

Hotpoint Service Offices

SERVICE CALL: If you have a problem with your appliance ring your local Service Office.

SPARES and ACCESSORIES: To purchase spares and accessories send your Accessories Order Form to your Spares Centre. If the accessory or spare part you want is not on the form then contact your Spares Centre for prices and availability.

Please address all correspondence to Hotpoint Spares Centre or Hotpoint Service Office as applicable.

Service Offices and Spares Centres are open between 8.30 am-5.00 pm Monday to Friday, 8.30 am-12.30 pm Sats except on Public Holidays

IRELAND

Northern Ireland:
235 Ormeau Road, Belfast
Tel: Belfast 647111.
Eire: 39,30 Arran Quay,
Dublin 7
Tel: Dublin 729292.
Spares and accessories
may be ordered from
either address.

NORTH WEST

- **KENDAL:** 28 Highbank, LA9 4SX
Tel: Kendal 24483.
- **PRESTON:** 24/25 Cannon Street,
PR1 3NR, Tel: Preston 24311.
- **ST. HELENS:** 40 Cowley Hill Lane,
WA10 2AG, Tel: St. Helens 35152.
- **ELLSWORTH PORT:**
The Church Parade, L89 2ER.
Tel: 094 3877, 4446 Station Road,
Headon Moss, SK4 3QT
Tel: Service Office 061-442 8672
Spares Centre 061-432 0255.

WALES

- **LLANIDNO JUNCTION:** Conwy Road,
LL31 9ZT, Tel: Llanidno 82926
- **BRIDGEND:** 18, Vesper Avenue
Bridgend Industrial Estate, CF31 3SL
Tel: Service Office Bridgend 64121
Spares Centre Bridgend 64127.

WEST MIDLANDS

- **STOKE-ON-TRENT:** West Avenue,
Nelson Estate, Kidsgrove, ST17 1TN.
Tel: Kidsgrove 774511.
- **ALDRIDGE:** Westgate, WS9 8UX
Tel: Service Office Aldridge 743374
Spares Centre Aldridge 743377.

SOUTH MIDLANDS

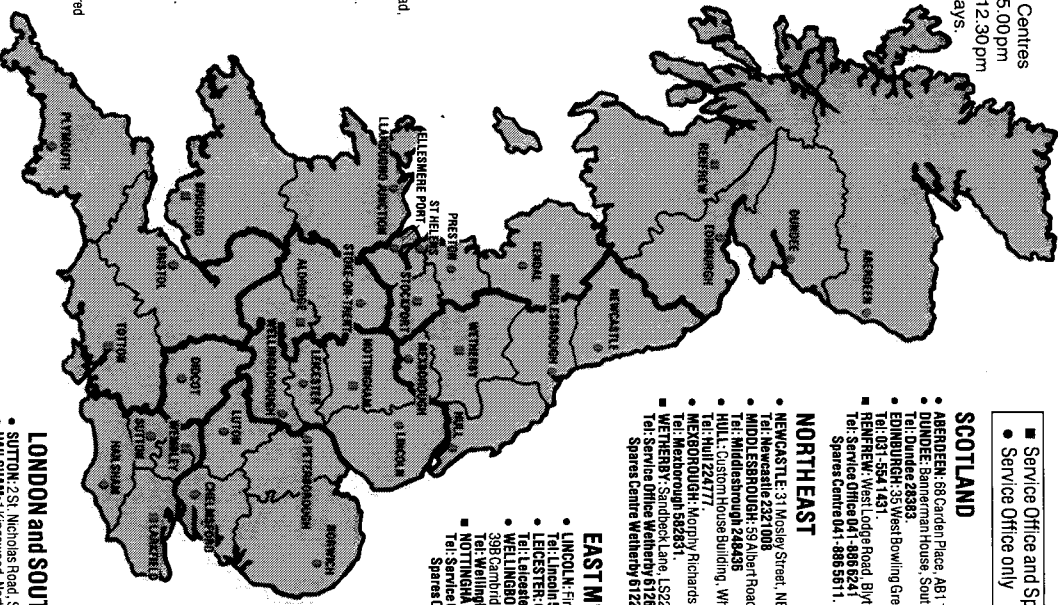
- **DIDCOAT:** 224 Broadway, OX11 8BS.
Tel: Didcot 817711.
Spares and accessories may be ordered
from either Aldridge or Wembley
Centres.

SOUTH WEST

- **BRISTOL:** 3/5 Brinsington Hill, Brinsington, BS4 5BA, Tel: Bristol 714471.
- **PLYMOUTH:** 69 Murley Pan, PL4 6JH, Tel: Plymouth 262631
- **TOTTEN:** South Hampton Industrial Park, Salsbury Road, SO4 3SA.
Tel: Service Office Toton 891951
Spares Centre Toton 891933.

In accordance with its policy of progressive product design,
the Company reserves the right to alter specifications.

Hotpoint Ltd, Peterborough PE2 9UB, England



- Service Office and Spares Centre
- Service Office only

SCOTLAND

- **ABERDEEN:** 68 Garden Place, AB1 1UL, Tel: Aberdeen 642293.
- **DUNDEE:** Bennet House, South Tay Street, DD1 1NR.
Tel: Dundee 23983.
- **EDINBURGH:** 23 West Bowling Green Street, Leith, EH6 5NX.
- **GLASGOW:** West Lodge Road, Blythswood Estate, PA4 9EN.
Tel: Service Office 041-866 6241
Spares Centre 041-866 5611.

NORTHEAST

- **NEWCASTLE:** 31 Mosley Street, NE1 1YF.
Tel: Newcastle 2321008.
- **MIDDLESBROUGH:** 59 Albert Road, TS1 1NG.
Tel: Middlesbrough 249439
- **HULL:** 25, 27, 29, Colchester Building, Whitefriargate, HU1 2EU.
Tel: Hull 254777
- **NEWBOLTON:** Morphy Richards, Smitton Works, SA4 8AJ.
Tel: Metheringham 528231.
- **WETHERBY:** Sandbeck Lane, LS22 4TW.
Tel: Service Office Wetherby 61261 61444
Spares Centre Wetherby 61221.

EAST MIDLANDS

- **LINCOLN:** Fifth Road, LN6 7BW.
Tel: Lincoln 512900
- **LEICESTER:** 65 Belgrave Gate, LE1 3HR.
Tel: Leicester 614455.
- **WELLINGBOROUGH:**
398 Cambridge Street, NN8 1DW.
Tel: Wellingborough 228099, NN2 3JG.
Tel: Nottingham, Ashting Street, NG2 3JG.
Tel: Service Office Nottingham 662437
Spares Centre Nottingham 660897.

EASTERN

- **NORWICH:**
92 Lings St, Giles Street,
NR2 1LL
Tel: Norwich 620981.
- **PETERBOROUGH:**
Celia Road, PE2 9JG.
Tel: Peterborough 647471.
- **LITTON:** 5, Crawley Road,
LU11 1HX.
Tel: Luton 652211.
- **CHELMSFORD:**
Industrial Buildings,
High Street, Chelmsford, Essex,
Tel: Chelmsford 269331.
Spares and accessories
may be ordered from
Nottingham Spares Centre,
Celia Road, Peterborough,
PE2 9JG. Tel:
Peterborough 66999.

LONDON and SOUTH EAST

- **SUTTON:** 2/S, Nicholas Road, SM1 1EH, Tel: 01-643 0921
- **HALL SHAM:** 1, Kingswood, North Street, BN27 1DQ.
Tel: Haslemain 842733
- **WEMBLEY:** 68 East Lane, HA9 7PQ.
Tel: Office for S. Herts and Middlesex 01-908 1933
Spares Centre 01-904 0201
- **LARKFIELD:** Larkfield Trading Estate, New Hyde Lane,
MK20 6SW, Tel: Service Office Watlington 718531.
Spares Centre Watlington 718531.

WASHER DRYER 800 PLUS

USER HANDBOOK - MODEL 9924



Hotpoint®

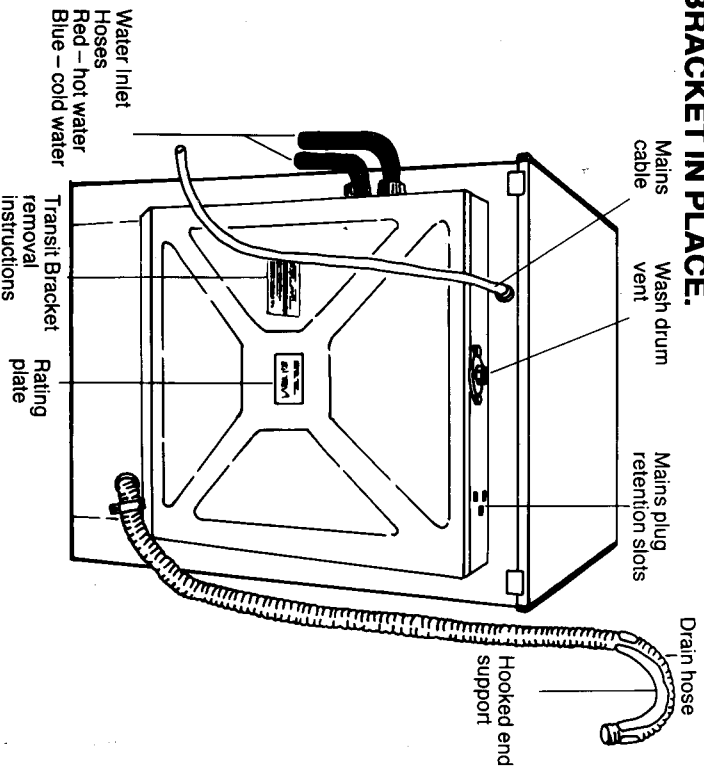
Before you operate your new Hotpoint Washer Dryer

1. Follow the Installation Instructions Booklet supplied with the machine. If it is missing please contact your nearest Hotpoint Spares Centre (see back page) for a replacement. Make sure that your machine is correctly installed.

2. You must ensure that you have removed the **TRANSIT BRACKET.**

Disconnect the machine from the electricity supply then follow the procedure as shown on the label on the back of the machine.

YOU MUST NOT OPERATE THE MACHINE WITH THIS BRACKET IN PLACE.



3. For your own safety and to get the best out of your machine read right through this Handbook **before** using your machine. Once you have read through the book the summary on pages 4, 5 and 6 will remind you of how to operate the machine.

NOTE: Do not attempt to stand on top of your washing machine; it is not designed for such use and you could injure yourself or damage the appliance by such abuse.

WARNING: CHILDREN SHOULD NOT BE ALLOWED TO PLAY WITH THE APPLIANCE OR TAMPER WITH THE CONTROLS.

Hotpoint Service Cover

Hotpoint's Free Five Year Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for **FIVE YEARS**.

- In the Five Years all replacement parts are **FREE** provided they are fitted by our own Service Engineer. During the first year our Engineer's time and labour is also free.
- After the first year we will charge for our Engineer's time and labour. We do, however, operate a range of Service Plans (see opposite) which for an annual payment enable you to cover any repair costs which may be necessary.
- All of our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.
- The appliance must be used in the United Kingdom and must not be tampered with or taken apart by anyone other than our own Service Engineer.
- You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. The correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our main Hotpoint Spares Centres.
- Our Guarantee does not cover the cost of any repair which is needed because of power cuts, accidents or misuse. Nor does it cover the cost of any visit to advise you on the use of the appliance except for our Free Installation Check for Automatic Washing Machines and Dishwashers. Please read the instruction book thoroughly.
- If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.
- Our Guarantee is in addition to and does not affect your legal rights.
- Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department and Citizens Advice Bureau.
- All Hotpoint servicing is done by our own Service Organisation located throughout the United Kingdom and Southern Ireland. They will be happy to deal with any problems.

Hotpoint's Installation Check

If you ask at your local Service Office (see back page), Hotpoint will send one of its trained Engineers to make sure that the appliance has

been properly unpacked and correctly connected to existing water and electrical supplies. If you wish, the Engineer will be happy to explain how to use your new appliance.

Hotpoint's Service Care

Whether you have just one or a number of Hotpoint appliances in your kitchen Hotpoint have a range of Service Schemes to give you complete peace of mind.

Service Cover

One annual payment covers you for all repairs for **individual appliances**. If two or more appliances are covered a 20% reduction is made on each fee. There is also the option of **Service Cover with Maintenance** at additional cost and both Cover Plans are renewable each year by mutual agreement.

To make sure that you have the opportunity to participate in any of these Plans, please complete and post the Appliance Registration Card to your nearest Hotpoint Service Office. Full details and costs of our Service Plans together with an application form will then be sent to you at the end of the first year of the guarantee.

The addresses of our Service Offices are shown on the back page of this Handbook.

Kitchen Cover

One annual payment covers you for all Repairs and a Maintenance Check for **all Hotpoint appliances owned** which are less than ten years old. Kitchen Cover also covers loss of food up to the value of £250 in our refrigeration and freezer products. Any additional Hotpoint appliances purchased after you have joined **Hotpoint Kitchen Cover** will automatically be included during the current annual period of cover without any further charge.

Annual Safety/Maintenance Checks

Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety whether or not they are covered by a Service Plan.

Proof of Purchase

For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

Spare and Accessories

Spare and accessories can be ordered from your local Hotpoint Spares Centre (listed on the back page), using the order form enclosed.

Contents

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Retention of this Instruction Book

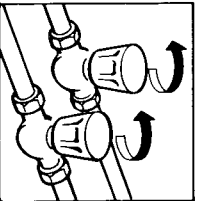
This Instruction Book must be kept handy for reference as it contains important details on the safe and proper use of the appliance.

If you sell or pass the appliance to someone else, or move house and leave it behind, make sure this Book is also provided so the new owner can become familiar with the appliance and safety warnings.

If the Book is lost or damaged a copy may be obtained from Hotpoint Ltd, Celta Road, Peterborough, PE2 9JB.

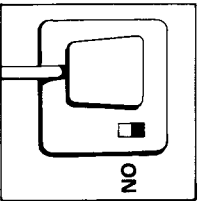
How to do a wash or wash and dry

1. Turn on hot and cold water



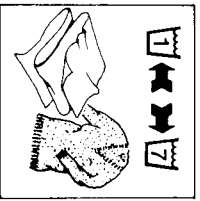
The hot water should ideally be at 60°C (140°F) and **must not** be above 70°C (160°F). See Installation Instructions

2. Plug in, switch on electricity



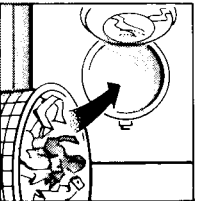
WARNING: WHEN SWITCHING ELECTRICITY ON OR OFF PLEASE ENSURE THAT YOUR HANDS ARE DRY

3. Sort your laundry



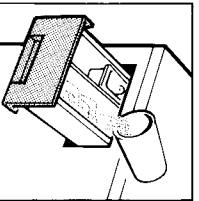
Make up a load of similar fabrics
See page 7
Do not tumble dry woollens

4. Load the machine



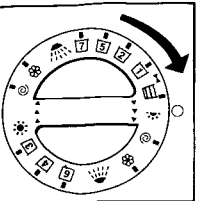
Open the door by pressing the release catch on the door. Don't put in too much. See page 8

5. Put in washing detergent



and conditioner if required
See page 9

6. Select programme



Select programme to suit your laundry
See page 11

If it still won't work . . .

Contact the Service Office

If something is still wrong with your machine after you've been through the check-lists on the previous four pages:

1. Switch off and unplug your machine from the mains.
2. Turn off the hot and cold taps.
3. Call your nearest Hotpoint Service Office or local importer (outside the UK). The telephone number is shown on the back page. You can note down the number in this space for convenience:
.....

When you contact us we will want to know the following:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number of your machine (9924 for this machine), and the colour.
5. The date of purchase. Enter the date here:
.....
6. If you have taken out a Hotpoint Service Plan.

Please make sure you have all these details ready when you call.

Emergency door opening

If the machine is full of water with your clothes inside, you can open the door by following these instructions. You will need a bucket. First you have to empty some of the water, so that the safety latch will release the door.

1. Turn off the hot and cold taps, switch off the electricity and unplug the machine. Do not use it again until the Service Engineer has called.
2. Pull out the machine so that you can get at the back of it.
3. Place the end of the Drain Hose in a bucket to drain the water. Draw off about two bucketfuls.
WARNING: BE CAREFUL, THE WATER MAY BE VERY HOT.
4. After two minutes you will be able to open the door.

The machine is jumping about

- Are the two adjustable feet correctly adjusted?
- Have you overloaded the machine (page 8)?
- Have you removed the transit bracket (page 2)?

How do I clean out the fluff?

There is usually no fluff cleaning necessary on your Hotpoint Washer/Dryer, it is all pumped away down the drain. However you should refer to note 2 on page 17.

The clothes come out with fluff on them

After drying a particularly fluffy load or independent drying it is advisable to set your machine to rinse and spin away any remaining fluff (see note 2 page 17).

It is taking a long time to dry and not drying properly

- Is the cold water inlet hose connected to the cold tap and the water turned on?
- Have you overloaded the dryer? (See pages 8, 11 and 17.)
- Have you left the Gentle Action button pressed in?
- Have you set the correct drying time? (Pages 11 and 17.)
- Have you selected the right heat setting? (Pages 11 and 17.)
- Have the clothes been mislabelled? Does the label have the correct wash code number for the type of fabric (page 11)?

The clothes are very creased

- Have you overloaded the dryer? (Pages 8, 11 and 17.)
- Have you selected the right heat setting? (Pages 11 and 17.)

It is 'filling' with water whilst drying

What you can hear is the water used to condense out the moisture from the clothes – it is quite OK.

Spare Parts

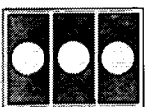
Please remember your new appliance is a complex piece of equipment.

'DIY' repairs or unqualified and untrained service people may put you in danger, could damage the appliance and might mean you lose cover under Hotpoint's Parts Guarantee.

If you do experience a problem with the appliance don't take risks; call in Hotpoint's Service Engineer. Our spare parts are designed exclusively to fit only Hotpoint appliances. Do not use them for any other purpose as you may create a safety hazard.

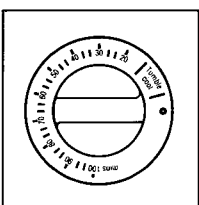
7. Select optional wash features

- Half Load
- Economy Wash
- Gentle Action



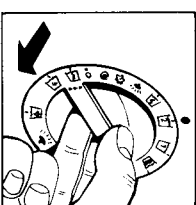
For small loads (not prog 7) 'No heat' wash for light soiling only. Washes clothes with a gentle 'rock-a-bye' action (only use on programme 7). See page 14

8a. Do not select drying timer, if you only want to do a wash. Ensure Drying Timer is set at the yellow 'O'.



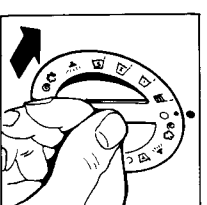
8b. Select drying time required, if you want to do a wash and dry. See page 15. Do not tumble dry woollens

9. Switch on machine



Pull out the Programme Selector. The machine will automatically carry out the programme selected

10. Switch off machine

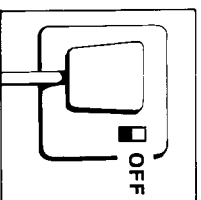


after the wash or wash and dry
Push in the Programme Selector when programme has finished

11. Take out laundry

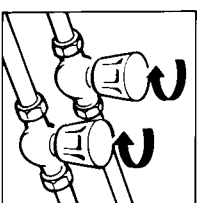
For safety reasons the door remains locked for about 2 minutes after the programme has finished

12. Switch off electricity



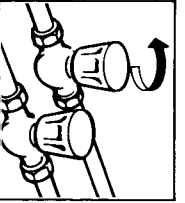
WARNING: WHEN SWITCHING ELECTRICITY ON OR OFF PLEASE ENSURE THAT YOUR HANDS ARE DRY

13. Turn off water

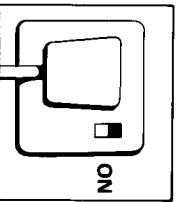


How to do a dry only

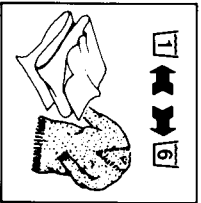
- 1. Turn on cold water**
(Yes, even for drying)



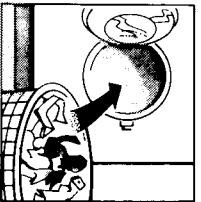
- 2. Plug in, switch on electricity. WARNING: WHEN SWITCHING ELECTRICITY ON OR OFF PLEASE ENSURE THAT YOUR HANDS ARE DRY**



- 3. Sort your laundry**
Make up a load of similar fabrics
See page 16
Do not tumble dry woollens

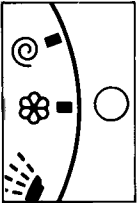


- 4. Load the machine**
Don't put in too much.
See page 17



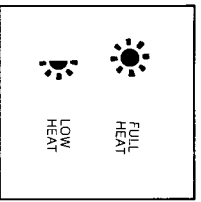
EITHER

- 5a. Select relevant rinse and spin programme**
If required
See page 13

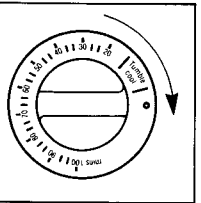


OR

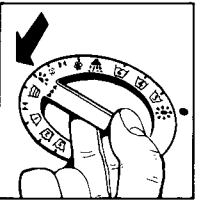
- 5b. Select heat setting**
See page 16
Automatically selected if rinse and spin programme chosen



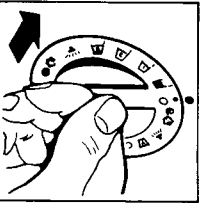
- 6. Select drying time**
See page 17



- 7. Switch on machine**
Pull out the Programme Selector

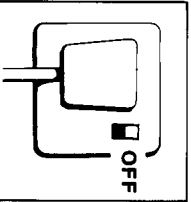


- 8. Switch off machine**
Push in the Programme Selector when drying is complete

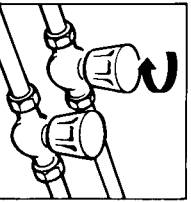


- 9. Take out laundry**
For safety reasons the door remains locked for about 2 minutes after the programme has finished

- 10. Switch off electricity**
WARNING: WHEN SWITCHING ELECTRICITY ON OR OFF PLEASE ENSURE THAT YOUR HANDS ARE DRY



- 11. Turn off water**



Water flowing into the machine and out of the drain hose at the same time

Is the drain standpipe at least 500 mm (20 in) above floor level? See Installation Instructions booklet.
Has the drain hose been pushed down the standpipe more than 50 mm (2 in)?
If so, then raise it.

The laundry comes out dirty

Have you used the right amount of detergent? (See page 9.)

Were the clothes heavily soiled? Try a Prewash for really dirty clothes (see page 12).

Did you load too much into the machine? Page 8 tells you how much laundry to put in each time.

Did you use the Half Load button for a full load? This is an optional wash feature for small loads only (see page 14).

Have the clothes been mislabelled? Do the clothes have the correct wash code number for the type of fabric (see page 11)?

It won't take the detergent

Are either of the fill hoses kinked?
Have you turned both water taps on?
Are the fill hoses connected to the correct taps?

See Installation Instructions booklet.

Steam is coming from the dispenser drawer

Have you selected a hot programme? This can happen on a hot programme, depending on the room temperature and is nothing to worry about.

Machine takes a long time to complete its programme

Have you selected a hot programme? See the programme times on page 19. Hot programmes can take a long time, especially if the water has to be heated up from cold. Other things that can lengthen the programme are:

- Prewash
- Low water pressure
- Modifying your machine to cold fill only



Sorting your laundry

Sort your laundry by wash code

To get the best results, different fabrics need to be washed in different ways. Laundry should be sorted according to the International Textile Care Labelling (ITCL) codes which appear on the labels on most laundry items. It is also a good idea to separate light and dark colours.




If you are intending to set an automatic drying programme it is a good idea to separate large and small items. This will prevent small items from becoming enveloped in sheets etc. and not drying properly.



The wash code on the label of the article tells you how it should be washed.

In 1987 the ITCL symbols were simplified. For example  went to .










The 'new' and 'old' ITCL codes are shown in the Programme Guide (page 11) and on the sides of washing detergent packs.




There are often other symbols on the label too, and these are explained on page 9.











Your Washer Dryer has a separate wash programme for each wash code. The Programme Selector uses the same number as the old wash codes. So, a shirt which has wash code  or  on its label should be washed on Programme . Pages 11 and 12 show you how to select a particular programme.

If the item hasn't got a label, or you believe it has been mislabelled, eg. cotton jeans labelled  instead of , but you know what sort of fabric it is, the Programme Guide on page 11 tells you which programme to use.

You need to sort your wash into loads of similar fabrics. If you don't have enough of each wash code to make up a separate load, you can in some instances combine wash codes:

Wash  and  on prog 
 and  on prog 
 and  on prog 


Lightly soiled natural and synthetic fabrics ( to ) can be mixed and washed on programme  but they should be dried separately.

NOTE: If you are drying you can mix natural fabrics together (   or  ) and you can mix synthetic fabrics together (   or  ) but DO NOT mix the natural and synthetic fabrics together on the dry programmes.

The load weight for the programme selected will still apply even if it is a mixed load.

NOTE: Do not wash non-colourfast items, woollens or really dirty clothes in a mixed load.

Woollens

Machine-washable woollens may be washed on programme .

Five very important points **must** be remembered when washing woollens:

1. Limit the load to 1.4kg (3lb).
2. Remember to select 'Gentle Action'.
3. Do not use the Half Load option (woollens should be totally immersed in water).
4. Do not use a Prewash (soaking may harm woollens).
5. Do not select a drying programme – woollens should not be tumble dried.

Do not machine wash woollens which don't have a Washcare label or

It's leaking water


Are both the hot and cold hoses firmly attached?
If your machine IS NOT permanently plumbed in, did you empty the hoses into a bucket after disconnecting them from the taps?

If your machine IS permanently plumbed in, is the standpipe at the correct height (500 mm/20in min) and is it the correct bore size (38 mm/1 1/2in min)? See Installation Instructions.

Could it be condensation from the wall?

Suds are coming out

Did you use a low suds Automatic detergent?
Did you put in the right amount? (See page 9.)

To clear the suds, push in the Programme Selector and turn it to a  symbol. Pull out the Selector again, and the machine will empty then rinse.

It's stopped

Has it filled with water? If so, it's probably just heating up the water. Wait a few minutes and it should continue.

Is the drain hose kinked?

It makes a noise

Does it make a noise when spinning?

All fast-moving automatics make some noise. You can minimise this by making sure that the machine is correctly installed and not in contact with anything else, like a work surface or another appliance.

Does it keep stopping and ticking? Don't worry, this is just the timer selecting the next operation.

The door won't open

Has the machine finished the programme?

This can take some time (see page 19).

Has the Programme Selector been pushed in?

Have you waited two minutes after the end of the programme? The Safety Latch stops you opening the door for two minutes.

Is the machine full of water? See below "It won't empty the water".

It won't empty the water

Is the drain hose kinked?

Is the drain standpipe at least 500 mm (20in) above floor level? See Installation Instructions booklet.

Has the drain hose been installed correctly? See Installation Instructions.

How much laundry to put in

any label stating they are machine washable.

NOTE: Some 'woollens' are not made of wool at all but acrylic, which should be washed on programme [6]. Check the label to make sure.

Pre-treating dirt and stains

Brush a little washing detergent dissolved in water onto stains like collars and cuffs to help shift the dirt. The secret of stain treatment is immediate action. When an accident happens, plunge the stained area into **cold** water, or sponge it down. This prevents the stain from setting. Wash as soon as possible afterwards.

Nappies: Scrape off any excess baby cream, such as Vaseline from the nappies before washing. Use a Prewash programme (page 12) to prevent the cream being transferred to other items in the wash.

Pockets and Zips

Turn out all pockets to make sure that they are empty. Tissues can disintegrate and cover all your washing, and sharp objects like coins and keys can damage clothes and the machine.

Close all zips and tie belts and strings to prevent tangling.

Washing and drying bulky items

Blankets, double bedspreads and other bulky articles should be washed one at a time. To load a blanket, hold it by the centre and allow the corners to drop down. Feed it into the machine centre first. Highly absorbent loads such as towels and nappies should be limited to 3kg (7lb) per load to ensure adequate rinsing. If drying they must be restricted to 2.3kg (5lb).

For washing

You must be sure you **don't overload** your machine. If you do, it won't be able to wash your clothes properly and could damage your machine.

The following are the maximum loads **dry weight** for different types of fabric:

Cottons (programmes [1] [2] [5] [4]: 1kg (9lb) – drum full to the top, but not tightly packed.
(Half load 2.3kg/5lb)

NOTE: If you want to wash a full load of cottons you will need to remove half of the load at the end of the washing cycle before resetting to dry – see 'For Drying' below.

Synthetics (programmes [3] [4] [6]) 1.8kg (4lb) – drum two-thirds full.
(Half load 0.9kg/2lb)

Woollens (programme [7]) Machine washables – 1.4kg (3lb) Blankets and other programme [7] fabrics – 2.7kg (6lb)

For Drying

Your machine dries by gently lifting the clothes and dropping them through a stream of dry heated air. It will wash and dry a full 1.8kg (4lb) load of synthetics straight through without any need for resetting. Remember though to separate large and small items.

For natural fabrics you **must** restrict the drying load to 2.3kg (5lb).

So if you want to wash and dry natural fabrics without stopping, only put in half a load. However, if you want to wash a full load you will need to remove half of the load at the end of the wash cycle before going onto dry.

If something goes wrong . . .

Firstly, don't panic! There may be nothing wrong at all.

Look for your problem below, then check the things we suggest. More often than not, this will give you the answer to your problem, and you'll be able to carry on without having to telephone your Hotpoint Service Office.

If after this you still cannot get your machine to work, follow the advice given on page 25.

Problem Check these things first

The dispenser drawer won't open or close completely 20. **Make sure that the flap is fitted correctly.** Refer to page 20.

It won't start

Is the machine plugged in and switched on at the mains? Have you turned the Programme Selector to the right place?

Is the Programme Selector pulled out?

Is the door shut properly?

Is the water supply turned on?

Are either of the fill hoses kinked? If so, unkink them. Is the mains socket OK?

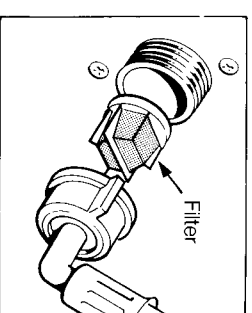
Try plugging in another appliance to check this.

If it is OK, replace the fuse in the plug on the washing machine with the type specified in the Installation Instructions booklet.

If it isn't the socket or plug, check your main fuse box.

Are the inlet filters blocked?

Turn off water and electrical supplies. Unscrew the hot and cold water inlet hoses from the back of the machine, and you will see the filters. Pull out filters with flat nose pliers. If they are blocked, clean them under a tap. Replace the filters and screw on the hoses again, firmly, but only finger tight. This is tight enough to avoid leaks.



Caring for your machine

Your Hotpoint Washer Dryer needs very little attention. The following simple steps will keep it performing well.

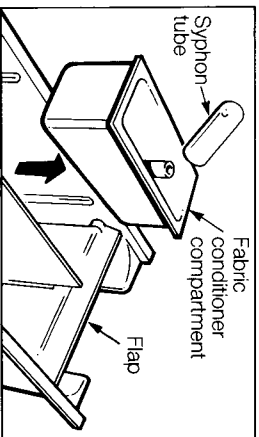
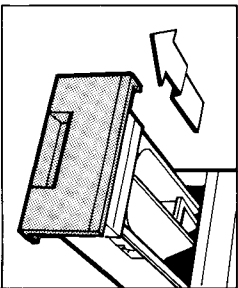
When finished. Press in the Programme Selector, turn off the water, switch off electricity and remove plug.

After each wash. Turn the drum by hand to check that small items like handkerchiefs do not get missed.

After drying a fluffy load or using independent drying. Set your machine to rinse and spin to wash away any remaining fluff.

Every week. Wipe out the drum with a damp cloth. Take out and clean the dispenser drawer as follows:

1. Pull out the drawer until it reaches its stop, then lift slightly and give it a smart tug to remove it completely (see diagram).
2. Take out the fabric conditioner compartment and Liquid Detergent Dispenser.
3. Pull off the syphon tubes and clean out both compartments.
4. Push the syphon tubes **firmly** back in place in the conditioner and Liquid Detergent Dispenser compartments.
5. Replace both dispensers into the drawer, with the syphon tubes towards the back.
6. Check that the flap at the back is in place and pivots correctly.



To reassemble, locate the drawer into the machine, hold the top of the flap away from you until it locates under the top of the dispenser opening, then push the drawer back in firmly.

As necessary. Clean exterior metal and plastic surfaces with a damp cloth or silicon polish only.

Do not use abrasive cleaners, scouring agents, acids, chlorine bleach or metal polish to clean any part of the machine. This could damage it.

Yearly. We recommend you take out a Hotpoint Service Plan with Annual Safety/Maintenance Check which ensures the machine is professionally serviced every year. Details are given at the end of this book.

Hotpoint strongly recommends that all of its appliances are regularly checked for electrical and mechanical safety whether or not they are covered by a Hotpoint Service Plan. This is to avoid such things as worn door gaskets or hoses which may cause a leak on an appliance which could become dangerous if neglected.

Other Symbols used on labels

These other types of ITCL codes are often found on garment labels. This is what they mean:

Washing:



Hand wash only – eg. glass fibre curtains and washable pleated garments containing synthetics.



Do not wash (even hand wash).

Dry Cleaning:



All of these are dry cleaning symbols. The letters are to instruct the cleaner what type of solvent should be used. **Garments bearing these symbols should not be washed in your machine, unless the label says otherwise.**



Do not dry clean.

Bleaching:



Bleach may be used. In this case the letters 'CL' show that a chlorine household bleach such as 'Domestos' can be used. NB This applies to hand washing only. **Do not use bleach in your machine.**



Do not bleach.

Washing Detergent

Washing Powder

Which one to use

You can use any low suds automatic washing powder. Ordinary non-automatic powders produce too many suds which reduce washing performance and can cause the machine to overflow.

Your machine has been specially developed to take advantage of the cooler wash performance of the new low temperature biological powders. Hotpoint recommends New System Persil Automatic.

How much to use

It is important to use the right amount

Drying:



Tumble dry at high heat setting.



Tumble dry at low heat setting.



Do not tumble dry.



Drip dry.



Hang/line dry.



Dry flat.

Ironing:



Cool iron.



Warm iron.



Hot iron.



Do not iron.

of powder; too little won't get the clothes clean, and too much is a waste. The table will give you a guide, which you can amend in the light of experience if necessary: One cup = 100g (3½oz). Measuring cups are provided in E10 and E20 packets of Persil Automatic.

	HARD WATER*		SOFT WATER*	
	Prewash	Main wash	Prewash	Main wash
Cups	½	½	½	½
Full load	½	2-2½	½	1-1½
Half load	½	1½-2	½	¾-1
Machine washable woollens	-	1½-2	-	¾-1

Do not prewash woollens.

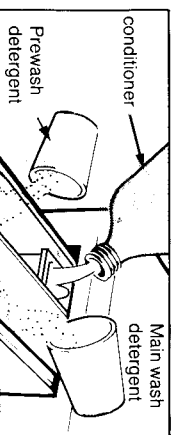
*If your kettle furs up, you've probably got hard water, if not, soft water.

Detergent – Powder

Where to put it

Remove the Liquid Detergent Dispenser. You put the detergent powder and conditioner in the appropriate compartments in the pull-out drawer on the left of the machine.

As a guide, the correct amount of detergent (powder or liquid) produces a 25 mm (1 in) layer of suds at the end of the washing cycle.

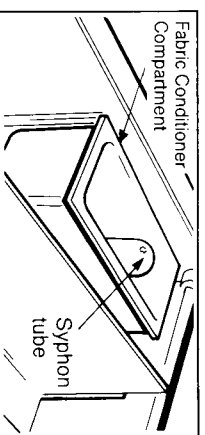


NOTE: Do not use the tissue type fabric conditioner as this can block your washing machine and adversely affect its drying performance.

We recommend you clean out the dispenser drawer every week. This helps to prevent any detergent sticking (see page 20).

Remove the conditioner compartment and tip out any water remaining in it before adding conditioner. Replace it as shown with the syphon tube towards the back.

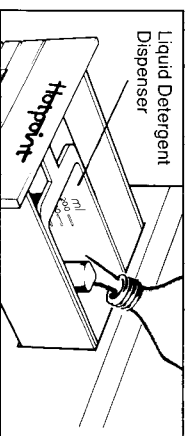
Make sure the tube is firmly in place.



Liquid Detergent

You can use any automatic low suds liquid detergent with your machine, using the Liquid Detergent Dispenser provided. Hotpoint

recommends Persil Automatic Liquid. Just pour the liquid detergent into the Liquid Detergent Dispenser which is on the right hand side of the Dispenser Drawer (see below). The amount to use will be shown on the bottle.



Remove the Fabric Conditioner Compartment and Liquid Detergent Dispenser and tip out any water remaining in them before adding fabric conditioner or liquid detergent. Replace them as shown with the syphon tubes towards the back. Make sure the tubes are **firmly** in place.

Fabric Conditioner

We recommend that you use a fabric conditioner such as Comfort. It will soften your washing, eliminate static cling from synthetics and make ironing easier.

Add conditioner when you add your detergent. The amount to use will be shown on the bottle. Don't use too much, as it may be washed into the machine too early.

A Lockable Dispenser Drawer Part

No. 9002 Brown, or 9006 White is available, to prevent young children from opening the drawer whilst the machine is running, or from hiding objects in the drawer. This can be ordered from your local Hotpoint Spares Centre (see back page), using the order form enclosed.

WARNING: DO NOT PULL OUT THE DISPENSER DRAWER WHILE THE MACHINE IS OPERATING AS THERE MAY BE HOT WATER PASSING THROUGH IT.

The machine at work

What's it doing now?

If you haven't had a Washer Dryer before, you may be puzzled by what the machine is doing as it starts, stops, fills and empties. But rest assured, all of its actions are carefully planned to give you the best possible wash.

This is the normal cycle of a wash:

1. **Fill** with water, tumbling to mix the detergent.
2. **Heat** to required temperature, with the occasional tumble. This may take some time, so don't be worried if it appears to have stopped working.
3. **Wash** the clothes, by tumbling, stopping and reverse tumbling.
4. **Cool rinses.** Note that on synthetic programmes **3**, **4** and **6**, the first rinse has a stepped cool down feature by which cold water is added to the hot wash water to gradually reduce its temperature and prevent shock creasing of the washing.
5. **Dispense fabric conditioner.** If you have added conditioner it is dispensed during the final rinse.
6. **Spin.** Each rinse is followed by a series of pulsed spins to remove rinse water and minimise creasing, so don't worry when you hear changes in spin speeds.
7. **Drying.** Don't be alarmed if you hear water running – it should do! It is necessary for the machine to dry your clothes properly. Your machine also features Reversomatic drying, it will repeatedly stop and reverse for more efficient drying.

WARNING: IT IS POSSIBLE FOR YOUNG CHILDREN TO CLIMB INTO WASHING MACHINES AND INJURE THEMSELVES. ALWAYS SWITCH ELECTRICITY OFF AT THE SOCKET AND REMOVE PLUG AFTER USE.

How long do wash programmes take?

We cannot say exactly how long a wash programme will take, as it will depend on how hot the water in your tank is to start with, and so how long the machine will take to heat it up to the right temperature for the wash. If the water is fairly cool (for example, if someone's just had a bath), then it will take longer to heat up.

The following are approximate programme times:

1	90-100 mins
2	60-65 mins
3 5	50-55 mins
4 6 7	40-45 mins
Drying	Selected Time.
Pre-Wash adds	30 minutes.
Half Load saves	5-10 minutes.
Economy wash saves	up to 15 minutes.

The Tumble Cool Phase:

At the end of the drying cycle there is a cooling down period of about 12 minutes. This is an important part of the drying cycle as it allows the fabrics to gently cool down and consequently minimises creasing. Try to avoid taking clothes out before the end of the programme.

BE CAREFUL NOT TO OVERDRY


All fabrics contain a little natural moisture even when 'dry', and this natural moisture should not be lost if the clothes are to remain soft and fluffy.

If the clothes are subjected to an overlong drying programme they tend to wrinkle, and consequently need more ironing than usual. It is also worth bearing in mind that clothes feel damper when they are still warm. You should allow for this when removing items before the 'Cool Tumble' phase has been completed.

Items Requiring Special Attention:

- Single blankets and bedspreads can be dried in your machine. During the drying period remove the blanket or bedspread, shake and reload. This will ensure faster and more even drying.
- Starched articles should be dried together in the same load to avoid the distribution of starch onto non-starched items. Do not overdry or the starch will powder and leave the clothes limp.

Items Not Suitable For Tumble Drying:

- Garments with the ITCL code  - DO NOT TUMBLE DRY.
 - Woollens.
 - Large bulky items, eg. continental quilts, sleeping bags, pillows, cushions, double blankets and large bedspreads. These expand when dry and would prevent air flowing through the machine, thus stopping any further drying.
 - Items containing foam rubber or rubber like materials or plastic film eg. Pillows, Cushions and PVC rainwear, or any other articles which are inflammable or contain inflammable substances, eg. towels contaminated with hair lacquer.
 - Fibreglass (eg. some types of curtains).
 - Items which have been Dry Cleaned.
- WARNING: THE DRYER IS INTENDED FOR USE ONLY WHERE WATER IS USED FOR THE CLEANING PROCESS. BE CAREFUL NOT TO TOUCH THE DRUM AT THE TOP AS THIS AREA GETS HOT DURING DRYING.**
- ON NO ACCOUNT SHOULD LIQUID FABRIC CONDITIONER BE ADDED DURING THE DRYING PROCESS. MISUSE OF THE DRYER MAY CREATE A FIRE HAZARD.**
- When using the dryer do not worry if there is a delay of up to 90 seconds before the machine starts to tumble. This short delay is quite normal and is a result of the machine's timer resetting itself.

Programme Guide



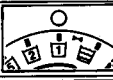


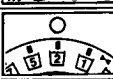




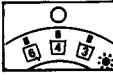








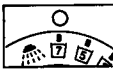
This guide shows you how to set your machine. Even though it both washes and dries it is very simple.

For Washing only – select a Programme + Optional Wash Features.

For Washing and Drying – select a Programme + Optional Wash Features and a Drying Time.

For Drying only – select a Heat Setting and a Drying Time.

The machine makes all of the other decisions for you. The following pages explain the settings in much more detail.

Washing Guide						Drying Guide				
ITCL Codes New	ITCL Codes Old	Turn Selector to	Fabric	Maximum Washing Load	Half Load	Wash Temp °C	Maximum Drying Load	Heat Setting see P.17	Approx Drying Time (mins)* Iron Dry	Fully Dry
			White cotton and linen without special finishes	4.1 kg 9lb	2.3kg 5lb	85	2.3 kg 5lb	High	55	70
			Colourfast cotton, linen or viscose without special finishes	4.1 kg 9lb	2.3kg 5lb	60	2.3 kg 5lb	High	55	70
NO NEW EQUIVALENT			White nylon, white polyester/cotton mixtures	1.8 kg 4lb	0.9kg 2lb	60	1.8 kg 4lb	Low	90	100
			Coloured nylon, polyester acrylic/cotton mixtures, cotton or viscose with special finishes (eg. drip dry), coloured polyester/cotton mixtures	1.8 kg 4lb	0.9kg 2lb	50	1.8 kg 4lb	Low	90	100
			Non-colourfast cotton, linen and viscose	4.1 kg 9lb	2.3kg 5lb	40	2.3 kg 5lb	High	55	70
			Acrylics, acetates and tri-acetates, blends of these fabrics with wool, polyester/wool blends	1.8 kg 4lb	0.9kg 2lb	40	1.8 kg 4lb	Low	90	100
			Woolen blankets, wool mixtures with cotton or rayon	2.7 kg 6lb singly	Do not use	40				
			Shrink-resistant machine-washable and Superwash Woolmark garments	1.4 kg 3lb	Do not use	40				

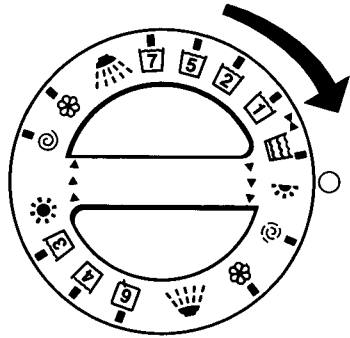
*The approximate drying times, also printed on the fascia of your machine, are a guide and should be modified by your own experience.

Wash Programmes

You select programmes on your Hotpoint Washer Dryer by turning the Programme Selector **clockwise** until the programme you want is at the top.

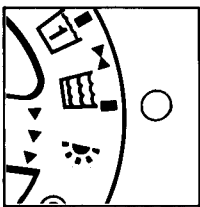
Do not turn the Selector anti-clockwise. If you overshoot, go round again. **Do not turn the Selector when it is pulled out.** If you want to select a different programme, push the Selector in before turning it.

Prewash



Turn Selector to

Use a Prewash for really dirty clothes, like football kit and nappies. You can select Prewash before any programme except [7].

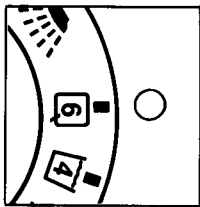


When it has finished, the machine will stop at the red symbol ▶. Push the Programme Selector in and then select the main wash you want in the normal way. During the Prewash the water is warmed thus enabling you to use biological low lather detergent most effectively. If however a cold Prewash is required simply press the Economy Wash button.

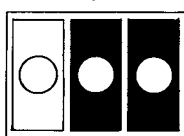
Quick Wash

Turn Selector to

Press



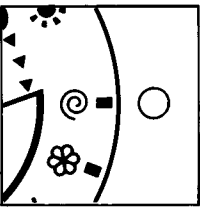
Half Load Economy Wash



Gives a quick cool wash in just over half an hour, to freshen up lightly soiled items like shirts and underwear. Max load 0.9kg (2lb).

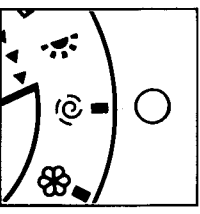
Spin Only

Turn Selector to



Long Fast Spin
Natural fabrics – wash programmes [1] [2] [5] [7]

Turn Selector to



Short Slow Spin
Synthetic fabrics – wash programmes [3] [4] [6]

NB: Do not fill more than half full with wet clothes (natural fabrics) or one-third full for synthetics.

Fabric Type & Code	Load Dry Weight	Programme Selector Setting*			Drying Timer Setting
		Rinse	Spin	Heat	
Natural [1] [2] [5] OR [3] [4] [6]	2.3kg (5lb) max.	☼	☉	☀	55-70
[95] [60] OR [40]	1.1kg (2½lb)	☼	☉	☀	35-50
Synthetic [3] [4] [6] OR [50] [40]	1.8kg (4lb) max. 0.9kg (2lb)	☼	☉	☀	90-100 45-60

*Note: Only one of these Programme Selector settings needs to be chosen. Do not Tumble Dry Woolens.

Additional drying notes

1. Opening the door during drying:

For your safety the door is locked whenever the machine is switched ON. Before the door can be opened you must push the Programme Selector in, to switch the machine OFF. The door can then be opened after two minutes.

WARNING: TAKE CARE WHEN REMOVING ITEMS FROM THE MACHINE BEFORE THE COOL PHASE HAS STARTED, AS THE CLOTHES, DRUM AND DOOR BOWL WILL BE VERY HOT.

2. Removal of fluff. Your Washer Dryer does not require the cleaning of a fluff filter as the fluff is washed away down the drain. However, after you have dried a particularly 'fluffy' load or if you have used the machine as a dryer only, you MUST, after the dry load has been removed, set your machine to rinse and spin (see page 13). This ensures that any remaining fluff is washed away and is not redeposited on the next wash load.

Independent drying

When using the machine as a dryer only **you must remember to turn on the cold water** (and hook the drain hose over the sink if the machine is not permanently plumbed in).

Once the machine is ready follow these simple steps:

1. Sort the clothes before drying: Sort them into Natural Fabrics (codes **1**, **2**, **5** or **95**/**60**/**40**) and Synthetic Fabrics (codes **3**, **4**, **6** or **90**/**40**). It is also a good idea to sort them into large and small items as this will prevent small items from becoming enveloped in sheets etc. and not drying properly.

NOTE: Do not tumble dry woollens, code 7.

(Make sure that the Gentle Action button is cancelled after use.)

2. Do not overload:

Remember that clothes are much more compact when wet so take care not to overload the machine.

The maximum drying loads are:
Natural Fabrics 2.3kg (5lb) dry weight
Synthetic Fabrics 1.8kg (4lb) dry weight

WARNING: DO NOT OVERLOAD AS THIS COULD RESULT IN POORER DRYING PERFORMANCE AND A POSSIBLE FIRE HAZARD.

3. Rinse and Spin after handwashing:

If you have hand washed your clothes we recommend that you select a rinse and spin programme before drying them. This removes all traces of detergent and extracts much more water than you can by wringing out clothes by hand. Hence

drying times are reduced and you save energy and money.

Simply follow the procedure given on page 13 **and** set the Drying Timer as shown in the table opposite. Your machine will then automatically rinse, spin and dry at the correct speed and temperature.

4. Select the Heat Setting

If you do not Rinse and Spin before drying you will need to select the correct heat setting. Two settings are available, one for natural fabrics and one for synthetics. These are selected using the Programme Selector and are identified as follows:

☀ Full Heat – Natural Fabrics, ITCL codes **1**, **2**, **5** or **95**, **60**, **40**.

🌙 Low Heat – Synthetic Fabrics, ITCL codes **3**, **4**, **6** or **90**, **40**.

Choose the heat setting by turning the Selector clockwise until the correct heat symbol is at the 12 o'clock position. Remember that the Selector should be pushed in when you are turning it.

5. Set the Drying Time

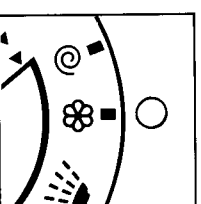
After the heat setting is chosen set the Drying Timer so that the required drying time is in the 12 o'clock position. Finally pull out the Programme Selector to start the drying cycle.

This table summarises the settings to be used when using your machine as an independent dryer including the optional settings for rinsing and spinning.

The approximate drying times shown are a guide and should be modified by your own experience.

Rinse and Spin

Turn Selector to

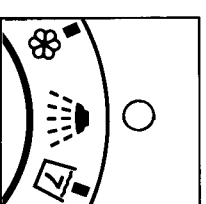


Choose the rinse symbol on the Selector just before the type of spin you want @ (Long Fast) or © (Short Slow) to suit the fabric.

NB: Woollens and other Handwash only items should only be spin dried, but it is advisable to rinse and spin all other washable fabrics.

Rinse

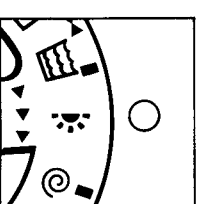
When the Selector reaches



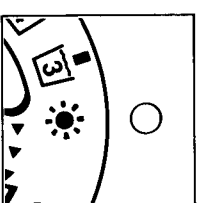
The machine has reached the beginning of its rinse programme.

End of Programme

When the Selector reaches



or

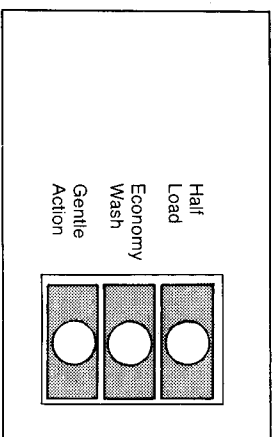


The machine has reached the end of the wash programme selected. If a drying time has been selected the machine will continue into the drying programme until the yellow 'O' on the Drying Timer is in the 12 o'clock position.

Starting the Machine

After selecting your programme and optional wash features pull the Programme Selector OUT to start the machine. To switch off, push the Selector IN. **Do not attempt to open the door once the programme has started.**

Optional Wash Features



You can modify the main wash programmes to suit your own special needs by selecting one or more of the optional wash feature buttons before you pull out the Programme Selector.

You select a feature by pressing in the button. You can cancel it at any time by pressing the button once more, so that it is flush with the fascia.

DON'T FORGET TO CANCEL BUTTONS AFTER USE.

Half Load

For small loads; saves time, water, electricity and detergent.



You can press Half Load when you haven't got a full load of washing. Half Load reduces the amount of water the machine uses, and so saves detergent, time and the electricity to heat the water.

Page 8 shows the maximum loads to be used with Half Load. Don't use on full loads or when washing large single objects like bedspreads, as it won't get them clean enough. **Do not** use on programme **7**.

Economy Wash

For lightly soiled washing; saves electricity and time.



Economy Wash switches off the machine's own heater, so your clothes are washed at the temperature of the water coming in from your tank. This saves you electricity, but can mean a cooler wash, so you should only use Economy Wash for lightly soiled clothes, not for really dirty clothes.

Gentle Action

For use with wool programme **7**.



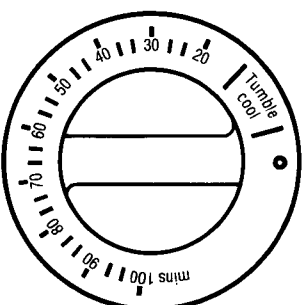
When selected the machine washes the clothes with a very gentle 'rock-a-bye' action. When combined with programme **7** it provides the Wool Programme suitable for washable shrink resistant, machine washable and Superwash Woolmark garments (see page 7). Simply set the Programme Selector to **7**, press Gentle Action and your woollens will be in safe, gentle hands.

NOTE:

1. **Wool blankets can be washed on 7 without Gentle Action, they don't need it.**
2. **Remember woollens should not be tumble dried.**
3. **Always cancel the Gentle Action button after use as it will give reduced performance on other programmes.**

WARNING: DO NOT TOUCH THE GLASS DOOR WHEN THE APPLIANCE IS IN OPERATION AS THIS AREA CAN BECOME HOT.

Drying Controls



Your machine dries like any other tumble dryer, by blowing hot air over the wet clothes. It is slightly different in the way it removes the moisture. Normally the damp air is vented through a tube and out of a window, but in the Hotpoint Washer Dryer the moisture is condensed out of the air as it flows over cold water from the mains and is then pumped away down the drain.

To enable the condensing action to work you must always remember to turn on the cold water tap (and hook the drain hose over the sink, if the machine is not permanently plumbed in).

You can use your machine for drying in two ways:

1. Automatic drying after any wash, rinse or spin programme (except woollens, programme **7**).
2. As an independent dryer.

Automatic drying

This is simplicity itself. Once you have set the Programme Selector all you have to do is set the Drying Timer (the dial to the left of the Programme Selector) as follows:

Set the drying time after selecting the wash programme but before pulling the Programme Selector out. Turn the Drying Timer clockwise until the time required is at the 12 o'clock

position, then pull the Programme Selector and the machine does the rest. If you turn the Drying Timer too far, it may be turned anti-clockwise to the correct time. **Do not** turn the Timer anti-clockwise past the yellow **0** (off) position.

The approximate times to reach ironing dry and fully dry for a maximum drying load are shown in the Programme Guide on page 11. Smaller loads will take less time to dry.

The heat setting is chosen automatically by the machine to suit the programme which has been selected.

NOTES

1. **Your machine will wash and dry a full load of synthetic fabrics without resetting (maximum load 1.8kg, 4lb).**
2. **If you are washing and drying cottons you must restrict the load to 2.3kg (5lb).**
3. **If you want to wash a full 4.1kg (9lb) of cottons you must remove half of the load at the end of the wash cycle and then dry both halves separately.**
4. **Separate large and small items to avoid sheets etc. enveloping small items.**