beko

PROFESSIONAL

Washing Machine

User Manual



AWGB 1012/PRO UK

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CE UKCA

RECYCLED & RECYCLABLE PAPER

Please read this user manual first!

Dear Customer,

Thank you for choosing Beko product.

Please register your product at www.register10.eu.

We hope that you get the best results from your product which has been manufactured with high quality and state-of-the-art technology. Therefore, please read this entire user manual and all other accompanying documents carefully before using the product.

Follow all warnings and information in the user manual. Thus, you protect yourself and your product against possible dangers.

Keep the user manual. If you hand over the product to someone else, provide the user manual as well. Warranty terms, usage and troubleshooting methods of your product are in user manual.

Symbols and Definitions

The following symbols are used in the user manual:

	Danger that could result in death or injury.
	Important information or useful hints about usage.
	Read the user manual.
	Recyclable materials.
	Hot surface warning.
WARNING	Danger that may result in property damage to the product or its environment.

1 Safety Instructions

Important to Be Read and Observe

Original instruction for use.

Before using the appliance, read these safety instructions. Keep them nearby for future reference. These instructions and the appliance itself provide important safety warnings, to be observed at all times. The manufacturer declines any liability for failure to observe these safety instructions, for inappropriate use other appliance or incorrect setting of controls. The warranty conditions are specified in the document supplied with the appliance.

- Keep very young children (0-3 years) away from the appliance. Keep young children (3-8 years) away from the appliance unless they are continuously supervised. Children aged 8 and over, as well as individuals with reduced physical, sensory or mental capabilities or individuals with lack of knowledge and experience can use the appliance only under supervision or after receiving clear instructions on safe use and understanding the possible risks. Children must not play with the appliance. Children must not perform cleaning and maintenance tasks without supervision. Do not force the door open or use it as a step.
- The A-weighted emission sound pressure level is below 70 dB.

1.1 Permitted Use

- The appliance is not intended to be operated by means of an external switching device, such as a timer, or separate remote controlled system.
- This appliance is intended for household use and similar applications listed as follows:
  - Staff kitchens in shops, offices, and other work environments.
  - Farmhouses
  - Hotels, motels, bed & breakfast and other residential environments
  - Communal areas in apartment buildings or laundromats
- Do not load the appliance above the maximum capacity (kilogram of dry cloth) indicated in the programme table.
- This product is designed for commercial use.

- Do not use the device outdoors.
- Do not use any solvents (e.g. turpentine, benzene), detergents containing solvents, scouring powder, glass or general purpose cleaners, or flammable fluids. Do not machine wash fabrics that have been treated with solvents or flammable liquids.

1.2 Installation

- This appliance requires two or more people to handle and install to prevent injuries. Wear protective gloves during unpacking and installation to avoid cuts.
- Before stacking a dryer on top of your washing machine, contact our After-Sales Service or your specialist dealer to verify whether this is possible. This is only possible if the dryer is attached to the washing machine by means of appropriate stacking kit available through our After-Sales Service or your specialist dealer.
- Do not install the appliance in places where it may be exposed to extreme conditions such as poor ventilation, temperatures below 5 °C or above 35 °C.
- This product is designed for use at altitudes up to 2000 meters above sea level.
- Move the appliance without lifting it by the worktop or top lid.
- Installation, including water supply (if any) and electrical connections and repairs must be carried out by a qualified technician.
- Do not repair or replace any part of the appliance unless specifically stated in the user manual.
- Keep children away from the installation site.
- After unpacking the appliance, make sure that it has not been damaged during transport. In the event of problems, contact the dealer or your nearest After-Sales Service.
- After installing the appliance, keep the packaging waste (plastic, styrofoam, etc.) out of the reach of children to avoid the risk of suffocation.
- Before any installation operation, disconnect the appliance from the power supply to avoid electric shock.
- During installation, ensure the power cable is not damaged to prevent fire or electric shock.

- Do not operate the appliance until installation is complete.
- When installing the appliance, make sure that the four feet are stable and resting on the floor, adjusting them as required. Check that the appliance is perfectly to level using a spirit level.
- When installing the appliance on wood or floating floors (certain parquet and laminate types), place a 60 x 60 x 3 cm (minimum) plywood sheet under the appliance to provide stability.
- Connect the water inlet hose(s) to the water supply in accordance with with the regulations of your local water company.
- For cold fill only models: do not connect to the hot water supply.
- For models with hot fill: the hot water inlet temperature must not exceed 60 °C.
- The washing machine is equipped with transport bolts to prevent damage to the interior during transport. You must remove these transport bolts before using the machine. After removing them, close the openings using the plastic cover provided with the machine.
- After installation, wait a few hours before operating the appliance so that it acclimates to the environmental conditions of the room.
- Make sure that the ventilation openings in the base of your washing machine (if available on your model) are not obstructed by carpet or other material.
- Use only new hoses to connect the appliance to the water supply. Do not reuse old hosesets.
- The supply water pressure must be in the 0.1-1 MPa range.
- Do not repair or replace any part of the appliance unless specifically stated in the user manual. Use only authorized After-Sales Service. Self or non-professional repair may lead to dangerous incident resulting in life or health threatening and/or significant property damage.
- The spare parts for the household washing machines will be available for 10 years after placing the last unit on the market as dictated by the Ecodesign for Sustainable Products Regulation.

1.3 Electrical Warnings

- To disconnect the appliance from the power source:
  - Unplug it (if the plug is accessible), or
  - use a multi-pole switch installed upstream of the socket in accordance with local wiring rules.
- Ensure the appliance is earthed according to national electrical safety standards.
- Do not use extension leads, multiple sockets or adapters. The electrical components must not be accessible to the user after installation. Do not use the appliance when you are wet or barefoot. Do not operate the appliance if the power cord or plug is damaged, if the appliance is not working properly, or if it has been damaged or dropped.
- If the supply cord is damaged, it must be replaced with an identical one by the manufacturer, its service agent or similarly qualified persons in order to avoid possible hazards and the risk of electric shock.

1.4 Cleaning and Maintenance

- Before performing any maintenance, switch off and disconnect the appliance from the power supply.
- Wear protective gloves and safety shoes to avoid injury during maintenance.
- Handle the appliance with two or more people to prevent strain or injury.
- Do not use steam cleaning equipment on the appliance to prevent electric shock.
- Non-professional repairs or maintenance void the warranty and may pose safety risks.

2 Important Instructions for Environment

2.1 Compliance with WEEE Directive



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).

This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Do not dispose of the waste product with normal domestic and other wastes at the end of its service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

2.2 Package 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.

3 Technical Specifications

Nominal Capacity (kg)	10

4 Installation

Please read the “Safety Instructions” section first!

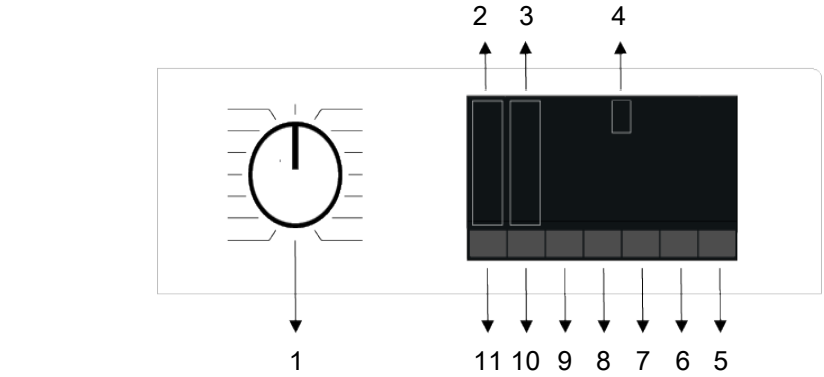
Your product automatically detects the amount of laundry placed inside when selecting a programme.
While installing the product, before the first use, calibration should be done to ensure that the laundry amount is detected in the most accurate way.
To do this, select the Drum Cleaning* programme and cancel the spin function. Start the programme without laundry. Wait for the programme to finish, which will take about 15 minutes.
*The programme name may vary depending on the model. For the appropriate programme selection, review the programme descriptions section.

- Please contact the nearest Authorised Service for the installation of the product.
- Make sure that the installation and electrical connections of the product are performed by authorised service agent. Manufacturer shall not be held responsible for damages caused by operations performed by unauthorised persons.
- Preparation of the location and electrical, tap water and wastewater installations at the place of installation is under customer's responsibility.
- Make sure that the water inlet and discharge hoses as well as the power cable are not folded, pinched, or crushed while pushing the product into its place after installation or cleaning procedures.
- Prior to installation, visually check if the product has any defects on it. Do not have the product installed if it is damaged. Damaged products cause risks for your safety.

5 Operating the Product

Please read the “Safety Instructions” section first!

5.1 Control Panel



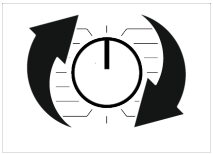
1 Programme Selection Button
2 Temperature Level Indicator Lights
3 Spin Level Indicator Lights
4 Display
5 Start/Pause Button
6 End Time Setting Button
7 Auxiliary Function Button 3
8 Auxiliary Function Button 2
9 Auxiliary Function Button 1
10 Spin Speed Adjustment Button
11 Temperature Setting Button

5.2 Programme Selection

1. According to the "Programme table", determine the programme suitable for the type, quantity and dirt level of the laundry.

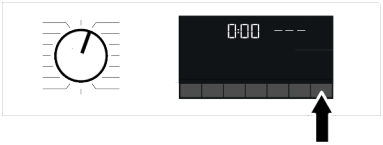
Programs are limited to the highest spin speed suitable for the fabric type.
When choosing the program you will use, always take into consideration the fabric type, color, degree of soiling and allowed water temperature.

2. Select the desired program using the Program Selection button.



5.3 Starting the Program

1. Press the Start/Pause button 1 second to start the program.



2. The Start/Pause button's dim light now becomes steady, indicating that the program has started.
3. The loading door is locked. After the loading door is locked, the door lock symbol appears on the screen.
4. The program follow-up indicator lights on the screen show the current program step.

5.4 Cancelling the Programme

The programme is cancelled when programme selection knob is turned to a different programme or product is turned off and on again using the programme selection knob.

If you turn the programme selection knob when the Child Lock is enabled, the programme will not be cancelled. You should cancel the Child Lock first.
If you want to open the loading door after you have cancelled the programme but if it is not possible to open the loading door since the water level in the product is above the loading door baseline, then turn the Programme Selection knob to Pump+Spin programme and drain the water in the product.

5.5 End of Programme

End symbol appears on the display when the programme is completed.
If you do not press any button for 10 minutes, the product will switch to OFF mode. Display and all indicators are turned off.
Completed programme steps will be displayed if you press On/Off button.

6 Troubleshooting

Read the “Safety Instructions” section first!

The program does not start after closing the machine door.

- The Start / Pause button may not have been pressed. >>> Press the Start / Pause button.
- In case of overload, the door may be difficult to close. >>> Reduce the laundry and make sure the door closes properly.

The program cannot be started or the program selection cannot be made.

- The product may have switched to self-protection due to infrastructure problems (mains voltage, water pressure, etc.). >>> Depending on the product model, to cancel the program, select another program by turning the Program Selection knob or pressing and holding the On/Off button for 3 seconds. The previous program will be canceled. See.Cancelling the Programme [▸ 9]

The product does not absorb water.

- The tap may be closed. >>> Open the taps.
- The water inlet hose may be kinked. >>> Straighten the hose.
- The water inlet filter may be clogged. >>> Clean the filter.
- The loading door may not be closed. >>> Close the door.

The product does not drain water.

- The water drain hose may be clogged or kinked. >>> Clean or straighten the hose.
- The pump filter may be clogged. >>> Clean the pump filter.

The product vibrates or makes noise.

- The product may be standing unstable. >>> Balance the product by adjusting its feet.
- A hard object may have gotten stuck in the pump filter. >>> Clean the pump filter.
- Transportation safety bolts may not have been removed. >>> Remove the transportation safety bolts.

- The amount of laundry in the product may be less. >>> Load more laundry into the product.
- Excessive laundry may have been loaded into the product. >>> Remove some of the laundry inside the product or straighten the laundry with your hand and distribute it evenly inside the product.
- The product may be resting on a hard surface. >>> Check that the product is not resting on anything.

Water is coming from the bottom of the product.

- The water drain hose may be clogged or kinked. >>> Clean or straighten the hose.
- The pump filter may be clogged. >>> Clean the pump filter.

No water is visible in the product during washing.

- Water is in the invisible part of the product. >>> This is not a malfunction.

The loading door does not open.

- The door lock is activated due to the water level in the product. >>> Drain the water by running the Pump or Spin program.
- The product may be heating the water or in the spinning phase. >>> Wait for the program to finish.
- The front cover may remain attached due to pressure on it. >>> The front cover is released from its attached position and opened by pushing and pulling the handle.
- In cases where there is no electricity, the loading door of the product will not open. >>> To open the loading door of the product, open the pump filter cover and pull down the loading door emergency release lever located behind it. See.Loading Door Lock

The program time does not count down. (*)

- The laundry may have created an imbalance in the product. >>> Due to the unbalanced distribution of the laundry inside the product, the automatic unbalanced load detection system may have been activated.

The product does not pass the squeezing step. (*)

- The laundry may have created an imbalance in the product. >>> Due to the unbalanced distribution of the laundry inside the product, the automatic unbalanced load detection system may have been activated.
- The spin cycle may not have been completed because the water inside the product could not be drained. >>> Check the filter and drain hose.
- Excessive foam may have formed due to excessive detergent use and the automatic foam dampening system may have been activated. >>> Use the recommended amount of detergent.

Suds are overflowing from the detergent drawer.

- Too much detergent may have been used. >>> Mix 1 tablespoon of softener with ½ liter of water and pour it into the main wash compartment of the detergent drawer. >>> Add the appropriate amount of detergent to the product according to the program and maximum load stated in the "Programme table" section. When using additional chemicals (stain removers, bleach, etc.), reduce the amount of detergent.

(*) When the laundry is not well distributed inside the product, the product does not proceed to the spinning step to prevent damage to itself and the environment. Arrange the laundry and spin again.

7 DISCLAIMER

Some (simple) failures can be adequately handled by the end-user without any safety issue or unsafe use arising, provided that they are carried out within the limits and in accordance with the following instructions (see the “Self-Repair” section).

Therefore, unless otherwise authorized in the “Self-Repair” section below, repairs shall be addressed to registered professional repairers in order to avoid safety issues. A registered professional repairer is a professional repairer that has been granted access to the instructions and spare parts list of this product by the manufacturer according to the methods described in legislative acts pursuant to Directive 2009/125/EC.

However, only the service agent (i.e. authorized professional repairers) that you can reach through the phone number given in the user manual/warranty card or through your authorized dealer may provide service under the guarantee terms. Therefore, please be advised that repairs by professional repairers (who are not authorized by Beko **) shall void the guarantee.**

Self-Repair

Self-repair can be done by the end-user with regard exclusively to the following spare parts: door, door hinge and seals, other seals, door locking assembly and plastic peripherals such as detergent dispensers (an updated list is also available in support.beko.com as of 1st of March 2021)

Moreover, to ensure product safety and to prevent risk of serious injury, the mentioned self-repair shall be done following the instructions in the user manual for self-repair or which are available in support.beko.com

For your safety, unplug the product before attempting any self-repair.

Repair and repair attempts by end-users for parts not included in such list and/or not following the instructions in the user manuals for self-repair or which are available in support.beko.com , might give raise to safety issues not attributable to support.beko.com , and will void the warranty of the product.

Therefore, it is highly recommended that end-users refrain from the attempt to carry out repairs falling outside the mentioned list of spare parts, contacting in such cases authorized professional repairers or registered professional repairers. On the contrary, such attempts by end-users may cause safety issues and damage the product and subsequently cause fire, flood, electrocution and serious personal injury to occur.

By way of example, but not limited to, the following repairs must be addressed to authorized professional repairers or registered professional repairers: motor, pump assembly, main board, motor board, display board, heaters etc.

The manufacturer/seller cannot be held liable in any case where end-users do not comply with the above

The spare part availability of the washing machine or washer-dryer that you purchased is 10 years. During this period, original spare parts will be available to operate the washing machine or washer-dryer properly.

BEKO UK AND ROI STANDARD MANUFACTURER GUARANTEE TERMS AND CONDITIONS

Your new Beko product is guaranteed against faulty materials, defective components or manufacturing defects.

The standard guarantee starts from the date of original purchase of the product and lasts for a period of twelve (12) months unless Beko plc (the "Manufacturer") agrees to extend the guarantee for the product in writing.

If you have any questions about the guarantee on your product (including how long it is valid), please contact your retailer or our Customer Service Team on **0333 207 9710** (UK and Northern Ireland) or **01 862 3411** (Republic of Ireland)

This guarantee does not in any way diminish or affect your statutory rights in connection with the product. This guarantee is in addition to your statutory rights as a consumer. If you have any questions about these rights, please contact the retailer from which you purchased the product. In certain circumstances, it is possible that your statutory rights may offer additional or higher levels of protection than those offered under the terms of this guarantee.

What is covered by this guarantee?

- Repairs to the product required as a result of faulty materials, defective components or manufacturing defects.
- Functional replacement parts to repair a product.
- The costs of a Beko plc Authorised Service Representative or Approved Engineer (together the "Service Representatives") to carry out the repair.

What is not covered?

- Transit and delivery damage.
- Cabinet or appearance parts, including but not limited to control knobs, flaps and handles.
- Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
- Repairs necessary as a direct or indirect result of:
  - Accidental damage, misuse or abuse of a product.
  - An attempted repair of a product by anyone other than a Service Representative.
  - Installation or use of a product where such installation or use fails to meet the requirements contained in this guarantee or the User Instructions Booklet.
- Repairs to a product operated at any time on commercial or non-residential household premises (unless we have previously agreed to the installation environment).

This guarantee is limited to the cost of repairing the product. To the extent permitted by law, the Manufacturer does not accept and will not be held liable for any financial loss incurred in connection with the failure of any product to operate in accordance with the expected standards. Such financial loss includes but is not limited to loss arising from:

- Time taken off work.
- Damaged food, clothing or other items.
- Meals taken at restaurants or from takeaways.
- General compensation for inconvenience.

Important Notes

1. Your product is designed and built for domestic household use only.

2. The guarantee will automatically be void if the product is installed or is used in commercial or non-residential domestic household premises, unless we have previously agreed to the installation environment.
3. The product must be correctly installed, located and operated in accordance with the instructions contained in the User Instructions Booklet provided with your product.
4. Professional installation by a qualified electrical domestic appliance installer is recommended for all Washing Machines, Dishwashers and Electric Cookers (as incorrect installation may result in you having to pay for the cost of repairing the product).
5. Gas Cookers must be professionally installed by a Gas Safe (or Gas Networks Ireland for Republic of Ireland) registered gas installer.
6. This guarantee is given in respect of products purchased and used within the United Kingdom and the Republic of Ireland.
7. This guarantee is effective from the initial date of purchase of a new product from an authorised retailer and will be void if the product is resold.
8. This guarantee does not apply to graded sales (where the product is purchased as a "second").
9. Possession of a copy of these terms and conditions does not necessarily mean that a product has the benefit of this guarantee. If you have any questions, please call our Customer Service Team on the number set out above.
10. The Manufacturer reserves the right to terminate the guarantee if its staff or representatives are subjected to physical or verbal abuse in the course of carrying out their duties.
11. Optional extras, where available (i.e. extendable feet) are supplied on a chargeable basis only.

Does Beko offer replacements?

This is a repair-only guarantee. On occasion, the Manufacturer may at its sole discretion, replace your product with a new product instead of carrying out a repair. Where a replacement is offered, this would normally be an identical model but when this is not possible, a model of similar specification will be provided. Subject to agreement, the Manufacturer will cover the costs and arrange for the delivery of the new product and for the return of the old product. Any costs related to disconnecting the faulty product and installing the replacement product will not be borne by the Manufacturer unless previously agreed to in writing. The original guarantee will continue to apply to the replacement product; the new product will not come with a new guarantee.

When will the repair take place?

Our Service Representatives work Monday to Friday 9.00am to 5.00pm. Appointments outside these hours may be possible at the sole discretion of the Manufacturer but cannot be guaranteed. Whilst our Service Representatives will endeavour to minimize inconvenience and to meet requests for specific timed appointments, this cannot be guaranteed. We will not be liable for delays or if it is unable to carry out a repair because a convenient appointment cannot be arranged.

Will there be any charge for the repairs?

It is your responsibility to provide evidence to the Service Representative that your product is covered by this guarantee with a proof of purchase. The Manufacturer reserves the right to charge for the reasonable cost of any service call if:

- You cannot provide evidence that your product is covered by this guarantee.

- Where a service call has been made and the Service Representative finds that there is no fault with your product.
- That your product has not been installed or operated in accordance with the User Instructions Booklet.
- That the fault was caused by something other than faulty materials, defective components or manufacturing defects.
- For missed appointments.

Payment of these costs are due immediately upon the Service Representative providing you with an invoice. The Manufacturer reserves the right to terminate the guarantee if you fail to pay the costs for the service call in a timely manner.

If you are a resident of the United Kingdom, this guarantee will be governed by English law and subject to the exclusive jurisdiction of the English Courts, save where you live in another part of the United Kingdom, in which case the governing law and exclusive jurisdiction of the courts of that country will apply.

If you are resident in the Republic of Ireland, this guarantee will be governed by Irish law and the Irish courts will have exclusive jurisdiction.

This guarantee is provided by Beko plc. Beko House, 1 Greenhill Crescent, Watford, Hertfordshire. WD18 8QU.

Beko plc is registered in England and Wales with company registration number 02415578.

BEKO UK AND ROI BUILT-IN APPLIANCES GUARANTEE TERMS AND CONDITIONS

If you have purchased a American style fridge freezer, built-in or integrated appliance, and registered it within 90 days of purchase by completing our online registration form or our by calling our telephone registration line, then the standard 12 month guarantee will be extended to 24 months, under the same terms and conditions as detailed in our Standard Guarantee Terms and Conditions.

BEKO UK AND ROI PARTS GUARANTEE TERMS AND CONDITIONS

This 10 year parts guarantee relates to Beko products.

To confirm if your Beko appliance has our 10-year parts guarantee you can visit our website at beko.co.uk/guarantee-terms or telephone our registrations team on 0800 497 0683.

The Parts guarantee terms and conditions are in addition to our Standard guarantee terms and conditions detailed in the previous section.

In order to activate the 10 year parts guarantee you MUST register the appliance within 90 days of the original purchase date. You can register by visiting our websites. For UK customer visit beko.co.uk/register or phone 0800 497 0683. For ROI customers visit beko.ie/register or phone 1803 000 081. Our Beko branded appliances carry FREE replacement parts for the first 10 years, provided they are fitted by our Service Representatives, at the applicable labour charge.

Beko free standing appliances come with a 12 month parts and labour guarantee as standard.

Beko built-in, integrated appliances or American fridge freezers come with a 12 month parts and labour guarantee as standard. This is extended to 24 months, free of charge, upon registration within 90 days of the purchase of the appliance. When you register your appliance for additional guarantee, you will automatically activate the 10 year parts guarantee. You do not need to register twice.

To make a claim against your Beko Parts Guarantee (the “Guarantee”), all customer and product details must be registered with Beko plc using the procedure outlined below:

1. This extra 9 years (for free standing appliances) or 8 years (for built-in or integrated appliances or American fridge freezers) guarantee is only effective after the expiration of the standard manufacturer’s guarantee.

2. It is only valid for certain models of Beko branded products serviced or repaired by Beko plc Authorised Service Representative and Own Engineers (the “Service Representative”) and does not cover any labour charge or any:

   a. Components including but not limited to cabinet or appearance parts, control knobs, flaps and handles.

   b. Accessories and/or consumable items including but not limited to ice trays, scrapers, cutlery baskets, filters and light bulbs.
3. To activate your guarantee, you MUST register your appliance within 90 days of the original purchase date, For UK customers, visit beko.co.uk/register or phone 0800 497 0683. For ROI customers visit beko.ie/register or phone 1803 000 081.
4. Registrations made after 90 days of the original purchase date, may be required to pay an additional fee to activate the 10 year free parts guarantee.
5. Any repair must be carried out by a Service Representative and booked directly with Beko plc.
6. Labour for the repair is not included in this guarantee and is chargeable at the time of booking a repair.
7. The repair is guaranteed for 3 months for the same defect.
8. In the unlikely event that the appliance is beyond economical repair we may at the sole discretion of Beko plc offer you an appliance at a reduced price. Our call out fee will still apply.
9. If the fault can’t be identified and the appliance is functioning normally a call out fee will apply.
10. The guarantee is not transferable and cannot be exchanged for cash.
11. There are no alternative or additional offers to this guarantee.
12. The guarantee is exclusive of the manufacturer’s standard guarantee.
13. All repair pricing can be found here beko.co.uk/guarantee-terms (UK & ROI). Alternatively contact our Customer Services Team for further information.
14. All prices are subject to change without notice.
15. We reserve the right to amend, modify, update, or change these Terms and Conditions at any time. Any such changes will be effective immediately upon being posted on our website or through other communication methods. Your continued use of our services after the posting of changes constitutes your acceptance of such changes. It is your responsibility to review these Terms and Conditions periodically to ensure you are aware of any updates.
16. The Terms and Conditions shown above are in addition to the standard terms and conditions of your product guarantee. Please read and refer to such Terms and Conditions when making any claim.
17. We may use the information you provide for marketing purposes and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes in accordance with the applicable Data Protection Laws and General Data Protection Regulations (GDPR). You can opt into this service during the registration process. Further details are available at beko.co.uk/cookie-and-privacy-policy
18. These Terms and Conditions are governed by the laws of England and Wales; manufacturer: Beko plc, Beko House, 1 Greenhill Crescent, Watford WD18 8QU. Company Registration Number: 02415578.

HOW TO OBTAIN SERVICE FOR YOUR APPLIANCE

Please keep your purchase receipt or other proof of purchase details in a safe place; you will need to have this documentation available should the product require attention under guarantee.

Please take a few moments to complete the details below, as you will need this information when you call us, or to use our online services. For help please visit beko.co.uk/support/model-finder

- The product model number is printed on the Operating Instruction Booklet / User guide
- The product model and serial number is printed on the Rating Label affixed to the appliance.
- The Retailer (Purchased from) and Date of purchase will be printed on your purchase receipt or other proof of purchase paperwork

Recording of these details alone will not count as proof of purchase. A valid proof of purchase is required for requesting service under guarantee.

Model number	Serial number	Purchased from	Date of purchase

For service under guarantee or for product advice please call our Customer Service Team

Before requesting service please check the troubleshooting guide in the Operating Instructions booklet or our video support found beko.co.uk/support/how-to-guides, as a charge may be levied where no fault is found, even though your product may still be under guarantee.

After arranging a service visit please ensure the area around the product must be easily accessible to the Service Representative, without the need for cabinets or furniture to be removed or moved.

It is your responsibility to ensure our Service Representatives have a clean and safe environment to carry out any repairs.

Please have your Model number and Serial number available when you call us, as you will be required to provide it prior to booking a service visit

UK Mainland & Northern Ireland:

0333 207 9710

Landline or mobile calls to 0333 numbers cost no more than calls to geographic numbers 01 or 02 and are charged at the basic rate. Calls from landlines and mobiles are included in free call packages but please check with your telephone service provider for exact call charges.

Republic of Ireland:

01 862 3411

Service once the manufacturers guarantee has expired

If you have purchased an extended guarantee please refer to the instructions contained within the extended guarantee agreement document, otherwise please call us using the appropriate number above, where service can be obtained at a charge.

If you do not have any extended guarantee you can call the Customer Services Team for UK customers on **0330 123 1750** and ROI customers on **01 862 3411**

Contact us though our website

Send us a secure message through our online contact us form. Please visit our website, click Contact Us and choose a product support topic from the list of options. Complete the required details and click send message.

Product registrations

For UK registrations please visit beko.co.uk/register and for the Republic of Ireland visit beko.ie/register.