BUSH

Customer Service Manual

Washing Machine

WMSAE612W
WMSAE712EW/EB
WMSAE812EW/EB
WMSAE912EW/EB
WMSAE1012EW/EB



Customer service manual

BUSH WMSAE Series Washing Machine 6,7,8,9,10Kg

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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.

SAFETY PRECAUTIONS	
	Before any disassembly/repair operation make sure appliance is unplugged, water tap is closed and heating elements are cooled down. There is electrical shock, burning and flood risk.
	Please replace whole cable group even in case there is any minor failure with cables / terminals / sockets. Never try to repair nor to solder cable group. It may cause smoke, ignition and there is major risk of electrical shock.
	Straightly pull out or insert the terminals. Do not twist it. It may be the cause of damage or ignition.
	Always use insulator gloves to prevent injury by metal edges or to prevent electrical shock during electrical tests. Work with uniforms having long sleeves to protect your arms from metal edges.
	Always use original spare parts. You may harm appliance, end user, environment or yourself using untested and unapproved 3rd party spare parts.
	Use right tools to prevent any wear or damage to components during assembly/disassembly.
	Do not touch any rotating object with hand unless it stops completely. Slow rotation may also roll in your hands and cause injury.
	Rebuilding is prohibited. Do not rebuild machine parts and components when repairing service. It may be the cause of damage or ignition.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Tub Bellow Seal	General	

1. Necessary Tools



A. Pliers
B. Flat head thin screwdriver
C. Cordless screwdriver or classic screwdriver with torx bits (T20)

2. Disconnection



2.1. Remove the plug



2.2. Turn off the tap and disconnect the hose from the valve

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Tub Bellow Seal	General	



2.3. Turn off the tap and disconnect the hose from the valve

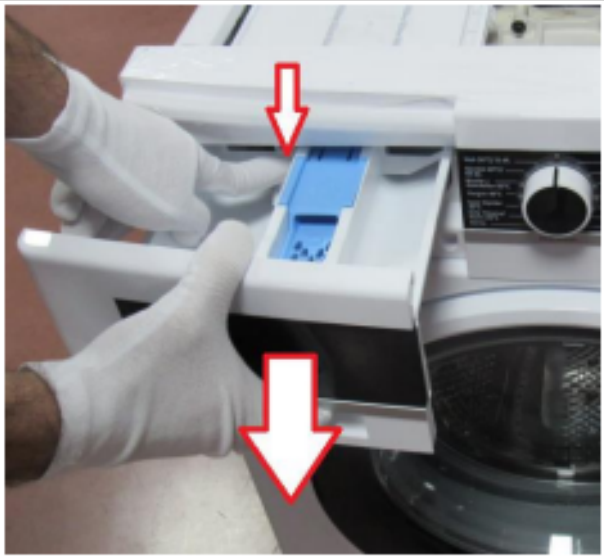
3. Disassembly Instructions



3.1. Turn off the tap and disconnect the hose from the valve



3.2. Push the top-plate back and pull it up.

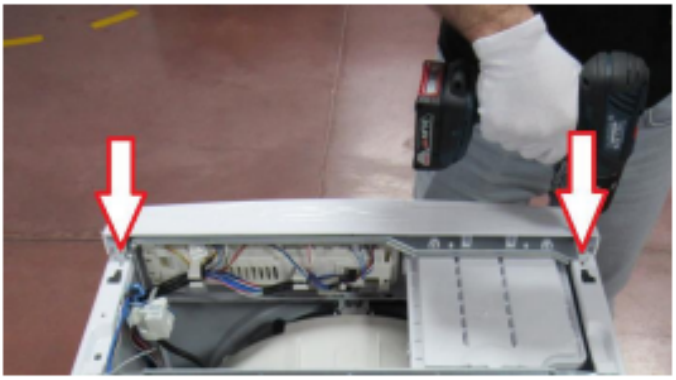


3.3. While pressing siphon cover keep pulling drawer to remove it.

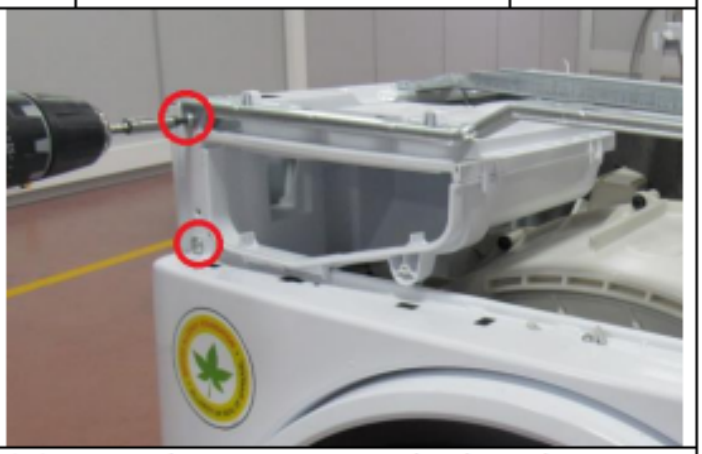


3.4 Remove the screw which fixes the control panel to the front panel.

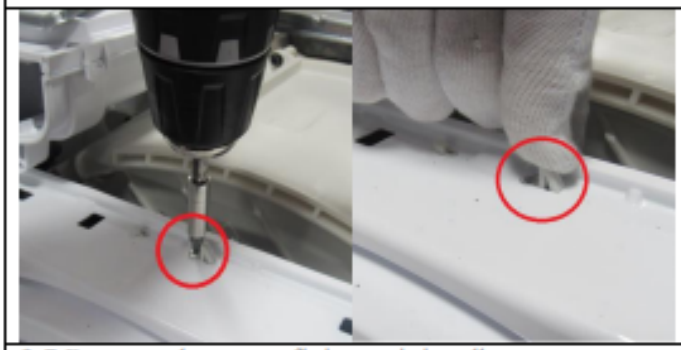
REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Tub Bellow Seal	General	



3.5 Remove two screws fixing control panel.



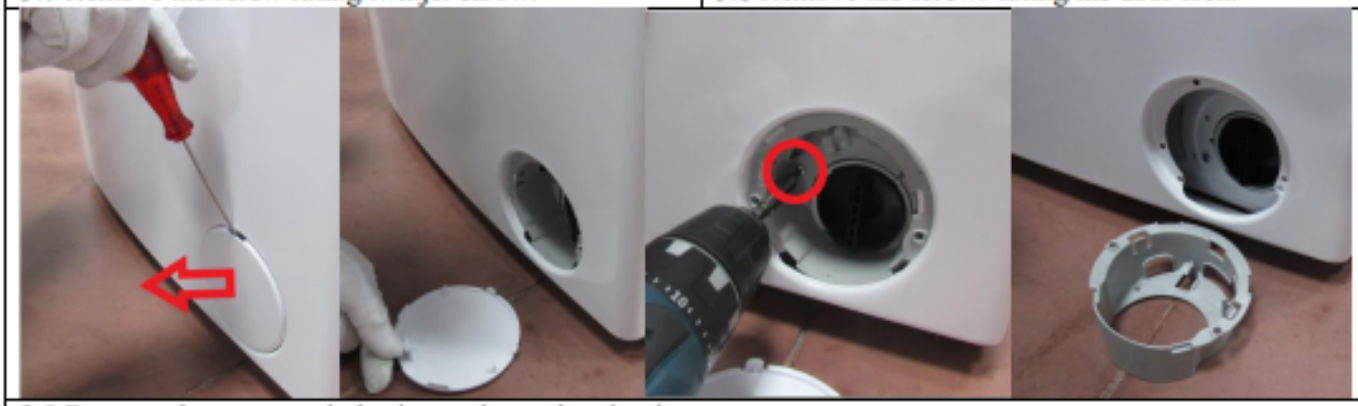
3.6 Remove the screw on support bracket and two screws fixing front panel to body



3.7 Remove the screw fixing twinjet elbow.



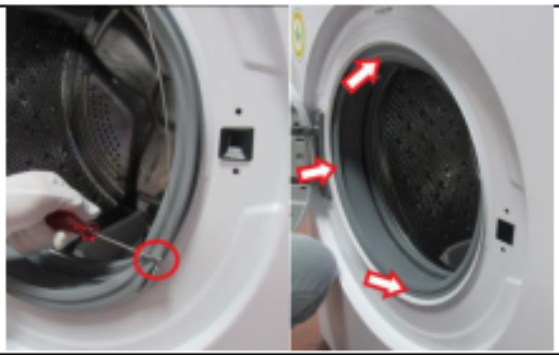
3.8 Remove the screws fixing the door lock.



3.9 Remove the screw and plastic part located under the pump cover



3.10 Remove the screw fixing the front panel at the bottom.

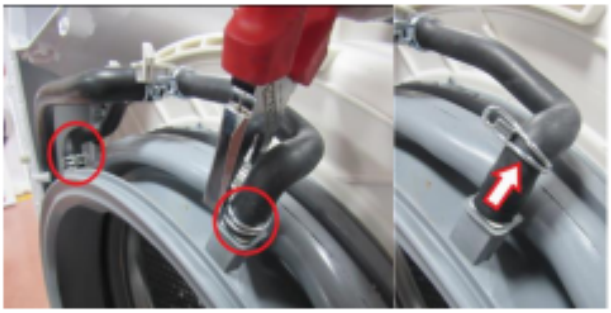


3.11 Remove the wire by using small screwdriver and push the seal to the inside

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Tub Bellow Seal	General	



3.12 Pull up and remove the front panel.



3.13 Remove twinjet hoses from tub bellow seal pulling them up.



3.14 Remove the tub gasket clip by using small screwdriver.

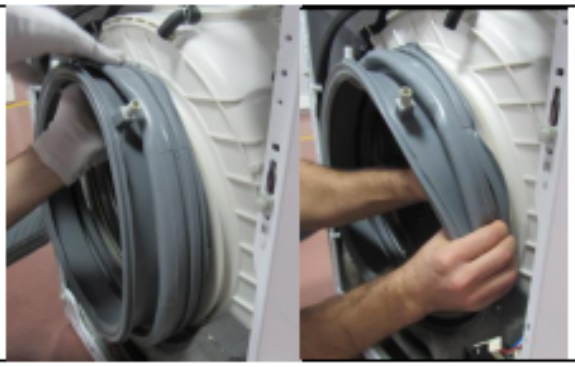


3.15 Hold the gasket bellows and the gasket body pull out in and out at the same time.

4. Assembly Instructions

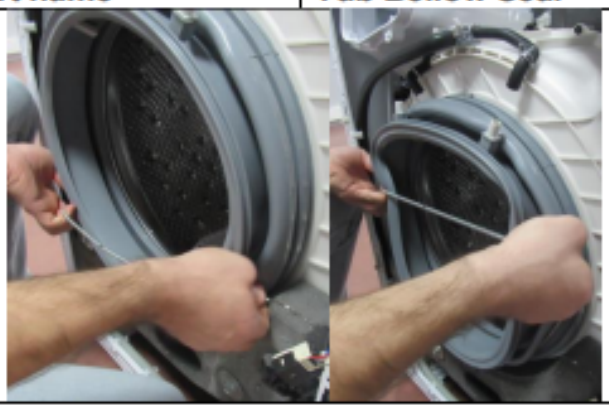


4.1. Guides must be matched

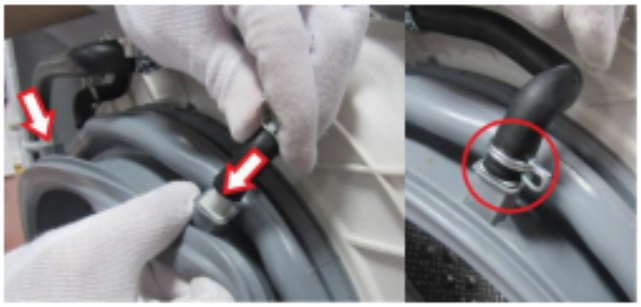


4.2. Fit the tub bellow seal to the front tub

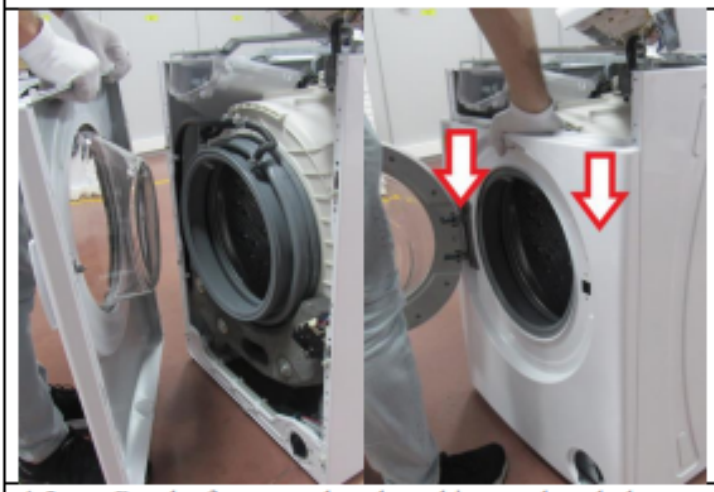
REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Tub Bellow Seal	General	



4.3. Pull the tub gasket clip to the up by hand and fit it



4.4. Assemble the twinjet nozes and tighten the clips



4.5. Put the front panel to the cabinet and push down to set it



4.6. Tighten the door lock screw

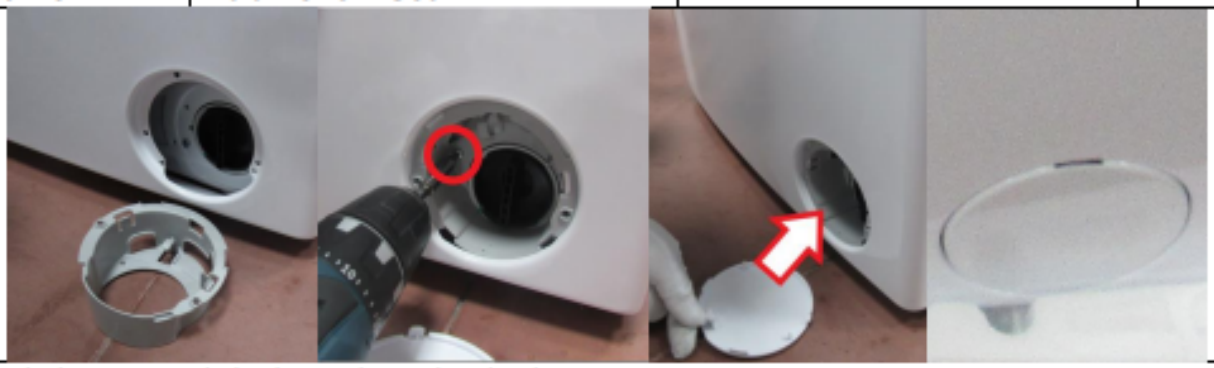


4.7. Pull the tub bellow seal to the outside and assemble the wire by using small screwdriver

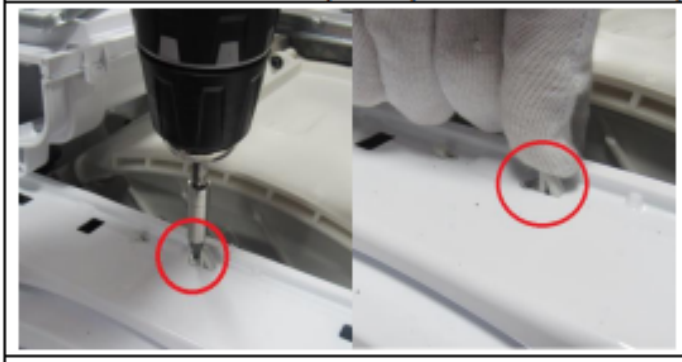


4.8. Tighten the screw fixing the front panel at the bottom

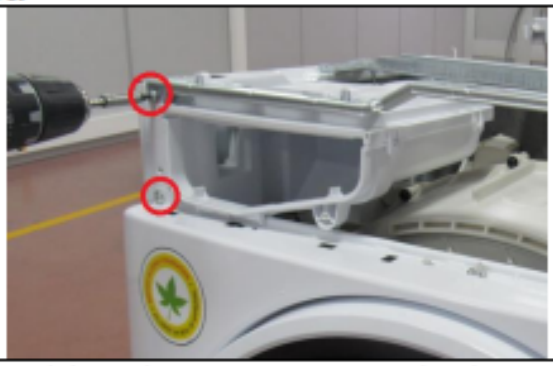
REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Tub Bellow Seal	General	



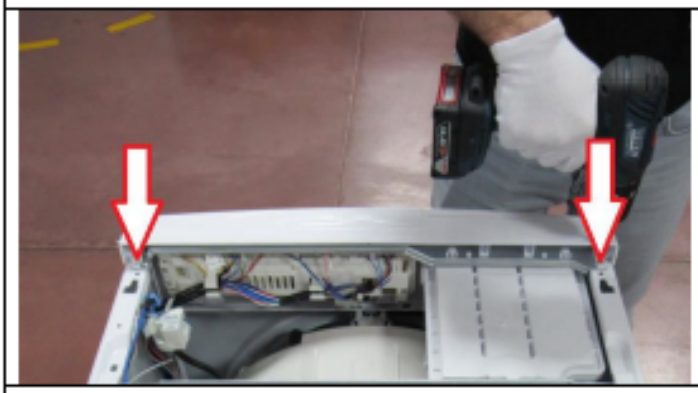
4.9. Fit the screw and plastic part located under the pump cover



4.10. Assemble the twinjet elbow to the front panel



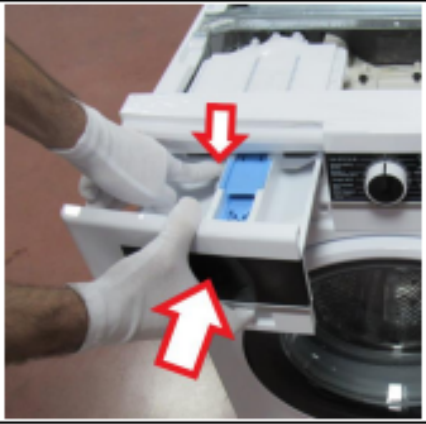
4.11. Tighten the screw on support bracket and two screws fixing front panel to body



4.12. Tighten two screws fixing control panel.



4.13. Tighten the screw which fixes the control panel to the front panel.

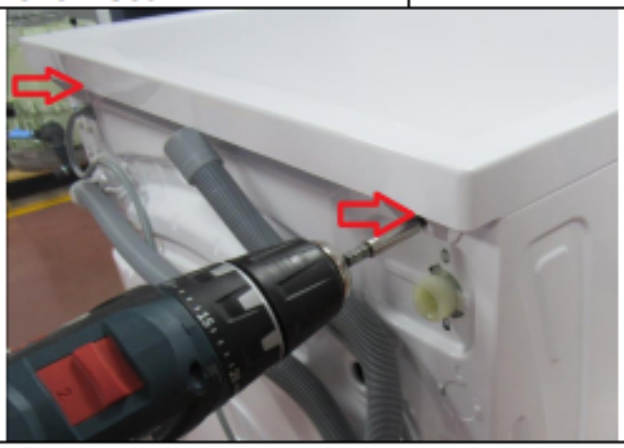


4.14. While pressing siphon cover keep pushing drawer to fit

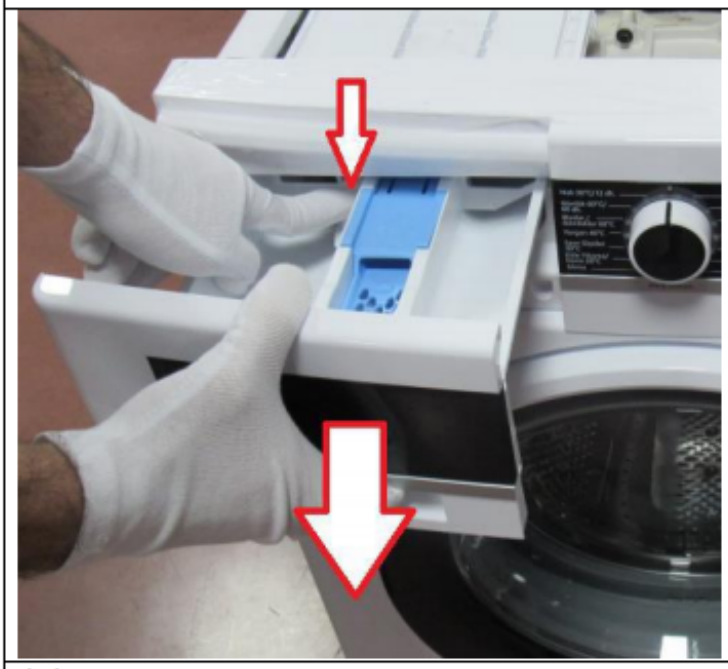
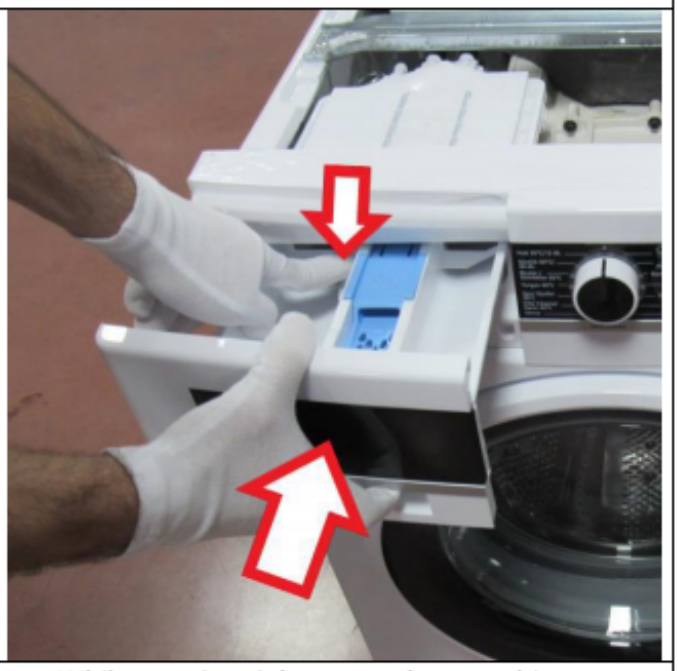


4.15. Fit the upper tray according to movement above

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Tub Bellow Seal	General	



4.16. Tighten two screws that fix the top-plate at the back.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Detergent Drawer	General	
1. Disassembly Instructions		2. Assembly Instructions	
			
1.1. While pressing siphon cover keep pulling drawer to remove it.		2.1. While pressing siphon cover keep pushing drawer to fit	

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door, Hinge ve Handle	General	

Necessary Tools



A) Plier
B) Flat head thin screwdriver
C) Cordless screwdriver or classic screwdriver with torx head (T25)

1. Disconnection

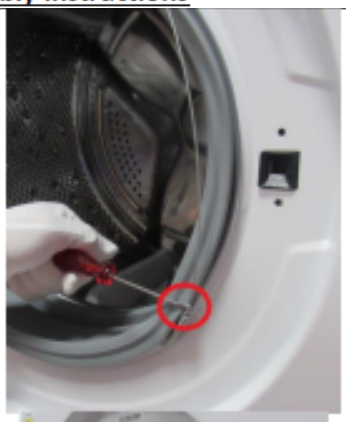




Remove the plug

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door, Hinge ve Handle	General	

2) **Disassembly Instructions**





2.1. Remove the wire by using small screwdriver and push the seal to the inside



2.2. Remove the door hinge screws by using a Tx25 head screwdriver



2.3. Remove the door



2.4. There is hinge support sheet behind the front panel. Please keep it stable while operation and do not forget to assemble it to the front panel.

Follow the hinge and handle changing instructions if needed after this step. If not required to replace the hinge and handle, you can skip to the door assembly section.

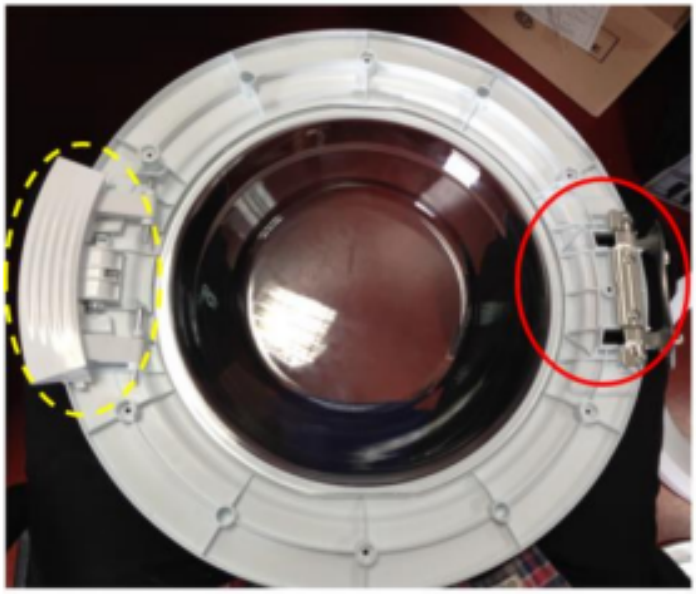
REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door, Hinge ve Handle	General	

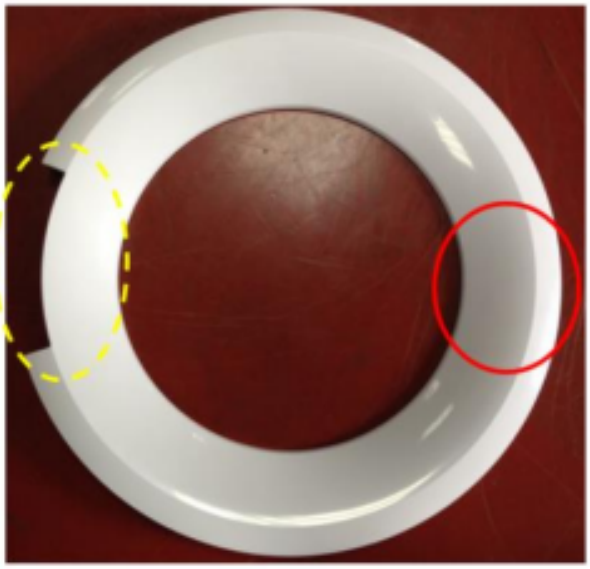


2.5. Remove the screws on the door, a number of the screws may change based on the door type.

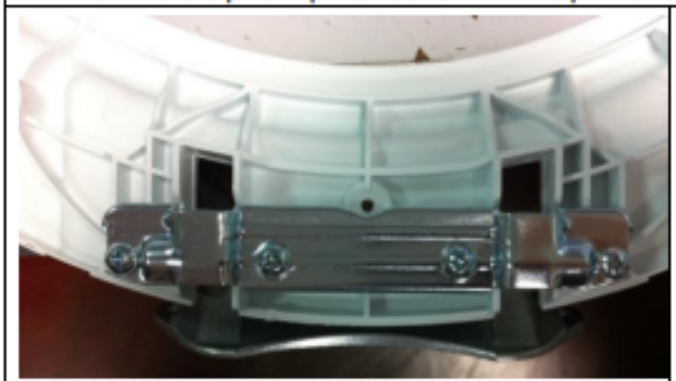


2.6. You can use a screwdriver to separate the front and back plastics from the area in the photo.

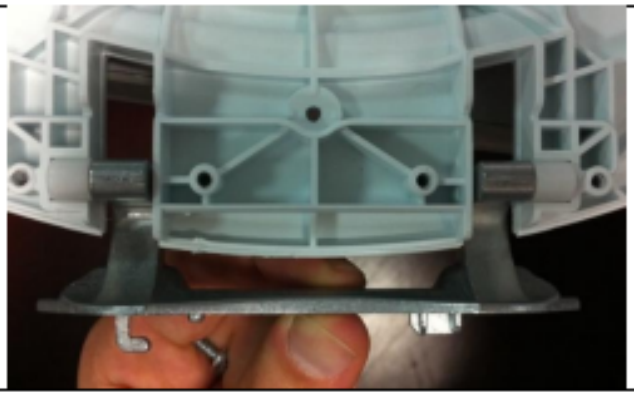




2.7. Remove the plastic parts as shown in the photo above.



2.8. Remove the hinge sheet by screwdriver



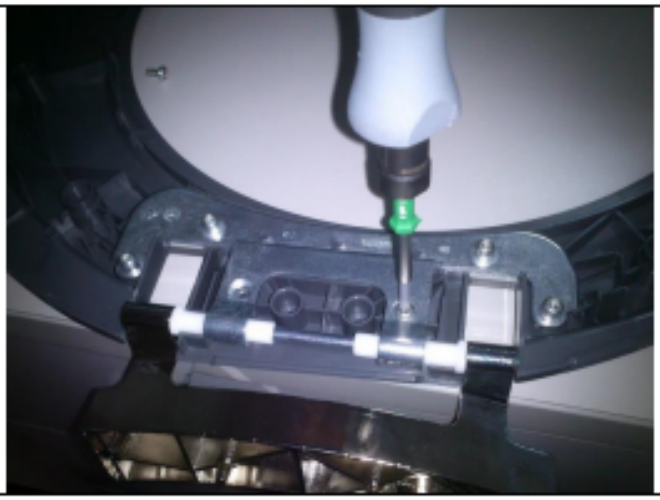
2.9. Remove the hinge

IF THE PRODUCT HAS PLASTIC HINGE PLEASE FOLLOW THE INSTRUCTIONS BELOW

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door, Hinge ve Handle	General	



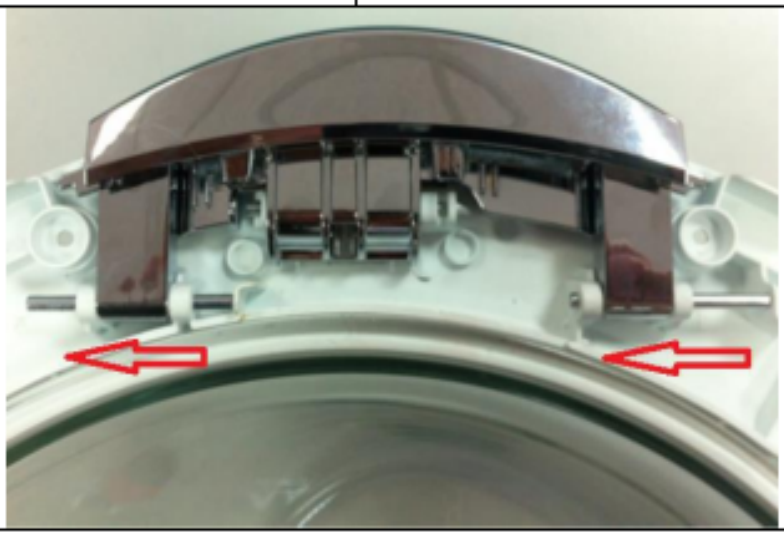
2.10. Hinge needs to be changed as a group for the door which has no handle.



2.11. Remove the screws and assemble the new part as a group.

DISASSEMBLY FOR THE OUTSIDE HANDLE

DISASSEMBLY FOR THE INSIDE HANDLE

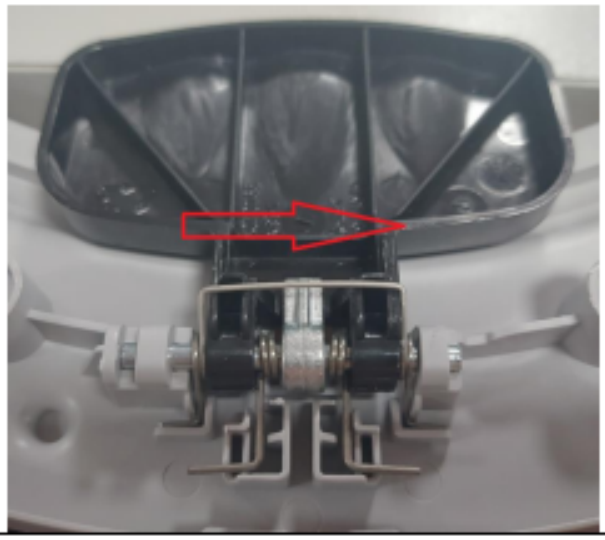


2.12. Remove the pins in the direction of the arrows



2.13. Remove the spring from the hosue (depends on the model)

INSIDE HANDLE DISASSEMBLY



2.14. Remove the pin in the direction of the arrow.



2.15. Use the knife or thin flat head screwdriver to remove the pin.



2.16. Take the pin by a plier. Then please take off the door handle and assemble the new one.

3. Assembly Instructions

Please pay attention to intructions according to the door handle type. If you have not dropped the hinge support sheet to inside the machine, you can skip the tub bellow seal disassembly step.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door, Hinge ve Handle	General	



3.1 Remove the wire by using small screwdriver and push the seal to the inside



3.2 Push the seal to the inside

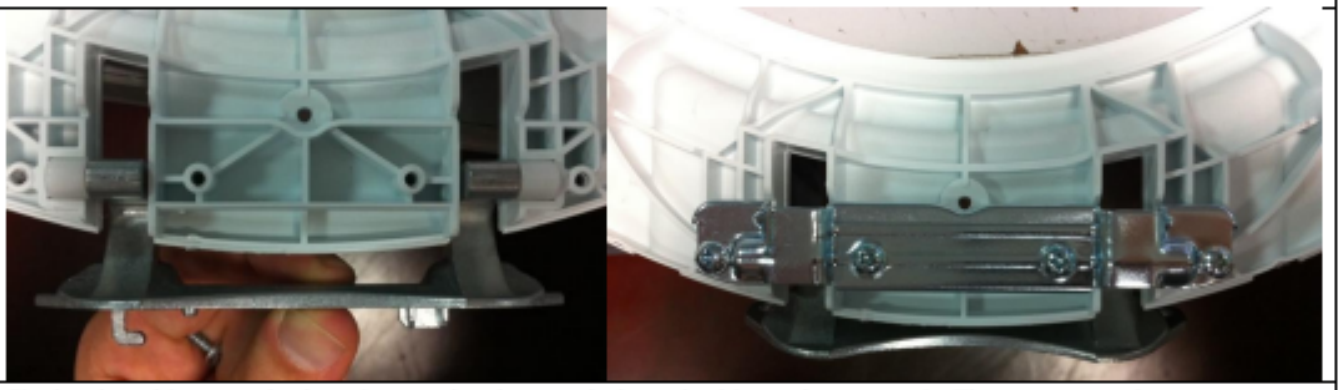


3.3 Take the hinge support sheet



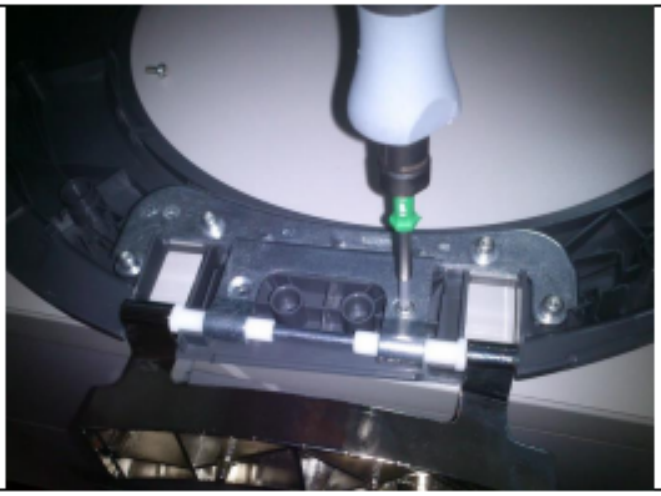
3.4 Fit the hinge support sheet to the housing on the front panel.

DOOR HINGE ASSEMBLY INSTRUCTIONS (Please follow the instructions which is realted to your type)



3.5 Fit the door hinge to the housing on the door and place the hinge sheet over it. The screw number may change depends on the door model.

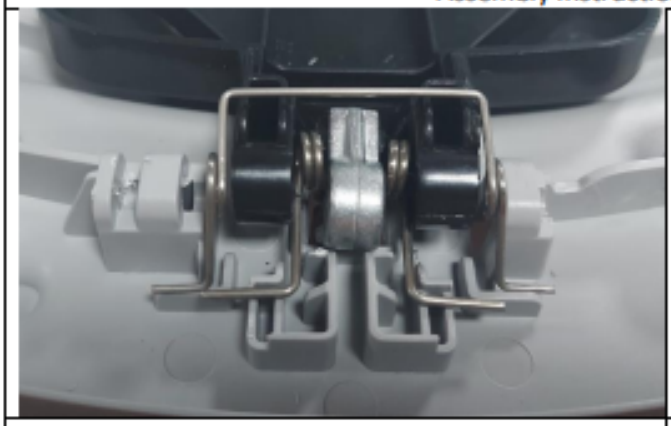
REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door, Hinge ve Handle	General	



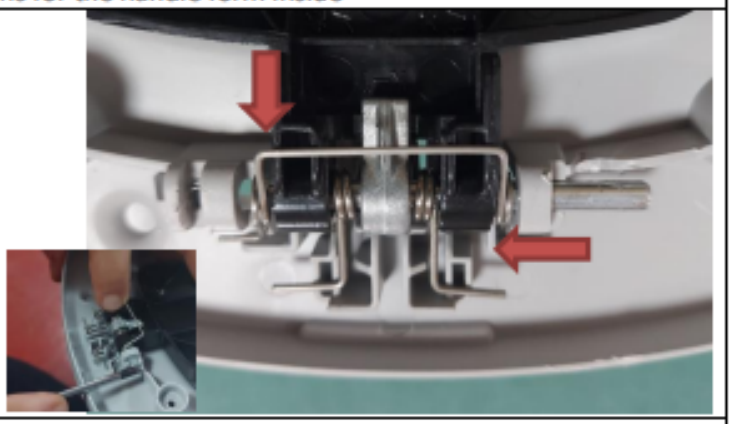
3.6 If the hinge on your product is the same as the photo above, you must change it as a group since it is not possible to remove the pin.

DOOR HANDLE ASSEMBLY (Please follow the instructions suitable for your models)

Assembly Instructions for the handle form inside



3.7 Place the parts as like photo above



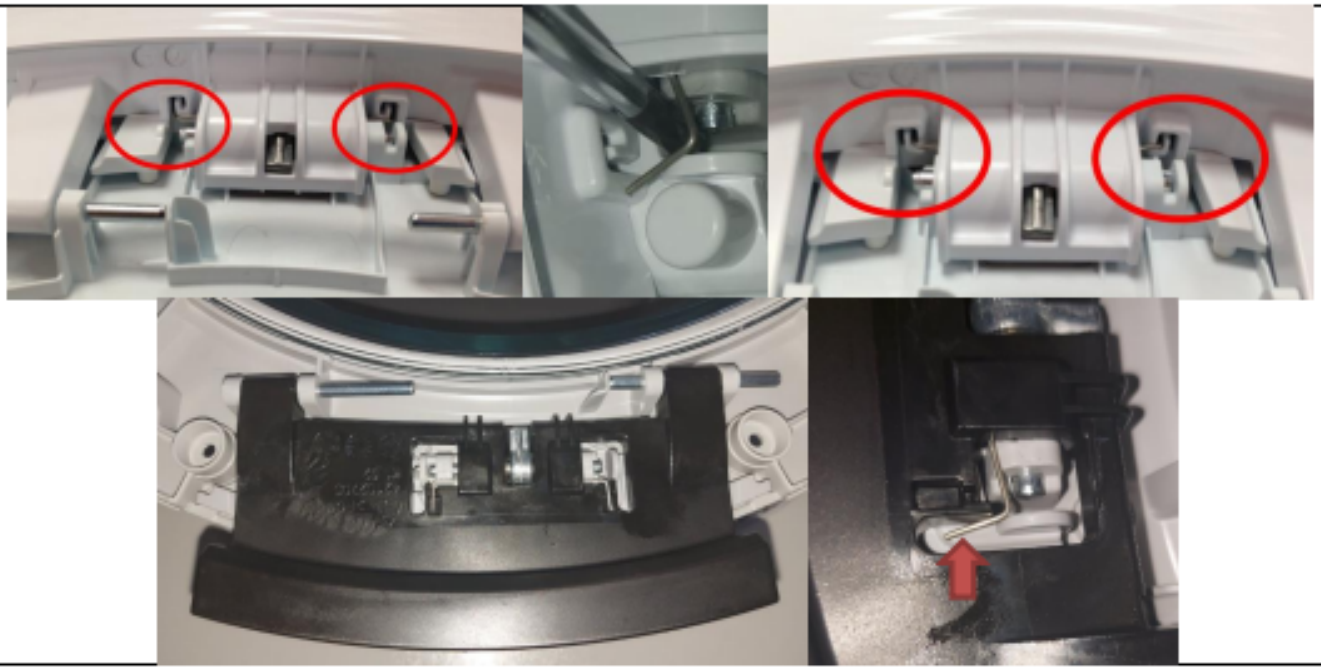
3.8 Fit the pin to the house and as shown in the photo above.

Dıştan tutamaklı Kapı Tutamağı Montajı

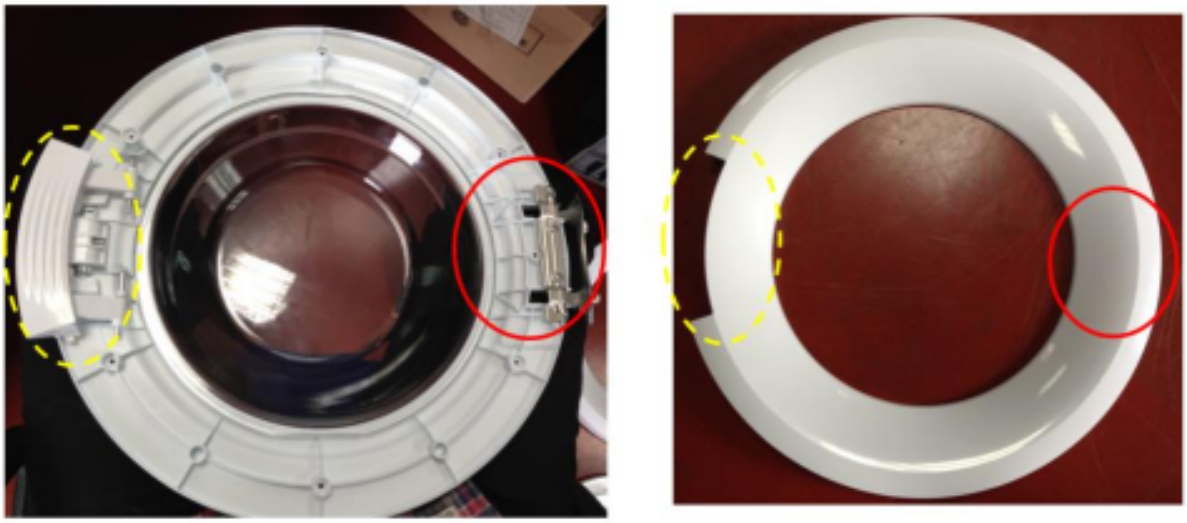


3.9 Please follow the instructions as like in the photos. Place the springs to the houses on the door frame.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door, Hinge ve Handle	General	



3.10 After fitting the handles, springs needs to be assemble to the handle as shown the photos above.



3.11 After the assembly of the handle or hinge, door outer plastic should be fitted. Please do not forget the assembly of the door glass too.

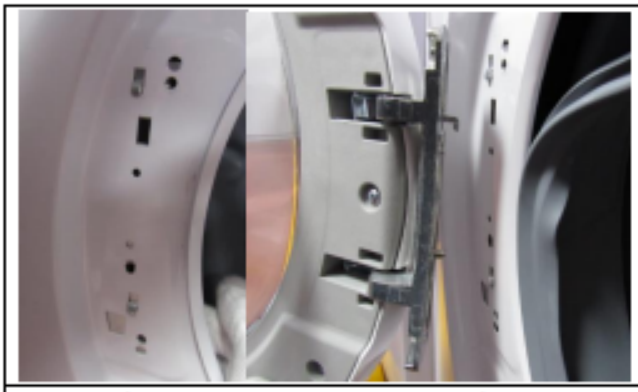


3.12 Be sure that all the parts have been fitted very well.



3.13 Assemble the all screws on the inside plastic part of the door.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door, Hinge ve Handle	General	



3.14 If the hinge support sheet had fallen inside to unit, please follow the related previous instructions to fit it to the front panel firstly. After that assemble the door to the front panel



3.15 Tighten the hinge screw by using a Tx25 screwdriver.



3.16 If the tub bellow seals had removed before, please assemble it again.



3.17 Place the seal spring and fit to the housing on the front panel.



3.18 Spring must be fitted very well as shown in the photo above.

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door Lock	General	

1. **Necessary Tools**



A) Flat head thin screwdriver
B) Torx T20
C) Cordless screwdriver or classic screwdriver to use torx head (T20)

2. **Disconnection**



Remove the plug

3. **Disassembly Instructions**

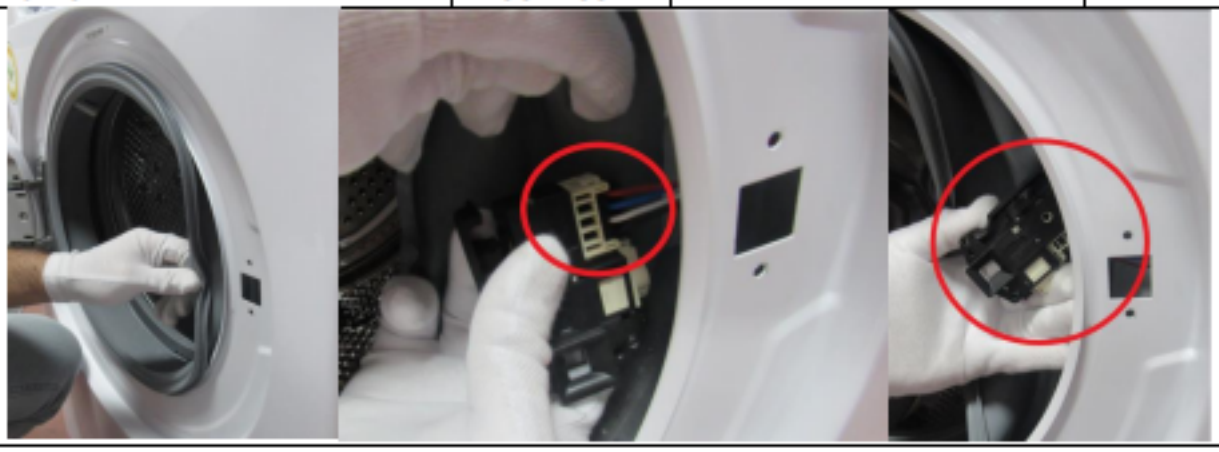


3.1. Remove the screws fixing the door lock.



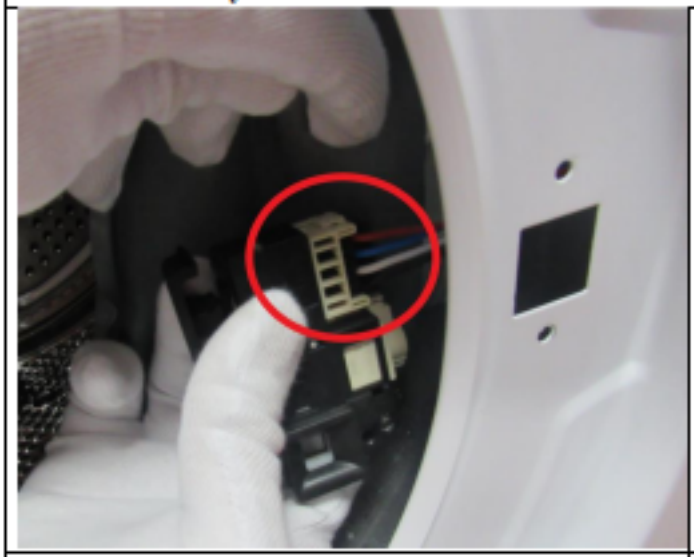
3.2. Remove the wire by using small screwdriver

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Door Lock	General	



3.3. Remove the right side of the tub bellows seal and reach to door lock

4. **Assembly Instructions**



4.1.Unplug the connector and remove the door lock. Connect the new door lock to connector



4.2.While supporting the door lock by hand, tighten the screws fixing the door lock.



4.3. Fix the tub bellow seal and fix the wire by using the small screwdriver

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Pump	General	

Necessary Tools



A) Plier
B) Flat head thin screwdriver
C) Cordless screwdriver or classic screwdriver with torx head (T20)

1. Disconnection



1.1. Remove the plug

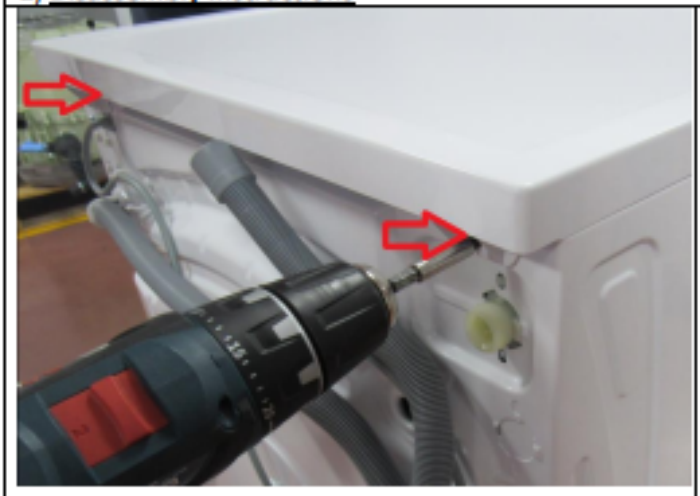


1.2. Turn off the tap and disconnect the hose from the valve



1.3. Disconnect the drain hose

2) **Disassembly Instructions**

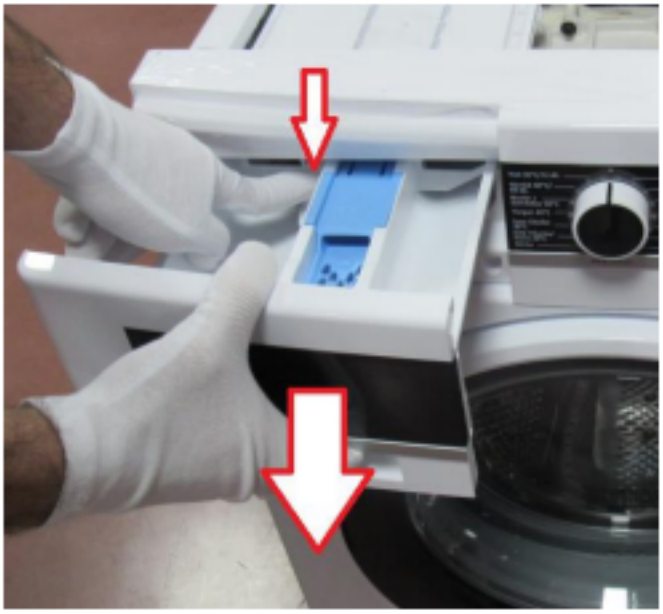


2.1. Remove two screws that fix the top-plate at the back.

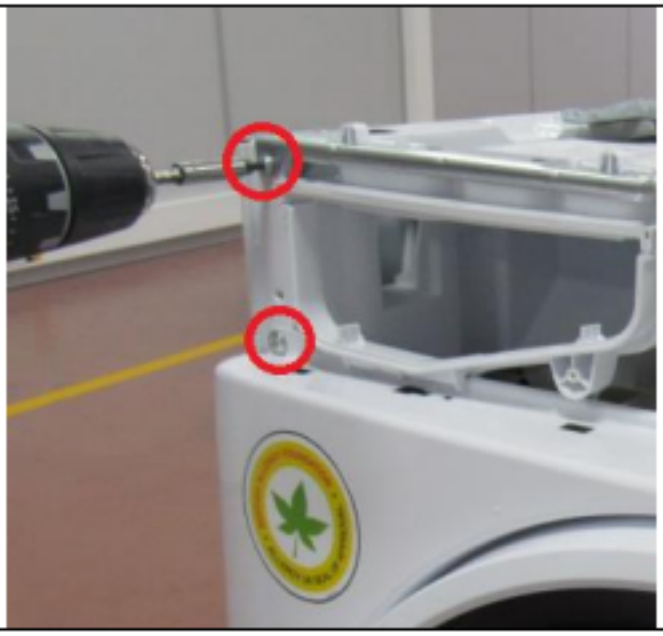


2.2. Push the top-plate back and pull it up.

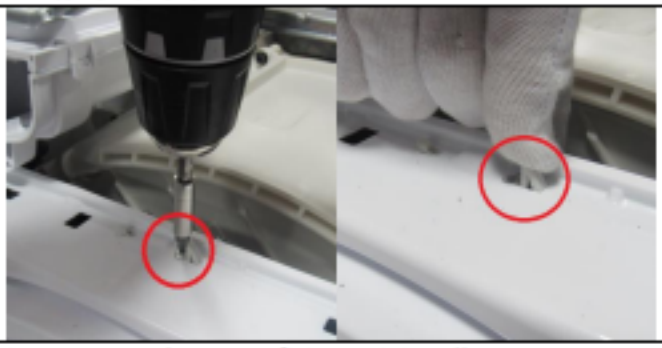
REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Pump	General	



2.3. While pressing siphon cover keep pulling drawer to remove it.



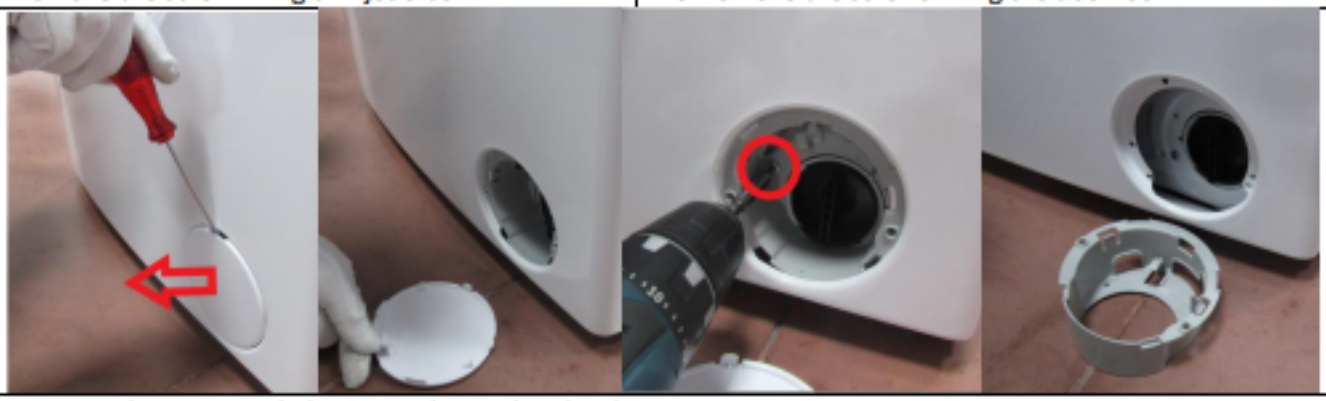
2.4. Remove the screw on support bracket and two screws fixing front panel to body



2.5. Remove the screw fixing twinjet elbow.



2.6. Remove the screws fixing the door lock.

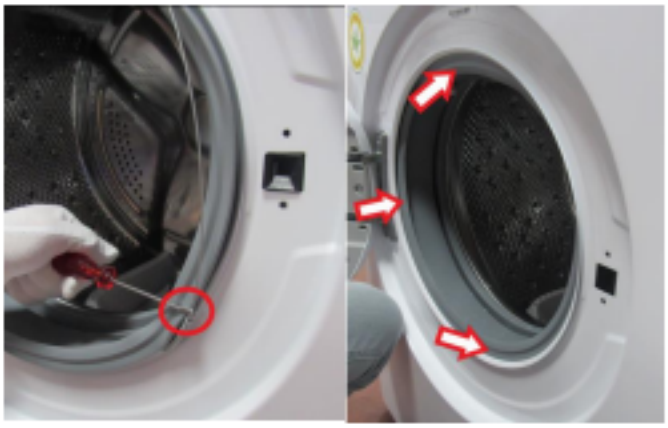


2.7. Remove the screw and plastic part located under the pump cover

REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Pump	General	



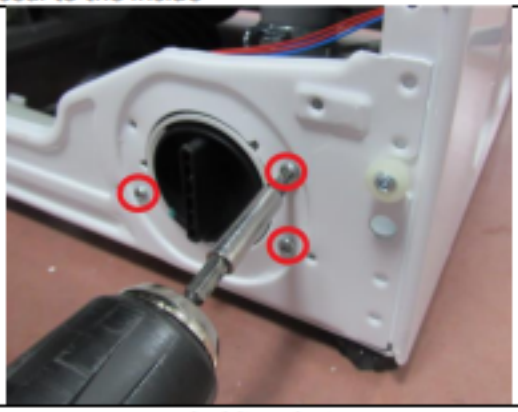
2.8. Remove the screw fixing the front panel at the bottom.



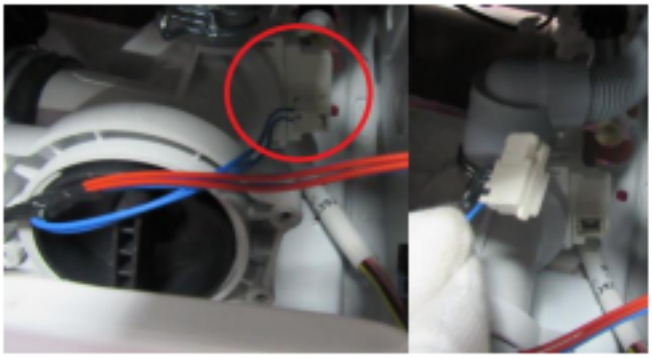
2.9. Remove the wire by using small screwdriver and push the seal to the inside



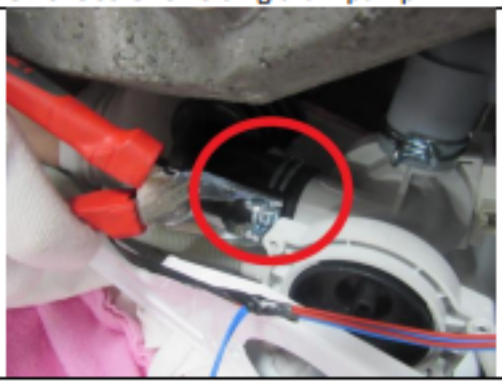
2.10. Pull up and remove the front panel.



2.11. Remove screws holding drain pump



2.12. Remove the drain pump connector



2.13. Remove clamp fixing tub outlet hose by using a plier



2.14. Remove clamp holding drain hose by using a plier.



2.15. Remove clamp holding twinjet hose by using a plier.

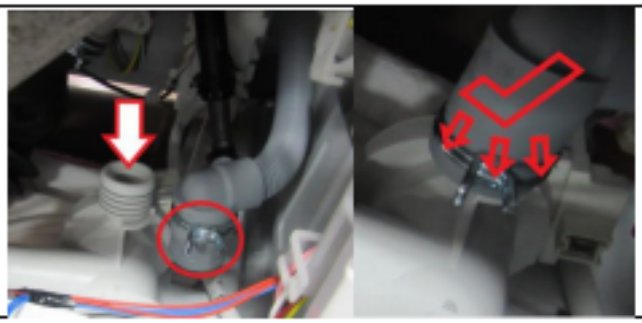


2.16. Remove the drain pump and change with the new one

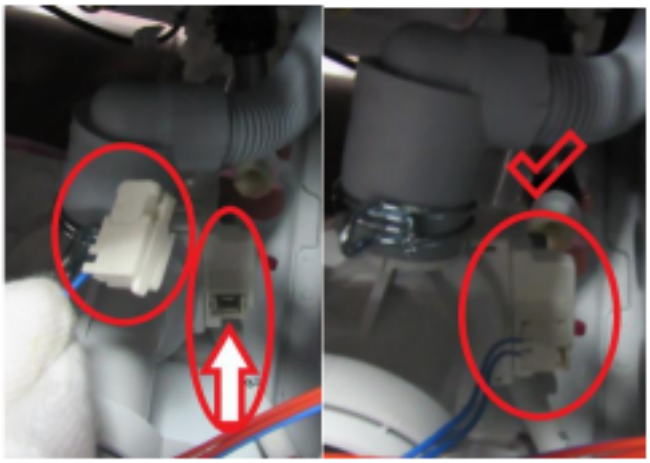
3. Assembly Instructions



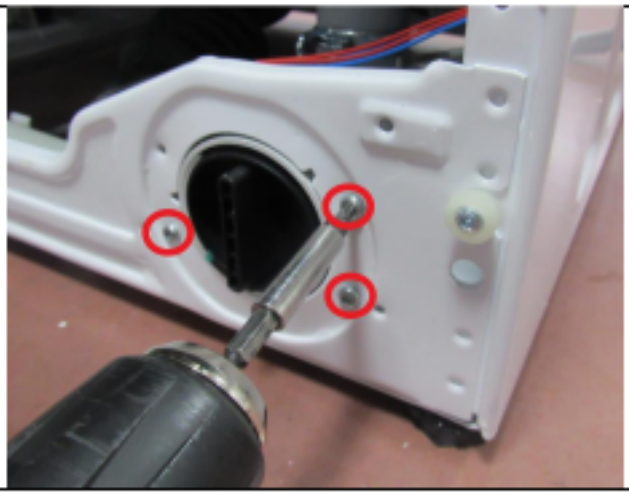
3.1. Connect the twinjet hose by using a plier to fix the clamp



3.2. Connect the drain hose by using a plier to fix the clamp



3.3. Connect the drain pump connector



3.4. Tighten the screws holding drain pump

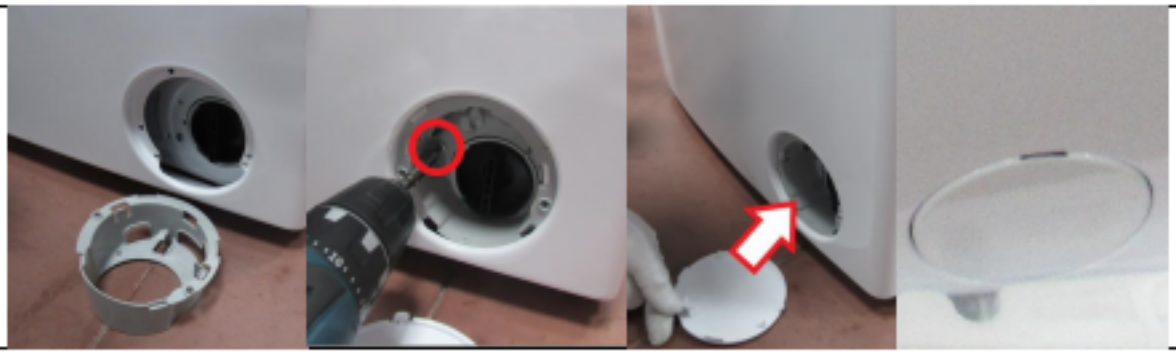


3.5. Pull the tub bellow seal to the outside and assemble the wire by using small screwdriver

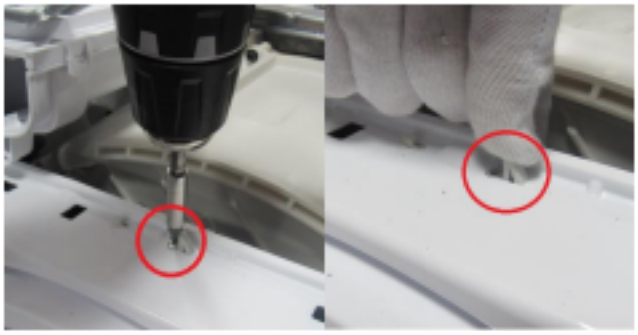


3.6. Tighten the screw fixing the front panel at the bottom

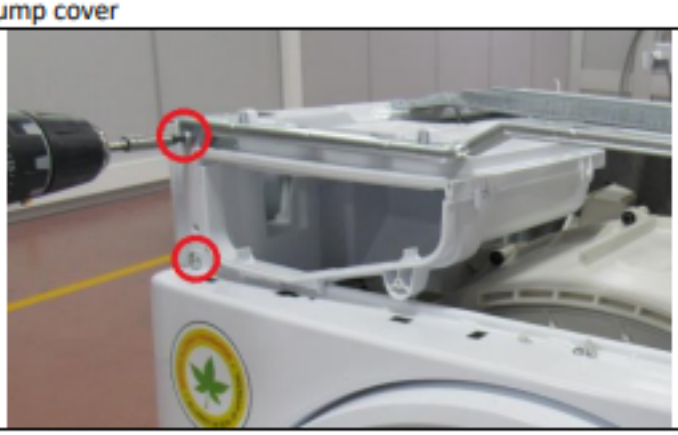
REPLACEMENT PROCEDURE		Applicable models	EN
Part name	Pump	General	



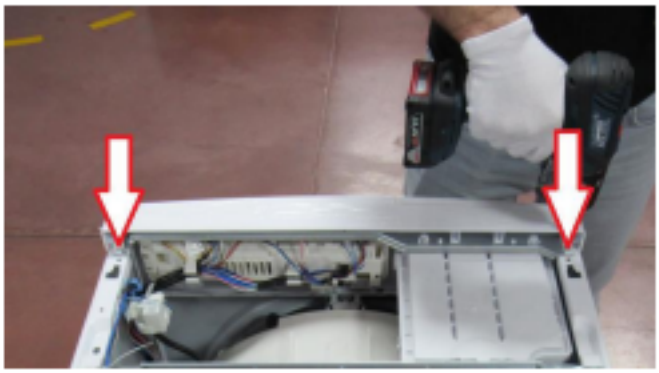
3.7. Tighten the screw and plastic part located under the pump cover



3.8. Assemble the twinjet elbow to the front panel



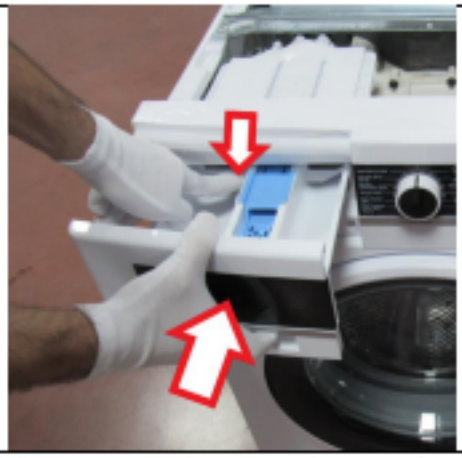
3.9. Tighten the screw on support bracket and two screws fixing front panel to body



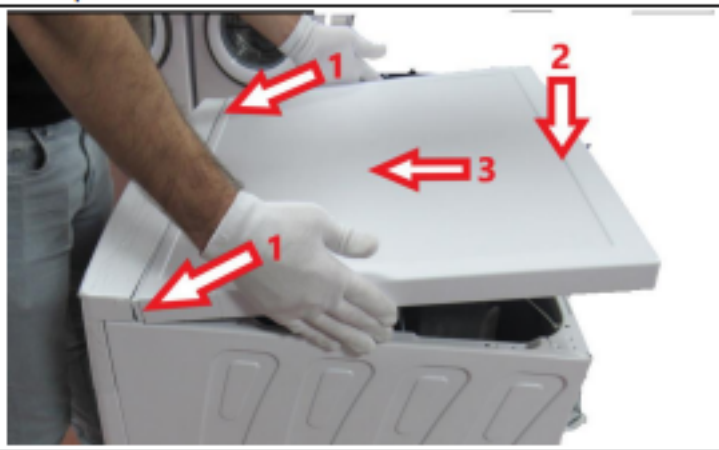
3.10. Tighten two screws fixing control panel.



3.11. Tighten the screw which fixes the control panel to the front panel.

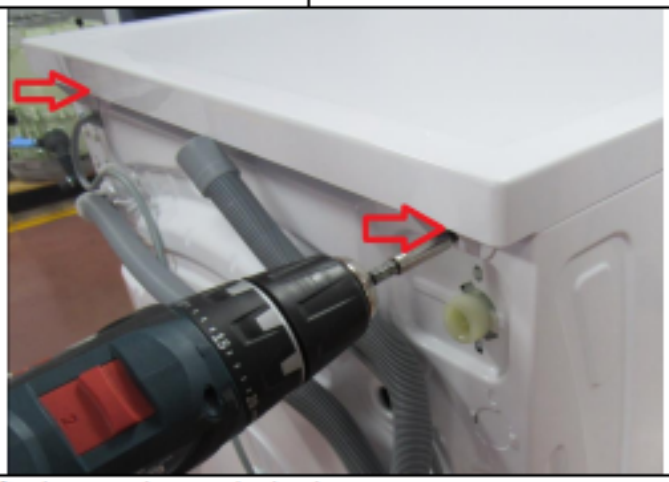


3.12. While pressing siphon cover keep pushing



3.13. Fit the upper tray according to movement above

drawer to fit it.



3.14. Tighten two screws that fix the top-plate at the back

REPLACEMENT PROCEDURE		Applicable models	EN
		General	
Part name	HEATER		

HEATER REPAIR INSTRUCTION

1. Disconnection



Remove the plug



Turn off the tap and disconnect the hose from the valve



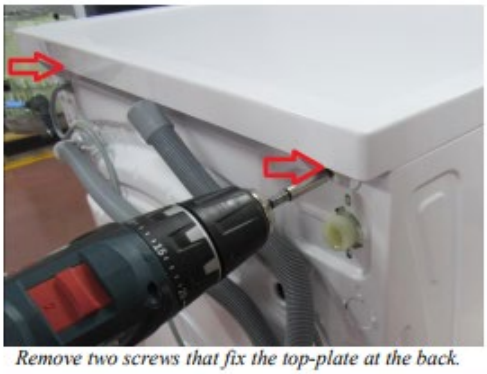
Disconnect the drain hose

2. Necessary Tools

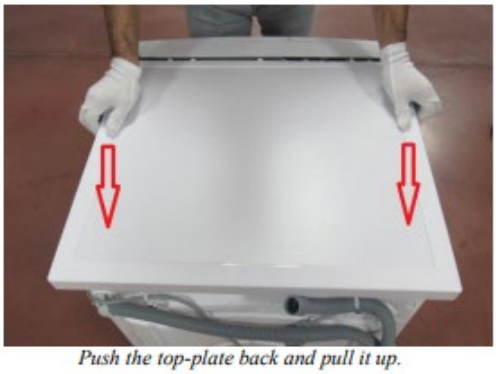


A. Plier
B. Flat head screwdriver
C. Ratchet Wrench with M8 head

3. Disassembly Instructions



Remove two screws that fix the top-plate at the back.



Push the top-plate back and pull it up.



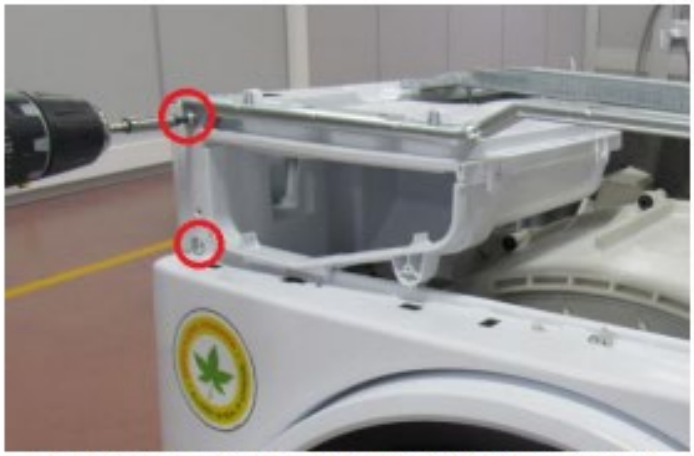
While pressing siphon cover keep pulling drawer to remove it.



Remove the screw which fixes the control panel to the front panel.



Remove two screws fixing control panel.



Remove the screw on support bracket and two screws fixing front panel to body



Remove the screw fixing twinjet elbow.



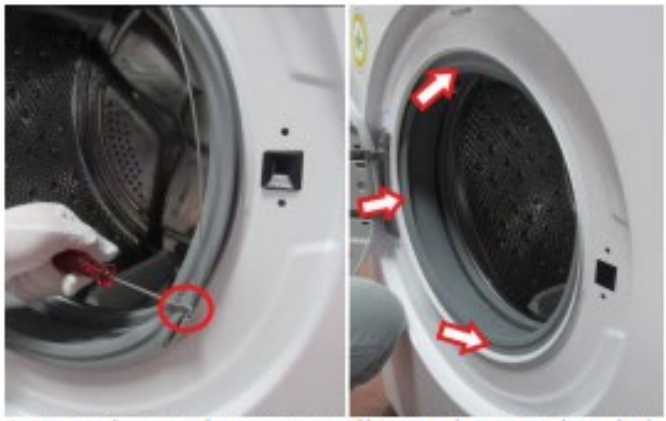
Remove the screws fixing the door lock.



Remove the screw and plastic part located under the pump cover



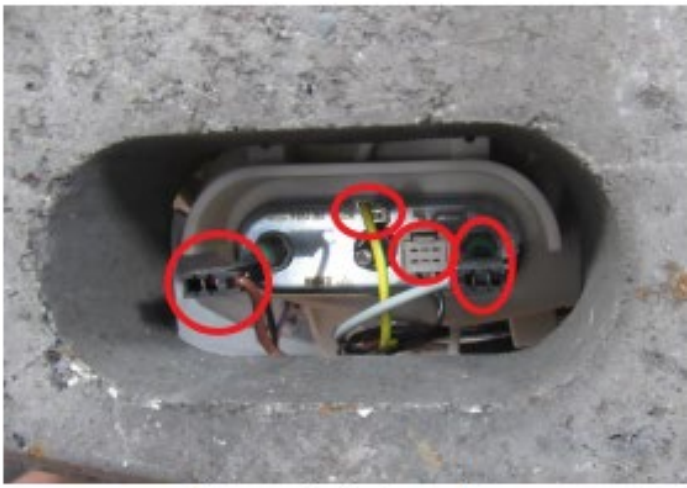
Remove the screw fixing the front panel at the bottom.



Remove the wire by using small screwdriver and push the seal to the inside

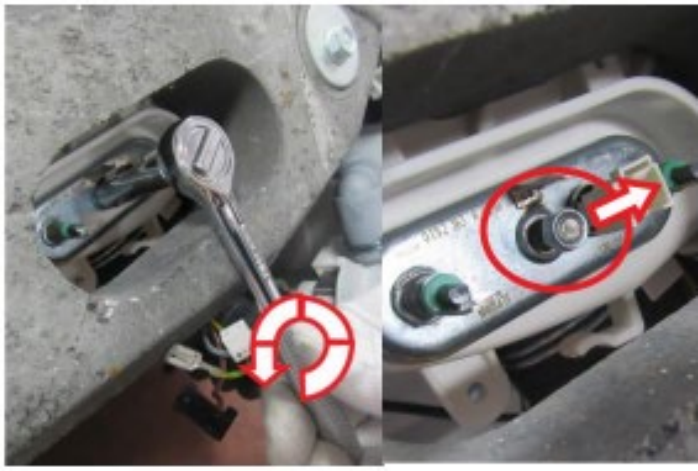


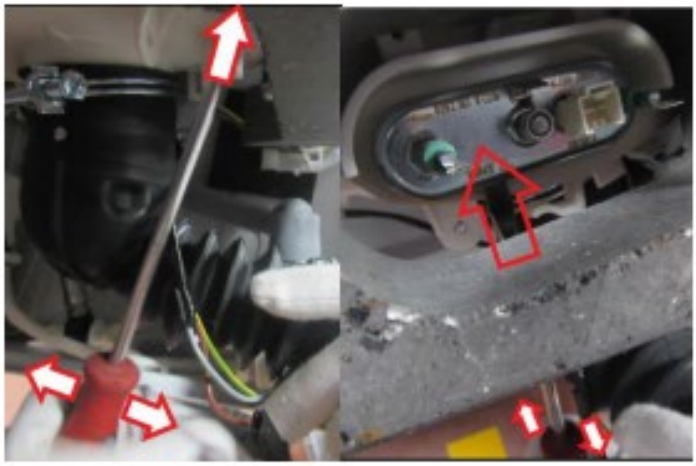
Pull up and remove the front panel.



Remove the heater sockets





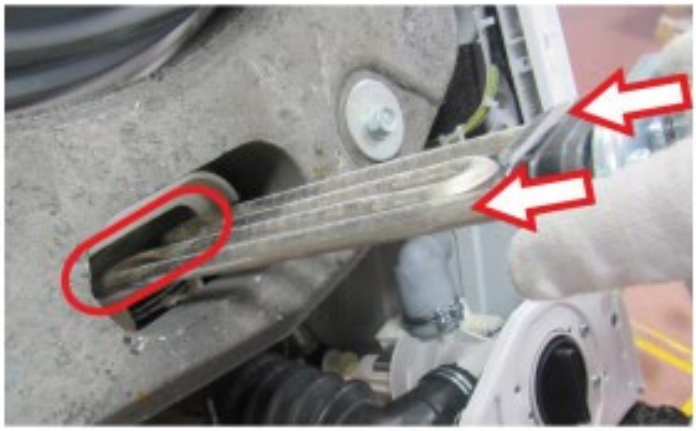


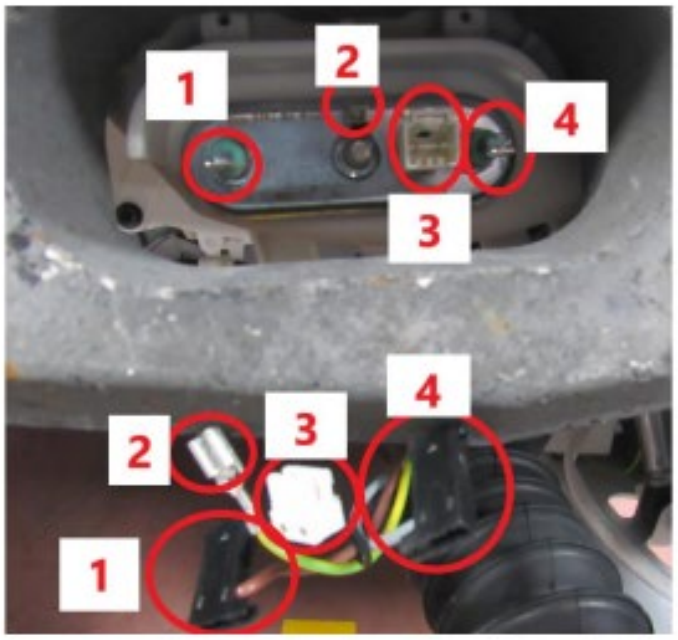




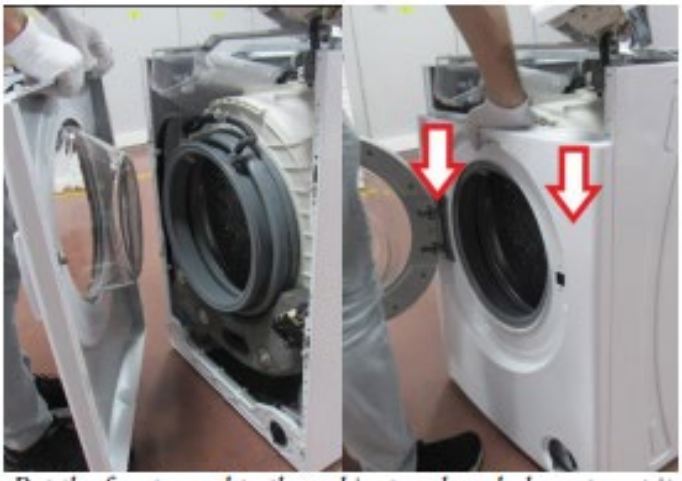


4. Assembly Instructions









Put the front panel to the cabinet and push down to set it



Tighten the door lock screw



Pull the tub bellow seal to the outside and assemble the wire by using small screwdriver



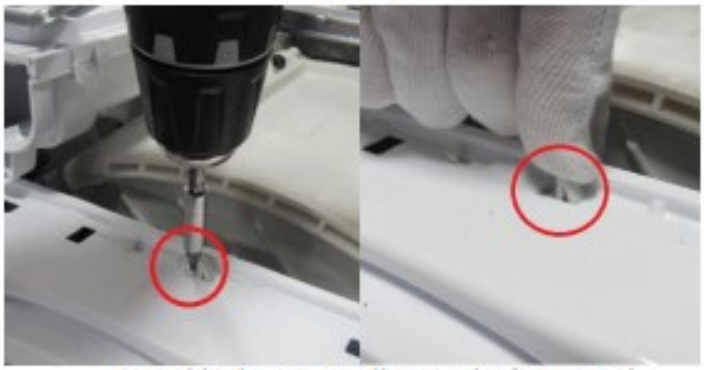
Tighten the screw fixing the front panel at the bottom



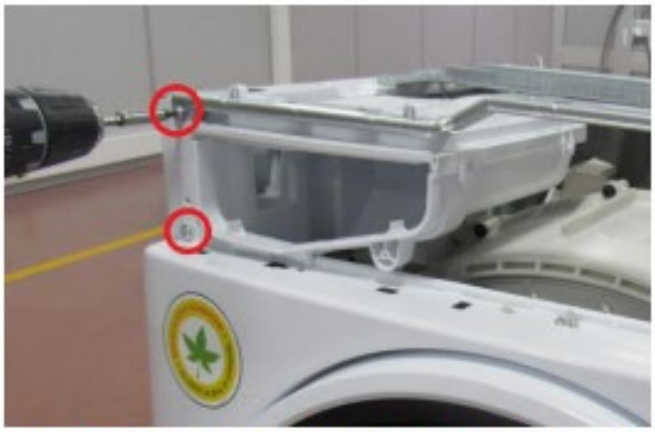


HEATER REPAIR INSTRUCTION

Tighten the screw and plastic part located under the pump cover



Assemble the twinjet elbow to the front panel



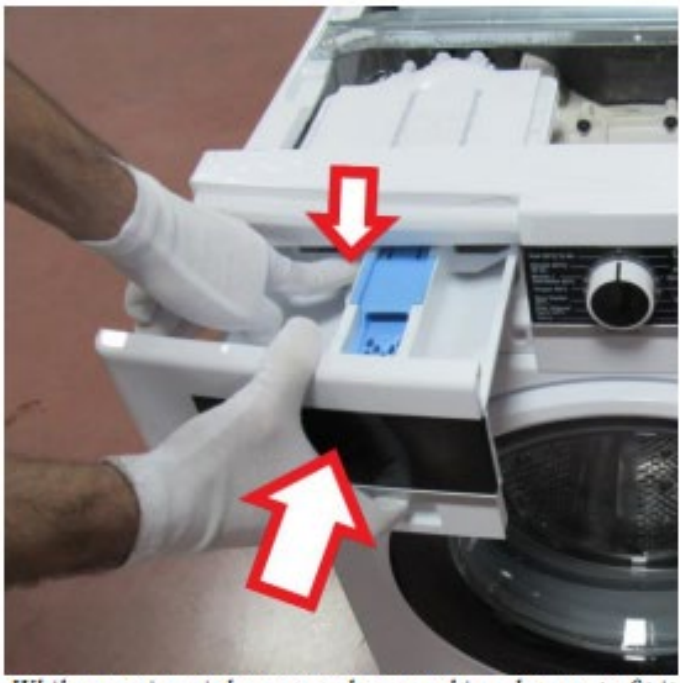
Tighten the screw on support bracket and two screws fixing front panel to body



Tighten two screws fixing control panel.



Tighten the screw which fixes the control panel to the front panel.



While pressing siphon cover keep pushing drawer to fit it



Fit the upper tray according to movement above



Tighten two screws that fix the top-plate at the back.

ADDITIONAL SUPPORT	Applicable models	EN
	General	

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 repairer, 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.

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**

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.		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		
Date of purchase		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 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.