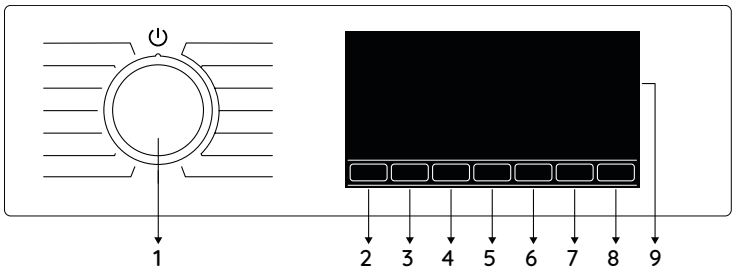
THANK YOU FOR HAVING PURCHASED A HOTPOINT PRODUCT.
To receive more comprehensive assistance, register the product on
www.hotpoint.eu/register

Before using the appliance, please read the safety-related instructions very carefully.
Before using the washing machine, remove the transport bracket.
For detailed instructions on the removal procedure, consult the installation instructions.

CONTROL PANEL

1 PROGRAMME SELECTOR / "ON/OFF"
2 "TEMPERATURE" BUTTON
3 "SPIN" / "RINSE HOLD" BUTTON
4 "OPTION 1*" / BUTTON
5 "OPTION 2*" / "CHILD LOCK 3" " BUTTON
6 "OPTION 3*" / "PREWASH" 3" BUTTON
7 "TIME DELAY" BUTTON
8 "START/PAUSE" BUTTON
9 "DISPLAY"

Check "OPTIONS" section for details



INDICATORS
Door locked
Child lock
Time Delay
Failure: Water tap closed

PROGRAMME CHART

Programme	Temperatures		Max. Spin speed (rpm)	Max load (kg)	Dura-tion (h : m)	Detergents and additives			Recommended detergent		Residual dampness % *	Energy consumption kWh	Total water lt	Laundry temperature °C
	Setting	Range				Prewash	Main wash	Softener	Powder	Liquid				
Cotton	40°C	❄ - 90°C	1400	9,0	03:30	○	●	○	✔	✔	57	1,450	100	40
Synthetic	40°C	❄ - 60°C	1200	3,0	02:40	○	●	○	✔	✔	35	0,590	70	40
ColourCare	❄	❄	1400	4,5	**	–	●	○	–	✔	-	-	-	-
Gentle/Wool	40°C	❄ - 40°C	800	1,5	**	–	●	○	–	✔	-	-	-	-
Rapid 28'	30°C	❄ - 90°C	1400	9,0	00:28	–	●	○	–	✔	62	0,180	60	23
Rapid 14' (Rapid 28'+ Rapid)	30°C	❄ - 90°C	1400	2,0	00:14	–	●	○	–	✔	-	-	-	-
20°C	20°C	20°C	1400	9,0	03:30	○	●	○	✔	✔	57	0,245	100	20
Full Load 45'	40°C	❄ - 60°C	1400	9,0	00:45	–	●	○	–	✔	-	-	-	-
Spin+Drain	–	–	1400	9,0	**	–	–	–	–	–	-	-	-	-
Rinse	–	–	1400	9,0	**	–	–	○	–	–	-	-	-	-
Machine Clean	90°C	90°C	600	-	**	–	●	–	✔	✔	-	-	-	-
Eco 40-60	40°C	40°C - 60°C	1300	9,0	03:48	–	●	○	✔	✔	53	0,615	60	31
			1351	4,5	02:54	–	●	○	✔	✔	52	0,375	45	28
			1351	2,5	02:50	–	●	○	✔	✔	55	0,222	40	25
Mixed	40°C	❄ - 40°C	800	3,5	**	○	●	○	✔	✔	-	-	-	-
Intensive	60°C	20°C - 90°C	1400	9,0	**	–	●	○	✔	✔	-	-	-	-
SteamCare	-	-	-	1,0	**	–	–	–	–	-	-	-	-	-
AntiStain	60°C	30°C - 60°C	1400	4,0	**	○	●	○	✔	✔	-	-	-	-

● Dosing required ○ Dosing optional

Time displayed by machine in the beginning of cycle is for the most used load size. It means that can be different from values for maximum load inside instruction for user.

Eco 40-60 - Test wash cycle in compliance with 2019/2014 regulation. The most efficient programme in terms of energy and water consumption for washing normally soiled cotton laundry. Display only: Spin speed values shown on the display can slightly differs from the values stated in the table

For all Test Institutes
Long wash cycle for cottons: set wash cycle Cottons with a temperature of 40°C.
Synthetic program along: set wash cycle Synthetics with a temperature of 30°C.
This data may differ in your home due to changing conditions in inlet water temperature, water pressure etc.

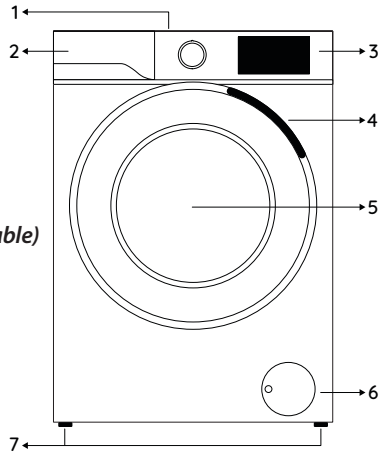
Approximate programme duration values refer to the default setting of the programmes, without options. The values given for programmes other than the eco 40-60 programme are indicative only.

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

** **The duration of the programme is shown on the display.**

PRODUCT DESCRIPTION

1. **Top Plate**
2. **Detergent Drawer**
3. **Control Panel**
4. **Door Handle**
5. **Porthole Door**
6. **Pump Cover**
   - **Easy Discharge Hose** ***(if available)***
   - **Door Safety Opening Arm**
7. **Adjustable Feet x2**



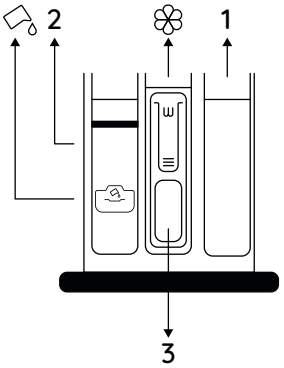
DETERGENT DISPENSER DRAWER

The detergent drawer comprises of three compartments:

1. **Prewash**
   If your model has prewash function available
2. **Main Wash**
3. **Softener**

A syphon piece in the softener compartment

Flap
There is a liquid detergent flap for liquid detergent use in the main washing compartment.



PROGRAMMES

For choosing the appropriate programme for your kind of laundry, always respect the instructions on the care labels of the laundry. The value given in the tub symbol is the maximum temperature possible for washing the garment.



Cotton
You can wash your durable cotton laundry (sheets, bedlinen, towels, bathrobes, underwear etc.) in this programme. When the rapid/intense function button is pressed, programme duration becomes notably shorter but effective washing performance is ensured with intense washing movements. If the rapid/intense wash function is not selected, effective washing and rinsing performance is ensured for your heavily soiled laundry.

Synthetic
Use this programme to wash your clothes such as t-shirts, blouses, synthetic/cottonblend fabrics etc. The rapid/intense wash function shortens the programme duration significantly and ensures effective washing performance for lightly-soiled laundry. The rapid/intense wash function is not suitable for heavily-soiled laundry. If your product does not have a specific curtains programme, you can use this programme. Wash your curtains at 40 °C maximum and with a spin speed up to 800 rpm.

ColorCare
Use to wash your medium dirty and durable cotton/syntetics laundry. Thanks to the washing alghoritm specially developed for the program, effective washing is ensured without exposing the laundry to high temperatures.

Gentle/Wool
Use to wash your woollen/delicate laundry. Select the appropriate temperature complying with the tag of your clothes. Your laundry will be washed with a very gentle washing action in order not to damage the clothes.

Rapid 28'/14'
Use this programme to wash your lightly soiled or unspotted cotton clothes in a short time but not for towels or heavy cottons. The programme duration can be reduced down to 14 minutes when the rapid/intense function is selected. When the rapid/intense wash function is selected, maximum 2 (two) kg of laundry must be washed.

20°C
For washing lightly soiled cotton garments at 20°C.

Full Load 45'
Suitable for washing a full load of cotton clothes moderately soiled in 45 minutes.

Spin + Drain
You can use this program to remove the water on the garment/inside the product. For robust laundry.

Rinse
Use when you want to rinse or starch separately. For robust laundry.

Machine Clean
Regularly clean (once every 1 to 2 months) the drum for ensuring the required hygiene. Steam is applied before the programme to soften the residues in the drum. Turn on the programme when the machine is completely empty. For better results, use powder antilimescale (Machine Clean materials) suitable for washing machines when the powder detergent function is selected.
⚠This program should not be used with POD detergents.
Leave the loading door open after the programme ends for the inside of the machine to dry.
AThis is not a washing programme. This is a maintenance programme. Do not turn this programme on when there is something inside the machine. When you attempt to operate, the machine automatically senses that there is load inside, and may quit or resume the programme as per the model of your machine. An effective cleaning is not achieved if the programme is resumed.

Eco 40-60
The Eco 40-60 program is suitable for washing normally soiled cotton laundry labeled to be washable together at 40 °C or 60 °C. This programme is the standard test programme according to the EU environmentally friendly design and energy labelling regulations. Although this programme washes longer than other washing programmes, it is more efficient in terms of energy and water consumption. Actual water temperature may be different from the stated wash temperature. When you load the product with less laundry (e.g. ½ capacity or less), cycle duration may automatically get shorter. In this way, energy and water consumption would be much less.

Mixed
For washing lightly to normally soiled resilient garments in cotton, linen, synthetic fibres and mixed fibres together without sorting them.

Intensive
Applying a steam step at the beginning of the programme allows to soften the dirt easily. Use this programme for your laundry (baby clothes, bed sheets, bedlinen, underwear, etc. cotton items) that requires an anti-allergic and hygienic washing at high temperature with intensive and long washing cycle. The high level of hygiene is ensured thanks to the steam application before the programme, long heating duration and additional rinsing step.

SteamCare*
Use this programme to reduce the creasesand ironing times of a small amount of unspotted cotton, synthetic or mixed laundry.
⚠This is not a washing programme. Do not add chemicals such as detergent, bleach, stain remover, etc. to the detergent drawer during this program.
*Under conditions where the steam function is applied at the end of the programme, your laundry may be warmer at the end of the washing. This is expected within the programme working conditions.

AntiStain
The product has a special stain programme which enables the removal of different types of stains in the most effective way. Use this programme only for durable colourfast cotton laundry. Do not wash delicate and non-colourfast clothes and laundry in this programme. Before washing, garment tags should be checked (recommended for cotton shirts, trousers, shorts, t-shirts, baby clothes, pyjamas, aprons, table clothes, bed sheets, duvet covers, pillow-cases, bath-beach towels, towels, socks, cotton underwear that are suitable for washing at high temperature and long time).
In the automatic stain programme, you can wash 24 types of stains divided into three different groups according to quick function selection. Depending on the selected stain group, a special washing programme for which duration of rinse hold, washing action, washing and rinsing duration are modified.
Below you can find the soil groups that can be selected with the "Rapid/Intense" setting button:
When "Intense" is selected;
Sweat, collar dirt, food, mayonnaise, salad dressing, make-up, machine oil, baby food.
When "Rapid/Intense" is not selected;
Blood, chocolate, pudding, grass, mud, eggs, butter, curry.
When "Rapid" is selected;
Tea, coffee, juice, ketchup, red wine, cola, jam, coal

1. Select the stain programme.

2. Select the stain you want to clean by locating it in the groups above and selecting the related group with the Quick/Intense auxiliary function button.

3. Read the garment tag carefully and ensure that correct temperature and spin speed are selected.

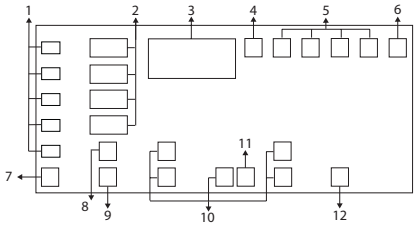
FIRST TIME USE

⚠**Do not use POD detergents for this step.**
NOTICE:Your appliance automatically detects the amount of laundry inside when a program is selected.
Before first use, **the appliance must be calibrated** during installation to ensure accurate detection of the laundry load.
To do this, select the **Machine Clean*** program and disable the spin function. Start the program without any laundry. Wait until it finishes, which takes about 15 minutes.
**The program name may vary depending on the model. Check the program descriptions section to choose the correct one.*

- Contact the nearest authorized service for installation.
- Ensure installation and electrical connections are carried out by an authorized technician. The manufacturer is not responsible for damage caused by unauthorized persons.
- Preparing the installation location, including electrical, water supply, and drainage systems, is the customer's responsibility.
- Make sure the water inlet and drain hoses, as well as the power cable, are not bent, pinched, or crushed when placing the appliance after installation or cleaning.
- Before installation, check the appliance visually for any defects. Do not install it if it is damaged, as this may pose safety risks.

DISPLAY

The display is useful when programming the washing machine and provides plenty of information.



1. Temperature Symbol
2. Spin Speed Indicators
3. Duration Information
4. Door Lock Is Engaged Symbol
5. Wash phases indicators
6. No Water Indicator
7. Water tap indicator
8. Rinse Hold Indicator
9. No Spin Indicator
10. Auxiliary Function Indicators
11. Child Lock Enabled Symbol
12. Time Delay Enabled

! The visuals used for machine description in this section are schematic and may not match exactly with the features of your machine.

DAILY USE

Prepare the laundry by following the recommendations in the "HINTS AND TIPS" section.

- Open the door and load the laundry, making sure not to exceed the maximum load indicated in the wash cycle table.
- Pull out the detergent drawer and add detergent to the appropriate compartments, as described in the "Detergent Dispenser Drawer" section.
- Close the door.
- Select the desired wash cycle sing the using Program Selection Knob.
- Pressing the temperature button gradually lowers the temperature to a cold wash ("OFF"). Pressing the spin button reduces the spin speed until it is completely disabled ("OFF"). Pressing the buttons again will restore the maximum allowed values for the selected cycle.
- Select the desired options.

PAUSE OR CHANGE A RUNNING PROGRAMME

Press the Start/Pause button to switch the machine to pause mode. Start/Pause symbol will flash on the display.
The programme change is allowed when the current programme is running unless the Child Lock is enabled. This action will cancel the current programme.
Adding laundry after the programme has started: If the water level in the machine is suitable when you press Start/Pause button, the door lock will be deactivated and the door will open, allowing you to add garments. The door lock icon on the display goes off when the door lock is deactivated. After adding garments, close the door and press Start/Pause button once again to resume the washing cycle.
If the water level in the machine is not suitable when you press Start/Pause button, the door lock cannot be deactivated and the door lock icon on the display remains on.
If the temperature of the water inside the machine is above 50°C, you cannot deactivate the door lock for safety reasons, even if the water level is suitable.

DOOR LOCK INDICATOR

There is a locking system on the loading door of the machine that prevents opening of the loading door in cases when the water level is unsuitable. "Door Locked" symbol appears on the display when the loading door is locked.

PROGRAMME END

End symbol appears on the display when the programme is completed. If you do not press any button for 10 minutes, the machine will switch to OFF mode. Display and all indicators are turned off.
Completed programme steps will be displayed if you press On/Off button.

OPTIONS

! When the combination of programme and additional option(s) is not possible, the indication lights switch off automatically.
! Unsuitable combinations of options are deselected automatically.

Rapid / Intense
You can shorten or extend the programme duration with this function. Depending on the programme selection, there may be differences in time increases and decreases.
In case the Rapid or Intense led is not lit, the appropriate programme duration is shown for your normally soiled clothes/laundry.
Depending on the programme selection, the Intense feature can be selected automatically. In this case, the Intense LED on the panel will be lit. You can use the Intensive selection to achieve a better washing performance when washing heavily soiled laundry.
You can reduce the time for your lightly soiled laundry by pressing the Rapid/Intense button in the programmes which come with intense being selected. When you press the button once, the LED will turn off and you will reach the appropriate programme duration for your normally soiled clothes/laundry. When you press the same button a second time, the Rapid LED will light up, the time will decrease a little and it will show the minimum programme duration, which is suitable for your less soiled laundry. The duration of programmes may shorten by 50% when this function is selected. Thanks to optimized washing steps, high mechanical agility and optimal water consumption, high washing performance is achieved despite the shorter duration.
Steam
The steam option feature utilises the power of steam to enhance the cleaning process. The steam produced by the washing machine helps to break down and loosen tough stains, making them easier to remove during the wash cycle. It provides a more delicate treatment than harsh scrubbing or abrasive washing methods. The steam helps to relax the fibers, reducing the risk of damage or excessive wear on your clothes.
*This function may not be available on all models.
Pet Hair Care
This function helps to remove pet hair that is on your garments more effectively. When you select this function, Prewash and Extra Rinse programmes are added to the normal programme. Thus, washing is performed with more water and the pet hair is removed more effectively.
Prewash 3″
This function can be selected by pressing and holding the related auxiliary function button for 3 seconds. A Prewash is only worthwhile for heavily soiled laundry. Not using the Prewash will save energy, water, detergent and time.
Time Delay
When the time delay function is selected, the time delay before the start of the programme is shown in hours such as 1h, 2h. Once the programme starts the time left until the end of the programme is shown in hours and minutes (e.g. 01:30). With the Time Delay function, the Time Delay of the programme may be set up to 24 hours. After pressing Time Delay button, the programme's estimated ending time is displayed. If the Time Delay is set, Time Delay indicator is illuminated. In order for the Time Delay function is activated and the programme is completed at the end of the specified time, you must press Start/Pause button after adjusting the time.
If you want to cancel the Time Delay function, turn the machine off and on by turning the program selection knob to the On/Off position.
Temperature
Whenever a new programme is selected, the recommended temperature for the programme appears on the temperature indicator. It is possible that the recommended temperature value is not the maximum temperature that can be selected for the current programme. Press the Temperature Adjustment button to change the temperature. Temperature decreases gradually. You can also change the temperature after the washing starts. This change can be made if the only washing steps allow it.
Spin (incl. Rinse hold)
Whenever a new programme is selected, the recommended spin speed of the selected programme is displayed on the Spin Speed indicator. It is possible that the recommended spin speed value is not the maximum spin speed that can be selected for the current programme.
Press the Spin Speed Adjustment button to change the spin speed. Spin speed decreases gradually. Then, depending on the model of the product, "Rinse Hold " and "No Spin" options appear on the display.
If you are not going to unload your laundry immediately after the programme completes, you can use Rinse Hold function in order to prevent them from getting wrinkled when there is no water in the machine. This function holds the laundry in the final rinsing water.
If you want to spin your laundry after the Rinse Hold function:
1. Adjust the Spin Speed.
2. Press Start / Pause. The programme will resume. Machine drains the water and spins the laundry.

If you want to drain the water at the end of the programme without spinning, use No Spin function.
You can change the spin speed after the washing starts if the washing steps allow it. Changes cannot be made if the steps do not allow it.

CHILD LOCK 3″

You can lock the buttons of the control panel against improper use (e.g. by children). Press and hold the related auxiliary function button for 3 seconds. After the countdown as "3-2-1" on the display is over, Child Lock symbol appears on the display. When this warning is displayed, you can release the Auxiliary Function button 3. To deactivate the child lock press and hold the related auxiliary function button for 3 seconds. After the countdown as "3-2-1" on the display is over, Child Lock symbol disappears.

BLEACHING

Wash your laundry in the desired programme, Cotton or Synthetics , adding an appropriate amount of chlorine bleach to the Softener chamber (close the lid carefully). Immediately after the end of the programme, turn the "Programme selector" and start the desired programme again to eliminate any residual bleach smell; if you want, you can add softener. ***Never put both chlorine bleach and softener into the softener chamber at the same time.***

HINTS AND TIPS

Sort your laundry according to
Type of fabric/care label (cotton, mixed fibres, synthetics, wool, handwash items). Colour (separate coloured and white items, wash new coloured items separately). Delicates (wash small items – like nylon stockings – and items with hooks – like bras – in a cloth bag or pillow case with zip).
Empty all pockets
Objects like coins or lighters can damage your laundry as well as the drum.
Appliance interior
If you never or seldom wash your laundry at 90°C, we recommend to occasionally run a 90°C programme without laundry, adding a small amount of detergent, to keep the interior of the appliance clean.
Follow the dosage recommendation / additives
It optimizes the cleaning result, it avoids irritating residues of surplus detergent in your laundry and it saves money by avoiding waste of surplus detergent
Use low temperature and longer duration
The most efficient programmes in terms of energy consumption are generally those that perform at lower temperatures and longer duration.
Observe the load sizes
Load your washing machine up to the capacity indicated in the "PROGRAMME CHART" table to save water and energy.
Noise and remaining moisture content
They are influenced by the spinning speed: the higher the spinning speed in the spinning phase, the higher the noise and the lower the remaining moisture content.

ACCESSING THE CYCLE COUNTER

When the appliance is turned off, pressing and holding the 4 and 5 auxiliary function buttons for a long time initiates a 3-2-1 countdown, after which the total number of washing cycles completed on the appliance is displayed.
After the total washing cycle is displayed, the failure codes, if any, are displayed. Check the information on the screen through the TROUBLESHOOTING CODES table.

CLEANING & MAINTENANCE

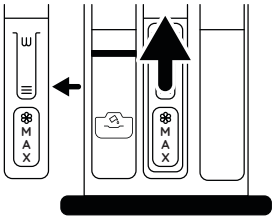
For any cleaning and maintenance, switch off and unplug the washing machine. Do not use flammable fluids to clean the washing machine. Clean and maintain your washing machine periodically (at least 4 times per year).

Cleaning the outside of the washing machine

Use a soft damp cloth to clean the outer parts of the washing machine. Do not use glass or general purpose cleaners, scouring powder or similar to clean the control panel – these substances might damage the printing.

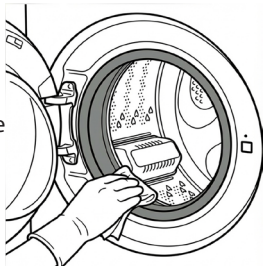
Detergent dispenser

Clean regularly, once every 4 to 5 washes, to prevent detergent build-up. Clean the syphon if excess amounts of water and fabric softener mixture remain in the softener compartment.



1. Press the marked part of the syphon within the softener compartment and then pull the drawer towards yourself to take it out.
2. Lift and remove the syphon from behin as shown.
3. Rinse drawer and syphon in the sinkwith plenty of warm water. Use gloves or suitable brush to prevent contact of residues in the drawer with your skin.
4. Firmly fit the syphon and the drawer back after cleaning.

Cleaning the Loading Door and the Drum



For products with Machine Clean programme, please see the Operating the product section. **Repeat Machine Clean process in every 2 months.**

NOTICE: Use an anti-limescale suitable for the washing machines.

Cleaning the mesh filters in the water supply hose

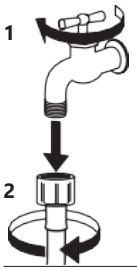
Check and clean regularly (at least two or three times a year).

After every washing make sure that no foreign substance is left in the product.

If the holes on the door gasket shown in the figure is blocked, open the holes using a toothpick. Foreign metal substances will cause rust stains in the drum. Clean the stains on the drum surface by using cleaning agents for stainless steel. Never use steel wool or wire wool. These will damage the painted, chrome coated and plastic surfaces. We recommend you to wipe the door gasket with a dry and clean cloth at the end of the programme. This will remove residues on the door gasket in your product and prevent formation of malodours.

Cleaning the Water Intake Filters

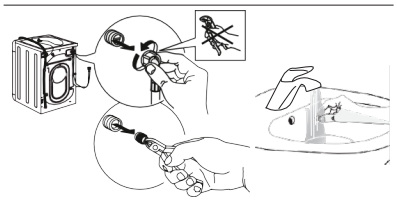
1. Close water tap and unscrew the inlet hose.



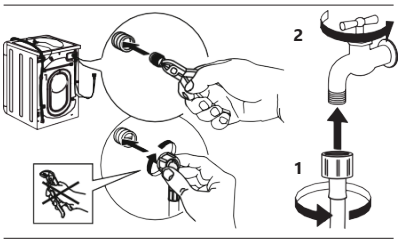
2. Clean the mesh filter at the hose's end carefully with a fine brush.



3. Now unscrew the inlet hose on the back of the washing machine by hand. Pull out the mesh filter from the valve on the back of the washing machine with pliers and carefully clean it.



4. Insert the mesh filter again. Connect the inlet hose to water tap and washing machine again. Do not use a tool to connect the inlet hose. Open the water tap and check that all connections are tight.



Draining Remaining Water and Cleaning the Pump Filter

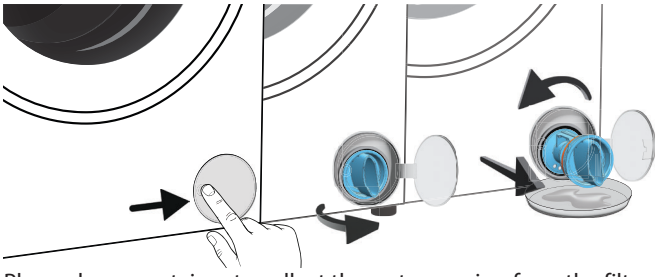
The filter system in your appliance stops solid objects like buttons, coins, and fabric fibers from blocking the pump impeller during drainage. This ensures smooth water removal and helps extend the pump's lifespan.

If the appliance does not drain properly, the pump filter may be clogged. It should be cleaned whenever blockage occurs or at least once every three months. Before cleaning, make sure all water is drained. Additionally, before transporting the appliance (for example, when moving to a new home), ensure that all water has been completely drained.

NOTICE : Foreign objects left in the pump filter can damage the appliance or cause noise issues. If you live in an area where freezing temperatures occur, remember to turn off the water tap, disconnect the main hose, and drain all water from the appliance when it is not in use. After each use, always turn off the tap connected to the main hose.

In order to clean the dirty filter and drain the water:

1. Unplug the product to cut off the supply power.
2. Open the filter cover.
3. Follow the below procedures in order to drain water.



Place a large container to collect the water coming from the filter.

- When water begins to leak from the pump filter, loosen it by turning it counterclockwise. Let the water flow into the container placed in front of the filter. Keep a cloth nearby to wipe up any spills.
- Once all the water has drained, fully unscrew and remove the pump filter.

1. Clean any residue inside the filter, as well as any fibers around the pump impeller area.
2. Reinstall the filter.
3. If the filter cap has two parts, close it by pressing the tab. If it is a single piece, first fit the tabs at the bottom into place, then press the top to close it. (to check)

TRANSPORT AND HANDLING

1. Pull out the mains plug, and close the water tap.
2. Make sure that door and detergent dispenser are properly closed.
3. Disconnect the inlet hose from the water tap, and remove the drain hose from your draining point. Remove all rest water from the hoses, and fix them so that they cannot get damaged during transport.
4. Refit the transport bolts. Follow the instructions for removing the transport bolts in the "Installation Guide" in reverse order.
5. ***Important:*** Do not transport the washing machine without having fixed the transport bolts.

TROUBLESHOOTING

The washing machine may sometimes not work properly for certain reasons. Before calling the After-sales service, it is recommended to check to see if the problem can be easily resolved using the following list.

Anomalies:	Possible causes / Solution:
The washing machine does not turn on and/ or programme does not start	• The plug is not inserted into the electrical outlet, or not enough to make contact. • There has been a power failure. • The "Child lock" 3" function has been activated (if available). • The washing machine switched off automatically to save energy, before programme start or after programme end. To switch on the washing machine, turn the programme selector first to "Off/On" and then to the desired programme again.
The wash cycle fails to start or stops during the cycle.	• The "Start/Pause" ⏯ button has not been pressed. • The water tap is not open. • A "Time delay" has been set. • The house drain pipe may be blocked.
Appliance stops during the programme, and the "Start/Pause" indicator blinks on the display.	• "Rinse hold" option is activated (if available). • Programme has been changed - re-select desired programme and press "Start/Pause" ⏯.
Appliance vibrates	• The washing machine is not level. • The transport bolts have not been removed; before using the washing machine, the transport bolts must be removed.
Final spin results are poor. The laundry is still very wet.	• Unbalance of the laundry load during spinning prevented the spin phase to avoid damages on the washing machine. This is why the laundry is still very wet. Reason for unbalance can be: small laundry loads (consisting of only few quite big or absorbent items, e.g. towels), or big/heavy laundry items. • If possible avoid small laundry loads. • "Spin" button has been set to a low spin speed.
"Water tap closed" indicator lights up	• Appliance has no or insufficient water supply.

TROUBLESHOOTING CODES

On-screen Information	*Cause*	*Solution*
Err	Safety algorithm is run on the appliance.	• Wait for the writing to pass. After pressing the auxiliary function buttons 4 and 5, check the on-screen information.
SC	Your complaint is not solved during the check.	• Call the authorised service agent.
E5	House drain pipe blocked. Pump filter may be clogged.	• Check and clean the house drain pipe. • Clean the pump filter. See “Draining remaining water and cleaning the pump filter” section. Try in spin cycle. If the issue is not resolved, call the service.
E8	The machine may not be taking in water.	• Turn on the taps. • Make sure there is no water outage. • Check the water inlet hose connection, if there is any folding on the hose, straighten it. • Clean the pump filter. See “Draining remaining water and cleaning the pump filter” section. • Close the front cover of the machine. Make sure that the cover is locked. Run the machine one more time. If the issue is not resolved, call the service.
E29	The product has switched to self protection mode due to a supply problem (line voltage, water pressure, etc.).	• To cancel the programme, turn the Programme Selection knob to select another programme. Previous programme will be cancelled. See “Cancelling the programme” section. If the issue persists, call the service.
E17	Excess foam is present in the machine after the completed cycle.	• Store detergent in a closed and dry location. Do not store in excessively hot places. • Use smaller amounts of detergent for porous laundry like tulle. • Use amount of detergent appropriate to the amount of laundry and the level of stain. • Use only sufficient amount of detergent. • Make sure you place the detergent in the appropriate compartment. • Run the Machine Clean programme with the machine empty. See "Machine Clean" programme If your machine does not include Machine Clean programme, you can use Cotton 90C. • After running a short programme without detergent, check the machine. If the issue persists, call the service.
E18	Spin cycle is not initiated due to an imbalance of the machine.	• Check the laundry inside the machine. The amount of laundry may not be sufficient. Try by increasing the amount of laundry. The laundry may be causing an imbalance; sort out the laundry by hand and distribute evenly inside the appliance. Retry in spin cycle.
E12	There may be water inside the machine.	• Unplug the machine. There may be water under the machine. Clean the water under the machine. Plug the machine again. Try running a short cycle. If the issue persists or you see water leaking from one of the hoses, close the valves and call the service.
E27	Check the water drain of the machine.	• See “Connecting the drain hose to the drain” section.
E84	BLE or WIFI connection cannot be established.	• Check it, try connecting it. See “HomeWhiz Feature and Remote Control Function” section. If the issue persists, call the service.

You can use one of the following methods to obtain regulatory documentation, standard documentation, information on orders for spare parts and any other information:

- Using the QR code in your appliance
- Visit our websites **docs.hotpoint.eu** and **parts-selfservice.europeanappliances.com**
- **Contact our Technical Assistance Service** (the telephone number is shown in the warranty booklet). Before contacting the Technical Assistance Service, please make sure that you have the codes shown on the product serial number plate on hand.

For further information on repairs and maintenance, you can visit the website www.hotpoint.com.
You can find more information about your model online at https://eprel.ec.europa.eu/ which is the official EU EPREL product database. After selecting the Product Category, enter the Model Identifier of the product. The Model Identifier is made up of letters and numbers and can be found on the identification plate, as Mod. (see image on the right).

