

## Nikai NWM1210TK21

# Nikai NWM1210TK21 11 KG Top Load Automatic Washing Machine User Manual

## 1. INTRODUCTION

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This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Nikai NWM1210TK21 11 KG Top Load Automatic Washing Machine. Please read it thoroughly before using the appliance and keep it for future reference.

Your washing machine features an 11 kg washing capacity, 530W wash power, and 420W spin power. It includes a dual water inlet, 8 wash programs, a Fuzzy Logic wash system, a 24-hour preset timer, and a digital display. The stainless steel drum is designed for durability and includes automatic unbalance detection. The unit is constructed with a zinc-plated steel body, a safety lock, self-diagnosis capabilities, and power-off memory. It operates on AC 220V, 60Hz power.

## 2. SAFETY INFORMATION

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- Ensure the washing machine is installed on a stable, level surface to prevent vibration and noise.
- Do not install the appliance in areas exposed to direct sunlight or extreme temperatures.
- Connect the washing machine to a grounded power outlet. Do not use extension cords or adapters.
- Keep children away from the appliance during operation. The machine is equipped with a safety lock feature.
- Do not wash items that are flammable or contain flammable substances.
- Always unplug the washing machine before cleaning or performing any maintenance.
- Do not open the lid during the spin cycle.
- In case of malfunction, refer to the troubleshooting section or contact authorized service personnel.

## 3. PRODUCT OVERVIEW

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The Nikai NWM1210TK21 is a fully automatic top-load washing machine designed for efficient and convenient laundry care. Key features include an 11 kg capacity, a durable stainless steel drum, and a user-friendly digital control panel with 8 wash programs.



Figure 1: Front view of the Nikai NWM1210TK21 washing machine with the top lid open, showing the drum.



Figure 2: Detailed view of the control panel, featuring a digital display and push-button controls for program selection and settings.

## 4. SETUP AND INSTALLATION

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Proper installation is crucial for the performance and longevity of your washing machine. For professional installation services, please contact the numbers provided in the Warranty and Support section.

### 4.1 Unpacking

- Carefully remove all packaging materials.
- Inspect the machine for any damage incurred during transit. Report any damage immediately to your retailer.
- Remove all transit bolts and packing from the drum. Keep these for future transport if needed.

### 4.2 Placement

- Place the washing machine on a firm, level floor.
- Ensure there is adequate space around the machine for ventilation and access.
- Avoid placing the machine in direct sunlight or in areas where temperatures can drop below freezing.

### 4.3 Leveling

- Adjust the leveling feet at the bottom of the machine until it is perfectly stable and level. Use a spirit level to verify.
- Ensure all four feet are firmly on the ground to prevent excessive vibration during operation.

### 4.4 Water Connection

- Connect the water inlet hoses to the hot and cold water taps. This model features a dual inlet.
- Ensure connections are tight to prevent leaks.
- Place the drain hose into a suitable drain or sink, ensuring it is securely positioned to prevent dislodgement during draining.

### 4.5 Power Connection

- Plug the power cord into a grounded 220V, 60Hz electrical outlet.
- Do not overload the circuit or use multi-plugs.

## 5. OPERATING INSTRUCTIONS

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Follow these steps for effective and safe operation of your Nikai washing machine.

## 5.1 Preparing Laundry

- Sort laundry by fabric type, color, and degree of soiling.
- Check garment care labels for specific washing instructions.
- Empty pockets and close zippers and hooks to prevent damage to clothes and the drum.

## 5.2 Loading Laundry

- Open the top lid and place laundry loosely into the drum. Do not overload the machine.
- Ensure the load is balanced to prevent excessive vibration during the spin cycle. The machine features automatic unbalance detection.

## 5.3 Adding Detergent and Softener

- Add the appropriate amount of detergent to the detergent dispenser according to the detergent manufacturer's instructions and load size.
- Add fabric softener to its designated compartment if desired.

## 5.4 Selecting a Wash Program

- Close the top lid.
- Press the 'Power' button to turn on the machine.
- Use the 'Program' button or dial (if applicable) to select one of the 8 available wash programs. The digital display will show the selected program.
- The Fuzzy Logic wash system automatically detects the load size and adjusts water level and wash time for optimal results.

## 5.5 Adjusting Settings (Optional)

- You can adjust water level, rinse cycles, or spin speed if the selected program allows.
- To use the preset timer, select your desired program and then set the delay time (up to 24 hours) before pressing 'Start/Pause'.

## 5.6 Starting the Wash Cycle

- Press the 'Start/Pause' button to begin the wash cycle.
- The machine will automatically lock the lid for safety during operation.

## 5.7 Child Lock Feature

- To activate the child lock, press and hold the designated buttons (refer to control panel markings) for a few seconds during operation. This prevents accidental changes to settings.
- Repeat the action to deactivate the child lock.

# 6. MAINTENANCE

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Regular maintenance ensures optimal performance and extends the lifespan of your washing machine.

## 6.1 Cleaning the Exterior

- Wipe the exterior of the machine with a soft, damp cloth.
- Do not use abrasive cleaners or solvents.

## 6.2 Cleaning the Drum

- Periodically run a 'Tub Clean' cycle (if available) or a hot wash cycle with a washing machine cleaner to remove detergent residue and odors.
- Leave the lid slightly ajar after use to allow the drum to air dry and prevent mildew.

### 6.3 Cleaning the Detergent Dispenser

- Remove the detergent dispenser drawer and rinse it under running water to clear any residue.
- Clean the dispenser housing with a brush if necessary.

### 6.4 Water Inlet Filter

- Check and clean the water inlet filter periodically to prevent blockages.
- Turn off the water supply and disconnect the inlet hoses before cleaning.

## 7. TROUBLESHOOTING

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Before contacting service, please refer to the following common issues and solutions. The machine features a self-diagnosis system that may display error codes on the digital screen.

Problem	Possible Cause	Solution
Machine does not start	Power cord unplugged; Lid not closed properly; Power outage; Program not selected.	Check power connection; Ensure lid is fully closed; Check household power; Select a program and press Start.
No water filling	Water tap closed; Water inlet hose kinked; Water inlet filter blocked.	Open water tap; Straighten hose; Clean inlet filter.
Water not draining	Drain hose kinked or blocked; Drain pump filter blocked.	Check and clear drain hose; Clean drain pump filter (refer to full manual for location).
Excessive vibration/noise	Machine not level; Transit bolts not removed; Unbalanced load.	Adjust leveling feet; Remove transit bolts; Redistribute laundry evenly.
Lid does not unlock	Cycle still running; Child lock active.	Wait for cycle to complete; Deactivate child lock.

## 8. SPECIFICATIONS

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Feature	Specification
Brand	Nikai
Model Number	NWM1210TK21
Capacity	11 Kilograms
Installation Type	Freestanding
Access Location	Top Load
Color	White

Feature	Specification
Control Type	Push Button
Number of Programs	8
Wash Power	530 Watts
Spin Power	420 Watts
Energy Rating (SASO)	E
Voltage	220V, 60Hz
Material (Body)	Plastic (Zinc-plated steel body)
Material (Drum Finish)	Stainless Steel
Product Dimensions (W x D x H)	66 x 69 x 106.5 cm
Item Weight	50 Kilograms
Special Features	Dual Inlet, Fuzzy Logic, 24-hour Preset Timer, Digital Display, Auto Unbalance Detection, Safety Lock, Self-Diagnosis, Power-off Memory
Included Components	User Manual

## 9. WARRANTY AND SUPPORT

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### 9.1 Warranty Information

This Nikai washing machine comes with a **two-year warranty** from the date of purchase. Please retain your purchase receipt as proof of warranty.

### 9.2 Installation and Service Support

For installation assistance or technical support, please contact Nikai service centers at the following numbers:

- **Riyadh:** +966-11-4094006 (Ext. 113)
- **Jeddah:** +966-12-6577714
- **Dammam:** +966-13-8343691
- **Al-Qassim:** +966 581044198
- **Abha:** +966 593322785

### 9.3 Return Policy

For information regarding product returns, please refer to the retailer's [return policy](#).

