

# BUSH

## Customer Service Manual

### Washing Machine

WMSAA714EW/EB  
WMSAA814EW/EB  
WMSAA914EW/EB  
WMSAA1014EW/EB  
WMSAA1214W

### Washer-Dryer

WDSAA86W/B  
WDSAA107W/B



# Customer service manual

**BUSH WMSAA Series Washing Machine 7,8,9,10,12 kg**

**BUSH WDSAA Series Washer Dryer 8/6, 10/7 kg**

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### **Precautions:**

Always follow safety advice.



Always switch off and unplug the appliance before attempting to remove any part.

Always wear appropriate protective equipment when carrying out any work.




Always use the correct tools for carrying out any work.




Some repairs may not be suitable for unqualified users to carry out. If in doubt seek the advice of a profession repairer.

<b>Precautions</b>	<b>Applicable models</b>	<b>EN</b>
	<b>General</b>	










<b>Symbol</b>	<b>Meaning</b>
 <b>WARNING</b>	Indicates possibility of death or serious injury of a repair technician and a person nearby through the misconducted work, or of a user by a defect of the product after the work performed by the technician.
 <b>CAUTION</b>	Indicates possibility of injury or physical damages* of a repair technician and a person nearby through the misconducted work, or of a user by a defect of the product after the work performed by the technician.

\* Means secondary damages of property, furniture, domestic animal and pet.






<b>Symbol</b>	<b>Meaning</b>
 <b>ELECTRIC SHOCK</b>	Indicates a caution (including a warning). Specific instruction is followed by a graphic or characters in or near. Symbol left warns an electric shock.
 <b>DO NOT DISASSEMBLE</b>	Indicates prohibition (act must not be conducted). Specific instruction is followed by a graphic or characters in or near. DO NOT Symbol left warns not to disassemble.
 <b>UNPLUG</b>	Indicates forcing (act must be conducted). Specific instruction is followed by a graphic or characters in or near. Symbol left warns to unplug the power cord.

<b>Symbol</b>	<b>Meaning</b>
 <b>OUT OF CHILD</b>	Advise the customer to keep children out of the workplace. Children may be injured with a tool or a disassembled part.
 <b>UNPLUG POWER</b>	Unplug power cord for the work such as disassembling which is not unnecessary to power on. Do not hold the plug by a wet hand. Failing to unplug may cause an electric shock.
 <b>USE REPAIR PARTS</b>	Use the specified repair parts when repairing the product. Otherwise, a malfunction or a defect may occur. Also, a short circuit, ignition or other danger to the customer may occur.

Precautions	Applicable models	EN
	General	

WARNING		
 <b>CHECK INSULATION RESISTANCE</b>	<p>After repair, measure insulation resistance between the charging part (power cord plug) and the non-charging metallic part (ground) with an insulation resistance meter (500V). The resistance shall be 10M or more.</p> <p>Failing to check the insulation resistance may cause a short circuit, electric shock or other diseases to the customer.</p>	
 <b>DO NOT MODIF</b>	<p>Do not modify the product.</p> <p>An electric shock or ignition may occur.</p>	
 <b>DO NOT MODIFY</b>	<p>Only a repair technician can disassemble and repair.</p> <p>An electric shock, ignition or malfunction may cause injury.</p>	
 <b>USE EXCLUSIVE SOCKET</b>	<p>Use an exclusive 230VAC/13A socket for the appliance.</p> <p>Otherwise, an electric shock or ignition may cause. Sharing the same socket with other instrument causes heating of a branch socket and result in a fire.</p>	
 <b>CONNECT GROUNDING WIRE</b>	<p>Connect the grounding wire.</p> <p>Failing to do so may cause an electric shock when a short circuit occurs.</p> <p>Consult an electric workshop or a sales shop.</p>	
 <b>DO NOT USE WET PLACE</b>	<p>Do not install in a bathroom or a place exposed to wind or rain.</p> <p>An electric shock or a short circuit may cause a fire.</p>	
 <b>DO NOT SPLASH WATER</b>	<p>Do not pour or immerse electrical parts into water or liquid solution.</p> <p>An electric shock or ignition may occur.</p>	
 <b>REMOVE DUST</b>	<p>Wipe off dust adhered to the plug of power cord. Dust may cause a fire.</p>	
 <b>AVOID INFLAMMABLE</b>	<p>Do not put inflammable into the washing tub.</p> <p>Do not put cloths stained with kerosene, gasoline, benzene, thinner, alcohol, etc. It may cause a fire or explosion.</p>	



<b>Precautions</b>	<b>Applicable models</b>	<b>EN</b>
	<b>General</b>	

<b>WARNING</b>	
 <b>DO NOT TOUCH</b>	<p>Do not touch the laundry before the spin basket stops completely. The laundry entangles your hand causing an injury even if the basket rotates slowly. Pay special attention to children.</p>
 <b>INSTALL CAREFULLY</b>	<p>Ask an electric workshop to install the product. Install the product securely and safely according to the electrical equipment technical standard and the wiring standard. Incorrect work causes an electric shock and a fire.</p>
 <b>DO NOT PULL</b>	<p>Do not pull the power cord when unplugging. Hold the power plug to unplug. An electric shock or short circuit may cause a fire.</p>
 <b>DANGER HAND</b>	<p>Do not insert your hand under the washing machine during operation. There is a rotary part under the machine which may cause an injury.</p>
 <b>WATER LEAKAGE</b>	<p>Before starting washing, open the faucet and check water supply hose joint which shall not be loosened for no water leaks. The loose screw or hose joint may cause water leakage resulting in an unexpected damage.</p>

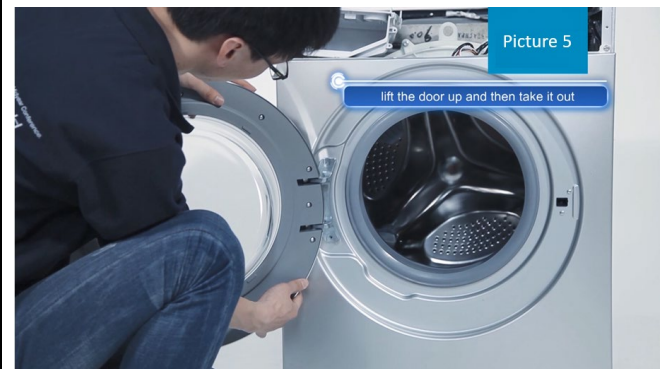
<b>Tools for disassembly and reassembly</b>	<b>Applicable models</b>	<b>EN</b>
	General	

	<b>Necessary Tools</b>
	<p><b>A. Pliers</b></p> <p><b>B. Flat head thin screwdriver</b></p> <p><b>C. Cordless screwdriver or classic screwdriver with Torx bits (T20)</b></p>

<b>Replacement of Detergent dispensers</b>	<b>Applicable models</b>	<b>EN</b>
	General	

 <p>Picture 1</p>	<p>Detergent drawer is in the left upside.</p> <p>Press the blue cover and pull the drawer out.</p>
 <p>Picture 2</p> <p>Press the blue cover and pull the drawer out</p>	<p>Put a new drawer back with the same way.</p>

<b>Replacement of Door</b>	<b>Applicable models</b>	<b>EN</b>
	<b>General</b>	



- Replacement of the door
- 1) Open the door of appliance.
  - 2) Remove two screws on the door and take down the door.
  - 3) Install a new door in reverse procedures.



<b>Replacement of Door Hinge / Handle / Seal / Lock</b>	Applicable models	<b>EN</b>
	General	

<div data-bbox="113 333 783 701">  </div> <div data-bbox="113 701 783 1133">  </div>	<p>Replacement of the door Hinge / Handle</p> <ol style="list-style-type: none"> <li>1) Remove all the door nuts.</li> <li>2) Take apart the outer door / inner door / hinge / glass / handle.</li> <li>3) Install a new hinge or handle in reverse procedures.</li> </ol>
<div data-bbox="113 1133 783 1529">  </div>	<p>Replacement of the door gasket</p> <ol style="list-style-type: none"> <li>1) Remove the outer gasket clamp between the door seal and the front plate. Loosen the inner gasket clamp between the door seal and the front of the outer tub.</li> <li>2) Install a new gasket in reverse procedures.</li> </ol>
<div data-bbox="113 1529 783 1821">  </div>	<p>Replacement of the door lock</p> <ol style="list-style-type: none"> <li>1) Remove two screws on the door lock and take down the door lock.</li> <li>2) Take out the door lock and draw out the plug.</li> <li>3) Install a new lock in reverse procedures.</li> </ol>

<b>ADDITIONAL SUPPORT</b>	<b>Applicable models</b>	<b>EN</b>
	<b>General</b>	

The following parts are available for the customer to undertake repairs at their own risk. Please carefully follow the guidance given in this manual including all safety measures.

- Door
- Door hinge and seals
- Other seals
- Door locking assembly
- Plastic peripherals such as detergent dispensers

Parts can be obtained by calling the support service listed in this section. All repairs in this manual can be achieved using commonly available tools.

If you are in any doubt of your ability to carry out a repair, please use a professional service, also available through the support service.

Damage sustained to the appliance or future faults arising from poorly carried out repairs will not be covered under warranty.

<b>ADDITIONAL SUPPORT</b>	<b>Applicable models</b>	<b>EN</b>
	<b>General</b>	

## Help and assistance

If you require any technical guidance or find that your washing machine is not operating as intended, a simple solution can often be found in the **Troubleshooting** section of these instructions or online at **[www.bush-support.com](http://www.bush-support.com)**

If you still require further assistance, call one of our experts on **0345 257 7271\***. To help give us give you a fast and efficient service please have the following information ready:

Model Ref.	<input type="text"/>	You can find these on the rating plate - a small information panel (usually a sticker or metal plate) on the rear of your appliance
Serial number	<input type="text"/>	
Date of purchase	<input type="text"/>	This will be shown on your receipt

Local call rates applies\*

Lines open 8am-7pm Monday to Saturday and 10am-4pm Sunday.

\*Calls to Bush enquiry lines may attract a charge and set up fee from residential lines depending on your call plan/tariff. Mobile and other providers costs may vary, see [www.bt.com/pricing](http://www.bt.com/pricing) for details.

For Security and training purposes, telephone calls to and from customer service centres maybe recorded and monitored. Calls from Republic of Ireland will attract international call charges.

## Notes on disposal :



The symbol on the product or its packaging indicates that this product may not be treated as household waste. Instead it should be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling this product, please contact your local council office, your household waste disposal service or the shop where the product was purchased.