E-Care

UK User Manual

Model No. AWM62-WH

(Part no. AWC6021-01 Rev 2)
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Welcome page</strong></td>
<td>4</td>
</tr>
<tr>
<td><strong>Safety information</strong></td>
<td>5</td>
</tr>
<tr>
<td>General safety</td>
<td>5</td>
</tr>
<tr>
<td>Children’s safety</td>
<td>6</td>
</tr>
<tr>
<td>Packaging information</td>
<td>6</td>
</tr>
<tr>
<td>Disposing of the product at the end of it’s useful life</td>
<td>6</td>
</tr>
<tr>
<td>Compliance with WEEE directive</td>
<td>6</td>
</tr>
<tr>
<td><strong>Unpacking</strong></td>
<td>7</td>
</tr>
<tr>
<td><strong>In the box</strong></td>
<td>8</td>
</tr>
<tr>
<td><strong>Getting started</strong></td>
<td>9</td>
</tr>
<tr>
<td>Removal of transit bolts</td>
<td>9</td>
</tr>
<tr>
<td>Location</td>
<td>10</td>
</tr>
<tr>
<td>Floor types</td>
<td>10</td>
</tr>
<tr>
<td>Water connection</td>
<td>11</td>
</tr>
<tr>
<td>Drainage connection</td>
<td>13</td>
</tr>
<tr>
<td>Electrical connection</td>
<td>13</td>
</tr>
<tr>
<td>Levelling</td>
<td>14</td>
</tr>
<tr>
<td><strong>Before first time use</strong></td>
<td>15</td>
</tr>
<tr>
<td><strong>Using your machine</strong></td>
<td>16</td>
</tr>
<tr>
<td>Sorting your laundry</td>
<td>16</td>
</tr>
<tr>
<td>Loading the machine</td>
<td>17</td>
</tr>
<tr>
<td>Understanding your controls</td>
<td>18</td>
</tr>
<tr>
<td>Selecting the right programme</td>
<td>19</td>
</tr>
<tr>
<td>Choosing extra settings</td>
<td>20</td>
</tr>
<tr>
<td>Adding detergent &amp; softener</td>
<td>23</td>
</tr>
<tr>
<td>Starting your wash</td>
<td>24</td>
</tr>
<tr>
<td>Knowing your wash has finished</td>
<td>24</td>
</tr>
<tr>
<td>Stopping your wash before it has finished</td>
<td>25</td>
</tr>
<tr>
<td><strong>Machine maintenance &amp; cleaning</strong></td>
<td>27</td>
</tr>
<tr>
<td>Cleaning external surfaces</td>
<td>27</td>
</tr>
<tr>
<td>Cleaning door seals</td>
<td>27</td>
</tr>
<tr>
<td>Cleaning detergent drawer &amp; recessed compartment</td>
<td>27</td>
</tr>
<tr>
<td>Removing debris from the drain pump filter</td>
<td>28</td>
</tr>
<tr>
<td>Machine drum clean</td>
<td>28</td>
</tr>
<tr>
<td><strong>Troubleshooting guide</strong></td>
<td>29</td>
</tr>
<tr>
<td>Self Sense diagnostic code explanation</td>
<td>29</td>
</tr>
<tr>
<td>Step-by-step problem solving guide</td>
<td>30</td>
</tr>
<tr>
<td><strong>Warranty registration</strong></td>
<td>33</td>
</tr>
<tr>
<td>How to register</td>
<td>33</td>
</tr>
<tr>
<td>Warranty registration</td>
<td>33</td>
</tr>
<tr>
<td>Why register</td>
<td>33</td>
</tr>
</tbody>
</table>
Dear Customer,

We would like to thank you for purchasing an Ebac E-Care washing machine, the only British manufactured washing machine.

The E-care is packed full of practical features that are simple to use and come with washing ideas to make your laundry days easier. The E-Care will give you total peace of mind and reassurance, delivering outstanding cleaning performance year after year whilst saving you precious time and money!

**With over 40 years of manufacturing and design expertise Ebac are confident that you will love your new product.**

Ebac are so confident that you will love your new machine, we are offering a no quibble 30 day money back guarantee if you are not fully satisfied. This is in addition to your peace of mind PARTS and LABOUR guarantee.
Safety information

General 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 use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

• The power supply and voltage indicated on the machine-rating label must be the same.

• The washing machine must only be connected to an AC supply circuit of the appropriate rating using a properly installed fixed socket that is compatible with the plug fitted to the mains connection lead.

• The socket must provide earth connection and comply with current electrical safety regulations. The plug should be a good fit in the socket. Do not use electrical adapters or a trailing extension cable.

• If the mains cable or plug needs replacing, it must only be replaced by the correct replacement part available from Ebac and must only be fitted by Ebac, an authorized service agent or a similarly qualified person.

• Never touch the plug with wet hands! Never unplug by pulling on the cable, always pull out using the plug.

• The machine should be positioned on a flat, hard surface. Do not place the product onto a carpet or other floor covering that may prevent cooling air from entering the machine. Lack of airflow may cause the machine to overheat and have an adverse effect to safety and/or reliability.

• Any obvious electrical or mechanical faults or failure of the product should be investigated and rectified by an authorised repair agent before the unit is used again.

• Never clean the washing machine by spreading or pouring water onto it. There is the risk of electric shock. In the event of a power failure, the machine will resume operation at the appropriate position of the washing cycle. If you wish to cancel the washing cycle, see the section Using Your Machine – Step 9 (see page 25) – Stopping your wash before a cycle has finished.

• The water supply and draining hoses must be securely fastened and remain undamaged. Otherwise, there is the risk of water leakage.

• Do not force open the locked loading door. The loading door will be ready to open just a few seconds after the washing cycle comes to an end. If the loading door is forced open, the door and the lock mechanism may get damaged.

• Never open the loading door or remove the filter while there is still water in the drum. Otherwise there is a risk of flooding and injury from hot water.

• The washing machine must only be used for washing and rinsing of laundry that are marked accordingly.
Children’s safety

• Packaging materials are dangerous to children. Keep packaging materials in a safe place away from the reach of children.

• Electrical products are dangerous for children. Keep children away from the product when it is in use. Do not let children tamper with the product. Use a child lock to prevent children from intervening with the product.

• Do not forget to close the loading door when leaving the room where the product is located.

• Store all detergents and additives in a safe place away from the reach of children by closing the cover of the detergent container and sealing the detergent package.

Packaging information

• Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations.

• Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

Disposing of the product at the end of it’s useful life

This product has been manufactured with high quality parts and materials that can be reused and are suitable for recycling. Therefore, do not dispose of the product with normal domestic waste at the end of its service life. Take it to a collection point for the recycling of electrical and electronic equipment. Please consult your local authorities to learn the nearest collection point. Help protect the environment and natural resources by recycling used products. For children’s safety, cut the power cable and break the locking mechanism of the loading door so that it will be non-functional before disposing of the product.

Compliance with WEEE directive

This appliance’s packaging material is recyclable. Help recycle it and protect the environment by dropping it off in the municipal receptacles provided for this purpose.

Your appliance also contains a great amount of recyclable material. It is marked with this label to indicate the used appliances that should not be mixed with other waste. This way, the appliance recycling organised by your manufacturer will be done under the best possible conditions, in compliance with European Directive 2/96/EC on Waste Electrical and Electronic Equipment.

Contact your local authority or your retailer for the used appliance collection points closest to your home. We thank you for contributing to protecting the environment.
Unpacking

Ensure the washing machine is stood upright on a solid surface with the base downwards. Remove all packaging carefully taking care not to damage the washing machines external surfaces. Included in the packaging will be a machine, instruction manual, drain hose guide, water inlet hoses*, transit bolt cover caps, liquid detergent boat and a spanner.

1. Start by removing the top polystyrene piece.
2. Slide the 4 corner pieces up and away from the machine.
3. With assistance, carefully lift the washing machine up to remove the polystyrene base from underneath the machine.
4. Peel off the protective film from the black display screen area.
5. Remove blue protective film from the top and bottom of the front face.

• Ensure all packaging is removed from the machine on the underside where it is more difficult to see.
• Double check to make sure no accessories are thrown away with the packaging.

*For any missing parts contact Ebac Customer Aftercare on 01388 605061
In the box

1. Door  
2. Detergent Drawer  
3. Control Panel  
4. Transit Bolt Assembly*  
5. Water Connections**

6. Power Plug  
7. Drain Hose  
8. Pump Filter  
9. Pump Filter Drain Hose  
10. Front Cover Kick Plate  
11. Drain Hose Guide  
12. Water Inlet Hoses**  
13. Transit Bolt Cover Caps  
14. Liquid Detergent Boat

*4 or 5 transit bolts are fitted dependent on your model.

**2 connections & 2 water inlet hoses are supplied on Dual Fill models only.

Tools included

T1. Spanner
1. **Removal of transit bolts**

The washing machine comes fitted with transit bolts* to prevent any internal damage during transport.

- All transit bolt assemblies must be removed before installation.
- If the transit bolts are not removed and the machine is operated with them fitted it will cause damage, excess vibration and noise.
- All transit bolt assemblies should be kept and re-used when transporting your washing machine in the future.

1. Using a 10mm spanner (supplied), loosen the transit bolt assembly by 25mm.

   **DO NOT** unscrew the bolt all the way out as this will cause the bolt to separate inside your machine

2. Ease out and remove the transit bolt assembly by twisting and pulling on section highlighted red on the diagram.

3. Insert the transit bolt cover caps supplied to cover the holes.

*4 or 5 transit bolts are fitted dependent on your model.
Getting started

2 Location

The washing machine should always be installed on a flat solid surface free from sloping, unevenness or any flexing.

A power supply socket must be within 1.5 metres of either side of the washing machine. Do not overload the socket with multiple appliances.

Avoid positioning the washing machine directly next to any gas supplies or appliances such as cookers/hobs.

Do not install the washing machine in temperatures below 0°C or where water pipes, pumps, valves or hoses could potentially freeze.

For safety reasons a minimal clearance gap of 10mm should be left around the whole washing machine. This is especially important in alcove or closed installation.

3 Floor types

- Choose a suitable solid, even floor surface to ensure the machine is level and free from movement.

- During machine operation floor surface finish can contribute to additional noise.

- Concrete floors are ideal as long as they are even.

- Tiled floors are ideal as long as there is no flex from the materials they are laid on i.e. floorboards.

- Wooden floors may need to be reinforced should they flex when the washing machine is in operation. A piece of 600x600x18+ mm water resistant plywood should be firmly screwed to the floor to try and help minimise vibration.

- Do not place the product onto a carpet or other floor covering that may prevent cooling air from entering the machine. Lack of airflow may cause the machine to overheat and have an adverse effect to safety and/or reliability.

- If the floor is uneven never use additional item such as pieces of wood, plastic or metals to correct as these could become loose and move due to machine vibration over time.

Uneven floor
Weak floor
Carpet
Slippery surfaces
Getting started

4 Water connection

- This appliance must be connected in compliance with any local or national regulations or byelaws.
- To ensure your washing machine works correctly and to its optimum performance the water supply pressure must be between 0.1MPa (1 bar) and 1MPa (10 bar).
- Use the detachable water inlet hoses provided with the machine to connect to the water supply. Never re-use an old hose set.
- If the supplied hoses (1.5m) are not long enough do not modify them to be made longer. Replace them with new longer hoses.
- Do not use the washing machine if there is a leak! You are at risk of an injury or an electric shock.
- Avoid over tightening that may damage the hose, causing the plastic screw threads to be stripped.
- Always ensure the hoses are connected to the correct water supplies. The hot supply should be connected to the right handside connector marked red and the cold supply the the left handside connector marked blue.

Cold fill machines only

1. Check each end of the inlet hose to ensure the black rubber seal is fitted. Connect the L-shaped inlet hose end to the back of the machine.

2. Tighten by hand by turning clockwise. Ensure the hose is not twisted or kinked before connecting the other straight end of the hose.

3. Connect the straight end of the inlet hose to the cold water supply isolating valve. When complete, open isolating valve to let water into the machine. Check all connections for no leaks.
Getting started

Water connection (continued)

Dual fill machines only

1. Check the end of each inlet hose to ensure the black rubber seal is fitted. Connect the L-shaped inlet hose ends to the back of the machine.

2. Tighten by hand by turning clockwise. Ensure the hoses are not twisted or kinked before connecting the other straight end of the hoses.

3. Connect the straight end of the inlet hoses to the appropriate water supply isolating valve. When complete, open isolating valves to let water into the machine.

Check all connections for no leaks.

- The hot water supply is always located on the right-hand side connector marked red.

- Dual fill machines can operate with cold supply only but in these cases a Y connecting piece (not supplied) must be used and connected to the cold water supply isolating valve. From this, both the hot and cold water inlet hoses can be connected to the two inlet connections at the rear of the machine.

- Always ensure the hot and cold water supply is connected to the correct hot and cold water intake at the rear of the machine.
Getting started

5 Drainage connection

This appliance must be connected in compliance with any local or national regulations or byelaws.

Option 1 - Washing machine trap with standpipe
1. Unclip the drain hose from the back of the machine.
2. Push the drain hose down into the drainpipe.
3. Attach the drain hose guide accessory and secure the drain hose from any movement.

The drainpipe should always be vertical and not horizontal.

Option 2 - Direct into the undersink appliance trap
1. Unclip the drain hose from the back of the machine.
2. Ensure the appliance trap nozzle is open and unblocked at the sink.
3. Place the drain hose over the appliance trap nozzle and secure tightly with a hose retainer clip.

6 Electrical connection

You will find your plug and mains lead plugged into the back of your washing machine. Gently pull the plug free and close the space with the cap attached. The mains lead is 1.5m. Plug the mains lead into an AC220-240v/50Hz approved socket.

- Do not use an extension cord or double adapter.
- The appliance should be positioned so that the electrical supply can be easily accessed to be switched on and off.
- Do not modify the supplied electric mains cable. If the cable is not long enough then reposition the washing machine or move the electrical socket.
- A professionally qualified electrician can move the socket and it should be in line with local or national regulations or byelaws.
Getting started

7 Levelling

- Take care when moving the machine on different floor types.
- When handling the machine do not apply force onto the control panel area. Always handle the machine by the side or base edges.
- Ensure locking nut is tight before use to avoid any potential machine vibration when in use.
- Use a spirit level to ensure your washing machine is level.

When the machine is in its location ensure it is level. Only the two front feet can be adjusted.

To alter the feet height:

1. Lift machine up off the floor to access the front feet and loosen the locking nut using the spanner provided.
2. Adjust to the desired height by turning the foot clockwise / anticlockwise.
3. Ensure you re-tighten the locking nut to secure the foot into position.
4. Check the washing machine is level and stable using a spirit level.
Before first time use

Before you use your machine for the first time we advise you run the drum clean wash programme, it is designed to clean any dirt or old water that might have been left in the machine during factory approval testing. Your door and detergent drawer may be initially stiff because it is new and has not been used. After time and use it will loosen and become easier to use.

Follow these steps before you do your first laundry wash:

1. Open the door and wipe the door seal using a damp cloth. Before closing the door, ensure the drum is empty.
2. Turn the machine on by turning the dial to select the drum clean wash programme.
   
   N.B: Do not add any laundry, detergent or softener.
3. Press the Start Button.
Using your machine

1 Sorting your laundry

The way you sort your laundry and the amount you load into your machine can have a significant impact on how well your garments are cleaned. For the best results sort your garments into piles of:

a) Fabric types

Certain washing programmes are designed for specific fabric types to maintain fabric quality and brightness. Where possible try to wash similar fabrics together ensuring the right programme is selected for the garment type.

b) Dirtiness (soiled levels)

Washing garments with similar levels of dirtiness offers the best cleaning outcome. For heavily soiled dirt levels additional options such as prewash or intensive actions can be added for a brilliant clean. For light or normal dirt levels there is a wide choice of everyday programmes and options to choose from.

c) Colours

By washing garments of similar colours, it prevents any colour dye transfer from garment to garment. As a rough guide it is best to separate garments into darks, whites, pale or bright colours.

d) Understanding your garment labels

To make sure your garment fabrics are correctly washed and cared for please take a few moments to check your garment care label symbols to ensure they are washed in the correct way.

<table>
<thead>
<tr>
<th>Wash symbols</th>
<th>Dry Clean symbols</th>
</tr>
</thead>
<tbody>
<tr>
<td>No dash</td>
<td>Type of solvent</td>
</tr>
<tr>
<td>One dash</td>
<td>Do not dry clean</td>
</tr>
<tr>
<td>Two dashes</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N.B: Number refers to max temperature

<table>
<thead>
<tr>
<th>Drying symbols</th>
<th>Chlorine / Bleach</th>
<th>Ironing symbols</th>
</tr>
</thead>
<tbody>
<tr>
<td>May be tumble</td>
<td>Any bleach (when</td>
<td>Hot 200ºC</td>
</tr>
<tr>
<td>dried</td>
<td>needed)</td>
<td></td>
</tr>
<tr>
<td>May be tumble</td>
<td>Bleach/non-</td>
<td>Warm 150º</td>
</tr>
<tr>
<td>dried on normal heat</td>
<td>chlorine (when needed)</td>
<td></td>
</tr>
<tr>
<td>May be tumble</td>
<td>Do not bleach</td>
<td>Cold 110º</td>
</tr>
<tr>
<td>dried on delicate heat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not tumble</td>
<td></td>
<td>Do not iron</td>
</tr>
<tr>
<td>dry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hang dry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dry flat</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drip dry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>recommended</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N.B: Number refers to max temperature
Using your machine

2 Loading the machine

1. **Door opening**
   Squeeze in the handle on the top right hand side of the door and gently pull door back to open.

2. **Machine loading**
   See laundry loading care below for best results.

3. **Door Closing**
   Simply push the door shut. A positive clicking noise will be heard as the locking mechanism engages.

---

Laundry loading care

To avoid the risk of any garments getting damaged, or damage occurring to the machine please ensure the following steps are taken:

1. Check all zips, hooks and strings are closed and tied to avoid any garments becoming caught, trapped or snagged.

2. Check all pockets are empty of any items including coins, screws, pens, nails, hair clips or keys etc.

3. Pre-treat any bad stains prior to loading the machine to help improve cleaning performance where necessary.

4. Each wash programme has a max and min load size (kg) limit that should be respected and followed at all times. See tables on page 22 for load size recommendation by wash programme.

5. Before you close the door ensure garments are not trapped and the gasket is not folded out of shape.

6. Out of balance loading can result in poor or no spinning, built in sensor technology will only allow balanced loads to spin to protect the machines performance, so take care to only use a balanced load every time. An example of an out of balance load could be a single large bath towel.

7. Load items of similar size together to ensure the load remains balanced i.e. large items first followed by smaller items to fill the drum.

8. Use of laundry nets for small items such as socks, underwear, handkerchiefs, gloves etc is recommended to help prevent them getting caught or damaged. Laundry nets should always be washed with other items and never on their own, because it could result in an out of balance load performance.

9. Trainers and/or shoes should not be washed inside this washing machine.
Using your machine

3 Understanding your controls

Switching on Your Machine
To switch on your machine turn the wash programme selector dial from the off position to a dedicated wash programme. The dial maybe turned both clockwise and anticlockwise.
Using your machine

## Selecting the right programme

Please check all garment labels for correct washing instructions to ensure the best cleaning performance and garment care is achieved. Step 1 of this section can help and give you some guidance with this.

### Wash programme selector (21)

Turn dial to select the appropriate wash programme (see programme recommendation table below). The selected programme temperature, spin speed, extra wash options and time will be illuminated on the digital display area.

### Programme Recommendation

<table>
<thead>
<tr>
<th>Programme</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cotton Saver</td>
<td>Designed for cottons, bed linen, table linen, underwear, towels, shirts etc. This wash is shorter in time and uses less energy compared to a cotton wash.</td>
</tr>
<tr>
<td>Cotton</td>
<td>Designed for cottons to ensure the most efficient cleaning performance is achieved.</td>
</tr>
<tr>
<td>Synthetic</td>
<td>Designed for synthetic/polyester materials such as blouses, shirts and trousers.</td>
</tr>
<tr>
<td>Delicate</td>
<td>Designed for delicate fabrics such as silk or linen.</td>
</tr>
<tr>
<td>Mixed</td>
<td>Designed for everyday mixed fabric (such as cottons with synthetics) garments. Similar colours to be washed together removing the need for separate sorting.</td>
</tr>
<tr>
<td>Wool</td>
<td>Designed specifically for wool garments to ensure they are left feeling clean and soft.</td>
</tr>
<tr>
<td>Hand Wash</td>
<td>Designed for fabrics that require being hand washed. Please check garment label for correct washing instructions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Programme</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drum Clean</td>
<td>Designed to clean your machine and keep it operating at its optimum performance by removing internal dirt and bacteria build up.</td>
</tr>
<tr>
<td>Quick 30'</td>
<td>A 30°C wash cycle in just 30 minutes, designed for small loads that require cleaning in a hurry.</td>
</tr>
<tr>
<td>Intensive 60'</td>
<td>A 60 minute, 60°C wash programme designed for loads that require extra cleaning power in a quick time.</td>
</tr>
<tr>
<td>Colours</td>
<td>Designed for similar coloured garments to maintain their original colours over time.</td>
</tr>
<tr>
<td>Whites</td>
<td>Designed for white coloured garments to keep them brilliantly white every time.</td>
</tr>
<tr>
<td>Dark</td>
<td>Designed for dark coloured garments to maintain their original colours over time.</td>
</tr>
<tr>
<td>Spin</td>
<td>Designed to remove excess water from the clothes. This is not recommended for use with delicate, wool or hand wash garments.</td>
</tr>
<tr>
<td>Rinse</td>
<td>A deeper rinse that adds extra water to ensure all detergent / softener is removed throughout the load.</td>
</tr>
</tbody>
</table>
Choosing extra settings

- To protect your laundry not all options and functions are available with every wash programme.
- When an option is selected to show it is activated, it’s icon will be illuminated on the display.
- When an option is selected but it is not possible, it’s icon will flash and then go off on the display.

Temperature button (15) & Spin Speed button (16)

1. Press button repeatedly to cycle through the available options.

N.B: Not all temperatures and spin speeds are available on all wash programmes.

Delay button (17)

1. Press the delay button to select the number of hours delay for your wash.
2. You can choose from 3, 6 9 or 12 hours which is highlighted in the display.
3. Press the start/pause button to activate the desired delay start.

Extra Rinse / Prewash button (18)

**Extra Rinse**
Adds extra water to remove excess detergent.

**Prewash**
An extra wash cycle that is ideal for very dirty clothes.

1. Press button once to activate Extra Rinse option.
2. Press twice to deactivate Extra Rinse and activate Prewash option.
3. Press three times to activate both Extra Rinse and Prewash options.
4. Press four times to deactivate both Extra Rinse and Prewash options.

N.B: By selecting these options the wash cycle time will increase.
Using your machine

Choosing extra settings (continued)

Time Saver button (19)

**Time Saver**
Enables the wash time to be speeded up for when you are in a hurry.

1. Press once to activate time saver option.
2. Press twice to deactivate time saver option.

*N.B:* Time saver option is only suitable for use on selected programmes.

End of wash audio sound

1. To activate the sound, press and hold the Delay (17) and Extra Rinse/Prewash (18) buttons together for 2 seconds and a beep noise will sound to confirm your activation.
2. To deactivate, press and hold the Delay (17) and Extra Rinse/Prewash (18) buttons together for 2 seconds and a noise will sound to confirm your deactivation.

*N.B:* This setting is memorised when the machine is switched on and off.

Child Safety Lock

This option can only be activated after the wash programme has been started.

1. Press and hold the Spin (16) and Delay (17) buttons together for 2 seconds.
2. The child safety lock icon ( pave 23 ) will be illuminated on the digital display. All buttons and dials are locked including start/pause (20) button.
3. To unlock all controls press and hold the Spin (16) and Delay (17) buttons together for 2 seconds.

*N.B:* Switching the mains power off will not deactivate the child lock.
Choosing extra settings (continued)

Wash programme & additonal cycle options compatibility

<table>
<thead>
<tr>
<th>Programme</th>
<th>Max Load Size (Kg)</th>
<th>Detergent Usage Options</th>
<th>Wash Cycle Options</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6Kg models</td>
<td>8Kg models</td>
<td>9Kg models</td>
</tr>
<tr>
<td>Cotton Saver</td>
<td>6</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Cotton</td>
<td>6</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Synthetic</td>
<td>3</td>
<td>3</td>
<td>3.5</td>
</tr>
<tr>
<td>Delicate</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Mixed</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Wool</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Hand Wash</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Drum Clean</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Quick 30'</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Intensive 60'</td>
<td>4</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Whites</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Dark</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Colours</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Rinse</td>
<td>6</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Spin</td>
<td>6</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
Using your machine

Adding detergent & softener

- Do not open the detergent drawer when the machine is in operation, this could result in flooding or exposure to hot water and steam.
- Do not put powder detergent into the liquid detergent/softener compartment.
- Do not overfill.
- Ensure you follow detergent and softener manufacturers guidelines when selecting the appropriate type and dosage of each wash. Load size and water hardness should be considered.

Selecting the right detergent and softener

Not only is it important to sort your laundry into correct piles but using the right detergent and softener can help give you an excellent cleaning result.

Using the detergent drawer

The washing machine has one detergent drawer that is split into three different dispensing compartments for detergent (Prewash/main wash) and softener. It is essential you always use and load the correct dispensing compartment.

- **Prewash** Compartment allows both powder and liquid detergent to be dispensed.
- **Main Wash** Compartments allow only powder detergent to be dispensed. For liquid detergent please use Ebac’s liquid boat. For Gel detergent follow the manufacturers guidelines.
- **Softener** Allows liquid softener to be used only. Do not fill above the max indicator line.
Using your machine

Adding detergent & softener (continued)

Loading the liquid detergent
The liquid boat is designed to hold your liquid detergent safely until it is required for use in the wash programme rather than allowing it to be slowly released into the machines once it is poured into the compartment. When using liquid detergent follow these steps:

1. Insert and fix the liquid boat accessory into the rear half of the main wash detergent compartment.

2. Pour liquid detergent into the boat ensuring the 75ml max level amount is not exceeded.

Using excess amounts of liquid detergent can result in some being left in the boat after the wash has completed. Always check the manufacturers dosage guidelines for correct amounts.

The boat is designed to work with liquid detergent only and not 2 in 1 detergent combined with softener. In the event the detergent is too thick to dispense, we recommend you mix it with water to thin it first.

Starting your wash
Once your washing machine is loaded with laundry, soap detergent and softener, the desired programme and wash options selected and the door is closed, simply press the start button to go!

Knowing your wash has finished
When the wash programme has finished the end stage indicator will be illuminated on the control panel.
Using your machine

9 Stopping your wash before it has finished

A) Pausing a wash

You may need from time to time to pause the wash cycle after you have initially started it to add in missing items or remove an item that was incorrectly added.

1. To pause the machine during the wash cycle press the start/pause button (20).

2. The start/pause icon (22) will flash to indicate the programme is paused. When it is safe the door will unlock.

3. Press the start/pause button to re-start the programme again from its paused position.

B) Cancelling a wash that has started

To cancel a wash cycle once it has been started, simply turn the programme selector dial to the off position for at least 1 minute. After this period when you turn the dial your wash will be cancelled and you can choose a new programme.

**NB:** Do not switch off the mains power supply to cancel a wash cycle. The machine has a power failure memory function that stores the position, stopping and restarting it from that same position when the power comes back on.
Using your machine

Stopping your wash before it has finished (continued)

C) Machine draining

⚠️ Take care when draining the machine manually because the water released could still be hot.

In the event the machine stops mid cycle and needs to be drained this can easily be done in one of two ways:

**Automatic draining**

1. Turn selector dial to off and then to any wash programme. This will cause the machine to start self-pumping water out. The machine always self drains at the start of every programme.

2. You can then turn the programme selector dial back to select a new wash programme.

**Manual draining**

1. Switch the mains power to the machine off.

2. Remove the front kick plate cover by simply placing your thumbs on either side of the indents provided and push down. Then hook off the cover plate.

3. Release the black pump filter drain hose and place it over a container or small bowl.

4. Unscrew (anti-clockwise) the grey plug from inside the black drain hose to loosen it. Once the screw portion is fully exposed, pull and remove the plug to drain water out of the machine.

5. Unscrew and remove pump filter to clean inside. It is normal for a small amount of excess water to drip onto the floor so place a small cloth underneath to catch it.

6. Reverse steps 5 to 1 to seal and re-assemble the machine again before use.
Machine maintenance & cleaning

Basic maintenance of your washing machine can improve its cleaning performance and prolong its life.

Cleaning external surfaces
(Recommended to be completed as and when required)

Using a damp soft cloth, gently wipe all external surfaces to remove any dirt or dust build up.

**N.B:** A non-abrasive household detergent cleaner can be used. Immediately wipe off any spills with a damp cloth.

Cleaning door seals
(Recommended to be completed as and when required)

1. Using a damp cloth, gently wipe around the inside rubber door seal.
2. Gently lift back the gasket and remove any dirt, black mould or debris lying inside the rubber seal gasket.
3. Check the rubber gasket is free from any tears or splits.

**N.B:** Doing this regularly will reduce the build up of black mould.

Cleaning detergent drawer & recessed compartment
(Recommended to be completed as and when required)

1. To remove the detergent drawer simply press the release button and pull out the drawer.
2. Remove the grey softener cover by releasing the two clips at the rear of the drawer.
3. Wash all parts under running water. For stubborn dirt/mould use a small soft brush.
4. Use a small soft brush to clean inside the detergent drawer recessed channel.
5. To reassemble; locate the grey softener cover and push down, make sure the 2 clips engage.
6. Insert detergent drawer back into the machine.
Machine maintenance & cleaning

Removing debris from the drain pump filter

(Recommended to be completed 8 to 10 times a year or when required)

- Do not open the drain pump filter when the machine is in operation.
- When draining the machine and before opening the pump filter check to make sure the water released is not hot.
- If you open the drain pump filter without draining excess water first, it will result in water being drained directly from the machine.
- Ensure the drain filter is inserted correctly and closed tightly because if not it may result in leaking water or machine malfunction.

The pump drain filter collects small items such as coins, screws, pens, nails, hair clips, keys or fabric threads that have come from your laundry. By keeping this filter clean it can improve and maintain the machines performance over it’s lifetime.

1. Turn off mains electrical power supply.
2. To remove the front kick plate cover, simply place your thumbs on either side in the indents provided and push down.
3. Release the black drain hose and place it over a container. Unscrew (anti-clockwise) and pull the grey plug from inside the hose and drain.
4. Once all excess water has drained it is now safe to un-screw the pump filter. Be prepared for some minor water spillage. Release the filter by turning it anti-clockwise and pull it out.
5. Remove all debris from the pump filter and re-insert it back into the pump, turning it clock-wise to securely close.
6. Replace the grey tap into the drain hose and clip the hose to the front plate of the machine using the clip attached to the plate.
7. Re-install kick plate cover by hooking the bottom into the 3 slots and pivoting the top into position.

N.B: See manual draining section on page 26 for pictorial guidance

Machine drum clean

(Recommended to be completed 10 to 12 times a year or as and when required)

This programme should be used on a regular basis to help clean and maintain the inside of your washing machine. It is always a good programme to use after you have washed an extremely dirty load to help clean the machine before the next wash.
Troubleshooting guide

Self Sense diagnostic code explanation

A selection of error lights will illuminate on your temperature and spin display area, if the machine malfunctions. If this happens please check the flashing light sequence against the description below to try and resolve any issues before contacting Ebac Customer Aftercare on 01388 605061.

<table>
<thead>
<tr>
<th>Error code</th>
<th>Error description</th>
<th>User action solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>90° 60° 40° 30° 20°</td>
<td>Machine has not drained fully after 4 minutes</td>
<td>Turn machine programme selector dial to off. Drain water from the pump manually <em>(See page 26).</em> Remove and clean filter. Replace filter and retry. If this doesn’t work then call Ebac Customer Aftercare.</td>
</tr>
<tr>
<td>90° 60° 40° 30° 20°</td>
<td>Machine has not filled in alloted time period</td>
<td>Switch off the mains power supply. Check rear inlet hoses for kinks and the isolating values are open supplying adequate water pressure. If error persists call Ebac Customer Aftercare.</td>
</tr>
<tr>
<td>90° 60° 40° 30° 20°</td>
<td>Door is open while starting a new program</td>
<td>Close the door and the machine will start automatically. If more than 1 minute elapses, the user should open and close the door again and press start.</td>
</tr>
<tr>
<td>90° 60° 40° 30° 20°</td>
<td>Door open detected while program running (Door opened by mistake)</td>
<td>Check to see if the door is closed correctly. If not, close and press start. If error persists call Ebac Customer Aftercare.</td>
</tr>
<tr>
<td>90° 60° 40° 30° 20°</td>
<td>Door will not open at the end of washing cycle</td>
<td>User should turn the programme selector dial to the off position for up to 2 minutes and then try to open the door. Always ensure the water level is below the door seal before attempting to open it. If error persists call Ebac Aftercare.</td>
</tr>
</tbody>
</table>

Communicaton error codes

<table>
<thead>
<tr>
<th>Error code</th>
<th>User action solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>90° 60° 40° 30° 20°</td>
<td>Turn programme selector dial to the off position and wait for 1 minute. Select desired programme and restart. If error persists, call Ebac Customer Aftercare.</td>
</tr>
</tbody>
</table>
# Troubleshooting guide

## Step-by-step problem solving guide

If the machine malfunctions check the table below and try to resolve any issues before contacting Ebac Customer Aftercare.

To avoid risk of injury, an appointed agent or other properly qualified person should carry out repairs.

### Leaking problems

<table>
<thead>
<tr>
<th>Symptom / Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The machine leaks during wash cycle stage</strong></td>
</tr>
<tr>
<td>• Check soap drawer is closed correctly and not damaged in any way.</td>
</tr>
<tr>
<td>• Check door seal for faults such as tears or splits.</td>
</tr>
<tr>
<td>• Check the door glass for damage.</td>
</tr>
<tr>
<td>• Has too much soap detergent been used? Check soap detergent manufacturers guidelines.</td>
</tr>
<tr>
<td>• Check pump filter is secured correctly. (<a href="#">see page 26</a>).</td>
</tr>
<tr>
<td>• Is the outlet drain hose securely attached to the drain pipe or is it split? (<a href="#">see page 13</a>). Check outlet hose drain pipe is fixed to the drainpipe and is not on the floor. Check there are no blockages and the water is not back flushing up the drain pipe.</td>
</tr>
<tr>
<td>• Is the grey plug from inside the drain hose fitted. (<a href="#">see page 26</a>).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symptom / Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The machine leaks when not in operation</strong></td>
</tr>
<tr>
<td>• Check the inlet hoses are connected securely to both the machine and main isolating valve supply (<a href="#">see page 11</a>). Check hoses for splits or kinks.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symptom / Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The machine over fills when in or not in operation</strong></td>
</tr>
<tr>
<td>• Switch off machine and immediately close the water supply isolating valves.</td>
</tr>
</tbody>
</table>

### Noise problems

<table>
<thead>
<tr>
<th>Symptom / Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>During operation the machine moves &amp; vibrates</strong></td>
</tr>
<tr>
<td>• Check the machine is level on the floor and adjust feet accordingly.</td>
</tr>
<tr>
<td>• Check the rear of the machine to ensure that the 4 / 5 transit bolts have been removed.</td>
</tr>
<tr>
<td>• Check with instruction manual that the positioning is correct.</td>
</tr>
<tr>
<td>• Check the machine load is not over loaded with clothes. The machine has a built in safety feature that will not allow out of balance loads to spin to protect the machine. Take out load and put on spin only programme to see if spinning works.</td>
</tr>
<tr>
<td>• Ensure the machine is installed on a solid floor free from any movement. Are the feet locking nuts securely tightened? (<a href="#">see page 14</a>).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symptom / Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>There is a scraping noise when the drum turns</strong></td>
</tr>
<tr>
<td>• Check the inside of the drum for loose or potentially trapped objects such as bra wires / coins / hair slides etc.</td>
</tr>
</tbody>
</table>
## Troubleshooting guide

### Function problems

<table>
<thead>
<tr>
<th>Symptom / Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The machine has no power - control panel is not illuminated</strong></td>
</tr>
</tbody>
</table>
| • Turn the programme dial from the off position to check for power.  
• Check the mains cable is plugged into the socket and the socket is switched on.  
• Remove machine plug and test an alternative appliance to make sure the socket works.  
• Check the plug fuse, if necessary replace with a fuse of the correct rating (13A).  
• Check the main consumer unit has not tripped. |
| **The machine is on but after pressing start the machine doesn’t fill with water** |
| • Check main water isolating valve supply is open.  
• Check water inlet hoses are not blocked or damaged.  
• Check the machine door is closed correctly.  
• Check the delay function has not been added by mistake (see page 20). |
| **The machine will not turn during the spin cycle stage** |
| • Is the machine over filled with clothes  
• Empty drum, set to spin only programme to see if drum spins correctly. If it does then it is a balance of load issue. Reload machine with less / balanced items and re spin. |
| **The machine doesn’t spin very fast** |
| • Did the machine spin normally during the wash and rinse cycle stage?  
• Look through the door to see if there is any water left inside the machine. If there is, pump out the water (see page 26) or manually drain.  
• Check pump filter is not blocked.  
• Empty drum and set to spin only programme to see if drum spins correctly. If it does then it is a balance of load issue. Reload the machine with a more balanced load and re spin. |
| **The machine is not draining or drains slowly** |
| • Check pump filter is not blocked. (see page 28).  
• Check outlet hoses for blockages or kinks and it has been installed correctly to the drainpipe. |
| **Door wont open at the end of the wash cycle** |
| • Ensure all water is pumped out of the drum (see page 28) first. Turn the programme selector dial to the off position and after 1 minute the door should automatically unlock. |
| **Machine pauses during the wash cycle** |
| • Has the pause/start button been pressed by mistake? Is the pause/start icon flashing |
## Troubleshooting guide

### Odour problems

<table>
<thead>
<tr>
<th>Symptom / Solution</th>
</tr>
</thead>
</table>
| **Unpleasant odours / smells from inside the drum** | • Check the outlet drain hose is not blocked and is installed correctly.  
• Using a damp clean cloth wipe around the door seal to remove any dirt build up.  
• Check and clean soap detergent drawer by removing it from the machine.  
• Select drum clean programme and run the cycle on a monthly basis. |

### Performance problems

<table>
<thead>
<tr>
<th>Symptom / Solution</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excess foaming soap suds during the wash cycle</strong></td>
<td>• Check detergent &amp; softener instructions and apply the correct measure to your load. Rewash if required.</td>
</tr>
<tr>
<td><strong>Clothes are still wet after spinning</strong></td>
<td>• A built in safety function will not allow the machine to spin unbalanced loads. Is there a mixture of heavy and light size clothing ie towels or jeans with pants and shirts? Check load is balanced and then respin.</td>
</tr>
</tbody>
</table>
| **Clothes are still dirty after washing** | • Check instruction manual to ensure the right programme and capacity load has been selected.  
• Check detergent & softener instructions and apply the correct measure to your wash load. Rewash load.  
• If the previous wash was dirty there may be excess dirt still within the machine. Run the drum clean special programme to clean the machine and re run dirty clothes.  
• Check there is no dirt in the soap detergent drawer or around the door seal. |
| **The wash programme time extends during the cycle** | • Have additional wash functions been added to the standard wash programme?  
• Is the laundry load out of balance - is there a mixture of heavy and light size clothing, i.e. towels or jeans with pants and shirts. |
| **My soap detergent drawer is still full of detergent after washing** | • Has the detergent been poured into the correct compartment?  
(see page 24).  
• Is the detergent drawer blocked? Check and clean if required.  
(see page 27). |
| **My soap detergent drawer is still full of softener after washing** | • Has softener been poured in the correct compartment?  
• Is the detergent drawer blocked?  
• Does selected programme offer softener as an option? |

* **N.B:** Time is only an estimation and can change throughout a wash based on your different criteria such as water temperature, water hardness, load size etc.
Your washing machine comes with a standard warranty from the date of purchase.

Registration of your machine ensures you can take full advantage of your warranty so don’t hesitate to register today. Registration must be completed within 30 days of the date the product was purchased to enable activation.

Proof of purchase will be required so it is important to keep a copy and present it prior to any warranty work undertaken. Full Terms & Conditions can be found on our website www.ebac.com/warranty

How to register

There are two simple ways to register your Ebac washing machine:

Online:
Log on to www.ebac.com/washingmachines/warranty

Post:
Complete and send the form to below to the address printed on the reverse side.

Warranty registration

About you
Title: ........................................... Initials: .....................................................
Surname: ...........................................................................................................
Address: ...........................................................................................................
....................................................................................................................
....................................................................................................................
Postcode: ........................................ Country: ..............................................
Telephone: ........................................ Mobile: ...........................................
Email: ...........................................................................................................

About your washing machine

☐ E-Care ☐ E-Care+

Model No.* .................................................................
Serial No.* .................................................................
* Located on the data label behind the door
Date of Purchase: ................. / ................. / .................
Purchase Price (£): .............................................................

Where did you buy your machine:
...........................................................................................................
...........................................................................................................

Choose your optional marketing preferences

You can choose to sign up to our mailing list to receive the latest product information and up to date offers. Please tick any of the below boxes you would like to be contacted about:

☐ News and Information
☐ Special Offers and Promotions
☐ Reviews and Feedback
☐ To help Ebac with Product Development
☐ To carry out Product Testing
☐ Helpful Advice and Articles
☐ Product Surveys
☐ None

Your personal data will be used to register your warranty. Personal data is only used for marketing purposes with your explicit consent. You can use the form below to choose your optional preferences.

Please select how you would like to receive your marketing preferences below:

☐ Email ☐ Phone ☐ Post ☐ Text Message