

**Creda recommends, for your own safety and to ensure you get the best possible results from your Washing Machine, you read through this booklet and follow these steps thoroughly.**

**STEP 1 Electrical Guide**

Choose a location for your washing machine where possible on a solid floor, with the electrical sockets and water supply taps easily accessible. Allow sufficient space: 600mm width, 600mm depth and 900mm height. DO NOT install in a bath or shower room.

**WARNING:** This appliance must be earthed.

**STEP 2 Installation Guide**

Dispose of packaging material in a safe place and remove any labels. Please read through thoroughly to ensure you understand each stage before you begin. Remember you will be charged for a service call if a problem with your washing machine is caused by incorrect installation or misuse.

**STEP 3 Dispenser Drawer**

Read through this section to familiarise yourself with the different compartments within the dispenser drawer. We recommend the Persil range of detergent products.

**NOTE:** Always follow manufacturer's dosage recommendations.

**STEP 4 Programme Selector Dial**

A wash chart is provided to help you to select your required programme. Examples given for the maximum washing load weight for different fabric types.

**STEP 5 Using your Machine**

How to start your selected programme and how to stop or change the programme if so required.

**NOTE:** Progress indicator lights show what stage in the programme cycle has been reached.

**STEP 6 Options Guide**

All available optional wash features are explained within this section - These allow you to adjust your selected wash programme to suit your needs.

**NOTE:** In addition to the temperature of the incoming water, the selection of optional wash features will affect the programme times.

**STEP 7 A Typical Wash Programme**

A picture guide provides a clear explanation how to set a wash programme. DO NOT overload the washing machine.

**NOTE:** Creda recommend, on completion of your programme, that you switch off both the electricity and water supply to the appliance.

**STEP 8 Troubleshooting**

Please refer to the Troubleshooting section if you have any problems when using your washing machine. There may be nothing wrong!

**READ BEFORE CONTACTING SERVICE!**

**Read the rest of these instructions to get the best from your appliance, remember to fill in your guarantee registration. Keep this Book in a safe place for quick reference.**

## Creda guarantee

**"Satisfaction guaranteed or your money back"**

We give you a unique 'satisfaction guaranteed' promise - valid for **90 days** - after you have purchased your Creda appliance. If there is a technical problem simply call Creda Repair service or visit our web-site at [www.theservicecentre.co.uk](http://www.theservicecentre.co.uk) and where necessary, we will arrange for an engineer to call.

If the technical problem is not resolved under this guarantee, **we will replace your machine or, if you prefer, give you your money back.**

All Creda appliances carry a fully inclusive 12 month parts and labour guarantee.

### Guarantee terms and conditions

Your guarantee is only applicable in the United Kingdom or Republic of Ireland and is subject to the following provisions that your appliance:

- Has been installed and used correctly in accordance with this instruction booklet.
- Has been used solely for domestic purposes and is located on domestic premises (ie. not for commercial or trade use).
- Has been properly connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse, accident, modified or repaired by anyone other than one of our own service engineers.

For pre purchase information on any other Creda product, call: 08701 54 64 74 or visit: [www.creda.co.uk](http://www.creda.co.uk)



## Recycling & Disposal Information

As part of Creda's continued commitment to helping the environment, we reserve the right to use quality recycled components to keep down customer costs and minimise material wastage.

Please dispose of packaging and old appliances carefully. To minimise risk of injury to children, remove the door, plug and cut mains cable off flush with the appliance. Dispose of these parts separately to ensure that the appliance can no longer be plugged into a mains socket, and the door cannot be locked shut.

## After Sales Service

**"No company is better positioned to offer an after sales service on a Creda appliance than us - the manufacturer."**

As part of our commitment to you, all Creda appliances have the added benefit of a fully inclusive parts and labour guarantee for the first 12 months. All in-guarantee repairs are guaranteed for the remainder of your original guarantee period. When the 12 months parts and labour guarantee expires we offer the following after sales service options:

**Repair Service and Information Help Desk**  
UK: 08709 066066  
[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)  
Republic of Ireland: 1850 302 200

**NOTE:** Our operators will require the Model number and the Serial number of your appliance.

Available 364 days a year with a fast, effective and value for money service. We have the largest white goods repair service in the UK with over 1200 of our own fully trained engineers.

All chargeable repairs include a parts and labour guarantee for 12 months from the date of the repair.

If you require any information or have any questions about your appliance, our operators are on hand with help and advice. All this ensures that you will receive the best available after sales service possible.

**Extended Warranties**  
UK: 08709 088 088  
[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)  
Republic of Ireland: 1850 502 200

Whether you have just one or a number of Creda appliances in your kitchen, we offer two service cover plans to give you total peace of mind.

- Repair Protection Plan - FREE service repairs for a single Creda appliance during the period of cover.
- Kitchen Cover - FREE service repairs for all your Creda appliances less than 8 years old.

**Genuine Parts and Accessories**  
UK: 08709 077 077  
[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)  
Republic of Ireland: (01) 842 6836

A wide range of genuine parts and accessories are available from our hotline or through our web site.

**Genuine parts and accessories, extended warranties and service repairs are all available on our web-site at:**



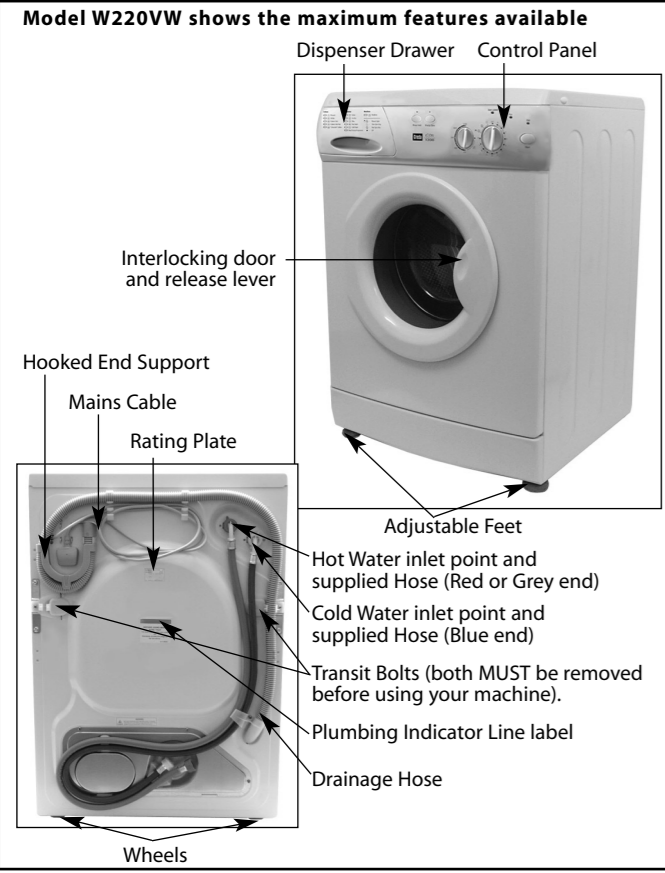
[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)

Morley Eletrodomestici UK Ltd, Morley Way, Peterborough, PE2 9JB.

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09/2004 - 195046949.00

## Getting to Know your Appliance



### Cleaning the Exterior:

Use a damp cloth or silicon polish to clean the exterior surfaces of the appliance.

### Cleaning the Door Bowl:

Clean the internal surface of the door bowl regularly with a soft cloth. A build up of soap powder and water hardness residue may result in water leaking from the door.

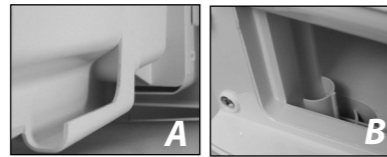
### Cleaning the Dispenser Drawer & Compartments:

It is advisable to clean the dispenser drawer regularly:

- 1 Pull the drawer out until it reaches its stop.
- 2 Press the drawer release latch down to remove the dispenser drawer.



- 3 Clean and dry the dispenser drawer, syphons, grate and fabric conditioner exit channel (A). Also, regularly clean the outlet pipe area (B).



- 4 Relocate the dispenser drawer and push it firmly back into place.

### WARNINGS:

- Do not clean any part of the machine with abrasive cleaners, scouring agents, acids, any bleaches or metal polish, as they may cause damage.
- Do not try to clean any part of the dispenser drawer while the machine is working.

## Key Contacts

### After Sales Service

Over 1200 trained specialists, directly employed by us, ensure that you can have complete confidence in both the appliances and services we offer.

#### Repair Service and Information Desk

UK: 08709 066 066  
(Open 8 to 8 Mon - Fri, 8 to 6 Sat, 10 to 4 Sun & Bank Holidays)  
[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)  
Republic of Ireland: 1850 302 200

#### Extended Warranties

UK: 08709 088 088  
(Open 8 to 8 Mon - Sun)  
[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)  
Republic of Ireland: 1850 502 200

#### Genuine Parts and Accessories

UK: 08709 077 077  
(Open 8-30 to 5-30 Mon - Fri & 9 to 12 Sat)  
[www.theservicecentre.co.uk](http://www.theservicecentre.co.uk)  
Republic of Ireland: (01) 842 6836

**Note:** Our operators will require the following information:

The Model number  (which can be found on the control panel)

The Serial number  (which can be found on the inner door trim)

## Key Contacts

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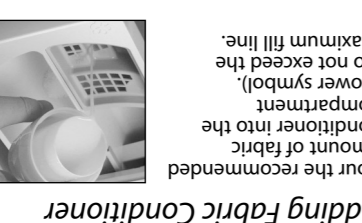
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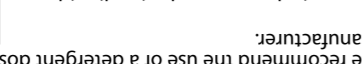
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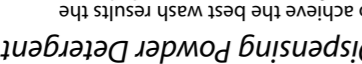
### Adding Fabric Conditioner

Four the recommended amount of fabric conditioner into the pre-wash compartment (I symbol) and the main wash compartment (II symbol). When selecting programme A, add detergent to both the compartments.



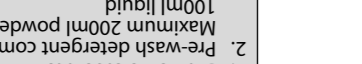
### Dispensing Liquid Detergent

We recommend the use of a detergent dosing ball, as provided by your detergent manufacturer. Alternatively you can obtain a liquid detergent flap, a barrier for the dispenser Contact Genuine Parts and Accessories (see Key Contacts).



### Dispensing Powder Detergent

To achieve the best wash results the manufacturer's recommended amount of detergent should be measured and added to the main detergent compartment (II symbol) (max. 400ml).



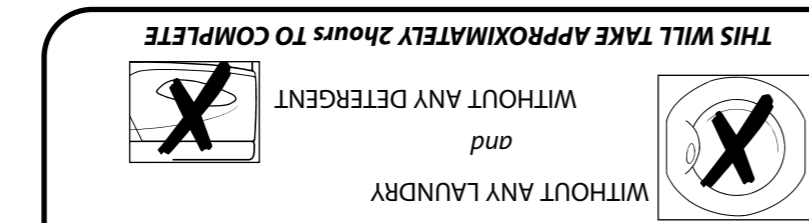
### Index

1. Pre-wash detergent compartment
2. Main detergent compartment
3. Maximum 400ml powder or 100ml liquid
4. Maximum 200ml powder or 200ml liquid
5. Fabric conditioner compartment

Do not put any items into the drawers, other than the detergents designed to be released from the drawer, as they may cause damage or blockage.

**WARNING:** Do not put any items into the drawers, other than the detergents designed to be released from the drawer, as they may cause damage or blockage.

## STEP 3 The Dispenser Drawer



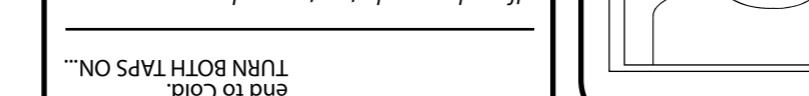
### CONNECT TO THE POWER SUPPLY...

**NOTE:** We recommend extension leads are not used. Plug your machine into an electrical socket which is easily accessible. **SWITCH ON** TO CHECK ALL PARTS OF THE INSTALLATION AND TO THOROUGHLY RUN PROGRAMME 'B' (refer to 'Programme Selector Dial', STEP 4).



### CONNECT TO THE WATER SUPPLY...

PLEASE USE THE NEW HOSES SUPPLIED, FITTED TO THE MACHINE. It is important the transit bolts and spacer come out intact (see p14).



### DRAINAGE SYSTEM... we recommend one of the following:

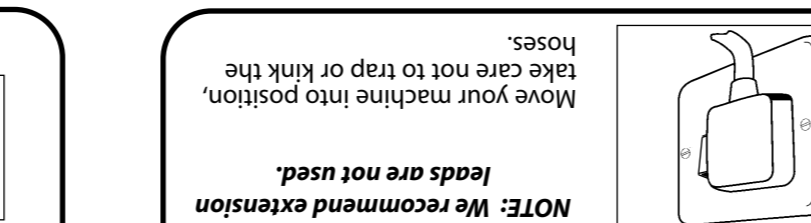
**STANDPIPE METHOD**  
Insert drainage hose into the standpipe. Hooked end support. Standpipe height: minimum 500mm from the floor.

**UNDER SINK METHOD**  
Cut off the blocked end of the under sink drainage unit. Attach the GREY end support at a minimum 800mm from the floor. Fix the hooked end support at a minimum 800mm from the floor. Attach the GREY end support at a minimum 800mm from the floor. Attach the GREY end support at a minimum 800mm from the floor.

**IMPORTANT:** Situated, one either side of the rear panel, both transit bolts (complete with spacers) MUST be removed before use... Failure to do so may cause damage to your machine!

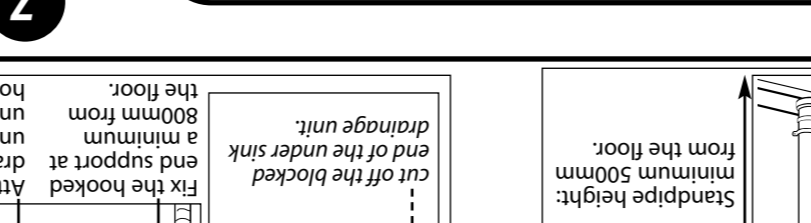
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## STEP 2



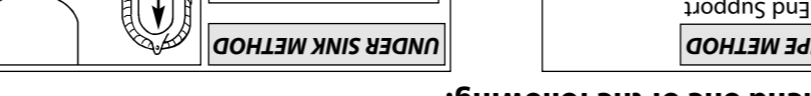
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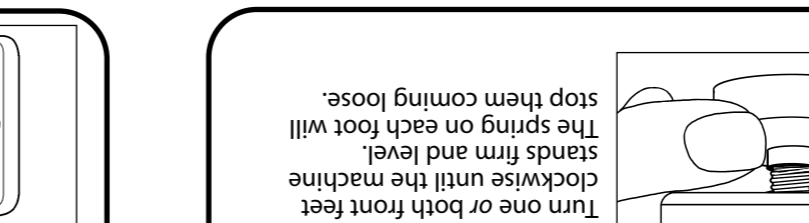
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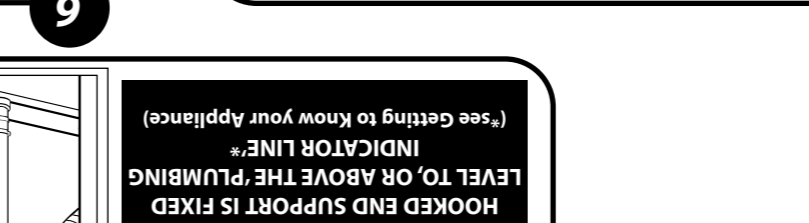
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## STEP 1 Electricity Supply



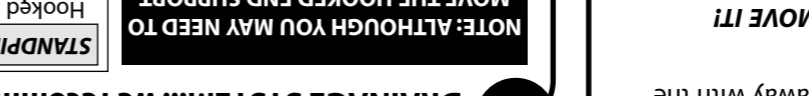
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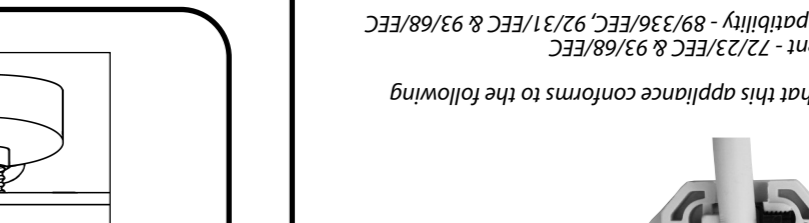
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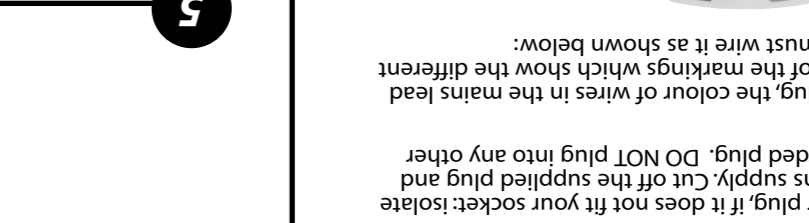
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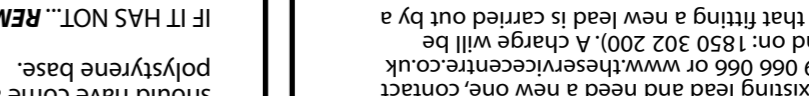
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## STEP 1 Electricity Supply



## STEP 4

### Programme Selector Dial

**IMPORTANT INFORMATION:** The temperature of the incoming water supply and selection of any Optional Wash Feature, ie. Energy Save, will affect the programme times\*. Turn the programme selector dial from 'OFF' to the programme you need...

Pre-wash	Wash label	Temp. °C	Max. dry load	Approximate programme time*	Spin speed
<b>A</b>	Prewash	30	5.5kg	25 minutes	Slow
<b>B</b>	White cotton & linen without special finishes	95	5.5kg	1 hour 40minutes - 1 hour 50minutes	Fast
<b>C</b>	Colourfast cotton without special finishes.	60	5.5kg	2 hours - 2 hours 20minutes	Fast
<b>D</b>	Non-colourfast cotton, linen finishes	40	5.5kg	1 hour 30minutes - 1 hour 45minutes	Fast
<b>E</b>	Non-colourfast cotton, linen or viscose	30	5.5kg	1 hour 20minutes - 1 hour 35minutes	Fast
<b>F</b>	Synthetics coloured nylon, polyester, acrylic and cotton mixtures, wool mixtures with special finishes, coloured polyester and cotton mixtures	50	3kg	1 hour 5minutes - 1 hour 15 minutes	Slow
<b>G</b>	Acrylics acrylics and tri-acetate blends of these fabrics with wool, polyester and wool blends	40	3kg	40 - 50minutes	Slow
<b>H</b>	Wool Shrink resistant machine washable wool, woollen blankets. Wool mixtures with cotton or rayon.	40	1.5kg 2.5kg	1 hour 15minutes - 1 hour 25minutes 1 hour 15minutes - 1 hour 25minutes	Medium Medium
<b>J</b>	Silk Printed acetate	30	3kg	55minutes - 1 hour 5minutes	Slow
<b>K</b>	Fast Wash for freshening up lightly soiled items. <b>Warning:</b> not for woollen, silk or delicate items.	35	1kg	35 - 45minutes	Slow
<b>L</b>	Cold wash cold fill only, no heating action.	25	3kg	45minutes - 55minutes	Slow
<b>M</b>	Stop/Change programme				

#### Rinse and Spin Programme

Rinse and Spin

3kg

30minutes

Slow

Spin only Programmes

Fast Spin - Cotton

5.5kg

15minutes

Fast

Slow Spin - Delicates

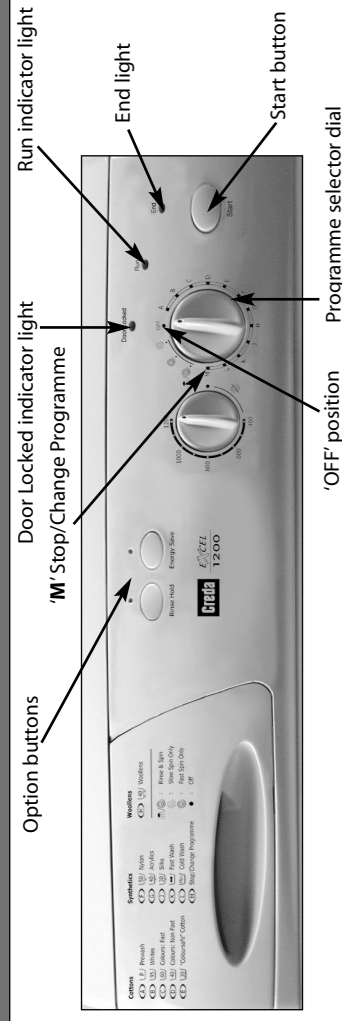
3kg

15minutes

Slow

## STEP 5

### Using your Machine



#### WARNINGS:

- In the unlikely event of something going wrong, see Troubleshooting STEP 8.

#### On-Off/Selecting a programme...

The machine is switched on, by turning the programme selector dial away from the 'OFF' position to your selected programme. To start the programme press and release the 'Start' button.

NOTE: When the programme has finished, return the programme selector dial to the 'OFF' position.

#### To change a programme...

If you want to change a programme, turn the programme selector dial to 'M' (Stop/Change Programme) and press the 'Start' button. As you turn the programme selector dial the 'Run' light will flash. The flashing stops and the 'Run' light will go out when you press the 'Start' button. The 'End' light will then flash as the machine pumps out the water in the drum to a safe level. When the 'End' light stops flashing and the 'Door Locked' indicator light goes out, you can open the door.

#### To stop a programme...

To stop a programme, turn the programme selector dial to 'M' (Stop/Change Programme) and press the 'Start' button. As you turn the programme selector dial the 'Run' light will flash. The flashing stops and the 'Run' light will go out when you press the 'Start' button. The 'End' light will then flash as the machine pumps out the water in the drum to a safe level. When the 'End' light stops flashing and the 'Door Locked' indicator light goes out, you can open the door.

CAUTION: The load and the remaining water in the drum may still be extremely hot.

#### NOTE:

If you turn the programme selector dial during a programme, the 'Run' indicator light will flash to show that the programme running is not that shown on the dial. Turn the dial to the original programme to stop the flashing. The flashing will automatically stop when the programme enters the rinse phase.

#### Progress indicator lights...

- The 'Run' indicator light will come on as soon as the selected programme has started. This light will remain lit throughout the programme and will go out when the programme has finished.
- The 'End' indicator light will come on after the selected programme has finished. This light will remain lit until you return the programme selector dial to its 'OFF' position, or start another programme.

#### Door Locked indicator light...

- The 'Door Locked' indicator light will come on two seconds after you press the 'Start' button and will stay lit throughout the programme. A short time after the programme has finished the indicator light will go out and you can then open the door.
- Selected programmes will not start if the door is not closed properly, the 'Door Locked' indicator light will flash to show this. Push the door shut until you hear the catch click.

## STEP 6

### Options

**Button Selection:** To select an option, press the button and you will see a light come on above the button.

Press again to cancel, and the light will go out.

You cannot alter the option's once the machine is running. **NOTE: Remember to cancel buttons after use!**

**Rinse Hold...** use this option to...

**Energy Save...** use this option to...

**Save money and energy on lightly soiled loads.**

- This option reduces the wash temperatures by 10°C on programmes B, C, D, F, G and H.

**Hold the clothes in the final rinse water, keeping them fresh until you are ready to complete the programme.**

Complete the final spin by pressing the Rinse Hold button when the light is flashing.

- This is not available with programmes A, H and L or Spin only programmes.

#### Variable Spin Speed

- Only available on model W220W.



Use this control to reduce the programme spin speed only.

If you leave this dial in the maximum position, the spin speed will be the maximum which is appropriate for whatever wash programme you have chosen.

When the programme has finished, return the dial to the original setting.

**Note: You cannot alter the spin speed while the machine is spinning.**

#### Automatic Features...

#### Unbalanced load warning

Your machine has an inbuilt feature to prevent it spinning with an unbalanced load. This will minimise excessive vibration and prolong the life of the machine. Before each spin the machine 'senses' the load within the drum and if the machine considers the load to be unbalanced, it will not automatically spin. Instead the machine will try to redistribute the load to achieve balance by tumbling backwards and forwards. If it is unable to balance the load after the fifth attempt the machine will abort the spin process and the load will still be wet at the end of the programme.

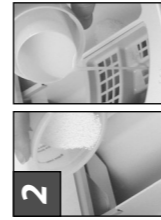
If this safety feature is encountered you can spin the load after first opening the door, redistributing the load and selecting a fast or slow, spin only programme. In the case of small loads or single items you may try adding some extra items of a comparable size to help balance the load.

## STEP 7

### A Typical Wash Programme



Sort laundry into bags by washcare labels. Load the machine, making sure that the laundry is not trapped in the door. Close the door by pushing it until it clicks.



Turn the programme selector dial to the 'OFF' position to the programme required (see STEP 4). The 'End' light will illuminate to indicate that the machine has power.



Select any optional extra features you may require by pressing the appropriate button(s) (see STEP 4). The 'End' light will illuminate to show what lights you have chosen.



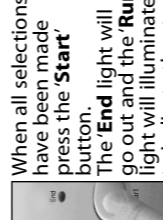
Reduce the spin speed if you wish by turning the variable spin speed control dial (see STEP 6).



When the programme has finished the 'End' and 'Door Locked' indicator lights will remain lit.



After a short time the 'Door Locked' indicator light will illuminate.



During the wash, the 'Run' and 'Door Locked' indicator light will remain lit.



After a short time the 'Door Locked' indicator light will go out. You can then open the door.

If you need to cancel a programme once the machine has started see STEP 5 Using your Machine.

We also recommend that you switch off the electricity and water supply.

To switch the machine off, return the programme selector dial to the 'OFF' position. The 'End' light will go out.

DO NOT try to open the programme part of the 'Door Locked' indicator light is on.

#### WARNINGS:

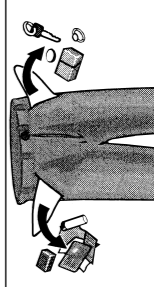
- DO NOT allow children to play with the appliance. The controls, laundry and the quality of the wash.
- DO NOT overload the appliance. The drum is designed for laundry and the quality of the wash.
- DO NOT open the dispenser drawer during the programme.
- DO NOT try to open the programme part of the 'Door Locked' indicator light is on.
- If you stop a programme part of the 'Door Locked' indicator light is on. You must wait until the power cut, take care when opening the door, the machine may contain hot water.

## STEP 8

### Troubleshooting - More Troubleshooting information and general product advice can be found on our website, visit: [www.theservicecentre.co.uk/help](http://www.theservicecentre.co.uk/help)

#### Washcare Tips:

- Do not overload the machine (maximum load 5.5kg). In addition to reducing the quality of the wash, this may also damage your laundry and the machine.
- We strongly recommend that you do not wash underwired bras in this machine. Should the wires become detached it could cause damage to your clothes and the machine. If the washcare label states that the bra is machine washable, it should be washed in a sealed pillow case or a similar washbag. **Remember, you will be charged for a service call resulting from a detached bra wire.**
- Do not use the machine if the item to be washed does not have a wash label.
- Before washing laundry we recommend that you do the following:
  - Pre-treat awkward stains with washable treatments.
  - Do not wash any items that have previously been treated with solvents.
  - Check that fastenings, buttons, zips, straps, buckles, etc. are not protruding or snagging.
  - Empty ALL objects from pockets as they may damage the clothes and the machine.



**Remember, you will be charged for a service call to rectify a malfunction resulting from objects such as coins, pens, hair grips etc. falling from pockets.**

- Limit the size of absorbent loads (ie. towels, 3kg (7lb)) to give good wash and rinsing results.
- Always follow the care label on items when choosing the wash programme.
- Wash non-colourfast items or really dirty laundry separately as they may affect other items.

#### MY MACHINE MAKES A NOISE OR VIBRATES IN A SPIN PROGRAMME.

Check all loose items, such as coins, have been removed from the laundry.

Have both transit bolts been removed from the machine?

Has the polystyrene block been removed from underneath the machine?

Have you adjusted the feet to stabilise the machine?

See STEP 2: Installation

#### MY MACHINE WILL NOT START

Close the door. Choose a programme and then press 'Start' and then press 'Start'.

Does the 'Door Locked' indicator light come on after 2 seconds?

Is the machine plugged in and switched on?

Is the socket OK? Test with another appliance to check.

Is the fuse in the plug OK?

Plug the machine in and turn the socket switch on.

If possible use another socket for the machine.

If not replace it, see STEP 1: Electricity Supply

#### MY MACHINE DOES NOT PUMP OUT WATER

Has the drain hose been installed correctly? Ensure it is not blocked or kinked.

Are the drainage unit, standpipe or under sink connections free from blockages?

Has 'Rinse Hold' been selected? The light will flash until the button is pressed again.

Press the 'Rinse Hold' button again.

See STEP 2: Installation

Clear any blockages that have been found

Is the machine connected to a sink waste system?

Check the blocked end of the under sink drainage unit has been cut off.

#### MY MACHINE IS LEAKING

Are the fill hoses on correctly? If not tighten them. Does the washer need replacing?

Is your water pressure too high?

Turn the main supply tap down.

Is the standpipe or household drain blocked.

You may need to call in a plumber.

Is steam coming from the dispenser drawer?

The machine is designed to release steam from the dispenser drawer during hot washes.

Check the feet have been levelled.

#### THE DISPENSER WILL NOT CLOSE PROPERLY

Is the drawer clogged with detergent?

Clean the dispenser drawer, see STEP 3: The Dispenser Drawer

Check the drawer is properly aligned.

#### Indicator Lights:

The 'Door Locked' indicator light: If the 'Door Locked' indicator light is flashing: The 'Door Locked' indicator light should now stay on. Shut the door firmly, until it clicks.

If the door will not open... Check the programme has finished. If the 'Door Locked' indicator light is flashing, the door will not open until the 'Door Locked' indicator light has gone out after a programme has finished. Push the door shut until the 'Door Locked' indicator light has gone out.

The 'Run' and 'End' indicator lights are both flashing... This means the door is not closed properly. Check that the water supply is turned on and that the inlet hoses are not kinked.

The 'Run' indicator light is flashing... If the 'Run' indicator light is flashing, the programme has not started. Return the dial to the original selection.

#### MY MACHINE DOES NOT PUMP OUT WATER

Has the drain hose been installed correctly? Ensure it is not blocked or kinked.

Are the drainage unit, standpipe or under sink connections free from blockages?

Has 'Rinse Hold' been selected? The light will flash until the button is pressed again.

Press the 'Rinse Hold' button again.

See STEP 2: Installation

Clear any blockages that have been found

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The 'Run' indicator light is flashing... If the 'Run' indicator light is flashing, the programme has not started. Return the dial to the original selection.

If your machine is still not working contact: Repair Service and Information Desk UK 087 09 066 066 Republic of Ireland 1850302 200

You will be asked for the following details: Name and Address, Post Code, Telephone Number, Date of Purchase, Colour and Model/Serial Numbers - which can be found on the inside of the door. Clear and precise details of the query or fault.

**Remember, you will be charged for a service call if a problem with your machine is caused by incorrect installation or misuse.**

Remember, you will be charged for a service call for problems caused by incorrect installation, non-removal of transit bolts or packaging, leaks from household pipework, loose or blocked fill and drain hoses. Washing items that DO NOT have a wash label or washing items that are not intended as machine washable and NOT emptying contents from pockets may cause pump or drain blockages, or may damage components within the machine.

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