CANDY RO1294DXH5Z-19

Candy 9 kg Front Load Washing Machine User Manual

MODEL: **RO1294DXH5Z-19**

Introduction

This manual provides essential instructions for the safe and efficient operation, installation, and maintenance of your Candy 9 kg Front Load Washing Machine, model RO1294DXH5Z-19. Please read this manual thoroughly before using the appliance and keep it for future reference. Proper use and care will ensure optimal performance and extend the lifespan of your washing machine.

Safety Information

Adhering to safety guidelines is crucial for preventing accidents and ensuring the longevity of your appliance. Always follow these instructions:

- **Electrical Safety:** Ensure the washing machine is connected to a properly grounded electrical outlet. Do not use extension cords or adapters. Disconnect power before any maintenance or cleaning.

- **Water Connections:** Use new hose sets for water connection. Do not reuse old hoses. Ensure all connections are tight to prevent leaks.

- **Children and Pets:** Keep children and pets away from the appliance during operation. The appliance is not intended for use by persons with reduced physical, sensory, or mental capabilities unless supervised.

- **Installation:** The appliance must be installed on a firm, level surface. Remove all transit bolts before operation to prevent damage.

- **Flammable Materials:** Do not wash items that have been cleaned, washed, soaked, or spotted with combustible or explosive substances.

- **Appliance Use:** This appliance is intended for household use only. Do not attempt to repair or modify the machine yourself. Contact qualified service personnel for repairs.

Product Overview

The Candy RO1294DXH5Z-19 is a 9 kg front-load washing machine designed for efficient and convenient laundry care. Key features include a 1200 RPM spin speed, 16 wash programs, and smart connectivity via Wi-Fi and Bluetooth for enhanced control.

Figure 1: Front view of the Candy 9 kg Front Load Washing Machine, model RO1294DXH5Z-19. This image displays the main body of the washing machine, including the front-loading door, control panel, and detergent drawer.

Control Panel and Program Dial

The washing machine features an intuitive touch control console and a rotary program dial for selecting wash cycles and options.

Figure 2: Close-up of the digital control panel, showing the display, touch buttons for various functions, and indicators for cycle status.

Figure 3: Close-up of the program selection dial, illustrating the various wash programs and quick wash options available.

Detergent Drawer

The detergent drawer is located on the top left of the control panel and is divided into compartments for pre-wash, main wash, and fabric softener.

Figure 4: Top view of the washing machine, showing the detergent drawer pulled out, revealing its compartments for different laundry additives.

Setup and Installation

Proper installation is essential for the safe and efficient operation of your washing machine. It is recommended to have the appliance installed by a qualified technician.

1. **Unpacking:** Carefully remove all packaging materials. Inspect the machine for any damage.
2. **Removing Transit Bolts:** Before use, locate and remove the transit bolts from the rear of the machine. These bolts secure the drum during transport and must be removed to prevent severe damage during operation. Keep the bolts for future transport.
3. **Positioning:** Place the washing machine on a firm, level floor. Ensure there is adequate space around the machine for ventilation and access.
4. **Leveling:** Adjust the adjustable leveling legs at the bottom of the machine to ensure it is perfectly level. A level machine reduces vibration and noise during operation.
5. **Water Connection:** Connect the water inlet hose to a cold water tap with a 3/4" thread. Ensure the connection is secure and leak-free.
6. **Drain Connection:** Position the drain hose into a standpipe or over the edge of a sink, ensuring it is securely fastened to prevent displacement during draining. The height of the drain should be between 60 cm and 100 cm from the floor.
7. **Electrical Connection:** Plug the power cord into a grounded 220 Volt electrical outlet. Do not use adapters or extension cords.

Figure 5: Side view of the washing machine, illustrating its dimensions and the location of the water inlet and drain hose connections at the rear (not fully visible).

Operating Instructions

Follow these steps for a typical wash cycle:

1. **Prepare Laundry:** Sort laundry by fabric type, color, and degree of soiling. Check pockets and close zippers.
2. **Load Laundry:** Open the door and load the laundry into the drum. Do not overload the machine; ensure there is enough space for clothes to tumble freely.
3. **Add Detergent:** Pull out the detergent drawer and add the appropriate amount of detergent and fabric softener to the designated compartments. Refer to detergent packaging for dosage recommendations.
4. **Select Program:** Turn the program dial to select one of the 16 available wash programs. The digital display will show the program details.
5. **Adjust Options (Optional):** Use the touch control panel to select additional options such as temperature, spin speed, or delayed start, if desired.

6. **Smart Control (Wi-Fi + Bluetooth):** For advanced control and additional programs, download the Candy Simply-Fi app on your smartphone. Connect the washing machine via Wi-Fi or Bluetooth to access smart features, monitor cycles, and download new programs.

7. **Start Cycle:** Press the Start/Pause button to begin the wash cycle. The door will lock, and the machine will start filling with water.

8. **End of Cycle:** Once the cycle is complete, the machine will signal with an audible alert, and the door will unlock. Remove laundry promptly to prevent wrinkles.

Maintenance and Care

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

- **Cleaning the Detergent Drawer:** Periodically remove and clean the detergent drawer under running water to prevent detergent residue buildup.

- **Cleaning the Drum:** Run a maintenance wash cycle (e.g., a hot wash with no laundry and a descaling agent) regularly to clean the drum and remove any odors or residue.

- **Cleaning the Filter:** The drain pump filter should be cleaned periodically to remove lint and small objects. Refer to the full manual for specific instructions on accessing and cleaning the filter.

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

- **Door Seal:** After each wash, wipe the door seal to remove any moisture or debris, which helps prevent mold and odors.

- **Winterization:** If the machine is to be left in an unheated area during winter, drain all water from the hoses and pump to prevent freezing damage.

Troubleshooting

Before contacting service, check the following common issues:

Problem	Possible Cause	Solution
Machine does not start	No power, door not closed, Start/Pause button not pressed.	Check power supply, ensure door is securely closed, press Start/Pause.
Water not filling	Water tap closed, inlet hose kinked, water pressure too low.	Open water tap, straighten hose, check water supply.

Problem	Possible Cause	Solution
Water not draining	Drain hose kinked or blocked, pump filter clogged.	Straighten drain hose, clean pump filter.
Excessive vibration/noise	Transit bolts not removed, machine not level, uneven load.	Remove transit bolts, level the machine, redistribute laundry.
Poor wash results	Incorrect detergent dosage, overloaded machine, wrong program.	Adjust detergent, reduce load size, select appropriate program.

If problems persist after attempting these solutions, please contact customer service.

Specifications

Feature	Detail
Brand	CANDY
Model Number	RO1294DXH5Z-19
Capacity	9 Kilograms
Max Spin Speed	1200 RPM
Programs	16 (plus additional via Simply-Fi app)
Connectivity	Wi-Fi + Bluetooth (Simply-Fi)
Control Console	Touch
Dimensions (D x W x H)	53 x 60 x 85 cm
Item Weight	65 Kilograms
Voltage	220 Volts
Noise Level (Wash)	55 Decibels
Annual Energy Consumption	191 Kilowatt Hours Per Year
Special Features	Adjustable Leveling Legs

Warranty Information

Your Candy 9 kg Front Load Washing Machine, model RO1294DXH5Z-19, comes with a **2-year warranty**. This

warranty covers manufacturing defects and malfunctions under normal household use. Please retain your proof of purchase for warranty claims. For detailed terms and conditions, refer to the warranty card included with your appliance or contact customer service.
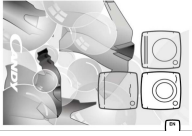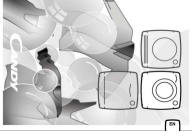
Support and Service

For installation services, technical support, or any inquiries regarding your Candy washing machine, please contact the authorized service centers:

- **Alessa Customer Service Contact Center:** 8001240020

- **Installation Services (Riyadh):** +966-11-4094006 Ext – 113

- **Installation Services (Jeddah):** +966-12-6577714

- **Installation Services (Dammam):** +966-13-8343691

- **Installation Services (Qassim):** +966 581044198

- **Installation Services (Abha):** +966 593322785

When contacting support, please have your model number (RO1294DXH5Z-19) and purchase details ready.

Related Documents - RO1294DXH5Z-19

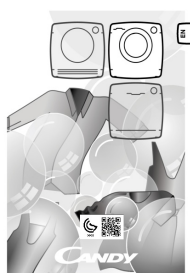|	
	[Candy CSTG282DE/1-S 8kg Smart Top-Load Washing Machine](#) Discover the Candy CSTG282DE/1-S, an 8kg top-load washing machine with 1200 RPM spin speed and Class D energy efficiency. Features Smart Touch NFC technology, Mix Power System+, Gentle Touch Opening, and 16 versatile programs for optimal laundry care.
	[Candy Fully Automatic Washing Machine Owner's Manual](#) 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.
	[Candy Washing Machine User Manual](#) Comprehensive user manual for Candy washing machines, covering 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 safety guidelines.

[CANDY Twin-tub Washing Machine User's Manual](#)

User's manual for CANDY Twin-tub Washing Machines, models RTT 2131WSZ-19 and RTT 2151WSZ-19, covering installation, operation, safety, maintenance, and troubleshooting.

[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.