

## CANDY RO14116DWHCRZ-19

# Candy RO14116DWHCRZ-19 11 kg Front Load Washing Machine User Manual

Model: RO14116DWHCRZ-19

## 1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Candy RO14116DWHCRZ-19 11 kg Front Load Washing Machine. Please read all instructions carefully before using the appliance and retain this manual for future reference.

### 1.1 Safety Information

- Ensure the appliance is properly grounded before use.
- Do not allow children to play with or operate the washing machine.
- Keep packaging materials out of reach of children.
- Do not install the appliance in areas exposed to extreme temperatures or high humidity.
- Always disconnect the power supply before cleaning or performing any maintenance.
- Do not force the door open during operation.

## 2. PRODUCT OVERVIEW

The Candy RO14116DWHCRZ-19 is an 11 kg front-load washing machine designed for efficient and thorough laundry care. It features 16 programs, a maximum spin speed of 1400 RPM, and Wi-Fi connectivity for enhanced control.



Figure 2.1: Front view of the Candy RO14116DWHCRZ-19 Washing Machine.

## 2.1 Control Panel

The washing machine features a touch control console and a program selection knob. The display provides information on selected programs, cycle progress, and error codes.



Figure 2.2: Close-up of the washing machine's control panel, showing the program dial and touch buttons.

### 3. SETUP AND INSTALLATION

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Proper installation is crucial for the performance and longevity of your washing machine. It is recommended to have the appliance installed by a qualified technician.

#### 3.1 Unpacking

- Remove all packaging materials, including the polystyrene base and any inserts from the drum.
- Remove the transit bolts located at the rear of the machine. Keep these bolts for future transport.

#### 3.2 Placement

- Place the washing machine on a firm, flat surface.
- Ensure there is adequate space around the machine for ventilation and access.



Figure 3.1: Angled view of the washing machine, illustrating its compact design for placement.

#### 3.3 Leveling

The washing machine is equipped with adjustable leveling legs. Use a spirit level to ensure the appliance is perfectly level to prevent vibrations and noise during operation.

#### 3.4 Water Connection

- Connect the water inlet hose to a cold water tap with a 3/4" thread.
- Ensure all connections are tight to prevent leaks.
- Position the drain hose into a standpipe or secure it to a sink, ensuring it is not kinked.

#### 3.5 Electrical Connection

- Connect the power cord to a grounded 220 Volt electrical outlet.
- Do not use extension cords or adapters.

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### 4. OPERATING INSTRUCTIONS

## 4.1 Loading Laundry

- Open the washing machine door.
- Load laundry loosely into the drum, ensuring not to overload the 11 kg capacity.
- Close the door firmly until it clicks.

## 4.2 Adding Detergent

- Pull out the detergent drawer.
- Add the appropriate amount of detergent and fabric softener to the designated compartments.
- Push the drawer back in completely.

## 4.3 Selecting a Program

- Turn the program selection knob to choose one of the 16 available wash programs.
- Use the touch control console to select additional options such as temperature, spin speed, or delayed start.

## 4.4 Starting a Cycle

- Press the Start/Pause button to begin the selected wash cycle.
- The display will show the remaining time and current cycle phase.

## 4.5 Wi-Fi Connectivity

This model supports Wi-Fi connectivity. Refer to the separate Wi-Fi setup guide for instructions on connecting your washing machine to your home network and using the associated mobile application for remote control and additional features.

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## 5. WASH PROGRAMS

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The Candy RO14116DWHCRZ-19 offers 16 distinct wash programs designed for various fabric types and soil levels. Common programs include:

- Cotton
- Synthetics
- Delicates
- Wool/Hand Wash
- Quick Wash
- Rinse & Spin
- Drain

Consult the control panel and the detailed program chart (usually found inside the detergent drawer or on the appliance itself) for specific program descriptions, recommended temperatures, and spin speeds.

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## 6. MAINTENANCE AND CARE

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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 surfaces with a soft, damp cloth.
- Do not use abrasive cleaners or solvents.

### 6.2 Cleaning the Detergent Drawer

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

### 6.3 Cleaning the Door Seal

- Regularly wipe the rubber door seal with a damp cloth to remove lint and residue.
- Ensure the seal is dry after cleaning to prevent mold growth.

### 6.4 Cleaning the Drain Filter

- Locate the drain filter, usually at the bottom front of the machine.
- Place a shallow container beneath the filter to catch any water.
- Carefully unscrew and remove the filter, cleaning any lint or debris.
- Reinsert and tighten the filter securely.



Figure 6.1: Rear view of the washing machine, showing water inlet and drain hose connections.

## 7. TROUBLESHOOTING

Before contacting service, refer to the following common issues and solutions:

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Machine does not start	No power supply; Door not closed; Start/Pause button not pressed.	Check power connection; Ensure door is latched; Press Start/Pause.
No water intake	Water tap closed; Inlet hose kinked; Water pressure too low.	Open water tap; Straighten hose; Check household water pressure.
Water not draining	Drain hose kinked or blocked; Drain filter clogged.	Check and clear drain hose; Clean drain filter.
Excessive vibration/noise	Machine not level; Transit bolts not removed; Overloaded drum.	Adjust leveling legs; Remove transit bolts; Reduce laundry load.
Error code displayed	Specific malfunction.	Refer to the full user manual for a list of error codes and their solutions.

## 8. SPECIFICATIONS

Feature	Specification
Brand	CANDY
Model Number	RO14116DWHCRZ-19
Capacity	11 Kilograms
Max Spin Speed	1400 RPM
Number of Programs	16
Noise Level (Spin)	55 Decibels
Installation Type	Freestanding
Access Location	Front Load
Control Console	Touch
Voltage	220 Volts
Product Dimensions (D x W x H)	65 x 88.3 x 64 cm
Item Weight	65 Kilograms
Special Features	Adjustable Leveling Legs, Wi-Fi Connectivity
Efficiency	A+
Weighted Annual Energy Consumption	191 Kilowatt Hours Per Year

## 9. WARRANTY AND SUPPORT

### 9.1 Warranty Information



This Candy RO14116DWHCRZ-19 Washing Machine comes with a **2 Years Warranty** from the date of purchase. Please retain your proof of purchase for warranty claims.

### 9.2 Customer Support and Installation Services

For installation services or technical support, please contact the authorized service centers in your region:

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

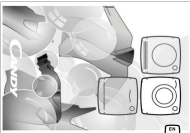
### Related Documents - RO14116DWHCRZ-19

	<p><a href="#">Candy Smart Washing Machine User Guide and Features</a></p> <p>Comprehensive guide to the Candy Smart washing machine, detailing programs, features, options, and basic usage. Access further multilingual information at <a href="http://go.he.services/smart-bi">go.he.services/smart-bi</a>.</p>
	<p><a href="#">Candy Fully Automatic Washing Machine Owner's Manual</a></p> <p>Owner's manual for Candy Fully Automatic Washing Machines, models RTL 871SZ-19, RTL 881SZ-19, and RTL 8101SZ-19. Provides instructions on installation, operation, cleaning, maintenance, and troubleshooting.</p>
	<p><a href="#">CANDY Twin-tub Washing Machine User's Manual</a></p> <p>User's manual for CANDY Twin-tub Washing Machines, models RTT 2131WSZ-19 and RTT 2151WSZ-19, covering installation, operation, safety, maintenance, and troubleshooting.</p>



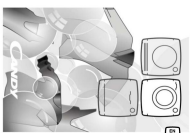
[Candy GVF1411TWHCRZ-19 Washing Machine User Manual](#)

Detailed user manual for the Candy GVF1411TWHCRZ-19 washing machine, covering installation, operation, maintenance, troubleshooting, and program details.



[Candy Washing Machine User Manual](#)

Comprehensive user manual for Candy washing machines, covering safety instructions, installation, operation, maintenance, troubleshooting, and program details.



[Candy Washing Machine User Manual](#)

Comprehensive user manual for Candy washing machines, covering installation, operation, maintenance, troubleshooting, and program details.