

Operating and installation Instructions Commercial Washing Machine

PWM 912

PWM 916

PWM 920

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

en-AU, NZ

Caring for the environment

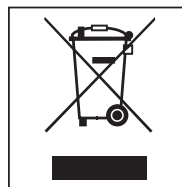
Disposal of the packing material

The packaging is designed to protect the washing machine from damage during transportation. The packaging materials used are selected from materials which are environmentally friendly for disposal and should be recycled.

Recycling the packaging reduces the use of raw materials in the manufacturing process and also reduces the amount of waste in landfill sites. Ensure that any plastic wrappings, bags etc. are disposed of safely and kept out of the reach of babies and young children. Danger of suffocation!

Disposing of your old appliance

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



Please dispose of it at your local waste collection / recycling centre for electrical and electronic appliance. Please ensure that your old appliance poses no risk to children while being stored prior to disposal.

Energy saving tips

Energy and water consumption

- To get the most out of your machine, load the **maximum** dry load for the programme you are using.
The most efficient use of energy and water is achieved when a full load is washed.

Detergent









- Do not exceed the amounts of detergent recommended by the manufacturer on the packaging.
- Reduce the amount of detergent for smaller loads.

When drying with a tumble dryer

Selecting the highest possible spin speed for the wash programme will save energy when drying in a tumble dryer afterwards.

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Warning and Safety instructions

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 of the appliance. 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 “Installation”, as well as in the “Warning and Safety instructions”.

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

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

When instructing other people how to use the washing machine, they must be made aware of these Warning and Safety instructions.

Warning and Safety instructions

Correct application

- ▶ The washing machine is only suitable for washing fabrics with a care label stating that they are suitable for machine washing. Any other applications may be dangerous. The manufacturer cannot be held liable for damage resulting from incorrect or improper use or operation of the machine.
- ▶ This washing machine must be used as described in the operating instructions and must be checked on a regular basis to make sure it is functioning correctly. Maintenance must be carried out when necessary.
- ▶ The washing machine is not suitable for outdoor use.
- ▶ Do not install your washing machine in a room where there is a risk of frost. Frozen hoses can tear or burst. The reliability of the electronic control unit may be impaired at temperatures below freezing point.
- ▶ The washing machine is designed for commercial use only.
- ▶ If the machine is used in a commercial environment, it may only be operated by instructed/trained personnel. If the machine is to be operated in an area accessible to the public, the supervisor must ensure that it can be operated safely without risk of danger to others.
- ▶ The machine must not be installed and operated in mobile locations (e.g. on a ship).
- ▶ This washing machine is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning its use by a person responsible for their safety.
- ▶ Young children must not be allowed to use this appliance.
- ▶ Older children may only use the appliance when its operation has been clearly explained to them and they are able to use it safely. They must be able to understand and recognise the possible dangers of misuse.
- ▶ Cleaning work may only be carried out by older children under the supervision of an adult.
- ▶ Always supervise any children in the vicinity of the washing machine. Never allow children to play with the washing machine.
- ▶ Disinfection programmes must not be interrupted, as this can have a limiting effect on the disinfection result. It is the operator's responsibility to ensure that the standard of disinfection in thermal as well as chemo-thermal procedures is maintained by carrying out suitable validation tests.

Preventing problems

► Never use solvent-based detergents, e.g. those containing benzene, in this washing machine. This may result in damage to component parts and create toxic fumes. **Risk of fire and explosion!**

► When washing with high temperatures, remember that the porthole glass becomes hot. Therefore, prevent children from touching the porthole glass during the wash process.

Danger of burning!

► Close the drum door after each wash programme. This is to avoid the risk of children trying to climb into the washing machine or hiding things in it, and animals getting into the machine.

► Do not damage, remove or bypass the safety components or control elements of the washing machine.

► Machines with a damaged control panel or damage to wire insulation must not be used until they have been repaired.

► If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified person in order to avoid a hazard.

► The water generated during washing is suds solution and not drinking water. Drain the suds solution into an appropriate sewage system.

► Always make sure that the drum is stationary before reaching in to remove laundry. Reaching into a moving drum is extremely dangerous. Danger of injury!

► Be careful not to put your hands in the gap between door and frame when closing the drum door.

Caution! The drum door is locked automatically as soon as the machine starts.

► It is particularly important to observe manufacturer's instructions when using a combination of cleaning agents and special application products. Products must only be used for applications approved by the manufacturer to avoid any material damage or the occurrence of strong chemical reactions.

Warning and Safety instructions

Technical safety

- ▶ Before installing and operating the washing machine, check it for any visible exterior damage. Do not install or operate a damaged washing machine.
- ▶ The electrical safety of this washing machine can only be guaranteed when continuity is complete between it and an effective earthing system which complies with current local and national safety regulations. It is most important that this basic safety requirement is present and regularly tested and, where there is any doubt, the on-site wiring system should be inspected by a qualified electrician. Miele cannot be held liable for the consequences of an inadequate earthing system (e.g. electric shock).
- ▶ Unauthorised repairs could result in unforeseen dangers for the user, for which the manufacturer cannot accept liability. Repairs should only be carried out by a Miele approved service technician, otherwise any subsequent damage will not be covered by the warranty.
- ▶ Do not make any alterations to the machine, unless authorised to do so by Miele.
- ▶ The washing machine must be disconnected from the mains electricity supply before any maintenance, cleaning or repair work is carried out. The washing machine is only isolated from the electricity supply when
 - it is switched off at the wall socket and the plug is withdrawn, or
 - the mains fuse is disconnected, or
 - the circuit breaker has been tripped and locked out where appropriate.

See “Installation and connection - Electrical connection”.

- ▶ The washing machine may only be connected to the water supply using the new hose set supplied with the machine. Old hoses must not be re-used. Check the hoses regularly for signs of wear. Change the hoses in good time to avoid the risk of leaks and water damage. The water flow pressure must be at least 100 kPa and must not exceed 1000 kPa.
- ▶ If leakages occur, remedy their cause before operating the washing machine again. Immediately disconnect the washing machine from the electricity supply when leaking occurs.
- ▶ In case of malfunctions of the steam heater, temperatures in the area of the drum door, the front of the detergent dispensing drawer and the inside of the drum (especially the drum edge) may be elevated. There is a risk of minor burns.
This only applies to appliances with steam heating.

Warning and Safety instructions

- ▶ Faulty components must only be replaced by genuine Miele original spare parts. Miele can only guarantee the safety standards of the machine when Miele replacement parts are used.
- ▶ Please observe the instructions in “Installation and connection” and “Technical data”.
- ▶ The plug of the washing machine (if fitted) must be accessible at all times to ensure that the washing machine can be disconnected from the electricity supply at any time.
- ▶ If the machine is hard wired, an all-pole isolator must be installed. The means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules, AS/NZS 3000.
- ▶ If the washing machine is hard wired, provision must be made on site to switch off all poles from the electricity supply. The disconnection switch must be located in the immediate area around the washing machine, and must always be visible, accessible and easily reachable.
- ▶ For washing machine versions without a separate emergency stop switch, there must be a central emergency stop mechanism at the place of installation.

Warning and Safety instructions

Correct use

- ▶ The maximum dry laundry weight for the PW 912 is 12 kg, for the PWM 916 it is 16 kg and for the PWM 920 it is 20 kg. See the "Programme chart" for the maximum recommended loads for individual programmes.
- ▶ Before using the machine for the first time, ensure that the transit bars have been removed (see "Installation - Removing the transit bars"). During spinning, transit bars which are still in place can cause damage to both the machine and adjacent furniture or appliances.
- ▶ Never try to open the drum door of the washing machine using force. The drum door can only be opened if appropriate information is shown in the display.
- ▶ Do not push back the soft mount drum of the machine while the machine is running.
- ▶ When closing the drum door there is a risk of injury between the door frame and drum opening, as well as at the hinges. Caution! The drum door is locked automatically when the machine is started.
- ▶ Turn off the tap if the machine is to be left for any length of time (e.g. while on holiday), especially if there is no floor drain (gully) in the immediate vicinity.
- ▶ 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). Damaged components can, in turn, result in damage to the laundry.
- ▶ If the correct amount of detergent is dispensed, the washing machine should not need to be descaled. If, however, you do wish to descale your washing machine, only use proprietary non-corrosive descaling agents and strictly observe the instructions on the packaging. Special descaling agent is available from Miele. Strictly observe the instructions for the descaling agent.
- ▶ Fabrics that have been pre-treated in solvent-based cleaning agents must be thoroughly rinsed in clean water before being placed in the machine. Note that solvent residues may only be discharged into waste water in compliance with local legislation.
- ▶ Never use solvent based cleaning agents, e.g. those containing benzene, in this washing machine. This may result in damage to component parts and create toxic fumes. **Risk of fire and explosion!**
- ▶ Gasoline, petrol, paraffin, or any easily flammable liquid must not be stored or used near the washing machine. Do not use the machine lid as storage space.

Risk of fire and explosion!

Warning and Safety instructions

- ▶ Do not store chemicals (liquid detergents, additives) on the machine lid. They may cause discolouration or lacquer damage. Accidentally spilled chemicals should be removed from the surface immediately with a wet cloth.
- ▶ A vent outlet is situated at the rear of the machine. It should never be closed or covered. Observe the minimum distance in the installation plan.
- ▶ Only use dyes, dye removers, and descaling agents suitable for use in a washing machine. The manufacturer's instructions on the packaging must be observed.
- ▶ Dye removers contain sulphur compounds which can cause damage such as corrosion. Dye removers must not be used in the washing machine.
- ▶ Avoid contact of stainless steel surfaces with cleaning and disinfecting agents containing liquid chlorine or sodium hypochlorite. These agents can cause corrosion on stainless steel. Aggressive chlorine bleach vapour can also cause corrosion. Do not store open containers of these agents near the appliance.
- ▶ Do not use a pressure washer or hose to clean the washing machine.

Warning and Safety instructions

Chlorine and component damage

- Frequent use of chlorine products increases the risk of damage to components.
- The use of substances containing chlorine, such as sodium hypochlorite and chlorine bleach in powder form, can however result in damage to the protective layer of stainless steel and corrosion on components. Therefore, refrain from using agents containing chlorine. Use oxygen-based bleaching agents instead.

If, however, chlorine bleaching agents are used, an anti-chlorine treatment must always be carried out. Otherwise, the washing machine components and the load may suffer lasting and irreparable damage.

Anti-chlorine treatment

Anti-chlorine treatment must be carried out immediately after chlorine bleach has been used. Hydrogen peroxide and oxygen-based detergents and bleaching agents are suitable for anti-chlorine treatment. The suds must not be drained in between.

Treatments with thiosulphates can result in gypsum-like deposits, particularly in combination with hard water. This gypsum can build up in the washing machine or cause incrustations on the laundry.

Treatment with hydrogen peroxide is recommended over treatment with thiosulphates because hydrogen peroxide neutralises chlorine.

The exact dispensing quantities and the treatment temperatures required must be set and tested on site in accordance with the dispensing recommendations of the detergent and additive manufacturers. The laundry must also be tested to check whether it contains any active chlorine residues.

Accessories

► Only use genuine Miele spare parts and accessories with this machine. Using spare parts or accessories from other manufacturers will invalidate the warranty, and Miele cannot accept liability.

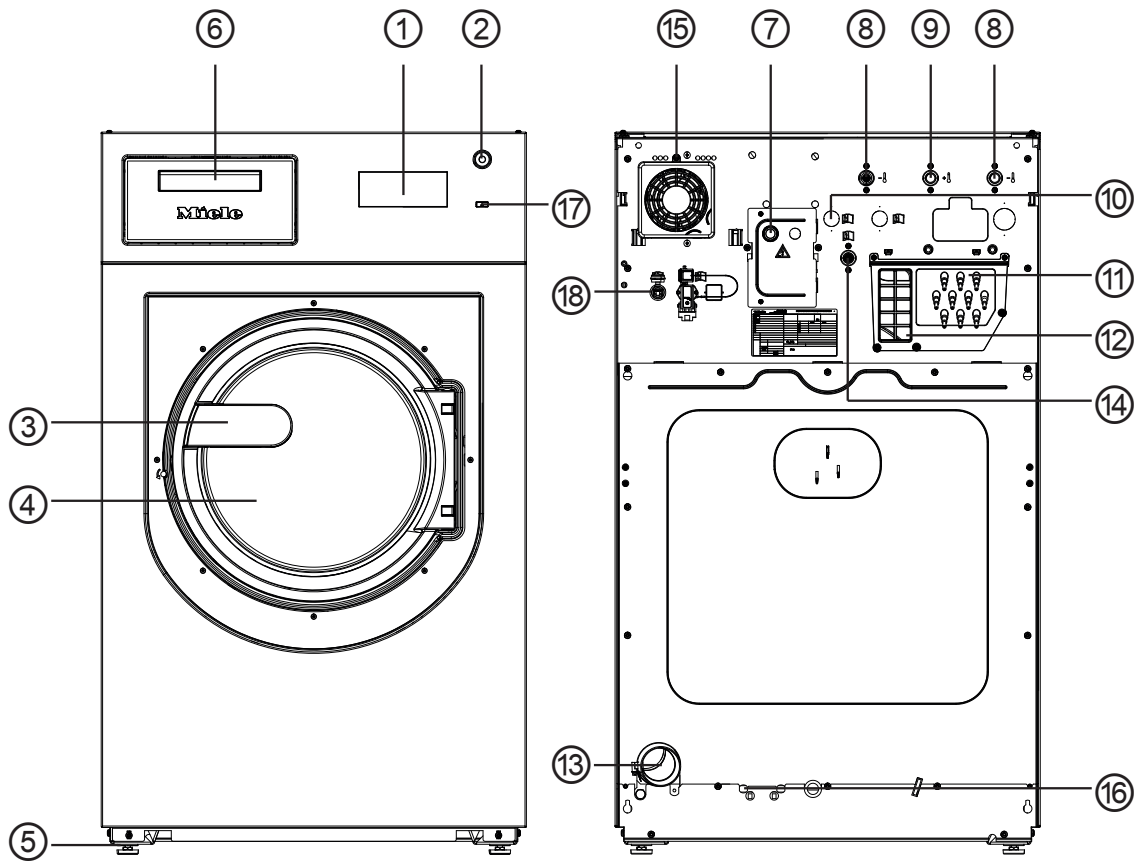
Disposing of your old appliance

► Ensure that the door locks are unusable when disposing or scrapping old washing machines. This way you will prevent the risk of playing children accidentally locking themselves in and endangering their lives.

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

Guide to the machine (with detergent dispensing drawer)

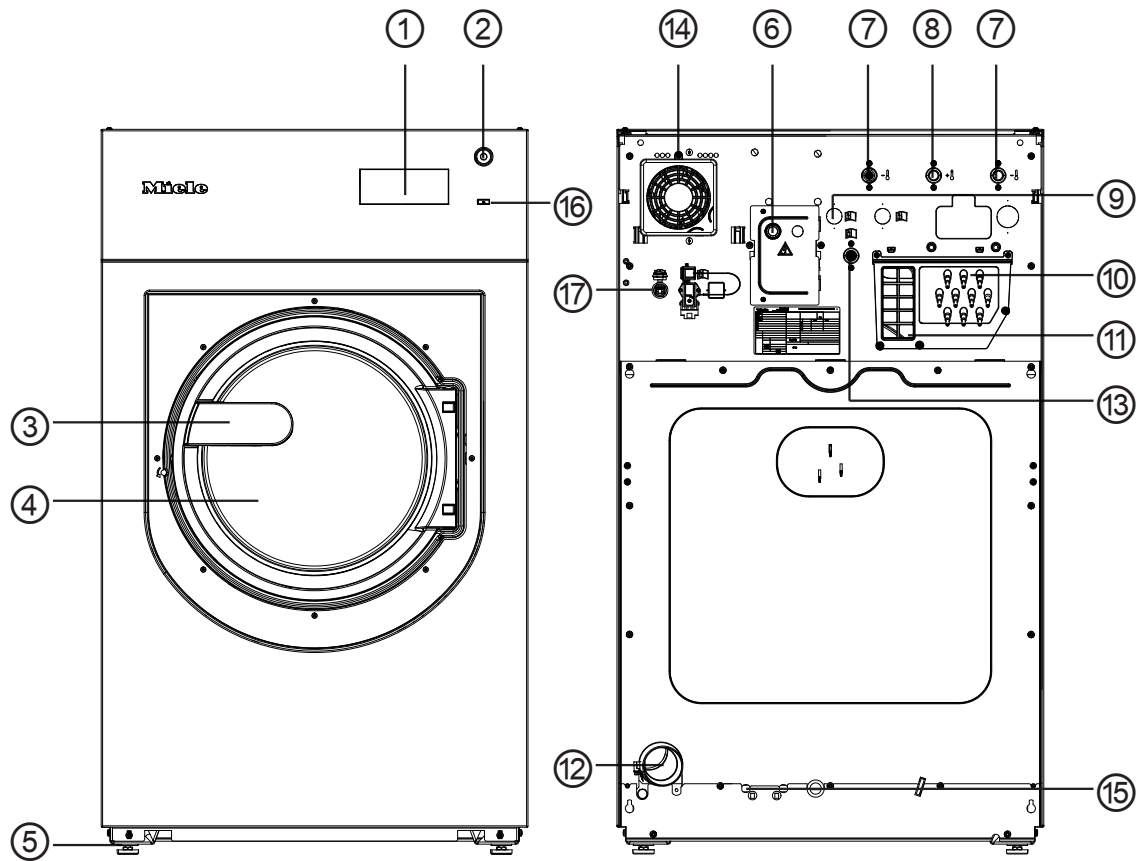
Models with detergent dispenser drawer (WEK)



- ① **Display**
see "Control panel"
- ② **Emergency stop switch**
see "Control panel"
- ③ **Door handle**
- ④ **Drum door**
- ⑤ **Four adjustable feet**
- ⑥ **Detergent dispenser drawer**
- ⑦ **Electrical connection**
- ⑧ **Cold water connection**
- ⑨ **Hot water connection**
- ⑩ **2 x hard water connection**
(Optional)
- ⑪ **Connections for external dispenser pumps**
- ⑫ **Vapour extraction / free outlet Type AB**
- ⑬ **Drainage**
- ⑭ **Cold water connection for liquid dispensing**
(Optional)
- ⑮ **Fan housing**
- ⑯ **Connection option for direct/indirect steam**
(depending on model)
- ⑰ **I button**
- ⑱ **Interface for communicating with external devices**

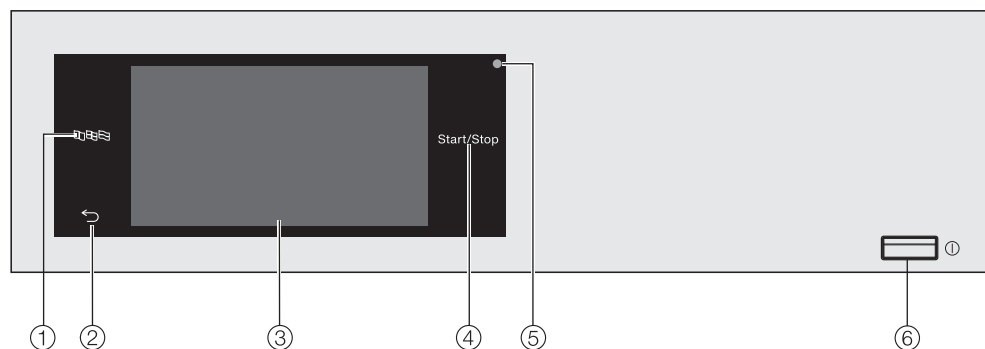
Guide to the machine (with detergent dispensing drawer)

Models without detergent dispensing drawer (WEK)



- ① **Display**
see "Control panel"
- ② **Emergency stop switch**
see "Control panel"
- ③ **Door handle**
- ④ **Drum door**
- ⑤ **Four adjustable feet**
- ⑥ **Electrical connection**
- ⑦ **Cold water connection**
- ⑧ **Hot water connection**
- ⑨ **2 x hard water connection**
(Optional)
- ⑩ **Connections for dispenser pumps**
- ⑪ **Vapour extraction / free outlet Type AB**
- ⑫ **Drainage**
- ⑬ **Cold water connection for liquid dispensing**
- ⑭ **Fan housing**
- ⑮ **Connection option for direct/indirect steam**
(depending on model)
- ⑯ **I button**
- ⑰ **Interface for communicating with external devices**

Control panel



① **language sensor**

For selecting the current user language.

The operating language is displayed again at the end of the programme.

② **back sensor**

Takes you back one level in the menu.

③ **Touch display**

④ **Start/Stop sensor**

For starting the selected programme and cancelling a programme that has already started. The programme selected can be started as soon as the sensor starts flashing.



⑤ **Optical interface**

For service technicians.

⑥ **Start/Stop button**

For switching the washing machine on and off. To save energy, the washing machine will switch off automatically. It is switched off 15 minutes after the end of the programme/Anti-crease phase, or after being switched on if no further selection is made.

Sensors and touch display with sensors


The sensors ,  and *Start/Stop* and the sensors in the display respond to fingertip contact. Every touch of the sensors is confirmed by a keypad tone. You can adjust the volume of the keypad tone or switch it off (see “Supervisor level”).

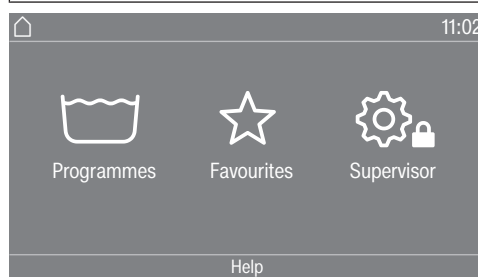
The control panel with the sensors and the touch display can be scratched by pointed or sharp objects, e.g. pens. Only touch the control panel with your fingers.

Main menu

After switching on the washing machine, the main menu will appear in the display.

You can access all important sub-menus from the main menu.

Touch the  sensor at any time to return to the main menu. Values that have not yet been confirmed are not saved when you return to the main menu.



Programmes

For selecting wash programmes.

Favourites

For selecting one of 12 favourite wash programmes which can be set up and saved by the operator (see “Supervisor level - Favourite programmes”).

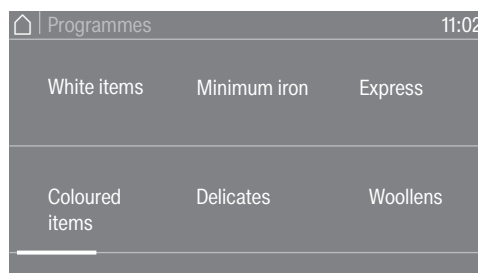
Supervisor

At the Supervisor level you can alter the washing machine's electronics to suit changing requirements (see “Supervisor level”).

Examples on how to operate the appliance

Selection lists

Programme menu (single selection list)



You can scroll to the right or the left by swiping your finger across the screen. To do this, place your finger on the touch display and swipe it in the direction you want.

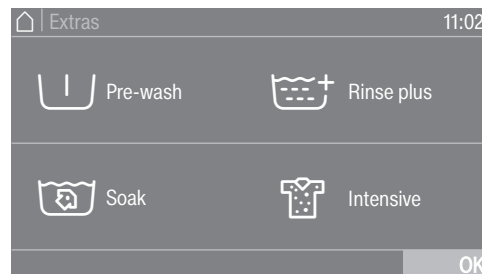
Operation

The orange bar under the pictures shows that there are further options to choose from.

Touch a programme name to select a wash programme.

The display will change to the standard menu for that programme.

Extras menu (multiple selection)



Touch one or several *Extras* to select it/them.

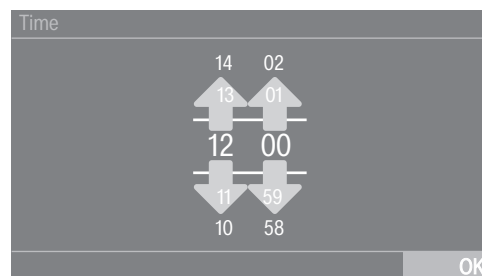
Currently selected *Extras* are marked orange.

To deselect an *Extra*, simply touch the *Extra* again.

Use the *OK* sensor to activate the selected *Extras*.

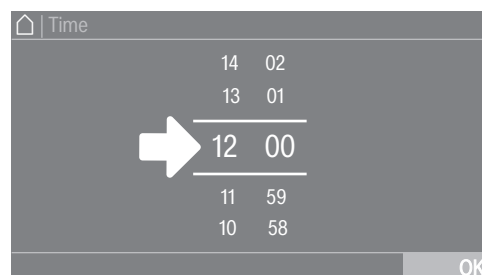
Setting numerical values

You can set numerical values in some menus.

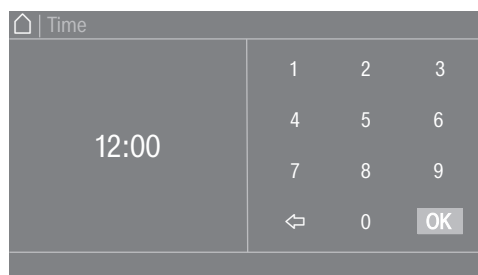


Enter the numbers by swiping upwards or downwards. Place your finger on the number that you want to change and move your finger in the desired direction. Use the *OK* sensor to accept the set numerical value.

Useful tip: With some settings, a value can also be entered using a numerical keypad.



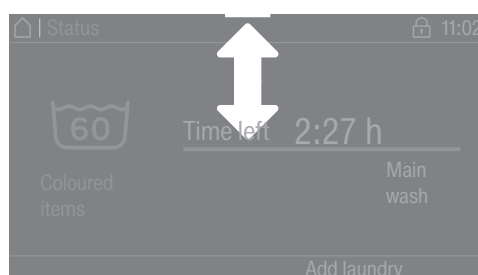
Briefly touching the number between the two lines will bring up the numerical keypad.



Once a valid number has been entered, the **OK** sensor will be highlighted green.

Pull-down menu

The pull-down menu can be used to display information, e.g. about a wash programme.



If an orange bar appears at the top of the screen in the middle of the display, you can open the pull-down menu. Touch the bar and drag it down with your finger on the display.

Exiting a menu

- Touch the **↶** sensor to return to the previous screen.

Entries you have made before this which have not yet been confirmed with **OK** will not be saved.

Help display

With some menus **Help** appears in the bottom line of the display.

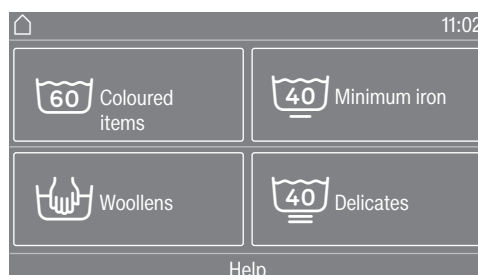
- Touch the **Help** sensor to display the text.
- Touch the **Close** sensor to return to the previous screen.

Operating the launderette version

The entry menu will vary depending on the programming status (see "Supervisor level - Controls").

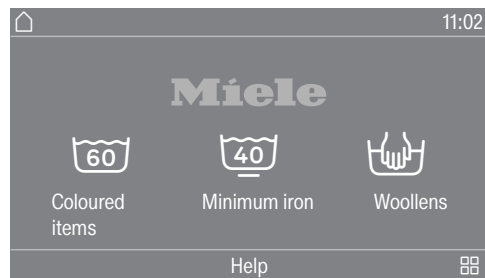
Shortcuts are the easiest way to operate the machine. Operators cannot change the preset programmes.


Launderette, basic



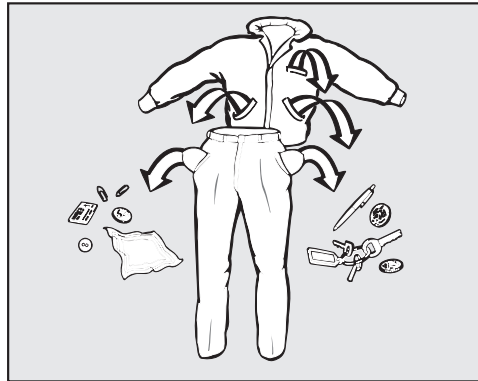
Between 4 and 12 preset programmes are available. These cannot be changed by the operator.

Launderette Logo



Up to 12 preset programmes are available. The first three programmes can be selected directly. The remaining programmes are selected from a list . These cannot be changed by the operator.

Emptying pockets



- Empty all pockets.

⚠ 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.

Max. load

(dry laundry)

PWM 912	PWM 916	PWM 920
max. 12 kg	max. 16 kg	max. 20 kg

Maximum load weights are given in the programme chart.

Preparing for use

Loading the washing machine

- Switch on the washing machine with the ⓘ button.
- Pull the door handle to open the drum door.
- Unfold the laundry and load loosely into the drum. Mixing both large and small items gives better wash results and also helps distribute the load evenly during spinning.

The most efficient use of energy and water is achieved when a full load is washed. However, do not overload as this reduces cleaning efficiency and causes creasing.

Closing the drum door

- Close the door by pressing it until the pre-latch engages.

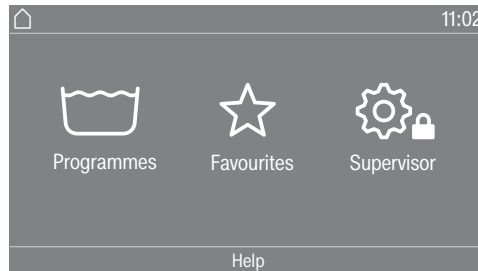
⚠ Make sure that no items are caught between the drum door and the seal.

The drum door engages, but does not lock yet. The drum door locks automatically as soon as the machine starts.

Switching on the washing machine

- Press the ⓘ button.

Selecting a programme



There are different ways to select a programme.

You can select a programme from the Programmes menu.

- Touch the Programmes sensor.



- Scroll to the right of the display until the programme you want appears.
- Touch the sensor for that programme.

The display will change to the standard menu for that wash programme.

Alternatively, you can select a programme from the Favourites menu.

The programmes under Favourites can be changed by the operator (see "Supervisor level - Favourite programmes").

- Touch the Favourites sensor.



- Scroll to the right of the display until the programme you want appears.
- Touch the sensor for that programme.

The display will change to the standard menu for that wash programme.

Preparing for use

With Favourite programmes, the majority of the programme settings are preset and cannot be changed.

4. Selecting programme settings

Selecting the load

To enable load specific dispensing, you can specify the load for some programmes.

- Touch the **Weight** sensor.
- Enter a valid value for the load size.

The display will change to show the **Overview** menu.

Selecting the temperature

You can alter the preset temperature of the wash programme.

- Touch the **Temperature** sensor.
- Select the desired temperature.

The display will change to show the **Overview** menu.

Selecting a spin speed

You can alter the preset spin speed of the wash programme.

- Touch the **Spin speed** sensor.
- Select the desired spin speed.

The display will change to show the **Overview** menu.

Selecting Extras

You can select Extras for some wash programmes.

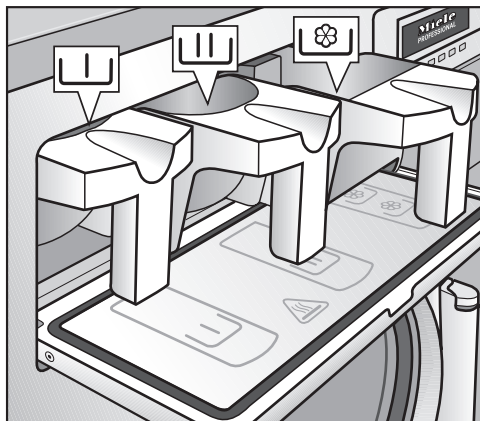
- Touch the **Extras** sensor.
- Select one or more Extras.
- Confirm with the **OK** sensor.




The display will change to show the **Overview** menu.

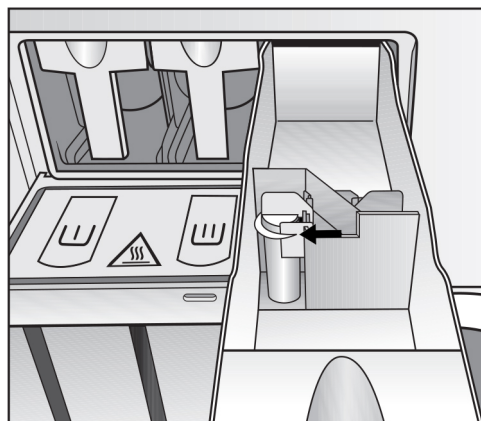
See "Extras" for further information.


Washing with dispensing drawer

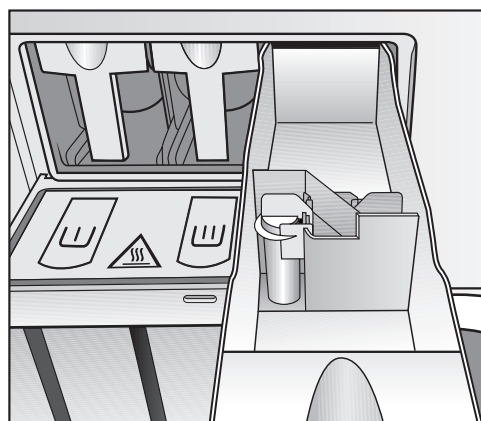
Adding detergent using the detergent dispensing drawer.




- For standard wash programmes, add the detergent for the main wash to the  compartment and, if desired, add detergent for a pre-wash to the  compartment. Add fabric softener to the front of the  compartment.



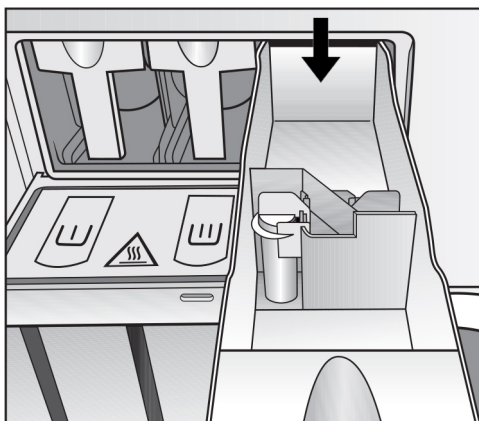
- Add any other liquid agents to the back of the  compartment (if this has been programmed).



Do not fill the  compartments above the level marker with liquid agents. Otherwise they will run straight through the siphon into the suds container.

Bleaching agent

Only use bleach on fabrics with the Δ symbol on the wash care label.



Liquid bleaching agents must only be dispensed through the designated dispensing compartment. Only then can it be guaranteed that the agent will be dispensed automatically during the 2nd rinse. Liquid bleaching agents should only be used on coloured textiles which have a wash care label stating that they are colour-fast and suitable for bleaching.

⚠ Frequent use of chlorine products increases the risk of damage to components.

Dyes, dye removers and descaling agents

Proprietary dyes, dye removers and descaling agents may only be used in this machine if the manufacturer expressly states that they are suitable for use in a washing machine. The manufacturer's instructions on the packaging must be observed.

Washing with dispensing drawer

Detergent dispensing

Detergent dispensing

Avoid dispensing more than the required amount as this can cause excessive foaming.

- Only use low foaming detergents.
- Dispense according to the detergent manufacturer's recommendations.

The amount to dispense will depend on:

- the amount of laundry
- the water hardness level in your area
- the type and amount of soiling level in the laundry

Amount of detergent

Please dispense according to water hardness levels and follow the detergent manufacturer's instructions.

Water hardness levels

Hardness range	Hardness in mmol/l	German scale °dH
Soft (I)	0 - 1.5	0 - 8.4
Medium (II)	1.5 - 2.5	8.4 - 14
Hard (III)	above 2.5	above 14

Check with your local water supplier if you do not know the water hardness in your area.

6. Starting the programme - the end of the programme

Starting a programme

The programme can be started once the *Start/Stop* sensor is flashing on and off.

- Touch the *Start/Stop* sensor.

The door will lock (🔒 symbol) and the wash programme will start.

If a delay start time has been selected, this will count down in the display until the programme starts.

At the end of the delay start time or immediately after the programme has started, the programme duration will appear in the display. The programme sequence is also shown in the display.

Useful tip: You can use the pull-down menu to display the selected temperature, spin speed, and any selected Extras.

At the end of the programme

The door remains locked during the anti-crease phase. However, the door can be unlocked at any time by touching the *Start/Stop* sensor.

Removing the laundry

- Pull open the door.
- Remove the laundry.

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

- Check the folds in the door seal for any small articles, e.g. buttons, which might be lodged there.


Useful tip: For safety reasons, close the door when the washing machine is not in use. Otherwise there is a danger of objects being placed inadvertently in the drum. If these remain unnoticed and were washed in the next load, they could damage the laundry. An open door is also a danger to pets and children.

- Switch the washing machine off with the ⓘ button.
- If applicable, remove the used capsule from the detergent dispenser drawer.

Useful tip: Leave the detergent dispenser drawer slightly open to allow it to dry.




The Timer can be used to select the time at which a programme starts or finishes.

Setting the timer

- Touch the  Timer sensor.
- Select the Finish at, Start in, or Start at option.
- Set the hours and the minutes and confirm your entry with the *OK* sensor.




Changing the Timer

The selected delay start time can be changed before the programme starts.

- Touch the ,  or  sensor.
- Change the time set and confirm with the *OK* sensor.

Deleting the timer

The selected Delay start time can be cancelled before the programme starts.

- Touch the ,  or  sensor.

The selected Delay start time will appear in the display.

- Touch the Delete sensor.
- Confirm with the *OK* sensor.

The selected Delay start time is deleted.

Starting the timer

- Touch the *Start/Stop* sensor.

The door will lock and the time remaining until the programme starts will appear in the display.

After the programme has started, the selected time can only be changed or cancelled by interrupting the programme.

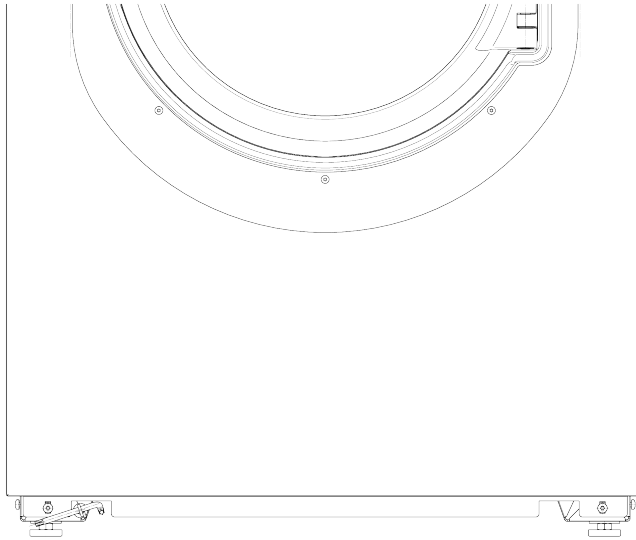
The programme can be started immediately at any time.

- Touch the Start immediately sensor.

Power cut during the washing process

- Switch the machine off.
- Switch off at the on-site mains electricity switch.
- Close the supply valves for water or steam, depending on heating type.

To remove the laundry, first the drain valve must be opened manually and then the drum door manually unlocked.



- Guide the T 40 Torx wrench for the emergency door release through the eye on the front of the machine.
- Open the drain valve by pulling the eye using the Torx wrench.
- Keep pulling the eye until the suds have drained away completely.

The suds will drain away.

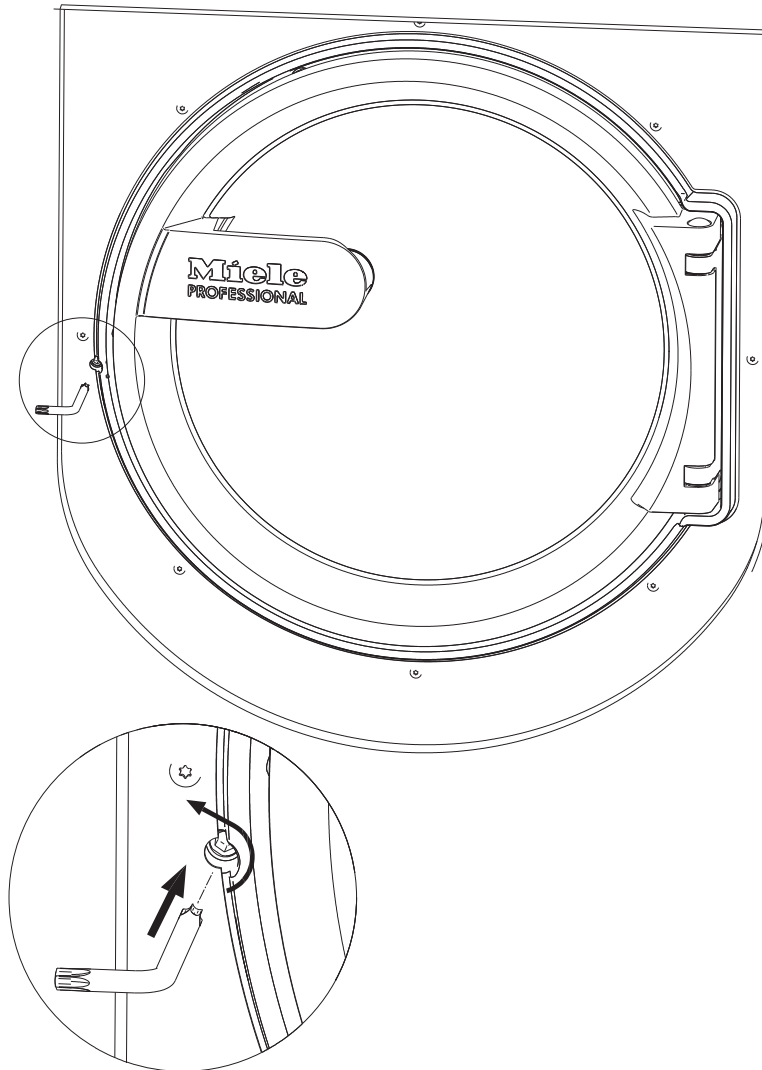
The emergency drain closes automatically when the Torx wrench is removed from the eye.

- Push the eye back in as far as it will go.

Opening the door in an emergency in case of a power cut

The drum door cannot be opened.

⚠ Warning! Danger from rotating drum and danger of scalding. Before inserting the Torx wrench, make sure that the machine is disconnected from the electricity supply, the drum has stopped and there is no water in the machine.



- Using a T 40 Torx wrench, turn the release element with the inner hexagon two whole revolutions **anti-clockwise (left)**.

Useful tip: Pushing on the door at the same time makes it easier to turn the emergency release mechanism.

The release element is located opposite the door catch at the same height as the handle (see illustration).

The release element must not be turned to the right.
Danger of damage to the door lock.

The turn resistance will noticeably reduce. When the emergency release element moves freely, the door is unlocked.

Useful tip: It is not necessary to screw the emergency release element back in.

The door can now be opened.

After sales service

Contact Miele Professional Service in the case of any faults.

When contacting the Miele Professional Service Department, please quote the model, serial number and material number of your machine. This information can be found on the data plate. The data plate is visible above the porthole glass when the drum door is open, or on the back of the machine at the top.

Model			
SN:	/ 0 0 0 0 0 0 0 0 0		
Art.-Nr.		Mat.-Nr.	
IBN			

Please also pass on the fault message appearing in the machine display to the Miele Professional Service Department.

Use only genuine Miele original spare parts. The Miele Professional Service Department will also require model, serial number (SN) and material number (Mat.-nr.) when ordering.

Problem solving guide

Problem solving guide

With the help of the following notes, minor faults in the performance of the machine, some of which may result from incorrect operation, can be put right without contacting the Miele Professional Service Department. This will save you time and money because you won't need to book a service technician.


The following guide may help you to find the reason for a fault, and to correct it. Please note:

⚠ Repair work to electrical appliances must only be carried out by a suitably qualified person in strict accordance with current local and national safety regulations. Unauthorised or incorrect repairs and other work by unqualified persons could be dangerous.

The programme does not start




Problem	Possible cause and remedy
The display remains dark and the <i>Start/Stop</i> sensor does not light up or flash.	There is no power to the machine. <ul style="list-style-type: none">■ Check whether the washing machine is switched on.■ Check whether the washing machine is connected to the electricity supply.■ Check whether the circuit breaker has tripped.
	The washing machine has switched off automatically to save energy. <ul style="list-style-type: none">■ Switch it back on with the ① button.
A fault message appears in the display.	A programme cannot be started while there is a fault message in the display. <ul style="list-style-type: none">■ Note the information in the display.■ Press the multifunction selector to confirm the message. The fault message is deleted.
The display is dark and the <i>Start</i> button indicator light flashes slowly.	The display has switched off automatically to save energy (Standby mode). <ul style="list-style-type: none">■ Press a button. Standby will finish.

An unsatisfactory wash result

Problem	Possible cause and remedy
Liquid detergent does not give the required result.	<p>Liquid detergents usually contain no bleaching agents. They do not remove fruit, coffee and tea stains.</p> <ul style="list-style-type: none"> ■ Use a general purpose powder detergent containing a bleaching agent. ■ Add stain removers to compartment  of the detergent dispenser drawer and fill liquid detergent into a dispenser ball. ■ Never put stain removers and liquid detergent together in the dispenser drawer.
Grey, greasy particles cling to washed laundry.	<p>Insufficient amounts of detergent were used. The laundry was heavily soiled with grease (oils, ointments).</p> <ul style="list-style-type: none"> ■ Use more detergent or liquid detergent with this type of soiled laundry. ■ Before washing the next load, run a 60°C programme with liquid detergent but without a load.
White residues which look like powder detergent are seen on dark textiles after washing.	<p>The detergent contains compounds (zeolites) to aid water softening which are not soluble in water. These have ended up on the laundry.</p> <ul style="list-style-type: none"> ■ Try to brush off the residues with a soft brush once the laundry is dry. ■ Wash dark textiles using a detergent which contains no zeolites. Liquid detergents do not usually contain zeolites.
Textiles that were very greasy are not properly clean.	<ul style="list-style-type: none"> ■ Select a programme with pre-wash. Use liquid detergent for the pre-wash. ■ Continue to use universal powder detergent for the main wash.
	<p>The use of heavy-duty detergent is recommended in the main wash for very heavily soiled work clothing. Please seek advice from the detergent manufacturer.</p>

Problem solving guide

General problems with the washing machine

Problem	Possible cause and remedy
The washing machine vibrates during the spin cycle.	<p>The machine feet are not level.</p> <ul style="list-style-type: none"> ■ Level the machine and adjust the feet.
Large amounts of detergent residue remain in the detergent drawer.	<p>The water pressure is too low.</p> <ul style="list-style-type: none"> ■ Clean the filters in the water inlet. <p>Powder detergent used in conjunction with water softeners tends to become sticky.</p> <ul style="list-style-type: none"> ■ Clean the detergent drawer and, in future, add detergent first and then the water softener into the compartment.
Fabric softener is not completely dispensed or too much water remains in the  compartment.	<p>The siphon tube is not correctly positioned or is clogged.</p> <ul style="list-style-type: none"> ■ Clean the siphon (see “Cleaning and care – Cleaning the detergent drawer, additives compartment and siphon”).
The display is in a different language.	<p>A different language has been selected in the “Settings ” “Language ” menu.</p> <ul style="list-style-type: none"> ■ Set the required language. The flag symbol serves as a guide.
The door will not open.	<p>There is no power to the machine.</p> <ul style="list-style-type: none"> ■ Check whether the machine is switched on. ■ Check whether the machine is connected to the electricity supply. ■ Check whether the circuit breaker has tripped. <hr/> <p>Power cut</p> <ul style="list-style-type: none"> ■ Open the drum door as described in the next section. <hr/> <p>There is still water in the drum and the machine is unable to drain.</p> <ul style="list-style-type: none"> ■ Check whether the drainage system is blocked. Clean the drainage system as described in the next section. <hr/> <p>For safety reasons, the drum door cannot be opened if the suds temperature is higher than 50 °C.</p>

Possible reasons for increased levels of foaming

Problem	Possible cause and remedy
Excessive foaming during the wash cycle.	You are using an unsuitable detergent. ■ Only use detergent formulated for use in commercial washing machines. Domestic laundry detergent is not suitable.
	You are using too much detergent. ■ Dispense detergent following the instructions on the packaging and in accordance with local water hardness levels.
	You are using very soft water. ■ In areas with water hardness level 1, add less detergent in accordance with the detergent manufacturer's instructions.
	The items of laundry are only slightly soiled. ■ For lightly soiled laundry, add less detergent in accordance with the detergent manufacturer's instructions.
	There are residues in the laundry (e.g. from detergent). ■ Additionally, pre-rinse the laundry without setting a temperature and without using detergent.
	The load size is too small. ■ Reduce the amount of detergent.
	The drum spin speed is too high during the wash cycle. ■ Reduce the drum spin speed and wash rhythm.

Large items stretched

Problem	Possible cause and remedy
Stretching of large items during spinning	Large items can get stretched during spinning. ■ This can mostly be prevented by reprogramming. Contact Miele Professional Service.

Continuing a programme after an interruption to the power supply

If a running programme is interrupted, e.g. by a power cut, the programme can be continued when power is restored.

- Switch on the washing machine with the ⓘ button.
- Then press "START".

The programme will then continue with the next programme stage.

Cleaning and care

- Carry out cleaning and maintenance of the machine after use if possible.

Do not use a pressure washer or hose to clean the machine.

- Clean the **machine casing, control panel and plastic parts** with a mild, non-abrasive detergent or with a soft damp cloth only. Wipe dry with a soft cloth.

Scouring agents will scratch the surface.

- Clean stainless steel casing with a proprietary stainless steel cleaner.
- Remove any deposits from the door seal with a damp cloth.

Penetration of cleaning agents into electrical components.

- When disinfecting the surfaces, use a damp cloth only to clean the front and around the door lock. Do not spray any liquids.

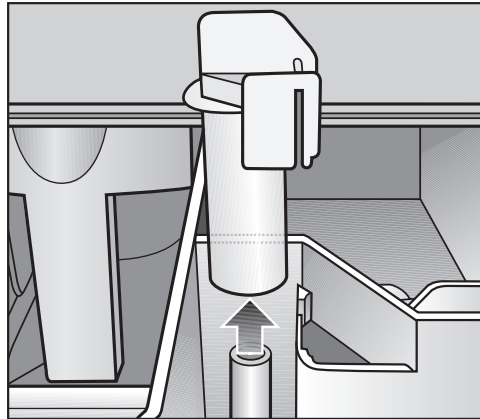
Useful tip: Heavy deposits of dust around the fan housing should be removed with a vacuum cleaner. The fan housing is located on the back of the machine.

Build-up of rust

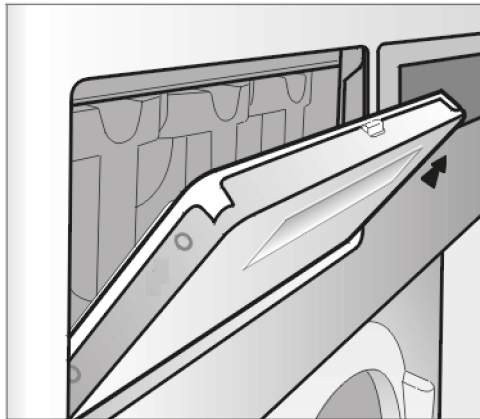
The drum is manufactured from rust-free stainless steel. Water or foreign objects containing ferrous substances (e.g. paper clips, metal buttons or metal splinters) which are placed in the machine with the laundry can cause a build-up of rust in the drum. Clean the drum regularly in this case and if rust occurs, remove it immediately with a proprietary stainless steel conditioner. Check the door seals for ferrous residues and clean thoroughly as described above. This must be carried out regularly.

Cleaning the detergent drawers, detergent compartments and siphons

- Clean the detergent drawer and the detergent compartments thoroughly with hot water as required to remove detergent residues and incrustations.
- If the machine is not going to be used for a longer time, leave the flap of the detergent drawer open.
- Also clean the siphons in the detergent compartments.



- Remove the siphon. Clean the siphon with hot water and reinsert it.



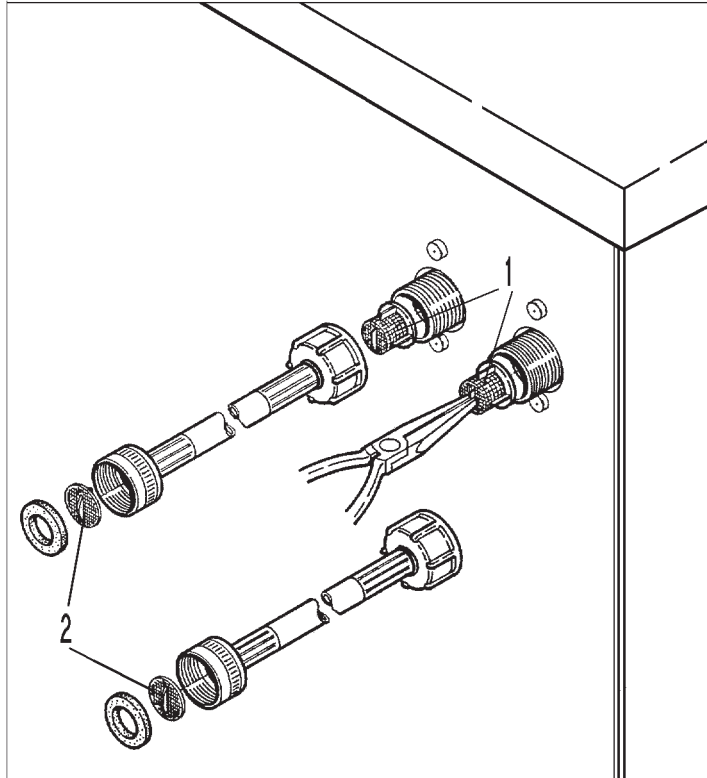
Cleaning the drip channel and siphon

- Open the flap on the detergent drawer to an angle of 45° and lift out the flap of the detergent drawer upwards on the right side.

If the drip channel and its drain connector are blocked, then these should be cleaned.

- Check the grille of the suds container ventilation on the back of the machine for soiling from time to time and clean if necessary.

Cleaning and care



- The filters in the water inlet valves (1) and the inlet hoses (2) must be checked for soiling from time to time and cleaned if necessary.

Installing the washing machine

The washing machine must be installed by a Miele authorised installer. Please observe the instructions in the installation plan.

This washing machine is only intended for items of laundry that have not been proofed with dangerous or inflammable substances.

- To avoid the risk of frost damage, the machine must not be located in rooms which may be subject to very low temperatures.
- Transport the machine on a pallet jack inside the room.

Machines with machine feet must not be slid along the floor. This could damage the machine feet.

- Remove the packaging carefully with a suitable tool.
- Lift the machine off the pallet using a lifting device.

Securing the machine

- The feet of the washing machine must be secured to a suitable plinth using the fixtures and fastenings supplied.

The material provided is intended for use in bolting the machine to a concrete floor. For other types of flooring, please purchase suitable fitting materials separately.

General operating conditions

This washing machine is intended only for use in a commercial environment and must only be operated indoors.

Ambient temperature in installation room: 0 °C to 40 °C.

Relative humidity: non-condensing

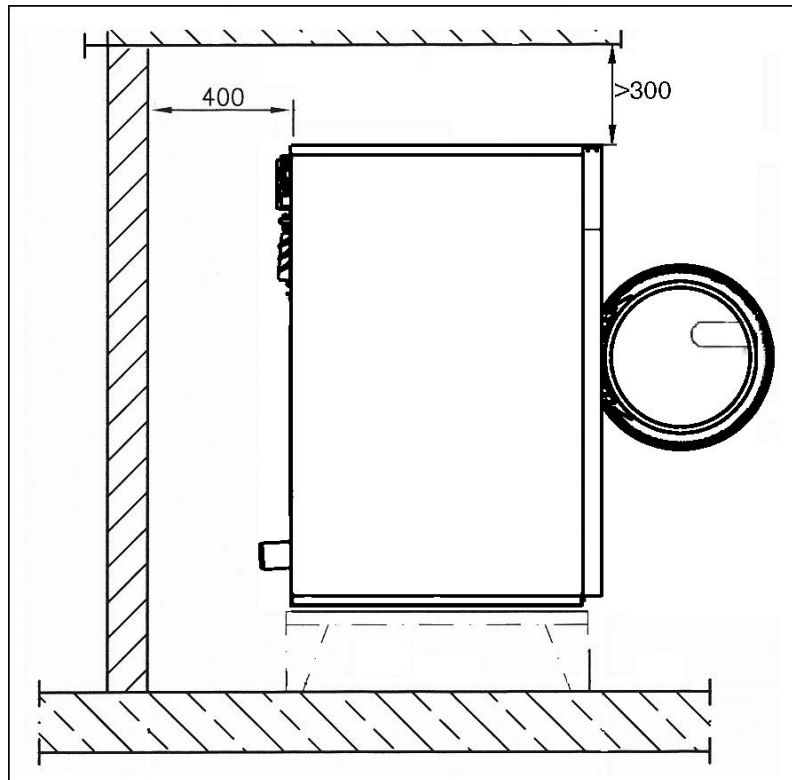
Depending on the nature of the installation site, sound emissions and vibration may occur.

Useful tip: Have the installation site inspected and seek the advice of a professional in instances where increased noise may cause a nuisance.

For easy maintenance

For ease of future maintenance and servicing, the minimum dimensions and distance to the wall must be observed to enable access.

- The minimum dimensions and distance to the wall must be observed.



Minimum distance to the wall approx. 400 mm to allow for maintenance.

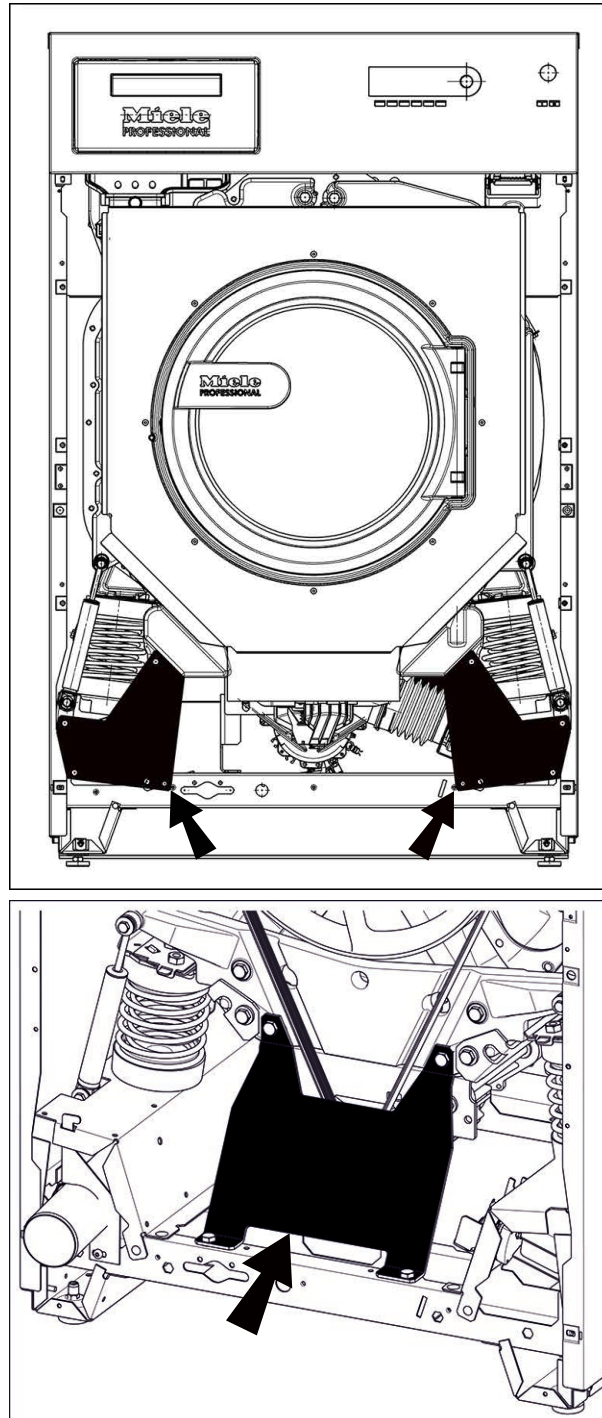
- Adjust the washing machine screw feet until the machine is level.

The machine must be completely level to ensure smooth operation.

Installation on a raised plinth

When installed on a raised plinth, the machine must be secured to the plinth. When installed on a concrete base, the machine must be secured to the base. The plinth must be secured to the floor.

Transport safety devices



Removing the transport safety devices

The 2 transport safety devices at the front are each secured with 3 screws. The transport safety device at the back is secured with 4 screws. The transport safety devices must only be removed when the machine is in place, before it is commissioned.

- Remove the front and back panels:
- Unscrew the screws at the bottom of the front panel and remove the panel.

Installation

- Unscrew the screws at the bottom of the back panel and remove the panel.
- Loosen the hexagonal screws to remove the transport safety devices.

Retain the transport safety devices. They need to be refitted should the machine ever need to be moved again.

Water connection

Water pressure (flow pressure) of a minimum 100 kPa (1 bar) / maximum 1000 kPa (10 bar) is required to guarantee problem-free programme operation.

The machine must be connected to the water supply using the inlet hoses provided.

Hoses must be replaced with hoses tested for a burst pressure of at least 7000 kPa (70 bar) overpressure and for water temperatures of a minimum of 90 °C.

This also applies for associated connection fittings. Miele original spare parts fulfil these requirements.

Useful tip: The hot water supply must not exceed a maximum temperature of 70 °C.

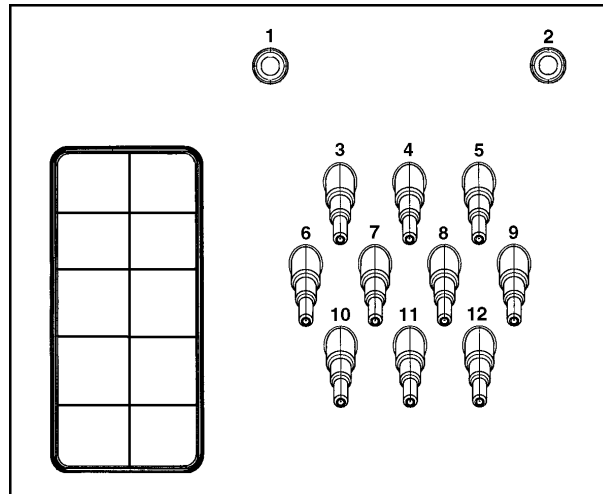
This appliance must be connected to the water supply in strict accordance with local and national requirements (e.g. Plumbing Code of Australia (PCA)).

This appliance must be installed according to AS/NZS 3500.1 and AS/NZS 3500.2. This washing machine has been supplied with a separate backflow prevention device (dual check valve).

The dual check valve supplied separately with this product must be installed between the tap and the water inlet hose. Screw the dual check valve onto the tap. Then screw the water inlet hose onto the thread of the dual check valve, or screw the Y-piece, followed by the water inlet hoses to the dual check valve if connecting two hoses to the same tap.

Turn on the tap gradually to test for leaks. If there is a leak, the connection might not be on securely, or it may have been screwed on at an angle. Unscrew and reconnect the water correctly before tightening it.

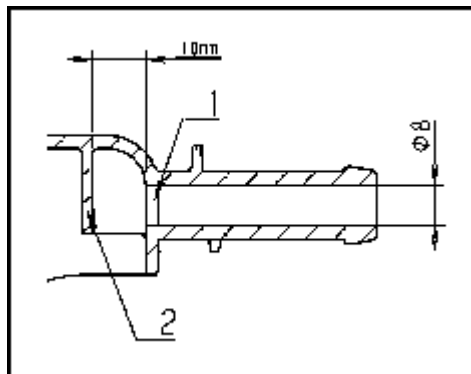
Dispensing agent connection to the liquid dispensing mixing compartment



Connections **1** and **2** are provided for viscous agents. These connections are sealed and need to be drilled open using an 8 mm drill bit.

Connections **1** and **2** can also be used for high pressure dispensing systems with water injection.

Important! The dispensing systems must comply with all relevant local and national regulations.



Care must be taken to drill through the first wall (1) only, as there is a deflecting wall (2) 10 mm behind it.

If the drilled out connections are no longer required, they must be resealed.

Connections **3** to **12** are provided for liquid dispensing. These connections are sealed and must be cut to suit the diameter of the hose with a suitable hacksaw. If opened connections are no longer required, they must be resealed.

Drainage

DN 70 drain valve **AV** on the machine, DN 70 sleeve on-site.
Throughflow rate 200 l/min.

If the slope for drainage is extremely steep, the piping must be vented to prevent formation of a vacuum in the machine's drain system.

Foam and vapour venting kit **BWS**

If excessive suds form, foam may escape from the vapour vent. To remove the foam, an optional vapour venting kit (BWS) can be used.

Electrical connection

The electrical connection must only be carried out by a suitably qualified electrician in accordance with local and national regulations.

Useful tip: Open the machine lid. The connection terminals are located on the machine support.

When installing a residual current device (RCD), it must be **Type B**.

The electrical components of this machine comply with
DIN EN 60335-1, DIN EN 50571.

See data plate for voltage data.

If the machine is hard wired, an all-pole isolator must be installed.
Switches with a minimum contact gap greater than 3 mm are suitable isolators. These include circuit breakers, fuses, and contactors (VDE 0660).

The plug connector or isolator switch should be easily accessible at all times.

If the appliance is disconnected from the electricity supply, the isolator must be lockable or the point of disconnection must be monitored at all times.

Observe the enclosed wiring diagram.

You can supplement the wash programmes with Extras.

Not all Extras can be selected with every programme. If an Extra is not listed, it is not permitted for use with this wash programme.

Selecting Extras

- Touch the Extras sensor.
- Select one or more of the available Extras.
- Confirm with the OK sensor if several Extras are available.

Pre-wash

A pre-wash can be added for heavily soiled laundry. Coarse soiling is loosened and removed before the main wash.

Pre-rinse

The laundry is rinsed before the main wash to remove larger quantities of soiling, e.g. dust, sand.

Rinse plus

An additional rinse cycle can be activated to achieve a particularly good wash result.

Soak

For heavily soiled fabrics with protein stains. The soaking time is 10 minutes.

Intensive

For hard-wearing laundry that is very heavily soiled. Cleaning efficiency is increased through more intense mechanical action and the application of more heat energy.

Water plus

The water level in the main wash and the rinse cycles is increased.

Rinse hold

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

Extra options

Fill stop

Water is drained out of the machine before the last rinse and the programme stops. Laundry after-treatment agents, such as starch, can be added via the detergent dispenser drawer.

The programme is continued by touching the *Start/Stop* sensor.

Special features in the programme sequence

Spinning

- Final spin speed** When a programme is selected, the maximum spin speed for this wash programme is shown in the display.
- You can reduce the final spin speed.
- However, you cannot select a final spin speed higher than that shown in the chart.
- Interim spin** There is a spin cycle after the main wash and between the rinses. A reduction in the final spin speed will also reduce the interim spin speed accordingly.
- Omitting the final spin (Rinse hold)** ■ Select the *Rinse hold* Extra and then the *Drain* programme. After the last rinse cycle, the water will be pumped away and the Anti-crease phase will switch on.
- Anti-crease** At the end of the programme, the drum continues to turn at intervals for up to 30 minutes to help prevent creasing. The door can be opened at any time during the anti-crease phase.

There is no anti-crease phase at the end of some programmes.
--

Changing the programme sequence

Changing a programme

Altering the wash programme

Before selecting a new programme, cancel the current programme and select a new one.

Cancelling a programme

You can cancel a programme at any time after it has started.

- Touch the *Start/Stop* sensor.

The following will appear in the display:

 Cancel the programme?

- Select Yes.

The following will appear in the display:

Programme cancelled.

The suds will be pumped away.

- Wait until the door unlocks.
- Pull open the door.
- Remove the laundry.

Switching on the washing machine after an interruption to the power supply

If the washing machine is switched off with the ① button during a wash programme, the programme will be interrupted.

- Switch it back on with the ① button.
- Note the message in the display.
- Touch the *Start/Stop* sensor.

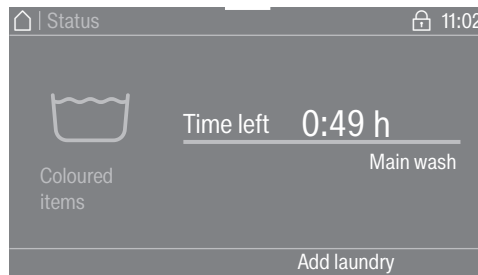
The programme will also be interrupted if power is interrupted by a power cut.

- When power is restored, confirm the message in the display with *OK*.
- Touch the *Start/Stop* sensor.

The programme will continue.

Adding or removing laundry


You can add or remove laundry items during the first few minutes after the programme has started.



- Touch the **Add laundry** sensor.

If the message **Add laundry** is not visible in the display, then it is no longer possible to add items of laundry.

The programme will stop and the door will unlock.

 **Risk of chemical burns from detergent.**
When adding or removing laundry during the main wash, your skin may come into contact with detergent, particularly if the detergent is dispensed externally.
Take care when placing your hands inside the drum.
If suds have come into contact with the skin, rinse off immediately with lukewarm water.

- Pull open the door.
- Add laundry or remove individual items.
- Close the door.
- Touch the *Start/Stop* sensor.

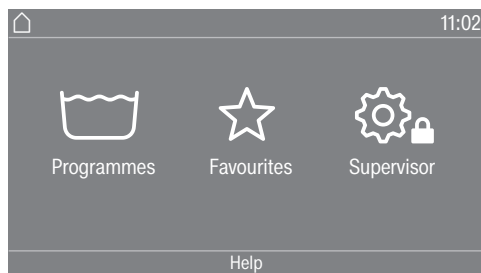
The wash programme will continue.


The door lock will remain activated if the temperature in the drum is above 55 °C. The door lock will not deactivate until the temperature has dropped to below 55 °C.

Supervisor level

Opening the Supervisor level

- Switch on the washing machine.



- Touch the Supervisor  sensor.

The display will change to show the Supervisor level menu.

Code-based access

The Supervisor level is accessed using a code.

The code is **000** (factory default).

Changing the code

You can change the Supervisor level access code to protect the washing machine from unauthorised access.

Please inform Miele if you have forgotten your new code. Miele will have to reset the code.

Make a note of your new code and store it in a safe place.

Closing the settings menu

- Touch the  sensor control.

The display will go back to the previous menu level.


- Touch the  sensor control.

The display will change to the main menu.

Operation/display

Language

The display can be set to appear in one of several different languages. You can select the permanent supervisor language via the Language sub-menu.

When a programme is running, you can change the user language using the  sensor.


Language menu

The display can be set to one of several different user languages. This setting allows you to determine how languages can be selected.

International


6 languages are available. The  sensor is not active. Note the setting **Set languages**.

Language selection

The  sensor can be used to select a language. All languages are available (factory setting).

You can change the order of the first 4 languages. These slots are allocated to the most commonly used languages.

Standard language

The user language cannot be changed. The user language is the same as the operator language. The  sensor is not active.

Set languages

The languages for the setting **Language entry International** can be changed.

6 languages can be selected. All languages are available.

If you wish to add a new language to the language menu:

- First select the language you want to replace.

All available languages are displayed.

- Select and confirm the language that is to replace the previous language.

The new language will appear in place of the old one.

Display brightness

The brightness of the display can be altered. The setting depends on the various lighting conditions in the place of installation.

It can be set to one of 10 different levels.

Supervisor level

Time

After selecting the clock format, you can set the time of day.

Clock format

- 24 h clock
- 12 h clock
- No clock

Set

- The time can be set.

Date

The date can be set after selecting the date format.

Date format

- DD.MM.YYYY
- YYYY.MM.DD
- MM.DD.YYYY

Date

- The date can be set.

Volume

The volume for various sounds can be changed.

- Finish tone
- Keypad tone
- Welcome tone

It can be set to one of 7 different levels or switched off altogether.

- Fault alarm

The fault alarm can be activated or deactivated.

Visibility parameters

Various parameters, such as the temperature, spin speed, Extras, etc., are displayed when a programme is selected. You can decide which parameters should not be displayed. These parameters can then not be edited during programme selection.

Factory setting: all parameters are visible (marked in orange)

Sorting Extras

In the setting Visibility parameters, Sort "Extras" appears in the bottom line. Touch the sensor to change the sequence of Extras (see "Supervisor level – Arranging programmes").

"Machine" off status

In order to save energy, the washing machine will switch off automatically after the end of the programme or if no further selection is made. This can be changed.

Changing this setting leads to increased energy consumption.

- No switch-off
- Switch off after 15 minutes (factory default)

- Switch off after 20 minutes
- Switch off after 30 minutes

Delay start

The Delay start (Timer) display can be switched on or off.

Factory default: On

Memory

The washing machine will save the latest settings (temperature, spin speed and some of the options) which have been selected for a programme after the programme has started.

When the programme is selected again, the saved settings will appear in the display.

Factory default: Off

Temperature unit

You can select the unit for the temperature display.

Factory default: °C / Celsius

Weight unit

You can decide whether load sizes are displayed in “kg” or “lbs”.
You can also switch this information off altogether.

Factory default: kg

You can change the Supervisor level access code to protect the washing machine from unauthorised access.

- Enter the current code.
- Then enter your new code.

Supervisor level

Programme selection

Controls

You can select whether the machine is operated as a launderette machine. Shortcuts are the easiest way to operate the machine. Operators cannot change the preset programmes.

Useful tip: Tip: Start by configuring all necessary settings and changes to the washing machine before adjusting any of the options below.

If “Launderette, basic” or “Launderette Logo” is selected, the supervisor level can no longer be opened from the display after the *Supervisor level* is closed. Please follow the instructions below if you wish to change any other settings.

Opening the
Supervisor level
(launderette mode)

■ Switch on the washing machine and open the door.

❶ Touch the *Start/Stop* sensor and hold it down during steps ❷–❸.

❷ Close the washing machine door.

❸ Wait until the *Start/Stop* sensor, which is now flashing rapidly, lights up constantly.

❹ Release the *Start/Stop* sensor when the *Start/Stop* sensor lights up constantly.

Standard (factory default).

All functions and programmes can be displayed.

Launderette, basic

Up to 12 programmes are available. Go to *Favourite programmes* to select which programmes are to be listed.

Launderette Logo

Up to 12 programmes are available. Go to *Favourite programmes* to select which programmes are to be listed.

External programme selection

Programmes are selected using a communication module, e.g., an external terminal.

Programme packages

The selection of programmes can be expanded by activating single programmes from the target group programme packages.

The programmes selected from the programme packages (marked in orange) are displayed during programme selection.

Sort programmes

Programmes can be moved within the programme list and in the Favourites list.

Factory default: Off

Moving programmes

- Touch the sensor control for the programme you want to move.
- Press and hold the sensor until the frame changes.
- Drag the programme to the required position.

Prog. colour allocation

You can assign a colour to a Favourite programme. In the Favourites list, each Favourite programme is given a coloured frame, which can be adjusted.

Factory default: On

Hygiene

If a programme at a temperature below 60°C has been used, the prompt to start the Maintenance wash hygiene programme will appear in the display.

Factory default: Off

Expert code

A code needs to be entered to cancel a disinfection programme. The code can be changed.

The code is: 0 0 0

Make a note of your new code if you ever change it.

Supervisor level

Process technology

Anti-crease

The Anti-crease function helps prevent creasing if laundry is not going to be removed immediately after the end of the programme. The drum continues to turn at intervals for up to 30 minutes at the end of the programme.

The door can be opened at any time during the Anti-crease phase.

Factory default: On

Service interval

Service information can appear in the display. You can configure whether a date or the number of operating hours is displayed.

You can select up to 3 messages with your own text.

Your message is displayed at the end of the programme and can be acknowledged with *OK*. The same message appears at the end of the next programme.

Settings

This setting allows you to determine the interval (by hours or date) at which the message appears.

- Factory default: Off
- By time
You can then select a time interval between 1–9999 hours.
- By date
You can then select a date.

Message text

Enter your individual message text for your planned maintenance work.

Reset display

The message will appear until the display is permanently reset. The message then only appears again when the next interval is reached.

Water intake

Pre-wash

You can select the type of water for the pre-wash.

- Cold

Only cold water is used for the pre-wash.

- Hot

Hot water is also added for the pre-wash.

Hot water can only be added if the wash temperature is above 30°C.

Main wash

You can select the type of water for the main wash.

- Cold

Only cold water is used for the main wash.

- Hot

Hot water is also added for the main wash.

Hot water can only be added if the wash temperature is above 30°C.

Programme running times will be longer if the washing machine is not connected for hot water; this may mean that the "Time left" display is incorrect.

First rinse

You can select the water type for the first rinse in some programmes.

- Cold (factory default)

Only cold water is used for the first rinse.

- Hot

Hot water is also added to the first rinse.

Final rinse

You can select the water type for the final rinse in some programmes.

- Cold (factory default)

Only cold water is used for the final rinse.

- Hot

Hot water is also added for the final rinse (only possible for programmes with a temperature of at least 60°C).

Legal information

Open source licences

You can view information here (see "Wi-Fi data protection").

Technical data

PWM 912 machine data

Electrical connection

Connection voltage	see data plate
Frequency	see data plate
Total rated load	see data plate
Current draw	see data plate
Fuse rating	see data plate
Heater rating	see data plate

Installation dimensions

Casing width (without add-on components)	795 mm
Casing height (without add-on components)	1350 mm
Casing depth (without add-on components)	827 mm
Overall machine width	799 mm
Overall machine height	1352 mm
Overall machine depth	940 mm
Minimum width of transport opening	805 mm
Minimum distance between wall and front of appliance	1280 mm
Minimum distance between wall and rear of appliance	400 mm

Weight and floor load

Net weight	see installation plan
Maximum floor load during operation	see installation plan

Emissions data

Sound pressure level emission in workplace in accordance with EN ISO 11204/11203	<70 dB(A) re 20 µPa
Sound power level EN ISO 9614-2	<80 dB (A)

Product safety

Product safety standard	AS/NZS 60335-1, AS/NZS 60335-2-7 EN 60335-1, EN 50571
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Wi-Fi

Frequency band of the Wi-Fi module	2.400–2.4835 GHz
Maximum transmission power of the Wi-Fi module	< 100 mW

PWM 916 machine data

Electrical connection

Connection voltage	see data plate
Frequency	see data plate
Total rated load	see data plate
Current draw	see data plate
Fuse rating	see data plate
Heater rating	see data plate

Installation dimensions

Casing width (without add-on components)	920 mm
Casing height (without add-on components)	1450 mm
Casing depth (without add-on components)	757 mm
Overall machine width	924 mm
Overall machine height	1452 mm
Overall machine depth	849.5 mm
Minimum width of transport opening	930 mm
Minimum distance between wall and front of appliance	1160 mm
Minimum distance between wall and rear of appliance	400 mm

Weight and floor load

Net weight	see installation plan
Maximum floor load during operation	see installation plan

Emissions data

Sound pressure level emission in workplace in accordance with EN ISO 11204/11203	<70 dB(A) re 20 µPa
Sound power level EN ISO 9614-2	<80 dB (A)

Product safety

Product safety standard	AS/NZS 60335-1, AS/NZS 60335-2-7 EN 60335-1, EN 50571
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Wi-Fi

Frequency band of the Wi-Fi module	2.400–2.4835 GHz
Maximum transmission power of the Wi-Fi module	< 100 mW

Technical data

PWM 920 machine data

Electrical connection

Connection voltage	see data plate
Frequency	see data plate
Total rated load	see data plate
Current draw	see data plate
Fuse rating	see data plate
Heater rating	see data plate

Installation dimensions

Casing width (without add-on components)	920 mm
Casing height (without add-on components)	1450 mm
Casing depth (without add-on components)	857 mm
Overall machine width	924 mm
Overall machine height	1452 mm
Overall machine depth	950 mm
Minimum width of transport opening	930 mm
Minimum distance between wall and front of appliance	1260 mm
Minimum distance between wall and rear of appliance	400 mm

Weight and floor load

Net weight	see installation plan
Maximum floor load during operation	see installation plan

Emissions data

Sound pressure level emission in workplace in accordance with EN ISO 11204/11203	<70 dB(A) re 20 µPa
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Wi-Fi

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Data protection and data security

When you activate the networking function and connect your machine to the Internet, your machine sends the following data to the Miele Cloud:

- Machine serial number
- Machine model and technical features
- Machine status
- Information about the software status of your machine

Initially, this data cannot be assigned to a specific user and is not saved permanently. Data cannot be saved permanently or assigned to a specific user until after you have linked your machine to a user. Data transmission and processing are governed by Miele's strict security standards.

Factory default settings for network configuration

You can reset all of the settings on the communication module or your integrated Wi-Fi module to the factory default settings. The network configuration should be reset whenever a machine is being disposed of or sold, or if a used machine is being put into operation. This is the only way to ensure that all personal data has been removed and, in the case of the latter, the previous owner will no longer be able to access the machine.

Copyright and licenses

For the purpose of operating and controlling the communication module, Miele uses proprietary or third-party software that is not covered by open source licensing terms. These items of software/software components are protected by copyright. The copyright powers of Miele and third parties must be respected.

Furthermore, this communication module contains software components which are distributed under open source licence conditions. The open source components contained in the machine along with the corresponding copyright notices, copies of the licensing terms valid at the time and any further information can be accessed locally by IP using a web browser (<https://<IP address>/Licenses>). The liability and warranty arrangements for the open source licences displayed in this location only apply in relation to the respective rights holders.

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