CHiQ

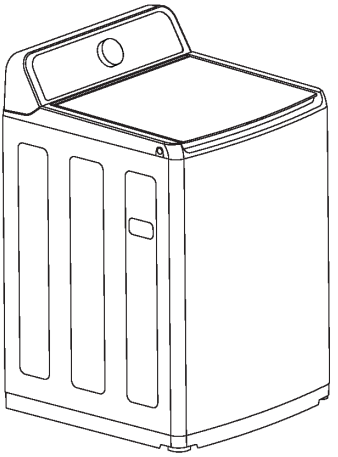
# USER MANUAL

MODEL

WTL118FDG

WTL120FDW

# AUTOMATIC WASHING MACHINE



## TABLE OF CONTENTS


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**PLEASE READ CAREFULLY THIS USER'S MANUAL BEFORE USING YOUR WASHER AND SAVE THIS FOR FUTURE REFERENCE.**

# Important safety instructions

## Your safety and the safety of others are very important

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.
This symbol alerts you to potential hazards that can kill or hurt you and others.
All safety messages will follow the safety alert symbol and either the word "**DANGER**" or "**WARNING**". These word mean :

**⚠DANGER** **You can be killed or seriously injured if you don't immediately follow instructions.**

**⚠WARNING** **You can be killed or seriously injured if you don't follow instructions.**

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** To reduce the risk of fire, electric shock, or injury to persons when using the washer, follow basic precautions, including the following:

- Read all instructions before using the washer.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable or explosive substances as they give off vapors that could ignite or explode.
- Do not add gasoline, dry-cleaning solvents, or other flammable, or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
- Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. **HYDROGEN GAS IS EXPLOSIVE.** If the hot water system has not been used for such a period, before using the washing machine, turn on all hot water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.
- Do not allow children to play on or in the washer. Close supervision of children is necessary when the washer is used near children.
- Before the washer is removed from service or discarded, remove the lid.
- Do not reach into the washer if the tub or agitator is moving.
- Do not install or store the washer where it will be exposed to the weather.
- Do not temper with controls.
- Do not repair or replace any part of the washer or attempt any servicing unless specifically recommended in this manual or in published user-repair instructions that you understand and have the skills to carry out.
- See Installation Instructions for grounding requirements.

## SAVE THESE INSTRUCTIONS

# Installation requirements

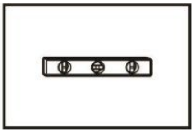
## TOOLS AND PARTS

Gather required tools and parts before starting installation.

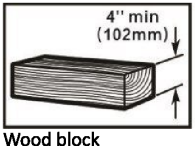
**Tools needed:**



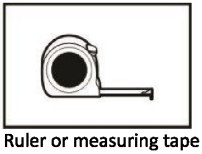
Adjustable or open end wrench 9/16" (14mm)



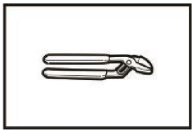
Level



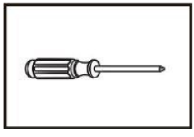

Wood block



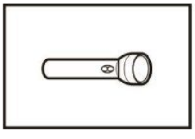
Ruler or measuring tape



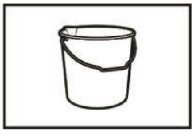
Pliers that open to 13/4" (44.5mm)



Phillips screwdriver



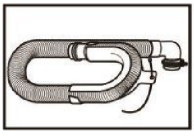
Flashlight



Bucket

**Parts supplied:**

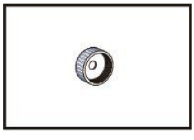
**NOTE:** All parts supplied for installation are in the tub of the washer.



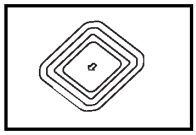
Drain hose with clamp, U-form, and cable tie



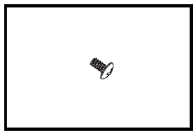
Water inlet hoses with flat washers



Water intake cap



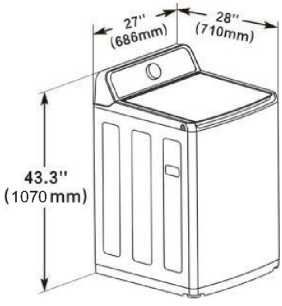
Bottom plate



Screw for installing Bottom plate

## LOCATION REQUIREMENTS

Select proper location for your washer to improve performance and minimize noise and possible washer walk. Install your washer in a basement, laundry room, closet, or recessed area.




**You will need:**

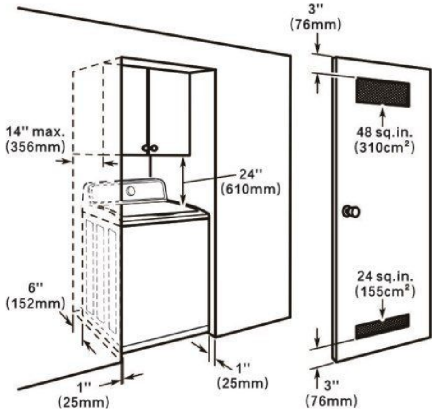
- A grounded electrical outlet located within 4 ft (1.2m) of power cord on back of washer.
- Hot and cold water faucets located within 3 ft (0.9m) of hot and cold water fill valves on washer, and water pressure of 20-100psi (138-690kPa).
- A level floor with maximum slope of 1" (25mm) under entire washer. Installing on carpet is not recommended.
- Floor must support washers total weight (with water and load) of 441lbs (200kgs).

**IMPORTANT:** Do not install, store, or operate washer where it will be exposed to weather or in temperatures below 32°F (0°C). Water remaining in washer after use may cause damage in low temperatures. See "Washer Care" in your User Manual for winterizing information.

Proper installation is your responsibility.

# Installation requirements

### Recessed area or closet installation



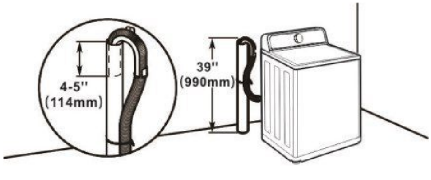

Dimensions show recommended spacing allowed, except for closet door ventilation openings which are minimum required.

This washer has been tested for installation with spacing of 0" (0 mm) clearance on the sides. Consider allowing more space for ease of installation and servicing, and spacing for companion appliances and clearance for wall, doors, and floor moldings. Add spacing of 1" (25 mm) on all sides of the washer to reduce noise transfer. If a closet door or louvered door is installed, top and bottom air openings in door are required.

## DRAIN SYSTEM

Drain system can be installed using a floor drain, wall standpipe, floor standpipe, or laundry tub. Select method you need.

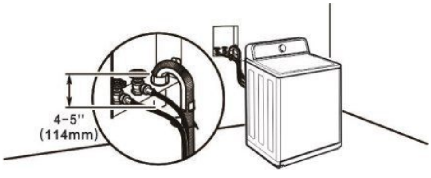
### Floor standpipe drain system




Minimum diameter for a standpipe drain: 2" (51mm). minimum carry-away capacity: 17 gal. (64L) per minute. Top of standpipe must be at least 39" (990 mm) high; install no higher than 96" (2.44 m) from bottom of washer. If you must install higher than 96" (2.44 m), you will need a sump pump system.

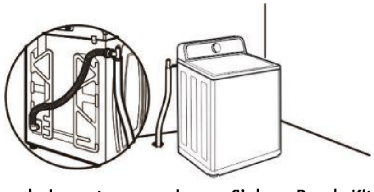
It is the responsibility of the installer to install and secure the drain hose into the provided plumbing/drain in a manner that will avoid the drain hose coming out of or leaking from the plumbing/drain.

### Wall standpipe drain system



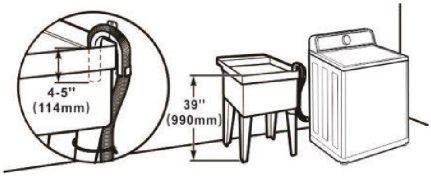

See requirements for floor standpipe drain system.

### Floor drain system



Floor drain system requires a Siphon Break Kit, 2 Connector Kits, and an Extension Drain Hose that may purchase separately. Minimum siphon break: 28" (710 mm) from bottom of washer. (Additional hoses may be needed.)

### Laundry tub drain system




Minimum capacity: 20 gal. (76 L). Top of laundry tub must be at least 39" (990 mm) above floor; install no higher than 94" (2.44 m) from bottom of washer.

**IMPORTANT:** To avoid siphoning, no more than 4.5" (114mm) of drain hose should be inside standpipe or below the top of wash tub. Secure drain hose with cable tie.

# Installation requirements

## ELECTRICAL REQUIREMENTS

**⚠WARNING**



**Electrical Shock Hazard**
**Plug into a grounded 3 prong outlet.**
**Do not remove ground prong.**
**Do not use an adapter.**
**Do not use an extension cord.**
**Failure to follow these instructions can result in death, fire, or electrical shock.**

■ A 120 volt, 60Hz.,AC only, 15- or 20-amp, fused electrical supply is required. A time-delay fuse or circuit breaker is recommended. It is recommended that a separate circuit breaker serving only this appliance be provided.

■ This washer is equipped with a power supply cord having a 3 prong grounding plug.

■ To minimize possible shock hazard, the cord must be plugged into a mating, 3 prong, grounding-type outlet, grounded in accordance with local codes and ordinances. If a mating outlet is not available, it is the personal responsibility and obligation of the customer to have the properly grounded outlet installed by a qualified electrician.

■ If coded permit and a separate ground wire is used, it is recommended that a qualified electrician determine that the ground path is adequate.

■ Do not ground to a gas pipe.

■ Check with a qualified electrician if you are not sure the washer is properly grounded.

■ Do not have a fuse in the neutral or ground circuit.

### GROUNDING INSTRUCTIONS

**For a grounded, cord-connected washer:**
This washer must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of electrical shock by providing a path of least resistance for electric current. This washer is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**WARNING:** Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the appliance is properly grounded.

Do not modify the plug provided with the appliance - if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

**For a permanently connected washer:**
This washer must be connected to a grounded metal, permanent wiring system, or an equipment grounding conductor must be run with the circuit conductors and connected to the equipment-grounding terminal or lead on the appliance.

**⚠ WARNING**

**DISCONNECT POWER BEFORE SERVICING MACHINE.**
**Certain internal parts are intentionally not grounded and may present a risk of electrical shock only during serving. Service personnel – do not contact the following parts while the appliance is energized: drain pump, main motor, torque motor and water inlet valve.**

# Installation instructions

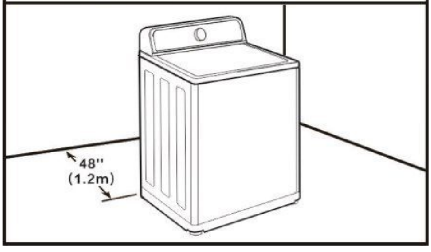
**⚠ WARNING**

**Excessive Weight Hazard**

**Use two or more people to move and install washer. Failure to do so can result in back or other injury.**

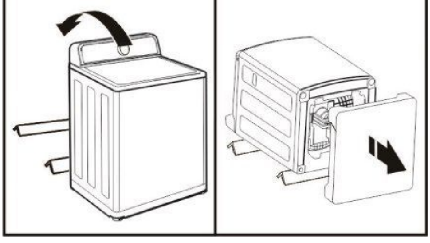
Before you start: remove shipping materials
It is necessary to remove all shipping materials for proper operation and to avoid excessive noise from washer.

**1.** Move washer



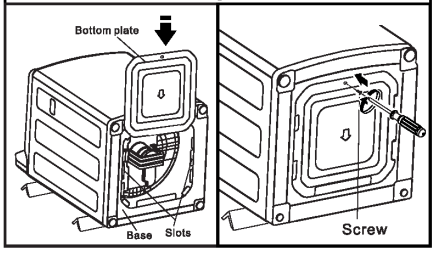

Move washer to within 48 ft (1.2 m) of its final location; it must be in a fully upright position.
**NOTE:** To avoid floor damage, set washer onto cardboard before moving it and make sure lid is taped shut.

**2.** Remove shipping base



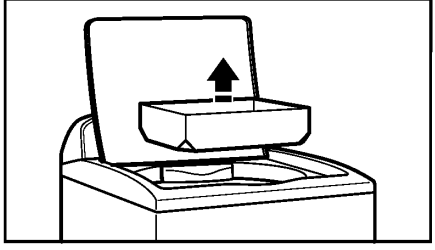
**■ Remove shipping base**
To avoid damaging floor, place cardboard supports from shipping carton on floor behind washer. Tip washer back and place on cardboard supports. Remove shipping base. Set washer upright.
**IMPORTANT:** Removing shipping base is necessary for proper operation. If your washer includes a sound shield, please refer to the instructions included with the sound shield to install it at this time.

**3.** Install the bottom plate




Insert the bottom plate into the slots on the base under by hand, then use Phillips screwdriver tighten the bottom plate to base with a screw.

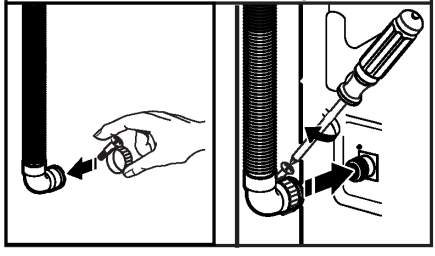
**4.** Remove packing tray from tub



Remove tape from washer lid, open lid and remove cardboard packing tray from tub. Be sure to remove all parts from tray.
**NOTE:** Keep tray in case you need to move washer later.

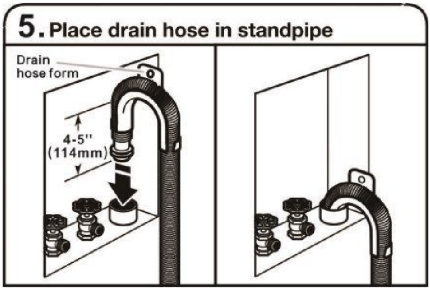
## CONNECT DRAIN HOSE

**5.** Attach drain hose to drain port



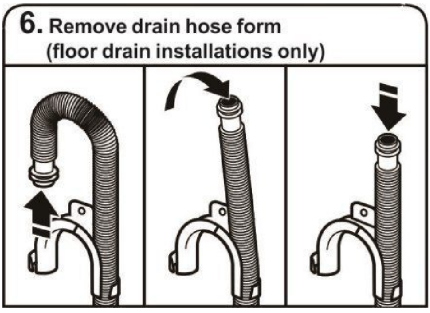
If hose clamp is not already in place on elbow end of drain hose, slide it over elbow end of drain hose by hand as shown.

# Installation instructions



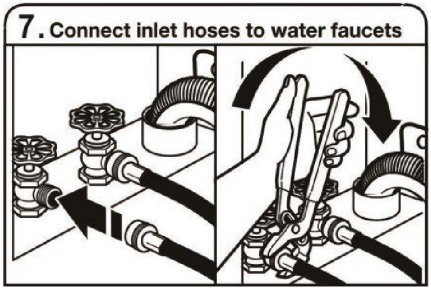

Place hose into standpipe (shown in picture) or over side of laundry tub.

**IMPORTANT:** 4.5" (114 mm) of drain hose should be inside standpipe; do not force excess hose into standpipe or lay on bottom of laundry tub. Drain hose form must be used.



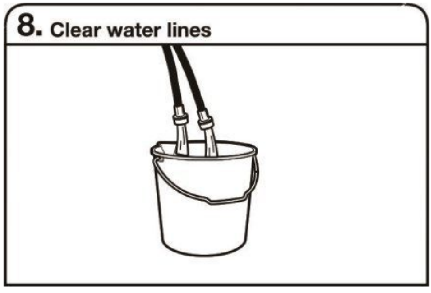

For floor drain installations, you will need to remove the drain hose form from the end of the drain hose. You may need additional parts with separate directions. See Tools and Parts.

## CONNECT INLET HOSES

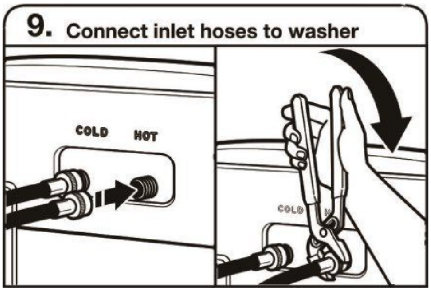



Attach hose to water faucet. Screw on coupling by hand until it is seated on water faucet. Use pliers to tighten couplings an additional two-thirds turn.

IMPORTANT: Do not over tighten or use tape or sealants on valve when attaching to faucets or washer. Damage can result.




Run water for a few seconds through hoses into a laundry tub, drainpipe, or bucket to avoid clogs. Water should run until clear.



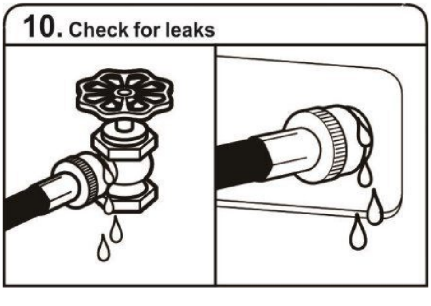

Attach water inlet hoses to water inlet valves. Screw coupling by hand until it is snug. Use pliers to tighten coupling an additional two-thirds turn.

**NOTE:**

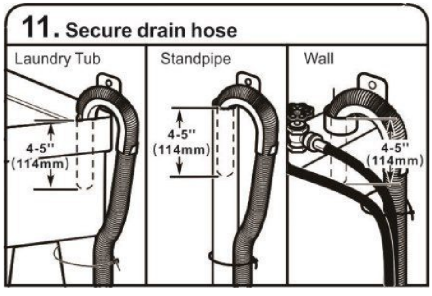
- If you are not going to use the hot water, block the hot water supply intake with the water intake cap. Otherwise, there is a risk of water leak.
- Make sure to set the water temperature to a Cold after blocking the hot water supply intake. Otherwise, the amount of supply water could be low, or the water could not supply at all.

**IMPORTANT:**

- To reduce risk of hose failure, replace the hoses every 5 years. Record hose installation or replacement dates for future reference.
- Periodically inspect and replace hoses if bulges, kinks, cuts, wear, or leaks are found.



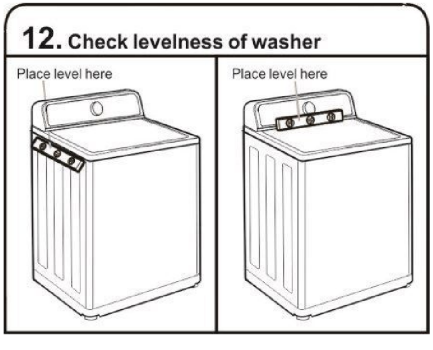

Turn on water faucets to check for leaks. A small amount of water may enter washer. It will drain later.



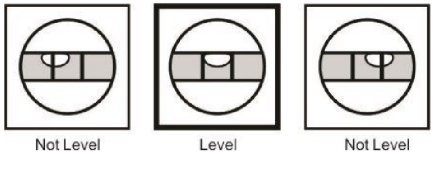

Secure drain hose to laundry tub leg, drain standpipe, or inlet hoses for wall standpipe with cable tie.

## LEVEL WASHER

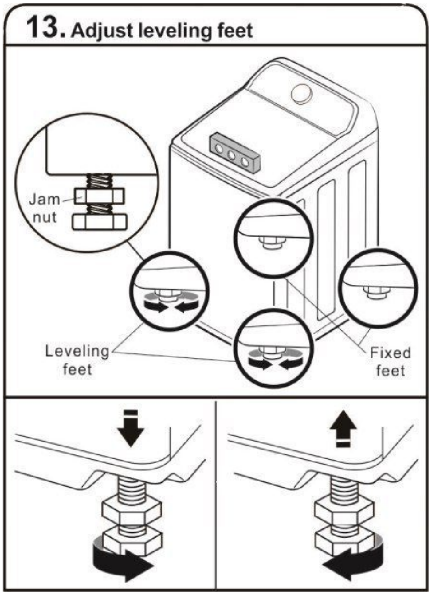
**IMPORTANT:** Level washer properly to reduce excess noise and vibration.




Move the washer to its final location. Place a level on top edges of washer. Use side seam as a guide to check levelness of sides. Check levelness of front using lid, as shown. Rock washer back and forth to make sure all four feet make solid contact with floor. If washer is level, skip to step 15.



# Installation instructions




There are two fixed foot (rear) and two leveling foot (front) stand on the ground, the washer must be horizontal and balanced without shaking.

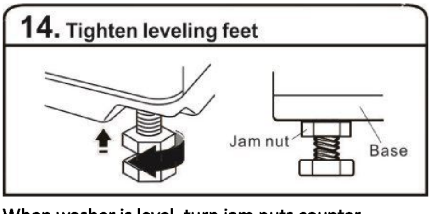
**If washer is not level:**

Turn jam nuts clockwise on two leveling foot by hand until they are about 1/2" (13 mm) from the washer cabinet.

Then turn the leveling foot clockwise to lower the washer or counterclockwise to raise the washer.

Recheck levelness of washer and repeat as needed.

**HELPFUL TIP:** You may want to prop up front of washer about 4" (102 mm) with a wood block or similar object that will support weight of washer.




When washer is level, turn jam nuts counter clockwise by hand to make it contact the bottom of the base to prevent the leveling foot from loosening.

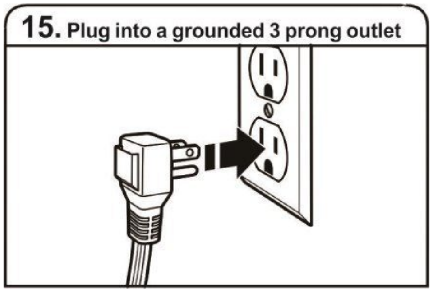
**HELPFUL TIP:** You may want to prop washer with a wood block.

**⚠WARNING**



**Electrical Shock Hazard**

**Plug into a grounded 3 prong outlet.**
**Do not remove ground prong.**
**Do not use an adapter.**
**Do not use an extension cord.**
**Failure to follow these instructions can result in death, fire, or electrical shock.**

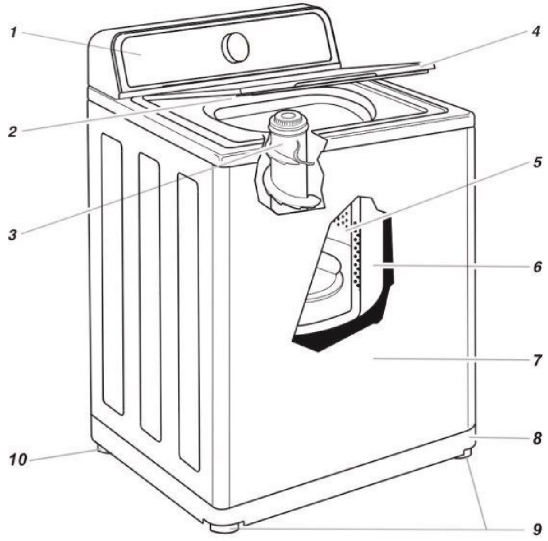



## COMPLETE INSTALLATION CHECKLIST

- Check electrical requirements. Be sure you have correct electrical supply and recommended grounding method.
- Check that all parts are now installed. If there is an extra part, go back through steps to see what was skipped.
- Check that you have all of your tools.
- Check that shipping materials were completely removed from washer.
- Check that water faucets are on.
- Check for leaks around faucets and inlet hoses.
- Remove protective film from console and any tape remaining on washer.
- Check that washer is plugged into a grounded 3 prong outlet.
- Dispose of/recycle all packaging materials.
- Read Washer Care in your User manual.
- To test and clean your washer, measure 1/2 of normal recommended amount of powdered or liquid detergent and pour it into washer basket or detergent dispenser(on some models). Close lid. Select any cycle. Start washer and allow to complete full cycle.

# Description of the parts

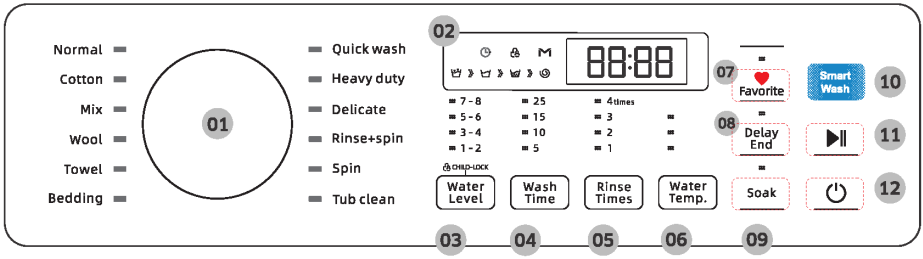
This manual covers several different models. The washer you have purchased may have some or all of the parts listed below.




1. Control panel
2. Agitator
3. Lid
4. Basket
5. Tub
6. Cabinet
7. Base
8. Leveling feet (two feet at the front)
9. Fixed feet (two feet at the Rear)

# Control panel description

## Control panel



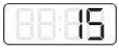
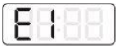

| | | |
|---|---|---|
| 01 | Cycle Selector | Turn the dial to select a cycle.(For more information aboutwash cycles. For a detailed description, see→ *Various cycles and functions→ Table of wash cycle.* |
| 02 | Display | The display shows current cycle information and estimatedtime remaining, or an fault codes. For a detailed description, see→ *Next page* |
| 03 | Water Level | • Press to change the water level for current cycle. For a detailed description, see→ *Various cycles and functions* → Change program parameters halfway.<br>• **Child Lock** option: When the wash cycle is run, press and hold this button for at least 3 seconds to set or cancel the **Child lock** option. For a detailed description, see→ *Various cycles and options*. |
| 04 | Wash Time | Press to change the wash time for current cycle. For a detailed description, see→ *Various cycles and options → Change program parameters halfway.* |
| 05 | Rinse Times | Press to change the rinse count for current cycle. For a detailed description, see → *Various cycles and options → Change program parameters halfway.* |
| 06 | Water Temp. | Press to change the water temperature for current cycle<br>• Hot: Whites and heavily soiled, colorfast items.<br>• Warm: Moderately soiled, colorfast items, most wrinkle-free items.<br>• Cold: No warm water is supplied.<br>For a detailed description, see → *Various cycles and options → Change program parameters halfway*. |
| 07 | Favorite | Press this button to memorize the current wash cycle parameters and run as an independent wash cycle that users like.<br>For a detailed description, see → *Various cycles and options*. |
| 08 | Delay End | Set the washer to finish your wash automatically at later time. Choose a delay of between 1 to 24 hours (in 1 hoursincrements). For a detailed description, see→ *Various cycles and options*. |
| 09 | Soak | Press to add six types of soaking time at the start of thewash cycle for better stain removal. For a detailed description, see→ *Various cycles and options*. |
| 10 | Smart wash | Press to set the SMART WASH wash cycle.<br>For a detaileddescription, see → *Various cycles and options*. |
| 11 | Power | Press to turn the washer on or off |
| 12 | Start/Pause | Press and hold to start operation or press to stop operationtemporarily. |

# Control panel description

## Icon description

| | | |
|---|---|---|
| | Delay end | This icon illuminates to indicate that the **DELAY END** option has been set or operated. |
| | Child lock | This icon illuminates to indicate that the **CHILD LOCK** option has been set or operated, the control panel is locked. |
| | Smart wash | This icon illuminates to indicate that the **SMART WASH** wash cycle has been set or operated. |
| | Soak | This icon illuminates to indicate that the washing program is running in the soaking stage |
| | Wash | This icon illuminates to indicate that the washing program is running in the washing stage |
| | Rinse | This icon illuminates to indicate that the washing program is running in the rinsing stage |
| | Spin | This icon illuminates to indicate that the washing program is running in the spinning stage |

## Nixie tube display description

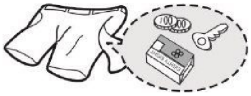
| | | |
|---|---|---|
| Remaining time of wash cycle | After startup, the remaining time of wash cycle will be displayed in the nixie tube during operation. (Example) The remaining time is 1 hour 20 minutes: |  |
| Water level gear | Under the water level setting state, the set water level gear is displayed in the nixie tube. (Example) The set water level gear is 6: |  |
| Wash time | Under the wash time setting state, the set wash time is displayed in the nixie tube. (Example) The set wash time is 15 minutes |  |
| Rinse times | Under the rinse times setting state, the set rinse times is displayed in the nixie tube. (Example) The set rinse times is 3: |  |
| Soaking time | After select the appropriate soaking time, the selected soaking time displays in the nixie tube. (Example) The soaking time is 40 minutes: |  |
| Fault code | In case of abnormality, the fault code displays in the nixie tube. (Example) Spin abnormality: |  |
| **DELAY END** time | After setting a **DELAY END** time, the **DELAY END** time displays in the nixie tube. (Example) The **DELAY END** time is 10 hours: |  |

# Preparing and sorting the laundry

## Preparing the laundry

Note the following tips when preparing your laundry:

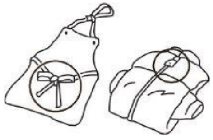
**1、Take out personal belongings from pockets. Caution:** Check the pockets! Hairpins and coins may cause damages to clothes and washing machine. They may make noise and problems to the machine.



**Must check the pocket.**

**2、If pants zippers are open while washing, the drum may be damaged. The zipper should be closed and fixed with a string before washing.**

- If blue jeans and working uniforms zippers or hooks are made of steel, they must be closed before washing.



- Wash winter jumpers, working uniforms, bed cover sheets, and blue jeans separately.
- Fold clothes well into the drum. Must remove the curtain hooks before washing.
- Turn inside out the button decorated and embroidered clothes before washing.
- Be careful those metal decorations because they may cause heavy damages while washing.
- The long stringed clothes may tangle with other clothes. Must fix the strings before washing.
- The metal strings from brassieres may stick out and damage other clothes or the drum. Must use the commercial laundry net for washing brassieres. (Use a laundry net of fine mesh.)



**3、Waterproof clothes ( Ski Wear, Diaper Covers, Footboards) are not allowed for washing.**

The waterproof sheet, clothes, and non water permeable fabrics shouldn't be washed, rinsed, or put in the drum. The laundry may pop out and cause severe vibration so that a person may get damaged and the machine, wall, and floor may break out in addition to clothes. (Examples are diaper cover, waterproof wear, raincoat, umbrella cover, ski wears, car sheet, and sleeping bags.)



**4、Cautions During Spinning**

• Spinning of regular garments

--The water from garments is drained out through the drum holes.

• Spinning of waterproof clothes and fabrics

--Even if the drum spins, water can't drain out from the waterproof clothes and fabrics.

Therefore, water gathers to one side and this causes a severe vibration. If the drum spins at a high speed, water still can't drain out from the waterproof clothes and fabrics. As a result, garments move up and pop out with a big vibration.

**5、Shake the dirt or soils from clothes.**

Soil and sands may rub delicate garments to cause damages and the washing result may be unsatisfactory.



**6、For protection of baby skin**

Wash diapers and baby wears ( baby clothes, baby towels, etc ) separately. Dirt may get to baby's clothes from adult's clothes if washing them together.

# Preparing and sorting the laundry

**7、Do pre-washing for white socks, sleeves, and collars before the main washing**

- Use powder and liquid detergents.
- Do not use soap. It may leave dirt to the drum.



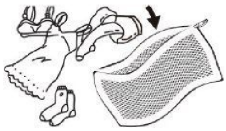
**8、Turn inside out for those nappy clothes before washing.**

- If clothes have too much foreign matter, separate them for washing. Other clothes may pick up those dirty matters (diet, thread).
- Wash black colored clothes and cotton towels separately. If they are washing together, towel may pick up dirty matters. Check before washing.



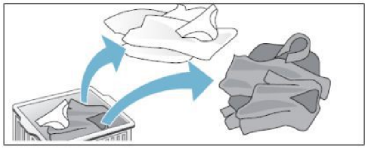
**9、Cashmilon and those garments having big volume and lightweight (eg. lace-decorated clothes, ligerie, nylon stocking, synthetic fabrics etc.) may rise and cause damages to the clothes and problems to the machine. Use the laundry net or wash them separately.**

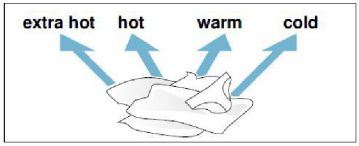
- Must put those long stringed clothes, lace-decorated clothes, bed cover sheet, wool clothes into a laundry net before washing.
- Put delicate clothes in the laundry net.
- Use only those commercial laundry net for washing



## Sorting the laundry according to colour and degree of soiling

Sort laundry items according to color, degree of soiling and recommended wash temperature range.






- Items of clothing can become discoloured.
- Never wash new muti-coloured items together with other items.
- Wash white items separately from colored items. Otherwise, white items may tend to become grey.

### Degree of soiling

- **Light soiling**
  No visible soiling or stains, but may have absorbed some odor. This could include light weight summer clothes such as T-shirts, shirts, or blouses worn only once. Also to freshen bed linen or guest towels
- **Normal soiling**
  Visible soiling and/or a few light stains. This could include clothing such as T-shirts, shirts, or blouses that nave been sweated in or worn several times. Also tea towels, hand towels or bed linen used for up to one week or more. Curtains without stains that have not been washed for up to a half year.
- **Heavy soiling**
  Visible soiling and stains. This could include kitchen towels, fabric napkins, baby bibs, children's outer clothing or football jerseys and shirts stained with grass or dirt. It could also include working clothes such as overalls and jeans and other clothing worn for outside work and activities.

# Preparing and sorting the laundry

## Sorting laundry according to their care label specifications

The symbols on labels of your garments will help you in choosing the suitable wash program, the right temperature, wash cycles, and ironing methods. Don't forget to give a glance to these useful indications!

| | | | | | | |
|---|---|---|---|---|---|---|
| Wash type | Machine wash, normal/cotton | Machine wash, permanent press | Machine wash, delicate/gentle | Hand wash only | Do not wash | Do not wring |
| Water Temp. | Water temperature 30℃ | Water temperature 40℃ | Water temperature 50℃ | Water temperature 60℃ | Water temperature 70℃ | Water temperature 95℃ |
| | 30 Water temperature 30℃ | 40 Water temperature 40℃ | 50 Water temperature 50℃ | 60 Water temperature 60℃ | 70 Water temperature 70℃ | 95 Water temperature 95℃ |
| Bleach | Any bleach | Non chlorine bleach | CL chlorine blench | Do not blench | | |
| Tumble Dry type | Normal/Cotton Heavy duty | Permanent Press/ Wrinkle resistant | Delicate/ Gentle | Do not tumble dry | | |
| Tumble dry temp. | High heat | Medium heat | Low heat | No heat | | |
| Dry type | Hang to dry | Drip dry | Dry flat | Dry in the shade | | |
| Iron | High heat | Medium heat | Low heat | Do not Iron | | |
| Dryclean | A Any solvent | P Perchloroethylene solvent | F Petroleum solvent | Do not dryclean | | |

# Various cycles and options

## Table of wash cycle

| Wash cycle | Description |
|---|---|
| Normal | • For cottons, bed linens, table linens, underwear, or shirts. |
| Cotton | • For daily items of cotton, linen and cotton blends |
| Mix | • For washing lightly to normally soiled mixed load of cotton, synthetic fabrics and colorfast items together.<br>• For best performance, recommended load is 11 lb. or lower. |
| Wool | • For machine washable wool and wool blend items.<br>• For best performance, recommended load is 4 lb. or lower. |
| Towel | • For items with strong water absorption, such as towel, bath towel and bathrobe, etc.<br>• For best performance, recommended load is 6 lb. or lower. |
| Bedding | • For bulky and large items, such as comforters, blankets, curtains and bedspreads. When washing comforters, use liquid detergent.<br>• For best performance, recommended load is 11 lb. or lower. |
| Quick Wash | • For small amount or lightly soiled garments that you want to finish washing quickly.<br>• For best performance, recommended load is 4 lb. or lower. |
| Heavy duty | • For sturdy, colorfast fabrics, heavily soiled items.<br>• For best performance, recommended load is 11 lb. or lower. |
| Delicate | • For sheer fabrics, bras, lingerie (silk), and other hand-wash only fabrics.<br>• For best performance, recommended load is 4 lb. or lower.<br>• For best performance, use liquid detergent. |
| Rinse +Spin | • For loads that need rinsing and spinning only.<br>• You can also select this cycle for additional rinsing and spinning after running other cycles. |
| Spin | • This cycle uses a spin to shorten drying times for heavy fabrics or special-care items washed by hand. |
| Tub clean | • Clean the tub by removing dirt and bacteria from the tub.<br>• Recommended perform once every 20 washes.<br>• Make sure the tub is empty. |
| Smart wash | • Special cycle which can be started simply by pressing the **SMART WASH** button.<br>• For best performance, recommended load is 10 lb. or lower. |

# Various cycles and options

## Various cycles

### SMART WASH wash cycle

Firstly press the POWER button, secondly press this button, select Smart Wash program, then press START/ PAUSE button, the washer start to run Smart Wash program, the Smart Wash light shines at the same time.

### Special wash cycles

**Wool:** a cycle designed for wool fabrics.

- Before washing, please confirm that the clothes have the washing label of "machine washable".
- After the program is completed, please take out the clothes quickly, shape and dry them to avoid deformation caused by being placed in the tub for too long.
- To prevent clothes from being damaged, the water temperature should not exceed 40°C .
- For best results and to reduce the damage of clothes, Please use special detergent for wool and do not exceed 2.0 kg of laundry.

**Soaking wash**

In order to improve the washing effect, you can add a soaking washing process before the selected washing cycle. During the soaking washing process, the washing rotation time and stop time of the washer are extended.

**Setting method:** first select the appropriate wash cycle, press the "Soak" button to select the appropriate soaking time before pressing the **START/PAUSE** button, add a soaking washing process before the selected washing cycle, and the **SOAK** button light and process icon are on, the selected soaking time is displayed on the digital tube.

The selected gears for soaking time (minutes) are:

10 → 20 → 30 → 40 → 50 → 60 → " -- " (cycle→10 ),

gear " −− " means no soaking process.

Press the **START/PAUSE** button, the wash cycle start, the **SOAK** button light will be on for a long time, and the soaking washing process icon will flash.

# Various cycles and options

## Various options

### Child lock

Setting the **CHILD LOCK** option can avoid children's mis-operation and external interference to the wash cycle.

After setting the **Child Lock** option and starting the wash cycle, the **Child Lock** icon will light up, all buttons and wash cycle selector except the **Power** button are locked, and there is no response when pressed or turn.

During the operation of the wash cycle, if the lid is opened, the **Child Lock** icon will flash, and the buzzer will prompt the lid has been opened. All buttons and wash cycle selector are locked except the **Power** button and the **Start/Pause** button. After closing the lid, press the **Start/Pause** button, the beep stops and the alarm is released, and the wash cycle continues to run.

**NOTE**: The **Child Lock** option takes effect after the wash cycle is started.

- **How to set the Child Lock option:**
  Press the **Power** button to connect the power supply, press and hold the **Water Level** button for 3s, the beep will prompt that the **Child Lock** option setting is complete, the **Child Lock** icon will light up, press the **start/Pause** button to start the wash cycle, and the **Child Lock** option will take effect.
- **How to release the Child Lock option:**
  Press and hold the **Water Level** button for 3s, the beep will prompt the **Child Lock** option to be released, the **Child Lock** icon will go out, and the **Child Lock** option will be released.

### Delay end

You can set the washer to finish your wash automatically at a later time by choosing a delay of between 1 to 24 hours (in 1 hour increments). The hour displayed in nixie tube indicates the time the wash will finish.

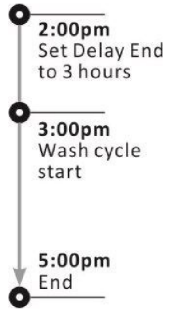
1. Select a wash cycle. Then, change the wash cycle settings if necessary.
2. Press **Delay End** button repeatedly until a desired end time is set.
3. Press and hold **Start/Pause** button (Hold to start).
4. To cancel Delay End, restart the washer by pressing **Power** button.

**NOTE**: The wash cycle duration time is included in the set **Delay End** time, the minimum setting time of the **Delay End** time must be greater than the wash cycle running time.

**Real-life case**

You want to finish a two-hour wash cycle 3 hours from now. To do this, you add the Delay End time to the current wash cycle with a 3-hour setting, and then press and hold **Start/Pause** button (Hold to start) at 2:00 pm. The wash cycle starts operation at 3:00 pm and ends at 5:00 pm.

The figure on the right is the time line for this example.



# Various cycles and options

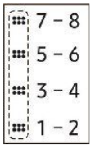
## Change program parameters halfway

After the washing program starts, the user can press the **START/PAUSE** button to make the machine in a paused state and change the program parameters (such as water level, temperature, rinsing times or washing time) that have not been executed.

The program parameters that are being executed and have been executed cannot be changed.

During the **DELAY END** state, the program parameters cannot be changed before the program is running. During the **DELAY END** state, after the program has started running, you can change the corresponding program parameters in the suspended state.

-- **Change WATER LEVEL**: According to the wash-load, press **WATER LEVEL** button repeatedly to select the appropriate water level, press **WATER LEVEL** button for the first time to display the current or the default water level, and press the button again to adjust the water level gear, press **WATER LEVEL** button once, add one gear, cycle from the current or the default water level gear to the top, and the corresponding water level indicator on the left side of the water level gear value is on, at same time the nixie tube will display the selected water level gear.

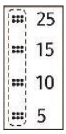



The selected gears for water level are: 1→2→3→4→5→6→7→8→" -- " (cycle →1 ), gear " -- " means no water will enter.

For example, if gear 1 or gear 2 is selected, the corresponding water level indicator will be on. When gear 1 is selected, the nixie tube will display "1". When gear 2 is selected, the nixie tube will displays "2". Other water level selections are the same.

When the water level indicator light are all off, it means no water will enter, and the nixie tube shows that the water level gear is "--".

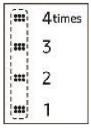
— **Change WASH TIME**: According to the type, load and dirt degree of laundry, press **WASH TIME** button repeatedly to select the appropriate washing time, press **WASH TIME** button once, add one gear, cycle from the current or the default wash time gear to the top, and the corresponding wash time indicator on the left side of the wash time value is on. When appropriate wash time is selected, the nixie tube displays the selected wash time.




The selected gears for wash time are: 5→10→15→25→" -- " (cycle →5 ), gear " -- " means no washing process.

When the wash time indicator light are all off, it means no washing process, and the nixie tube shows that the wash time gear is "--".

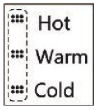
— **Change RINSE TIMES** : Press to change the rinse count for the current cycle, press **RINSE TIMES** button once, add one rinse, cycle from the current or the default rinse times to the top, and the corresponding rinse times indicator on the left side of the rinse times value is on. When appropriate rinse times is selected, the nixie tube displays the selected rinse times.




The selected gears for rinse times are: 1→2→3→4→" -- " (cycle →1 ), gear " -- " means no rinse process.

When the rinse times indicator light are all off, it means no rinse process, and the nixie tube shows that the rinse times gear is "--".

— **Change WATER TEMPERATURE.** :




Press to change the water temperature type for the current cycle, press **WATER TEMP.** button once, add one gear, cycle from the current or the default the water temperature to the top. There are three water temperature types on the display.

The selected gears for water temperature are: Cold →Warm→Hot→(cycle →Cold ).

When a temperature type is selected, the corresponding temperature type indicator light on the left side of the water temperature type word is on.

# Various cycles and options

## Favorite

- Save the favorite program ---- the user selects the favorite wash cycle (include function and process parameters) and starts wash cycle. During operation, press the **FAVORITE** button, which means that the current wash cycle will be memorized as favorite wash cycle (include function and process parameters) and will automatically overwrite the previously memorized favorite wash cycle.
- Use your favorite program ----- After turning on the power, before starting, press the **FAVORITE** button, and the wash cycle will automatically jump to the memory favorite wash cycle, and press the **PAUSE/START** button to run the memory favorite wash cycle.

## Automatic power off

- After the machine is powered on by pressing the **Power** button, If there are no any buttons or wash cycle selector knob operation within 10 minutes, the machine will automatically power off. When the machine is powered off automatically, first turn off all display contents on the control panel (nixie tube, various indicator lights and icons), and at the same time, the motor stops. After 12s, the computer controller is powered off.
- The automatic power-off option is closed when the machine is in the running state, suspended state or alarm state.
- If there is no operation within 5s after the buzzer sounds after the machine is running, the machine will automatically power off.

## Wash cycle memory

After the wash cycle runs, the machine starts to remember the wash cycle. When the user next uses the washing machine, press the power button, and the machine will directly enter the last used wash cycle. The wash cycle light of the last used wash cycle and the default process parameter indicator light will be on. The nixie tube will display the default wash cycle time of the last used wash cycle. Press the **Start /Pause** button to directly run the last used wash cycle.

This option is only available for **Normal, Cotton, Mix and Quick Wash** cycle.

The wash cycle process parameters are the default values of the wash cycle.

## Cancel the end beep

After this option setting, there will be no beep at the end of machine operation.

**How to set or cancel this option:**

Turn on the power, press and hold the **One Touch** and **Water Temp.** buttons for 3s at the same time, and the beep will prompt that the option setting or canceling is completed.

# How to use the appliance

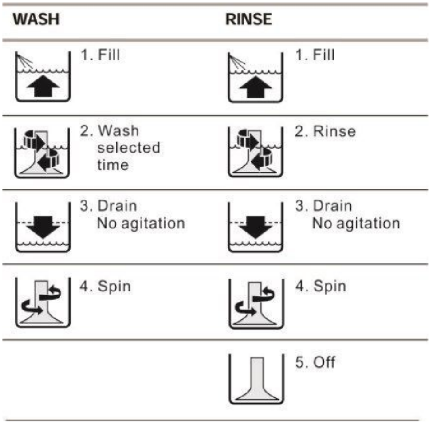
## Understanding Wash Cycles

After turn the **Wash Cycle Selector** knob to select a wash cycle and press and hold the **Start/Pause** button, the washer fills (to the selected load size) before agitation and timing start. The washer begins agitating immediately after filling, agitation occurs with the washer load up or down.

During agitation, the agitator creates a continuous rollover action that provides a thorough cleaning of the wash load.



**NOTE:** The washer pauses briefly throughout each cycles. These pauses are normal for washer operation.




1、During Fill procedure, if the water level of the washing machine has not changed for a long time, the washing machine will automatically stop the water inflow to prevent the water overflow under abnormal water inflow.

2. During Drain procedure, if the washing machine cannot drain water for a long time, please to check whether the filter of the drainage pump is blocked by foreign matters. The maximum drainage time of the drainage pump is 10 minutes. If the drain time is exceeded the maximum drainage time, the machine will drain intermittently.

## Normal Washer Sounds

Your new washer may make sounds your old one didn't, because the sounds might be unfamiliar, you may be concerned about them. These sounds are normal.

**During washing**

When you select a small load size setting, your washer has a lower water level. This can cause a clicking sound from the upper part of the agitator.

**During drain**

If water is drained quickly from your washer (depending on your installation), you may hear air being pulled through the pump during the end of draining.

**After drain and before spin**

When the cycle changes from draining to spinning, you may hear gears engaging.

# How to use the appliance

## Before loading your first load of laundry

Your new appliance was tested before leaving the factory. This process involves running various wash cycles. As a result, a small amount of water may remain in the tub and drainage system. Run a **Tub Clean** cycle with no laundry and no detergent to clean the system before your first load of laundry.

## Before you start

### Preparing the laundry

**EMPTY POCKETS**

- Coins, paper clips, etc. could damage the load and the washing machine components.
- Tissues will break down during the wash cycle and the fragments will have to be subsequently removed by hand.

**CLOSE ALL ZIPPERS, BUTTONS, AND HOOKS. TIE ALL RIBBONS OR BELTS**

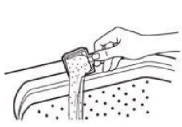
- Insert the smaller garments (e.g. nylon hosiery, belts, etc.) and garments with hooks (e.g. braziers) into a fabric bag or a pillowcase with zipper. Remove any rings from curtains, or else place the curtains inside a fabric bag together with the rings.

**FABRIC TYPE/SYMBOL ON THE WASH LABEL**

- Cottons, mixed fibres, easy care/synthetics, wool, hand wash items.
- Color
  Separate colored and white items. Wash new colored articles separate.
- Size
  Wash items of different sizes in the same wash load, to improve washing efficiency and distribution of the articles in the drum.
- Delicates
  Wash delicate items separately; they require gentle treatment.

### Add detergent or bleach

1. Measure detergent and pour it into the washer. If desired, add powered or liquid color safe bleach.



Observe the dosing recommendations on the detergent pack.
Correct dosing of detergent/additives is important, because:

- It optimizes the cleaning result.
- It avoids irritating residues of surplus detergent in your laundry.
- It saves money by avoiding waste of surplus detergent.
- It protects the washer by avoiding calcification of components.
- It respects the environment by avoiding unnecessary environmental burden.

**!** Do not use hand washing detergents because these create too much foam.

Drop a sorted load of clothes loosely into your washer.

- Load evenly to maintain washer balance. Mix large and small items.
- Items should move easily through the wash water. Overloading can cause poor cleaning.
- To reduce wrinkling of permanent press clothes and some synthetic knits, use a higher water level to provide more space.

2. (OPTIONAL STEP) Pour measured liquid chlorine bleach into the liquid chlorine bleach dispenser (on some models). Bleach will be diluted automatically during the wash part of the cycle.



- Never use more than 1 cup (250 mL) for a full load. Use less with a smaller load size.

# How to use the appliance

- Follow the manufacturer's directions for safe use.
- To avoid spilling, use a cup with a pouring spout. Do not let bleach splash, drip, or run down into the washer tub.
- Use only liquid chlorine bleach into your dispenser.

**NOTE:** On models without a bleach dispenser, see "Adding Liquid Chlorine Bleach".

### Adding Liquid Chlorine Bleach

Always measure liquid chlorine bleach. Do not guess, Never use more than 1 cup (250mL) for a full load. Follow manufacturer's directions for safe use. Use a cup with a pouring spout to avoid spilling.

1. Let the washer fill and begin agitating the load.
2. Add bleach to the wash cycle so it can be removed in the rinse cycle. Pour bleach around the agitator, not directly on the load.

- Follow directions on the care labels. Do not use chlorine bleach on wool, silk, spandex, acetates, or some flame-retardant fabrics.
- When soaking with chlorine bleach, add detergent to soak water.

**NOTE:** Undiluted bleach will damage any fabric it touches. The damage appears as rips, holes, tears. or color loss and may not show up until several washings later.

**⚠WARNING**



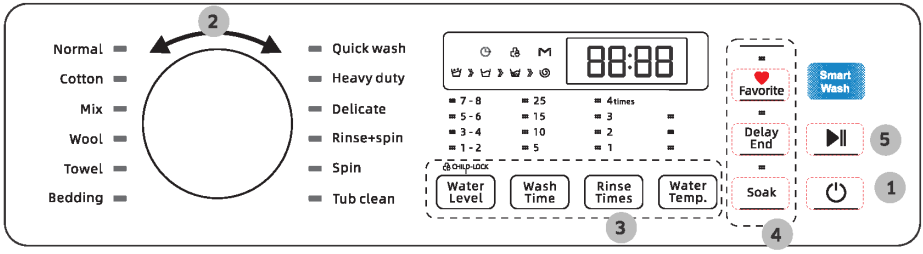
**Fire Hazard**
**Never place items in the washer that are dampened with gasoline or other flammable fluids.**
**No washer can completely remove oil.**
**Do not dry anything that has ever had any type of oil on it (including cooking oils).**
**Doing so can result in death, explosion, or fire.**

**⚠ WARNING**

**Failure to closely follow these instructions may result in an abnormal vibrating and out-of-balance condition that could result in physical injury, property damage, and/or appliance damage.**

# How to use the appliance

## Simple steps to start




1. Press **Power** button to turn on the washer.
2. Turn the **Wash Cycle Selector** to select a wash cycle.
3. Change the program parameters (**Water Level, Wash time, Rinse**, and **Water Temperature**) as necessary.
4. Select desired options as necessary.
5. Press ana hold **Start/Pause** button to start the wash cycle.

### To change the wash cycle during operation

1. Press Start/Pause button to stop operation.
2. Select a different cycle, and repeat steps 2-3 above if necessary.
3. Press and hold Start/Pause button again to start the new wash cycle.

## After the wash cycle finish

1. Switch off the washer after wash cycle finish.
- At the end of the wash cycle, the message "**End**" is shown on the nixie tube display.
- Press **POWER** button " ⏻ " to turn off the power supply.

2. Open the lid and take out the clothes from the tub.

Leave the lid open to let the interior of the washer to dry.

# Care and maintenance

Your appliance is designed to give you years of service. Observe the following instructions to maintain and protect your appliance and keep it in top operating condition.

**⚠WARNING**

**RISK OF ELECTRIC SHOCK HAZARD**

- To avoid risk of electric shock always disconnect the appliance from the power outlet prior to cleaning.
- Never clean the appliance with a pressure washer.

## Cutting off the water and electricity supplies

- Turn off the water tap after every wash cycle. This will limit wear on the hydraulic system inside the appliance and help to prevent leaks.
- Unplug the appliance when cleaning it and during all maintenance work.

## Cleaning the appliance's exterior

**⚠ WARNING**

**RISK OF EXPLOSION**

To avoid risk of explosion never clean the appliance with flammable solvents.

Clean the appliance's exterior surface when required as follows:

- Use hot soapy water or a mild (non-abrasive) cleaning agent.
- Rub the exterior surface of the appliance dry with a soft towel.
- Remove residue immediately.
- Do not use high pressure spray.

## Cleaning the tub

Metallic debris left in the tub can product rust spots on the tub. Never use steel wool to try to remove these. Use a chlorine-free cleaning agent and follow the manufacturer's instructions.

## Descaling the appliance

Provided that you use correct amounts of detergent with you wash loads, descaling is not necessary. If descaling the appliance tub does become necessary, please follow the descaling product manufacturer's instructions.

Small amounts of descaling agent can be used to remove white spots on the washer tub caused by lime or mineral deposits or small amounts of rust caused by metal objects left in the tub.

**NOTICE:** Descaling agents contain acids which may attack parts of the appliance and may discolor the laundry.

## Checking the water inlet hose

Check the water inlet hose at least once a year. If there are any cracks, it should be replaced immediately, during the wash cycle, water pressure is very strong and a cracked water inlet hose could easily spilt open.

⚠ **Never use second-hand water inlet hose.**

# Care and maintenance

### Cleaning the mesh filter in the water inlet hose and the water inlet valve

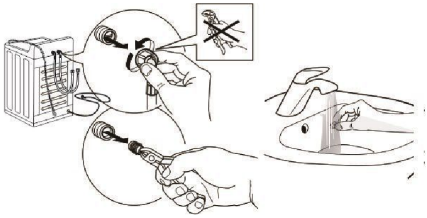
1. Close water tap and unscrew the water inlet hose.



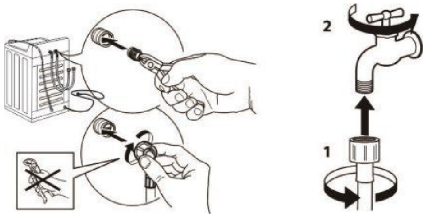

2. Clean the mesh filter at the hose's end carefully with a fine brush.



3. Now unscrew the water inlet hose on the back of the appliance by hand. Pull out the mesh filter from the water inlet valve on the back of the appliance with pliers and carefully clean it.



4. Insert the mesh filter again. Connect the water inlet hose to the water tap and the appliance again. Do not use a tool to connect the inlet hose. Open the water tap and check that all connections are tight.




### Vacation, Storage, and Moving Care

Install and store your washer where it will not freeze. Because some water may stay in the hoses, freezing can damage your washer. If storing or moving your washer during freezing weather, winterize it.

### Non-use or vacation care

Operate your washer only when you are at home. If you will be on vacation or not using your washer for an extended period of time, you should:

- Unplug washer or disconnect power.
- Turn off the water supply to the washer. This helps avoid accidental flooding (due to a water pressure surge) while you are away.

### To winterize washer

1. Shut off both water faucets.
2. Disconnect and drain water inlet hoses.
3. Put 1 quart (1L) of R.V.-type antifreeze in the basket.
4. Run washer on a drain and spin setting (see "Drain and Spin") for about 30seconds to mix the antifreeze and water.
5. Unplug washer or disconnect power.

### To use washer again

1. Flush water pipes and hoses.
2. Reconnect water inlet hoses.
3. Turn on both water faucets.
4. Plug in washer or reconnect power.
5. Run the washer through a complete cycle with 1 cup (250mL) of detergent to clean out antifreeze.

**⚠ WARNING**

**DISCONNECT POWER BEFORE SERVICING MACHINE.**
**Certain internal parts are intentionally not grounded and may present a risk of electrical shock only during serving. Service personnel – do not contact the following parts while the appliance is energized: drain pump, main motor, torque motor and water inlet valve.**

# Troubleshooting

Most problems are easily solved if you understand the cause. Check the following list for problems before calling for service.

**Before calling for service, check these**

### ➢ The power is cut off.

Check1> Is the electric voltage normal?

Check2> Is the power plug of the washer plugged in receptacle?

→Insert the power plug into the receptacle.

### ➢ The washing machine does not spin?

The digital tub display shows fault code **E1**.

Check 1> Is the laundry spread out evenly in the tub? If the eccentricity of clothes exceeds the limit value, the tub will shake too much, the safety switch will be triggered, and the machine will stops spin.

→ Spread out the laundry evenly and start again.

Check 2> Is the washer installed on a sturdy and flat surface? If the washer installed on a sturdy and flat surface, it will cause the eccentricity of clothes exceeding the limit value, the machine stops spin.

→ Set the washer at level.

Check 3> Is the drain hose clogged, or the end of the drain hose more than 96" (2.44 m) above the floor?

→ See the Installation Instructions for proper installation of drain hose.

Check 4> Is the washer lid opened?

→ The lid must be closed during operation , close the lid.

Check 5> **Is there excessive sudsing?**?

→ Always measure detergent. Follow manufacturer's directions. If you have very soft water, you might needs to use less detergent..

Check 6> **Is your voltage low?**?

→ Check your electrical source or call an electrician. Do not use an extension cord.

### ➢ Water is not supplied

The digital tub display shows fault code **E2**.

Check 1> Did you press the **START/PAUSE** button after selecting the water supply?

→If the **START/PAUSE** button is not pressed, water is not supplied. Press the **START/PAUSE** button.

Check 2> Is the faucets closed?

→Turn on the faucets.

Check 3> Is the mesh filter at the water inlet hoses connector clogged with dirty matters?

→Clean the mesh filter by brushing with a toothbrush in flowing water, see **Care and Maintenance**—cleaning mesh filter.

Check 4> Is the water supply cut off?

→If the water supply is suspended, turn off the faucet and power off.

Check 5> Is the faucets and water inlet hoses frozen?

→ Reinstall the machine to a place where the ambient temperature meets the operating requirements of the machine

Check 6> Did you select the **DELAY END** function to cause no water inflow?

→ It is a normal phenomenon that the machine does not enter water. When the **DELAY END** time arrives, the machine will run the setting program and the machine will start to enter water.

### ➢ The washing machine does not drain?

The digital tub display shows fault codes **E3**.

Check 1> Is the drain hose clogged, or the end of the drain hose more than 96" (2.44 m) above the floor?

→ See the Installation Instructions for proper installation of drain hose.

Check 2>Is the drain hose folded?

→Unfold the drain hose.

Check 3>Is the drain hose outlet clogged?

→Remove the clogging matters cleanly.

# Troubleshooting

## ➢ The washing machine doesn't work

The digital tub display shows fault codes **E4, EL**.

Check 1> Is the washer lid opened?

→Close the lid.

Check 2> Is the safety switch faulty?

→ Replace the safety switch.

Check 3>Has the **START/PAUSE** button been pressed?

→Press the **START/PAUSE** button one more time and check if the washer starts.

Check 4>Is enough water filled to the water level? Only when the water level reaches the default level of the selected program can the machine start to operate

→If the water pressure is low, it takes a long time to start washing.

Check 5>Are the faucets closed?

→Open the faucets to supply water.

## ➢ The machine continuously fills with water and continually drains away

Check 1> Is the top of drain hose lower than the water level in washer?

→ The top of the hose must be higher than the water level in the washer for proper operation. See the Installation Instructions.

Check 2> Does the drain hose fit too tightly in the standpipe, or is it taped to the standpipe?

→ The drain hose should be loose yet fit securely. Do not seal the drain hose with tape. The hose needs an air gap. See the Installation Instruction

Check 3> Is the end of the drain hose submerged in the discharged water? Cause siphonage.

→Reset the drain hose, arrange the end of the drain hose not be submerged in the discharged water.

## ➢ The water leaks at the supply hose connector

Check 1> If the faucet connecting part is loose, water may leak.

→Repeat the assembly steps again (Refer to "Connecting the water supply hose).

Check 2> Check if the rubber washer at the water inlet hose connector is in right position.

→Reset the washer in right position and screw the water inlet hose tightly again.

Check 3> Is the water supply hose folded?

→Unfold the hose.

Check 4> If the water supply is too strong, water may leak.

→Close the faucet a little, reduce the water supply pressure.

Check 5> Is water leaking from faucet itself?

→Reassembly the faucet again, or replace the faucet.

## ➢ Spinning makes noises and vibrations

Check 1> Check if the laundry is spread evenly in the washer.

→Spread out the laundry evenly and start again.

Check 2> Are the gears engaging after the drain and before spin, or is the upper part of agitator clicking during wash?

→ These are normal washer noises.

Check 3> Check if the washing machine levels on a sturdy flat floor.

→ The washer must be level. The front leveling feet should be properly installed and the nuts should be tightened. Reset the leveling legs (if needed). See the Installation Instructions.

Check 4> Is around the washing machine filled unnecessary stuffs?

→Remove those unnecessary things away from the washing machine.

## ➢ Dispensers clogged or bleach leaking

■ **Did you follow the manufacturer's directions when adding detergent and fabric softener to the dispensers?**

Measure detergent and fabric softener. Carefully pour into the dispensers. Wipe up all spills. Dilute fabric softener in the fabric softener dispenser.

■ **Did you put powdered or color-safe bleach in the liquid chlorine bleach dispenser?**

Add powdered or liquid color-safe bleach directly to the basket. Do not use the chlorine bleach dispenser for color-safe bleach.

# Troubleshooting

## ➢ Residue or lint on load

■ **Did you sort properly?**

Sort lint givers (towels, chenille) from lint takers (corduroy, synthetics). Also sort by color.

■ **Did you overload the washer?**

The wash load must be balanced and not overloaded. lint can be trapped in the load if overload. Wash smaller loads.

■ **Check the following:**

Was paper or tissue left in the pockets? Did you use enough detergent? Follow manufacturer's directions. Use enough detergent to hold the lint in the water. Is your water colder than 70°F (21°C)? Wash water colder than 70°F (21°C) may not completely dissolve the detergent.

## ➢ Stains on load

■ **Did you follow the manufacturer's directions when adding detergent and fabric softener?**

Measure detergent and fabric softener. Use enough detergent to remove soil and hold it in suspension. Dilute fabric softener and add to the rinse portion of a cycle only. Do not drip fabric softener on clothes.

■ **Is there above average iron (rust) in water?**

You may need to install an iron filter.

■ **Did you properly sort the load?**

Sort dark clothes from whites and lights.

■ **Did you unload the washer promptly?**

To avoid dye transfer, unload the washer as soon as it stops.

## ➢ Load is wrinkled

■ **Did you unload the washer promptly?**

Unload the washer as soon as it stops.

■ **Did you use the right cycle for the load being washed?**

Use the Delicate cycle or another cycle with low spin time (if available) to reduce wrinkling.

■ **Did you overload the washer ?**

The wash load must be balanced and not overloaded. Loads should move freely during washing.

■ **Was the wash water warm enough to relax wrinkles, or are you using warm rinses?**

If safe for the load, use warm or hot wash water. Use cold rinse water.

## ➢ Load is tangled or twisted

■ **Did you overload the washer?**

The wash load must be balanced and not overloaded. Loads should move freely during washing.

■ **Did you wrap items around the agitator?**

Drop items loosely into the washer. Do not wrap items around the agitator.

## ➢ Garment damage

■ **Check the following:**

Were sharp items removed from pockets before washing? Empty pockets, zip zippers, snap or hook fasteners before washing.

Were strings and sashes ties to prevent tangling?

Were items damaged before washing? Mend rips and broken threads in seams before washing.

■ **Did you overload the washer?**

The wash load must be balanced and not overloaded. Loads should move freely during washing.

■ **Did you properly add chlorine bleach?**

Do not pour chlorine bleach directly on load. Wipe up bleach spills. Undiluted bleach will damage fabrics.

■ **Did you follow the manufacturer's care label instructions?**

## ➢ These cases are not malfunctions

- The sound "wing" heard during water supply is the operating sound made by the water inlet valve.
- The sound "sha" heard in stopping step of the drum is the sound that comes from the liquid moving in the balance ring in the drum.
- The local part of the control panel is heated. This is the slight heating effect of the electronic components on the computer board on the back of the control panel.

# Troubleshooting

In case of the following faults, the fault state will be detected by the microcomputer system, with the buzzer sounds issued and the following fault codes display in the control panel:

| Fault codes | Fault type | Possible cause / solutions |
|---|---|---|
| **E1** | Spinning does not work | Is the laundry spread out evenly in the tub?<br>Is the washer installed on a sturdy and flat surface? |
| **E2** | No inlet water | Is the water tap opened?<br>Is the water supply cut off?<br>Is the water supply hose or hose connection filter clogged?<br>Is the water supply hose frozen?<br>Is the pressure of water supply too lower? |
| **E3** | Abnormal water drainage | Is the drain hose lay down?<br>Is the drain hose drain hose is kinked , twisted or bended?<br>Is the drain hose clogged?<br>Is the height of the end of the drain hose over 5cm? |
| **E4** | Washer won't work, | Is the lid open?<br>Is the lid switch faulty? |
| **EL** | Washer won't work or does not drain | Is the CHILD-LOCK function set and the lid opened? |
| | Washer won't work | Is the power plugged inserted in the power receptacle?<br>Is the power supply cut off?<br>Is the POWER button pressed?<br>Is the START/PAUSE button pressed? |
| **EX** | Other faults | If the digital tub shows "EA" or "EC", Please press the **POWER** button, cut off power, pull off the power plug, Contact with service agency immediately. |

Note: Be sure to check the fault cause and eliminate the fault before pressing the **START/PAUSE** button again. If the fault code is removed, the appliance will continue to run, and if the fault code still exists, please unplug the power cord and call our customer service center for help as soon as possible.

CHiQ

Customer Service

1300 796 688

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