beko

Washing Machine

User Manual



BM5WFU6943T

1911863395/ EN/ / 16.06.2026 15:11

CE

Please read this user manual first!

For more information, you can access the digital user manual by scanning the QR code.

Dear customer,
Thank you for choosing Beko product.
We want your product, manufactured with high quality and technology, to provide you with the best possible performance. To do this, please read the entire manual and other provided documentation carefully before using the product.
Please follow all the warnings and information in the user manual to protect yourself and your product from potential dangers.
Keep the user manual. If you give the product to someone else, provide the user manual as well. The warranty terms, usage and troubleshooting methods for your product are included in the manual.

Symbols and Definitions

The following symbols appear in the user manual:

	Danger that could result in death or injury.
	Important information or useful tips for use.
	Read the user manual.
	Recyclable material.
	Hot surface.
NOTICE	Danger that could result in property damage to the product or its surroundings.

1 Safety Instructions

This section contains safety instructions to help prevent personal injury or property damage. Our company cannot be held responsible for any damages that may occur if these instructions are not followed.

- Always have installation and repairs done by an authorized service.
- Use only original spare parts and accessories.
- Do not repair or replace any part of the product unless expressly stated in the user manual.
- Do not make technical changes to the product.

1.1 Intended Use

- This product is designed for household use. It is not intended for commercial use. Do not use the product for any other purpose.
- Use only for washing and rinsing textiles with the appropriate marking.
- This product is designed for indoor use, such as in homes and similar locations. For example;
  - Staff kitchens of stores, offices and other work environments,
  - Farmhouses,
  - By customers of hotels, motels and other accommodation facilities,
  - Bed and breakfast establishments, hostel-like environments,
  - Common areas of apartment blocks or laundries.

1.2 Safety of Children, Vulnerable Persons and Pets

- This product may be used by children aged 8 years and older 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 product in a safe way and understand the hazards involved.
- Children under the age of 3 should be kept away unless continuously supervised.
- Electrical products are dangerous for children and pets. Children or pets should not play with, climb on top or inside the product. Check inside the product before use.

- Use child lock to prevent children from interfering with the product.
- Do not forget to close the loading door when leaving the room where the product is located. Children and pets may get locked inside and drown.
- Children should not perform cleaning and user maintenance works without an adult's supervision.
- Keep the packaging materials away from children. Risk of injury and suffocation.
- Keep all detergents and additives used for the product out of children's reach.
- Cut the power cable and break and deactivate the locking mechanism of the loading door before disposing of the product for children's safety.

1.3 Electrical Safety

- Product should be unplugged during installation, maintenance, cleaning and repair procedures. Unplug the product or turn off the fuse.
- Damaged power cables should be replaced by the authorised service in order to prevent possible danger.
- Do not tuck the power cord under the product or to the rear of the product. Do not put heavy items on the power cord. Do not bend, crush, or expose the power cable to heat sources.
- Only use the original cable. Do not use cut or damaged cables.
- Do not use an extension cord, multi-plug or adaptor to operate your product.
- Extension cords, multi-socket outlets, adapters or portable power supplies can overheat and cause a fire. Make sure not to place power sockets and portable power supplies near or behind the product.
- The plug shall be easily accessible. If this is not possible, a mechanism that meets the electrical legislation and that disconnects all terminals from the mains (fuse, switch, main switch, etc.) shall be available on the electrical installation.
- Do not touch the plug with wet hands.
- When unplugging the product, do not hold the power cord, but the plug.
- Make sure the plug is not wet, dirty or dusty.

- Never connect your product to electricity saving devices. Such systems are harmful to the product.

1.4 Handling Safety

- Unplug the product before moving, remove the water outlet and water main connections. Drain any water left inside the product.
- This product is heavy, do not handle it by yourself. It may cause injuries if your product falls on you. Do not hit and drop the product while carrying.
- Do not hold parts such as the laundry loading door to lift and move the product. The upper tray should be tightly fixed for moving. When moving the product, hold it firmly by the sides and the bottom.
- Carry the product in an upright position. If it cannot be carried upright, tilt it to the right side in frontal view.
- Make sure that the hoses as well as the power cable are not folded, pinched or crushed after the product is fitted into its place after installation or cleaning procedures.
- While the detergent drawer is filled with detergent and/or softener:
  - Do not pull the product.
  - Do not relocate the product.
  - Do not tilt the product sideways or backwards.
  - Before doing the above, make sure to remove the detergent drawer from the machine.

1.5 Installation Safety

- Check the information in the manual and installation instructions to prepare the product for installation and make sure the electrical mains, clean water mains and water outlet are suitable. If not, call a qualified electrician and plumber to have them make the necessary arrangements. These operations are the responsibility of the customer.
- Prior to commencing the installation, be sure to switch off the fuse to deactivate the power supply for the line to which the product will be connected.
- This product is intended for use at altitudes not exceeding 2000 meters above sea level.
- Check the product for any damage before installing it.

- Always wear personal protective equipment (gloves, etc.) during product installation, maintenance and repair. There is a risk of injury.
- Injuries may occur if hands are put into uncovered slots. Close the holes of the transportation safety bolts with plastic plugs.
- Do not install or leave the appliance in areas exposed to environmental conditions like rain or sunlight.
- Store the product in its original packaging according to the instructions on the packaging.
- Do not install the product at locations where the temperature drops below 0 ºC.
- Do not place the product on a carpet or similar surface. It would create fire hazard since it cannot receive air from underneath.
- Place the product on a level and hard surface and balance with the adjustable feet.
- Connect the product to a grounding plug protected by a fuse suitable to the current values on the type label. Make sure the grounding is carried out by an expert electrician. As required by local and national regulations, do not use the product without proper grounding.
- Plug the product in a socket with voltage and frequency values suitable to those indicated on the type label.
- Do not plug the product into loose, broken, dirty, greasy, or water-damaged sockets.
- Use the new hose set provided with the product. Do not re-use old hose sets. Do not extend the hoses.
- Connect the water inlet hose directly to the water tap. The pressure from the tap should be minimum 0.1 MPa (1 bar) and maximum 1MPa (10 bars). 10 to 80 litres of water should be running from the tap in a minute in order for the product to function properly. If the water pressure is above 1 MPa (10 bars), a pressure-reducing valve should be fitted. The maximum allowed temperature is 25°C.
- Fit the end of the water discharge hose to the wastewater drain, the sink or the bathtub.
- Place the power cable and hoses in locations without risk of tripping.

- Do not install the product behind a door, a sliding door or at another location that will prevent the door from opening completely.
- If a dryer is to be placed on the product, fix with a suitable connection apparatus obtained from the authorised service.
- There is a risk of contact with electrical components when the upper tray is removed. Do not dismantle the upper tray of the product.
- Position the product so that there is a gap between it and the surrounding surfaces. If your product is built-in, position it according to the installation diagram.

1.6 Operational Safety

- When you are using the product, use only detergents, softeners, and additives suitable for washing machines.
- Do not use chemical solvents on the product. These materials contain an explosion risk.
- Do not operate defective or damaged products. Unplug the product (or turn off the fuse it is connected to), turn off the water tap and call an authorised service.
- Do not place sources of ignition (burning candle, cigarettes, etc.) or sources of heat (irons, cooktops, ovens, etc.) on top of or near the product. Do not put inflammable/explosive materials near the product.
- Do not stand or climb on the product.
- Unplug the product and turn off the tap if you will not be using the product for long periods.
- Avoid opening the detergent drawer while the product is running to prevent splashes. Contact of the detergent with your skin and eyes is dangerous.
- Make sure pets do not climb inside the product. Check inside the product before use.
- Do not force open the locked loading door. The door will open once the washing is completed. If the door does not open, use the solutions for “loading door does not open” error in the Troubleshooting section.
- Do not wash items contaminated with gasoline, kerosene, benzene, reducers, alcohol or other inflammable or explosive materials and industrial chemicals.

- Do not directly use dry cleaning detergent and do not wash, rinse or spin laundry contaminated with dry cleaning detergent.
- Do not place your hands into the rotating drum. Wait until the drum no longer rotates.
- If washing laundry at high temperatures, the discharged washing water would burn your skin if in contact with your skin, for ex. when the draining hose is connected to the tap. Do not touch the discharge water.
- Take the following precautions to prevent formation of biofilm and malodours:
  - Make sure the room where the product is placed is well ventilated.
  - Wipe the door gasket and loading door glass with a dry and clean cloth at the end of the programme.
- The glass of the loading door will heat up when washing at high temperatures. To avoid burns, do not touch the loading door glass and keep children away from the product during operation.
- Before disposing of old and inoperable products:

1. Unplug the power plug and remove it from the socket.
2. Cut the power cable and disconnect it with the plug from the product.
3. Break the locking mechanism of the loading door to render it inoperable.
4. Do not allow children to play with the discarded product.

1.7 Maintenance and Cleaning Safety

- Before cleaning or servicing the product, unplug it or cut the power at the fuse.
- If you need to move the product for cleaning, do not pull on the loading door. The door can break and cause injury!
- Do not put hands, feet and metal objects under or behind your product. This can cause jams, and any sharp edge can cause personal injury.
- Use a clean, dry cloth to wipe foreign material or dust from the plug ends. When cleaning the plug, do not use a wet or damp cloth. Otherwise, there is a risk of fire or electric shock.

- Do not wash the product with pressure washers, by spraying vapour, water or pouring water. There is a risk of electrocution.
- Do not use sharp or abrasive tools to clean the product. Do not use household cleaners, soap, detergent, gas, gasoline, thinner, alcohol, varnish, etc. while cleaning.
- Cleaning agents containing solvents (e.g. cleaning solvent) might reek poisonous fumes. Do not use cleaning products containing solvents.
- There may be detergent residues in the detergent drawer when you open it for cleaning.
- Do not dismantle the filter of the discharge pump while the product is running.
- The temperature in the product may rise up to 90°C. Clean the filter after the water in the product cools down in order to avoid risk of getting burnt.

1.8 Technical Information About Bluetooth and Wireless Connection

Simplified EU Declaration of Conformity

Hereby, Arçelik A.Ş. declares that the radio equipment is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.beko.com

Frequency Band: 2.4 GHz (Wi-Fi or Bluetooth function)

Max. Transferring Power: <100mW (Wi-Fi or Bluetooth function)

Software Details: Quartz Wi-Fi

This product collects and transmits usage data when connected to the internet (e.g. temperature settings, usage duration, error codes). In accordance with the EU Data Act (Regulation EU 2023/2854), you have the right to access and manage this data. For details on what data is collected, how it is used, and how to access it, please visit: www.homewhiz.com/eu-data-act-policy

2 Important Instructions for Environment

2.1 Compliance with WEEE Directive



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).

This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Do not dispose of the waste product with normal domestic and other wastes at the end of its service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

Compliance with RoHS Directive:

The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

2.2 Package 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.

3 Technical Specifications

Nominal Capacity (kg)	9

4 Installation

Please read the “Safety Instructions” section first!

Your product automatically detects the amount of laundry placed inside when selecting a programme.

While installing the product, before the first use, calibration should be done to ensure that the laundry amount is detected in the most accurate way.

To do this, select the Drum Cleaning* programme and cancel the spin function. Start the programme without laundry. Wait for the programme to finish, which will take about 15 minutes.

*The programme name may vary depending on the model. For the appropriate programme selection, review the programme descriptions section.

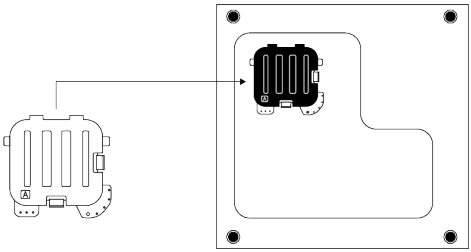
- Preparation of the location and electrical, tap water and wastewater installations at the place of installation is under customer's responsibility.
- Make sure that the water inlet and discharge hoses as well as the power cable are not folded, pinched, or crushed while pushing the product into its place after installation or cleaning procedures.
- Prior to installation, visually check if the product has any defects on it. Do not have the product installed if it is damaged. Damaged products cause risks for your safety.

4.1 Installation of Bottom Panel Covers

With some models, the base parts of the products are completely closed. These models do not have cap or covers.

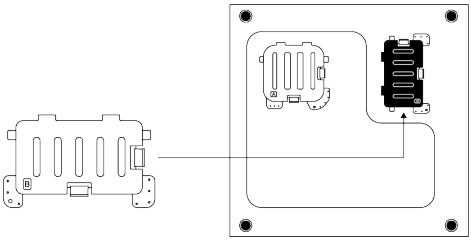
- Cap and Covers are optional. If present, remove the packaging foam and then install the cap and covers.

Cover A



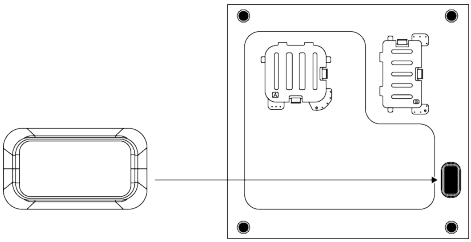
Tilt the machine back slightly. Place the tabs of Cover A against the bottom panel. Rotate the cover to complete the installation.

Cover B



Place the tabs of Cover B against the bottom panel. Rotate the cover to complete the installation.

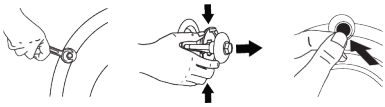
Cap



Install the cap by pushing it with your finger.

4.2 Removing Transportation Safety Bolts

1. Loosen all transportation safety bolts with an appropriate wrench until they turn freely.
2. Bend the inner part by pressing it at the grip areas and pull the part out.
3. Attach the plastic covers supplied in the User Manual bag into the holes on the rear panel.



NOTICE

Remove the transportation safety bolts before operating the product. Otherwise, the product will get damaged.

NOTICE

Keep the transportation safety bolts in a safe place to reuse when the product needs to be moved again in the future.
Install the transportation safety bolts in reverse order of the disassembly procedure.
Never move the product without the transportation safety bolts properly fixed in place.

4.3 Connecting to Water Supply

NOTICE

Models with a single water inlet should not be connected to the hot water tap. Laundry may be damaged or the product may go into protection mode and not work.
Do not use old or used water inlet hoses on your new product. This may cause water leakage in your product and stains on your laundry.

1. Tighten all hose nuts by hand. Make sure to tighten all hose connections completely. Never use a tool when tightening nuts.
2. After completing hose connection, open the taps all the way and check if there is any water leakage from the connection points. In case of a leakage, turn off the tap and unscrew the nut. Check the seal

and tighten the nut carefully again. To prevent possible water leaks and damages that may occur, keep the taps closed when the product is not in use.



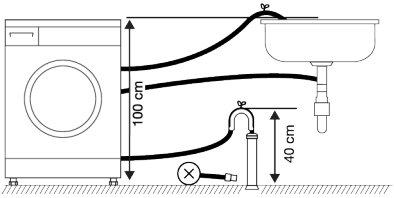


4.4 Connecting the Drain Hose to the Drain

1. Attach the end of the drain hose directly to waste water drain, washbasin or bathtub.

   Your house will be flooded if the water draining hose is dislocated during water draining. There is also a risk of burning due to the high washing temperatures. In order to prevent such situations and make sure that the product performs water intake and drain processes without any problem, fix the drain hose securely.

2. Connect the drain hose to a minimum height of 40 cm and a maximum height of 100 cm.
3. Installing the water draining hose at ground level or close to the floor (40 cm below) and then raising it makes water discharge difficult and the laundry may come out extremely wet. Thus, follow the heights provided in the figure.



4. To prevent the waste water to go back into the product again and to ensure easy drainage, do not immerse the end of the hose into the waste water or do not insert it into the drain for more than 15 cm. If it is too long, cut it short.
5. The end of the hose should not be bent, it should not be stepped on and the hose must not be pinched between the drain and the product. Otherwise, water discharge issues may emerge.
6. If the length of the hose is too short, use it by adding an original extension hose. The overall length of the hose shall not be longer than 3.2 m. To prevent water leaks, always secure the connection between the extension hose and the draining hose of the product with a suitable clamp so that it does not come off and cause leaks.

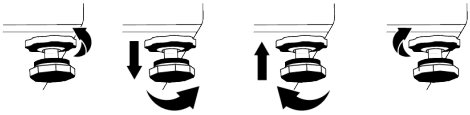
4.5 Adjusting the Feet

WARNING

In order to ensure that the product operates more silently and vibration-free, it must stand level and balanced on its feet. Ensure that the product is balanced by adjusting the feet. Otherwise, the product may move from its place and cause crushing, noise and vibration problems.

To avoid damaging the lock nuts, do not use any tools to loosen the nuts.

1. Loosen the lock nuts on the feet by hand.
2. Adjust the feet until the product stands level and balanced.
3. Tighten all lock nuts again by hand.



4.6 Electrical Connection

Connect the product to a grounded outlet protected by a 16-amp fuse. Our company shall not be responsible for the damages

that shall be incurred due to using the product without grounding according to local regulations.

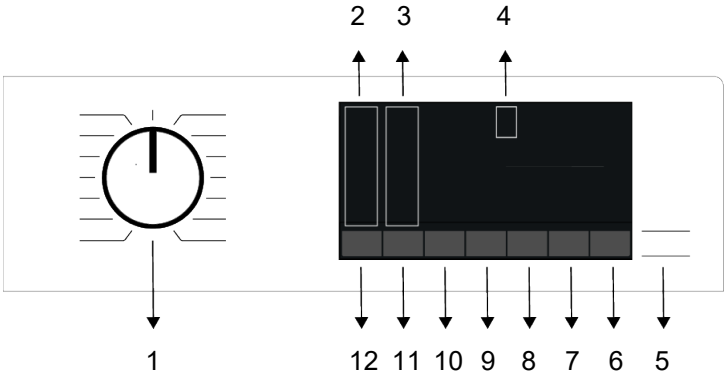
- Connection must comply with national regulations.
- The electrical connection cable infrastructure of the product must be adequate and suitable for product requirements. It is recommended to use a residual current device.
- Power cable plug must be within easy reach after installation.
- If the current supply to the fuse or breaker in the house is less than 16 amp, have a qualified electrician install a 16-amp supply.
- Your mains voltage must comply with the voltage specified in the “technical specifications” section.
- Do not make connections via extension cables or multi-plugs. Overheating and burning may occur due to the connecting cable.

Damaged power cables should be replaced by the authorised service in order to prevent possible danger.

5 Operating the Product

Please read the “Safety Instructions” section first!

5.1 Control Panel



1 Program Selection Button
2 Temperature Level Lights
3 Spin Speed Indicator Lights
4 Screen
5 Start/Pause Button
6 Remote Control Button
7 End Time Adjustment Button
8 Auxiliary Function Button 3
9 Auxiliary Function Button 2
10 Auxiliary Function Button1
11 Spin Speed Adjustment Knob
12 Temperature Adjustment Button

5.2 Program Table

Program	Maximum load (kg)
Katoen / Coton	9
Eco 40-60	9
Synthetisch/Synthétique	3
Xpress/Super Xpress	9
Xpress/Super Xpress + Fast/ Intensive	2
Delicaat/Wol / Délicat / Laine	1,5
Donker textiel /Textiles foncés	3,5
Overhemden/Chemises	3
Drum Clean	-
Ultimate 40'	9
Hygiene+	9
SteamTherapy	1
ColdWash	4,5
Downloaded Program *****	
Mix	3,5
Towel	4,0
Stain Program	4,0
Outdoor/Sports	3,5
Underwear	1

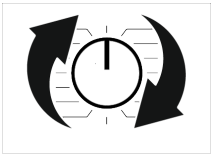
- : See programme description for maximum load.
***: Eco 40-60 program 40 ° C temperature selection is the test program according to EU regulation EU/2019/2014 and EN 60456:2016/A11:2020 standard.
*****: These programs can be used with the HomeWhiz app. Energy consumption may increase due to connection.

5.3 Programme Selection

1. According to the "Programme table", determine the programme suitable for the type, quantity and dirt level of the laundry.

Programs are limited to the highest spin speed suitable for the fabric type.
When choosing the program you will use, always take into consideration the fabric type, color, degree of soiling and allowed water temperature.

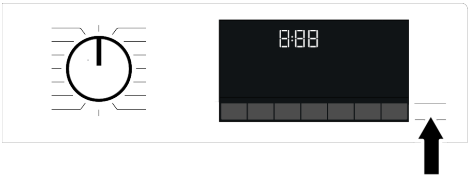
2. Select the desired program using the Program Selection button.



5.4 Starting the Program

- Press the Start/Pause button for about 1 second to start the program.

- The Start/Pause button's dim light now glows constantly, indicating that the program has started.



- The loading door is locked. After the loading door is locked, the door lock symbol appears on the screen.
- The program follow-up indicator lights on the screen show the current program step.

5.5 Child Lock

5.6 Loading Door Lock

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.



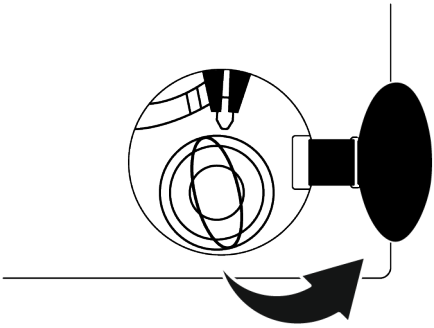
If the Remote Control Function is selected, the door will be locked. In order to open the door you must deactivate Remote Control Function by either pressing the Remote Control button or changing the programme position.

Opening the loading door in case of power failure:

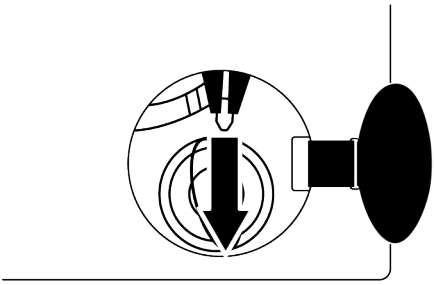
In case of power failure, you can use the loading door emergency handle under the pump filter cap to open the loading door manually.

To avoid any water overflow before opening the loading door, make sure there is no water left inside the product.

1. Turn off and unplug the product.
2. Open the pump filter lid.



3. Pull down the loading door emergency handle with a tool and release. Then open the loading door.
4. If the loading door does not open then repeat the previous step.



5.7 Cancelling the Programme

The programme is cancelled when programme selection knob is turned to a different programme or product is turned off and on again using the programme selection knob.

If you turn the programme selection knob when the Child Lock is enabled, the programme will not be cancelled. You should cancel the Child Lock first.
If you want to open the loading door after you have cancelled the programme but if it is not possible to open the loading door since the water level in the product is above the loading door baseline, then turn the Programme Selection knob to Spin+Drain programme and drain the water in the product.

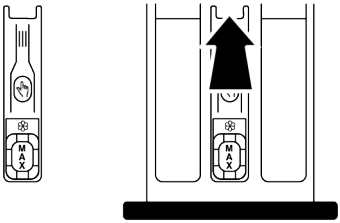
6 Cleaning and Maintenance

Please read the “Safety Instructions” section first!

Service life of your product extends and frequently experienced problems will be reduced if it is cleaned at regular intervals.

6.1 Cleaning the Detergent Drawer

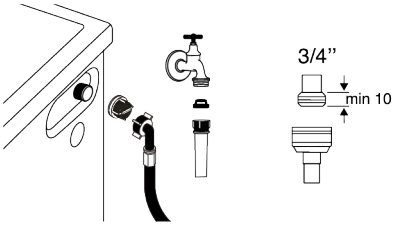
Clean the detergent drawer at regular intervals (once every 4 to 5 wash) as mentioned below to prevent accumulation of powder detergent.
Clean the syphon if excess amounts of water and fabric softener mixture remains in the softener compartment.



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 behind as shown.
3. Rinse drawer and syphon in the sink with 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.

6.2 Cleaning the Water Intake Filters

There is a filter at the end of each water intake valve at the rear of the product and also at the end of each water intake hose where they are connected to the tap. These filters prevent foreign substances and dirt in the water to enter the product. Filters should be cleaned if they are dirty.



1. Close the taps.
2. Remove the nuts of the water intake hoses to access the filters on the water intake valves and clean them with an appropriate brush. If the filters are too dirty, remove them from their places with pliers and clean in this way.
3. Take out the filters on the flat ends of the water intake hoses together with the gaskets and clean thoroughly under running water.
4. Replace the gaskets and filters carefully and tighten their nuts by hand.

6.3 Draining Remaining Water and Cleaning the Pump Filter

The filter system in your product prevents solid items such as buttons, coins and fabric fibres clogging the pump impeller during draining of washing water. Thus, the water will be drained without any problem and the service life of the pump will extend.
If the product fails to drain water inside it, the pump filter is clogged. Filter must be cleaned whenever it is clogged or in every 3 months. Water must be drained off first to clean the pump filter.
In addition, prior to transporting the product (e.g., when moving to another house) water should be drained completely.

NOTE:

Foreign substances left in the pump filter may damage your product or may cause noise problem.

If you live in areas prone to frost, remember to turn off the water tap, disconnect the main hose, and drain the water from the product when it's not in use.

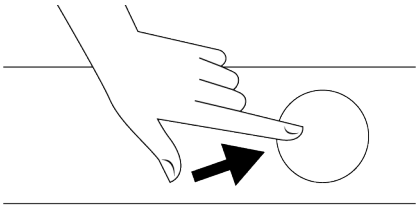
After each use, turn off the tap to which the mains hose is connected.

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

1. Unplug the product to cut off the supply power.

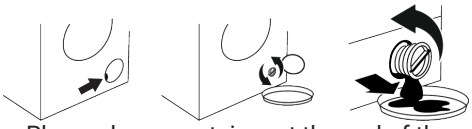
Temperature of the water inside the product may rise up to 90 ºC. To avoid the risk of scalding, clean the filter after the water inside the product is cooled down.

2. Open the filter cover.



3. Follow the below procedures in order to drain water.

If the product does not have an emergency water draining hose, in order to drain the water:



- Place a large container at the end of the hose to collect the water from the filter.
- When the pump filter starts leaking water loosen it by turning (opposite clockwise). Fill the running water to the container you placed in front of the filter. Keep a cloth ready to clean the water that may spill.
- Completely turn and remove the pump filter when the water in the product leaks out.

1. Clean any residues inside the filter as well as fibres, if any, around the pump impeller region.
2. Replace the filter.
3. If the filter cap is composed of two pieces, close the filter cap by pressing on the tab. If it is one piece, seat the tabs in the lower part into their places first, and then press the upper part to close.

7 Troubleshooting

Read the “Safety Instructions” section first!

The program does not start after closing the machine door.

- The Start / Pause button may not have been pressed. >>> Press the Start / Pause button.
- In case of overload, the door may be difficult to close. >>> Reduce the laundry and make sure the door closes properly.

The program cannot be started or the program selection cannot be made.

- The product may have switched to self-protection due to infrastructure problems (mains voltage, water pressure, etc.). >>> Depending on the product model, to cancel the program, select another program by turning the Program Selection knob or pressing and holding the On/Off button for 3 seconds. The previous program will be canceled. See.Cancelling the Programme [▶ 15]

The product does not absorb water.

- The tap may be closed. >>> Open the taps.

- The water inlet hose may be kinked. >>> Straighten the hose.
- The water inlet filter may be clogged. >>> Clean the filter.
- The loading door may not be closed. >>> Close the door.

The product does not drain water.

- The water drain hose may be clogged or kinked. >>> Clean or straighten the hose.
- The pump filter may be clogged. >>> Clean the pump filter.

The product vibrates or makes noise.

- The product may be standing unstable. >>> Balance the product by adjusting its feet.
- A hard object may have gotten stuck in the pump filter. >>> Clean the pump filter.
- Transportation safety bolts may not have been removed. >>> Remove the transportation safety bolts.
- The amount of laundry in the product may be less. >>> Load more laundry into the product.
- Excessive laundry may have been loaded into the product. >>> Remove some of the laundry inside the product or straighten the laundry with your hand and distribute it evenly inside the product.
- The product may be resting on a hard surface. >>> Check that the product is not resting on anything.

Water is coming from the bottom of the product.

- The water drain hose may be clogged or kinked. >>> Clean or straighten the hose.
- The pump filter may be clogged. >>> Clean the pump filter.

No water is visible in the product during washing.

- Water is in the invisible part of the product. >>> This is not a malfunction.

The loading door does not open.

- The door lock is activated due to the water level in the product. >>> Drain the water by running the Pump or Spin program.
- The product may be heating the water or in the spinning phase. >>> Wait for the program to finish.
- The front cover may remain attached due to pressure on it. >>> The front cover is released from its attached position and opened by pushing and pulling the handle.
- In cases where there is no electricity, the loading door of the product will not open. >>> To open the loading door of the product, open the pump filter cover and pull down the loading door emergency release lever located behind it. See.Loading Door Lock [▸ 15]

The program time does not count down. (*)

- The laundry may have created an imbalance in the product. >>> Due to the unbalanced distribution of the laundry inside the product, the automatic unbalanced load detection system may have been activated.

The product does not pass the squeezing step. (*)

- The laundry may have created an imbalance in the product. >>> Due to the unbalanced distribution of the laundry inside the product, the automatic unbalanced load detection system may have been activated.
- The spin cycle may not have been completed because the water inside the product could not be drained. >>> Check the filter and drain hose.
- Excessive foam may have formed due to excessive detergent use and the automatic foam dampening system may have been activated. >>> Use the recommended amount of detergent.

Suds are overflowing from the detergent drawer.

- Too much detergent may have been used. >>> Mix 1 tablespoon of softener with ½ liter of water and pour it into the main wash compartment of the detergent drawer. >>> Add the appropriate amount of detergent to the product according to

the program and maximum load stated in the "Program table" section. When using additional chemicals (stain removers, bleach, etc.), reduce the amount of detergent.

(*) When the laundry is not well distributed inside the product, the product does not proceed to the spinning step to prevent damage to itself and the environment. Arrange the laundry and spin again.

8 DISCLAIMER

Some (simple) failures can be adequately handled by the end-user without any safety issue or unsafe use arising, provided that they are carried out within the limits and in accordance with the following instructions (see the “Self-Repair” section).

Therefore, unless otherwise authorized in the “Self-Repair” section below, repairs shall be addressed to registered professional repairers in order to avoid safety issues. A registered professional repairer is a professional repairer that has been granted access to the instructions and spare parts list of this product by the manufacturer according to the methods described in legislative acts pursuant to Directive 2009/125/EC.

However, only the service agent (i.e. authorized professional repairers) that you can reach through the phone number given in the user manual/warranty card or through your authorized dealer may provide service under the guarantee terms. Therefore, please be advised that repairs by professional repairers (who are not authorized by Beko **) shall void the guarantee.**

Self-Repair

Self-repair can be done by the end-user with regard exclusively to the following spare parts: door, door hinge and seals, other seals, door locking assembly and plastic peripherals such as detergent dispensers (an updated list is also available in support.beko.com as of 1st of March 2021)

Moreover, to ensure product safety and to prevent risk of serious injury, the mentioned self-repair shall be done following the instructions in the user manual for self-repair or which are available in support.beko.com For your safety, unplug the product before attempting any self-repair.

Repair and repair attempts by end-users for parts not included in such list and/or not following the instructions in the user manuals for self-repair or which are available in support.beko.com , might give raise to safety issues not attributable to support.beko.com , and will void the warranty of the product.

Therefore, it is highly recommended that end-users refrain from the attempt to carry out repairs falling outside the mentioned list of spare parts, contacting in such cases authorized professional repairers or registered professional repairers. On the contrary, such attempts by end-users may cause safety issues and damage the product and subsequently cause fire, flood, electrocution and serious personal injury to occur.

By way of example, but not limited to, the following repairs must be addressed to authorized professional repairers or registered professional repairers: motor, pump assembly, main board, motor board, display board, heaters etc.

The manufacturer/seller cannot be held liable in any case where end-users do not comply with the above

The spare part availability of the washing machine or washer-dryer that you purchased is 10 years. During this period, original spare parts will be available to operate the washing machine or washer-dryer properly.

When the appliance is turned off, pressing 1 and 2 auxiliary function buttons are pressed for a long time, a 3-2-1 countdown, and the total 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 table below.

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 1 and 2, check the on-screen information.
SC	Your complaint is not solved during the check.	Call the authorised service agent.
E5	Pump filter may be clogged.	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 Drum Cleaning programme with the machine empty. See "Drum Cleaning" programme If your machine does not include Drum Cleaning 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 connection cannot be established.	Check it, try connecting it. See “HomeWhiz Feature and Remote Control Function” section. If the issue persists, call the service.