of spinning, the rinse phase uses more water for some washing programmes.

This option is recommended for very delicate fabrics.

Rinse hold

Select this option to reduce creasing:


- The washing programme ends with water in the drum. The drum turns regularly to reduce creasing.
- The door stays locked. You must drain the water to unlock the door.



To drain the water refer to "Draining water out after the end of the cycle".

Stain

Select this option for laundry with stubborn stains:

- Pour the stain remover into compartment .
- The Stain phase increases the programme duration.



This option is not available with a temperature lower than 40° C.

Prewash

By selecting this option, the appliance performs a prewash phase before the main wash:

- The option increases the programme duration.

This option is recommended for heavily soiled laundry.

Quick

Press this button to decrease the programme duration.

This option is recommended for lightly soiled items or items needing a quick refresh.

Extra rinse

By selecting this option the appliance adds a few rinses to the washing programme.

This option is recommended for people allergic to detergents and in areas where the water is soft.

Delay start

Press this button to delay the start of a programme from 30 minutes to 20 hours.

The display shows the selected delay time.

Door lock indicator


The Door lock indicator shows when the door can be opened:

- The indicator is on: the door cannot be opened.
- The indicator is flashing: the door is opening in a few minutes.
- The indicator is off: the door can be opened.

Settings

Child Lock

With this option you can ensure that should children touch the panel, the settings will not be altered.

- To **activate/deactivate** this option, press the Spin button and the Option button simultaneously until the indicator  **comes on/goes off.**

You can activate this option:

- After you press the Start/Pause button: the options and the programme knob are locked.
- Before you press the Start/Pause button: the appliance cannot start.

Acoustic signals

The acoustic signals operate when:

- The programme is completed.
- The appliance has a malfunction.

To **deactivate/activate** the acoustic signals, press **Prewash** and **Easy Iron** simultaneously for 6 seconds.



Acoustic signals still operate when the appliance has a malfunction.

Daily use



Warning! Refer to Safety chapters.

Before first use

1. Pour 2 litres of water into the detergent compartment for washing phase. This activates the drain system.
2. Pour a small quantity of detergent into the compartment for washing phase.
3. Set and start a programme for cotton at the highest temperature without placing any laundry in the drum.

This removes all possible dirt from the drum and the tub.

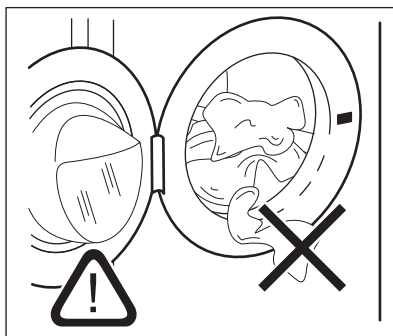
Loading the laundry

Open the water tap. Connect the mains plug to the mains socket.

1. Pull the door handle to open the appliance door.
2. Put the laundry in the drum, one item at a time.
3. Shake the items before you put them in the appliance.

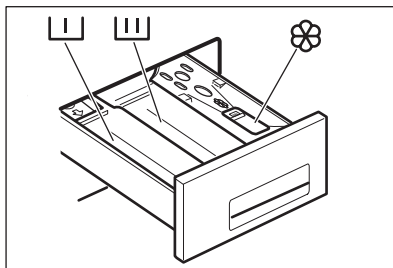
Make sure not to put too much laundry in the drum. Refer to "Programmes" chapter for the maximum recommended loads.

4. Close the door.



Caution! Make sure that no laundry becomes trapped between the seal and the door. There is a risk of water leakage or damage to the laundry.

Filling the detergent and other treatments



Compartment for prewash phase, soak programme or stain remover.



Compartment for washing phase.



Compartment for liquid treatments (fabric conditioner, starch).



Always follow the instructions that you find on the packaging of the detergent products.

Setting a programme

1. Turn the programme dial to switch the appliance on and to select the desired programme:
 - The indicator of the Start/Pause button flashes.
 - The display shows the programme duration.
2. If necessary, change the temperature and the spin speed or add available options. When you select an option the related indicator comes on.



If you select something incorrectly, the display shows the message **Err.**

Starting a programme with the delay start option

1. Press the Delay start button repeatedly until the display shows the desired delay. The delay start indicator comes on.
2. Press the Start/Pause button:
 - The door is locked and the Door lock indicator is on.
 - The appliance starts the countdown.
 - When the countdown is completed, the programme starts automatically.



You can cancel or change the setting of the Delay start before pressing the Start/Pause button. After pressing the Start/Pause button, you can only cancel the Delay start.

To cancel the Delay start option:

- a. Press the Start/Pause button to pause the appliance. The Start/Pause indicator flashes.

- b. Press the Delay start button until the display shows **0**. Press the Start/Pause button again to start the programme immediately.

Starting a programme without the delay start

Press the Start/Pause button.

- The Start/Pause indicator stops flashing and stays on.
- The programme starts, the door locks, the Door lock indicator illuminates.
- The programme time decreases in one minute steps.



The drain pump can operate for a short time as the appliance fills with water.

Cancelling a running programme

1. Turn the programme dial to the Off position to cancel the programme and to switch the appliance off.
2. Turn the programme dial again to switch the appliance on. Now, you can select a new washing programme.



Before starting the new programme the appliance could drain the water. In this case, make sure that the detergent is still in the detergent compartment. If necessary, refill the detergent.

Interrupting a programme and changing the options

Only a few options can be changed while the programme operates.

1. Press the Start/Pause button. The indicator flashes.
2. Change the options.
3. Press the Start/Pause button again. The programme continues.

Opening the door when a programme or the delay start operates

While a programme or the delay start operates, the appliance door is locked. The Door lock indicator is on.



Caution! If the temperature and level of the water in the drum are too high and/or the drum still rotates you cannot open the door.

To open the door during the first few minutes of the cycle or when the delay start operates:

1. Press the Start/Pause button to pause the appliance.
2. Wait until the Door lock indicator goes off.
3. Open the door.
4. Close the door and press the Start/Pause button again. The programme continues.

At the end of the programme

- The appliance stops automatically.
- The acoustic signal operates (if it is activated).
- The display shows 0.
- The Start/Pause indicator goes off.
- The Door lock indicator goes off.
Turn the programme dial to the Off position to switch the appliance off.
- You can open the door.
- Remove the laundry from the appliance. Make sure that the drum is empty.
- Close the water tap.
- Keep the door and the detergent drawer ajar to prevent mildew and odours.

Draining water out after end of cycle

The washing programme is completed, but there is water in the drum:

- The drum turns regularly to reduce creasing.
- The Rinse hold indicator stays on to remind you to drain the water.

- The Door lock indicator is on. The Start/Pause indicator flashes. The door stays locked.
- You must drain the water to open the door.

Draining the water:

1. Select the Drain or the Spin programme.
2. Press the Start/Pause button. The appliance drains the water.
3. When the programme is completed and the Door lock indicator goes off, you can open the door.
4. Turn the programme dial to the Off position to switch the appliance off.

Stand by

If you do not switch the appliance off within a few minutes of the washing programme coming to an end, the appliance will enter stand by mode to save energy.

- All indicators and the display go off.
- The Start/Pause indicator flashes slowly.

Press any button to deactivate the stand-by.

Hints and tips

The laundry load

- Divide the laundry into: white, coloured, synthetics, delicates and wool.
- Follow the washing instructions on the laundry care labels.
- Do not wash white and coloured items together.
- Some coloured items can discolour with the first wash. We recommend that you wash them separately for the first couple of times.
- Button up pillowcases, close zippers, hooks and poppers. Tie up belts.
- Empty pockets and unfold.
- Turn multilayered fabrics, wool and items with printed illustrations inside out.
- Remove hard stains.
- Wash heavy soil stains with a special detergent.
- Be careful with curtains. Remove the hooks and put the curtains in a washing bag or pillowcase.
- Do not wash laundry without hems or with cuts. Use a washing bag to wash small and/or delicate items (e.g. underwired bras, belts, tights, etc.).
- A very small load can cause balance problems with the spin phase leading to excessive vibration. If this occurs:
 - a. interrupt the programme and open the door (refer to "Opening the door when a programme or the delay start operates");
 - b. manually redistribute the load so that the items are spaced evenly around the tub;
 - c. press the Start/Pause button. The spin phase continues.

Stubborn stains

For some stains, water and detergent is not sufficient.

We recommend that you pre-treat these stains before you put the items in the appliance.

Special stain removers are available. Use the special stain remover that is applicable to the type of stain and fabric.

Detergents and other treatments

- Only use detergents and other treatments specially made for washing machines:
 - powder detergents for all types of fabric,
 - powder detergents for delicate fabrics (40 °C max) and woollens,
 - liquid detergents, preferably for low temperature wash programmes (60 °C max) for all types of fabric, or special ones for woollens only.
- Do not mix different types of detergents.
- To help the environment, do not use more than the recommended quantity of detergent.
- Follow the instructions that you find on the on packaging of these products.
- Use the recommended products for the type and colour of the fabric, the programme temperature and the level of soil.

Ecological hints

- Set a programme without the prewash phase to wash laundry with normal soil.
- Always start a washing programme with the maximum load of laundry allowed.
- If necessary, use a stain remover when you set a programme with a low temperature.
- To use the correct quantity of detergent, check the water hardness of your domestic system. Refer to "Water hardness".

Water hardness

If the water hardness in your area is high or moderate, we recommend that you use a water

softener for washing machines. In areas where the water hardness is soft it is not necessary to use a water softener.

To find out the water hardness in your area, contact your local water authority.

Use the correct quantity of water softener. Follow the instructions that you find on the packaging of the product.

Care and cleaning



Warning! Refer to Safety chapters.

External cleaning

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



Caution! Do not use alcohol, solvents or chemical products.

Descaling

If the water hardness in your area is high or moderate, we recommend that you use a water descaling product for washing machines.

Regularly examine the drum to prevent limescale and rust particles.

To remove rust particles use only special products for washing machines. Do this separately from the laundry wash.



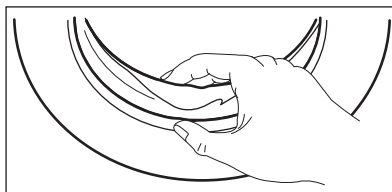
Always follow the instructions that you find on the packaging of the product.

Maintenance wash

With the low temperature programmes it is possible that some detergent stays in the drum. Perform a maintenance wash regularly. To do this:

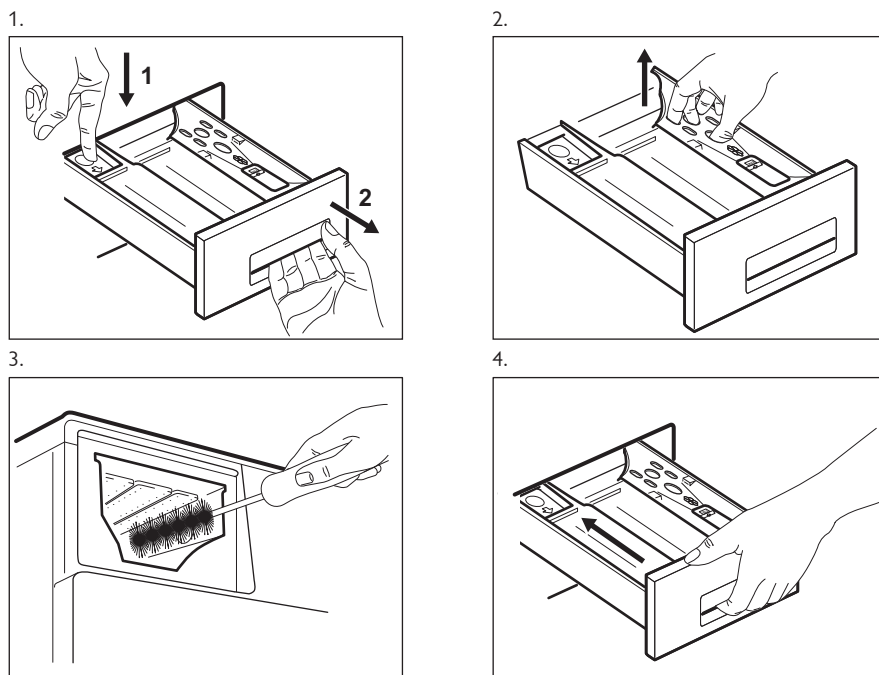
- Remove all laundry from the drum.
- Select the cotton programme with the highest temperature with a small quantity of detergent.

Door seal



Regularly examine the seal and remove all objects from the inner part.

Cleaning the detergent dispenser



Cleaning the drain filter

The pump should be inspected regularly and particularly if:

- The appliance does not empty and/or spin.
- The appliance makes an unusual noise during draining due to objects such as safety pins, coins etc. blocking the pump.
- A problem with water drainage is detected (see chapter "Troubleshooting" for more details).



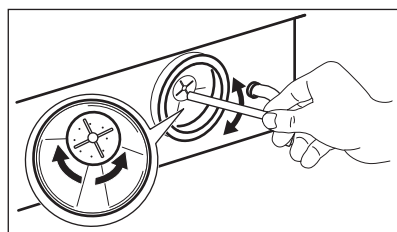
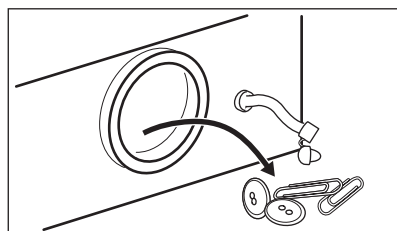
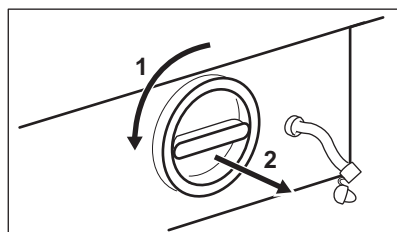
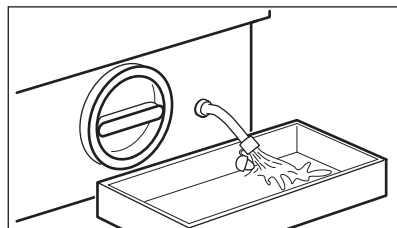
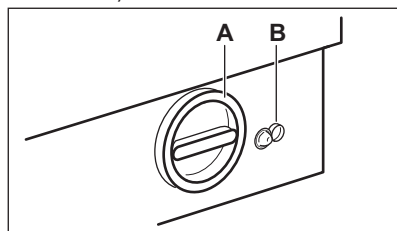
Warning! Before unscrewing the pump cover, switch the appliance off and remove the mains plug from the socket.



Warning! When the appliance is operating and depending on the programme selected there can be hot water in the filter. **Never** remove the filter cover during a wash cycle. **Always** wait until the appliance has finished the cycle and it is empty. When refitting the filter cover, ensure it is securely re-tightened so as to stop leaks and young children being able to remove it.

To clean the drain filter:

1. Unplug the appliance.
2. If necessary, wait until the water has cooled down.



3. Place a container close to the pump to collect any spillage.

A = Cover filter.

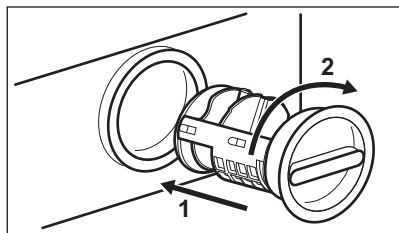
B = Emergency emptying hose.

4. Release the emergency emptying hose, place it in the container and remove its cap cover.

5. When the water stops flowing, unscrew the filter cover by turning it anti-clockwise and remove the filter. Use pliers if necessary. Always keep a rag nearby to dry up any water spillages when removing the cover. Clean the filter under a tap to remove any traces of fluff.

6. Remove foreign bodies and fluff from the filter seat and from the filter impeller.

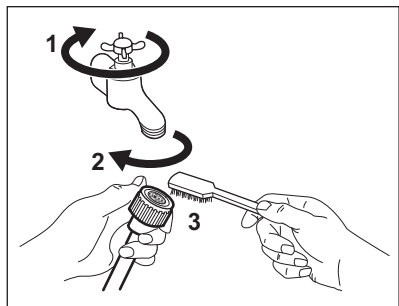
7. Check carefully whether the pump impeller rotates (rotation is not completely smooth). If it doesn't rotate, please contact the Authorised Service Centre.



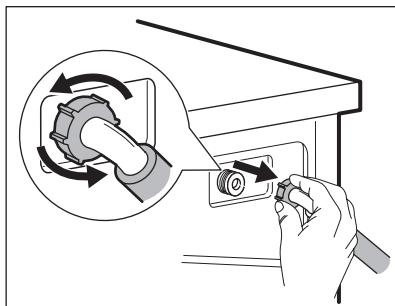
8. Put the cap back on the emergency emptying hose and push back into position. Use the guides to push the filter pump back into place. Tighten the filter cover by turning it clockwise.

Cleaning the inlet hose and the valve filter

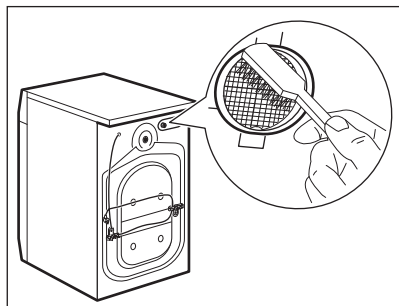
1.



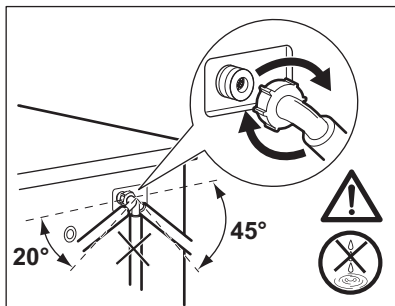
2.



3.



4.



Emergency emptying out

If the appliance does not drain the water, proceed as follows:

1. Disconnect the mains plug from the mains socket.
2. Close the water tap.

3. If necessary, wait until the water has cooled down.
4. Place a bowl on the floor and put the end of the emergency emptying hose into the bowl. Remove its cap.
The water should drain into the bowl.
5. When the bowl is full, put the cap back on the emergency hose.

6. Empty the bowl. Repeat the procedure until water stops flowing.
7. Clean the pump if necessary as previously described ("Cleaning the drain filter").
8. Ensure the cap is back on the emergency emptying hose and insert back into position.

When you drain the water with the emergency drain procedure, you must activate the drain system again:

1. Put 2 litres of water in the main wash compartment of the detergent dispenser.
2. Start the programme to drain the water.

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.

1. Disconnect the mains plug from the mains socket.
2. Close the water tap.
3. Place the end of the emergency emptying hose and that of the inlet hose in a bowl placed on the floor and let water flow out of the hoses.
4. Select the draining programme and let it operate until the end of the cycle.
5. Turn the programme dial to Off to disconnect the appliance from the power supply.
6. Screw the water inlet hose back on and re-fit the emergency emptying hose after having put the cap on again.



Warning! Make sure that the temperature is higher than 0 °C before you use the appliance again.
The manufacturer is not responsible for damages caused by low temperatures.

Troubleshooting



Warning! Refer to Safety chapters.

Introduction

First try to find a solution to the problem (refer to the table). If the problem persists, contact the Authorised Service Centre.

With some problems, the acoustic signals operate and the display shows an alarm code:

- **E10** - The appliance does not fill with water properly.

- **E20** - The appliance does not drain the water.
- **E40** - The appliance door is open or not closed correctly. Please check the door!
- **E40** - The mains supply is unstable. Wait until the mains supply is stable.
- **E91** - No communication between electronic elements of the appliance. Switch off and switch on again.



Warning! Deactivate the appliance before you do the checks.

Possible failures

Problem	Possible solution
The programme does not start.	<ul style="list-style-type: none">• Make sure that the mains plug is connected to the mains socket.• Make sure that the appliance door is closed.•• Make sure that there is not a damaged fuse in the fuse box.• Make sure that the Start/Pause button has been pressed.• If the delay start is set, cancel the setting or wait for the end of count-down.• Deactivate the Child Lock function if it is on.
The appliance does not fill with water properly.	<ul style="list-style-type: none">• Make sure that the water tap is open.• Make sure that the pressure of the water supply is not too low. For this information, contact your local water authority.• Make sure that the water tap is not clogged.• Make sure that the filter of the inlet hose and the filter of the valve are not clogged. Refer to “Care and cleaning”.• Make sure that the inlet hose has no kinks or bends.• Make sure that the connection of the water inlet hose is correct.
The appliance does not fill with water and drain immediately.	<ul style="list-style-type: none">• Make sure that the drain hose is in the correct position. The hose may be too low.

Problem	Possible solution
The appliance does not drain the water.	<ul style="list-style-type: none"> • Make sure that the sink spigot is not clogged. • Make sure that the drain hose has no kinks or bends. • Make sure that the drain filter is not clogged. If necessary, clean the filter. Refer to "Care and cleaning". • Make sure that the connection of the drain hose is correct. • Set the drain programme if you set a programme without drain phase. • Set the drain programme if you set an option which ends with water in the tub.
The spin phase does not operate or the washing cycle lasts longer than usual.	<ul style="list-style-type: none"> • Set the spin programme. • Make sure that the drain filter is not clogged. If necessary, clean the filter. Refer to "Care and cleaning". • This may be caused by balance problems. Adjust the items in the tub manually and start the spin phase again.
There is water on the floor.	<ul style="list-style-type: none"> • Make sure that the couplings of the water hoses are tight and there is no water leakage. • Make sure that the drain hose is not damaged. • Make sure you use the correct type and quantity of detergent.
You cannot open the appliance door.	<ul style="list-style-type: none"> • Make sure that the washing programme is finished. • Set the drain or the spin programme if there is water in the drum.
The appliance makes an unusual noise.	<ul style="list-style-type: none"> • Make sure the levelling of the appliance is correct. Refer to installation leaflet. • Make sure that the packaging and/or the transit bolts are removed. Refer to installation leaflet. • Add more laundry to the drum. The load may be too small.
The washing results are not satisfactory.	<ul style="list-style-type: none"> • Increase the amount of detergent or use a different detergent. • Use special products to remove stubborn stains before you wash the laundry. • Make sure that you set the correct temperature. • Decrease the laundry load.
You cannot set an option.	<ul style="list-style-type: none"> • Make sure that you press only the desired button(s).

After the check, activate the appliance. The programme continues from the point of interruption.

If the problem occurs again, contact the Authorised Service Centre.

If the display shows other alarm codes, deactivate and activate the appliance. If the problem continues, contact the Authorised Service Centre.

Service

We recommend the use of original spare parts.

When contacting the Authorised Service Centre, make sure that these data are available.

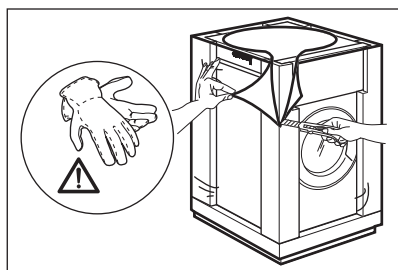
You can find the information on the rating plate: model, PNC and Serial Number. (Mod., Prod. No., Ser. No.)

Installation

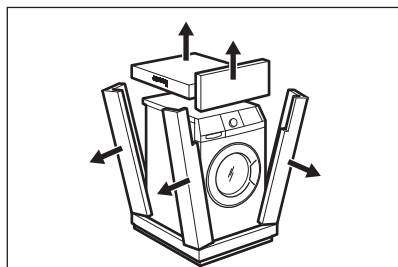
Unpacking



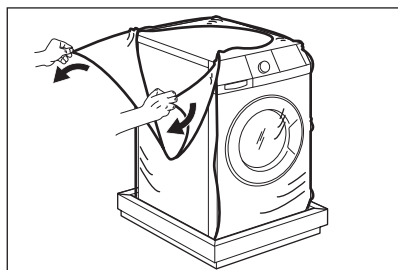
Warning! Remove all the packaging and the transit bolts before installing the appliance.



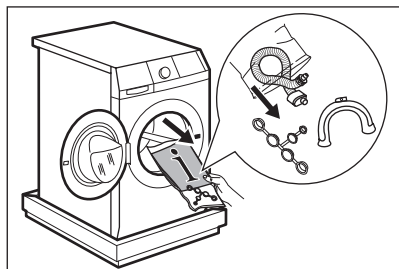
1. Use safety gloves. Remove the external film. If necessary, use a cutter.



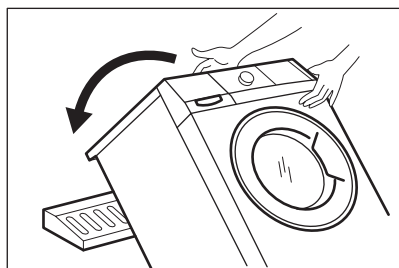
2. Remove the cardboard top. Remove the polystyrene packaging materials.



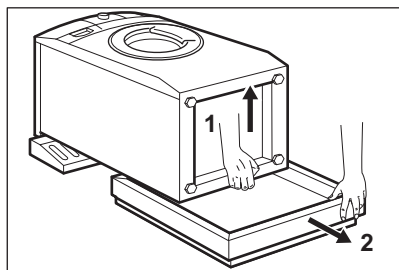
3. Remove the internal film.



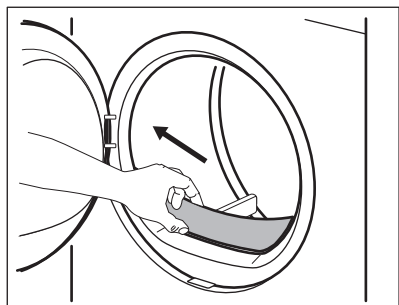
4. Open the door. Remove all the items from the drum.



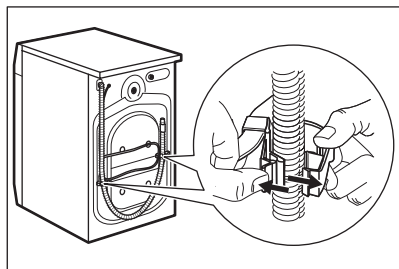
5. Put one of the polystyrene packaging elements on the floor behind the appliance. Carefully place the appliance rear-side down onto the polystyrene making sure hoses are not damaged.



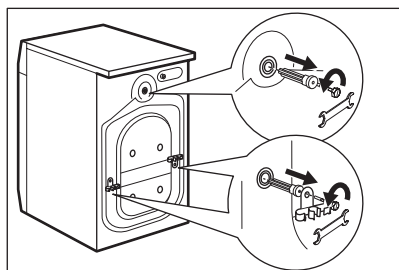
6. Remove the polystyrene protection from the bottom. Pull the appliance back up to a vertical position.



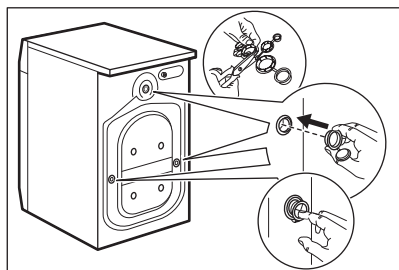
7. Remove the polystyrene block fitted on the door seal (if present).



8. Remove the power supply cable and the drain hose from the hose holders.



9. Remove the three bolts. Use the key supplied with the appliance. Pull out the plastic spacers.

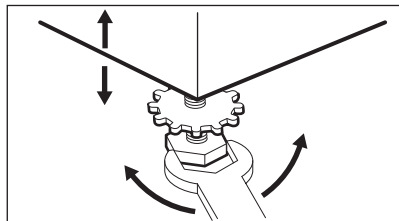


10. Cover the holes with the caps you can find inside the user manual bag.

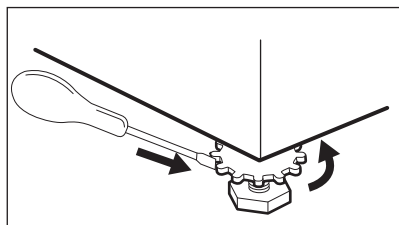
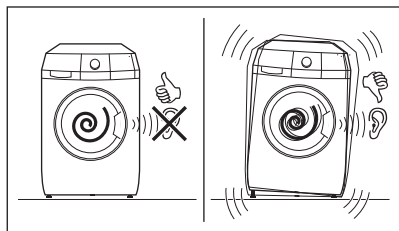


We recommend that you keep the packaging and the transit bolts for future movements.

Positioning and levelling



1. Install the appliance on a flat hard floor.
2. Make sure that air circulation around the appliance is not impeded by carpets, rugs etc.
3. Level the appliance by raising or lowering the feet.

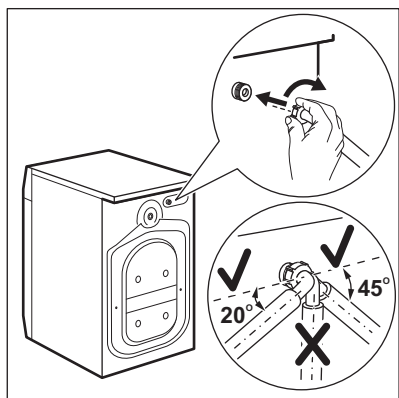


Warning! Never place cardboard, wood or similar materials under the appliance to compensate for any unevenness in the floor.

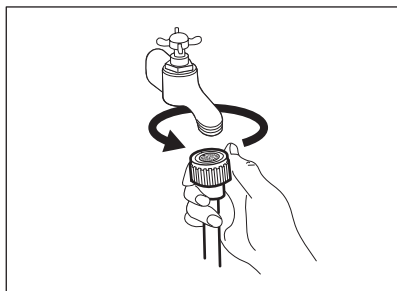
4. The feet may be tight to adjust as they incorporate a self locking nut, but the appliance **MUST** be level and stable. If necessary, check with a spirit level. Any necessary adjustment can be made with a spanner. Accurate levelling prevents vibration, noise and displacement of the appliance during operation.

5. After having levelled the appliance, tighten the locking nuts.

The inlet hose



1. Remove the inlet hose from inside the drum.
2. Connect the hose to the back of the appliance. Do not turn the inlet hose downwards, but turn it left or right depending on the position of your water tap.
3. Loosen the ring nut to fix it in the correct position.



4. Connect the water inlet hose to the cold water tap with 3/4 thread.



Caution! Make sure that there are no leaks from the couplings.



Use the hose supplied with appliance.

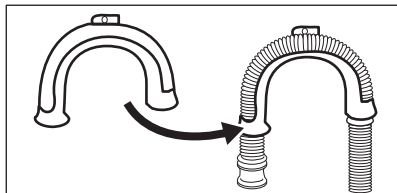


Do not use an extension hose if the inlet hose is too short. Contact the Authorised Service Centre for an inlet hose replacement.

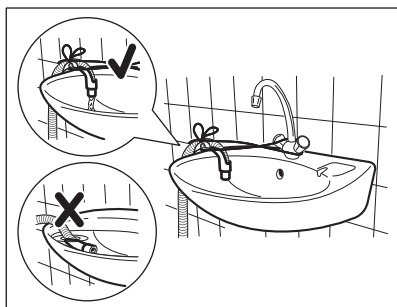
Water drainage

There are different procedures to connect the drain hose:

With the plastic hose guide.

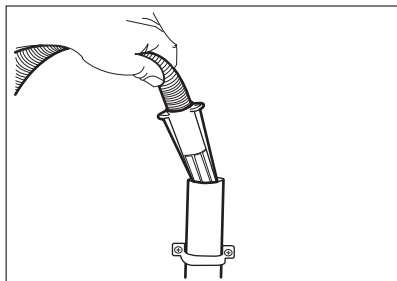
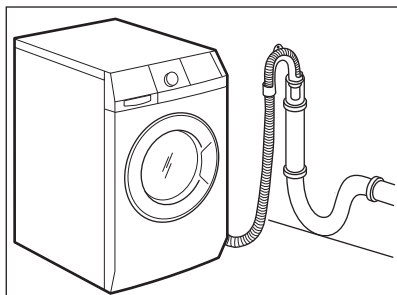


- Make a U shape with the drain hose.



On the edge of a sink

- Make sure that the plastic guide cannot move when the appliance drains. Attach the guide to the water tap or the wall.



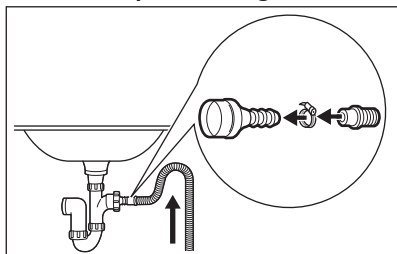
To a stand pipe with vent-hole

- Directly into a drain pipe at a height of not less than 60 cm (23.6") and not more than 100 cm (39.3"). Refer to the illustration.
- The end of the drain hose must always be ventilated , i.e. the inner diameter of the drain pipe (min. 38 mm - min. 1.5") must be larger than the external diameter of the drain hose.

Drain hose end

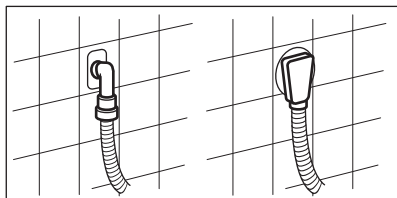
- If the end of the drain hose looks like this (see the picture), you can push it directly into the stand pipe.

Without the plastic hose guide.



To a sink spigot

- Refer to the illustration. Put the drain hose in the spigot and tighten it with a clip.
- Make sure that the drain hose makes a loop to prevent particles going into the appliance from the sink.



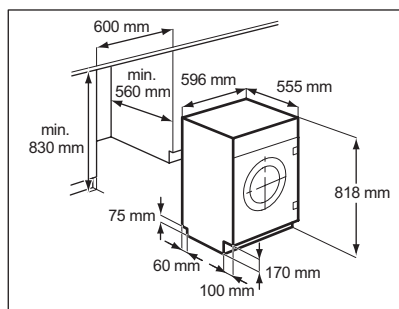
To a wall-pipe

- Directly to a built-in drain pipe in the room wall and tighten it with a clip.



You can extend the drain hose to maximum 400 cm. Contact the service centre for the other drain hose and the extension.

Building in

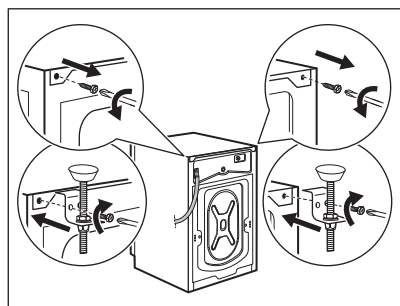


This appliance has been designed to be built into the kitchen furniture. The recess should have the dimensions shown in this picture.

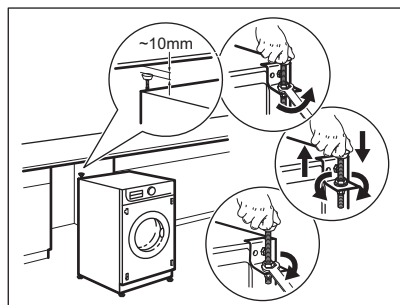
Installing anti-tilting device



If the height of the counter is 820 mm or lower, you **cannot** install the anti-tilting device.

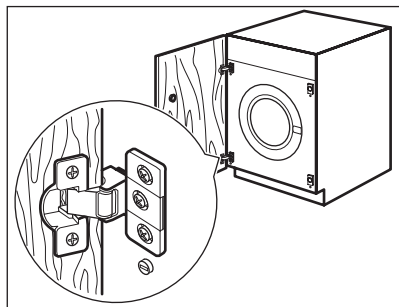


Remove the screws of the top cover on the rear of the appliance and install the anti-tilting device as shown in the drawing.

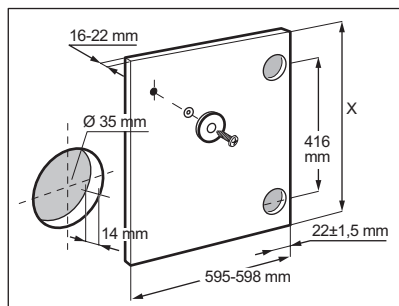


Adjust the anti-tilting device so that the distance from the counter is 10mm. Loosen the nut counterclockwise with a 3mm wrench. Adjust the height and turn the nut clockwise to fix it.

Preparation and assembly of the door



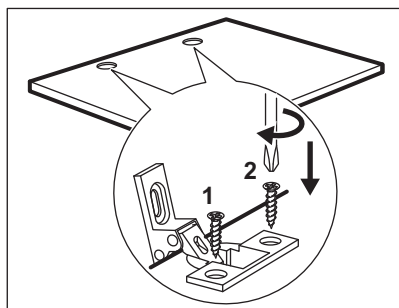
The appliance is originally pre set for the assembly of a door opening from right to left.



Door

The dimensions of the door should be:

- width 595 - 598 mm
- thickness 16-22 mm
- the height X depends on the height of the adjacent furniture's base.

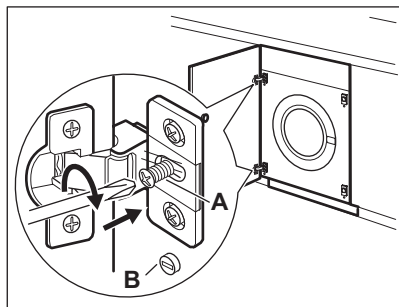


Hinges

To mount the hinges it is necessary to drill two holes (dia. 35 mm, depth 12.5-14 mm depending on the depth of door furniture) on the inner side of the door.

The distance between the hole fixing centres must be 416 mm. The distance from upper edge of the door to the centre of the hole depends on the adjacent furniture's dimensions.

The hinges will be fixed to the door by means of screws for wood **1** and **2** supplied with the appliance.



Mounting the door

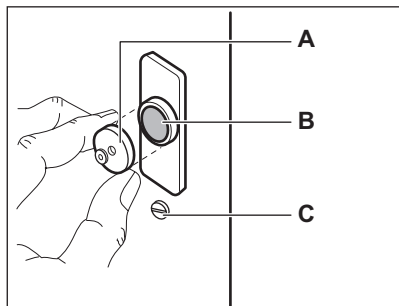


Warning! Do not remove the screw B.

Fix the hinges to the appliance by means of the M5x15 screws.

The hinges can be adjusted to compensate for possible uneven thickness of the door.

To align the door perfectly it is necessary to loosen the screw, adjust the door and tighten the screw **A** again.



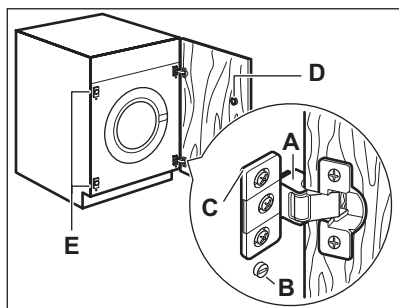
Counter-magnet



Warning! Do not remove the screw B.

The appliance is pre set for a magnetic door closure. To position the closure correctly, it is necessary to screw the counter-magnet **A** (steel disk + rubber ring) into the inner side of the door.

Its position must correspond to the magnet **B** on the appliance.



Warning! Do not remove the screw B.

If the door has to be opened from left to right, invert the position of the plates **E**, the magnet **D** and the plate **C**.

Mount the counter-magnet **D** and the hinges **A** as previously described.

Technical Data

Dimension	Width/ Height/ Depth/ Total depth	596 mm/ 820 mm/ 544 mm/ 560 mm
Electrical connection	Voltage Overall power Fuse Frequency	230-240 V 2050 W 13 A 50 Hz
Level of protection against ingress of solid particles and moisture ensured by the protective cover, except where the low voltage equipment has no protection against moisture		IPX4
Water supply pressure 1)	Minimum Maximum	0,5 bar (0,05 MPa) 8 bar (0,8 MPa)
Water supply 2)		Cold water
Maximum Load	Cotton	7 kg
Energy Efficiency Class		A++
Spin Speed	Maximum	1400 rpm

1) The appliance works correctly if the water pressure is not lower than 0.05 MPa (0.5 bar). If you cannot connect the water inlet hose to the cold water tap of the primary hydraulic system, connect it to your domestic cold water storage system. Make sure not to exceed a distance of 5.02 m (16.5 ft) between the appliance inlet hose and the bottom of the water storage tank.

2) Connect the water inlet hose to a water tap with a 3/4" thread.

Repairs - after sales service

Your John Lewis appliance comes with a three year guarantee. Your original receipt acts as your guarantee. Please make sure you retain it. The guarantee does not cover you against faults caused by accidental damage or misuse. For further details visit johnlewis.com/customer-services. If it is not working correctly refer to the "Troubleshooting" chapter in this user manual. If a fault occurs which you can not resolve through following the advice and information contained within this instruction manual, the next step is to contact John Lewis technical support on:

0330 1230106

They will give you details for your local service engineer. Before calling out an engineer, please ensure you have read the details under the heading "Troubleshooting".

When you contact your local service engineer you will need to give the following details:

1. Your name, address and post code
 2. Your telephone number
 3. Clear and concise details of fault
 4. The purchase date as found on your receipt
 5. The model and serial number of the appliance.
- So that you always have these numbers at hand, we recommend you to make a note of them here:
- Mod.....
 - P.N.C.....
 - S.N.....

IMPORTANT: If you call out an engineer to a fault listed under the heading "Troubleshooting", or to repair a fault caused by incorrect use or installation, a charge will be made even if the appliance is under guarantee.

Spare parts

Always insist on genuine spare parts.

An authorised service engineer should service this product, and only genuine spare parts should be used. Under no circumstances should you attempt to repair the appliance yourself. Repairs carried out by inexperienced persons may cause injury or serious malfunctioning. Please contact John Lewis technical support on 0330 1230106 for assistance.

Shopping is easy with John Lewis Shops

- John Lewis, Aberdeen 01224 625 000
- John Lewis, Basingstoke 01256 406200
- John Lewis, Bluewater 01322 624 123
- John Lewis, Brent Cross 020 8202 6535
- John Lewis, Birmingham 0345 604 9049
- John Lewis, Cambridge 01223 361 292
- John Lewis, Cardiff 02920 536 000
- John Lewis, Cheadle 0161 491 4914
- John Lewis, Chelmsford 0124 545 8400
- John Lewis, Cribbs Causeway 0117 959 1100
- John Lewis, Edinburgh 0131 556 9121
- John Lewis, Exeter 01392 284150
- John Lewis, Glasgow 0141 353 6677
- John Lewis, High Wycombe 01494 462 666
- John Lewis, Kingston 020 8547 3000
- John Lewis, Leicester 0116 242 5777
- John Lewis, Leeds 0113 3946299
- John Lewis, Liverpool 0151 709 7070
- John Lewis, Milton Keynes 01908 679 171
- John Lewis, Newcastle upon Tyne 0191 232 5000
- John Lewis, Norwich 01603 660 021
- John Lewis, Nottingham 0115 941 8282
- John Lewis, Oxford Street 020 7629 7711
- John Lewis, Peterborough 01733 344 644
- John Lewis, Reading 0118 957 5955
- John Lewis, Sheffield 0114 276 8511
- Peter Jones, Sloane Square 020 7730 3434
- John Lewis, Solihull 0121 704 1121


John Lewis, Southampton 02380 216 400
Knight & Lee, Southsea 02392 827 511
John Lewis, Stratford 020 8532 3500
John Lewis, The Trafford Centre 0161 491 4040
John Lewis, Watford 01923 244 266
John Lewis, Welwyn 01707 323 456

John Lewis at home

John Lewis, Ashford 01233 811 010
John Lewis, Chester 01244 393 880

John Lewis, Chichester 01243 813 030
John Lewis, Croydon 020 8662 4730
John Lewis, Horsham 01403 214 740
John Lewis, Ipswich 01473 275 850
John Lewis, Newbury 01635 263 980
John Lewis, Poole 01202 756 020
John Lewis, Swindon 01793 733 180
John Lewis, Tamworth 01827 300 580
John Lewis, Tunbridge Wells 01892 506 830
John Lewis, York 01904 557 950

ENVIRONMENTAL CONCERNS

Recycle materials with the symbol . Put the packaging in relevant containers to recycle it. Help protect the environment and human health by recycling waste of electrical and electronic appliances. Do not dispose of appliances

marked with the symbol  with the household waste. Return the product to your local recycling facility or contact your municipal office.



132931201-A-372017 (Subject to change without notice.)