

Montpellier

THE PERFECT BALANCE OF FUNCTION AND STYLE

LAUNDRY - DISHWASHING - COOKING - COOLING

Installation and Operating Instructions



8/5kg Washer Dryer MWD8514W - White

Please read these instructions carefully before attempting to install or use this appliance.
We recommend that you keep these instructions in a safe place for future reference.

Welcome

Thank you for choosing this Montpellier appliance.

Our appliances have been designed to provide you with the best combination of style, reliability and performance to give you years of trouble-free use.

You may be familiar with a similar product, but please take time to read these instructions carefully before installing or using your appliance to ensure you get the most from your purchase.



We recommend that you keep this manual in a safe place for future reference.

Your appliance is covered by a comprehensive two year Parts & Labour Guarantee. In the unlikely event that you experience a problem with your appliance, you can rest assured that you are fully protected against the cost of repairs for the first 24 months. Please note that any claim must be accompanied by the model reference number, serial number and proof of purchase.

To activate your guarantee, you will need your product serial number. This can be found inside your appliance.

NB: Please make sure that you keep a copy of your original sales invoice as this will be needed if any service call is required.

There are three ways to register your Guarantee:

- **Online:** Visit the Support page on our website and complete the online Product Registration form. www.montpellier-appliances.com
 - **By Post:** Simply detach and fill in the form provided, attach a stamp and send it in the post. Don't forget to include your e-mail address so that we can send confirmation through to you.
 - **By Phone:** Contact our warranty registration department on **0808 1961388**
-

Thank you for choosing this product.

This User Manual contains important safety information and instructions on the operation and maintenance of your appliance.

Please take the time to read this User Manual before using your appliance and keep this book for future reference.

The design and specifications are subject to change without prior notice for product improvement.

What's Included with Your Washer Dryer

- 4 blanking caps.
- Fill hose.
- Guarantee registration leaflet – don't forget to activate your free 2 year guarantee. See the inside cover for further details.
- Energy Labels
- Liquid detergent level plate.

Contents

Putting Your Safety First	4
Get to Know Your Washer Dryer	6
Front View	6
Rear View	7
Setting Up Your Washer Dryer	8
Guidance for Installing your Washer Dryer	8
Removing the Transportation Safety Screws	8
Levelling your Washer Dryer	9
Connecting your Washer Dryer to the water supply	9
Connecting the Drain Hose to your Washer Dryer	10
Connecting your Washer Dryer to the electrical supply	10
Using Your Washer Dryer	11
Control Panel Layout	11
Detergent Drawer Compartments	12
Using Your Washer Dryer for the first time	12
Getting the Best from Your Washer Dryer	12
Selecting a Programme	14
Programme table	17
Energy Table	20
Taking Care of Your Washer Dryer	22
Cleaning	22
Maintenance	22
Problem Solving	25
Technical Specifications	27
Product Fiche	28
Here For You	30

Putting Your Safety First



CAUTION: To ensure your safety and the safety of others, please read the following safety precautions before you operate your Washer Dryer.

- Your Washer Dryer conforms to current safety requirements. Inappropriate use can, however, lead to personal injury and damage to property. To avoid the risk of accidents and damage to your Washer Dryer, read this user guide carefully before using it for the first time. It contains important information on the installation, safety, use and maintenance of your Washer Dryer. Retain this user guide for future use and pass it on to any new owners.
- Read this user guide before using or installing your Washer Dryer.
- Your Washer Dryer is for domestic use only and is only intended to wash and dry items which are specified by the manufacturer to be machine washable and dryable on the label, and textiles composed of hand washable wool or wool blend fabrics as well as satin, lace, silk and other hand-washable garments. Do not use your Washer Dryer for any purpose not expressly specified in this user guide.
- Children of less than 3 years should be kept away unless continuously supervised.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Before setting up your Washer Dryer, check for any external visible damage. Do not install or use your Washer Dryer if it is damaged.
- Before setting up your Washer Dryer, remove the four transportation safety screws and the rubber washers from the back of the machine (refer to page 8).
- Your warranty does not cover damage caused by external factors such as fire, flooding and other sources of damage.
- Some water may be left in your Washer Dryer as a result of quality checks during production. This will not affect the operation of your Washer Dryer.
- Before connecting your Washer Dryer, ensure that the information on the data plate (voltage and connected load) matches that of the mains electricity supply. If in doubt, consult a qualified electrician.
- Do not connect your Washer Dryer to the mains electricity supply using an extension lead.
- Do not install your machine on a carpet or such grounds that would prevent the ventilation of its base.
- Use only the new water inlet hose supplied with your machine when making the water inlet connection to your machine. Never use old, used or damaged water inlet hoses.
- A damaged power cord/plug can cause fire or give you an electric shock. When damaged it must be replaced, this should only be done by qualified personnel.
- This appliance must not be installed behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the washer dryer, in such a way that a full opening of the washer dryer door is restricted.
- Install your Washer Dryer in a location that can be ventilated and has constant air circulation.
- Exhaust air must not be discharged into a flue which is used for exhausting fumes from appliances burning gas or other fuel.
- Make sure hoses and cables do not cause a trip hazard.
- Never remove the plug from the socket by pulling the cord. Always hold the plug.
- Never touch the power cord/plug with wet hands as this could cause a short circuit or electric shock.
- Do not touch your Washer Dryer if your hands or feet are wet.
- Do not keep flammable or explosive chemicals near your Washer Dryer.
- Faulty components must only be replaced by a suitably qualified Service Agent using genuine spare parts.
- Unauthorised repairs could result in unforeseen dangers for the user. Repairs should only be undertaken by an approved service agent.
- In the event of a fault or for cleaning purposes, your Washer Dryer is only completely isolated from the electricity supply when it is unplugged from the mains.
- Do not make any alterations to your Washer Dryer, unless authorised to do so by MontPELLIER.
- The packaging of the machine could be hazardous to children. Do not allow children to play with the packaging or small parts from the Washer Dryer. Please refer to the disposal instructions on the rear cover.

Putting Your Safety First

- Do not climb on your Washer Dryer.
- Do not turn your Washer Dryer upside down or on its side.
- Do not lift your Washer Dryer using the door or detergent drawer.
- Please ensure that you have removed all of the packaging materials and protective tape from the outside of your Washer Dryer, inside the drum and inside the detergent drawer before using.
- Do not exceed the maximum load for the washing or drying programme you have chosen. Never force the door open when your Washer Dryer is running.
- Never open the detergent drawer while the machine is running.
- Thoroughly rinse off any chemicals such as stain remover from your garments before beginning a washing and drying programme.
- Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol, kerosene, spot removers, turpentine, waxes and wax removers should be washed in hot water with an extra amount of detergent before being dried in the tumble dryer.
- Please follow the manufacturers' instructions regarding the use of fabric conditioner or any similar products that you intend to use in your Washer Dryer.
- Residue may build up on detergent and softeners exposed to air for a long period of time.
- Only put softener or detergent in the drawer at the beginning of each wash.
- Please ensure that garments loaded into your Washer Dryer are free from foreign objects such as nails, needles, lighters and coins.
- Do not stop your Washer Dryer before the drying phase of a programme has been completed. If you have to do so, quickly remove all of your laundry and immediately spread the items on an appropriate surface to allow them to cool.
- Do not touch the door, drain hose or any discharged water while your Washer Dryer is running. The high temperatures involved pose a burn risk.
- Do not use a detergent ball/device if you have selected a washing and drying programme as this may cause a fire hazard.
- Open the drum door fully after the drying process. Do not touch the door glass. It will reach high temperatures and pose a burn risk.
- Clean the lint trap regularly.

- The necessary ambient temperature for operation of your Washer Dryer is 15-25 °C.
- Where the temperature is below 0 °C, hoses may split or the electronic card may not operate correctly.
- Unplug your Washer Dryer and switch off the water supply if the Washer Dryer is left unused for a long time. We also recommend that you leave the door open to prevent build up of humidity inside the Washer Dryer.



WARNING: Do not dry your laundry under the conditions specified below as they present a fire risk:

- If the laundry is not washed.
- If oil based stains are not pre-treated before beginning a washing or drying programme.
- Laundry which has been cleaned with industrial chemicals.
- Laundry that has a high amount of sponge, foam, rubber or rubber like parts and accessories.
- Rubber, sponge, latex, shower bonnets, watertight textile products, rubber based objects and clothes or pillows filled with rubber sponge must not be dried in your Washer Dryer.
- Stuffed or damaged items (such as pillows or jackets). The rubber sponge presents a fire risk during the drying process.
- Never use products that contain solvents in your machine.

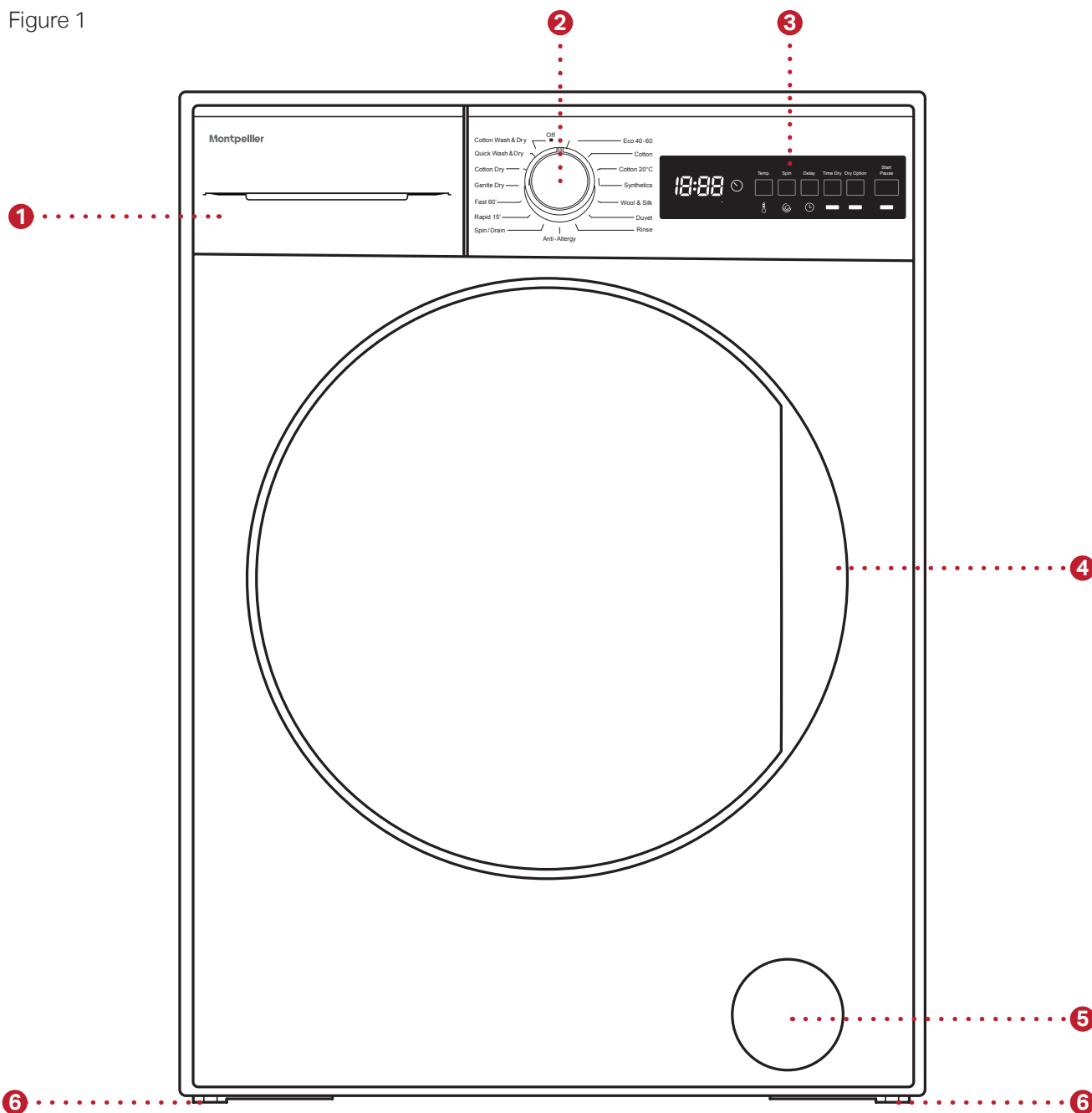
TECHNICAL SPECIFICATIONS

Operating voltage / frequency	(220-240) V~ / 50Hz
Total current (A)	10
Water pressure (Mpa)	Maximum 1 Mpa / Minimum 0.1 Mpa
Total power (W)	1850
Maximum washing capacity (dry laundry) (kg)	8
Maximum drying capacity (kg)	5
Spin speed (rpm)	1400
Number of programmes	15
Dimensions (HxWxD) (mm)	845x597x527
* You should not put dry laundry in your machine for drying.	

Get to Know Your Washer Dryer

Front View

Figure 1

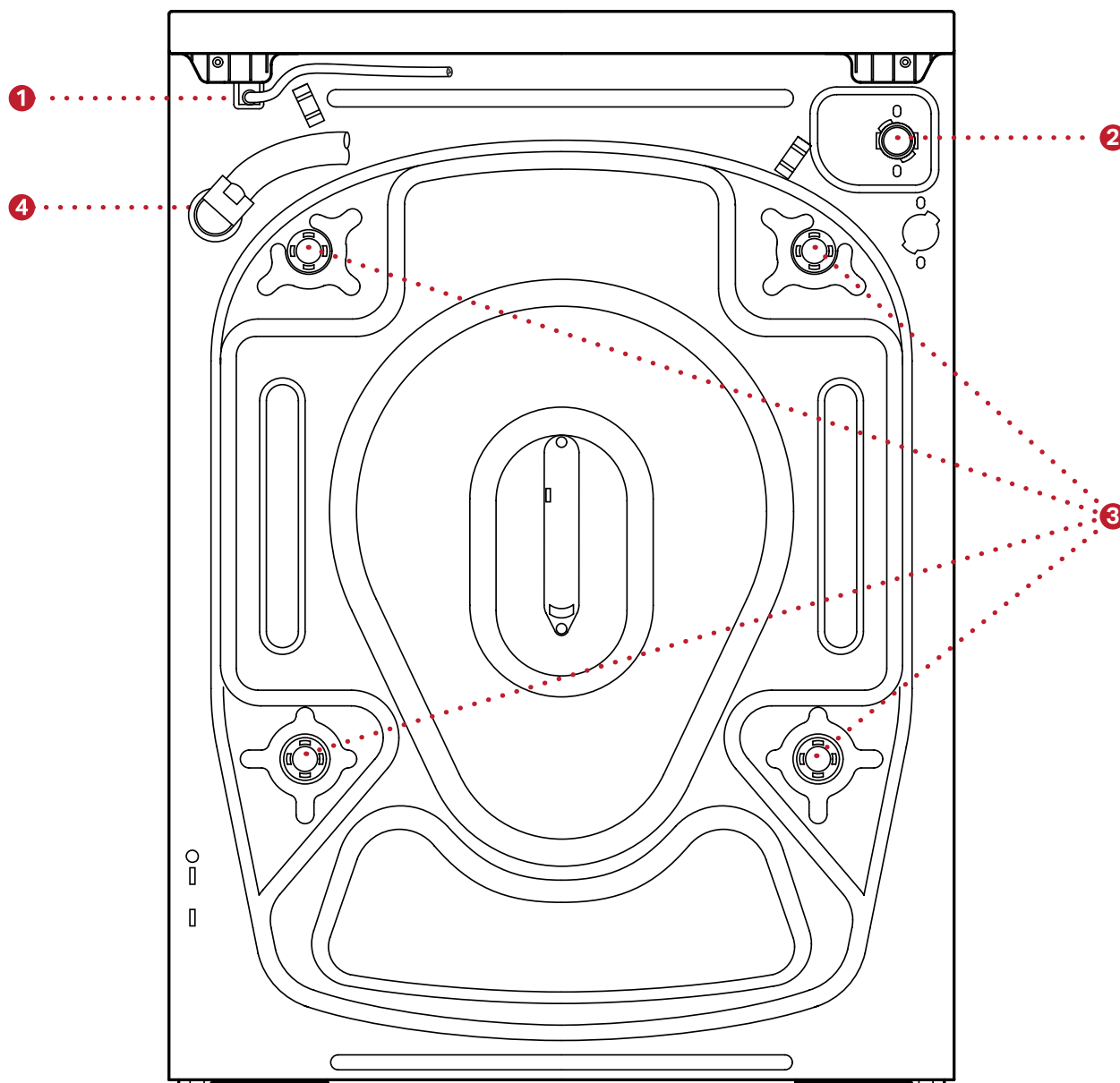


- 1** Detergent Drawer – for inserting detergent and fabric conditioner. Contains 3 compartments:
 - Main Wash.
 - Softener.
 - Pre-Wash.
- 2** Programme Dial – for selecting a washing and/or drying programme.
- 3** Control Panel – for configuring and viewing programme settings.
- 4** Door Handle - for access to the drum.
- 5** Pump Filter Cover – for access to the pump filter (for maintenance purposes only).
- 6** Adjustable Feet (x4) – for adjusting the level and height of your machine.

Get to Know Your Washer Dryer

Rear View

Figure 2



- ❶ Mains cable
- ❷ Water supply connection – for connecting your Washer Dryer to the cold water supply.
- ❸ Transportation Safety Screws (x4): These must be removed before using your Washer Dryer (see page 8).
- ❹ Drain hose connection – for draining dirty water from your Washer Dryer.

Setting Up Your Washer Dryer

Guidance for installing your Washer Dryer

We recommend that you follow the guidance below when selecting a suitable location to install your Washer Dryer.



WARNING: Risk of injury. Your Washer Dryer is heavy and we strongly recommend that it is moved by a minimum of two people.



Note: The dimensions of your Washer Dryer are 85 x 60 x 60 cm. Make sure that the installation area has sufficient space to accommodate your appliance.

- ✓ Install your washer Dryer in an area that will allow the door to fully open.
- ✓ Make sure your Washer Dryer is located close to electrical and plumbing connections.
- ✓ We recommend installing your Washer Dryer on a concrete floor and if possible in the corner of the room. This will provide the greatest stability.
- ✗ Do not install your Washer Dryer on a soft surface such as carpet or rug.
- ✗ Do not install your Washer Dryer in an area where the temperature may drop below freezing. If hoses freeze they may split or burst.



Note: If you have to install your Washer Dryer on a wooden floor, we recommend the installation of a water resistant wooden base with a minimum thickness of 30 mm. Ideally the base should be bolted down and span several joists.

Removing the Transportation Safety Screws



CAUTION: Before operating your Washer Dryer, the transportation safety screws **must** be removed. Failure to do so may cause damage to your machine and will invalidate your guarantee.

There are four transportation safety screws located on the rear of your Washer Dryer (as shown in Figure 3). They are used to protect your Washer Dryer from damage during transportation and must be removed before first use. Please keep them in a safe place and re-fit them if transporting your Washer Dryer in the future.

To remove the transportation safety screws:

- 1 Using a suitable spanner, rotate each safety screw anti-clockwise until loose, and remove (see Figure 3(a)).
- 2 Pull out the remaining plastic sections of each screw by hand (see Figure 3(b)).
- 3 Insert the blanking caps into the four holes. Push the cap until the connectors click into place. When fitted correctly, the cap will be flush with the machine.

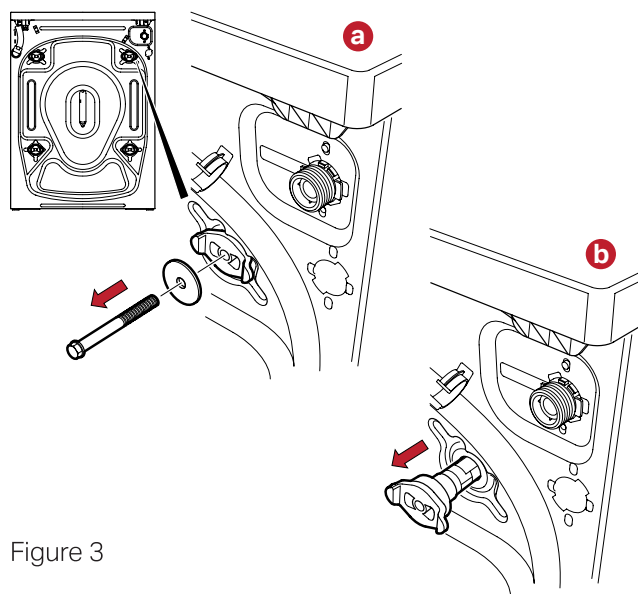


Figure 3

To refit the transportation safety screws for transportation:

- 1 Remove each of the four blanking caps.
- 2 Insert the plastic sections of the safety screws into the four holes.
- 3 Position the safety screws into the plastic sections inserted in step 2 and use a suitable spanner to tighten until secure.

Setting Up Your Washer Dryer

Levelling your Washer Dryer

Your Washer Dryer is supported by four adjustable feet. Adjust the feet as necessary to ensure that your appliance is level and secure:

- 1 Turn the plastic locking nut anti-clockwise to loosen (see Figure 4(a)).
- 2 Turn the feet clockwise to increase the height of the Washer Dryer (see Figure 4(b)).
- 3 Turn the feet anti-clockwise to decrease the height of the Washer Dryer (see Figure 4(b)).
- 4 Once the Washer Dryer is level, turn the plastic locking nuts clockwise to tighten (see Figure 4(c)).

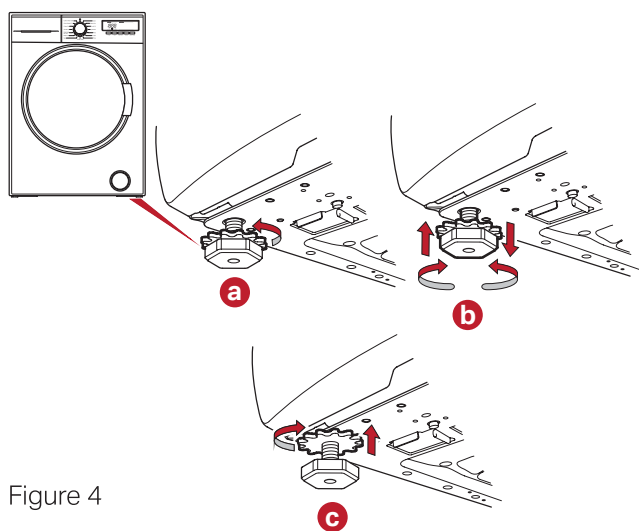


Figure 4

Connecting your Washer Dryer to the water supply

Your Washer Dryer must be connected to the cold water supply only. This increases efficiency as only the minimum amount of water required to wash your laundry is heated.



Note: If your previous machine had a hot water connection, we recommend that you check the hot tap on your water supply is closed to prevent leakage.

To connect your Washer Dryer to the cold water supply:

- 1 Connect the angled end of the fill hose to the cold water inlet at the rear of the Washer Dryer by screwing clockwise until hand tight.
- 2 Connect the straight end of the fill hose to a 19 mm (3/4") cold water tap by screwing clockwise until hand tight (see Figure 5).



Note: Make sure that the fill hose is not trapped, kinked or cross-threaded. Before final install turn on the water supply and check for any leaks at either end of the hose.

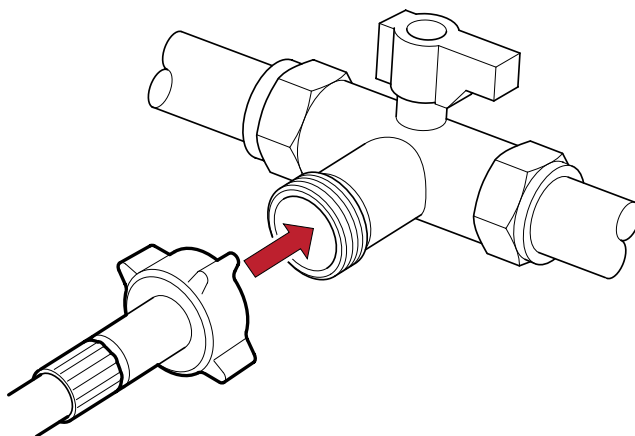


Figure 5

Setting Up Your Washer Dryer

Connecting the Drain Hose to your Washer Dryer

Your Washer Dryer can be connected to your household drainage system in one of two ways:

- 1 The drain hose can be connected to a standpipe (see Figure 6(a)).
- 2 The drain hose can be connected to a household sink trap (see Figure 6(b)).



Note: In either option the drain hose must be between 0 cm and 80 cm from the ground.

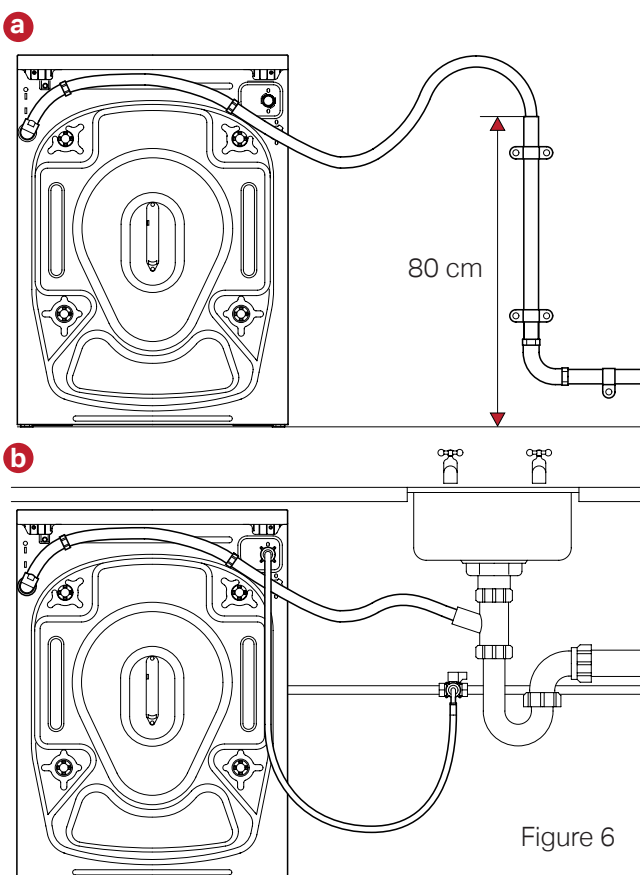


Figure 6



CAUTION: Make sure the drain hose is not trapped, twisted, folded or crushed. Do not attempt to extend the drain hose by adding extra sections.

We recommend that once you have connected your Washer Dryer to the water supply, you slowly turn your cold water supply on to check for any leaks.

Connecting your Washer Dryer to the electrical supply

To connect your Washer Dryer to the mains power supply:

- 1 Plug your Washer Dryer into a suitable mains supply.



Note: Your Washer Dryer runs on a 220-240 V, 50 Hz mains supply. Do not use any other supply.

Please note the following:

- The moulded plug fitted to your Washer Dryer cannot be re-wired.
- If you notice any damage to the plug or fuse cover do not use your Washer Dryer.
- If replacement fuses are required they should be ASTA-approved to British Standards and have the correct 13 Amp rating.

If you are in any doubt over whether your mains supply is suitable or require any repair work to be carried out please consult a qualified electrician.

Using Your Washer Dryer

Control Panel Layout

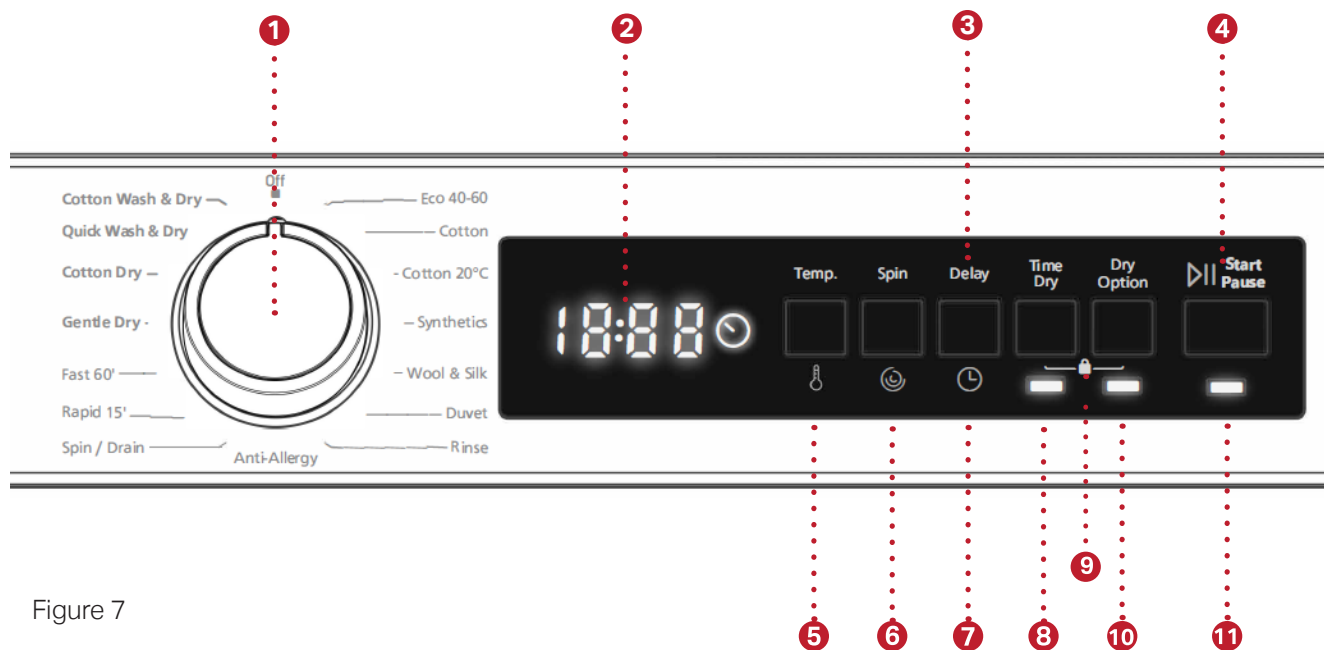


Figure 7

- 1 Programme Dial – for selecting a wash and/or dry programme (see Programme Tables on pages 17-19)
- 2 Digital Display - displays water temperature, spin speed, programme status, and the Child Lock status (also displays error codes, see page 26).
- 3 Function Buttons.
- 4 Start/Pause Button – starts or pauses the selected programme.
- 5 Temperature Adjustment Button – for adjusting the wash temperature.
- 6 Spin Speed Adjustment Button – for adjusting the spin speed (RPM) or switching the spin option off.
- 7 Delay Start Button- for delaying the start time of the selected programme.
- 8 Time Dry Button - for selecting the drying time from 30 to 120 minutes.
- 9 Child Lock - Press and hold buttons 8 and 10 for 3 seconds to activate and deactivate Child Lock.
- 10 Dry Level Button – for selecting one of the three drying levels.
- 11 Start/Pause Button Lamp

Using Your Washer Dryer

Detergent Drawer Compartments

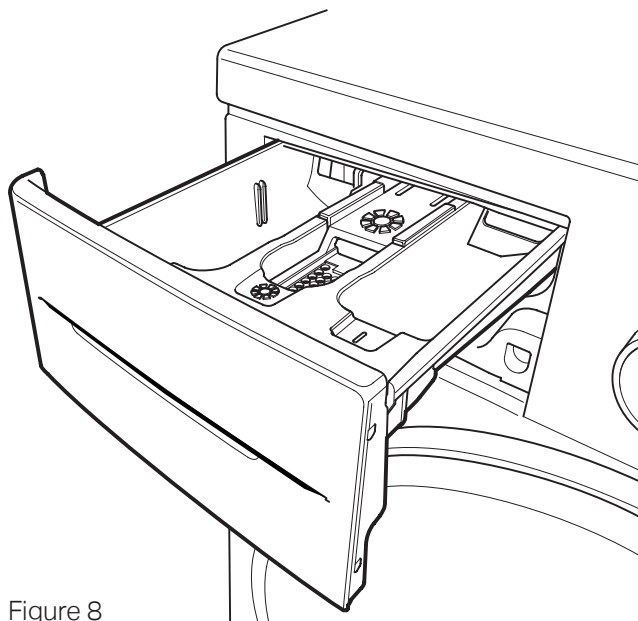



Figure 8

- 1 Main Wash Detergent Compartment: add detergent for the main wash.
- 2 Softener Compartment  for fabric conditioner and liquid starch.
- 3 Pre-Wash Detergent Compartment: only add detergent to this compartment for pre-wash cycles.

Using your Washer Dryer for the first time

Before using your Washer Dryer for the first time, it is important to check that:

- The transportation safety screws have been removed (see page 8)
- The fill hose and drain hose have been correctly connected to your Washer Dryer and to your water supply and drainage system and there are no leaks.
- Your Washer Dryer has been connected to a suitable mains power supply and is switched on at the socket.



Note: There may be some water left in your machine from the factory tests. This is quite normal and there is no cause for concern.

To remove any water, and to flush out any residue from factory tests, we recommend running a wash without any laundry:

- 1 Open the detergent drawer and add half a measuring cup of detergent to the main compartment. If you are using a liquid detergent, please refer to Adding Detergent on page 13 for more details.
- 2 Close the detergent drawer and turn the programme dial to select Cotton.
- 3 Close the door until it clicks shut.
- 4 Press the Start/Pause button to begin the empty wash cycle.

Getting the Best from Your Washer Dryer

To achieve the best results for your washing, we recommend you follow the steps below.



CAUTION: Always check your laundry items for foreign objects, such as coins or paper clips, etc. before placing them in the machine. They can cause damage to your garments and to your Washer Dryer.

Preparing Your Laundry

Before placing laundry in the Washer Dryer:

- Make sure all garment pockets are empty, and any sand or dirt from pockets and cuffs has been brushed out.
- Close zips and fasten any hooks and eyes.
- Turn items, such as trousers, t-shirts, sweat shirts and knitted garments inside out.
- Remove any weights from curtains, or place inside a laundry bag.
- Remove, or sew in, any loose wiring in bras or shirt collar stiffeners.

Using Your Washer Dryer

Sorting Your Laundry

- ✓ Sort your laundry by colour - wash whites and coloureds separately.
- ✓ Wash dark garments separately several times before including them in a mixed load as they may contain excess dye.
- ✓ Follow all instructions given on clothing care labels.
- ✓ Follow the manufacturer's instructions to pre-treat soiled or stained clothing with a liquid detergent or stain-remover before washing.
- ✓ If using a solvent-based cleaning agent to pre-treat a stain, protect any plastic parts such as buttons. Rinse off the cleaning agent before loading the washing.
- ✗ Do not use a solvent-based cleaning agent in your Washer Dryer.
- ✗ Do not use your Washer Dryer to wash items that the care label has specified as non-washable.

Loading Your Laundry

- 1 Open the door by pulling the handle.
- 2 Loosely pack your laundry into the drum. We recommend you mix large and small items. This will help to distribute the load evenly during spinning and provide you with the best wash results.
- 3 Gently push the door until you hear it click shut. Ensure no items are trapped between the door seal and the door.



Note: Take care not to exceed the maximum load of the drum as this will produce poor wash results. See pages 17-19 for more information on load capacities.

Adding Detergent

For best wash results ensure the correct amount of detergent is added to your Washer Dryer.

If not enough detergent is added:

- Your laundry will not wash properly and may become discoloured and stiff over time.
- Fat stains may appear on your garments.
- Limescale may form on the heater elements.

If too much detergent is added:

- Excess foam will form which will result causing poor wash results.
- Your Washer Dryer will use more water.

Any detergent produced for automatic Washer Dryers can be used in your machine. We recommend the use of dispensing aids, such as balls, if they have been supplied with the detergent.

Tablets are suitable for full loads; it is impractical to reduce them for smaller loads. Some tablets are not suitable for shorter wash cycles as they do not dissolve as quickly as others.

Liquid detergent may be used for all programmes without a pre-wash. Slide the liquid detergent level plate into the main compartment of the detergent drawer (see Figure 9), and use the lines on the plate as a guide to add your detergent to the required level. Follow the manufacturer's guidelines on your detergent packaging to ensure you use the correct amount of detergent - this will depend on the dirtiness of your clothes and the hardness of your water supply.

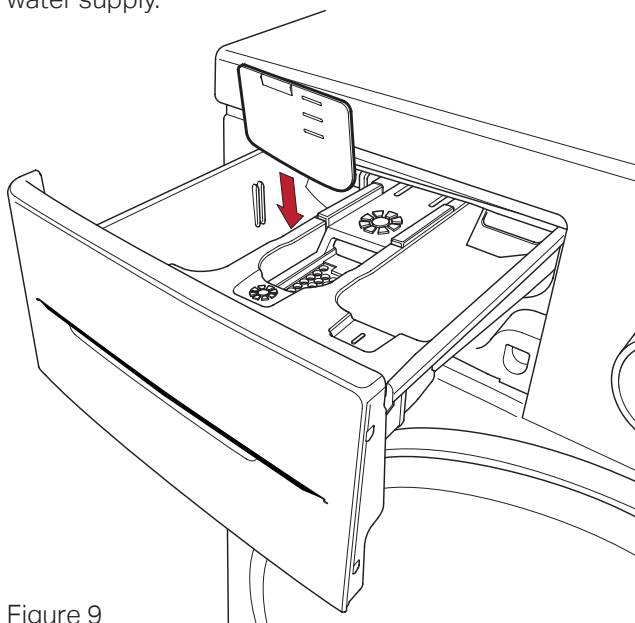



Figure 9

Using Your Washer Dryer

Do not pre-wash your laundry if it is only slightly soiled. Add an amount of detergent, as specified by the manufacturer, into the main compartment of the detergent drawer.

Select a programme with pre-wash if your clothes are excessively soiled. Add 1/4 of the detergent to be used into the pre-wash compartment of the detergent drawer and put the rest into the main compartment.

In areas of hard water, you can reduce the amount of detergent required with the aid of a water softener. Please follow the manufacturer's instructions on the amount of softener to use. Add the water softener after you have added detergent.

You can use fabric conditioner or liquid starch by adding the amount as instructed on the packaging to the softener  compartment of the detergent drawer. Do not exceed the MAX level stated.

Fabric conditioner is used to soften garments, while liquid starch is used to stiffen and give body to items, such as bedding.

Selecting a Programme

To select a programme:

- 1 Turn the programme dial clockwise or anti-clockwise until the marker on the dial aligns with the desired programme.

Half-Load Detection System




Your machine features a half-load detection system.

If you put less than half the maximum load of laundry into your machine it will automatically set the half-load function, regardless of the programme you selected. This means that the selected programme will take less time to complete and will use less water and energy.

Delay Start Timer

Your Washer Dryer is equipped with a delay function. This provides you with the option of setting the programme to automatically start after a set period of time. The delay time can range from 1-23 hours.


To set a Start Delay time:

- 1 Press the Delay Start button. '1 h' will be displayed on the control panel and the  symbol will flash.
- 2 Press the Delay Start button until the desired delay time is shown on the control panel.
- 3 If you have skipped the delay time you would like to set, you can keep pressing the delay key until you reach the required time again.
- 4 Once the desired delay time is shown on the control panel, press the Start/Pause button to start the programme.
- 5 If you want to cancel the delay timer:
If you have pressed the Start/Pause key to start the machine, you just need to press the delay key once.  will go off on the electronic display.
If you have not pressed the Start/Pause key, press the delay key continuously until  goes off on the electronic display.

Starting a Programme

To start a selected programme, press the Start/Pause button.

Pausing a selected programme

To pause a running programme, press the Start/Pause button. The  symbol on the control panel will flash.

To resume a paused programme, press the Start/Pause button. The programme will resume from the current point in the cycle.

Programmes

Your Washer Dryer has 15 built in programmes to suit your washing and drying needs. Please use the information in the following tables to help you select the most suitable programme.



Note: * indicates factory default settings
-- represents cold water

Using Your Washer Dryer

Adjusting the temperature

When you select a programme, a default water temperature is set and is displayed on the control panel. You can adjust this temperature by repeatedly pressing the Temperature Adjustment button until the desired temperature is displayed. The programme tables on pages 14-16 list the available temperatures for each programme.

You may find the table below helpful in selecting the desired temperature:

Temperature °C					
--	30	40	50	60	90
Cold water, used for rinsing.	The minimum recommended wash temperature. Efficient when used with a detergent suitable for this temperature.	The most common wash temperature. This is suitable for many everyday items.	Suitable for items such as polyester/cotton mixtures and nylon.	Recommended for bed linen and towels or highly soiled laundry such as baby clothes.	The maximum available temperature on your Washer Dryer. Suitable for white cottons/linen that show dirt.

Adjusting the spin speed

When you select a programme, the maximum spin speed is set and displays on the control panel. You can decrease this speed by repeatedly pressing the Spin Speed Adjustment button until the desired speed is displayed. Your Washer Dryer will automatically override a speed that is unsuitable for the selected programme.



Note: Selecting -- cancels any spin speed adjustment settings.

Time Dry Selection

When you select a dry only programme you can then select the desired drying time. If you continue pressing, duration options (0:30, 0:60, 0:90, 1:20 minutes) will be displayed. You can select the drying duration you want.



Note: If one of the 30' 60' 90' 120' above drying duration options is not displayed when you press the Time Dry button, it is not available for the selected programme.

Time Dry Programmes

Amount of laundry to dry	Recommended drying time
1 kg	30 minutes
2 kg	60 minutes
3,0 kg	90 minutes
3.5 kg	120 minutes
If the amount of laundry to be dried is above 3.5kg, we recommend that you select Cupboard, Hanger or Iron Drying.	




Dry Level selection

If you would like to dry your laundry once a washing programme has finished, press the Dry Level button to select a drying level. The symbol displayed on the control panel indicates the drying level selected along with the spin speed. Repeatedly press the Dry Level button to cycle through the available options for the selected programme.



Note: If a delay time has been selected and no other button has been pressed, the display will revert back to the spin speed after a few seconds.

The table below shows suitable load weights for each drying level:

 (Level 1)	Suitable for loads of 1-4 kg
 (Level 2)	Suitable for loads of 3-5 kg
 (Level 3)	Suitable for loads of 3-5 kg

Using Your Washer Dryer

Child Lock

To activate the child lock, press and hold both the Dry Level and Delay Start button for 3 seconds. The control panel is locked. CL flashes 3 times if a selection is attempted.

To deactivate the child lock, press and hold both the Dry Level and Delay Start buttons for 3 seconds. CL flashes 3 times to indicate that the child lock has been deactivated.

Cancelling a selected programme

To cancel a running programme:










- 1 Turn the programme dial so that the marker on the programme dial is in the STOP position.
- 2 Turn the programme dial to select any programme. Any excess water remaining from the cancelled programme will be discharged.






Programme End










Once the selected programme has finished, your Washer Dryer will automatically stop and End will be displayed on the control panel.










To remove your laundry:








- 1 Turn the programme dial so that the marker on the programme dial is in the STOP position. The door lock will be automatically released approximately 2 minutes after the programme has ended.
- 2 Gently pull the door handle forward and fully open the door.
- 3 Remove all laundry from the drum and check that all items have been removed.
- 4 Leave the door open to allow the drum to dry.

Programme	Eco 40-60	Cotton	Cotton 20°C
Selectable washing temperatures (°C)	40°, 60°	60°, 90°, 80°, 70°, 60°, 40°	20°, (Cold water)
Maximum washing/drying capacity (kg)	8 / 5	8 / 5	3.5 / 3.5
Selectable spin speed (rev / min)	" - - " (No spin), 400, 600, 800, 1000, 1200, 1400*	" - - " (No spin), 400, 600, 800, 1000, 1200, 1400*	" - - " (No spin), 400, 600, 800, 1000, 1200, 1400*
Laundry type / Descriptions	Heat resistant cotton and linen textiles (underwear, bedding, tablecloths and towels)	Cotton and linen textiles (underwear, bed sheet, tablecloth, towels)	Less dirty, cotton and linen textiles. (bed sheet, tablecloth, towels)
Selectable additional functions	Time Delay 	Time Delay 	Time Delay 
Selectable drying functions **	 	 	 
Programme duration (Min.)	208	145	59

Programme	Synthetics	Wool & Silk	Duvet
Selectable washing temperatures (°C)	40°, 30°, (Cold wash),	30°, (Cold wash)	40°, 30°, (Cold wash)
Maximum washing/drying capacity (kg)	2.5 / 2.5	2.5 / -	2.5 / -
Selectable spin speed (rev / min)	" - - " (No spin), 400, 600, 800, 1000, 1200*	" - - " (No spin), 400, 600, 800*	" - - " (No spin), 400, 600, 800*
Laundry type / Descriptions	Synthetic and synthetic mix textiles. (synthetic content shirt, blouse, socks etc.)	Woollen and wool mix laundry with machine wash labels.	For washing a fibre duvet with a machine washable label. (max. 2.5 kg)
Selectable additional functions	Time Delay 	Time Delay 	Time Delay 
Selectable drying functions **	 	-	-
Programme duration (Min.)	110	43	99

Programme	Rinse	Allergy Safe	Spin / Drain
Selectable washing temperatures (°C)	-	60°*, 50°, 40°, 30° (Cold wash)	-
Maximum washing/ drying capacity (kg)	8 / 5	3.5 / 3.5	8 / 5
Selectable spin speed (rev / min)	"- - -" (No spin), 400, 600, 800, 1000, 1200, 1400*	"- - -" (No spin), 400, 600, 800*	"- - -" (No spin), 400, 600, 800, 1000, 1200, 1400*
Laundry type / Descriptions	This programme can be used for additional rinsing after washing.	Baby dresses	You can use this programme for any type of laundry if you want an additional spin step after the washing cycle. You can use the drain programme to drain the water accumulated inside of the machine (adding or removing laundry). To enable the drain programme, turn the programme knob to the spin/drain programme. After you select 'spin cancelled' using the auxiliary function key, the programme will start to run.
Selectable additional functions	Time Delay 	Time Delay 	Time Delay 
Selectable drying functions **	 	 	 
Programme duration (Min.)	30	201	24

Programme	Rapid 15'	Fast 60' 60°C	Gentle Dry
Selectable washing temperatures (°C)	30°*, (Cold wash)	60°*, 50°, 40°, 30°, (Cold wash)	-
Maximum washing/ drying capacity (kg)	2.0 / 2.0	3.5 / 3.5	3.5
Selectable spin speed (rev/min)	"- - -" (No spin), 400, 600, 800*	"- - -" (No spin), 400, 600, 800, 1000, 1200*	-
Laundry type/ Descriptions	For washing less dirty cotton, coloured and linen textiles in as little as 15 minutes. Note: As the washing time is short, less detergent is required than the other programmes. The programmes period will increase if your machine detects unstable loading.	Dirty, cotton, coloured and linen textiles.	Cotton laundry with machine dryable label.
Selectable additional functions	Time Delay 	Time Delay 	Time Delay 
Selectable drying functions **	 	 	 
Programme duration (Min.)	15	60	60

Programme	Cotton Dry	Quick Wash & Dry	Cotton Wash & Dry
Selectable washing temperatures (°C)	-	30°, (Cold wash)	40°, 90°, 80°, 70°, 60°, 50°, 40°, 30°, (Cold wash)
Maximum washing/drying capacity (kg)	5.0	0.5 kg (3 shirts)	5.0
Selectable spin speed (rev/min)	-	800*	1400*
Laundry type/ Descriptions	Cotton laundry with machine dryable label.	Cotton, coloured and linen laundry with machine dryable label. Note: The machine automatically determines the duration of the programme according to the amount of laundry in the machine.	Cotton and linen textiles (underwear, bed sheets, tablecloth, towel)
Selectable additional functions	Time Delay 	Time Delay 	Time Delay 
Selectable drying functions **	 	-	 
Programme duration (Min.)	100	33	265



Note: The programme duration may change according to the amount of laundry, tap water, ambient temperature and selection of additional functions

Do not dry towels, cotton and linens, synthetic and synthetic mix clothes together

For drying select the most appropriate drying programme for the clothes.

The Eco 40-60 programme is able to clean normally soiled cotton laundry declared to be washable at 40°C or 60°C, together in the same cycle, and that this programme is used to assess the compliance with the EU ecodesign legislation.

The wash and dry cycle is able to clean normally soiled cotton laundry declared to be washable at 40°C or 60°C, together in the same cycle, and to dry it in such a way that it can be immediately stored in a cupboard, and that this programme is used to assess the compliance with the EU ecodesign legislation.

Using Your Washer Dryer

Energy Table

- For household washer-dryers; the wash and dry cycle is able to clean normally soiled cotton laundry declared to be washable at 40°C or 60°C, together in the same cycle, and to dry it in such a way that it can be immediately stored in a cupboard, and that this programme is used to assess the compliance with the EU ecodesign legislation.
- The most efficient programmes in terms of energy consumption are generally those that perform at lower temperatures and longer duration.
- Loading the household washer-dryer up to the capacity indicated by the manufacturer for the respective programmes will contribute to energy and water savings.
- Program duration, energy consumption and water consumption values may vary according to wash load weight and type, selected extra functions, tap water and ambient temperature.
- It's recommended to use liquid detergent for the washing programmes at low temperature. The amount of detergent to be used may vary depending on the amount of laundry and the level of dirtiness of the laundry. Please follow the detergent manufacturers' recommendations for the amount of the detergent to be used.
- The noise and remaining moisture content are influenced by the spinning speed. The higher spinning speed in the spinning phase, the higher noise and the lower remaining moisture content.
- You can access the product database where the model information is stored by reading the QR code on the energy label.

Programme Name	Rated Capacity Kg	Energy Consumption kWh/cycle			Programme Duration Hours : Minutes			Water Consumption Litres/Cycle			Max. Temperature °C			Remaining Moisture Content % 1400RPM		
		Rated Capacity	1/2 Load	1/4 Load	Rated Capacity	1/2 Load	1/4 Load	Rated Capacity	1/2 Load	1/4 Load	Rated Capacity	1/2 Load	1/4 Load	Rated Capacity	1/2 Load	1/4 Load
Cotton 90	8	2,49			03:10			93			81			53%		
Cotton 60	8	0,9			2:25			40			57			53%		
Eco 40-60	8	0,760			03:28	02:42	02:42	51	43	37	39	30	24	53%	53%	53%
Synthetic	2,5	0,71			01:50			55			45			53%		
Fast 60'	3,5	0,95			01:00			32			60			53%		
Cotton 20	3,5	0,11			00:59			32			20			53%		
Wash & Dry	5	4,05	2,04		09:00	05:50		90	65		35	27				

Using Your Washer Dryer

The tables below show the selectable drying levels and durations for each programme.

Programme	Selectable Yes/No	Drying Profile	Factory setting	Selectable Levels		
Eco 40-60	Yes	Cotton Dry	-			
Cotton	Yes	Cotton Dry	-			
Cotton 20 °C	Yes	Cotton Dry	-			-
Synthetics	Yes	Gentle Dry	-			
Wool & Silk	No	-	-	-	-	-
Duvet	No	-	-	-	-	-
Rinse	Yes	Cotton Dry	-			
Allergy Safe	Yes	Cotton Dry	-			-
Spin/Drain	Yes	Cotton Dry	-			
Rapid 15'	Yes	Cotton Dry	-		-	-
Fast 60'	Yes	Cotton Dry	-			-
Gentle Dry	Yes	Gentle Dry				
Cotton Dry	Yes	Cotton Dry				
Quick Wash and Dry	No	Cotton Dry		-	-	-
Cotton Wash and Dry	Yes	Cotton Dry				

Programme	Selectable drying duration times (minutes)			
Eco 40-60	30	60	90	120
Cotton	30	60	90	120
Cotton 20 °C	30	60	90	120
Synthetics	30	60	90	120
Wool & Silk	-	-	-	-
Duvet	-	-	-	-
Rinse	30	60	90	120
Allergy Safe	30	60	90	120
Spin/Drain	30	60	90	120
Rapid 15'	30	60	90	120
Fast 60'	30	60	90	120
Gentle Dry	30	60	90	120
Cotton Dry	30	60	90	120
Quick Wash and Dry	-	-	-	-
Cotton Wash and Dry	30	60	90	120

Taking Care of Your Washer Dryer

To make sure that your Washer Dryer operates as intended, we recommend that you regularly carry out routine maintenance.

Before cleaning or carrying out any maintenance on your Washer Dryer:

- 1 Turn the mains power supply off and remove the plug from the socket
- 2 Turn the cold water supply off

Cleaning



CAUTION: Do not use solvents, abrasive cleaners, glass cleaners or all-purpose cleaning agents to clean your Washer Dryer. The chemicals they contain may damage the plastic surfaces.

The table below describes the recommend methods of cleaning the different parts of your Washer Dryer:

Drum	Use a suitable stainless steel cleaning agent, following the manufacturer's guidelines.
External casing	Use a mild, non-abrasive cleaning agent or soap and water. Wipe dry with a soft cloth.
Internal deposits – these deposits may build up when washes are mainly carried out at low temperatures.	Carry out a hot wash at 70 °C or above once every 4-6 weeks.

Maintenance

Water Inlet Filters

The water inlet filters are located on the rear of the machine and are designed to stop dirt and any other unwanted materials from entering your Washer Dryer. These filters may need cleaning when if your Washer Dryer does not receive sufficient water from the supply even though the tap is open and the supply is on.

To clean the water inlet filters:

- 1 Turn the water inlet hose anti-clockwise to unscrew it from the Washer Dryer and remove it by gently pulling.
- 2 Remove the water inlet filter from the water inlet valve by gently pulling on the plastic bar of the filter with a pair of long nosed pliers (see Figure 10).
- 3 Clean the filter using a soft brush and soapy water. Rinse thoroughly.
- 4 Gently re-insert the filter by pushing it back into place.

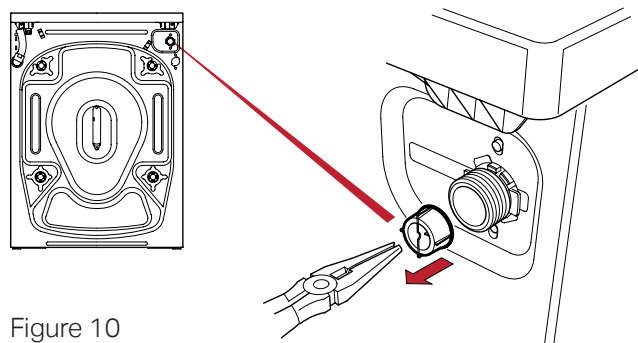


Figure 10

Another water inlet filter can be found in the tap end of the water inlet hose. To clean this filter:

- 1 Remove the filter by gently pulling on the plastic bar with a pair of long-nosed pliers.
- 2 Clean the filter using a soft brush and soapy water. Rinse thoroughly.
- 3 Gently re-insert the filter by pushing it back into place.

Taking Care of Your Washer Dryer

Pump Filter

It is important to keep the pump filter clean as it lengthens the lifetime of the pump by preventing lint from entering your Washer Dryer. We recommend that you carry out the following procedure every 2-3 months:



Note: The pump filter can be found behind the cover on the lower-front right corner of your Washer Dryer.



WARNING: Water in the pump may be hot. Allow it to cool before carrying out any maintenance.

- 1 Position a suitable sized container under the pump filter cover to collect any excess water left in the machine.
- 2 Pull the top of the pump filter cover forwards until the pump filter is fully exposed (see Figure 11(a)).
- 3 Turn the filter anti-clockwise until loose and remove by pulling (see Figure 11(b)).
- 4 Wait for the water to drain.
- 5 Clean the filter with a soft brush, making sure any unwanted materials are removed.
- 6 Move the pump by hand to check that it rotates freely.
- 7 Clean the pump with a soft brush.
- 8 Re-insert the filter and screw clockwise.
- 9 Close the pump filter cover.

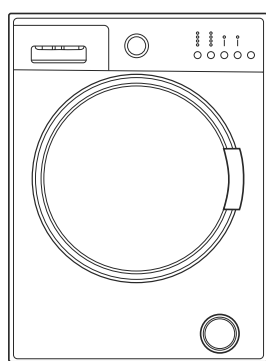
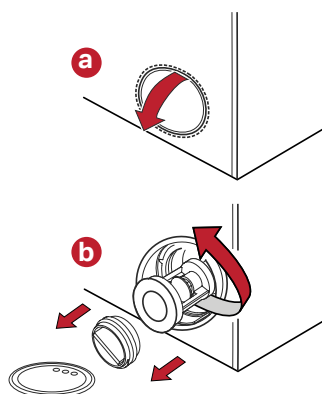


Figure 11



Detergent Drawer

Regular use of detergent may cause residual build up in the detergent drawer. We recommend that you clean the drawer at regular intervals to remove any residue.

To clean the detergent drawer:

- 1 Pull the drawer forwards until it is fully extended.
- 2 Press down on the release catch (see Figure 12) and gently pull the drawer away from the Washer Dryer.
- 3 Clean the drawer thoroughly with warm water and a soft brush.
- 4 Check the drawer housing for any residue and remove with a soft brush.



Note: Take care not to let any residue fall inside your Washer Dryer.

- 5 After cleaning, dry the drawer thoroughly and slide it back into place.

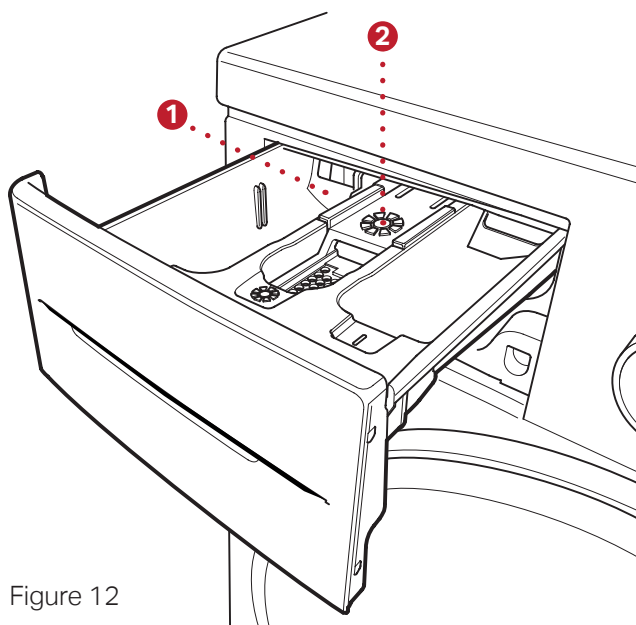



Figure 12

- 1 Release catch
- 2 Siphon plug

Taking Care of Your Washer Dryer

Siphon plug

The Siphon Plug can be found in the softener  compartment of the detergent drawer (see Figure 12). We recommend cleaning the plug at regular intervals.

To clean the Siphon Plug:

- 1 Pull the detergent drawer forwards until it is fully extended.
- 2 Remove the plug by pulling upwards.
- 3 Clean the plug with a soft brush.
- 4 Replace the plug, checking that it is securely in position.

Taking care of your laundry

We strongly recommend that you follow any guidance given on the labels of your laundry. Listed below is a handy reference of common international washing signs and their meanings.



Washing Temperature



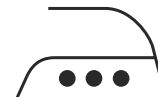
Dry Clean Only



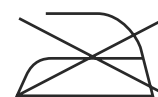
Lukewarm Iron



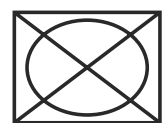
Medium Hot Iron



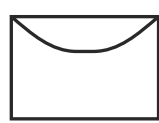
Hot Iron



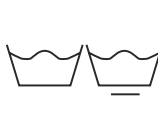
Do Not Iron



Do Not Tumble Dry



Hang To Dry



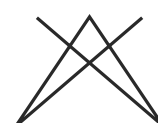
Normal Washing



Drip Dry



Dry Flat



Do Not Bleach



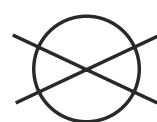
Can Be Bleached In Cold Water



Can Be Bleached



Can Be Dry Cleaned



No Dry Cleaning



These letters are used to instruct professional cleaners as to which type of solvent to use. Do not wash garments with these symbols in your Washer Dryer unless the label says otherwise.

Problem Solving

In the unlikely event that your Washer Dryer is not operating as expected, you may find a solution listed in the table below.

Fault detection system

Your Washer Dryer has a built-in fault detection system. If a fault is detected, a code is displayed on the control panel. The table below lists the most common fault codes along with possible solutions.

Fault	Possible Cause	Solution
Your Washer Dryer does not operate	It is switched off at the mains	Make sure your Washer Dryer is plugged in and turned on at the mains
	The programme dial is in the STOP position	Use the programme dial to select the desired programme
	The door is not shut properly	Close the door until you hear it click shut
Your Washer Dryer does not receive water	The cold water supply tap is off	Check the cold water supply tap is fully turned on
	The water fill hose is bent twisted, kinked or trapped	Check there are no bends, twists or kinks and that the fill hose is not trapped
	The water inlet filters are blocked	Clean the water inlet filters. See page 20.
	The door is not shut properly	Close the door until you hear it click shut
Your Washer Dryer is not draining water	The drain hose is bent, twisted, kinked or trapped	Check there are no bends, twists or kinks and that the drain hose is not trapped
	The pump filter is obstructed	Clean the pump filter. See page 21
Your Washer Dryer is vibrating	The feet of your Washer Dryer have not be correctly adjusted	Adjust the feet. See page 9
	The transportation safety screws have not been removed	Remove the transportation safety screws. See page 8
	There is only a small amount of laundry in your Washer Dryer	This will not affect the operation of your Washer Dryer
	There is too much laundry in your Washer Dryer	Check that the maximum capacity of your Washer Dryer is not exceeded. See pages 14-16.
	Your Washer Dryer is on a hard surface	Do not install your Washer Dryer on a hard surface or less than 2 cm from walls.
There is excessive foam in the detergent drawer	Too much detergent has been used	Press the Start/Pause button. To reduce the amount of foam, dilute one tablespoon of softener into ½ of water and pour into the detergent drawer. Press the Start/Pause button after 5-10 minutes. Reduce the amount of detergent used in your next wash.
	The wrong detergent has been used.	Only use detergents produced for automatic Washer Dryers

Problem Solving

Fault	Possible Cause	Solution
The washing result is not as expected	The laundry is too dirty for the programme you have selected	Use the information on pages 14-16 to select the most appropriate programme.
	Not enough detergent has been used	Use the amount of detergent as instructed on the packaging
	There is too much laundry in your Washer Dryer	Check that the maximum capacity of your Washer Dryer has not been. See pages 14-16.
The water from the machine is drained as soon as it is filled	The end of the water drain hose may be too low	Check the drain hose is set at a suitable height. See page 10.
No water can be seen in the drum during washing		There is no fault. Water is in a non-visible part of the drum
There is detergent residue on your laundry after washing	Non-dissolving particles of some detergents may appear on your laundry as white spots	Perform an extra rinse by using the Rinse programme or clean your laundry with a brush after it dries
	There is untreated oil, cream or ointment on your laundry	Use the amount of detergent as instructed on the packaging in the next wash
The spin cycle does not take place	The in-built sensor has prevented your Washer Dryer from operating with an out-of-balance load	The load control system will try to spread your laundry evenly before the spinning cycle takes place. Aim to evenly spread your laundry in the next wash

Fault detection system

Your Washer Dryer has a built-in fault detection system. If a fault is detected, a code is displayed on the control panel. The table below lists the most common fault codes along with possible solutions.

Error Code	Possible Fault	Solution
E01	The door is not shut properly	Shut the door properly so that you hear the click
E02	The water in your Washer Dryer may be low.	Check that the cold water tap is fully turned on.
	The water pressure may be low.	
E03	The pump is faulty or the pump filter is blocked	Clean the pump filter. See page 21.
E04	There is an excessive amount of water in your Washer Dryer	Your Washer Dryer will automatically drain the water. Turn your Washer Dryer off, unplug it from the mains supply and contact the Montpellier customer service helpline on 03333 234 473.

If the information in the tables above does not list the fault you are experiencing, call the Montpellier customer service helpline on: **03333 234 473**.

Technical Specifications

Model	MWD8514W
Colour	White
Voltage V/Frequency (Hz)	220-240 V, 50 Hz
Electrical Current (A)	10
Power Rating (W)	1850
Energy Efficiency	D
Drying Efficiency	E
Spin Speed (rpm)	1400
Max Load Capacity (Washing) (Kg)	8
Max Load Capacity (Drying) (Kg)	5
Net Weight (Kg)	70
Gross Weight (Kg)	71.5
Height (cm)	84.5cm
Width (cm)	59.7cm
Depth (cm)	52.7cm
Features	Adjustable Temperature and Spin Settings Delay Start Timed Dry Multiple Dry Options Child Lock Unbalanced Control System Automatic Half Load

Product Fiche

Model identifier: MWD8514W					
General product parameters:					
Parameter	Value		Parameter	Value	
Rated capacity (kg)	Rated capacity ^(b)	5,0	Dimensions in cm	Height	85
	Rated washing capacity ^(a)	8,0		Width	60
				Depth	53
Energy Efficiency Index	EEL _W ^(a)	52,0	Energy efficiency class	EEL _W ^(a)	A
	EEL _{WD} ^(b)	82,0		EEL _{WD} ^(b)	E
Washing efficiency index	I _W ^(a)	1,031	Rinsing effectiveness (g/ kg dry textile)	I _R ^(a)	5,0
	J _W ^(b)	1,031		J _R ^(b)	5,0
Energy consumption in kWh per cycle, for the washing cycle of the household washer-dryer, using the eco 40-60 programme at a combination of full and partial loads. Actual energy consumption will depend on how the appliance is used	0,473		Energy consumption in kWh per cycle, for the wash and dry cycle of the household washer-dryer at a combination of full and half loads. Actual energy consumption will depend on how the appliance is used	3,257	
Water consumption in litre per cycle, for the eco 40-60 programme at a combination of full and partial loads. Actual water consumption will depend on how the appliance is used and on the hardness of the water	48		Water consumption in litre per cycle, for the wash and dry cycle of the household washer-dryer at a combination of full and half loads. Actual water consumption will depend on how the appliance is used and on the hardness of the water	80	

Product Fiche

Maximum temperature inside the treated textile (°C) for the washing cycle of the household washer-dryer, using the eco 40-60 programme	Rated washing capacity	39	Maximum temperature inside the treated textile (°C) for the washing cycle of the household washer-dryer, using the wash and dry cycle.	Rated capacity	35
	Half	30		Half	27
	Quarter	24			
Spin speed (rpm) ^(a)	Rated washing capacity	1 330	Weighted remaining moisture content (%) ^(a)	53,4	
	Half	1 330			
	Quarter	1 330			
Eco 40-60 programme duration (h:min)	Rated washing capacity	3:28	Spin-drying efficiency class ^(a)	B	
	Half	2:42			
	Quarter	2:42			
Airborne acoustical noise emissions during the spinning phase for the eco 40-60 washing cycle at rated washing capacity (dB(A) re 1 pW)	76		wash and dry cycle duration (h:min)	Rated capacity	9:00
				Half	5:50
Type	Free-standing		Airborne acoustical noise emission class for the spinning phase for the eco 40-60 programme at rated washing capacity	B	
Off-mode (W) (if applicable)	0,50		Standby mode (W) (if applicable)	1,00	
Delay start (W) (if applicable)	4,00		Networked standby (W) (if applicable)	N/A	
Minimum duration of the guarantee offered by the supplier: 24 months					
This product has been designed to release silver ions during the washing cycle			NO		
Additional information:					
Weblink to the supplier's website, where the information in point 9 of Annex II to Regulation (EU) 2019/2023 is found: http://www.montpellier-appliances.com					

^(a) for the eco 40-60 programme.

^(b) for the wash and dry cycle.

After-sales assistance

If you continue to experience problems with your appliance, please call the Montpellier customer service helpline on: **03333 234 473**

Please have all your product details available, including the model number, serial number, original sales invoice (clearly showing model number, date of purchase and your retailer's details) before registering a fault.

The service call cannot progress without this information.

Your 2 year Manufacturer's guarantee

THIS DOES NOT AFFECT YOUR STATUTORY RIGHTS.

Your new Montpellier appliance carries a free guarantee which protects you against the cost of repairs during the first 24 months from date of purchase provided that:

Any claim is accompanied by evidence of the model reference, model serial number and proof of purchase, such as a Sales Receipt, showing that the appliance was purchased within the 24 months prior to the date of claim.

What is not covered under the Guarantee

- Any appliance not correctly installed and operated in accordance with the manufacturer's instructions
- Any appliance that is used for anything other than domestic purposes.
Any defect caused by accident, misuse, unauthorised modification or inexpert repair.
- Cost of Call-out where a fault cannot be found with the appliance.
Cost of Call-out for work covering routine maintenance, such as, but not exclusively, cleaning of filters or defrosting.
- Cost of Call-out for work required to correct the alignment of doors following door reversal procedures carried out by you.
Use of the appliance by anyone other than the Householder.
Use in any commercial environment.
- Consumable items, such as, but not exclusively, fuses in plugs, bulbs and breakable items which require routine replacement.
Repair costs incurred that have not been authorised by Montpellier service and/or carried out by a non-approved Montpellier engineer.
- Montpellier Appliances do not accept claims for consequential loss, rusting, corroding, delivery damage or scratches.

YOUR GUARANTEE IS VALID ONLY IN THE UK & REPUBLIC OF IRELAND

To register your appliance simply complete the card in your appliance pack and return it with a stamp affixed or alternatively you can register online at **www.montpellier-appliances.com/support**

SERVICE HELP-LINE

Should your appliance develop a fault, please call the Montpellier customer service helpline on: **03333 234 473**

Please remember to have all your product details available, including the model number, serial number, date of purchase and your retailer's details before registering a fault.



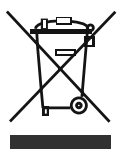
**UK
CA**

Montpellier Domestic Appliances Ltd.

Unit 1, Tewkesbury Retail Park, Northway Lane,
Tewkesbury, Gloucestershire GL20 8UY

CE

www.montpellier-appliances.com



The symbol on the product or on its packaging indicates that this product may not be treated as household waste. Instead it shall 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 of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

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