

# E-Care+

UK User Manual

Model No's. AWM74D2-WH/AWM74D2H-WH/  
AWM86D2-WH/AWM86D2H-WH/  
AWM96D2-WH/AWM96D2H-WH  
(Part no. AWC6021-05)



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# Welcome

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Dear Customer,

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

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

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

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

**Perfect Wash Protection**

..Automatically protects clothes against damage from unbalanced wash loads

Other Ebac Appliance brands:

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# Safety information



## General safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- The power supply and voltage indicated on the machine-rating label must be the same.
- The washing machine must only be connected to an AC supply circuit of the appropriate rating using a properly installed fixed socket that is compatible with the plug fitted to the mains connection lead.
- The socket must provide earth connection and comply with current electrical safety regulations. The plug should be a good fit in the socket. Do not use electrical adapters or a trailing extension cable. Unplug the product when not in use. The product must be unplugged during installation, maintenance, cleaning and repair procedures.
- If the mains cable or plug needs replacing, it must only be replaced by the correct replacement part available from Ebac and must only be fitted by Ebac, an authorized service agent or a similarly qualified person.
- Never touch the plug with wet hands! Never unplug by pulling on the cable, always pull out using the plug.
- The machine should be positioned on a flat, hard surface. Do not place the product onto a carpet or other floor covering that may prevent cooling air from entering the machine. Lack of airflow may cause the machine to overheat and have an adverse effect to safety or reliability.
- Any obvious electrical or mechanical faults or failure of the product should be investigated and rectified by an authorised repair agent before the unit is used again. To avoid risk of electrical shock, an appointed agent or other properly qualified person should only carry out repairs.
- Never clean the washing machine by spreading or pouring water onto it. There is the risk of electric shock. In the event of a power failure, the machine will resume operation at the appropriate position of the washing cycle. If you wish to cancel the washing cycle, see the section Using Your Machine – Step 9 – Stopping your wash before a cycle has finished.
- The water supply and draining hoses must be securely fastened and remain undamaged. Otherwise, there is the risk of water leakage.
- Never open the loading door or remove the filter while there is still water in the drum. Otherwise there is a risk of flooding and injury from hot water.
- Do not force open the locked loading door. The loading door will be ready to open just a few seconds after the washing cycle comes to an end. If the loading door is forced open, the door and the lock mechanism may get damaged.
- This washing machine has been designed for domestic use. It is not suitable for commercial use and it must not be used for any purpose other than washing or rinsing or spinning of domestic clothing.
- The washing machine must only be used for washing and rinsing of laundry that are marked accordingly.

# Safety information



## Children's safety

- Packaging materials are dangerous to children. Keep packaging materials in a safe place away from reach of the children.
- Electrical products are dangerous for children. Keep children away from the product when it is in use. Do not let children tamper with the product. Use a child lock to prevent children from intervening with the product.
- Do not forget to close the loading door when leaving the room where the product is located.
- Store all detergents and additives in a safe place away from the reach of children by closing the cover of the detergent container or sealing the detergent package.

## Packaging information

- Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations.
- Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.

## Disposing of the product at the end of its useful life

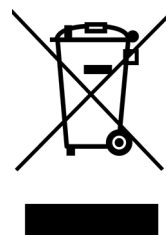
This product has been manufactured with high quality parts and materials that can be reused and are suitable for recycling. Therefore, do not dispose of the product with normal domestic waste at the end of its service life. Take it to a collection point for the recycling of electrical and electronic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

## Compliance with WEEE directive

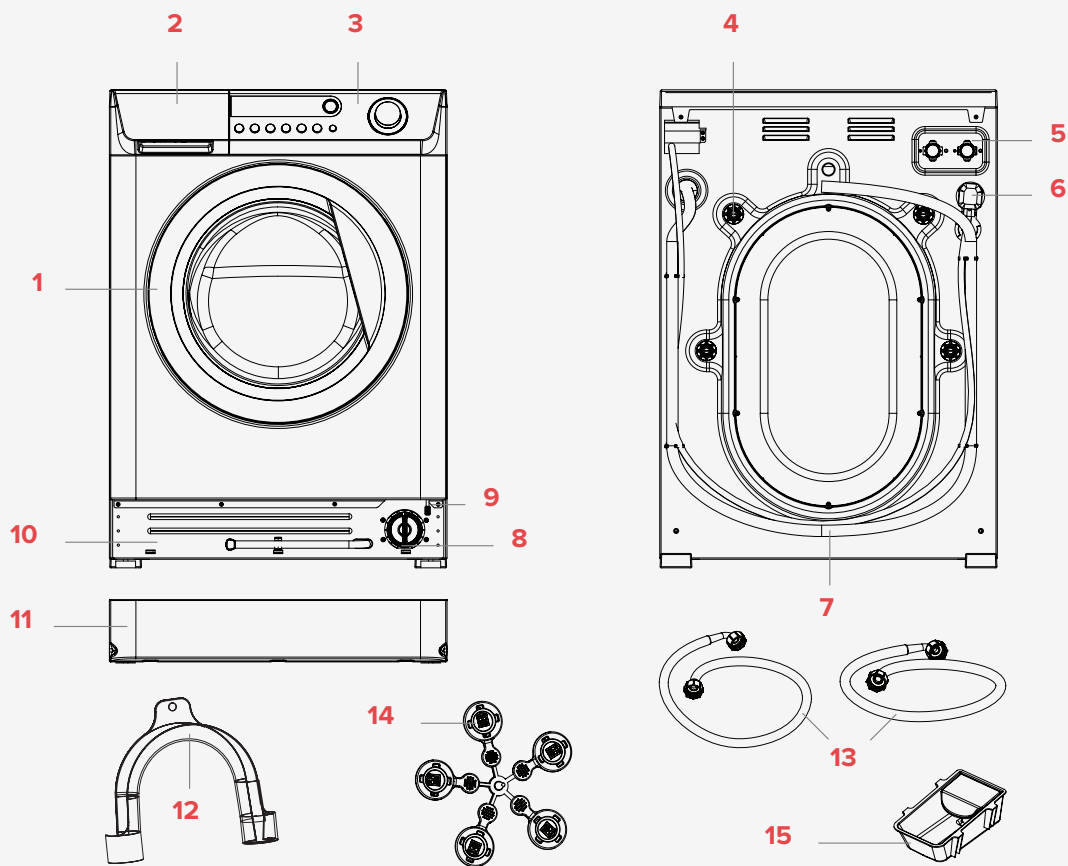
This appliance's packaging material is recyclable. Help recycle it and protect the environment by dropping it off in the municipal receptacles provided for this purpose.

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

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



# In the box

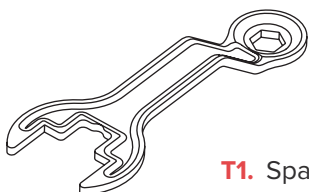


- |                           |                                |                             |
|---------------------------|--------------------------------|-----------------------------|
| 1. Door                   | 6. Power Plug                  | 11. Front Cover Kick Plate  |
| 2. Detergent              | 7. Drain Hose                  | 12. Drain Hose Guide        |
| 3. Control Panel          | 8. Pump Filter                 | 13. Water Inlet Hoses**     |
| 4. Transit Bolt Assembly* | 9. Emergency Door Release Cord | 14. Transit Bolt Cover Caps |
| 5. Water Connections**    | 10. Pump Filter Drain Hose     | 15. Liquid Detergent Boat   |

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

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

## Tools included

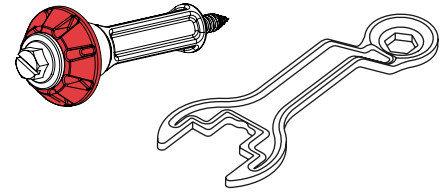


T1. Spanner

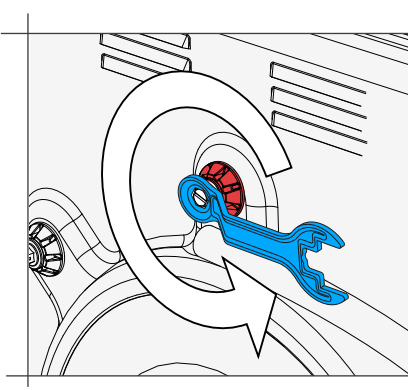
# Getting started

## 1 Removal of transit bolts

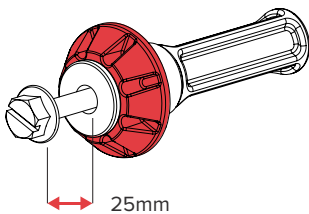
The washing machine comes fitted with transit bolts\* to prevent any internal damage during transport.



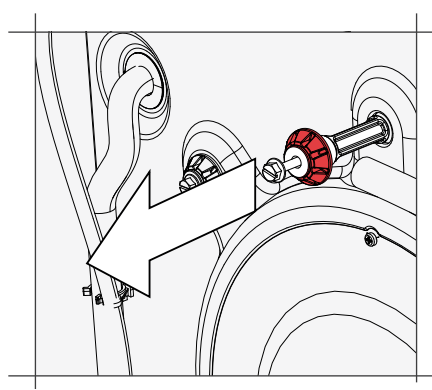
- All transit bolt assemblies must be removed before installation.
- If the transit bolts are not removed and the machine is operated with them fitted it will cause damage, excess vibration and noise.
- All transit bolt assemblies should be kept and re-used when transporting your washing machine in the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



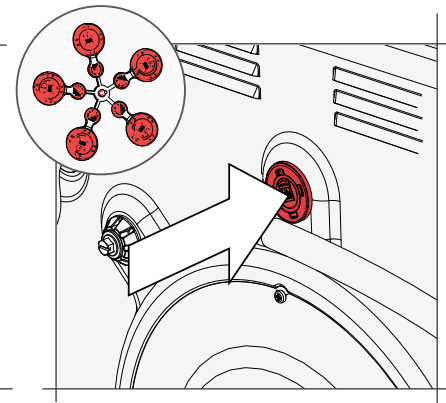
- 1.** Using a 10mm spanner (supplied), loosen the transit bolt assembly by 25mm.



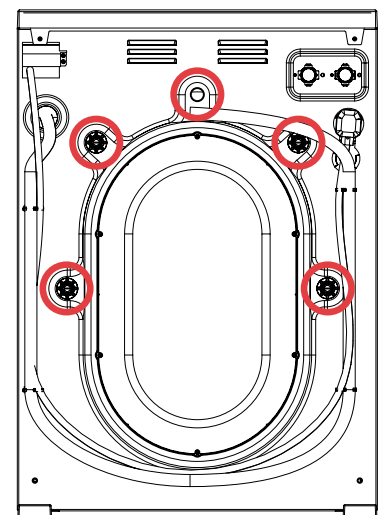
**DO NOT** unscrew the bolt all the way out as this will cause the bolt to separate inside your machine



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



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

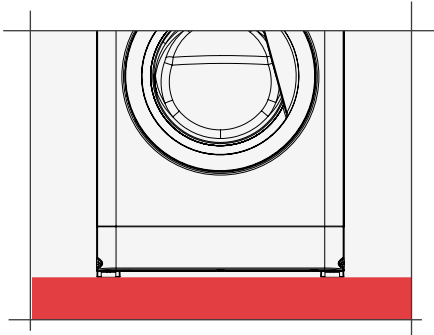


\*4 or 5 transit bolts are fitted dependent on your model.

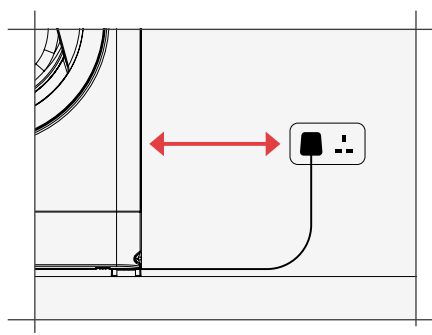


# Getting started

## 2 Location



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



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



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



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



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

## 3 Floor types

- Choose a suitable solid, even floor surface to ensure the machine is level and free from movement.
- During machine operation floor surface finish can contribute to additional noise.
- Concrete floors are ideal as long as they are even.
- Tiled floors are ideal as long as there is no flex from the materials they are laid on i.e. floorboards.
- Wooden floors may need to be reinforced should they flex when the washing machine is in operation. A piece of 600x600x18+mm water resistant plywood should be firmly screwed to the floor to try and help minimise vibration.
- Do not place the product onto a carpet or other floor covering that may prevent cooling air from entering the machine. Lack of airflow may cause the machine to overheat and have an adverse effect to safety or reliability.
- If the floor is uneven never use additional items such as pieces of wood, plastic or metals to correct as these could become loose and move due to machine vibration over time.



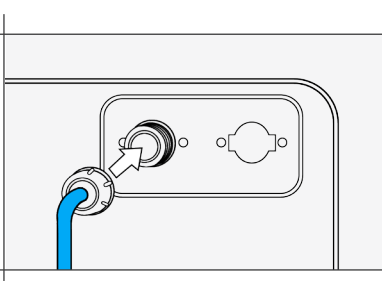
# Getting started

## 4 Water connection

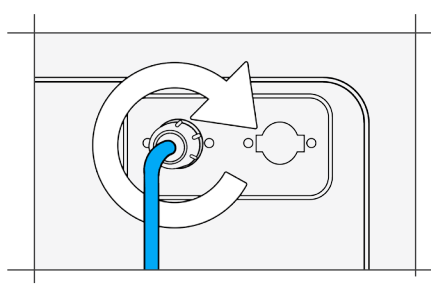


- This appliance must be connected in compliance with any local or national regulations or bylaws.
- To ensure your washing machine works correctly and to its optimum performance the water supply pressure must be between 0.1MPa (1 bar) and 1MPa (10 bar).
- Use the detachable water inlet hoses provided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

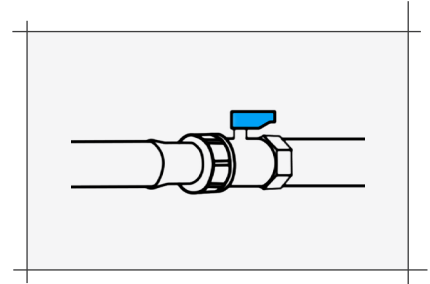
### Cold fill machines



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



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



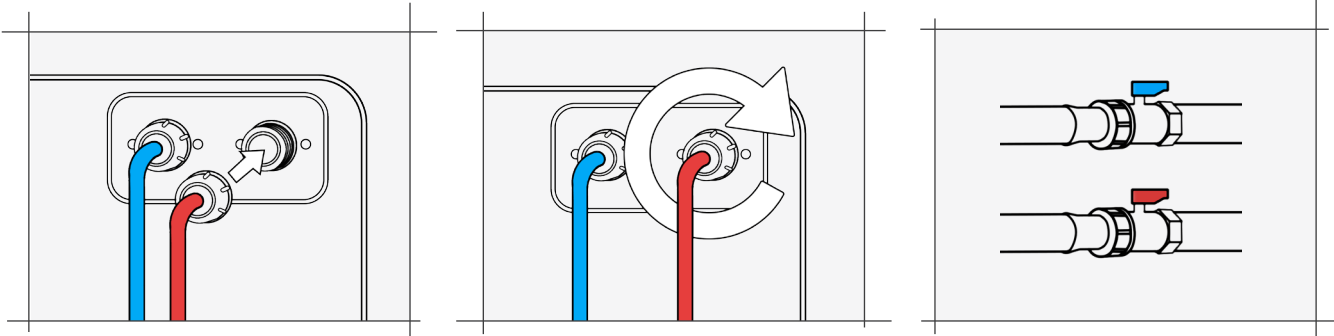
3. Connect the straight end of the inlet hose to the cold water supply isolating valve. When complete, open isolating valve to let water into the machine.

Check all connections for no leaks.

# Getting started

## Water connection (continued)

### Dual fill machines



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

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

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

Check all connections for no leaks.



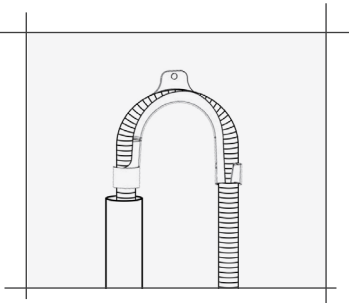
- The hot water supply is always located on the right-hand side connector marked red.
- Dual fill machines can operate with cold supply only but in these cases a Y connecting piece (not supplied) must be used and connected to the cold water supply isolating valve. From this, both the hot and cold water inlet hoses can be connected to the two inlet connections at the rear of the machine.
- Always ensure the hot and cold water supply is connected to the correct hot and cold water intake at the rear of the machine.

# Getting started

## 5 Drainage connection



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

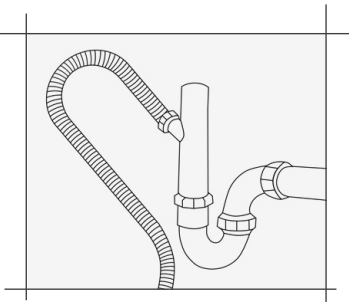


### Option 1 - Washing machine trap with standpipe

1. Unclip the drain hose from the back of the machine.
2. Push the drain hose down into in the drainpipe.
3. Attach the drain hose guide accessory and secure the drain hose from any movement.



The drainpipe should always be vertical and not horizontal.

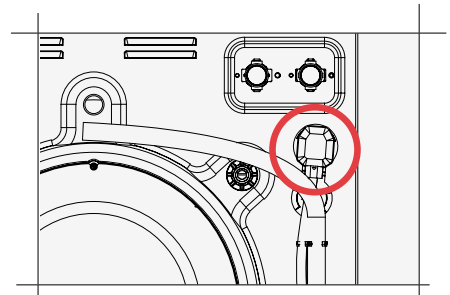


### Option 2 - Direct into the undersink appliance trap

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

## 6 Electrical connection

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



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

# Getting started

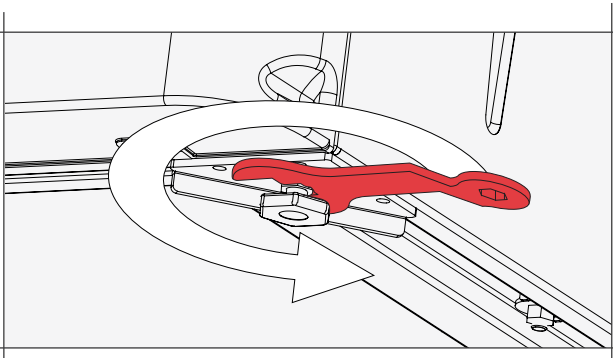
## 7 Levelling



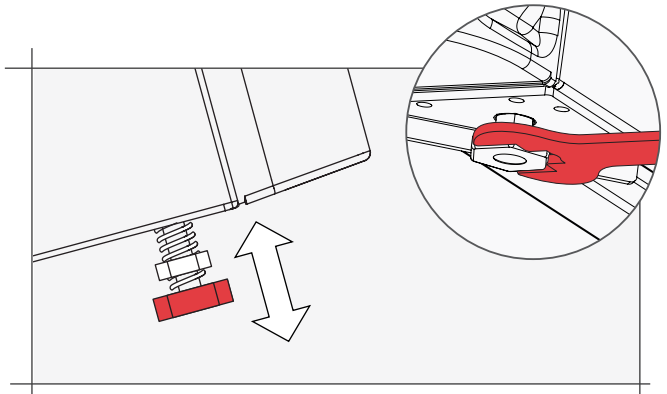
- Take care when moving the machine on different floor types.
- When handling the machine do not apply force onto the control panel area. Always handle the machine by the side or base edges.
- Ensure locking nut is tight before use to avoid any potential machine vibration when in use.
- Use a spirit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

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

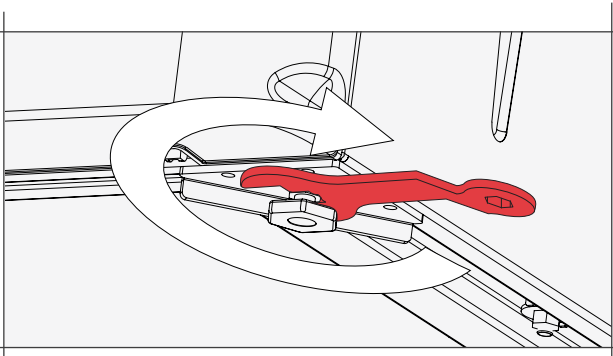
To alter the feet height:



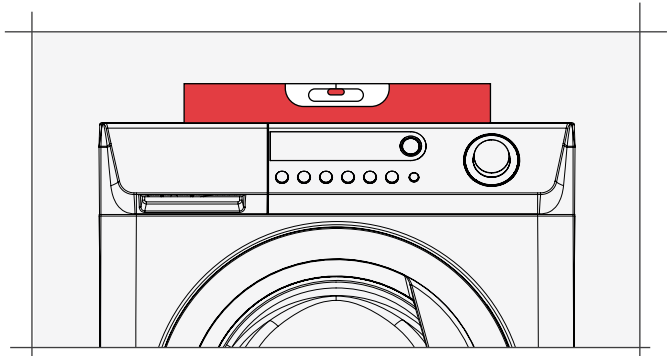
1. Lift machine up off the floor to access the front feet and loosen the locking nut using the spanner provided.



2. Adjust to the desired height by turning the foot clockwise / anticlockwise.



3. Ensure you re-tighten the locking nut to secure the foot into position.

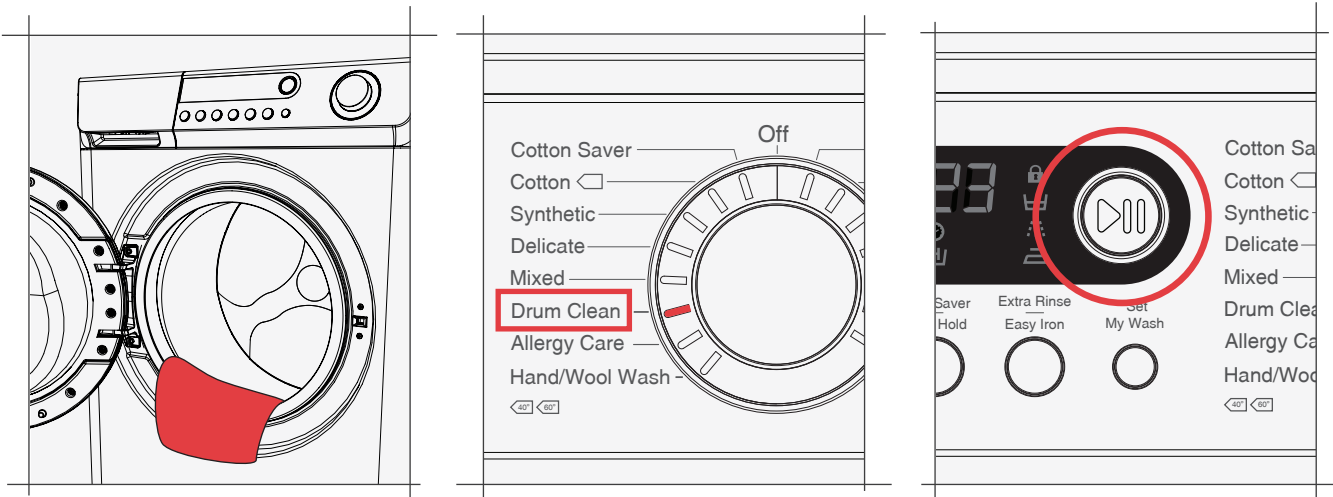


4. Check the washing machine is level and stable using a spirit level.

# Before first time use

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

**Follow these steps before you do your first laundry wash:**



**1.** Open the door and wipe the door seal using a damp cloth. Before closing the door, ensure the drum is empty.

**2.** Turn the machine on by turning the dial to select the **drum clean** wash programme.

**N.B:** Do not add any laundry, detergent or softener.

**3.** Press the Start Button.

# Using your machine

## 1 Sorting your laundry

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

### a) Fabric types

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

### b) Dirtiness (soiled levels)

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

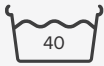
### c) Colours

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

### d) Understanding your garment labels

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

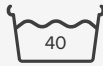
#### Wash symbols



**No dash**  
Suitable for high agitation wash (eg cotton)



**One dash**  
Suitable for medium agitation (eg synthetic)



**Two dashes**  
Suitable for a low agitation wash (eg wool)



Not suitable for machine washing



Hand wash only

**N.B:** Number refers to max temperature

#### Dry Clean symbols



Type of solvent



Do not dry clean

#### Drying symbols



May be tumble dried



May be tumble dried on normal heat



May be tumble dried on delicate heat



Do not tumble dry



Hang dry



Dry flat



Drip dry recommended

#### Chlorine / Bleach



Any bleach (when needed)



Bleach/non-chlorine (when needed)



Do not bleach

#### Ironing symbols



Hot 200°C



Warm 150°



Cold 110°



Do not iron

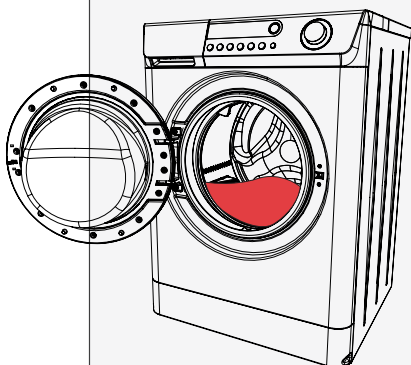
# Using your machine

## 2 Loading the machine



### 1. Door opening

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



### 2. Machine loading

See laundry loading care below for best results.



### 3. Door Closing

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

**N.B.** Once the door is locked a door lock icon (  26 ) is illuminated on the control display. (see page 17)

## Laundry loading care

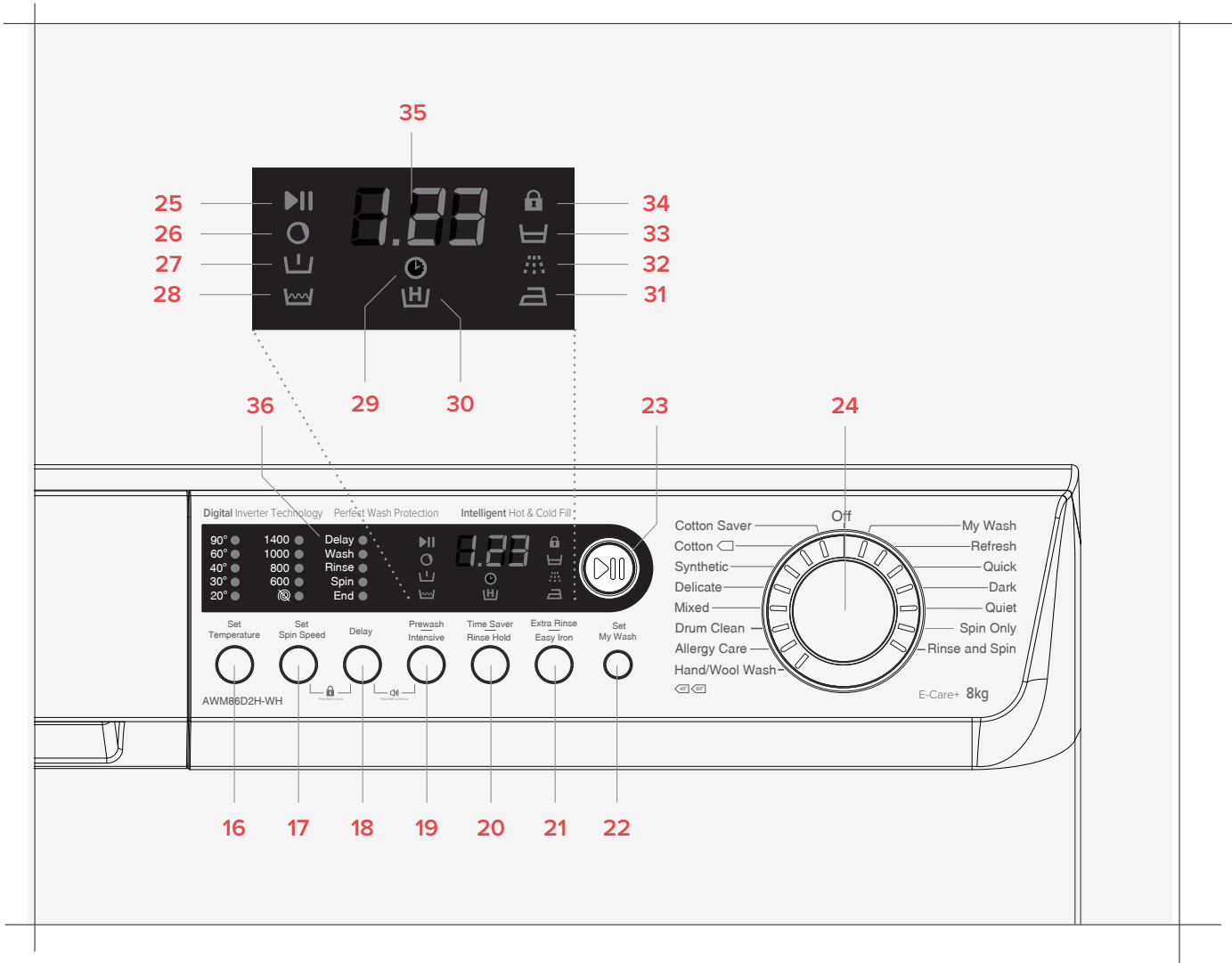
To avoid risk of any garments getting damaged, caused by an out of balance load or damage to the machine ensure the following steps are taken:

1. Check all zips, hooks and strings are closed and tied to avoid any garments becoming caught, trapped or snagged.
2. Check all pockets are empty of any items including coins, screws, pens, nails, hair clips or keys etc.
3. Pre-treat any bad stains prior to loading the machine to help improve cleaning performance where necessary.
4. Each wash programme has a max and min load size (kg) limit that should be respected and followed at all times. - see tables on **page 22** for load size recommendation by wash programme.
5. Before you close the door ensure garments are not trapped or that the gasket is not folded out of shape.
6. Out of balance loading can result in poor or no spinning, built in sensor technology will only allow balanced loads to spin to protect the machines performance, so take care to only use balanced load every time. An example of an out of balance load could be a single large bath towel.
7. Load items of similar size together to ensure the load remains balanced i.e. large items first followed by smaller items to fill the drum.
8. Use of laundry nets for small items such as socks, underwear, handkerchiefs, gloves etc is recommended to help prevent them getting caught or damaged. Laundry nets should always be washed with other items and never on their own, because it could result in an out of balance load performance.
9. Trainers or shoes should not be washed inside this washing machine.

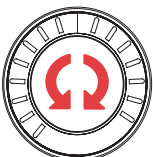


# Using your machine

## 3 Understanding your controls



- |   |   |                                       |
|---|---|---------------------------------------|
| <b>16.</b> Temperature Button             | <b>23.</b> Start / Pause Button             | <b>30.</b> Rinse Hold Icon            |
| <b>17.</b> Spin Speed Button              | <b>24.</b> Wash Programme Selector & On/Off | <b>31.</b> Easy Iron Icon             |
| <b>18.</b> Delay Button                   | <b>25.</b> Start / Pause Icon               | <b>32.</b> Extra Rinse Icon           |
| <b>19.</b> Prewash / Intensive Button     | <b>26.</b> Door Locked Icon                 | <b>33.</b> Eco Running Icon           |
| <b>20.</b> Time Saver / Rinse Hold Button | <b>27.</b> Prewash Icon                     | <b>34.</b> Child Safety Icon          |
| <b>21.</b> Extra Rinse / Easy Iron Button | <b>28.</b> Intensive Icon                   | <b>35.</b> Time Remaining Display     |
| <b>22.</b> Set My Wash Button             | <b>29.</b> Time Saver Icon                  | <b>36.</b> Wash cycle stage indicator |



### Switching on Your Machine

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



### Eco Running Icon

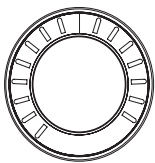
This will illuminate when the machine is operating in an efficient way based on the load size within the machine.

# Using your machine

## 4 Selecting the right programme




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



### Wash programme selector (24)

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

Programme	Recommendation	Programme	Recommendation
<b>Cotton Saver</b>	Designed for cottons, bed linen, table linen, underwear, towels, shirts etc. This wash is shorter in time and uses less energy compared to our cotton wash.	<b>Hand/Wool Wash</b>	Designed specifically for wool garments to ensure they are left feeling clean and soft. Please check garment label for correct washing instructions.
<b>Cotton</b> 	Designed for cottons to ensure the most efficient and best cleaning performance is achieved.	<b>My Wash</b>	You decide - create and store your very own favourite wash programme. That wash you always do.
<b>Synthetic</b>	Designed for synthetic/polyester materials such as blouses, shirts, trousers.	<b>Refresh</b>	Designed to freshen up by removing odours from garments that have been worn once or are not dirty. No detergent required softener only.
<b>Delicate</b>	Designed for delicate fabrics (such as silk or linen).	<b>Quick</b>	Designed for small loads that require cleaning in a hurry.
<b>Mixed</b>	Designed for everyday mixed fabric (such as cottons with synthetics) garments. Similar colours to be washed together removing the need for separate sorting.	<b>Dark</b>	Designed for dark coloured garments to maintain their original colours overtime.
<b>Drum Clean</b>	Designed to clean your machine and keep it operating at it's optimum performance by removing internal dirt and bacteria build up.	<b>Quiet *</b>	Designed to offer a low noise wash programme for mixed fabrics – ideal to be operated during the night or in times when silence is required. The wash stops prior to spin stage and must be reactivated by the user to complete the programme.
<b>Allergy Care</b>	Designed to reduce and remove excess detergent from your garments – Bedding / childrens garments.	<b>Spin Only</b>	Designed to remove excess water from the clothes. This is not recommended for use with delicate, wool or hand wash garments.
		<b>Rinse &amp; Spin</b>	Designed to remove excess water from the clothes. This is not recommended for use with delicate, wool or hand wash garments.

**NB:** \* On the Quiet programme the wash stops prior to spin stage and must be reactivated by the user to complete the programme by pressing the start button again.

# Using your machine

## 5 Choosing extra settings

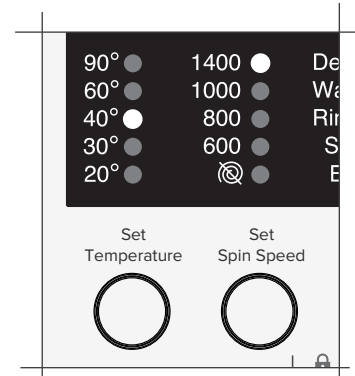


- To protect your laundry not all options and functions are available with every wash programme.
- When an option is selected to show it is activated, its icon will be illuminated on the display.
- When an option is selected but it is not possible, its icon will flash and then go off on the display.

### Temperature button (16) & Spin Speed button (17)

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

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



### Delay button (18)

1. Press the delay button to select the number of hours delay for your wash.
2. You can choose from 1 to 24 hours which is highlighted in the digital display.
3. Press the start/pause button to activate the desired delay start.



### Prewash / Intensive button (19)



#### Prewash

An extra wash cycle that is ideal for heavily dirty clothes.



#### Intensive

Adds extra agitation to provide a better clean.

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

**N.B:** By selecting these options the wash programme time will increase.





# Using your machine

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## Choosing extra settings (continued)

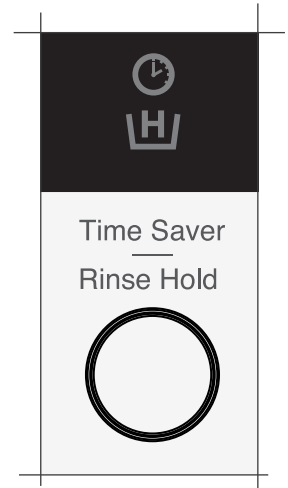
### Time Saver / Rinse Hold button (20)

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


 **Rinse Hold**  
After the rinse the wash cycle pauses and holds clothes in water. This is ideal if you leave clothes in the machine for long periods of time before unloading because it reduces them smelling and creasing as they dry.


1. Press button once to activate Time Saver.
2. Press twice to deactivate Time Saver.
3. Press three times to activate Rinse Hold option.
4. Press four times to deactivate Rinse Hold option.

**N.B:** Time Saver option is only suitable for use on selected programmes. Rinse Hold option will increase wash programme time. The machine will stop and pause during the rinse stage, holding your clothes in water. To finish the wash cycle you must manually press the start / pause button.



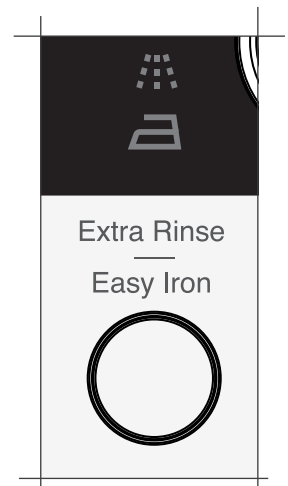
### Extra Rinse / Easy Iron button (21)

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

 **Easy Iron**  
Special drum spinning rotation reduces the amount of creases left in your clothes.

1. Press button one to activate Extra Rinse option.
2. Press twice to deactivate Extra Rinse and activate Easy Iron option.
3. Press three times to activate both Extra Rinse and Easy Iron.
4. Press four times to deactivate both Extra Rinse and Easy Iron.

**N.B:** By selecting these options the wash programme time will increase.



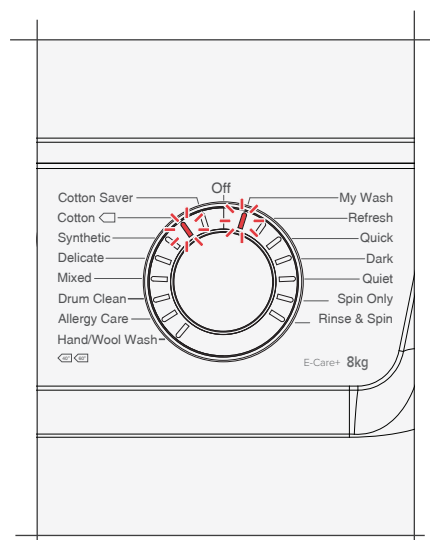
# Using your machine

## Choosing extra settings (continued)

### Set My Wash button (22)

**My Wash** – This will allow you to tailor and store your own favourite wash programme.

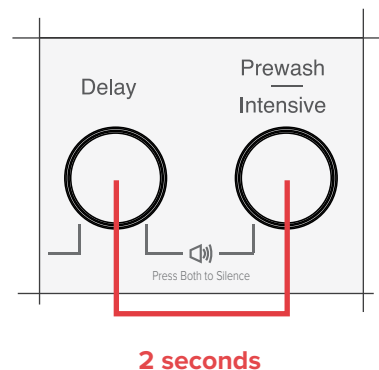
1. Press the Set My Wash button.
2. Turn the dial to a programme of your choice.
3. Select the following options by pressing the individual buttons to create your own personalised wash: Temperature / Spin Speed / Prewash / Intensive / Rinse Hold / Extra Rinse / Easy iron.
4. Once all options are set press and hold the Set My Wash button for 2 seconds. The lights on the programme selector dial flash around the dial to confirm the My Wash is saving.
5. Your new wash programme settings are then saved under 'My Wash' preference on the dial. This will remain stored until the user changes it. The base selected programme is also illuminated on the dial to advise you of the programme modified.



**N.B:** This setting is memorized when the machine is switched on and off. It is defaulted on cotton before you make your first my wash change.

### End of wash audio sound


1. To activate the sound, press and hold the Delay (18) and Prewash/Intensive (19) buttons together for 2 seconds and a beep noise will sound to confirm your activation.
2. To deactivate press and hold the Delay (18) and Prewash/Intensive (19) buttons together for 2 seconds and a noise will sound to confirm your deactivation.

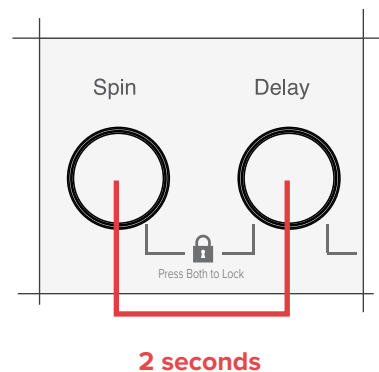


**N.B:** This setting is memorised when the machine is switched on and off.

### Child Safety Lock

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

1. Press and hold the Spin (17) and Delay (18) buttons together for 2 seconds.
2. The child safety lock icon (  34 ) will be illuminated on the digital display. All buttons and dials are locked including start/pause (23) button.
3. To unlock all controls press and hold the Spin (17) and Delay (18) buttons together for 2 seconds.




**N.B:** Switching the mains power off will not deactivate the child lock.

# Using your machine

## Choosing extra settings (continued)

### Wash programme & additional cycle options compatibility

Programme	Max Load Size (kg)			Detergent Usage Options			Wash Cycle Options						
	7Kg models	8Kg models	9Kg models	Pre-Wash	Main Wash	Softener	Delay Start	Time Saver	Prewash	Intensive	Extra Rinse	Rinse Hold	Easy Iron
<b>Cotton Saver</b>	7	8	9	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Cotton</b> 	7	8	9	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Synthetic</b>	3	3	3.5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Delicate</b>	2	2	2	-	✓	✓	✓	✓	-	-	✓	-	-
<b>Mixed</b>	5	5	6	✓	✓	✓	✓	-	✓	✓	✓	✓	✓
<b>Hand/Wool Wash</b>	2	2	2	-	✓	✓	✓	✓	-	-	✓	-	-
<b>Drum Clean</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>My Wash</b>	-	-	-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Refresh</b>	3	3	3	-	-	✓	✓	-	-	-	-	-	-
<b>Quick</b>	3	3	3	-	✓	✓	✓	-	-	-	-	-	-
<b>Dark</b>	5	5	6	✓	✓	✓	✓	-	✓	✓	✓	✓	✓
<b>Quiet</b>	6	7	8	✓	✓	✓	✓	-	✓	✓	✓	✓	✓
<b>Allergy Care</b>	6	7	8	-	✓	✓	✓	-	-	✓	✓	✓	✓
<b>Rinse &amp; Spin</b>	7	8	9	-	-	✓	✓	-	-	-	-	-	-
<b>Spin Only</b>	7	8	9	-	-	-	-	-	-	-	-	-	-

# Using your machine

## 6 Adding detergent & softener



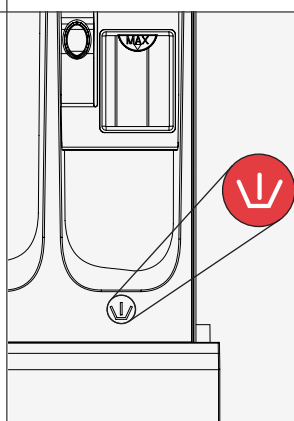
- Do not open the detergent drawer when the machine is in operation, this could result in flooding or exposure to hot water and steam.
- Do not put powder detergent into the liquid detergent/softener compartment.
- Do not overfill.
- Ensure you follow detergent and softener manufacturers guidelines when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

### Selecting the right detergent and softener

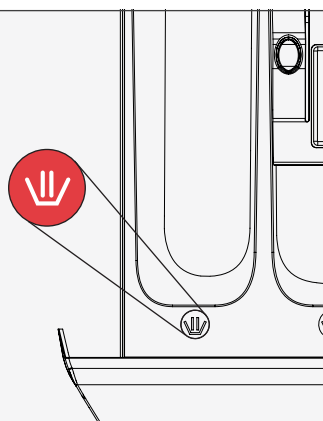
Not only is it important to sort your laundry into correct piles but using the right detergent and softener can help give you an excellent cleaning result.

### Using the detergent drawer

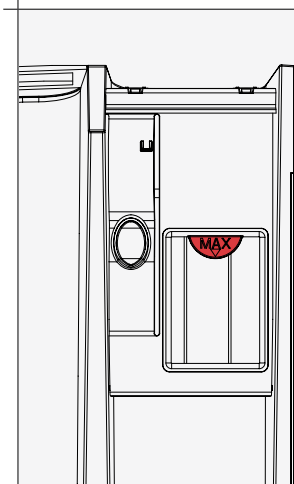
The washing machine has one detergent drawer that is split into three different dispensing compartments for detergent (Prewash/main wash) and softener. It is essential you always use and load the correct dispensing compartment.



**Prewash Compartment** allows both powder and liquid detergent to be dispensed.



**Main Wash Compartments** allow only powder detergent to be dispensed. For liquid detergent please use Ebac's liquid boat. For Gel detergent follow the manufacturers guidelines.



**Softener** Allows liquid softener to be used only. Do not fill above the max indicator line.

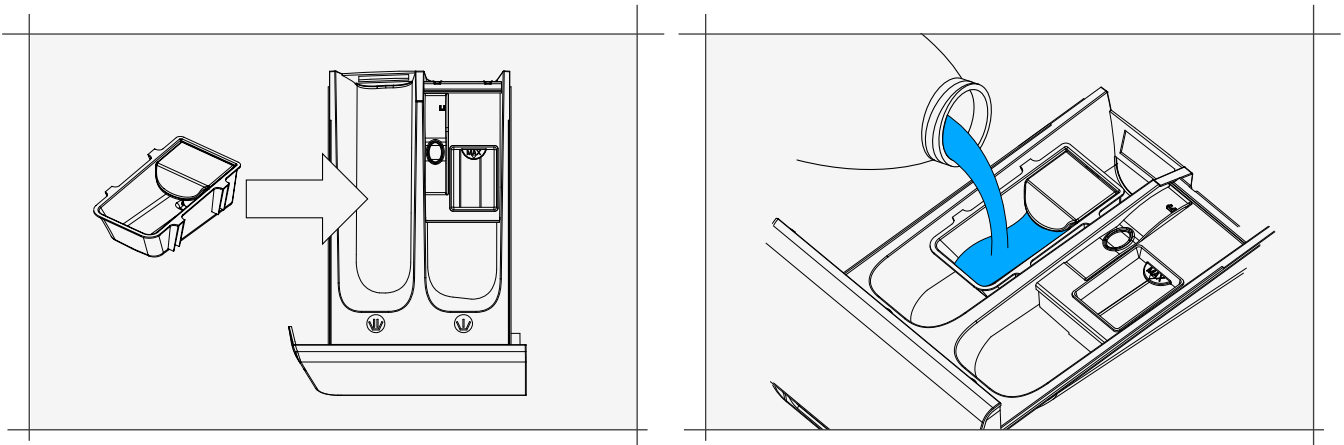
# Using your machine

## Adding detergent & softener (continued)

### Loading the liquid detergent

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

When using liquid detergent follow these steps:



**1.** Insert and fix the liquid boat accessory into the main wash detergent compartment.

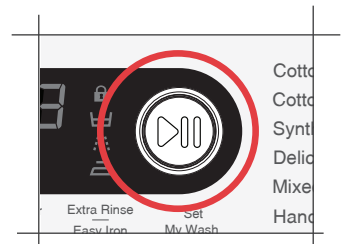
**2.** Pour liquid detergent into the boat ensuring the max level line indicator is not exceeded.



Using excess amounts of liquid detergent can result in some being left in the boat after the wash has completed.

### **7** Starting your wash

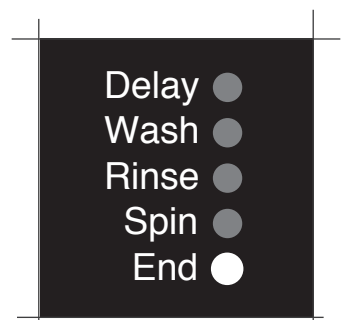
Once your washing machine is loaded with laundry, soap detergent and softener, the desired programme and wash options selected and the door is closed, simply press the start button to go!



### **8** Knowing your wash has finished

When the wash programme has finished the end stage indicator and programme selector dial light will be illuminated on the control panel.

The machine will enter a sleep standby mode resulting in all other lights going off. To wake and come out of the standby mode simply, press any button or turn the programme selector dial.





# Using your machine

## 9 Stopping your wash before it has finished

### A) Pausing a wash

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

1. To pause the machine during the wash cycle press the start/pause button (23), see **page 17** for illustration.
2. The start/pause icon ►|| (25) will flash to indicate the programme is paused. When it is safe the door will unlock and this is indicated by the icon light ○ (26) going off.
3. Press the start/pause button to re-start the programme again from its paused position.

### B) Cancelling a wash that has started

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

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

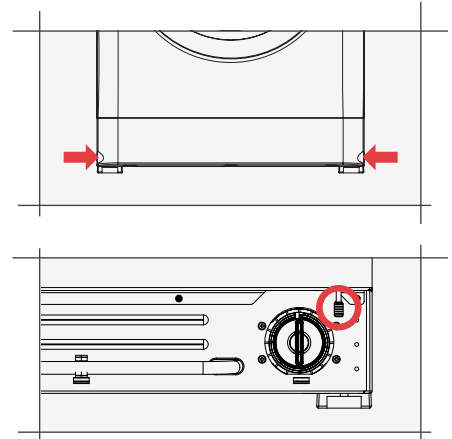
### C) Emergency door opening due to no power



- For safety reasons take care when opening the door to ensure there is no hot water or steam inside and the water level is below the door line.
- The door should always be opened with caution.
- If the machine has stopped in error it may contain water above the door seal and water may have to be drained prior to opening.

In the event the washing machine door cannot be opened due to a power failure the following steps can be taken to open the door manually.

1. Ensure mains electrical power is switched off.
2. Remove front cover plate by placing your thumbs in the indents on each side and push down then lift off. Check the drum to make sure there is no water present and it is below the door seal, prior to opening the door. If water is present, refer to Manual Draining on the next page.
3. Remove the locking screw.
4. To manually open the door, use a screwdriver to press and hold down the emergency door release cord while pulling the handle and door.
5. Reassemble in the reverse order.



# Using your machine

## Stopping your wash before it has finished (continued)

### D) Machine draining



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

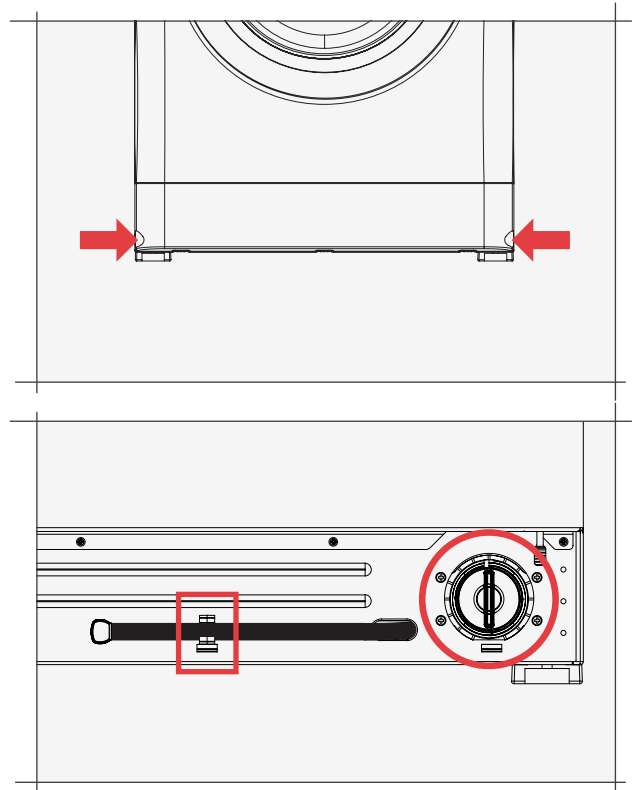
In an event the machine stops mid cycle and needs to be drained this can easily be done in one of two ways:

#### Automatic draining

1. Turn selector dial to off and then to any wash programme. This will cause the machine to start self-pumping water out. The machine always self drains at the start of every programme.
2. You can then turn the programme selector dial back to select a new wash programme.

#### Manual draining

1. Switch the mains power to the machine off.
2. Remove the front kick plate cover by simply placing your thumbs on either side of the indents provided and push down. Then hook off the cover plate.
3. Release the black pump filter drain hose and place it over a container or small bowl.
4. Unscrew (anti-clockwise) the grey plug from inside the black drain hose to loosen it, when the screw portion is fully exposed, pull and remove the plug to drain water out of the machine.
5. Unscrew and remove pump filter to clean inside. It is normal for a small amount of excess water to drip onto the floor so place a small cloth underneath to catch it.
6. Reverse steps 5 to 1 to seal and re-assemble the machine again before use.



# Machine maintenance & cleaning

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

## Cleaning external surfaces

**(Recommended to be completed as and when required)**

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

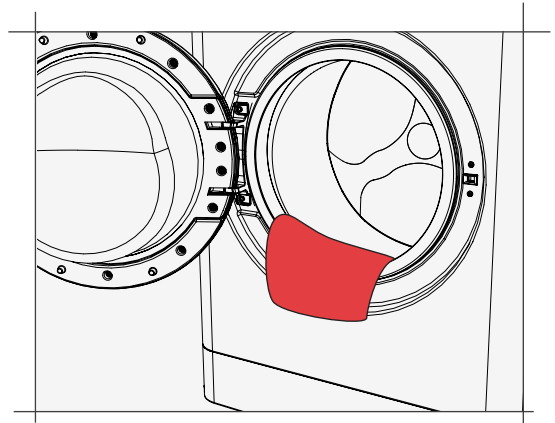
**N.B:** A non-abrasive household detergent cleaner can be used. Immediately wipe off any spills with a damp cloth.

## Cleaning door seals

**(Recommended to be completed as and when required)**

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

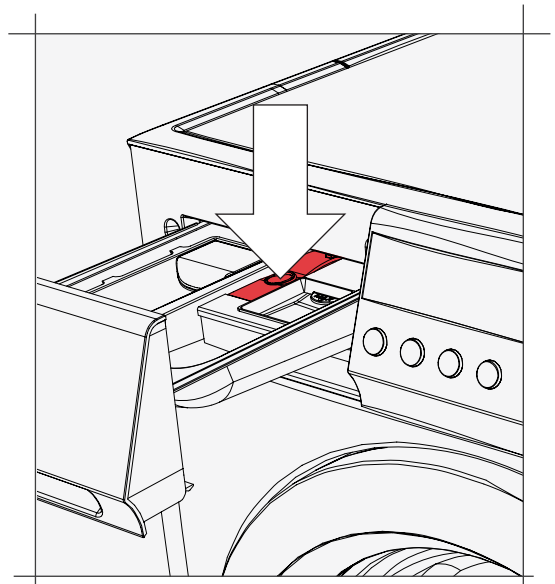
**N.B:** Doing this regularly will reduce the build up of black mould.



## Cleaning detergent drawer & recessed compartment

**(Recommended to be completed as and when required)**

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



# Machine maintenance & cleaning

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## Removing debris from the drain pump filter

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



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

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

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

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

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## Machine drum clean

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

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

# Troubleshooting guide

## Self Sense diagnostic code explanation

A selection of error codes may be illuminated on your digital display if the machine malfunctions. If this happens please check the code against the description below to try and resolve the issue before contacting Ebac Customer Aftercare Services on 0845 634 1392.

Error visual	Error description	User action solution
<b>E.01</b>	<b>Machine has not drained fully after 4 minutes</b>	Turn machine programme selector dial to off. Drain water from the pump manually ( <b>See page 26</b> ). Remove and clean filter. Replace filter and retry. If this doesn't work then call Ebac Customer Aftercare.
<b>E.02</b>	<b>Machine has not filled in allotted time period</b>	Switch off the mains power supply. Check rear inlet hoses for kinks and the isolating valves are open supplying adequate water pressure. If error persists call Ebac Customer Aftercare.
<b>E.03</b>	<b>Door is open while starting a new program</b>	Close door and the machine will start automatically. If more than 1 minute elapses, the user should open and close the door again and press start.
	<b>Door open detected while program running (Door opened by mistake)</b>	Check to see if door is shut correctly. If not shut close and press start. If error persists call Ebac Customer Aftercare.
	<b>Door will not open at the end of washing cycle</b>	User should turn the programme selector dial to the off position for 2 minutes and then try to open the door. If the door does not open, select a wash programme but do not press start. If it is safe to open the door two clicks should be heard, the door lock will be deactivated and the door will be able to open. If this does not work, the door will need to be opened manually by using the emergency pull cord method ( <b>see page 25</b> ).
<b>E.04</b>	<b>Internal Error</b>	Turn programme selector dial to the off position and wait for 1 minute. Select desired programme and restart. If error persists, call Ebac Customer Aftercare.
<b>E.05</b>		
<b>E.06</b>		
<b>E.07</b>		
<b>E.08</b>		
<b>E.09</b>		
<b>E.10</b>		

# Troubleshooting guide

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## Step-by-step problem solving guide

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

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

### Leaking problems

#### Symptom / Solution

<b>The machine leaks during wash cycle stage</b>	<ul style="list-style-type: none"><li>• Check soap drawer is closed correctly and not damaged in any way.</li><li>• Check door seal for faults such as tears or splits.</li><li>• Check the door glass for damage.</li><li>• Has too much soap detergent been used? Check soap detergent manufacturers guidelines.</li><li>• Check pump filter is secured correctly. <b>(see page 26)</b>.</li><li>• Is the outlet drain hose securely attached to the drain pipe or is it split? <b>(see page 12)</b>. Check outlet hose drain pipe is fixed to the drainpipe and is not on the floor. Check there are no blockages and the water is not back flushing up the drain pipe.</li><li>• Is the grey plug from inside the drain hose fitted? <b>(see page 26)</b>.</li></ul>
<b>The machine leaks when not in operation</b>	<ul style="list-style-type: none"><li>• Check the inlet hoses are connected securely to both the machine and main isolating valve supply. Check hoses for splits or kinks.</li></ul>
<b>The machine over fills when in or not in operation</b>	<ul style="list-style-type: none"><li>• Switch off machine and immediately close the water supply isolating valves.</li></ul>

### Noise problems

#### Symptom / Solution

<b>During operation the machine moves &amp; vibrates</b>	<ul style="list-style-type: none"><li>• Check the machine is level on the floor and adjust feet <b>(see page 13)</b> accordingly.</li><li>• Check the rear of the machine to ensure that the 4 / 5 transit bolts have been removed.</li><li>• Check with instruction manual the positioning is correct.</li><li>• Check the machine load is not over loaded with clothes. The machine has a built in safety feature that will not allow out of balance loads to spin to protect the machine. Take out load and put on spin only programme to see if spinning works.</li><li>• Ensure the machine is installed on a solid floor free from any movement. Are the feet locking nuts securely tightened? <b>(see page 13)</b>.</li></ul>
<b>There is a scraping noise when the drum turns</b>	<ul style="list-style-type: none"><li>• Check the inside of the drum for loose or potentially trapped objects such as bra wires / coins / hair slides etc.</li></ul>

# Troubleshooting guide

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## Function problems

## Symptom / Solution

<b>The machine has no power - control panel is not illuminated</b>	<ul style="list-style-type: none"><li>• Turn the programme dial from the off position to check for power.</li><li>• Check the mains cable is plugged into the socket and the socket is switched on.</li><li>• Remove machine plug and test an alternative appliance to make sure the socket works.</li><li>• Check the fuse (with necessary, replace with a fuse of the correct rating (13A).</li><li>• Check the main fuse box/consumer unit has not tripped.</li></ul>
<b>The machine is on but after pressing start the machine doesn't fill with water</b>	<ul style="list-style-type: none"><li>• Check main water isolating valve supply is open.</li><li>• Check water inlet hoses are not blocked or damaged.</li><li>• Check the machine door is closed correctly.</li><li>• Check the delay function has not been added by mistake (<b>see page 19</b>).</li></ul>
<b>The machine will not turn during the spin cycle stage</b>	<ul style="list-style-type: none"><li>• Is the machine over filled with clothes?</li><li>• Empty drum, set to spin only programme to see if drum spins correctly. If it does then it is a balance of load issue. Reload machine with less / balanced items and re spin.</li></ul>
<b>The machine doesn't spin very fast</b>	<ul style="list-style-type: none"><li>• Did the machine spin normally during the wash and rinse cycle stage?</li><li>• Look through the door to see if there is any water left inside the machine. If there is, pump out the water (<b>see page 26</b>).</li><li>• Check pump filter is not blocked.</li><li>• Empty drum and set to spin only programme to see if drum spins correctly. If it does then it is a balance of load issue. Reload the machine with a more balanced load and re spin.</li></ul>
<b>The machine is not draining or drains slowly</b>	<ul style="list-style-type: none"><li>• Check pump filter is not blocked (<b>see page 28</b>).</li><li>• Check outlet hoses for blockages or kinks and it has been installed correctly to the drainpipe.</li></ul>
<b>Door wont open at the end of the wash cycle</b>	<ul style="list-style-type: none"><li>• Check that the mains power is on.</li><li>• Use the manual door open process as described on <b>page 25</b>.</li></ul>
<b>Machine pauses during the wash cycle</b>	<ul style="list-style-type: none"><li>• Has the rinse hold option been activated?</li><li>• Are you using the Quiet programme? This is normal so press the pause/start button to finish the cycle.</li><li>• Has the pause/start button been pressed by mistake? Is the pause/start icon flashing?</li></ul>

# Troubleshooting guide

## Odour problems

### Symptom / Solution

<b>Unpleasant odours / smells from inside the drum</b>	<ul style="list-style-type: none"><li>• Check the outlet drain hose is not blocked and is installed correctly.</li><li>• Using a damp clean cloth wipe around the door seal to remove any dirt build up.</li><li>• Check and clean soap detergent drawer by removing it out of the machine.</li><li>• Select drum clean programme and run the cycle on a monthly basis.</li></ul>
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## Performance problems

### Symptom / Solution

<b>Excess foaming soap suds during the wash cycle</b>	<ul style="list-style-type: none"><li>• Check detergent &amp; softener instructions and apply the correct measure to your load. Rewash if required.</li></ul>
<b>Clothes are still wet after spinning</b>	<ul style="list-style-type: none"><li>• A built in safety function will not allow the machine to spin unbalanced loads. Is there a mixture of heavy and light size clothing ie towels or jeans with pants and shirts? Check load is balanced and then respin.</li></ul>
<b>Clothes are still dirty after washing</b>	<ul style="list-style-type: none"><li>• Check instruction manual to ensure the right programme and capacity load has been selected.</li><li>• Check detergent &amp; softener instructions and apply the correct measure to your wash load. Rewash load.</li><li>• If the previous wash was dirty there may be excess dirt still within the machine. Run the drum clean special programme to clean the machine and re run dirty clothes.</li><li>• Check there is no dirt in the soap detergent drawer or around the door seal.</li></ul>
<b>The wash programme time extends during the cycle*</b>	<ul style="list-style-type: none"><li>• Have additional wash functions been added to the standard wash programme?</li><li>• Is the laundry load out of balance - is there a mixture of heavy and light size clothing, i.e. towels or jeans with pants and shirts.</li></ul>
<b>My soap detergent drawer is still full of detergent after washing</b>	<ul style="list-style-type: none"><li>• Has the detergent been poured into the correct compartment? <b>(see page 24).</b></li><li>• Is the detergent drawer blocked? Check and clean if required <b>(see page 27).</b></li></ul>
<b>My soap detergent drawer is still full of softener after washing</b>	<ul style="list-style-type: none"><li>• Has softener been poured in the correct compartment?</li><li>• Is the detergent drawer blocked?</li><li>• Does selected programme offer softener as an option?</li></ul>

\* **N.B:** Time is only an estimation and can change throughout a wash based on your different criteria such as water temperature, water hardness, load size etc.



# Warranty registration

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Your washing machine comes with a standard warranty from the date of purchase.

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

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

## How to register

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

### Online:

Log on to [www.ebac.com/washingmachines/warranty](http://www.ebac.com/washingmachines/warranty)

### Post:

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

## Why register

1. You can take full advantage of your Ebac warranty:
  - Quick repair service with no breakdown costs if we need to send an engineer.
  - Your appliance will be repaired by an Ebac approved engineer.
  - Saves you money as all parts and labour included.
2. Your details are on record which enables us to help you much faster.



## Warranty registration

### About you

Title: ..... Initials: .....

Surname: .....

Address: .....

.....

.....

Postcode: ..... Country: .....

Telephone: ..... Mobile: .....

Email: .....

### About your washing machine

E-Care  E-Care+  E-Care Intelligent

Model No.\* .....

Serial No.\* .....

\* Located on the data label behind the door

Date of Purchase: ..... / ..... / .....

Purchase Price (£): .....

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

.....



**Return address**



**Ebac Ltd.**  
Ketton Way  
Aycliffe Industrial Park  
Newton Aycliffe  
County Durham, DL5 6SQ  
United Kingdom





Ketton Way, Aycliffe Industrial Park, Newton Aycliffe,  
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