Miele

# Operating instructions for washing machines

To avoid the risk of accidents or damage to the machine, it is **essential** to read these instructions before it is installed and used for the first time.

en-GB

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This washing machine complies with all current local and national safety requirements. However, inappropriate use can lead to personal injury and damage to property.

Read the operating instructions carefully before using the washing machine. They contain important information on safety, installation, use and maintenance. This prevents both personal injury and damage to the washing machine.

In accordance with standard IEC 60335-1, Miele expressly and strongly advises that you read and follow the instructions in the chapter on installing the washing machine as well as the safety instructions and warnings.

Miele cannot be held liable for damage caused by non-compliance with these instructions.

Keep these operating instructions in a safe place and pass them on to any future owner.

## Correct application

▶ This washing machine is intended for use in domestic households and similar working and residential environments.

▶ The washing machine is not intended for outdoor use.

▶ It must be used only as a domestic appliance to wash items which are specified by the manufacturer as being washable on the wash care label. Miele cannot be held liable for damage resulting from incorrect or improper use or operation.

▶ The washing machine can only be used by people with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, if they are supervised whilst using it or have been shown how to use it safely and recognise and understand the consequences of incorrect operation.

▶ This washing machine is intended for use at altitudes of up to 4000 m above sea level.

## Safety with children

▶ Children under 8 years of age must be kept away from the washing machine unless they are constantly supervised.

▶ Children must not be allowed to clean or maintain the washing machine unsupervised.

▶ Children 8 years and older may only use the washing machine unsupervised if they have been shown how to use it safely and recognise and understand the consequences of incorrect operation.

▶ Please supervise children in the vicinity of the washing machine and do not let them play with it.

## Technical safety

▶ Follow the instructions in “Installation”.

▶ Before setting up the washing machine, check it for any externally visible damage. Do not install or use a damaged machine.

▶ Before connecting the washing machine, ensure that the connection data on the data plate (fuse rating, voltage and frequency) match the mains electricity supply. If in any doubt, consult a qualified electrician.

▶ The electrical safety of this washing machine can only be guaranteed when correctly earthed.
It is essential that this standard safety requirement is met. If in any doubt, please have the wiring system of the building tested by a qualified electrician.
Miele cannot be held liable for the consequences of an inadequate earthing system (e.g. electric shock).

▶ Do not connect the washing machine to the mains electricity supply by a multi-socket adapter, extension lead or similar. These do not guarantee the required safety of the machine (fire hazard due to the risk of overheating).

▶ Faulty components must only be replaced by genuine Miele original spare parts. Only when these parts are fitted can Miele guarantee the safety standards of the machine.

▶ The electrical socket must be easily accessible after installation so that the machine can be disconnected from the electricity supply if necessary.

▶ If the electrical connection cable is faulty it must only be replaced by a Miele authorised service technician to protect the user from danger.

▶ While the washing machine is under warranty, repairs should only be undertaken by a Miele authorised service technician. Otherwise the warranty will be invalidated.

▶ Unauthorised repairs could result in unforeseen dangers for the user, for which the manufacturer cannot accept liability. Repairs should only be undertaken by a Miele authorised service technician, otherwise any subsequent damage will not be covered by the warranty.

▶ In areas which may be subject to infestation by cockroaches or other vermin, pay particular attention to keeping the machine and its surroundings in a clean condition at all times. Any damage which may be caused by cockroaches or other vermin will not be covered by the warranty.

▶ The machine must not be used in a non-stationary location (e.g. on a ship).

▶ Do not make any alterations to the machine, unless authorised to do so by Miele.

▶ The machine must be isolated from the electricity supply when cleaning and maintaining the machine and in the event of a fault.

▶ The Miele “Water protection system” protects from water damage provided the following conditions are met:

- the machine is correctly plumbed in and connected to the electricity supply.
- if a fault or damage has been identified, the machine must be examined by a competent person before further use, and repaired if necessary.

▶ The water flow pressure must be at least 100 kPa and should not exceed 1000 kPa.

▶ Temporary or permanent operation on an autonomous power supply system or a power supply system that is not synchronised with the mains power supply (e.g. island networks, back-up systems) is possible. A prerequisite for operation is that the power supply system complies with the specifications of EN 50160 or an equivalent standard.
The function and operation of the protective measures provided in the domestic electrical installation and in this Miele product must also be maintained in isolated operation or in operation that is not synchronised with the mains power supply, or these measures must be replaced by equivalent measures in the installation. As described, for example, in the current version of BS OHSAS 18001–2 ISO 45001.

▶ This washing machine is supplied with a special lamp to cope with particular conditions (e.g. temperature, moisture, chemical resistance, abrasion resistance and vibration). This lamp must only be used for the purpose for which it is intended. The lamp is not suitable for room lighting. Replacement lamps may only be fitted by a Miele authorised technician or by the Miele Customer Service Department.
This washing machine contains *1* light source corresponding to energy efficiency rating E.

## Correct use

▶ Do not install the washing machine in a room where there is a risk of frost. Frozen hoses may burst or split. The reliability of the electronic control unit may be impaired at temperatures below freezing point.

▶ Before using the machine for the first time, check that the transit bars at the rear of the machine have been removed (see “Installation - Removing the transit bars”). During spinning, a transit bar which is still in place may result in damage to both the machine and adjacent furniture or appliances.

▶ Turn off the stopcock if the machine is to be left for any length of time (e.g. holiday), especially if there is no floor drain (gully) in the immediate vicinity.

▶ Flooding danger.
If hooking the drain hose into a wash basin, check that the water can drain off quickly enough to prevent the sink from overflowing. Make sure the drain hose is secure, so that the force of the water flowing out of the hose does not dislodge it.

▶ Take care to ensure that foreign objects (e.g. nails, pins, coins, paper clips) do not find their way into the machine with the laundry. These may damage components of the machine (e.g. suds container, drum), which in turn can result in damage to the laundry.

▶ Take care when opening the drum door after using the steam function. Danger of burning due to escaping steam and the high temperature of the surface of the drum as well as the porthole glass. Stand back away from the machine and wait until the steam has dissipated.

▶ The maximum load for this washing machine is 9,0 kg (dry weight). See the “Programme chart” for the maximum recommended loads for individual programmes.

▶ Do not use solvent based cleaning agents, e.g. those containing benzine, in this machine, as this may result in damage to component parts and create toxic fumes. Such agents also pose a fire and explosion hazard.

▶ Textiles which have been pre-treated in solvent based cleaning agents must be thoroughly rinsed in clean water before being washed in the machine.

▶ If the correct amount of detergent is dispensed, the machine should not need to be descaled. If, however, you do wish to descale it, only use a proprietary natural citric acid based descaling agent. Miele recommends using Miele descaling agent which is available to order online at www.miele.co.uk or from Miele. Strictly observe the instructions on the packaging.

▶ Do not use solvent based cleaning agents, e.g. those containing benzine, to clean the surfaces of the machine. They can cause damage to plastic surfaces.

▶ Only use dyes specified by the manufacturer as being suitable for use in a domestic washing machine. Always observe the manufacturer's instructions carefully.

▶ Colour run and dye removers contain sulphur compounds which can cause damage such as corrosion. Do not use these products in this machine.

▶ If detergent comes into contact with the eyes, rinse them thoroughly with lukewarm water immediately. If swallowed, seek medical assistance immediately and retain the packaging or label for reference. Those with skin problems or sensitive skin should avoid their skin coming into contact with detergent.

## Accessories and spare parts

▶ Only use original Miele accessories. If other parts are used, warranty, performance and product liability claims will be invalidated.

▶ A Miele tumble dryer can be stacked on top of a Miele washing machine using the appropriate stacking kit (available as an optional accessory). Please make sure you order the correct one for the Miele washing machine and Miele tumble dryer.

▶ If installing the machine on a Miele plinth, (available as an optional accessory, depending on country), please make sure you order the correct one for this washing machine.

▶ Miele will guarantee to supply functional spare parts for a minimum of 10 years and up to 15 years following the discontinuation of your washing machine.

Miele cannot be held liable for damage caused by non-compliance with these Warning and Safety instructions.

## Disposing of the packaging material

The packaging material is used for handling and protects the appliance from transport damage. The packaging material used is selected from materials which are environmentally friendly for disposal and can generally be recycled.

Recycling the packaging material reduces the use of raw materials. Use material-specific collection points for valuable materials and take advantage of return options. Your Miele dealer will take the packaging material away.

## Disposing of your old appliance

Electrical and electronic appliances contain many valuable materials. They also contain certain materials, compounds and components which were essential for their correct functioning and safety. These could be hazardous to human health and to the environment if disposed of with household waste or if handled incorrectly. Please do not, therefore, dispose of your old appliance with household waste.

Instead, please make use of officially designated collection and disposal points to dispose of and recycle electrical and electronic appliances in your local community, with your dealer or with Miele, free of charge. By law, you are solely responsible for deleting any personal data from the old appliance prior to disposal. You are legally obliged to remove any old batteries which are not securely enclosed by the appliance and to remove any lamps without destroying them, where this is possible. These must be taken to a suitable collection point where they can be handed in free of charge. Please ensure that your old appliance poses no risk to children while being stored for disposal.

## Perfect use of energy and water

Wash with the maximum load size for the programme in question. Energy and electricity consumption is then lowest in relation to the load size.

Programmes that are more efficient with regard to energy and water consumption generally have a longer programme running time. By extending the programme running time, the wash temperature can be reduced while still providing the same wash results.
If, for example, the *ECO 40-60* and *Cottons* 40 °C or 60 °C programmes are compared with each other, the *ECO 40-60* programme is more efficient in terms of energy and water consumption. However, the programme running time of the *ECO 40-60* programme is longer than that of the *Cottons* 40 °C or 60 °C programme.

Modern detergents make it possible to wash at lower temperatures (e.g. 20 °C). Using lower temperature settings will save energy.

Use the *Express 20* programme for small, lightly soiled loads.

## Drying in the tumble dryer

The spin speed selected affects the residual moisture in the laundry and the sound emissions of the washing machine. The higher the spin speed, the lower the residual moisture in the laundry.

Select the highest possible spin speed for the programme to save energy in the subsequent tumble dryer cycle.

## Sound reduction

The spin speed selected affects the sound emissions of the washing machine. The higher the spin speed, the greater the sound emissions of the washing machine.

Move the final spin of the washing machine outside of quiet periods and/or use the *Extra quiet* Extra.

## Using detergents

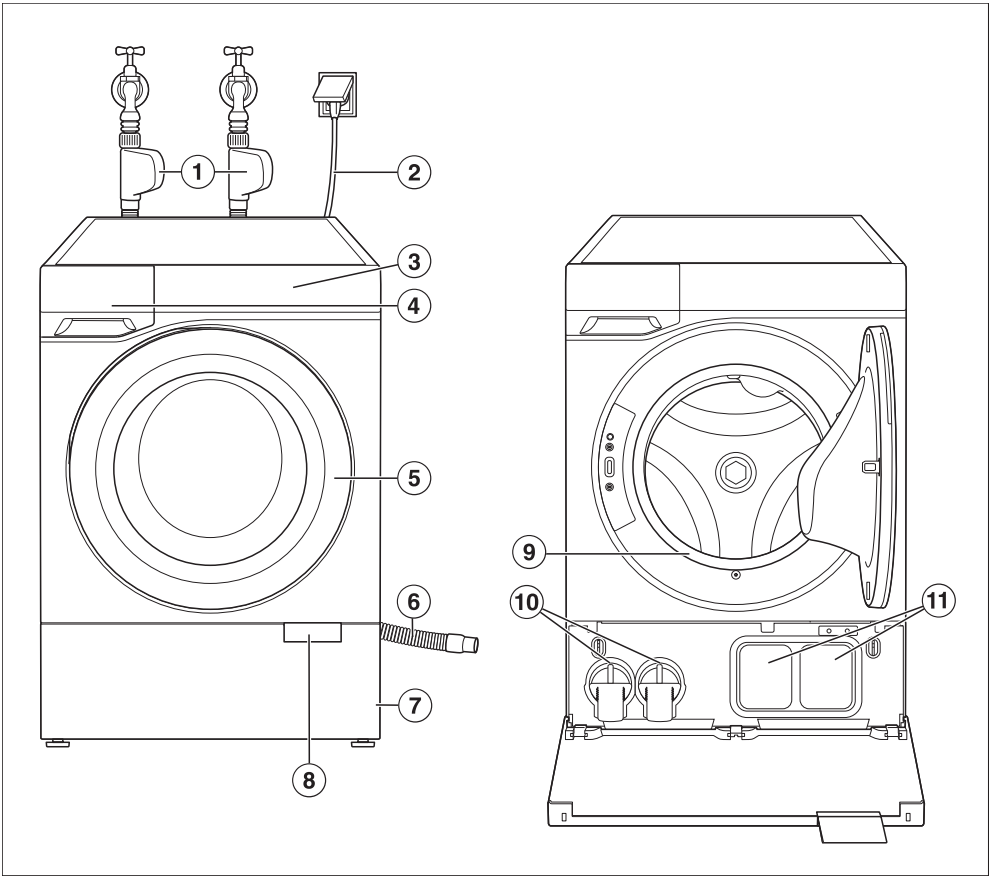
Use the TwinDos system for exact dispensing.

Adjust the dispensing to the degree of soiling of the laundry.

Do not exceed the amounts of detergent recommended by the manufacturer on the packaging.

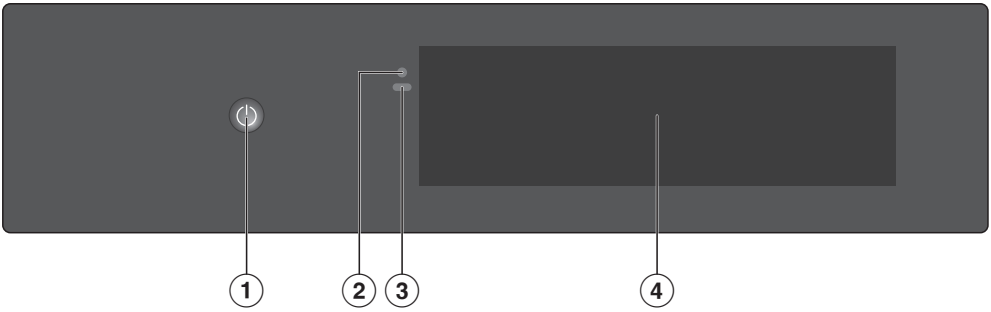
# Familiarisation

## Your washing machine




① Inlet hoses with Waterproof system for cold water (drinking water) and hot water
② Mains connection cable
③ Control panel
④ Detergent dispenser drawer
⑤ Door
⑥ Drain hose
⑦ Plinth flap
⑧ Opening tag
⑨ Sealing ring
⑩ Drain filter
⑪ TwinDos

## Control panel



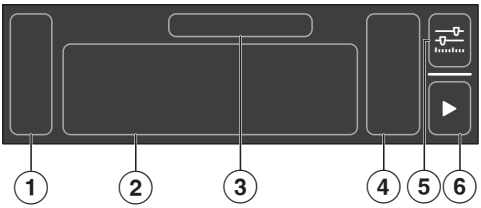

① ⏻ On/Off switch

② Optical interface
(for Customer Service)

③ Movement sensor (MotionReact)

④ Display

## Main menu in display




① Side trim

② Programmes

③ Name of the highlighted programme

④ Parameters for the programme

⑤ Other parameters

⑥ Start

## Symbols in the display

Various different symbols are used on the display.

| | |
|---|---|
| ≡ | Menu |
| | Programmes |
| ♡ | Favourites |
| | Remote control<br>Networking |
| | Other parameters |
| ⓘ | Information |
| × | Close window |
| ⮌ | Back |
| | Settings |
| → | Next step |
| ▶ | Start |
| ■ | Stop |
| ❚❚ | Pause |
| | Sounds |
| | System lock |
| | Maintenance |
| | Download |
| | Delete |
| | WiFi |
| | Search |
| ⓘ | Note |
| ① | TwinDos compartment 1 |
| ② | TwinDos compartment 2 |
| | Caps with detergent |
| | Caps with care products |
| | Caps with additive |

## Operation

### Switching the washing machine on or off

The ⏻ *On/Off* switch is recessed.

- Press ⏻ *On/Off* until the washing machine switches on or off.

**Tip:** With MotionReact, the washing machine is automatically switched on when you approach it.

### Navigating the display

The display can be scratched by pointed or sharp objects, e.g. pens. Only touch the display with your fingertips.

- Swipe your finger in the required direction on the display.
- To select a menu option, press the required menu option or symbol.

The menu option is highlighted.

### Exiting a menu level

You are in a menu.

- Depending on the menu, select × *Close window* or ⮌ *Back*.

The higher-level menu is displayed.

### Selecting a programme

You are in the main menu.

- Swipe your finger on the display until the required programme is highlighted.
- If you want to start the programme with the parameters displayed, select ▶ *Start*.

**Tip:** If you want to change the parameters, select the icon of the programme or *Other parameters*.

**Adjusting parameters**

You can switch parameters on or off (e.g. extras) or adjust them on a scale (e.g. the temperature).

Switching parameters on or off

Activated parameters are highlighted in colour.

- Select the parameter you want to switch on or off.
- Touch ✓ *OK* to confirm.

The parameter is saved.

Changing parameters on a scale

- Select the parameter you want to change.
- Move the scale to the left or right until the required value is highlighted.
- Confirm with ✓ *OK* or wait for the change to be applied automatically.

The value is saved.

**Displaying the context menu**

When you are in certain menus, a context menu can be displayed. This allows you to move Favourites, for example.

- To open the context menu, press and hold a Favourite or select ⋯ *Context menu*.
- Make the change you want.
- To close the context menu, select × *Close window*.

## Network connection

The washing machine is equipped with an integrated WiFi module. The WiFi module makes it possible to connect to your home network and to use the Miele app on a mobile device.

Networking the washing machine allows you to do the following, among other things:

- Receive information on the programme sequence and operating status
- Operate your washing machine remotely
- Download additional programmes
- Keep your washing machine up to date with the latest Miele developments via software updates

Connecting your washing machine to your WiFi network will increase energy consumption, even when the washing machine is switched off.

## Movement sensor/MotionReact

The washing machine has a movement sensor. The movement sensor reacts to movement and detects when you approach the washing machine.

Depending on the operating status of the washing machine, you can trigger various actions using the movement sensor such as switching on the washing machine.

Under ≡ ▸ ⚙ *Settings* ▸ *General* ▸ *Movement sensor*, you can adjust the settings for the movement sensor to suit your personal requirements.

## ComfortOpen

A motorised door opener opens the door when a hand approaches the door handle sensor.

The door opens a little automatically at the end of the programme.

## Drum lighting

The drum lighting illuminates the drum and the area in front of the washing machine. The drum lighting comes on automatically when the door is opened. The drum lighting will go out again automatically after a few minutes.

Defective drum lighting can only be replaced by the Miele Customer Service Department.

## AmbientLight

The door and the TwinDos cartridges are illuminated.

### Door lighting

The door lighting indicates when and whether the door can be opened.

### TwinDos lighting

The TwinDos unit lighting indicates when a TwinDos cartridge needs to be replaced. It also shows which TwinDos cartridge needs to be replaced.

## CapDosing

CapDos is a system for dispensing special-purpose detergents, fabric conditioners and boosters using portioned capsules.

The portioned capsules are available with 3 different labels:

- = Fabric care product (e.g. fabric conditioner, proofing agent)
- = Additives (e.g. detergent enhancer)
- = Special-purpose detergents (for the main wash only)

Each capsule contains the correct amount for one wash cycle.

The capsules are available from the Miele online shop or from your Miele dealer.

⚠ Capsules pose a health risk.
The ingredients of capsules can be hazardous to health if they are swallowed or come into contact with skin.
Keep capsules out of the reach of children.

## TwinDos

TwinDos is a system for the automatic dispensing of detergents.

TwinDos can be operated with Miele UltraPhase 1 and UltraPhase 2 or with commercially available liquid detergents and fabric conditioners.

Refill containers are required for the use of commercially available liquid detergent. The refill containers are available from the Miele online shop or from your Miele dealer.

### UltraPhase 1 and UltraPhase 2

UltraPhase 1 and 2 are a liquid detergent system and together they make a complete detergent for white and coloured laundry.

UltraPhase 1 is a liquid detergent which dissolves dirt and removes the most common stains. UltraPhase 2 is a bleaching agent and removes stubborn stains. For the best wash results, these two agents are dispensed at separate times during the wash process.

UltraPhase 1 and 2 are available from the Miele online shop or from your Miele dealer.

### TwinDos cartridge detection

The TwinDos cartridges have a barcode. The washing machine uses this barcode to identify the detergent contained in the cartridge and automatically sets the corresponding parameters.

## PowerWash

The PowerWash technique uses less water than conventional washing techniques. Energy consumption is reduced because less water needs to be heated. This results in some special features in the programme sequence.

- At the start of the wash programme, the washing machine spins a few times.
- If necessary, the washing machine will pump water away and take in a little more fresh water.
- Noise when heating the water on the heater elements (bubbling noises).

## FlexLoad

The washing machine measures the amount of laundry in the drum after the programme has started. Once the measurement is complete, the load determined is displayed at ⓘ *Information*. The time left, energy consumption and water consumption of the wash programme are adjusted to the determined load size.

The time left that is initially displayed can be significantly reduced.

## Optional accessories

Products specially tailored to your washing machine – such as detergent, fabric care products, additives, appliance care products and accessories – are available from the Miele online shop, from Miele Customer Service or from your Miele dealer.

You can access the Miele online shop via the following QR code:

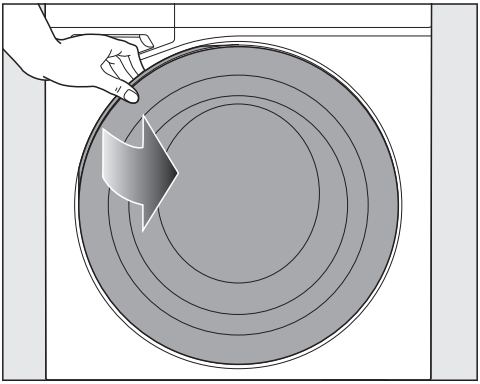
⚠ Damage resulting from incorrect installation and connection.
Installing and connecting the washing machine incorrectly will cause serious material damage.
Please follow the instructions in “Installation”.

This washing machine has undergone a complete functional test at the factory. Some residual water will therefore remain in the drum from this process.

## Removing the detergent cartridges and drain hose swivel elbow from the drum

Two detergent cartridges for TwinDos dispensing and a swivel elbow for the drain hose are stored in the drum.

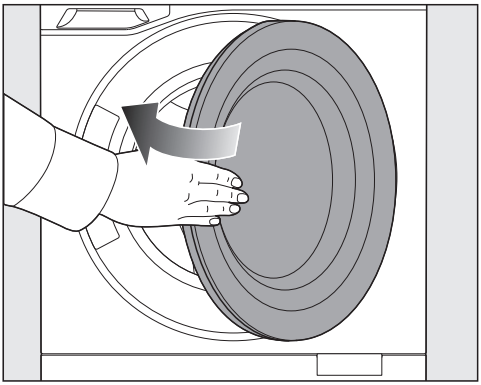
- Switch on the washing machine. Approach the washing machine or touch ⏻ *On/Off*.



- Touch the door.

The ComfortOpen function opens the door a little.

- Open the door fully.
- Take the two cartridges and the swivel elbow out of the drum.



- Shut the door gently.

## Requirements for networking

Note the following requirements for networking:

1. A home network is available at the installation site.
   Have the WiFi password ready.
2. The Miele app is available on a mobile device.
3. You have a user account in the Miele app.

You can also carry out the networking at a later date. Skip the “Networking menu option during commissioning.

## Commissioning

- Approach the washing machine or touch ⏻ *On/Off*.

The display shows the first step for commissioning.

- Follow the steps on the display.

Commissioning is not complete until the commissioning programme has been completed. If the process is cancelled beforehand, the entire commissioning process must be repeated.

## Operating sequence

We recommend the operating sequence listed below. This is customised to match your washing machine controls. This allows you to perfectly use all the special features.

You will find useful information and tips on the individual operational steps in “Operation”.

**On the washing machine**

1. Preparing the laundry
2. Switching on the washing machine
3. Loading the laundry
4. Closing the door
5. Selecting a programme
6. Setting programme parameters
7. If detergent is to be added via the detergent drawer, fill with detergent
8. Start with ▶ *Start*

   The washing machine door is locked.
9. End of the programme

Further operating options:

- Delay start
- AddLoad (Add laundry)

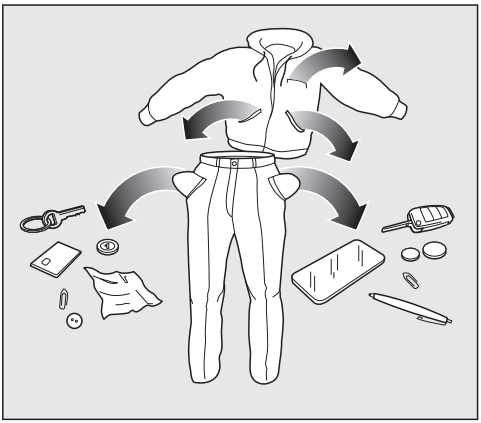
**Via the app**

1. Preparing the laundry
2. Switching on the washing machine
3. Loading the laundry
4. Closing the door
5. Select *Remote control* on the washing machine
6. Start the washing machine with ▶ *Start*

   The washing machine door is locked.
7. If detergent is to be added via the detergent drawer, fill with detergent
8. Select a programme via the app
9. Start a programme via the app
10. End of the programme

## Preparing the laundry

⚠ Damage due to foreign objects.
Nails, coins, paper clips, and so on can cause damage to garments and components in the machine.
Check the laundry before washing and remove any foreign objects.



■ Empty all pockets.

## Switching on the washing machine

When the movement sensor is activated, the washing machine switches on automatically.

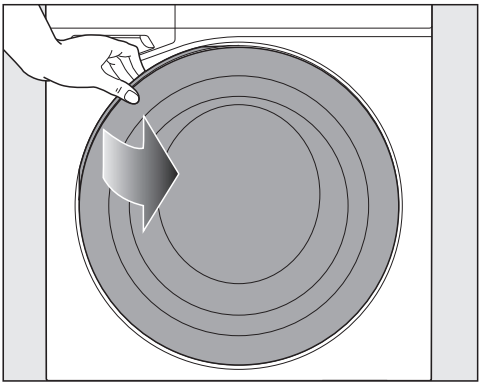
■ Touch ⏻ *On/Off*.

## Loading the laundry

Prepare the laundry as described in "Good to know".

### Opening the door

The door handle sensor registers when a hand touches the door and opens the door a little.



■ Open the door fully.

### Loading laundry in the drum

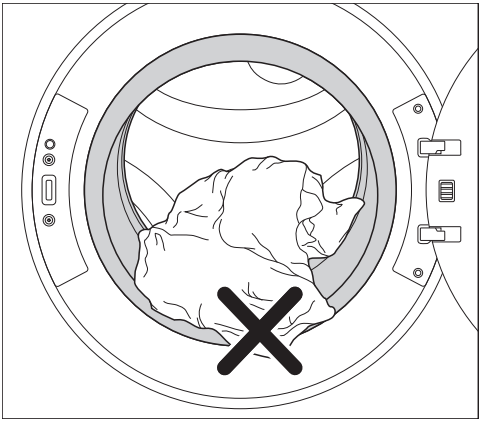
Check the drum for pets or foreign objects before loading it with laundry.

■ Unfold the laundry and load loosely into the drum.

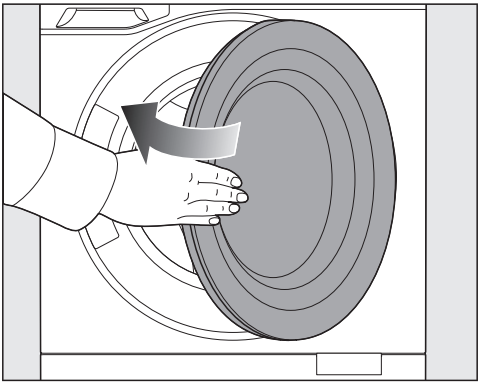
### Tips

- Mixing both large and small items gives better wash results and also helps to distribute the load evenly during spinning.
- Always ensure that the maximum load size is not exceeded for the different programmes. The relevant load size is always shown in the display.

### Closing the door



- Make sure that no items are caught between the door and the sealing ring.



- Shut the door with a gentle swing.

## Selecting a programme

**Tip:** To view programme information, select ⓘ *Information*.

- Swipe your finger on the display until the required programme is highlighted.

## Setting programme parameters

### Selecting a temperature

You can alter the pre-set temperature of most programmes.

- Select *Temperature* using the slide control within the specified range.

### Selecting TwinDos/Caps

TwinDos must be set up.

**Tip:** TwinDos is automatically activated in all programmes in which dispensing is possible and recommended.

- Select *TwinDos/Cap*.

### Selecting a spin speed

You can alter the pre-set maximum spin speed for the programmes

- Select *Spin speed* using the slide control within the specified range.

### Selecting Extras

- Select ⫩ *Other parameters*.

All parameters are displayed.

- Select *Extras*.
- Switch on the required Extra.

The list only shows the Extras that can be activated for the selected programme.

Certain combinations of extra options are not possible, e.g. *Short* and *Save energy*. After selecting the first Extra, options that cannot be combined are no longer available for selection.

## Starting a programme

■ Select ▶ *Start*.

The door is locked and the programme starts running.

## End of the programme

### Unlocking the door during the Anti-crease phase

The door is locked in the Anti-crease phase. The door can be unlocked at any time.

■ Select ✓ *Confirm*.

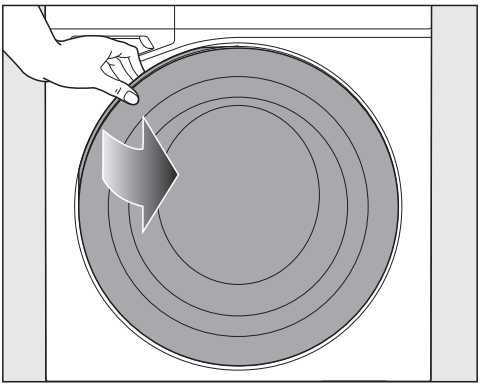
The door unlocks and can be opened.

### Tips

- After the Anti-crease phase, the door will unlock automatically.
- When ComfortOpen is activated, the door opens a little automatically after the Anti-crease phase.

### Opening the door

The door handle sensor registers when a hand touches the door and opens the door a little.



■ Open the door fully.

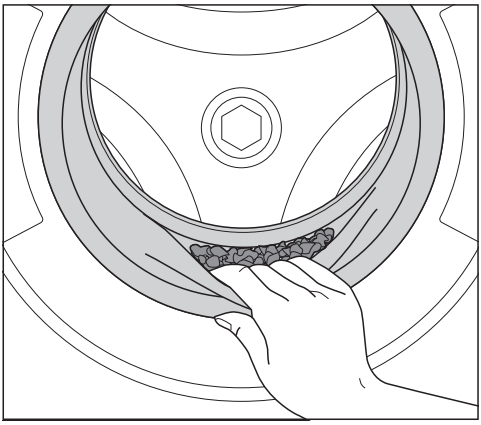
### Removing the laundry

■ Remove the damp laundry from the drum.

■ To remove all items of laundry, turn the drum by hand.

Items left in the drum could discolour other items in the next wash or become discoloured themselves.
Remove all items from the drum.

### What to do after removing laundry



■ Check the door sealing ring for any foreign objects.

■ If you used a cap, remove it from the detergent drawer.

### Tips

- Leave the detergent drawer slightly open to allow it to dry.
- Leave the door slightly open to allow the drum to dry.

## Special features for operation via app

### Loading the laundry

- Open the door.
- Load the laundry.
- Close the door.

### Activating operation via app

- Select *Remote control*.

### Locking the washing machine door

- Select ▶ *Start*.

The washing machine door is locked.

### Selecting and starting a programme via the app

- Select the programme you want to use.
- Select the programme parameters you want.
- Start the programme.

## Delay start

### Setting delay start

You can use the delay start to either delay the start of the wash programme or the end of a wash programme. The delay start function is possible in a 24-hour period.

- Select the *Further programmes* symbol.
- Select *Start*.
- Set the time you want (*Start* or *Finish*).
- To start the wash programme with delay start, select ▶ *Start*.
- To return to the programme selection, select ✓ *Confirm*.

### Changing delay start

You can change the selected delay start.

- Select the *Other parameters* symbol.
- Change the delay start and select ✓ *Confirm*.

### Deleting delay start

A delay start that has been started can be deleted.

- Select ■ *Stop*.

You have the choice between:

- *Start immediately* programme
- *Cancel* programme

## Add laundry (AddLoad)

Laundry can be added or removed if the display shows “Add laundry”.

- Touch the display.
- Touch the *Add laundry* sensor control.

The wash programme is interrupted and the door will open a little.

- Open the door fully.
- Add or remove laundry.
- Close the door.
- Select ▶ *Start*.

The programme continues.

## Programme modifications after starting the programme

Once the programme has started, neither the programme nor the parameters can be changed. To make a change, you must cancel the programme.

### Cancelling a programme

- Select ■ *Stop*.

The display will ask whether you want to cancel the programme.

- Select *Yes*.

The programme is cancelled and the door is opened.

### Interrupting a programme

- Switch off the washing machine.
- Switch the washing machine on again to continue the programme.

## ♡ Favourites

You can save up to 12 programmes as favourites. You can change the programme name and certain parameters for your Favourite programmes.

### Saving Favourites

You are in the main menu.

- Select a programme.
- Select the parameters you want.
- Select ♡ *Favourites*.

A keyboard is displayed.

- Enter the name for the Favourite.
- Select ✓ *Confirm*.

The programme has been saved as a ♥ Favourite. The programme can be started immediately via ▶ *Start*.

**Tip:** To save a programme directly as a Favourite, you can also select ♡ *Favourites* at the end of the programme.

### Moving Favourites

You are now in the ♡ *Favourites* menu. You have saved a programme as a Favourite and want to sort the list.

- Touch and hold the Favourite you want to move.

A context menu is displayed.

- Select ≡ *Move*.
- Move the *Favourite* to the required position.
- Touch ⓥ *OK* to confirm.

The change will be saved.

### Editing Favourites

You are now in the ♡ *Favourites* menu. You have saved a programme as a Favourite and want to edit the parameters.

- Move your finger on the display until the required Favourite lights up.
- Touch the ⇄ *Other parameters* symbol.

The parameters are displayed.

- Change the parameters you want.

The changes are saved.

### Removing Favourites

You are now in the ♡ *Favourites* menu. You have saved a programme as a Favourite and want to remove it from the list.

- Select the Favourite you want to remove.
- Select ♥ *Favourites*.

The Favourite has been removed from the list.

## Using TwinDos

TwinDos must be set up.

TwinDos is automatically activated for all programmes in which dispensing is possible.

**Tip:** The detergent dispensing quantities are preset. If too much foam builds up, the dispensing quantity can be reduced via *Settings* ▸ *TwinDos* ▸ *Dispensing quantity*.

**Detergent dispensed quantity entered for TwinDos**

The UltraPhase 1 and 2 TwinDos cartridges have a barcode that is read by the washing machine. Therefore, you do not need to enter any dispensing quantities when using UltraPhase 1 and 2.

You must specify the dispensing quantities in the following cases:

- The barcode is defective.
- You are using a detergent from another manufacturer.

- Select ≡ ▸ *Settings* ▸ *Appliance functions* ▸ *TwinDos*.
- Select the TwinDos cartridge compartment for which you want to enter or change the dispensing quantity.
- Select *Dispensing quantity*.
- Enter the dispensing quantity specified on the detergent packaging for **water hardness level 2 (medium), normally soiled laundry and a load size of 4.5 kg.**

**Tip:** This information can be found in a printed table on detergent packages.

The washing machine automatically calculates the amount of detergent required.

Using stain removers for TwinDos

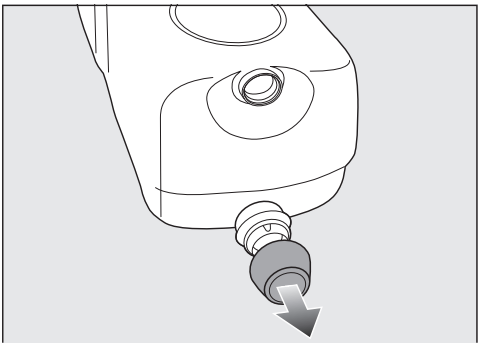
The following options are available when using stain removers:

- Using the Booster cap and activating CapDosing
- Adding stain remover via the detergent drawer compartment II

### Replacing the TwinDos cartridge

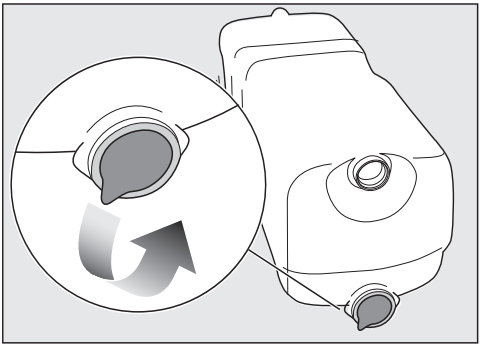
A message will appear in your washing machine display if a TwinDos cartridge is empty.

### Preparing the TwinDos cartridge



- Remove the cover cap from the TwinDos cartridge.

**or**



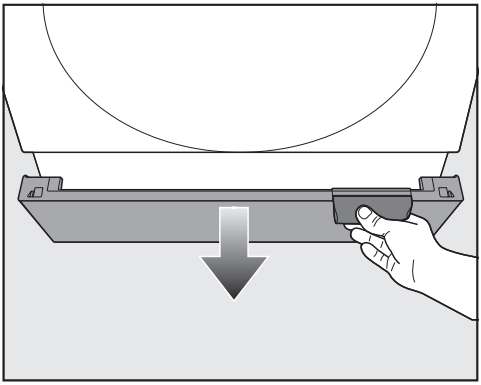
- Remove the film seal from the cartridge completely.

⚠ Risk of damage from film seal
If the film seal is not removed completely, leaks can occur in the TwinDos system.
Remove the film seal from the suction port on the cartridge completely before inserting the new cartridge.

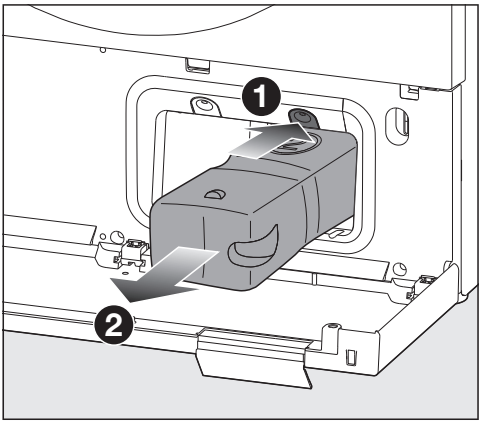
### Replacing the TwinDos cartridge

- Switch on the washing machine.

The plinth flap can break off.
Do not place anything on the plinth flap when it is open.



- Open the plinth flap.

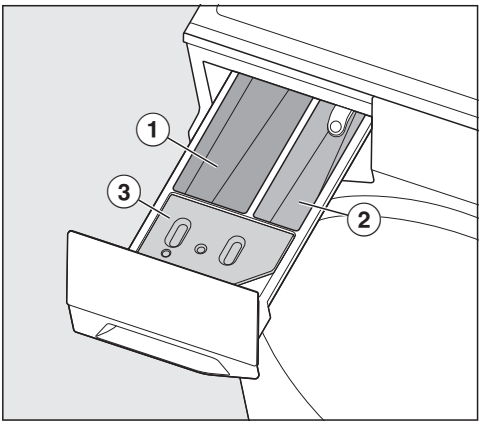



- Press the lock to release it ❶.
- Pull out the empty TwinDos cartridge ❷.
- Insert a new TwinDos cartridge.

## Using the detergent drawer

Ensure that TwinDos dispensing is deactivated.

■ Pull out the detergent drawer.



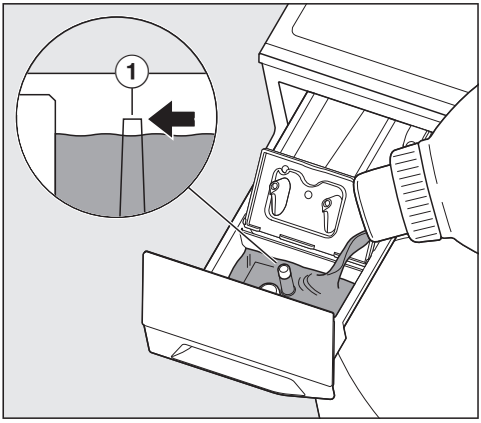

① Compartment II
Detergent for the main wash and soaking

② Compartment I
Detergent for the pre-wash

③ Compartment ❀/ ▭
Fabric conditioner, form conditioner or Caps

■ Pour the detergent into the appropriate compartment.

Adding fabric conditioner




■ Add fabric conditioner or liquid starch to the ❀ compartment. **Do not exceed the maximum level mark** ①.

The agent will be automatically dispensed in the final rinse cycle. At the end of the programme, a small amount of water remains in the ❀ compartment.

Liquid starch results in clogging. If clogged, the siphon in the ❀/▭ compartment will not work and the compartment can overflow.
Clean the siphon particularly thoroughly after using liquid starch a few times.

Using detergent tablets or pods

■ Always put detergent tablets or pods directly in the drum with the laundry.

They cannot be added via the detergent drawer.

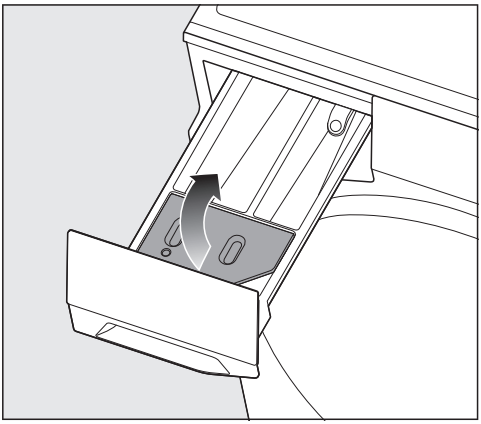
## CapDosing

⚠ Capsules pose a health risk.
The ingredients of capsules can be hazardous to health if they are swallowed or come into contact with skin.
Keep capsules out of the reach of children.

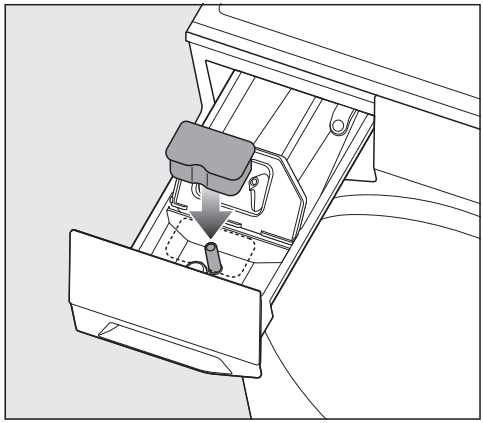
Inserting a cap

The capsule is opened by the act of inserting it in the detergent dispenser drawer. The contents can run out of the capsule if you then remove it from the drawer before it is used.
Dispose of opened capsules.

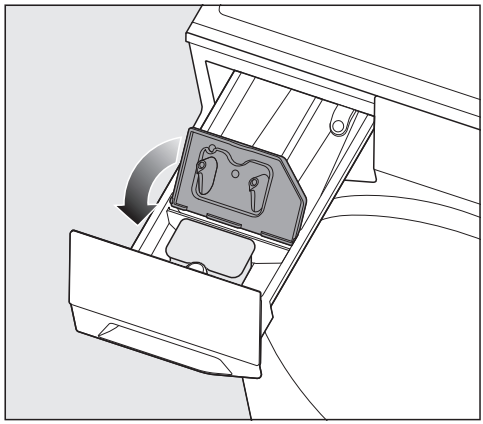
■ Pull out the detergent drawer.



■ Open the lid of the compartment ❀/ ▭.



■ Press the cap in firmly.



■ Close the lid and press it firmly shut.

■ Close the detergent drawer.

The programme will dispense the contents of the cap at the correct time.

Water intake to the ❀ compartment is solely via the capsule.
Do not add any additional fabric conditioner to the ❀ compartment.

## Programme overview

| Cottons | |
|---|---|
| Temperature | 90 °C to cold |
| Load | 9,0 kg |
| Spinning | 1600 rpm |
| Use for | Cotton, linen or mixed fibre fabric, e.g. T-shirts, underwear, table linen |
| Tip | Where particularly high levels of hygiene are required, please select a temperature of 60 °C or higher. |
| **Note for test institutes:**<br>Cottons 20 °C: programme for lightly soiled cotton garments<br>Test programme for compliance with EU legislation regarding ecodesign No. 2019/2023. | |

| ECO 40-60 | |
|---|---|
| Temperature | Cannot be selected, temperature is automatically controlled by the programme. |
| Load | 9,0 kg |
| Spinning | 1600 rpm |
| Use for | Normally soiled cotton garments |
| Tip | A laundry load consisting of mixed cottons that are intended for washing at 40 °C or 60 °C can be washed in the same wash cycle.<br>This programme is the most efficient in terms of energy and water consumption for washing cottons. |
| **Note for test institutes:**<br>Test programme for compliance with EU legislation regarding ecodesign No. 2019/2023 and energy labelling in accordance with Regulation No. 2019/2014.<br>TwinDos dispensing must be deactivated when carrying out comparison tests. | |

# Programmes

| Minimum iron | |
|---|---|
| Temperature | 60 °C to cold |
| Load | 4,0 kg |
| Spinning | 1200 rpm |
| Use for | Synthetic and mixed fibre textiles as well as easy care cotton e.g. jumpers, dresses, trousers and socks/tights |
| Tip | Reduce the final spin speed for fabric that creases easily. |

| QuickPowerWash | |
|---|---|
| Temperature | 60 °C and 40 °C |
| Load | 4,0 kg |
| Spinning | 1600 rpm |
| Use for | Lightly or normally soiled cottons, linen or mixed fibres that are also suitable for the Cottons programme |
| Tip | - Fast and thorough cleaning of laundry with increased energy and water consumption.<br>- Observe the load size. |

| SmartMatic | |
|---|---|
| Temperature | Cannot be selected, temperature is automatically controlled by the programme. |
| Load | 4.0 kg |
| Spinning | 1400 rpm |
| Use for | Cottons and synthetic fibre or mixed fibre textiles which can be washed at a temperature of 30 °C and higher |
| Tip | - Whether it is used for washing 4 x 1 kg or 1 x 4 kg, the programme offers consistently high wash results with the same water and energy consumption.<br>- You can optimise detergent consumption by using TwinDos. |

| **Woollens** | |
|---|---|
| Temperature | 40 °C to cold |
| Load | 3.0 kg |
| Spinning | 1000 rpm |
| Use for | Wool or wool blend fabric e.g. jumpers, cardigans, socks/tights |
| Tip | Reduce the final spin speed for fabric that creases easily. |

| **Shirts/Blouses** | |
|---|---|
| Temperature | 60 °C to cold |
| Load | 1.0 kg |
| Spinning | 1000 rpm |
| Use for | Shirts and blouses made of cotton and mixed fibre |
| Tip | - Pre-treat collars and cuffs depending on the level of soiling.<br>- The *Pre-ironing* Extra is activated automatically.<br>- Wash silk shirts and blouses in the *Silks* programme. |

| **Delicates** | |
|---|---|
| Temperature | 40 °C to cold |
| Load | 3,0 kg |
| Spinning | 1000 rpm |
| Use for | Delicate garments made from synthetic fibre, mixed fibre and viscose e.g. lingerie and appliquéd garments |
| Tip | For items which crease easily, select the *Pre-ironing* Extra. |

# Programmes

| PowerFresh | |
|---|---|
| Temperature | Steam |
| Load | 1.0 kg |
| Spinning | No final spin |
| Use for | Dry and clean cotton, linen or mixed fibre textiles which are slightly creased<br>The textiles must be suitable for drying in a tumble dryer and suitable for ironing. |
| Tip | - Smaller load sizes give a better result.<br>- Selecting TwinDos ensures a fresh fragrance.<br>- Remove garments immediately after the end of the programme and hang them up on a coat hanger.<br>- The programme is **not** suitable for garments made of wool or wool blend fabric. |

| Dark garments/Denim | |
|---|---|
| Temperature | 60 °C to cold |
| Load | 4.0 kg |
| Spinning | 1200 rpm |
| Use for | Black and dark cotton or mixed fibre textiles and denim e.g. jackets, trousers, shirts, skirts |
| Tip | - Wash inside out.<br>- Denim often contains excess dye and may run during the first few washes. Therefore, wash light and coloured denim items separately. |

| **Outerwear** | |
|---|---|
| Temperature | 40 °C to cold |
| Load | 3.0 kg |
| Spinning | 800 rpm |
| Use for | Functional textiles, e.g. jackets and trousers made from membrane fabrics such as Gore-Tex®, SYMPATEX® and WINDSTOPPER® |
| Tip | - Zip up or close any jackets with velcro fasteners before washing.<br>- Do not use fabric conditioner.<br>- If required, outdoor clothing can be re-proofed in the *Proofing* programme. Proofing after each wash cycle is not recommended. |

| **Sportswear** | |
|---|---|
| Temperature | 60 °C to cold |
| Load | 3.0 kg |
| Spinning | 1200 rpm |
| Use for | Sportswear such as singlets and leggings as well as microfibre and fleece garments |
| Tip | - Do not use fabric conditioner.<br>- Follow the instructions on the care label. |

## Programmes

| **Trainers** | |
|---|---|
| Use for | Trainers without leather |
| Temperature | 40 °C to cold |
| Load | 2 pairs of shoes |
| Spinning | No final spin |
| Tip | - Coarse soiling should be brushed off first before washing.<br>- A small additional load of towelling or cleaning cloths increases the cleaning performance and reduces noise.<br>- Close Velcro fasteners.<br>- Do not use fabric conditioner.<br>- Follow the instructions on the care label.<br>- Use the dryer basket for tumble drying. |

| **Express 20** | |
|---|---|
| Temperature | 40 °C to cold |
| Load | 3,0 kg |
| Spinning | 1200 rpm |
| Use for | Cotton garments that have hardly been worn or are only very lightly soiled |
| Tip | The *Short* Extra is activated automatically. |

| **Down filled items/Duvets** | |
|---|---|
| Temperature | 60 °C to cold |
| Load | 2.0 kg |
| Spinning | 1200 rpm |
| Use for | - Items with down filling e.g.: Jackets, vests and sleeping bags<br>- Pillows and duvets with down, feather or synthetic filling |
| Tip | - Remove air from the textiles before washing to prevent an excessive build-up of foam.<br>- Follow the instructions on the care label. |

| **Bed linen** | |
|---|---|
| Temperature | 90 °C to cold |
| Load | 8.0 kg |
| Spinning | 1600 rpm |
| Use for | Bed linen, pillowcases |
| Tip | Close any zips or do up buttons. |

| **Curtains** | |
|---|---|
| Temperature | 40 °C to cold |
| Load | 3.0 kg |
| Spinning | 600 rpm |
| Use for | Curtains and drapes specified as machine-washable by the manufacturer |
| Tip | - To remove dust, select the *Pre-wash* Extra.<br>- For curtains which crease easily, deselect the final spin function.<br>- Remove curtain rollers. |

| **Silks** | |
|---|---|
| Temperature | 30 °C to cold |
| Load | 1.0 kg |
| Spinning | 600 rpm |
| Use for | Silks and other hand-washable fabrics with no wool content, e.g. satin, lace and silk |
| Tip | When using a laundry bag (e.g. for bras or tights), always include other loose textiles in the load. |

# Programmes

| First wash | |
|---|---|
| Temperature | 40 °C to cold |
| Load | 2.0 kg |
| Spinning | 1200 rpm |
| Use for | New clothes made of cotton, synthetic fibres and towelling |
| Tip | Use this programme to wash any manufacturing residues out of new items. |

| Proofing | |
|---|---|
| Temperature | 40 °C |
| Load | 2.0 kg |
| Spinning | 1000 rpm |
| Use for | Items made of microfibre and mainly synthetic fibres e.g. outerwear, skiwear and rainwear, table linen |
| Tip | - Requires the use of a special-purpose detergent, e.g. ImpraProtect from Miele.<br>- Proofing creates a water and dirt-repellent effect on the textiles.<br>- The items must be freshly laundered and spun or dried before proofing.<br>- The thermal fixation of the Proofing programme takes place automatically at the end of the process. |

| Pre-ironing only | |
|---|---|
| Temperature | Steam |
| Load | 2.0 kg (spun laundry) |
| Spinning | No final spin |
| Use for | Damp, freshly washed and spun textiles that are suitable for drying in a tumble dryer and ironing |
| Tip | - Reduces creasing after washing and minimises the ironing effort.<br>- 5–6 shirts make up a load of approx. 2.0 kg.<br>- Smaller load sizes give a better result.<br>- Remove garments immediately after the end of the programme and then put them in the tumble dryer or hang them on a coat hanger to smooth them out.<br>- Not suitable for garments made of wool or wool blend fabric |

| Separate rinse | |
|---|---|
| Temperature | No heating |
| Load | 8.0 kg |
| Spinning | 1600 rpm |
| Use for | Textiles that are to be rinsed or for separate fabric conditioners |
| Tip | Reduce the final spin speed for fabric that creases easily. |

| Spin only | |
|---|---|
| Temperature | No heating |
| Load | 9,0 kg |
| Spinning | 1600 rpm |
| Use for | Items which only need to be spun |
| Tip | - Drain: set the spin speed to 0 rpm<br>- Reduce the final spin speed for fabric that creases easily. |

| Clean TwinDos | |
|---|---|
| Temperature | No heating |
| Load | 0.0 kg |
| Spinning | No final spin |
| Use for | Do not load any laundry<br>The drum must be empty for the maintenance wash programme. |
| Tip | - Clean the washing machine before switching off for longer periods of time (more than 2 months).<br>- Use the Miele TwinDos Care cleaning cartridge for cleaning. |

| Clean machine | |
|---|---|
| Temperature | Cannot be selected, temperature is automatically controlled by the programme. |
| Load | 0.0 kg |
| Spinning | No final spin |
| Use for | Do not load any laundry<br>The drum must be empty for the maintenance wash programme. |
| Tip | - Optimum results can be achieved by using Miele's Intense-Clean washing machine cleaner. Alternatively, a multi-purpose detergent can be used.<br>- Dispense the machine cleaner or multi-purpose detergent directly into the drum.<br>- The *Short* Extra is activated automatically. |

| Clean drum | |
|---|---|
| Temperature | No heating |
| Load | 0.0 kg |
| Spinning | No final spin |
| Use for | Do not load any laundry<br>The drum must be empty for the maintenance wash programme. |
| Tip | Soiling such as sand or fluff is rinsed out of the drum. |

## Programme sequence

| | Wash rhythm | Rinse cycles | Water level during rinsing |
|---|---|---|---|
| Cottons | Intensive | 3 | Medium |
| ECO 40-60 | Intensive | 2 | Medium |
| Minimum iron | Normal | 3 | High |
| QuickPowerWash | Intensive | 2 | Low |
| SmartMatic | Normal | 3 | Medium |
| Woollens | Hand wash | 3 | High |
| Shirts/Blouses | Sensitive | 3 | High |
| Delicates | Sensitive | 3 | Very high |
| PowerFresh | Rocking | – | – |
| Dark garments/Denim | Normal | 3 | Medium |
| Outerwear | Sensitive | 3 | High |
| Sportswear | Sensitive | 2 | High |
| Trainers | Rocking | 2 | Medium |
| Express 20 | Intensive | 1 | Low |
| Down filled items/ Duvets | Normal | 2 | High |
| Bed linen | Intensive | 2 | High |
| Curtains | Sensitive | 4 | Medium |
| Silks | Hand wash | 2 | High |
| First wash | Normal | 2 | Medium |
| Proofing | Normal | 1 | Medium |

- The information in the table always refers to the maximum load size of the programme.
- The washing machine determines the amount of water and energy required depending on the amount of laundry and its absorbency.
- During the main wash, the suds are sprayed continuously into the laundry. This means that the water level cannot be detected.

## Number of rinse cycles

The number of rinse cycles depends on a number of factors:

- Selected final spin speed
- Foam build-up during the main wash cycle
- Selected extra options

## Extras

### Short

For textiles with light soiling with no visible stains.

The programme sequence is reduced. Mechanical action and energy usage are increased.

### Pre-ironing

The laundry undergoes a smoothing process with steam at the end of the programme. Reducing the maximum load size by 50 % will achieve a better result. Small load sizes achieve a better result.

The garments must be suitable for drying in a tumble dryer and suitable for ironing.

### SingleWash

For efficiently washing a very small load size (< 1 kg) in a normal wash programme. The wash duration is reduced.

Please note the following advice:

- Use liquid detergent.
- Reduce the dosage to a maximum of **50 %** of the amount quoted for a **½ load**.

### Stains

For cleaning stained laundry. The wash programme sequence is altered with this option.

### Save energy

The wash temperature is reduced and the wash duration is increased in return. The wash programme continues to provide excellent results.

### Rinse plus

Activate 1 to 3 extra rinses for excellent results.

The number of rinse cycles can be set under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Rinse plus*.

### Extra quiet

This option reduces noise levels during the wash programme. Use this if you want to wash during quiet periods (for instance when children are sleeping). The *Rinse hold* Extra is switched on automatically, deactivating the final spin. The programme running time is longer.

### Hygiene plus

The hygiene requirements for laundry are increased. The temperature holding time is extended in the main wash to improve the rinsing efficiency. This will increase the water and energy consumption for the programme. The laundry must be suitable for drying in a tumble dryer and suitable for ironing.

**Pre-wash**

For laundry with large amounts of dirt, e.g. dust and sand.

**Soak**

For heavily soiled and stained items with protein stains.

The soak duration can be set to between 30 minutes and 6 hours via ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Soak*.

**Rinse hold**

The laundry is not spun after the final rinse cycle and remains in the rinse water. This helps to prevent creasing if the laundry is not going to be removed from the washing machine immediately after the end of the programme.

# Programmes

## Detergent recommendations (according to Ecodesign no. 2019/2023)

The recommendations apply across the entire temperature range of the wash programmes.

| | Miele UltraPhase 1 and 2 | Miele Caps | Miele Caps | Miele Caps | Multi-purpose detergent | Colour detergent | Detergent for delicates and woollens | Special-purpose detergent |
|---|---|---|---|---|---|---|---|---|
| Cottons | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| ECO 40-60 | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| Minimum iron | ✓ | | ✓ | ✓ | | ✓ | | |
| QuickPowerWash | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| SmartMatic | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| Woollens | ✓ | ✓ | | | | | ✓ | ✓ |
| Shirts/Blouses | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| Delicates | ✓ | ✓ | ✓ | ✓ | | | ✓ | |
| PowerFresh | ✓ | | | | | | | |
| Dark garments/Denim | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| Outerwear | ✓ | ✓ | | | | | ✓ | ✓ |
| Sportswear | ✓ | ✓ | | | | ✓ | | ✓ |
| Trainers | ✓ | ✓ | | | | ✓ | | ✓ |
| Express 20 | ✓ | | ✓ | | | ✓[1] | | |
| Down filled items/Duvets | ✓ | ✓ | | | | | ✓ | ✓ |
| Bed linen | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| Curtains | ✓ | | ✓ | ✓ | ✓ | ✓ | | |
| Silks | ✓ | ✓ | | | | | ✓ | ✓ |
| First wash | ✓ | | ✓ | ✓ | | ✓ | | |
| Proofing | | | ✓ | | | | | |
| Clean machine | | | | | ✓[2] | | | ✓ |

✓ Recommendation

– No recommendation

Specialist detergents (e.g. WoolCare)

Fabric care (e.g. fabric conditioner)

Additive (e.g. booster)

## Consumption data

| Programmes | | Load | Energy | Water | Running time | Temperature[1] | Residual moisture | Spin speed |
|---|---|---|---|---|---|---|---|---|
| | | kg | kWh | Litres | h:min | °C | % | rpm |
| ECO 40-60* | | 9,0 | 0,806 | 70,60 | 3:49 | 37 | 44,90 | 1600 |
| | | 4,5 | 0,461 | 57,60 | 2:54 | 32 | 44,70 | 1600 |
| | | 2,5 | 0,251 | 27,60 | 2:54 | 26 | 45,10 | 1600 |
| Cottons | 60 | 9,0 | 2,000 | 65,00 | 3:19 | 60 | 45,00 | 1600 |
| | 20[3] | 9,0 | 0,600 | 70,00 | 3:19 | 20 | 50,00 | 1600 |
| Minimum iron | 30 | 4,0 | 0,450 | 40,00 | 2:29 | 30 | 30,00 | 1200 |
| Express 20[2] | 40 | 3,0 | 0,200 | 20,00 | 0:20 | 30 | 60,00 | 1200 |
| Woollens | 30 | 3,0 | 0,250 | 25,00 | 0:40 | 30 | 40,00 | 800 |
| QuickPowerWash | 40 | 4,0 | 0,700 | 40,00 | 0:49 | 40 | 60,00 | 1600 |

* Test programme for compliance with EU legislation regarding ecodesign 2019/2023 and energy labelling in accordance with Regulation No. 2019/2014

[1] Maximum laundry temperature reached in main wash.

[2] *Short* Extra activated

[3] 20 °C programme for lightly soiled cotton garments

TwinDos dispensing must be deactivated when carrying out comparison tests.

**Information for customers**

Consumption data can vary from the nominal values given depending on water pressure, water hardness, water intake temperature, room temperature, type and volume of load, fluctuations in the mains voltage and any extra options selected.

## Preparing the laundry for washing

### Sorting laundry

- Sort the laundry according to colour and fabric.
- Dark textiles often contain excess dye which is released in the first few washes. Therefore, wash light and coloured items separately.
- Information on the fabric and wash programme can be found on the care label. Most garments have a care label in the collar or side seam.
- **Do not** wash garments with the ☐ symbol on the care label in the washing machine.
- For curtains, remove the rollers and/or lead weights or tie both in a bag.
- Make sure that the bra underwires are sewn in. Remove any loose underwires before washing.
- Close any zips and velcro fasteners before washing.
- Close the buttons of duvet covers and pillowcases. This prevents other laundry from getting trapped inside the covers.

### Pre-treating stains

Pre-treat stains quickly, preferably while the stains are fresh. Dried stains or stains that have penetrated the fabric are difficult to remove.

- Dab the stains off using a soft, colourfast cloth. Do not rub.

**Tip:** Stains (e.g. blood, egg, coffee, tea) can be pre-treated using some handy tricks. You can find these tricks in Tips for stain removal on the Miele website.

⚠ Damage due to solvent-based cleaning agents

Cleaning agents containing benzine, stain remover, etc., can damage plastic parts.

When pre-treating textiles, make sure that any plastic parts (e.g. buttons) do not come into contact with cleaning agent.

⚠ Risk of explosion due to solvent-based cleaning agents.

When using solvent-based cleaning agents, an explosive mixture may develop.

Never use solvent-based cleaning agents in the washing machine.

## Care label

The care label contains symbols for the perfect cleaning and care of garments.

The symbols can be divided into the following categories:

| Washing | |
|---|---|
| The figure quoted in the bucket is the maximum temperature at which the garment can be washed. | |
| | Normal agitation e.g. the *ECO 40-60*, *Cottons* programmes |
| | Reduced agitation e.g. the *Minimum iron* programme |
| | Much reduced agitation e.g. the *Delicates* programme |
| | Hand wash e.g. the *Woollens* programme |
| | Do not wash |

| Drying | |
|---|---|
| | Normal or higher temperature |
| | Low temperature |
| | Do not tumble dry |

| Ironing | |
|---|---|
| | Approx. 200 °C |
| | Approx. 150 °C |
| | Approx. 110 °C<br>Ironing with steam can cause irreversible damage. |
| | Do not iron |

| Professional cleaning | |
|---|---|
| | Dry clean only. The letters indicate the type of cleaning agent required. |
| | |
| | Wet cleaning |
| | Do not dry clean |

| Bleaching | |
|---|---|
| | Any oxidation bleach can be used |
| | Use oxygen bleach only |
| | Do not bleach |

## Detergent

Any detergent suitable for domestic washing machines can be used. Please observe the instructions for use and dosage on the detergent packaging.

### Using dispensing aids

Use dispensing aids (e.g. dispenser balls) if these are supplied with the detergent, particularly when using liquid detergent.

### Using refill packs

When purchasing detergent, buy refill packs wherever possible. This helps reduce the amount of waste packaging.

### Correct dispensing of detergent

The dispensing quantity of detergent depends on various factors:

- Degree of soiling of the laundry
- Laundry volume
- Water hardness Check with your local water supplier if you do not know the water hardness level in your area.

### Effects of dispensing more or less than required

**Dispensing more than required** does not improve the wash results but:

- Poorer wash results due to too much foam in the drum and reduced mechanical action
- Cleaning results are impaired
- Higher water consumption due to an extra rinse (switched on automatically if too much foam is sensed in the drum).
- Higher costs due to increased water and detergent consumption
- Pollution of the environment

**Dispensing too little detergent** has the following effects:

- The laundry does not get clean and turns grey over time (greying of the laundry)
- Increased limescale on the heater elements (energy consumption increases, heater element service life is reduced)
- Unpleasant odours in the washing machine (due to the formation of a biofilm)
- Unpleasant odours in the laundry (due to residual sebum)

### Water hardness levels

When dispensing detergent, it is important to observe the water hardness levels.

The local water supplier can supply details of the on-site water hardness level.

| Water hardness level | Total hardness in mmol/l | German scale °dH |
|---|---|---|
| I (soft) | 0–1.5 | 0–8.4 |
| II (medium) | 1.5–2.5 | 8.4–14 |
| III (hard) | above 2.5 | above 14 |

### Water softener

Using water softeners is recommended from water hardness levels II and III. Using water softener can save detergent. Dispense according to the amount specified on the water softener packaging. Observe the following sequence when adding water softener and powder detergent into the detergent drawer.

1. Add powder detergent.
2. Add water softener.

Any other order will cause the detergent to stick to the detergent drawer.

**Tip:** For liquid detergents: pour the detergent into the detergent drawer and the water softener directly into the drum using a dispensing aid.

Then dispense the recommended amount of detergent for water hardness level I.

### Colour run and dye removers/dyes

- Dyes suitable for use in domestic washing machines can be used. However, please note that the salt used in the dyeing process can cause corrosion to stainless steel components in the machine if you use dye frequently. Always follow the dye manufacturer's instructions carefully.

After dyeing, run the *Clean drum* programme. This rinses out any salt and colour residues.

- It is prohibited to use dye removers in the washing machine.

⚠ Damage due to colour run/dye removers.

Colour run and dye removers can cause corrosion in the washing machine.

Do not use colour run or dye removers in this washing machine.

## Spinning

Spinning the laundry is used for dewatering. There is a spin cycle after the main wash and between the rinse cycles in the final spin.

The perfect final spin speed is pre-set for each programme and is limited to a maximum value depending on the programme. The maximum final spin speed for the programme can be found in the programme overview.

### Rinse-spin

There is a rinse-spin cycle after the main wash and the rinse cycles.

It is important to drain the water out of the laundry to improve the cleaning results. The maximum set spin speed is not reached.

If the final spin speed is reduced, the rinse-spin speed is adjusted.

If the final spin speed is less than 700 rpm, an extra rinse is activated in the *Cottons* programme to ensure efficient cleaning results.

### Omitting the final spin or rinse-spin

#### Deselecting the final spin

- Switch on the *Rinse hold* Extra.

The laundry is not spun after the final rinse cycle and remains in the rinse water. This helps to prevent creasing if the laundry is not going to be removed from the washing machine immediately after the end of the programme.

#### Omitting the rinse-spin and the final spin

- Set the final spin speed to 0 rpm.

**Tip:** It is only possible to deselect the rinse spin when deselecting the final spin.

## Settings: Overview

* Follow the instructions on the display.

- General ▸
  - **Software update** ▸
    - Update
  - **Language** ▸ *
  - **Date & Time** ▸ *
    - Clock format ▸
      - 24 hours
      - 12 hours
    - Set the time ▸
    - Set date ▸
  - **Brightness** ▸ *
  - **Sounds** ▸ *
    - Buzzer tones ▸
    - End of prog. tone ▸
  - **Security** ▸
    - System lock ▸
      - Set up
      - Edit
      - Delete
        - PIN code ▸
  - **Movement sensor** ▸
    - Off
    - Near
    - Far
  - **Factory default settings** ▸
    - Reset appliance
- Networking ▸
  - **WiFi**
  - **Connection** ▸
    - Signal strength ▸
    - Home network ▸
    - IP address ▸
    - Reset
  - **Remote control**
- Appliance functions ▸
  - **TwinDos** ▸
    - Compartment 1 ▸
      - Detergent ▸
        - UltraPhase 1
        - UltraPhase 2
        - Colour detergent
        - Multi-purp. detergent
        - Delicates detergent
        - Wool detergent
        - Fabric conditioner
        - No detergent
      - Dispensing quantity ▸
      - Adjust fill level ▸
    - Compartment 2 ▸
      - Detergent ▸
        - ...
      - Dispensing quantity ▸
      - Adjust fill level ▸

**Water inlet ▸**
- Cold water
- Hot water main wash
- Hot water mw + rinse

**Memory**

**ComfortOpen**

**Degree of soiling ▸**
- Light
- Normal
- Heavy

**Allergy**

**Soak ▸**
- 0:30 → 6:00 h

**Rinse plus ▸**
- 1 rinse cycle
- 2 rinse cycles
- 3 rinse cycles

**Temperature reduction**

**Suds cooling**

**Low water pressure**

**Anti-crease ▸**
- Anti-crease
- Duration ▸
  - 0:30 → 2:00 h

**Water hardness ▸**

**Lighting ▸** *
- Door handle

Information ▸

**Software ▸** *

**Legal Information ▸**

**Consumption ▸**
- Previous programme ▸
- Total consumption ▸

**Operating hours**

Information ▸

**Factory default settings ▸**

## General

You are now under ≡ ▸ ⚙ *Settings* ▸ *General*.

### Software update

You are now under ≡ ▸ ⚙ *Settings* ▸ *General* ▸ *Software update*.

To receive updates, you must successfully connect to your home network.

You can switch on this function to keep the software up to date with the latest Miele developments. A message will appear on the display as soon as a new update is available.

### Security

### System lock

You are now under ≡ ▸ ⚙ *Settings* ▸ *General* ▸ *Security* ▸ *System lock*.

The system lock prevents the washing machine from being used unintentionally.

- *Set up*
  You are prompted to select an input method for the system lock. You must unlock the display every time you switch it on.
- *Edit*
  This menu option is only displayed if you have already set up the system lock. You can change the selected PIN code.
- *Delete*
  This menu option is only displayed if you have already set up the system lock. You can delete the system lock. There is no longer any protection against the machine being used inadvertently.

**Tip:** Make a note of the *PIN code*. If you have forgotten the PIN code, Miele Customer Service will have to reset the PIN code.

### Movement sensor

You are now under ≡ ▸ ⚙ *Settings* ▸ *General* ▸ *Movement sensor*.

The movement sensor detects movements within a certain range. You can deactivate the movement sensor or adjust its range (*Near* or *Far*).

### Factory default settings

You are now under ≡ ▸ ⚙ *Settings* ▸ *General* ▸ *Factory default settings*.

You can reset the appliance to the default settings.

## Networking

You are now under ≡ *Menu* ▸ ⚙ *Settings* ▸ *Networking*.

Networking allows you to operate your appliance using the Miele app or external voice assistant, as well as to update the software.

### WiFi

You are now under ≡ *Menu* ▸ ⚙ *Settings* ▸ *Networking*.

You can only connect to your home network if the *WiFi* setting is activated.

### Connection

You are now under ≡ ▸ ⚙ *Settings* ▸ *Networking* ▸ *Connection*.

You can view information about your home network.

- *Signal strength*
  The signal strength of the WiFi signal received is displayed.
- *Home network*
  You can view the quality of the connection to your home network.
- *IP address*
  The IP address is displayed.
- *Reset*
  If you reset the network data, you will no longer be able to operate your appliance via the Miele app or external voice assistant or update the software. You will need to reconnect to your home network.

### Remote control

You are now under ≡ *Menu* ▸ ⚙ *Settings* ▸ *Networking*.

You are only able to operate your appliance via the Miele app or external voice assistants if the *Remote control* setting is switched on.

## Appliance functions

Here you can make various settings for the wash process.

### TwinDos

You are now under ≡ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *TwinDos*.

You can select detergents, set the dispensing quantities and check and correct the fill level of the detergent cartridges.

This setting is only necessary if the detergent cartridges are not automatically detected by the washing machine.

If you wish to use your own detergent with the TwinDos function instead of UltraPhase 1 and 2, you will need the refill containers (optional accessories).

UltraPhase 1 and 2 can only be dispensed as a package. If a different detergent is selected for one compartment, the setting for the other compartment is automatically deleted.

**Tip:** If you select *No detergent* the respective TwinDos compartment will be deactivated.

**Water inlet**

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Water inlet*.

You can programme 3 options for the water intake.

- *Cold water*

  When using cold drinking water. The water enters via the cold water hose.

- *Hot water main wash*

  When using cold and hot drinking water. The water enters via both water inlet hoses. Hot drinking water is only used in the main wash if a temperature of over 30 °C is selected.

- *Hot water mw + rinse*

  When using cold and hot drinking water. The water enters via both water inlet hoses. Hot drinking water is used in the main wash and for rinsing.

**Memory**

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Memory*.

The washing machine will save the last parameters (temperature, spin speed and some of the extras) selected for a wash programme after the programme has started.

When the wash programme is chosen again, the saved parameters will appear on the washing machine's display.

**ComfortOpen**

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *ComfortOpen*.

The washing machine door opens automatically at the end of the Anti-crease function or after a programme is cancelled.

**Degree of soiling**

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Degree of soiling*.

You can specify the default setting for the degree of soiling when using TwinDos.

**Allergy**

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Allergy*.

Increased demand on the rinsing efficiency of the washing machine. An extra rinse is always carried out.

**Soak**

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Soak*.

You can set a duration for the soak duration of between 30 minutes and 6 hours.

**Rinse plus**

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Rinse plus*.

You can select how many extra rinses are to be carried out. This setting is important for allergy sufferers. The washing machine's water consumption increases.

### Temperature reduction

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Temperature reduction*.

At an altitude of the installation site above 1000 m, water has a lower boiling point. Miele recommends activating the reduced temperature setting at altitudes of the installation site of 2000 m or above to prevent water from boiling. The maximum temperature is reduced to 80 °C even if a higher temperature is selected.

### Suds cooling

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Suds cooling*.

Additional water flows into the drum at the end of the main wash to cool the suds down.

Suds cooling takes place when a *Cottons* programme with a temperature of 70 °C or higher is selected.

Switch on the suds cooling in the following cases:

- To prevent the danger of scalding if the drain hose is hooked over the edge of a sink or slops basin
- In buildings where the drainage pipes do not comply with DIN 1986

### Low water pressure

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Low water pressure*.

If the water pressure is below 100 kPa (1 bar), the washing machine cancels the programme and the *Fault F10 • Water inlet* fault message appears.

If the on-site water pressure cannot be increased, activating this function will prevent the programme from being cancelled.

### Anti-crease

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Anti-crease*.

The Anti-crease function reduces creasing after the end of the programme.

At the end of the programme, the drum continues to turn at intervals for up to 2 hours. The washing machine door can be opened at any time.

### Water hardness

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Water hardness*.

Set the exact water hardness for the water in your home. The water hardness is required to correctly dispense TwinDos.

### Lighting

You are now under ☰ ▸ ⚙ *Settings* ▸ *Appliance functions* ▸ *Lighting*.

The door handle lighting can be switched off or on.

## Information

You are now under ≡ ▸ ⚙ *Settings* ▸ *Information*.

### Software

You are now under ≡ *Menu* ▸ ⚙ *Settings* ▸ *Information* ▸ *Data plate*.

Here you can find information from your data plate.

### Legal Information

You are now under ≡ *Menu* ▸ ⚙ *Settings* ▸ *Information* ▸ *Legal Information*.

You can query which integrated open source components are used in the software.

### Consumption

You are now under ≡ ▸ ⚙ *Settings* ▸ *Consumption*.

You can display the energy and water consumption of the washing machine.

### Operating hours

You are now under ≡ ▸ ⚙ *Settings* ▸ *Information*.

You can query the number of operating hours.

### Service

You are now under ≡ ▸ ⚙ *Settings* ▸ *Service*.

You can set whether Miele Customer Service should gain access to the software for servicing purposes.

*Remote Access*
Miele Customer Service can access the software remotely.

## Cleaning the casing, drum and control panel

⚠ Risk of electric shock!
Mains voltage is present when the washing machine is switched off
Disconnect the machine from the electricity supply before cleaning or maintenance.

⚠ Risk of damage due to ingress of water.
The pressure of a water jet can cause water to get into the washing machine, resulting in damage to components.
Do not spray the washing machine with a water jet.

⚠ Damage caused by cleaning agents.
Solvent based cleaning agents, abrasive cleaners, glass cleaners or multi-purpose cleaning agents can cause damage to plastic surfaces and other parts.
Do not use any of these cleaning agents.

Cleaning recommendation:
As required

Tools required:
soft cloth

- Clean the casing and control panel with a mild cleaning agent or soapy water and dry both with a soft cloth.
- The drum can be cleaned using a suitable stainless steel cleaner.

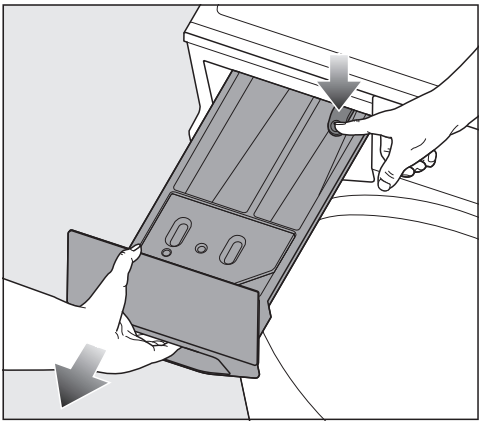
## Cleaning the detergent drawer

Washing at low temperatures and the use of liquid detergent can lead to a build-up of mould and germs in the detergent drawer.

Cleaning recommendation:
Every 4 weeks at the beginning, even if you only use TwinDos. If there is no heavy soiling, you can extend the intervals.

Tools required:
Bottle brush

### Removing and cleaning the detergent drawer

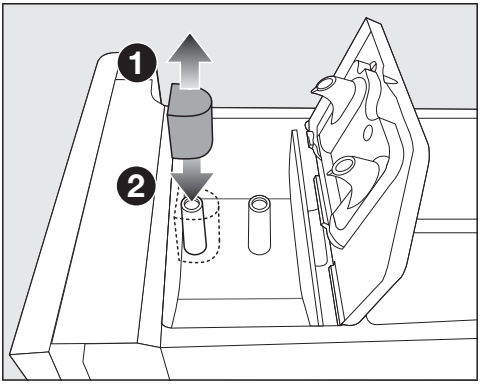


- Pull out the detergent drawer until resistance is felt. Press down the release button and at the same time pull the drawer right out of the appliance.
- Clean the detergent drawer with warm water.

### Cleaning the siphon and the ❀/ compartment channel

Liquid starch results in clogging. If clogged, the siphon in the ❀/ compartment will not work and the compartment can overflow.

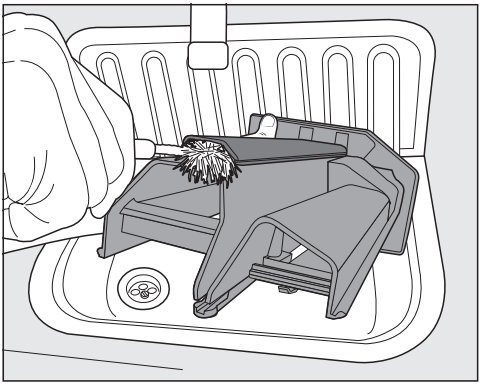
Clean the siphon particularly thoroughly after using liquid starch a few times.




❶ Pull the siphon out of the ❀ compartment.

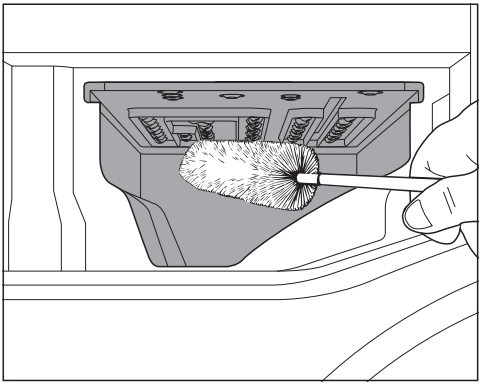
- Clean the siphon under warm running water.
- Clean the siphon tube in the same way.

❷ Refit the siphon.



- Clean the fabric conditioner channel using a bottle brush and warm water.

### Cleaning the detergent drawer compartment



- Use a bottle brush to remove detergent residues and limescale from the jets inside the detergent drawer.
- Refit the detergent drawer.

**Tip:** To assist drying, leave the detergent drawer slightly open.

## Cleaning the water intake filter

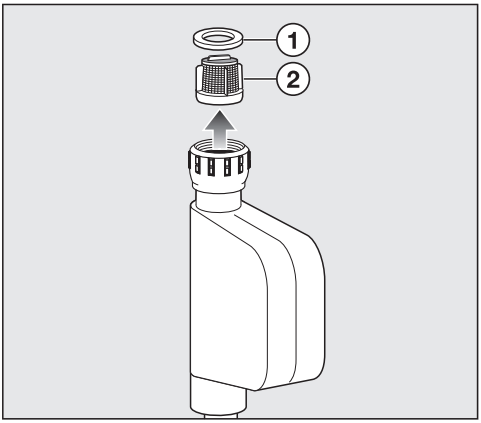
The filter must be put back in place after cleaning.

The washing machine has a filter to protect the water intake valve. You can check the filter for soiling and clean it yourself in just a few simple steps.

Cleaning recommendation:
Every 6 months. Perform this check more often if there are frequent interruptions to the external water supply.

Tools required:
Screwdriver, pointed pliers

- First turn off the stopcock.
- Unscrew the water inlet hose from the stopcock.




- Use a screwdriver to remove the black rubber seal ① from the screw thread.
- Using pointed pliers, take hold of the plastic filter bar ② and remove the plastic filter.
- Clean the filter.
- First insert the filter and then the rubber seal back into the screw thread.
- Screw the screw thread securely back onto the stopcock by hand.
- Slowly open the stopcock.

Make sure there is no water leaking from the threaded union.
Tighten the threaded union.

## Cleaning the TwinDos system

⚠ Damage resulting from dried laundry detergent.
If the system has not been used for a long time (more than two months), detergent in the hoses can become viscous or dry out. The hoses can become blocked and would then need to be cleaned by a service technician.
Clean the TwinDos system.

The washing machine has the *TwinDos maintenance* cleaning programme for the TwinDos system. Running the cleaning programme will rinse and clean the hoses inside the washing machine.

To run the cleaning programme, you will need the "TwinDos Care" cleaning cartridge or a refill container, available from the Miele online shop or from your Miele dealer.

### Cleaning the compartment

Detergent residue can cause clogging.

Cleaning recommendation:
Each time the cartridges are changed.

Tools required:
Damp cloth

- Use a damp cloth to clean the compartment interior.

### Starting the cleaning programme

Cleaning interval:
Longer downtime of more than 2 months or when changing the detergent

Tool required:
"TwinDos Care" cleaning cartridge or refill container

- Follow the instructions on the display.

## Cleaning the drum/hygiene in the washing machine

The washing machine has 2 cleaning programmes:

- *Clean drum*
- *Clean machine*

### Clean drum

Soiling such as sand and fluff is rinsed out of the drum.

Cleaning recommendation:
As required

- Start the *Clean drum* programme.

### Maintenance wash

Washing at low temperatures and/or using liquid detergents can cause germs and odours to build up in the washing machine.

Cleaning recommendation:
Message on the display

Tools required:
Miele machine cleaner or a powder multi-purpose detergent

- Start the *Clean machine* programme.

# Troubleshooting

Many malfunctions and faults can be easily remedied. You can save time and money in many cases, as you do not need to contact Customer Service.

More information to help you remedy faults yourself can be found at www.miele.co.uk/support/customer-assistance.

## The display does not switch on automatically – it is not possible to select a programme

| Problem | Cause and remedy |
|---|---|
| **Washing machine does not switch on. The display remains dark.** | There is no power to the washing machine.<br>■ Check whether the mains plug is plugged in.<br>■ Check whether the fuse has tripped. |
| | The movement sensor is switched off. The movement sensor does not respond.<br>■ Touch ⏻ *On/Off* and switch on the washing machine.<br>■ Check the *Movement sensor* setting in Settings.<br>■ Check the movement sensor by approaching the washing machine from the front. |

## Door does not open or close

| Problem | Cause and remedy |
|---|---|
| **Fault F34** | The door is not closed properly. The door lock could not engage.<br>■ Close the door again.<br>■ Start the programme again.<br>■ If the fault message appears again, contact the Miele Customer Service Department. |
| **Fault F35** | The door lock has jammed.<br>■ Switch the washing machine off and on again.<br>■ If the fault occurs again, contact the Miele Customer Service Department. |
| **The door cannot be opened during the wash process.** | During the wash process, the door is locked and the door sensor is switched off.<br>■ You can interrupt the wash process and cancel the door lock via “Add laundry”. |

## Water intake or drainage

| Problem | Cause and remedy |
|---|---|
| **Fault F10 • Water inlet** | The washing machine could not draw in enough water.<br>■ Check whether the stopcock has been opened or properly opened.<br>■ Check whether the water inlet hose is kinked.<br>■ Check that the water connection pressure is sufficient. The minimum pressure is 100 kPa (1 bar). If the water connection pressure is permanently below the minimum value, the “Low water pressure” setting can be activated. |
| **Fault F11 • Water drainage** | The drain pumps are dirty or blocked.<br>■ Clean the drain filters and drain pumps (see “Troubleshooting – Draining the suds solution in the event of a fault”). |
| | The drain hose has been fixed too high.<br>■ Observe the maximum delivery head of 1.0 m. |
| **Fault F138** | The Waterproof system has been activated.<br>■ Close the stopcock.<br>■ Contact the Miele Customer Service Department. |
| **Fault F373 • Leak on drain filter** | The washing machine has detected a leak in the drain filter.<br>■ Check the drain filter and tighten it again.<br>■ Switch the washing machine off and on again.<br>■ If the fault occurs again, contact the Miele Customer Service Department. |

## Fault messages and information on the display

| Problem | Cause and remedy |
|---|---|
| **Fault FXXX**<br>**Switch the appliance off and on again. If the fault persists, call Customer Service.** | The washing machine has detected a fault.<br>■ Disconnect the washing machine from the mains. Switch off at the wall and withdraw the mains plug from the socket, or disconnect the fuse.<br>Disconnect the washing machine from the mains supply **for at least 2 minutes**.<br>■ Reconnect the washing machine to the electricity supply.<br>■ Switch the washing machine on again.<br>■ Restart the programme.<br>If the fault occurs again, contact the Miele Customer Service Department. |
| **Select a programme at 60 °C or higher or run the 'Clean machine' programme. “Clean machine” now?** | When washing, a wash programme using a temperature above 60 °C has not been run for a long time. This can lead to a build-up of germs and odours in the washing machine.<br>■ Start the *Clean machine* programme by adding either Miele machine cleaner or a powder multi-purpose detergent. |
| **Check dosage** | Excessive foam has built up during washing.<br>■ Check the amount of detergent dispensed.<br>■ With automatic detergent dispensing, check the dispensing quantity set.<br>■ Observe the instructions on the detergent packaging and the degree of soiling of the laundry.<br>■ If necessary, reduce the basic dispensing quantity by increments of 10 %. |
| **Fault F210 • Circulation** | The drain pumps and the nozzle in the door sealing ring are dirty.<br>■ Clean the drain pumps and the nozzle in the door sealing ring (see “Troubleshooting – Draining the suds solution in the event of a fault”).<br>■ Start a wash programme again after cleaning. |
| | If the fault occurs again, contact the Miele Customer Service Department. |

## Fault messages and problems with TwinDos

| Problem | Cause and remedy |
|---|---|
| **TwinDos empty sensor defective** | The fill level of the TwinDos cartridges cannot be detected. The empty sensing is defective.<br>■ TwinDos can continue to be used.<br>■ Check the fill level of the TwinDos cartridges.<br>■ Contact the Miele Customer Service Department to remedy the defect. |
| **Use TwinDos** | TwinDos has not been used for a long time. As a result, there is a risk of the hoses becoming blocked.<br>■ Use TwinDos for one of your next wash loads. |
| **Clean TwinDos** | TwinDos must be cleaned. TwinDos has not been used for too long a time.<br>■ Carry out TwinDos cleaning immediately. |

## Hygiene in the washing machine

| Problem | Cause and remedy |
|---|---|
| **The washing machine smells unpleasant.** | Germs and/or a biofilm have formed in the washing machine.<br>When washing, a wash programme using a temperature above 60 °C has not been run for a long time.<br>■ Start the *Clean machine* programme by adding either Miele machine cleaner or a powder multi-purpose detergent. |
| | The door and the detergent drawer were closed after washing.<br>■ Leave the door and the detergent drawer slightly open to allow them to dry. |

## Problems with the detergent drawer

| Problem | Cause and remedy |
|---|---|
| **Large amounts of detergent residue remain in the detergent drawer.** | The water connection pressure is too low.<br>■ Check the water connection pressure (at least 100 kPa (1 bar)).<br>■ Check the filter in the water inlet hose for dirt and clean the filter. |
| | Powder detergent used in conjunction with water softeners tends to become sticky.<br>■ Clean the detergent drawer.<br>■ In future, observe the following dispensing sequence:<br>1. Add powder detergent.<br>2. Add the softener to the powder detergent. |
| **The fabric conditioner is not completely dispensed. A large amount of water remains in the compartment ❀.** | The siphon is not correctly positioned or is clogged.<br>■ Clean the siphon. |
| | For technical reasons, a small amount of water will remain in the compartment ❀. |
| **There is still liquid in the cap at the end of the programme.** | There is a blockage in the small pipe in the detergent drawer onto which the cap is placed.<br>■ Clean the detergent drawer. |
| | For technical reasons, a small amount of water will remain in the cap. |
| **There is water next to the cap in the ❀ compartment.** | CapDosing was not activated.<br>■ Remove the caps and dispose of them.<br>■ Switch on CapDosing the next time a cap is used. |
| | Empty caps were not removed after the last wash programme.<br>■ Remove the caps. |
| | There is a blockage in the small pipe in the detergent drawer onto which the cap is placed.<br>■ Clean the detergent drawer. |

## Poor wash results

| Problem | Cause and remedy |
|---|---|
| **Liquid detergent is not achieving the required results.** | Off-the-shelf liquid detergents do not usually contain bleaching agents. Stains from fruit, coffee or tea, for example, are difficult to remove without bleaching agent.<br>■ Use TwinDos with UltraPhase 1 and 2. The targeted addition of UltraPhase 2 (bleaching agent) during the wash process removes stains effectively.<br>■ Add a powder detergent containing bleach. |
| **White residues which look like powder detergent are seen on dark fabrics after washing.** | Powder detergents contain compounds (zeolites) to aid water softening which are not soluble in water. The zeolites have ended up on the laundry.<br>■ Try and brush off the residues with a soft brush once the laundry is dry.<br>■ In future, wash dark textiles using a liquid detergent. Liquid detergents do not usually contain zeolites.<br>■ Wash dark textiles in the special programme offered for this purpose. |
| **Grey, greasy particles cling to washed laundry.** | There are greasy particles on the textiles. Greasy particles can form on textiles soiled with grease (oils, ointments) and if not enough detergent has been dispensed.<br>■ Before the next wash, clean the washing machine with the *Clean machine* programme to remove residues from the washing machine.<br>■ Then wash the textiles again, if possible using a liquid detergent. Liquid detergents have a better cleaning effect on grease stains. |
| **The textiles are unusually wet after the wash process.** | The machine detected a high level of imbalance during the final spin and reduced the spin speed.<br>A low final spin speed was selected when selecting the programme.<br>■ Always place large and small textiles together in the drum for a wash process. This ensures better distribution of the textiles during the final spin and reduces the chance of imbalance. |

## Noises and various other problems

| Problem | Cause and remedy |
|---|---|
| **The washing machine shakes during the spin cycle.** | The washing machine is not standing evenly on all 4 adjustable feet.<br>The feet are not secured.<br>■ Level the washing machine and lock the feet. |
| **Strange pump noises can be heard.** | Not a fault.<br>These slurping noises occur at the start and end of a pump sequence as a normal part of the operation. |

## Draining the suds solution in the event of a fault

Follow the operating sequences listed.

The individual operational steps can be found in “Troubleshooting”.

**Draining the suds solution and opening the door in the event of a power cut**

1. Removing the plinth flap
2. Draining the suds solution
3. Fitting the plinth cap
4. Operating the emergency release

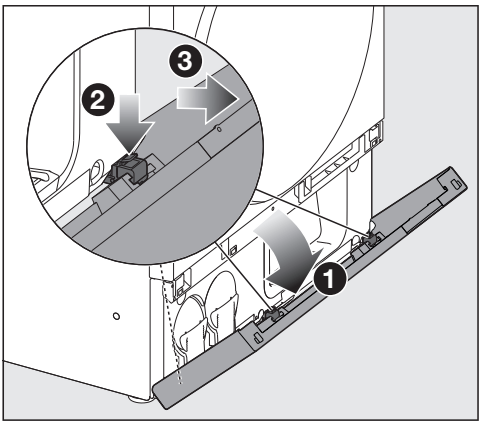
**Draining the suds solution if the drain filter is clogged**

1. Removing the plinth flap
2. Draining the suds solution
3. Cleaning the pump and drain filter
4. Fitting the plinth flap

**Drain the suds solution and cleaning the pump and nozzle for Fault F210 • Circulation**

1. Removing the plinth flap
2. Draining the suds solution
3. Cleaning the pump and drain filter
4. Cleaning the nozzle at the top of the door sealing ring
5. Fitting the plinth flap

## Removing the plinth flap




❶ Open the plinth flap by approx. 45°.

❷ Release the 3 retainers one after the other.

❸ Remove the plinth flap by pulling it forwards.

**Tip:** To avoid damaging the plinth flap, put it to one side.

## Draining the suds solution

Requirement: the plinth flap has been removed.

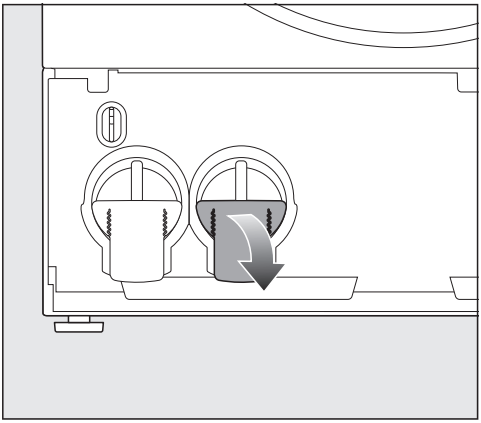
Depending on the wash programme and the progress of the wash cycle, there may be a large quantity of suds solution in the washing machine.

### Emptying into a shallow container

This draining method is recommended if the washing machine is placed directly on the floor.

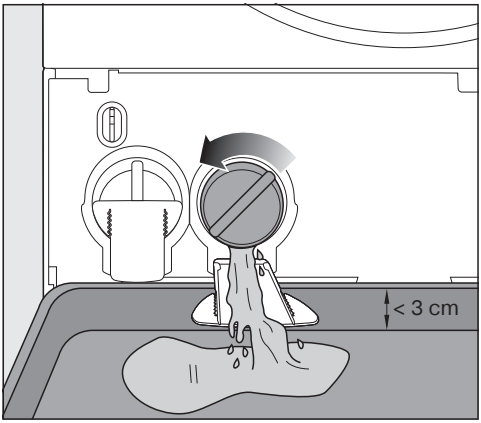
Tools required:
Container max. 3 cm high and ideally with a capacity of 2 litres, e.g. a universal tray from the oven.

- If the floor is sensitive, place a towel under the machine to protect the floor.



- Fold down the right-hand pouring aid.
- Press the pouring aid all the way down until you feel it click into place.

⚠ Risk of scalding due to hot suds.
Escaping suds will be hot if laundry has been washed at high temperatures!
Carefully allow all suds to drain off.




- Slide a flat container under the pouring aids.
- Slowly turn on the right-hand drain filter until the suds solution drains out.
- To interrupt the suds drainage (e.g. to empty the container), tighten the drain filter again.

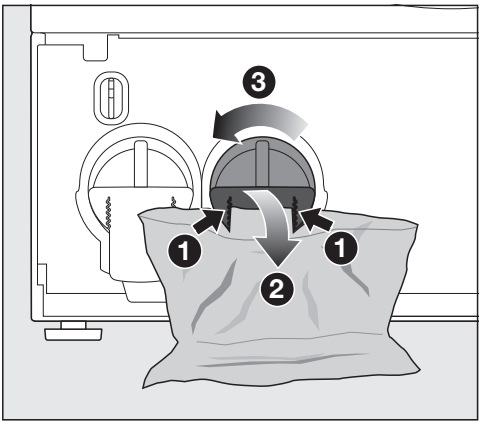
The process is complete when no more suds solution runs out.

**Emptying into a plastic bag**

This draining method is recommended if the washing machine is slightly elevated, e.g. on a plinth.

Tools required:
1 plastic bag (freezer bag) with a volume of at least 3 litres and a towel for sensitive floors.

- If the floor is sensitive, place a towel under the machine to protect the floor.




❶ Attach the plastic bag to both slots of the right-hand pouring aid.

❷ Fold down the pouring aid.

❸ Slowly turn on the right-hand drain filter until the suds solution drains out.

- To interrupt the drain (e.g. to empty the bag), tighten the drain filter again.

The process is complete when no more suds solution runs out.

**Next steps**

You want to clean the drain filter

- Read “Cleaning the pumps and drain filters”.

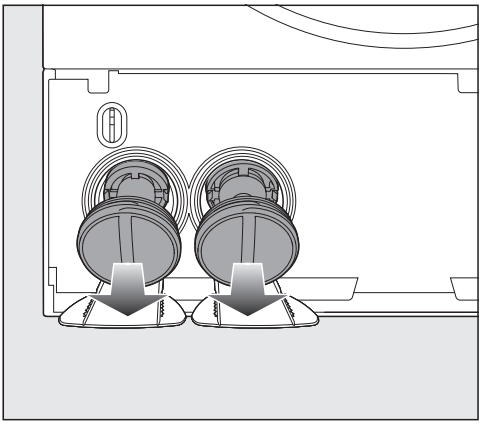
You do not want to clean the drain filter

- Tighten the drain filter back up again.
- Fold the pouring aid up again.

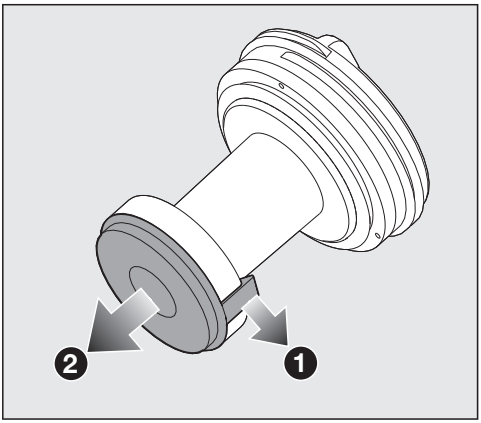
⚠ Risk of water damage
Make sure the drain filter is securely tightened. Otherwise there is a risk of water leakage during use.
Replace the drain filter correctly and tighten it securely.

## Cleaning the pumps and drain filters

Requirement: suds solution has been drained

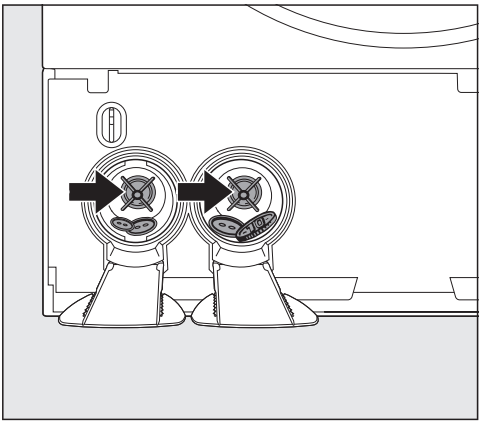


- Unscrew the drain filters completely and remove the drain filters.
- Clean the drain filters thoroughly.

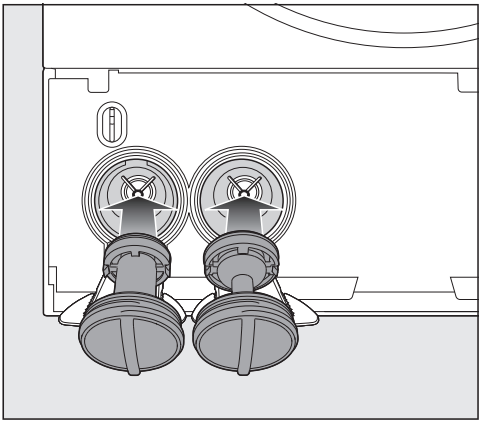



❶ Loosen the retainers on the drain filter lids.

❷ Remove the lids and clean the inside of the drain filters.



- Check whether the pump impellers can rotate freely.
- Remove any foreign objects (e.g. buttons, coins).
- Clean the inside thoroughly.



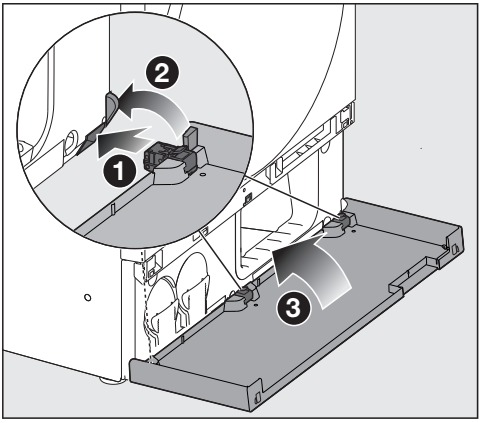
- Replace the drain filters correctly (on the right and left) and tighten them securely.
- Fold the pouring aids up again.

⚠ Risk of water damage

Make sure the drain filters are securely tightened. Otherwise there is a risk of water leakage during use.

Replace the drain filters correctly and tighten them securely.

## Fitting the plinth flap

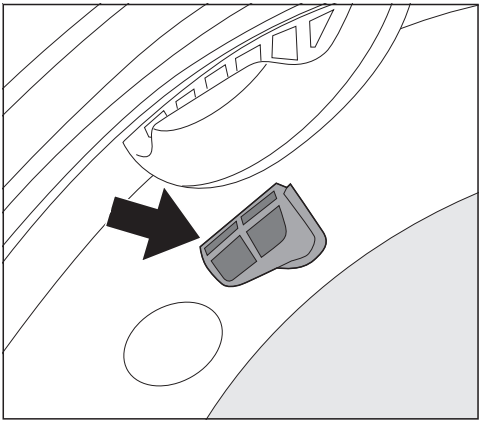



❶ Snap the 3 retainers back into place after use.

❷ Press the outer edge of the plinth flap slightly outwards.

❷ Close the plinth flap.

## Cleaning the nozzle at the top of the sealing ring



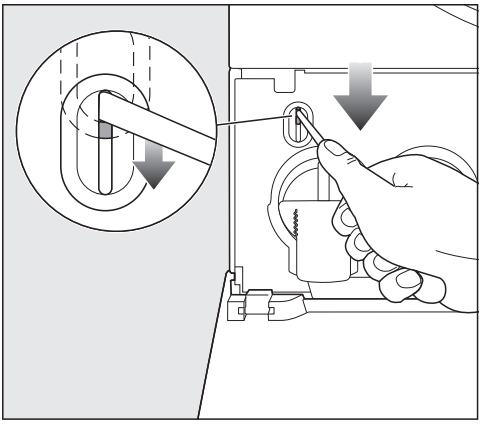
■ Remove the fluff with your finger. Do not use any sharp or pointed tools to do this.

## Operating the emergency release

Requirement: suds have been drained.

Tools required:
Long thin screwdriver

In the event of a power cut during the wash process, the door remains locked. The door can be unlocked manually.



1. Use a screwdriver to push the door release mechanism all the way down without touching or opening the door.
2. Then pull the door open.

⚠ Danger of injury due to rotating drum.
Reaching into a moving drum is extremely dangerous.
Always make sure that the drum is stationary before reaching in to remove laundry.
Keep children away from the washing machine.

3. Close the door.
4. Open the door again.

If the door is locked, repeat steps 1 to 4 to avoid potential safety risks.

5. Remove the laundry.

Information to help you rectify faults yourself and about Miele spare parts can be found at www.miele.com/service.

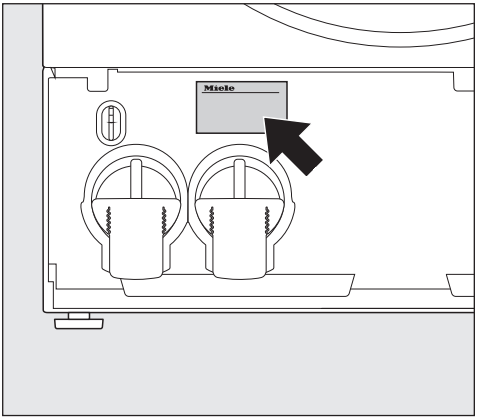
## Contact in the event of a fault

In the event of any faults which you cannot remedy yourself, please contact your Miele dealer or the Miele Customer Service Department.

You can book a Miele Customer Service Department call-out online at www.miele.com/service.

Contact information for the Miele Customer Service Department can be found at the end of this document.

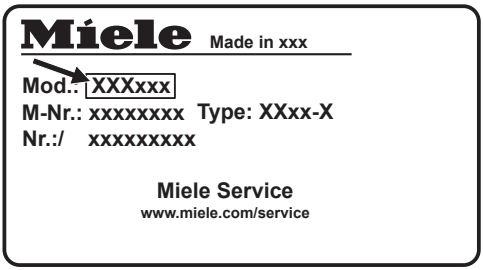
Please quote the model identifier and serial number of your appliance (Fabr./SN/Nr.) when contacting the Miele Customer Service Department. This information can be found on the data plate.
Please note that telephone calls may be monitored and recorded for training purposes and that a call-out charge will be applied to service visits where the problem could have been resolved as described in this booklet.
The data plate can be found above the right-hand drain pump when the plinth flap is open.




## EPREL database

From 1 March 2021, information on energy labelling and ecodesign requirements will be available in the European Product Database (EPREL). You can find the product database at the following link https://eprel.ec.europa.eu/. You will be asked to enter the model identifier.

The model identifier can be found on the data plate.

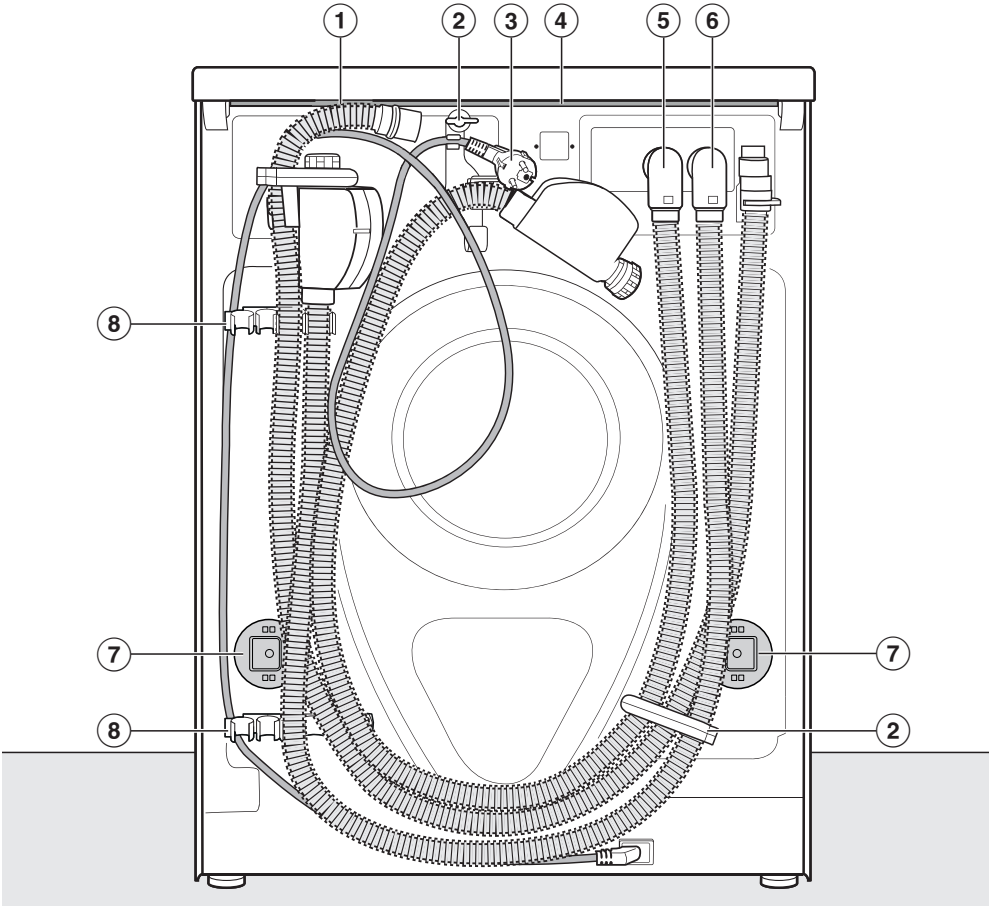



## Warranty

For information on the appliance warranty specific to your country please contact Miele. See back cover for address.

In the UK, your appliance warranty is valid for 2 years from the date of purchase. However, you must activate your cover by calling 0330 160 6640 or registering online at www.miele.co.uk.

## Rear view




① Drain hose

② Transport clips for inlet and drain hoses and mains connection cable

③ Mains connection cable

④ Protruding lid for holding when moving the appliance

⑤ Inlet hose with Waterproof system for cold water (drinking water)

⑥ Inlet hose with Waterproof system for hot water

⑦ Safety caps for transit bars

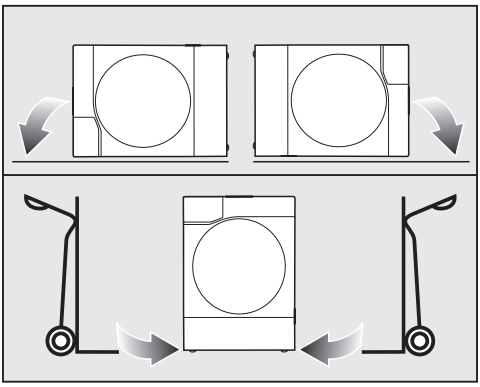
⑧ Transport clips for inlet and drain hoses and for storing transit bars when not in use

## Transporting the washing machine

⚠ Danger of injury to people and damage to property caused by moving the appliance incorrectly

If the washing machine tips up there is a danger of injury to people and damage to property.

Make sure the washing machine is stable during transportation.



■ If transporting the washing machine, make sure its left or right side panel is:

- Horizontally (e.g. in a car) or
- Upright on a sack truck

## Transporting the washing machine to its installation surface

⚠ Danger of injury due to unsecure lid.

Make sure the fixings at the back of the lid are secure. Otherwise there is a danger of the lid being pulled off when carrying the machine.

Before carrying the machine check that the lid is secure where it protrudes at the back of the machine.

■ Carry the washing machine by the front adjustable feet and by the lid where it protrudes at the back of the machine.

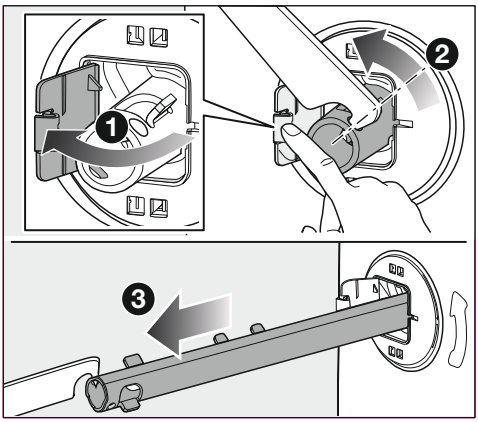
## Requirements for the installation surface for the washing machine

- Connections for electricity, water and drainage should be installed in such a way that they remain accessible when the washing machine is in its final position.
- The best base is a concrete floor.
- When installing on wooden beam flooring, the base should be reinforced with a plywood base (minimum size: 59 x 52 x 3 cm). The base should span several joists and be bolted to the joists and not only to the floorboards. Check for the presence of pipes and cables first.
- Do not place on soft flooring (e.g. carpet).

## Removing the transport safety device

### Removing the transit bars

Remove the left-hand transit bar first, followed by the right-hand transit bar.




❶ Push the cover out.

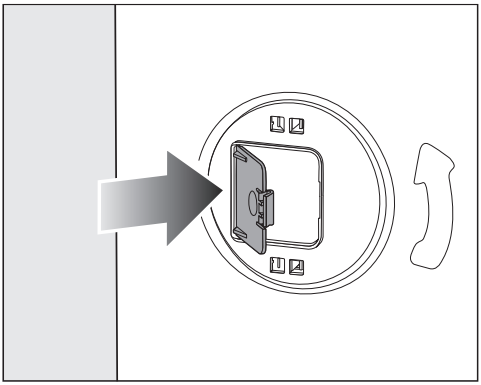
❷ Using the open spanner supplied, turn the transit bar 90°.

❸ Pull out the transit bar.

■ Remove the right-hand transit bar in the same way.

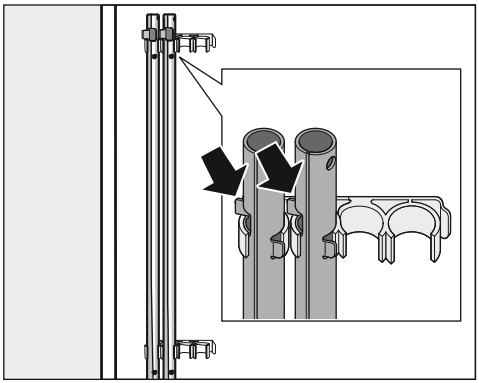
### Covering the holes

⚠ Risk of injury from sharp edges.
There is a risk of injury from reaching into holes that are not covered.
After removing the transport safety device, cover the exposed holes.



■ Push the covers in firmly until they engage in position.

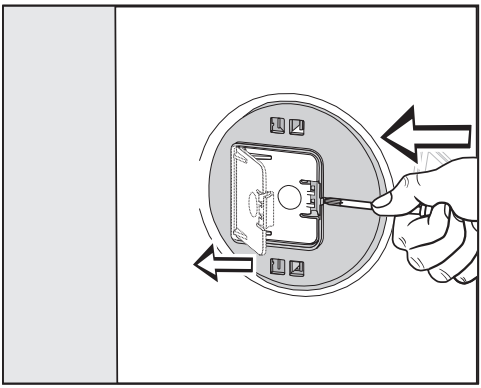
### Securing the transit bars



■ Secure the transit bars to the rear panel of the washing machine. Make sure that the top retainer is located above the holder.

## Fitting the transit bars

### Opening the covers



- Press against the retainer with a sharp object (a narrow screwdriver, for example).

The cover opens.

### Fitting the transit bars

- To fit the bars, follow the instructions for removing them in reverse order.

**Tip:** The bars will slide in more easily if you lift the drum slightly.

## Aligning the washing machine

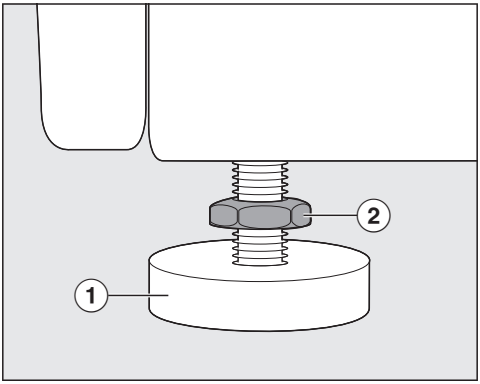
⚠ Risk of damage due to incorrectly aligned washing machine.
There is a danger of the washing machine moving about if the feet are not secured.
Turn all four counter nuts for the feet until they sit firmly up against the housing. Please also check this for the feet which did not need adjustment.

The washing machine must stand perfectly level on all 4 feet. This is the only way to ensure safe and proper operation.

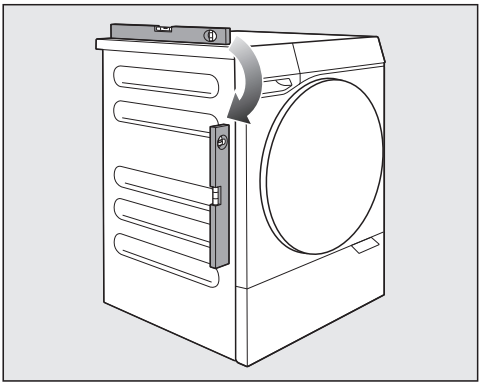
Incorrect installation may increase water and energy consumption. The washing machine can also move around during spinning.

Unscrewing the feet and positioning the washing machine vertically

The appliance is supplied with all feet screwed in.




- Using the open spanner supplied, turn the counter nut ② in a clockwise direction.
- Then turn the counter nut ② together with the foot ① to unscrew.



- Use a spirit level to check the washing machine is standing level.

If the washing machine is vertical, the feet still need to be secured.

Securing the feet

- Hold the foot ① securely with water pump pliers.
- Use the open spanner again to screw the counter nut ② tight against the housing.

## Additional installation requirements

### Installing under a worktop

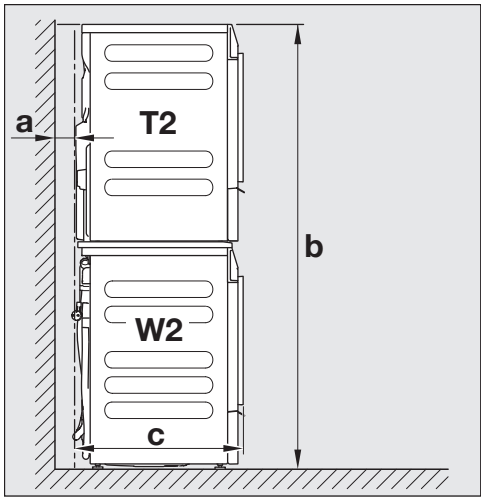
⚠ Risk of electric shock due to exposed cables
There is a risk of coming into contact with live parts while the lid is removed.
Do not remove the washing machine lid.

This washing machine (with lid intact) can be pushed under a worktop (min. 850 mm) if there is space to do so.

### Washer-dryer stack

The washing machine can be installed as a washer-dryer stack together with a Miele tumble dryer. A WTV stacking kit is required for this.

You can obtain an stacking kit from your Miele dealer or Miele Customer Service.




**a** = at least 2 cm

**b** = WTV 601: 172 cm
WTV 611: 184.5 cm

**c** = 65 cm

### Installation on a plinth

⚠ Injury can occur if the washing machine has not been adequately secured.
During installation, the washing machine must be secured on a plinth to be made available on site (concrete or brick), in order to ensure it cannot fall or slip.
Secure the washing machine using a clamp/fastening bracket (MTS floor mounting kit – available from your Miele dealer or Miele spare parts department).

The washing machine can either be installed on an existing plinth (concrete plinth or brick plinth) or placed on a plinth. To prevent the washing machine from moving around, the washing machine must be securely mounted onto the plinth.

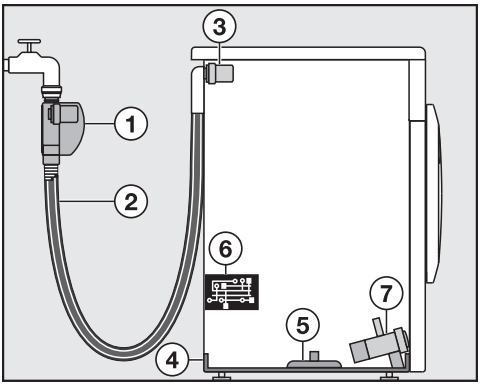
## The water protection system

The Miele water protection system protects all parts of the washing machine from water damage.

The system mainly consists of the following components:

- Water inlet hose
- Electronic module and drainage and overflow protection
- Drain hose

### The Waterproof system (WPS) from Miele




① Solenoid valve inside the casing of the water inlet hose

② Sheathed inlet hose with pressure-resistant inner hose

③ Solenoid valve for water intake control

④ Floor tray

⑤ Float switch

⑥ Electronic module

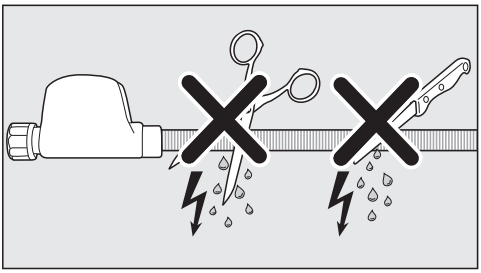
⑦ Drain pump

### The water inlet hoses

- A solenoid valve ① that shuts off the water inlet directly at the stopcock is located in the casing of the water inlet hoses. If the solenoid valve is faulty, the pressure-resistant inner hose ② and the solenoid valve for water inlet control ③ will provide additional protection.
- The inner hose and the solenoid valves have a burst pressure of at least 6000 kPa (60 bar).
- The sheathed inlet hose ② consists of a pressure-resistant inner hose and an outer sleeve. If water leaks from the inner hose, it is guided through the outer sleeve and into the floor tray ④. The float switch ⑤ closes the solenoid valves ① and ③. This shuts off the water intake and prevents any more water from flowing into the appliance. Water in the suds container is pumped away.

### Special features of the water inlet hose

⚠ Risk of electric shock from mains voltage.
There are live electrical components in the water inlet hose.
The water inlet hose must never be connected in an area subject to spray water, e.g. from a bath or shower.



### Electronic module and housing

- Sump:
  Any leaking water from the washing machine is collected in the floor tray ④ in the base of the machine. The float switch ⑤ signals the water in the floor tray to the electronic module ⑥. The electronic module closes the solenoid valves ① and ③. The further water inlet is blocked. In addition, the electronic module ⑥ activates the drain pump ⑦ and the water in the suds container is pumped away.
- Overflow protection:
  The electronic module constantly monitors the water level in the washing machine. If the water level exceeds a certain level, the drain pump ⑦ switches on and pumps the excess water away. If the water level rises out of control repeatedly, the drain pump ⑦ is activated permanently and the washing machine indicates a fault, which is accompanied by a buzzer.

### Drain hose

The drain hose is protected by a ventilation system which prevents the machine from being emptied completely. Here, an uncontrolled complete emptying of the washing machine is prevented.

## Water inlet

⚠ Health risk and risk of damage due to contaminated incoming water.
The quality of the incoming water must correspond to the drinking water specification of the country in which the washing machine is being operated.
Always connect the washing machine to the mains water supply.

The water connection pressure needs to be between 100 and 1000 kPa. If the water connection pressure exceeds 1000 kPa, a pressure reducing valve must be installed.

Connection to the water supply should incorporate a stopcock with a ¾" threaded union. If a stopcock is not available, only a qualified installer may connect the washing machine to the mains water supply.

### Hot water

The preferred temperature is 55 °C. The temperature must not not exceed 60 °C. Consult a qualified plumber if the temperature exceeds 60 °C.

### Connecting water inlet hoses

- Screw the water inlet hoses onto the thread of the water inlet with the nut.

To prevent damage to the inner hose, keep a tight hold of the valve housing and only turn the nut.

- Slowly open the stopcocks and check the connection for leaks.
- Correct the position of the seal and screw thread if necessary.

### Maintenance

Only use a **Miele Waterproof system** hose should you need a replacement.

⚠ Damage caused by dirty water.
This washing machine has a filter in the hose connection to the casing to protect the solenoid valve.
This filter must not be removed.

### Hose extension

A 1.5 m long (metal) extension hose is available from your Miele dealer or the Miele Customer Service Department as an accessory.

This metal extension hose is tested to withstand burst pressures of up to 14,000 kPa and can be used as a flexible extension to the water supply pipe.

## Water drainage

The suds are drained through a drain pump with a 1 m high delivery head. For the water to drain freely, the hose must be free of kinks.

If required, the hose can be extended to a length of up to 5 m. Accessories are available from your Miele dealer or from the Miele Customer Service Department.

For drain heights of more than 1 m (up to a maximum delivery head of 1.8 m), a replacement drain pump will need to be fitted. Please contact your Miele dealer or Miele Customer Service for advice. For a drain height of 1.8 m, the hose can be extended to a length of up to 2.5 m. Accessories are available from your Miele dealer or from the Miele Customer Service Department.

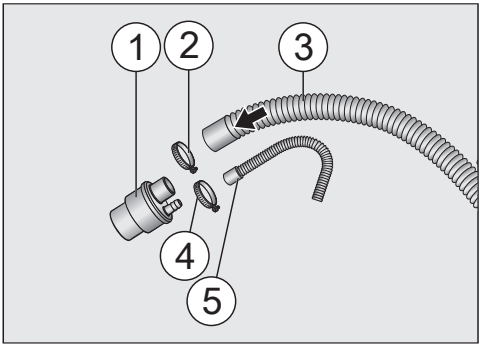
**Drainage options**

1. Connecting the drain hose to the plastic drain pipe
2. Connecting a drain hose to a sink
3. Routing the drain hose to a floor drain (gully)
4. Hanging the drain hose in the sink or slops basin

**Drain adapter**

Miele offers a drain adapter for connection to a plastic drain pipe or sink as an optional accessory. The drain adapter offers the option of connecting only the washing machine or the washing machine together with the tumble dryer.

Connecting the hoses to the drain adapter




① Drain adapter

② Hose clip

③ Washing machine drain hose

④ Hose clip

⑤ Tumble dryer drain hose

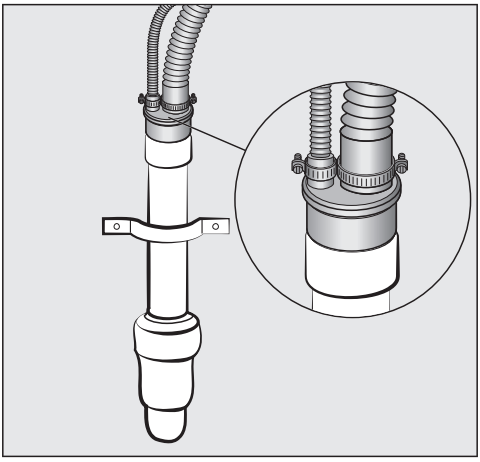
- Connect the hoses to the drain adapter as shown in the image.
- Secure the hoses with hose clips.

Connecting to the plastic drain pipe

The drain adapter fits onto a standpipe with a diameter of DN 40 or DN 50.

The maximum delivery head of the washing machine is 1 m. The length of the drain hose must not exceed 2.5 m.

**Tip:** The sealing ring supplied with the drain adapter must not be used.

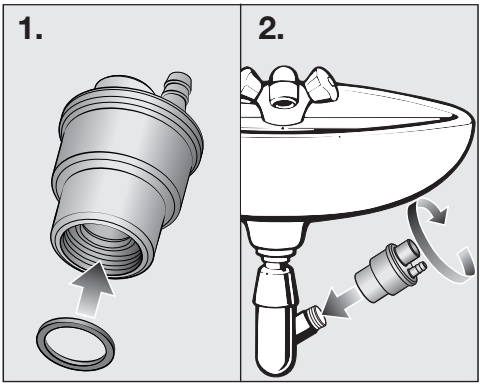


- Insert the drain adapter into the plastic drain pipe.

Connecting to the sink

It is possible to connect to a sink drain outlet using a $1^1/_2$" thread.

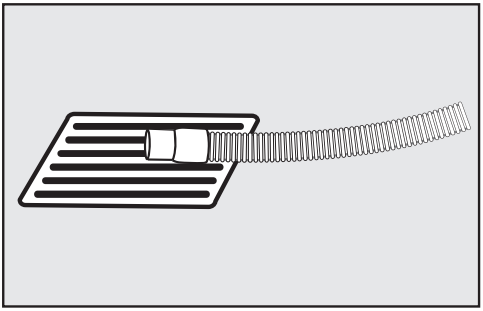
**Tip:** Ensure that the seal is inserted in the adapter.




- Insert the seal into the drain adapter.
- Screw the adapter onto the sink drain outlet.

### Routing the drain hose to a floor drain (gully)

**Tip:** The maximum drain length is 5 m.

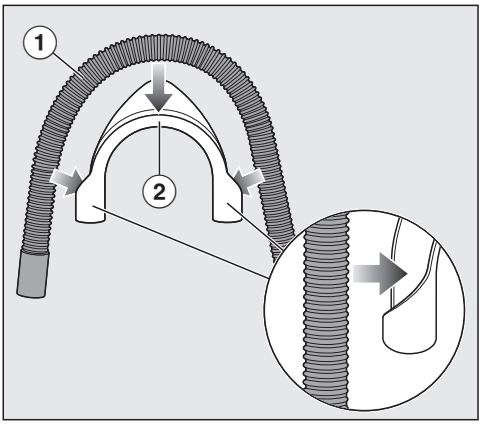


- Place the drain hose on the floor drain.
- If necessary, secure the hose to prevent it from slipping.

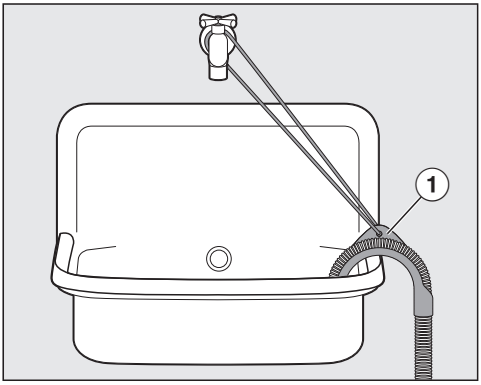
### Hanging the drain hose in the sink or slops basin

If drainage is via the sink, rapid drainage must be guaranteed. Otherwise there is a risk of flooding or backsiphonage into the washing machine.

**Tip:** Use the swivel elbow supplied to stop the drain hose from slipping.




- Insert the drain hose ① into the swivel elbow ②.




- Place the end of the drain hose in a sink.
- Use a strap and the eye ① to stop the swivel elbow from slipping.

## Electrical connection

The washing machine is supplied with an electrical connection cable with moulded plug ready for connection to a switched socket.

The socket must be easily accessible after the washing machine has been installed. If that is not possible, ensure that a suitable means of disconnection is provided on the installation side for each pole.

⚠ Risk of fire from overheating.
Connecting the washing machine to a multi-socket plug adapter or to an extension lead can overload the cable.
Do not use an extension lead or multi-socket plug adapter.

The electrical system must comply with local and national safety regulations (BS 7671 in the UK). We recommend the use of a suitable RCD ⎓.

If the connection cable is damaged, it must only be replaced with a specific connection cable of the same type (available from the Miele Customer Service Department). For safety reasons, such replacement may only be carried out by a qualified technician or the Miele Customer Service Department.

The data plate indicates the nominal power consumption and the appropriate fuse rating. Compare the specifications on the data plate with those of the electricity supply and make sure that they match.

If in any doubt, consult a qualified electrician.

Temporary or permanent operation on an autonomous power supply system or a power supply system that is not synchronised with the mains power supply (e.g. island networks, back-up systems) is possible. A prerequisite for operation is that the power supply system complies with the specifications of EN 50160 or an equivalent standard. The function and operation of the protective measures provided in the domestic electrical installation and in this Miele product must also be maintained in isolated operation or in operation that is not synchronised with the mains power supply, or these measures must be replaced by equivalent measures in the installation. As described, for example, in the current version of BS OHSAS 18001–2 ISO 45001.

# Installation

## Technical data

| | |
|---|---|
| Height | 850 mm |
| Width | 596 mm |
| Depth | 620 mm |
| Depth with door open | 1087 mm |
| Height for building under | 850 mm |
| Width for building under | 600 mm |
| Depth for building under | 600 mm |
| Weight | Approx. 95 kg |
| Capacity | 9,0 kg dry laundry |
| Supply voltage | See data plate |
| Rated load | See data plate |
| Fuse rating | See data plate |
| Consumption data | See “Programmes” |
| Minimum water connection pressure | 100 kPa (1 bar) |
| Maximum water connection pressure | 1000 kPa (10 bar) |
| Water inlet hose length | 1.60 m |
| Drain hose length | 1.50 m |
| Length of mains connection cable | 2.00 m |
| Maximum delivery head | 1.00 m |
| Maximum drainage length | 5.00 m |
| LEDs | Class 1 |
| Test certifications awarded | See data plate |
| Power rating in off mode | 0,50 W |
| Networked standby | 2,00 W |
| Frequency range | 2.4000–2.4835 GHz |
| Maximum transmission power | < 100 mW |

### EU Conformity declaration

Miele hereby declares that this washing machine complies with Directive 2014/53/EU.

The complete text of the EU declaration of conformity is available from one of the following internet addresses:

- Products, Download from www.miele.ie
- For service, information, operating instructions etc: go to https://miele.co.uk/manuals and enter the name of the product or the serial number

**UK Conformity declaration**

Miele hereby declares that this washing machine complies with UK Radio Equipment Regulations 2017, as amended.

The complete text of the UK declaration of conformity is available from one of the following internet addresses:

- Products, Download from www.miele.co.uk
- For service, information, operating instructions etc: go to https://miele.co.uk/manuals and enter the name of the product or the serial number

This **Statement of Compliance** confirms this Miele product fully complies with the **Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.**

1) Household Appliance – *Washing Machine HW20-W*
2) Manufactured by: Miele & Cie KG,
   Carl Miele Street 29, 33332 Gutersloh Germany
   Imported by and contact point: Miele Company Ltd, Fairacres, Marcham Road, Abingdon, Oxon, OX14 ITW Great Britain
3) The defined support period at the time of first supply is 10 years
4) To report vulnerabilities and cybersecurity issues please contact: psirt@miele.com
5) Signature
   Name: **Paul Wright**
   Company Position: **Head of Technical Management**
   Date of signature: **19th March 2024**
   Place of signature: **Abingdon, Oxfordshire**

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Miele

WQ 1000 WPS

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M.-Nr. 12 702 871 / 00 / 002