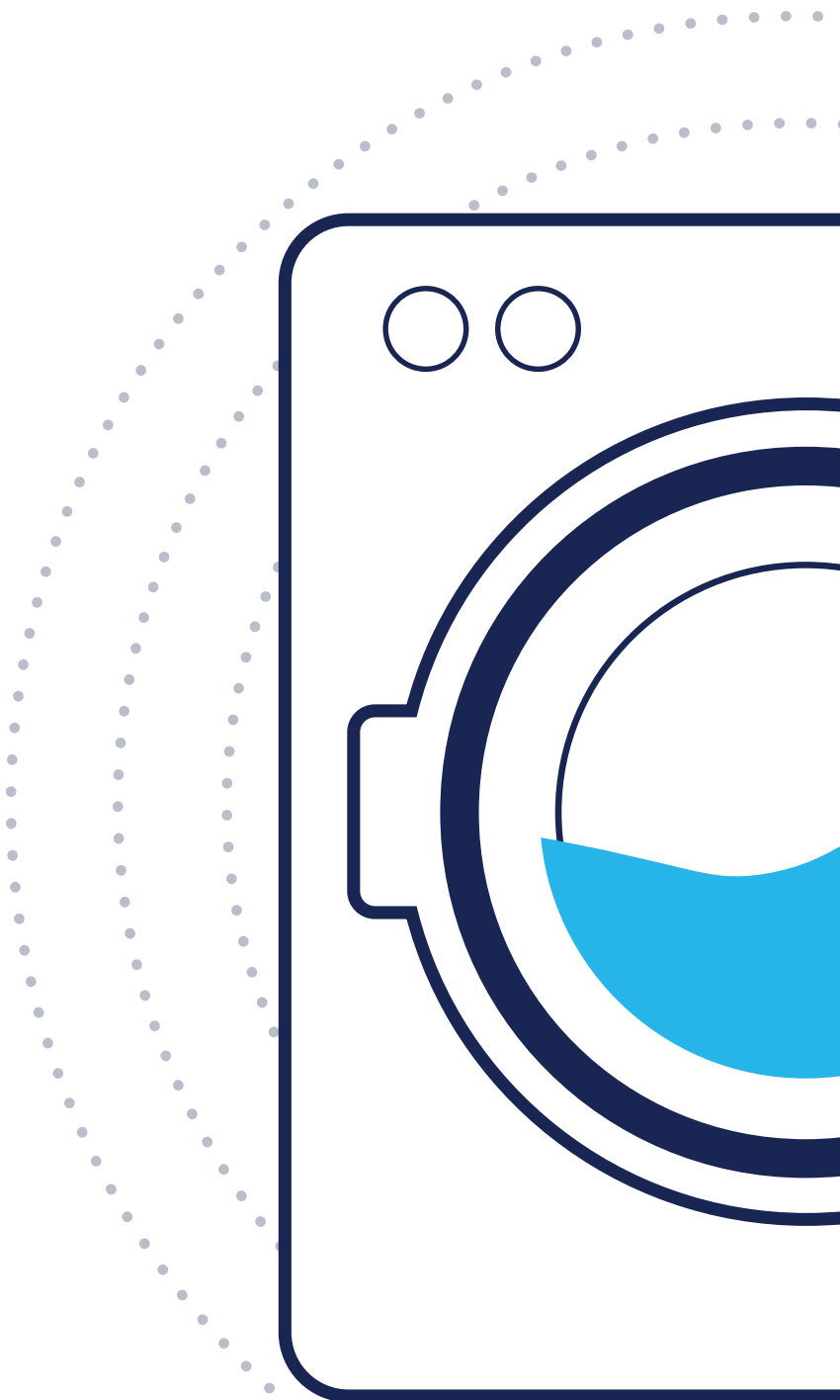


THE FUTURE OF WASHING AS A SERVICE IN A CIRCULAR ECONOMY

APPENDIX
INTEGRATED PRODUCT DESIGN

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Appendix

MSc. Integrated Product Design
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Supervisory Team

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Co-Founder - Bundles B.V

Clients





Table of Content

A. <i>Design Brief</i>	4
B. <i>Miele Visit Report [CONFIDENTIAL]</i>	
C. <i>Conjoint Study & Results [CONFIDENTIAL]</i>	
D. <i>Survey</i>	11
E. <i>Miele Service Manual</i>	13
F. <i>Miele User Manual</i>	25
G. <i>Questions for Onboarding New Customers</i>	37
H. <i>Customer Reviews</i>	38
I. <i>Welcoming Emails For New Bundles Customers</i>	44
J. <i>Information Architecture</i>	52

D. Survey

Survey on Washing Practices and Behavior

This survey is aimed at analyzing the washing practices and behavior of households as a part of my Masters' final thesis project on "The Future of Washing as a Service (WaaS) in a Circular Economy"

* Required

1. What is your age? *

Mark only one oval.

- less than 18
- 18-24
- 25-40
- >40

2. How many people live in your household?

3. How do you do your laundry?

Mark only one oval.

- In a washing machine installed in your home
- In a shared-washing facility like a laundromat or a coin-laundry
- By hand
- Other: _____

4. How many loads do you wash per week? *

5. When do you usually do your laundry?

Check all that apply.

- Daily
- Fixed day of the week
- When you have a full load
- Whenever you find time to do it
- Other: _____

6. What kind of detergent do you use?

Mark only one oval.

- Powder
- Liquid detergent
- Capsules
- Other: _____

- Added automatically by the machine
- Other: _____

8. How do you separate your load? By (select all that apply)

Check all that apply.

- color
- material
- delicates
- I don't separate
- Other: _____

9. How do you select the wash program?

Mark only one oval.

- I use the same program for all washes
- I select the program based on the kind of laundry
- Other: _____

10. How important is the length of your wash?

Mark only one oval.

	1	2	3	4	5	6	7	
Not important at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very important

11. How often do you use the "ECO" wash program for your wash?

Mark only one oval.

	1	2	3	4	5	6	7	
Almost never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Almost always

12. How often do you clean your washing machine?

Mark only one oval.

- Once a week
- Once a month
- Once every few months
- Once a year
- Almost never
- Other: _____

13. Do you use the machine cleaning program for cleaning the washing machine?

Mark only one oval.

- Yes
- No
- Haven't heard of it

E. Miele Service Manual



W1113, W1119, W1203, W1213 & W1215 Clothes Washers

Technical Information

1 Technical Data

n/a

2 Function

2.1 Fault Display

The Electronics continuously monitor the status of a program. In the event of a fault; the electronic stores the information in the form of a code. Refer to 4.3 Service Mode for details on retrieving and clearing the fault codes.

In addition to the fault code being stored, certain conditions immediately alert the user via LEDs on the Fascia Panel. Refer to Tables 070-1 and 070-2 for detailed information on these fault indicators.

3 Fault Repair

3.1 Fault Indication - Quick Reference

Condition Noted By User		Fault Code	Cause
LED	Digital Display		
-	-	F 0	No fault registered
No indicator(s) to the user – stored fault only	-	F 1	Temperature sensor (NTC) short-circuited
No indicator(s) to the user – stored fault only	-	F 2	Temperature sensor (NTC) open-circuited
Water inlet check LED flashes	-	F 10	Insufficient water intake
Drain check LED flashes	-	F 11	Insufficient drainage

Table 070-1: Fault Indication Quick Reference (continued on Table 070-2)

Condition Noted By User		Fault Code	Cause
LED	Digital Display		
-	-	F 15	Insufficient hot water intake
Excess detergent LED lights up	-	F 16	Excess foam
-	-	F 20	Heating
-	---	F 41	Electronic fault
-	---	F 43	Control & Power Electronic are incompatible
-	---	F 47	Control Electronic / Power Electronic interface fault.
-	-	F 51	Pressure sensor fault
-	-	F 53	Tachogenerator fault
Water inlet check LED flashes	---	F 63	Water intake fault
-	---	F 65	Drum Light Assembly Fault
Locked LED lights up	-	-	Electronic program lock
Locked LED flashes	-	-	Electronic lock function
Water inlet check and drain check LEDs flash	---	-	Float Switch in bottom of appliance has been activated.

Table 070-2: Fault Indication Quick Reference (continued from Table 070-1)

3.2 Check Inlet And Check Drain LEDs Flash Together**Symptom**

In normal operation mode on models with a digital display 3 dashes are displayed. The water intake valves are closed and the program is interrupted. The Drain Pump is activated for 120 seconds.

Cause

The Float Switch in the bottom of the appliance has switched; a leak has been registered by the Electronic unit.

Remedy

- Shut off the water supply.
- Remove water from drip tray
- Perform necessary service.

3.3 Digital Display Shows: – – –**Symptom**

During operation the digital display shows 3 dashes. The Water Intake Valves are closed and the program shuts down. The Drain Pump is activated for 120 seconds.

Cause

The Electronics contain a registered a fault.

Remedy

- Access the Service Mode and check for stored fault(s).
- If either Electronic was recently replaced, ensure the correct part number is installed and the appliance is programmed correctly.
- Check the electrical connection between the control/power module panel/Display Electronic.

3.4 **Fault Code F1, NTC Sensor Short-Circuited**

Symptom

Should the NTC Sensor Circuit contain a short circuit, the heating is switched off after about 10 seconds, however the program continues. If the fault occurs with hot water operation, the machine changes over to cold water operation.

Cause

NTC Temperature Sensor or its connections short-circuited.

Remedy

- Check the NTC Temperature Sensor in the service mode.
- Check the NTC Temperature Sensor for an open or short circuit.
- Check the NTC Temperature Sensor resistance.

3.5 **Fault Code F2, NTC Sensor Open-Circuited**

Symptom

The heating switches off after approximately 10 seconds; however the program continues.

Cause

NTC Temperature Sensor or its connections contain an open-circuited.

Remedy

- Check the NTC Temperature Sensor and circuit for an open circuit.
- Check the NTC Temperature Sensor resistance, for proper operation at various temperatures. (Refer to Table 030-2)

3.6 Fault Code F10, Water Intake**Symptom**

The **Check inlet** LED flashes.

The Inlet Valve is closed and the program automatically ends. The Drain Pump is activated for 120 seconds.

Cause

The water supply is shut off.

Remedy

Turn the water supply on.

Cause

Water intake filters are clogged.

Remedy

Check / Clean the water intake filters.

Cause

Low on-site water pressure.

Remedy

- Check water pressure and reprogram machine if necessary
- Check on-site water pressure: The flow pressure must be at least 1 bar. With the water supply fully open, at least 5 liters (approximately 1.25 gallons) of water should flow from the tap within 15 seconds.
- If the on-site flow pressure is less than 1 bar, then it should be increased.
- If the on-site flow pressure cannot be increased, then low water pressure can be programmed as an option. Refer to the Programming Mode information (070 4.1)

Cause

Defective Water Intake Valve.

Remedy

Check / replace the Water Intake Valve.

3.7 **Fault Code F11, Water Drainage**

Symptom

During operation the Drain LED flashes.
The program automatically ends and the Drain Pump is activated for 120 seconds.

Cause

Insufficient drainage. When the Drain Pump is activated, a check is made as to whether the water level drops to 30 mm wc after 150 seconds.

Remedy

- Check the Filter for blockages caused by foreign bodies.
- Check Drain Pump for proper operation.
- Check the Drain Hose.
- Check Non-return Valve.
- Check the on-site drain system.

3.8 Fault Code F15, Hot Water Intake

Symptom

During operation, this fault is not indicated via any LEDs on the Control Panel. The program continues, however it will only use the cold water supply.

Cause

The water supply is shut off.

Remedy

Turn the water supply on.

Cause

Water Intake Filters clogged.

Remedy

Clean the water intake filters.

Cause

Low on-site water pressure.

Remedy

- Check water pressure and reprogram machine if necessary
- Check on-site water pressure: The flow pressure must be at least 1 bar. With the water supply fully open, at least 5 liters of water should flow from the tap within 15 seconds.
- If the on-site flow pressure is less than 1 bar, then it should be increased.
- If the on-site flow pressure cannot be increased, then low water pressure can be programmed as an option.

Cause

Hot Water Inlet Solenoid Valve defective.

Remedy

Check the Hot Water Inlet Solenoid Valve.

3.9 Fault Code F16, Excess Foam

Symptom

During operation the **Oversudsing** LED lights up. The Water Intake Solenoid Valve is switched off for certain periods of time. The heating is switched off and the thermostop is skipped. The spin speed is reduced (or stopped). An additional rinse cycle is performed.

Cause

Excess foam due to too much detergent and/or improper detergent

Remedy

Ensure the correct type and amount of detergent is being used.

Cause

Not draining.

Remedy

Check the Drain Pump system for proper operation .

3.10 Fault Code F20, Heating

Symptom

During operation, this fault is not indicated via any LEDs on the Control Panel. The program continues, however poor wash results, and longer than usual operating times may be noticed.

Cause

The water is not being heated.

Remedy

- Check the Heater Relay and Relay circuit.
- Check the Heater Circuit for an open or short circuit.

3.11 **Fault Code F41 – Electronic Fault**

Symptom

During operation, units with a digital display show 3 dashes. The Water Intake Valve(s) closes and the program automatically ends. The Drain Pump is activated for 120 seconds.

Cause

Electronic and/or data fault(s).

Remedy

Check / replace the Control and/or Power Electronic – as necessary.

3.12 **Fault Code F43, Control/Power Electronic and the Control Panel/Display Electronic are Incompatible**

Symptom

During operation, units with a digital display show 3 dashes

Cause

The Electronics are incompatible.

Remedy

- Verify the correct Control/Power Electronic and the Display Electronics are installed.
- Ensure the appliance is programmed correctly.

3.13 **Fault Code F47, Control/Power Module – Control Panel/Display Module Interface Fault**

Cause

Control/Power Electronic to Panel Electronic - communication fault.

Remedy

Check the electrical connection between the two Electronics.

3.14 **Fault Code F51, Pressure Sensor**

Symptom

During operation, units with a digital display show 3 dashes. The Water Intake Valve(s) close and the program automatically ends. The Drain Pump is activated for 120 seconds.

Cause

Analog Pressure Sensor (ADS) fault.

Remedy

Check the pressure sensor in the service mode, see 070 4.3.

Note

The pressure sensor is integrated into the control/power module (SLT). Should replacement be necessary the entire electronic is replaced as one assembly. Do not attempt to service the sensor.

3.15 **Fault Code F53, Tachogenerator**

Symptom

During operation, units with a digital display show 3 dashes. The motor does not start or is switches off after about 1.5 seconds. In the spin cycle, the program automatically ends immediately. The Water Intake Valves close, the Drain Pump is activated for 120 seconds.

Cause

No signal from Tachgenerator and / or motor – drives not functioning.

Remedy

Check Tachogenerator and Main Motor circuits.

Check for faulty mechanical components.

3.16 Fault Code F63, Water Path Control Unit

Symptom

The Water Intake LED flashes. On units with a display, 3 dashes are displayed. The water intake valves are closed and the program is interrupted. The Drain Pump is activated for 120 seconds.

Cause

Faulty Water Path Control System.

The Control/Power Module cannot register a valid position from the the Water Path Control Unit within about 80 seconds of it being switched on.

Note

Water intake monitoring is not active if a valid position of the Water Path Control Unit is not registered.

Remedy

- Check the Water Path Control Unit
- Check the Water Path Control System circuit.

3.17 Fault Code F65, Drum Light Assembly Fault

Symptom

On units with a display 3 dashes are displayed; the program is interrupted and the Drain Pump is activated for 120 seconds.

Cause

Drum Light Assembly - not installed / not installed correctly

Remedy

- Check Drum Light Assembly is installed.
- Check the Drum Light Assembly is in the locked position (turned completely and seated).
- Check the base of the Drum Light Assembly; ensure the actuator tab is present (refer to Figure 070-1).

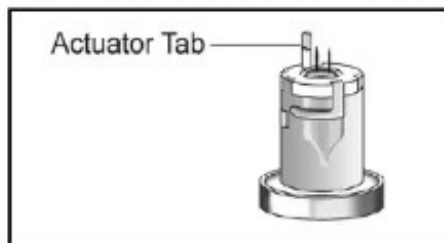


Figure 070-1: Drum Lamp Assembly

3.18 Locked LED On Steady

Cause

The electronic program lock (child-safety feature) is active.

Remedy

Deactivate the electronic program lock (child-safety feature) by pressing the **Start** button for 6 seconds.

3.19 Locked LED Flashing

Cause

The Electronic lock function is active.

Remedy

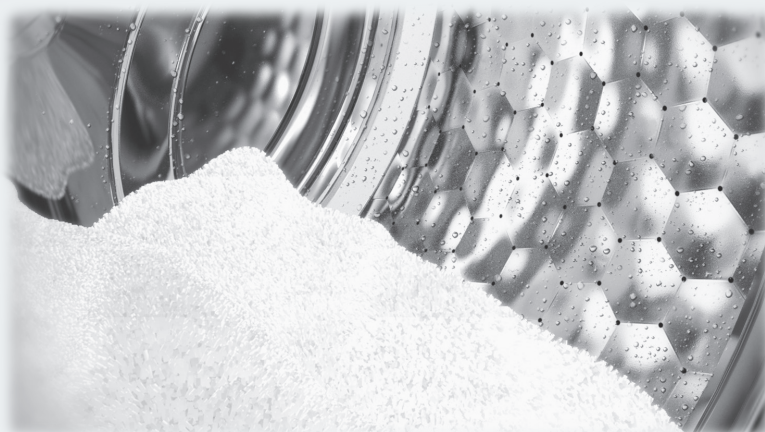
Deactivate the Electronic lock function as follows

1. Switch off the machine.
2. Close the door.
3. Press and hold the **Sensitive** and the **Temperature** buttons while performing the following:
 - Switch on the machine.
 - Press and release the **Option** button 3 times.
4. Release the **Sensitive** and **Temperature** buttons.

F. Miele User Manual

Miele

Operating instructions
for washing machines




To avoid the risk of accidents or damage to the machine, it is **essential** to read these instructions before it is installed and used for the first time.

en-GB


M.-Nr. 10 834 360


Cleaning and care

Cleaning the drum (Hygiene info)


Washing at low temperatures and/or using liquid detergent can cause bacteria and unpleasant odours to build up in the washing machine. Use the *Cottons 90 °C* programme to clean the machine. Run this programme at the latest when the  indicator lights up.

External casing and fascia panel

 Disconnect the machine from the mains electricity supply before cleaning or maintenance.

 The washing machine must not be hosed down.

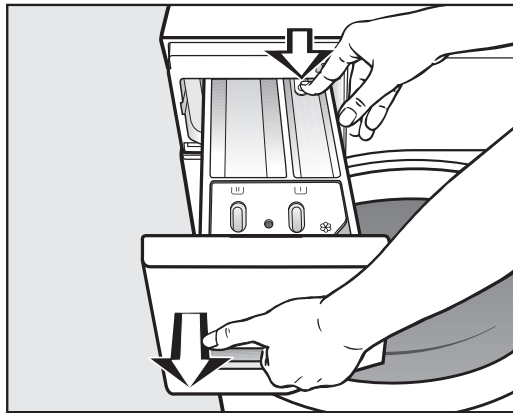
- Clean the casing and fascia panel with a mild non-abrasive cleaning agent or soap and water using a well wrung-out cloth. Wipe dry with a soft cloth.
- The drum can be cleaned with a proprietary stainless steel cleaning agent, following the manufacturer's instructions on the packaging.

 Do not use solvents, abrasive cleaners, glass cleaners or multi-purpose cleaning agents. These could damage plastic surfaces and other parts.

Cleaning the detergent dispenser drawer

Washing at low temperatures and the use of liquid detergent can lead to a build-up of mould and bacteria in the detergent dispenser drawer.

- For hygiene reasons, clean the entire drawer at regular intervals.

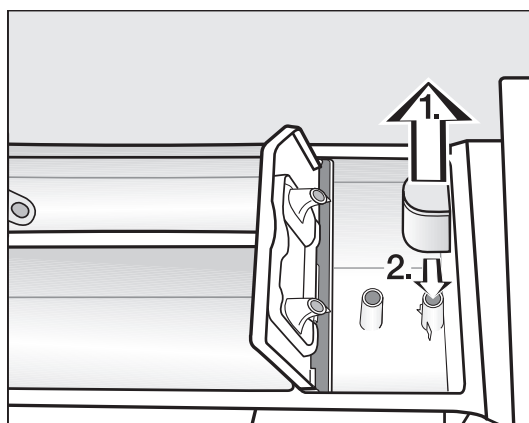


- Pull out the detergent dispenser drawer until a resistance is felt. Press down the release button and at the same time pull the drawer right out of the machine.
- Clean the drawer with hot water.


Cleaning and care

Cleaning the siphon tube and the channel

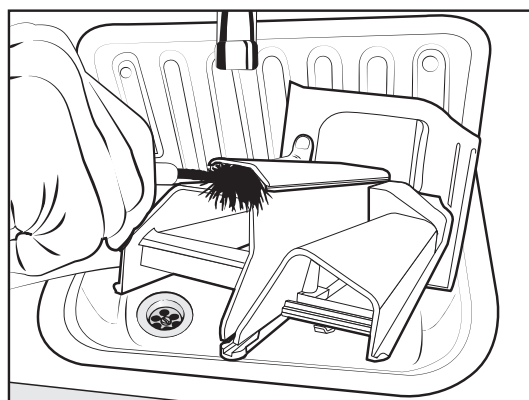
Liquid starch can cause the siphon to become clogged. Make sure that you clean the siphon and siphon tube particularly thoroughly after using liquid starch a few times.



- Clean the siphon.

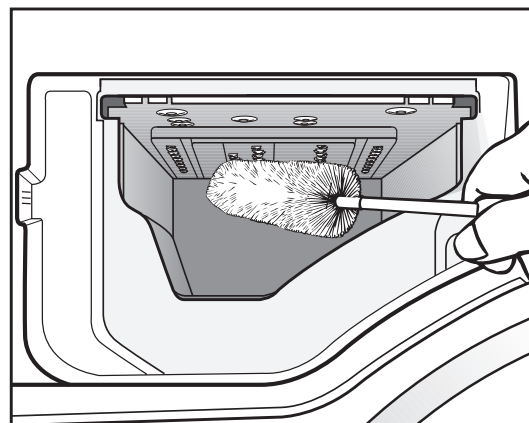
1. Remove the siphon from the  compartment and rinse under hot running water. Clean the siphon tube at the same time.

2. Replace the siphon.



- Clean the fabric conditioner channel with a brush and hot water.

Cleaning the detergent dispenser drawer housing



- Use a bottle brush to remove detergent residues and limescale from the jets inside the detergent dispenser drawer housing.

- Replace the detergent dispenser drawer.

Tip: Leave the detergent dispenser drawer slightly open to allow it to dry.

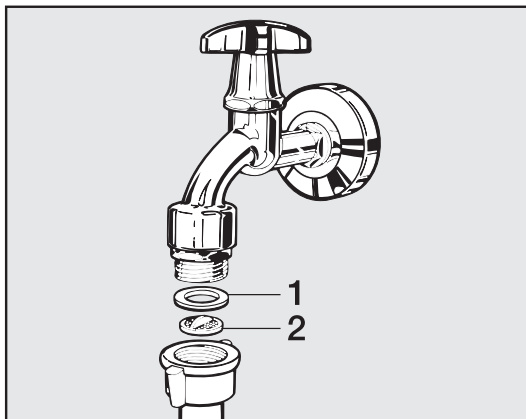
Cleaning and care

Cleaning the water inlet filters

The washing machine has two filters to protect the water inlet valve. These filters should be checked every six months or so, or more often if there are frequent interruptions to the water supply.

To clean the filter in the union in the open end of the inlet hose:

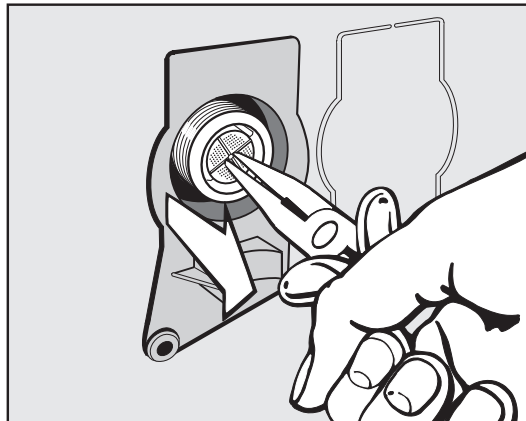
- First turn off the stopcock.
- Unscrew the inlet hose from the stopcock.



- Remove the rubber seal **1** from the recess.
- Using pointed pliers, take hold of the plastic filter bar **2** and remove it.
- Clean the filter.
- Replace the filter and seal back in the reverse order and reconnect the hose.

To clean the filter in the water inlet valve:

- Using pliers, carefully loosen the ribbed plastic nut on the inlet valve and unscrew.



- Use pointed nose pliers to withdraw the plastic filter by the bar (see illustration).
- Clean the filter.
- Replace the filter in the reverse order.


After cleaning the filters, turn on the stopcock and check the connection is watertight. If water drips out, tighten the connection.

The two filters **must** be put back in place after cleaning.

Problem solving guide

Minor faults in the performance of the washing machine, some of which may result from incorrect operation, can be put right without contacting the Service Department.

The following guide may help you to find the reason for a fault, and to correct it. You should, however, note the following:




 Repair work to electrical appliances should only be carried out by a suitably qualified person in strict accordance with current local and national safety regulations. Repairs and other work by unqualified persons could be dangerous. The manufacturer cannot be held liable for unauthorised work.

The programme does not start

Problem	Cause and remedy
The control panel remains dark.	There is no power to the machine. <ul style="list-style-type: none">■ Check whether the mains plug is plugged in and switched on.■ Check whether the fuse or circuit breaker has tripped.
	The washing machine has switched off automatically to save energy. <ul style="list-style-type: none">■ Switch the washing machine on again by turning the programme selector.
F and 34 alternately appear in the time display.	The door is not closed properly. The door lock could not engage. <ul style="list-style-type: none">■ Close the door again.■ Start the programme again. If the fault message appears again, contact the Service Department.

Problem solving guide

The programme is cancelled and a fault indicator light lights up in the control panel



Problem	Cause and remedy
<p>The fault indicator light  lights up, <i>F</i> and <i>!0</i> appear alternately in the time display and the buzzer sounds.</p>	<p>The water inlet is blocked or restricted.</p> <ul style="list-style-type: none"> ■ Check whether the stopcock is opened properly. ■ Check whether the inlet hose is kinked. ■ Check whether the water pressure is too low.
	<p>The filter in the water inlet is blocked.</p> <ul style="list-style-type: none"> ■ Clean the filter.
<p>The fault indicator light  lights up, <i>F</i> and <i>!!</i> appear alternately in the time display and the buzzer sounds.</p>	<p>The water outlet is blocked or restricted. The drain hose has been fixed too high.</p> <ul style="list-style-type: none"> ■ Clean the drain filter and the drain pump. ■ The maximum delivery head is 1 m.
<p>The fault indicator light  lights up, <i>F</i> and <i>!38</i> appear alternately in the time display and the buzzer sounds.</p>	<p>The water protection system has reacted.</p> <ul style="list-style-type: none"> ■ Close the stopcock. ■ Call the Service Department.
<p><i>F</i> and <i>XXX</i> alternately appear in the time display and the buzzer sounds.</p>	<p>There is a fault.</p> <ul style="list-style-type: none"> ■ Disconnect the washing machine from the mains electricity supply, either by switching off at the wall socket and withdrawing the plug, or by disconnecting the relevant fuse on the mains fuse board. ■ Wait at least 2 minutes, before reconnecting the washing machine to the mains electricity supply. ■ Then switch the washing machine on again. ■ Restart the programme. <p>If the fault message appears again, contact the Service Department.</p>

Problem solving guide

During the programme, a symbol appears in the time display

Message	Cause and remedy
-0- lights up	The programme selector was moved to a different position after the programme had started. <ul style="list-style-type: none"> ■ Turn the programme selector back to the original position.
	The programme has been interrupted. <ul style="list-style-type: none"> ■ Open the door. ■ Close the door.

At the end of the programme, an indicator light lights up in the control panel

Problem	Cause and remedy
The indicator light  lights up.	Excessive foam has built up during washing. <ul style="list-style-type: none"> ■ Use less detergent next time, and follow the manufacturer's recommended dosage amounts on the packaging.
The indicator light  lights up.	A programme using a temperature above 60 °C has not been run for a long time. <ul style="list-style-type: none"> ■ In order to prevent bacteria and unpleasant odours building up in the machine, run the <i>Cottons 90 °C</i> programme using Miele machine cleaner or powder detergent.




Problem solving guide

General problems with the washing machine

Problem	Cause and remedy
The washing machine smells.	The ⊕ indicator light was ignored. A wash programme using a temperature above 60 °C has not been run for a long time. <ul style="list-style-type: none"> ■ In order to prevent bacteria and unpleasant odours building up in the washing machine, run the <i>Cottons 90 °C</i> programme using Miele machine cleaner or a universal powder detergent.
	The door and the detergent dispenser drawer were left open after washing. <ul style="list-style-type: none"> ■ Leave the door and the detergent dispenser drawer slightly open to allow them to dry.
The machine shakes during the spin cycle.	The machine feet are not level. <ul style="list-style-type: none"> ■ Level the machine and adjust the feet correctly.
The laundry has not been spun properly and is still wet.	The machine detected an imbalance during the final spin cycle and reduced the spin speed automatically. <ul style="list-style-type: none"> ■ Include both large and small items in the load as this will give better distribution during spinning.
Strange pump noises can be heard.	This is not a fault. These slurping noises occur at the end of the pump sequence as a normal part of operation.
Large amounts of detergent residue remain in the detergent dispenser drawer.	The water pressure is too low. <ul style="list-style-type: none"> ■ Clean the water inlet filter. ■ It may be useful to select the <i>Water plus</i> option.
	Powder detergent used in conjunction with water softeners tends to become sticky. <ul style="list-style-type: none"> ■ In future, add washing powder into the dispenser drawer first, and then add the water softener.


Problem solving guide

General problems with the washing machine

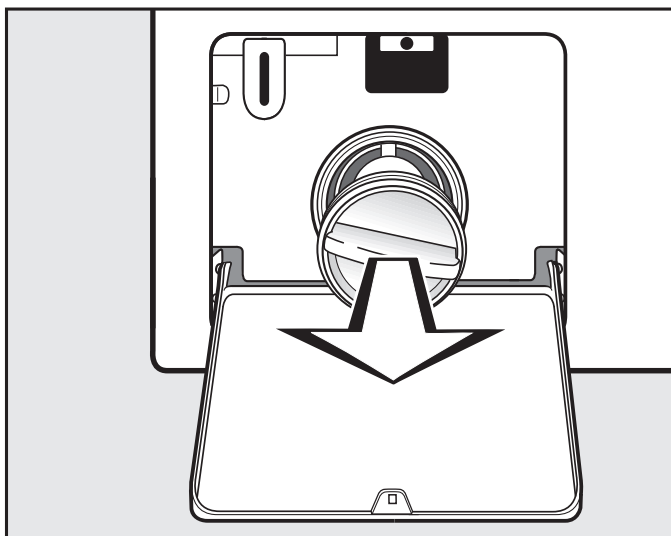
Problem	Cause and remedy
Fabric conditioner is not completely dispensed or too much water remains in the  compartment.	<p>The siphon tube is not correctly positioned or is clogged.</p> <ul style="list-style-type: none"> ■ Clean the siphon, see “Cleaning and care - Cleaning the detergent dispenser drawer”.
At the end of the programme there is still liquid in the capsule.	<p>The small pipe in the detergent dispenser drawer onto which the capsule is placed is blocked.</p> <ul style="list-style-type: none"> ■ Clean the small pipe.
	<p>This is not a fault. For technical reasons a small amount of water will remain in the capsule.</p>
There is water next to the capsule in the fabric conditioner compartment.	<p>The <i>Cap</i>  sensor was not activated or an empty capsule was not removed at the end of the last programme.</p> <ul style="list-style-type: none"> ■ Make sure that you remember to activate the <i>Cap</i>  sensor the next time you insert a capsule. ■ Remove and then dispose of the empty capsule at the end of each programme.
	<p>The small pipe in the detergent dispenser drawer onto which the capsule is placed is blocked.</p> <ul style="list-style-type: none"> ■ Clean the small pipe.

Problem solving guide

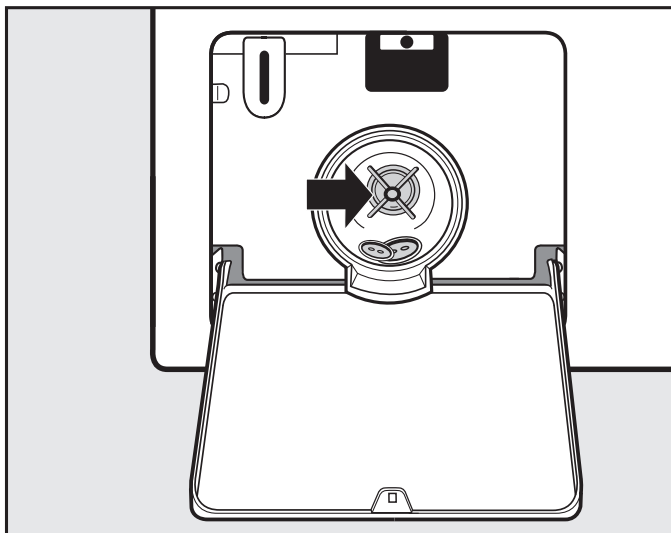
An unsatisfactory wash result

Problem	Cause and remedy
Liquid detergent does not give the required result.	<p>Liquid detergents usually contain no bleaching agents. They do not remove fruit, coffee and tea stains.</p> <ul style="list-style-type: none"> ■ Use a general purpose powder detergent containing a bleaching agent. ■ Use the appropriate capsule or add stain removers to the  compartment. ■ Never put stain removers and liquid detergent together in the dispenser drawer.
Grey, greasy particles cling to washed laundry.	<p>Insufficient amounts of detergent were used to break down the particles of grease in heavily soiled laundry.</p> <ul style="list-style-type: none"> ■ Use more detergent. ■ Before washing the next load run a Cottons 60°C programme with powder detergent but without a load.
White residues which look like powder detergent are seen on dark textiles after washing.	<p>The detergent contained compounds (zeolites) to aid water softening which are not soluble in water. These have ended up on the laundry.</p> <ul style="list-style-type: none"> ■ Try and brush off the residues with a soft brush once the laundry is dry. ■ Wash dark textiles using a detergent which contains no zeolites. Liquid detergents usually contain no zeolites. ■ Use the <i>Dark garments / Denim</i> programme for dark coloured laundry.

Problem solving guide



- Remove the drain filter completely.

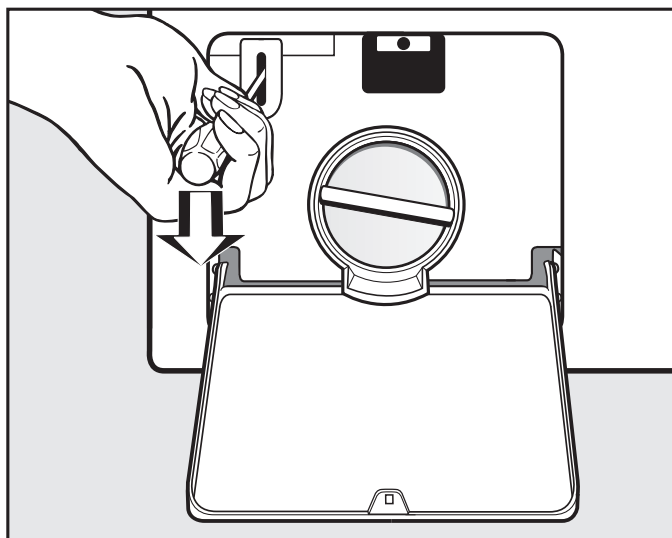


- Clean it thoroughly.
- Remove any foreign objects (e.g. buttons, coins, etc.) and fluff from the filter housing. Turn the impeller by hand to check that it rotates freely.
- Replace the drain filter correctly and tighten it securely.

⚠ Make sure the drain filter is securely tightened. Otherwise there is a risk of water leakage during use.

Opening the door

⚠ Always make sure that the drum is stationary before reaching in to remove laundry. Reaching into a moving drum is extremely dangerous.

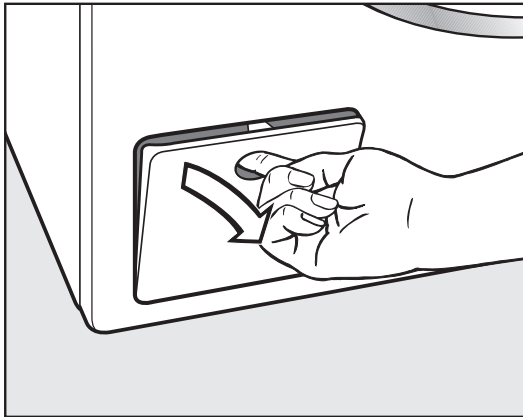


- Use a screwdriver to unlock the door.
- Pull open the door.

Problem solving guide

Opening the door in the event of a blocked drain outlet and/or power failure

- Switch off the washing machine.



- Open the drain pump access panel.

Blocked drain outlet

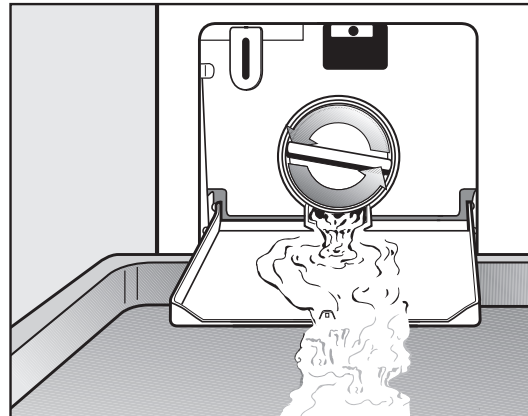
If the drain outlet is blocked, a large quantity of water can remain in the washing machine.

⚠ If laundry has been washed at a high temperature, water draining out of the machine will still be hot. Danger of scalding! Take care when draining the machine.

Procedure for draining the washing machine

When draining water from the machine, do not unscrew the drain filter completely or take it right out.

- Place a suitable container, e.g. a Miele universal oven tray under the access panel.



- Slowly and carefully unscrew the filter to let the water out. Be careful not to release too much water at once. If the flow of water is too strong, some water can seep into the washing machine base and activate the water protection float switch. This will prevent the washing machine from functioning.
- Tighten the drain filter back up again if you need to interrupt the flow of water.

Once the flow of water ceases:

G. Questions For Onboarding New Customers

Date of Birth
On which floor will the device be placed?
Other
Is there a lift?
Is one of the stairs a spiral staircase?
Could the stairs be a challenge for the delivery people?
Could the door be a challenge? The door must be at least 65 cm wide.
Are there water and drainage connections present at the location?
Are you sure the device fits the location you have in mind?
Is the washing machine connected to a normal socket or to a pull switch?
Do you have internet at home? And do you have your own router?
Will you soon get internet at home?
Does a device have to be stacked?
Do you want us to dispose of the current device (free of charge)?
How did you find Bundles?
Other
Interesting! How exactly?
Other
What did you search for on Google?
Do you want to add detergent to your subscription? (with the all-in subscription you only have to make a choice)
What is the most important reason for choosing Bundles?
Other
What do you find most important in terms of sustainability?
Why do you find the Bundles subscription comfortable?
Why did you choose this device?
Why did you choose this subscription?
How long do you expect to use the Bundles subscription?
Other
What kind of device would you have if you had not opted for a Bundles subscription?
Which brand would you choose?
Other
Are there any details that we need to take into account?
What should we take into account?
Order number
Submit Date (UTC)

H. Customer Reviews

7



3 stars: sufficient, a reasonable experience

I don't have a real judgment yet. So I give "mandatory" a 7. With mandatory "No" or "Yes" I can't go that far. He himself stands quietly in a corner. I washed with him once. And twice by accident I turned it on and off quickly. He solved that well himself. Does the spy net now count as two extra full washes?

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing

9/14/2017 Hans, Groningen

10



5 stars: perfect, definitely recommended

Great initiative. Very good and honest information provision. Very good service. Was the solution for my situation. 4 weeks before the move my washing machine stopped, I am very happy that I found bundles on the internet. I have now been able to rent a washing machine for 1 month. It is possible that in the future I will no longer buy a new washing machine, but will start using bundles.

Would you recommend us?	Yes
Total judgment	★★★★★
Quality device	★★★★★
Service	★★★★★
Durability	★★★★★
Experience with:	Washing

7/29/2017 Marianne, Beverwijk

9



4 stars: good service, well treated

I have only just got the washing machine at home so it is a bit early but the machine is a relief compared to the old machine I had. Due to the construction of the subscription I was even more aware. It's just a shame that I can't use the feedback on, among other things, the use of detergents because I have the Miele Classic.

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing

7/27/2017 Francine, Amsterdam

9



4 stars: good service, well treated

Have a good experience now. Was just a pity that I got a damaged washing machine but that has since been remedied.

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★★
Service	★★★★★
Durability	★★★★★
Experience with:	Washing

7/25/2017 Daniel, Castricum

9



4 stars: good service, well treated

Superfine washing machine and a very pleasant idea that it is more durable (only the detergent of the Miele TwinDos system can still be sustainable / ecological, then it is perfect).

Would you recommend us?	Yes
Total judgment	★★★★★
Quality device	★★★★★
Service	★★★★★
Durability	★★★★☆
Experience with:	Washing

7/24/2017 Marleen, Breda

8



4 stars: good service, well treated

A difficult start. The 1st delivery day was called off. At the delivery we would get a new machine which was not the case. The machine smelled like a wet dog. The promised detergent and description were also not included. Complained to this, description received by e-mail, detergent sent to me and the machine rinsed on advice. The machine turned out to be another half month old. Now very satisfied, silent machine and washes well.

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★★
Experience with:	Washing

9



4 stars: good service, well treated

Not having in stock and supplying the bundles plug could have been better communicated. I had to call for it now. Delivery has gone perfectly neatly connected new device and old one has gone back so my first experience is very good. Dishwasher works well. Is quiet and economical. Much better than my 18 year old dishwasher that I had before.

Would you recommend us?	Yes
Total judgment	★★★★★
Quality device	★★★★★
Service	★★★★★
Sustainability	N.vt
Experience with:	Dishwashing

3/6/2017 Harry, Eindhoven

8



4 stars: good service, well treated

Buddy for subscription is unfortunately missing

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★★
Service	★★★★☆
Sustainability	N.vt
Experience with:	Washing

3/6/2017 Ton, Harderwijk

8



4 stars: good service, well treated

The principle is fine, and you are very helpful. The professionalism from the start can be even better: the supplied detergent is not very durable, and we had to find out for ourselves. The refill vials for the dosing system that we are going to receive from you (good service, by the way!), We had actually expected upon delivery. We have used the machine a few times now, and that works out well. Nice and quiet, nice and clean, but the program takes a long time.

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing

9



4 stars: good service, well treated

Delivery on time, clear explanation of device, neat staff. But how do I report the number of washes?

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing

2/7/2017 Yvonne. Oisterwiik

9



4 stars: good service, well treated

I have only just got the washing machine at home so it is a bit early but the machine is a relief compared to the old machine I had. Due to the construction of the subscription I was even more aware. It's just a shame that I can't use the feedback on, among other things, the use of detergents because I have the Miele Classic.

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing

8



4 stars: good service, well treated

Great project! The only thing I miss is that my washing machine can be switched on remotely. Then it could start when sustainable energy is generated.

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing

1/31/2018 mare, wooden

9



4 stars: good service, well treated

Since the end of October I have been renting a Miele washing machine from Bundles, which I immediately enjoyed. The machine does its job as it should and makes little noise. Coincidentally, last Sunday I had a small technical problem with a message on the screen, but this was solved very friendly and effectively by telephone. The conversations with the customer service from Bundles and from Miele were pleasant and clear. In short: I am very satisfied.

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing

1/19/2017 Wieke, Rotterdam

8



4 stars: good service, well treated

Pay attention that the number of washes is correct. We have found differences between what you and we had registered. You have solved that nicely so far.

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing Dishwashing

1/13/2017 Lucille, Kerkrade

9



4 stars: good service, well treated

I think it is a pity that it is difficult to see when I have done laundry. There is also no information how this is calculated or viewed. Furthermore, super!

Would you recommend us?	Yes
Total judgment	★★★★☆
Quality device	★★★★☆
Service	★★★★☆
Durability	★★★★☆
Experience with:	Washing

1/12/2017 Koen, Utrecht

1



Bad service

Already 3 days a broken machine and waited for a phone call from 1or other company who will then have to repair it. What might also be 2/3 days again I say pussy settled

Recommend?	No
------------	----

5/6/2019 Fred, Leiden

10



5 stars: perfect, definitely recommended

Washer + dryer for 1.5 years. Excellent quality devices and excellent washing results. Water and energy consumption decreased compared to our previous machine. A coffee subscription for half a year. Great device and delicious coffee. Never had any problems. Excellent service. Always quick, friendly and adequate answers to questions.

Recommend?	Yes
Total judgment	★★★★★
Quality device	★★★★★
Service	★★★★★
Durability	★★★★★
Experience with:	Washing Drying Coffee

3/19/2019 Adry, Meppel

10



5 stars: perfect, definitely recommended

I am very satisfied with Bundles. Washing machine works properly and I love the Miele brand. Ultimately we also purchased a dryer through bundles. Service is top and sustainability is good.

Recommend?	Yes
Total judgment	★★★★★
Quality device	★★★★★
Service	★★★★★
Durability	★★★★★
Experience with:	Washing Drying

2/12/2019 Mary, Zoetermeer

10



5 stars: perfect, definitely recommended

Delivered yesterday, beautiful machines. Carrier extremely friendly and helpful. Fortunately they took the old (25 year) machines with them, so no worries about that. Be sure that it will be a long lasting cooperation. Good job men and women from Bundles!

Recommend?	Yes
Total judgment	★★★★☆
Quality device	★★★★★
Service	★★★★★
Durability	★★★★☆
Experience with:	Washing Drying

12/7/2018 Ad, Amsterdam

9

★★★★☆

4 stars: good service, well treated

Dear reader, First of all I want to state that the installation of the internet has been postponed again and therefore has not yet made an internet connection from the washing machine. In addition, top service; good quality machine for a fair price, or washing is not even more sustainable, I don't know, but I do expect it. Perhaps it is up to you to continue to research this and thereby become the market leader and then continue to be. Offering subscription form is of course sustainable / circular economist and good quality is also part of it. But whether it is the end station, I do not know :) Well done, I would recommend you to everyone although we make a little bit more impact in today's (read: polluting) society.

Would you recommend us?
Total judgment
Quality device
Service
Durability
Experience with:

Yes
★★★★☆
★★★★★
★★★★☆
★★★★☆
Washing

1/28/2018 Dick, Rotterdam

9

★★★★☆

4 stars: good service, well treated

The service is fast, within a few days of my request I was already called to schedule an appointment. In a week's time I had the washing machine working in my new house and well. Very satisfied! One point of attention is that I found it handy to have a manual for the washing machine at my disposal. It may be useful to include the manual of the chosen device in the welcome e-mail.

Would you recommend us?
Total judgment
Quality device
Service
Durability
Experience with:

Yes
★★★★☆
★★★★★
★★★★★
★★★★★
Washing

10/3/2017 Anita, Sneek

7

★★★★☆

3 sterren: voldoende, een redelijke ervaring

The staff were perfectly friendly and helpful but as a full-time teacher in a British School and having moved to the Netherlands and moved into an unfurnished apartment, I had no time to sit at home waiting for delivery during the week. There were absolutely no options for delivery outside working hours and I desperately needed a washing machine. Either change delivery companies or add more delivery time options and this would be the best service in the Netherlands for appliances.

Zou u ons aanbevelen?
Totaal oordeel
Kwaliteit apparaat
Service
Duurzaamheid
Ervaring met:

Ja
★★★★☆
★★★★★
★★☆☆☆
★★★★★
Wassen

10/31/2018 Grace , Den Haag

8



4 stars: good service, well treated

In general it's a good service. Only I found the web app isn't user-friendly. E.g: "Verbruik" doesn't show any usage information so far; and it doesn't have English.

- Would you recommend us?
- Total judgment
- Quality device
- Service
- Durability
- Experience with:

- Yes
- ★★★★☆
- ★★★★☆
- ★★★★☆
- ★★★★☆
- Washing

10/19/2018 Zhujing, Amsterdam

10



5 stars: perfect, definitely recommended

Delivered yesterday, beautiful machines. Carrier extremely friendly and helpful. Fortunately they took the old (25 year) machines with them, so no worries about that. Be sure that it will be a long lasting cooperation. Good job men and women from Bundles!

- Would you recommend us?
- Total judgment
- Quality device
- Service
- Durability
- Experience with:

- Yes
- ★★★★★
- ★★★★★
- ★★★★★
- ★★★★★
- Washing | Drying

12/7/2018 Ad, Amsterdam

9



4 stars: good service, well treated

At first I doubted which subscription I should choose, but I am also happy with the choice for 'pay for use'. :)

- Would you recommend us?
- Total judgment
- Quality device
- Service
- Durability
- Experience with:

- Yes
- ★★★★☆
- ★★★★☆
- ★★★★☆
- ★★★★☆
- Washing

10/31/2018 Michelle, suffering

I. Welcoming Email flow For New Bundles Customers

Fijn dat je erbij bent :-)

Bekijk deze mail in je browser



Bundles

De Bundles missie

Wij geloven in een circulaire wereld waarin bedrijven de beste oplossingen aanbieden aan iedereen en waarin materialen worden behouden voor volgende generaties. In de bijlage leggen we uit hoe we dat gaan doen!

Daarom bieden wij de beste spullen als een service. Door de apparaten met het internet te verbinden kunnen we de prestaties en het onderhoud optimaliseren én kunnen we de jou beter van dienst zijn.

Nieuw bij Bundles: het [Moyee koffie abonnement!](#)



Volg ons op Facebook Volg ons op Twitter



Samen Circulair

Met Bundles bieden we de beste spullen als een service. In 2014 zijn we gestart met wasabonnementen op Miele apparaten. We hebben veel getest en geleerd en we hebben laten zien dat het concept werkt. Nu bieden we abonnementen op [wassen](#), [drogen](#), [vaatwassen](#) en [koffie](#).

Wij willen de transitie naar een circulaire economie leuker maken samen met jou, want samen bereiken we meer!



Het Bundles Community Panel

Het Panel bestaat uit betrokken fans en gebruikers die ons willen helpen met allerlei zaken, zoals het verbeteren van de klantervaring en de transitie naar de circulaire economie. We organiseren verschillende sessies en daarvoor ontvang je als lid van het panel een uitnodiging. Het is geheel vrijblijvend, je zit nergens aan vast!

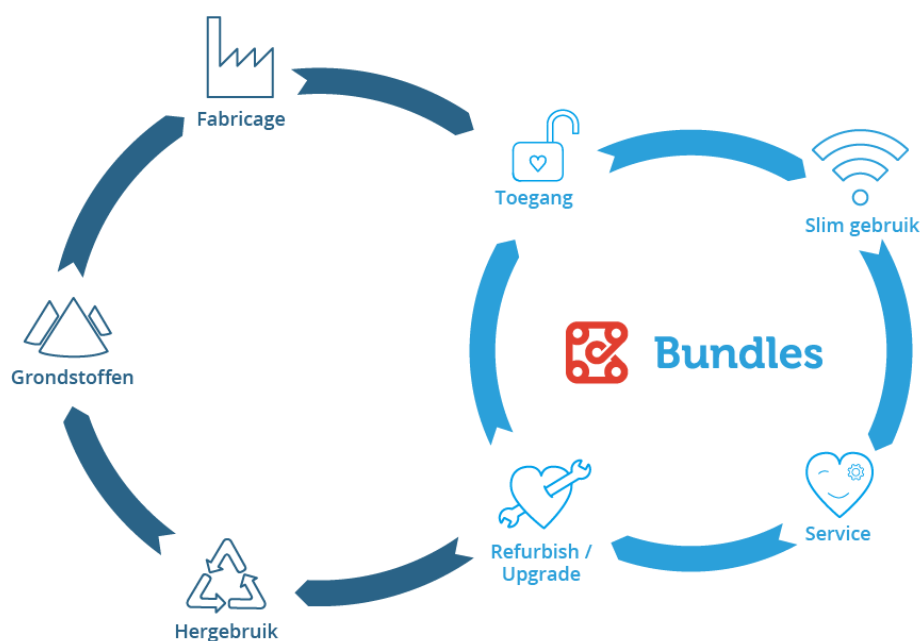
Vind je het leuk om je mening te geven? Schrijf je in via [deze link!](#)

Samen met jou gaan we voor een duurzame wereld!



De roadmap naar circulair: het gebruiksplatform

Bundles heeft inmiddels meer dan 1000 actieve gebruikers. De lancering van koffieabbonnement smaakt naar meer. Er zullen de komende jaren meer categorieën en partners volgen, denk daarbij aan koelen, verwarmen, fietsen, slapen en zitten. In **deze infographic** zie je hoe we samen met onze partners gaan voor een circulair systeem!



-  Onze partners ontwerpen en produceren voor een lange levensduur, reparatie en uiteindelijk hergebruik.
-  Hoge kwaliteit materialen zijn waardevast, gaan lang mee en kunnen goed hergebruikt worden.
-  Samen met onze partners werken we aan een systeem waarin de materialen weer opnieuw kunnen worden toegepast in de productieketen.

-  Voor iedereen het beste. Door spullen als een dienst aan te bieden krijg je toegang tot kwaliteit zonder initiële investering.
-  We optimaliseren prestaties en onderhoud. Door connectiviteit kunnen wij je bedienen met persoonlijk advies en bezorging op het juiste moment.
-  Levenslange garantie. Wij zorgen voor onderhoud en zorgen dat alles werkt. Wij staan elke dag van 08:00 tot 22:00 voor je klaar en garanderen topservice.
-  Zeg je op of kies je na vijf jaar voor het nieuwste apparaat? Wij knappen de apparaten op en plaatsen ze weer bij een nieuwe klant.

Klantenservice

Heb je nog vragen? Neem contact met ons op! We helpen je graag verder.

Telefoon: 085-4011908

E-mail: info@bundles.nl

Of stuur ons een bericht op [Twitter](#) of [Facebook](#)



<< Test First Name >>, is je bezorging al ingepland?

Ben jij al gebeld voor een bezorgafspraak door onze logistieke partner Vonk? Dan kun je de bezorgafspraak de dag vóór de bezorging (vanaf 12:00) volgen op hoelaatkomenze.nl. Op de dag van bezorging zie je ook hoeveel bezorgingen er nog voor jou zijn; jouw bezorgtijd wordt steeds nauwkeuriger!

Heb je nog geen afspraak? Bel dan gerust even met Vonk: 0344-609 160 en vraag even naar Casper of Gert.

Let op:

De eerste bezorging is gratis, zorg dat je de bezorgers kan ontvangen!
Voor een tweede bezorg poging betaal je €89

Verken samen met ons de Miele W1

Deze Quick Guide hebben we met zorg voor jou samengesteld. Zo ontdek jij hoe je het meeste uit je wasmachine haalt voor het beste resultaat. Hoef je ook die saaie handleiding niet open te slaan. Plak hem gerust bij de wasmachine zodat je hem altijd bij de hand hebt!

Een introductie tot het wasmiddel doseringssysteem

Ga je het automatische doseersysteem TwinDos gebruiken? Dat kan op de volgende manieren:

Optie 1
Speciaal Miele UltraPhase wasmiddel

Optie 2
Witwasmiddel en bontwasmiddel

Optie 3
Universeel wasmiddel en wasverzachter

Voor optie 2 en 3 heb je een zogeheten 'navulflacon' nodig. De gekozen optie stel je in via het menu. Goed en duurzaam wasmiddel kun je bestellen via Bundles. Wil je meer weten over het instellen van het TwinDos systeem en het bestellen van wasmiddel? Kijk dan op www.bundles.nl/wasmiddel

Tijd om alle mogelijkheden van de wasmachine te ontdekken!

Selecteer bij het gebruik van TwinDos of CapDosing, bij een bolletje of poeder hoef je niets te doen.

Bekijk vooraf hoe veel energie en water het programma gebruikt en kijk wat er gebeurt als je iets aanpast!

Nog meer functies! Handig voor speciale vlekken, dat scheelt!

Met de pijltjes kun je:

- de vuilgraad en de kleur van de was instellen na programmakeuze.
- energie besparen door te kiezen voor een lagere temperatuur.
- energie van de droger besparen door te kiezen voor een hoog centrifugeerental, maar voorzichtig met kwetsbare kleding.
- de was voorprogrammeren zodat hij klaar is wanneer jij dat wilt.

Draai naar het juiste wasprogramma. Wij kiezen meestal katoen, maar voor fijne was, wol en zijde kiezen we het speciale programma. Voorwas is niet nodig, dat kost vooral veel water.




Wil je meer weten over temperatuur, vlekken behandelen en wasmiddelen? Kijk op www.bundles.nl/wasmachine-handleiding



Wil je de bovenstaande "Quickguide" opslaan of printen? [Klik hier om deze te downloaden.](#)

 Volg ons op Twitter

 Like ons op Facebook

Klantenservice

Heb je nog vragen? Neem contact met ons op! We helpen je graag verder.

Telefoon: 085-4011908

E-mail: info@bundles.nl

[Afmelden](#)

----- Forwarded message -----

From: Wouter van Bundles <info@bundles.nl>

To: "<< Test First Name >>" <petra.graatsma@bundles.nl>

Cc:

Bcc:

Date: Thu, 28 Mar 2019 09:15:33 +0000

Subject: [Test] Instructiehulp voor gebruik TwinDos



Hoi << Test First Name >>,

Wij zijn dol op frisse was! Wasmiddel is daar natuurlijk een belangrijk ingrediënt voor. Als het goed is, heb je het wasmiddel ontvangen. Als dat niet zo is, neem dan even contact met ons op.

Als je hebt gekozen voor Miele wasmiddel, dan gebruik je de UltraPhase 1 flacon in vak 1 en de UltraPhase 2 flacon in vak 2. In het geval van Ariel of Seepje wasmiddel doe je het wasmiddel in de navulflacon die je in vak 1 stopt.

Het Miele wasmiddel is geurloos. Als je een geurtje prettig vindt of sowieso wasverzachter gebruikt, dan kun je dat via wasmiddellade toevoegen.

Het is belangrijk om de machine goed in te stellen met het juiste wasmiddel. Het onderstaande filmpje legt dat uit. Kom je er toch niet uit? Laat het ons dan weten.

Zorg ervoor dat TwinDos geactiveerd is als je gaat wassen. Dit zie je als (Twin)Dos is opgelicht in het display van de wasmachine.

Vanaf nu nooit meer geknoei met wasmiddel en altijd de juiste hoeveelheid gedoseerd!



[Klik hier](#) als het filmpje niet wilt laden.

Wat vind jij van deze mail?

- 😊 Heel leuk!
- 🙂 leuk
- 😐 Neutraal
- ☹️ Niet leuk
- 😡 Helemaal niet leuk



Klantenservice

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Telefoon: 085-4011908

E-mail: info@bundles.nl

Of stuur ons een bericht op Twitter of Facebook

J. Informtion Architecture

