

## Candy ROW4964DWMCE/1-S

# Candy RapidO' ROW4964DWMCE/1-S Washer Dryer User Manual

Brand: Candy | Model: ROW4964DWMCE/1-S

## 1. INTRODUCTION

Welcome to the user manual for your new Candy RapidO' ROW4964DWMCE/1-S Washer Dryer. This appliance combines washing and drying functions, offering convenience and efficiency for your laundry needs. Please read this manual carefully before using the appliance to ensure safe and correct operation, and to achieve the best possible results. Keep this manual for future reference.

## 2. SAFETY INFORMATION

For your safety and to prevent damage to the appliance, please observe the following precautions:

- Ensure the appliance is properly earthed and connected to a suitable power supply.
- Do not allow children to play with or operate the appliance.
- Keep pets away from the appliance.
- Never force the door open.
- Do not touch the appliance with wet hands or feet.
- Unplug the appliance before cleaning or performing any maintenance.
- Do not install the appliance in a damp environment or outdoors.
- Only use detergents and additives suitable for automatic washing machines.
- Do not wash or dry articles that have been cleaned in, washed in, soaked in, or spotted with combustible or explosive substances such as wax, oil, paint, gasoline, degreasers, dry-cleaning solvents, kerosene, etc.
- Always check pockets for foreign objects before loading laundry.

## 3. PRODUCT OVERVIEW

The Candy RapidO' ROW4964DWMCE/1-S is a front-loading washer dryer designed for efficiency and ease of use. It features smart connectivity and a range of programs to suit various fabric types.

### 3.1 Key Features

- **Wi-Fi + BLE Connectivity:** Connect to the Candy Simply-Fi app for remote control and additional functionalities.

- **Rapid Cycles:** Offers 7 rapid wash programs and 3 rapid dry programs for quick laundry solutions.
- **Delayed Start:** Program the appliance to start at a convenient time.
- **Steam Function:** Reduces wrinkles by up to 80%, simplifying ironing.
- **Class A Energy Efficiency:** Designed to reduce energy consumption by up to 50%.

## 3.2 Components and Controls

Familiarize yourself with the main parts of your washer dryer:



Figure 1: Front view of the Candy RapidO' ROW4964DWMCE/1-S Washer Dryer, showing the main door, control panel, and detergent

drawer.

The appliance features a large front-loading door, a control panel with a program selector dial and digital display, and a detergent dispenser drawer.



Figure 2: Close-up of the detergent dispenser drawer, showing compartments for pre-wash, main wash, and fabric softener.

The detergent dispenser has separate compartments for pre-wash, main wash, and fabric softener. Ensure you add detergents to the correct compartments.



Figure 3: The program selector dial, used to choose various wash and dry cycles.

The central dial allows you to select the desired washing or drying program. The digital display (Figure 4) will show the program details, including estimated time and default settings.



Figure 4: The digital display and touch-sensitive buttons for adjusting temperature, spin speed, and activating special functions.



Adjacent to the display are touch-sensitive buttons for adjusting temperature, spin speed, delayed start, and other options. The "WOOL" indicator is visible on the display.

## 4. SETUP AND INSTALLATION

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

### 4.1 Unpacking and Positioning

- Carefully remove all packaging materials, including the transport bolts at the rear of the machine. Keep these bolts for future transport.
- Place the washer dryer on a firm, level floor.
- Ensure there is adequate space around the appliance for ventilation and access.

### 4.2 Leveling the Appliance

Use a spirit level to ensure the appliance is perfectly level. Adjust the adjustable feet at the bottom of the machine until it is stable and does not wobble. Proper leveling prevents excessive vibration and noise during operation, especially during spin cycles.

### 4.3 Water and Drain Connections

- Connect the water inlet hose to a cold water tap with a 3/4" thread. Ensure the connection is tight to prevent leaks.
- Position the drain hose into a standpipe or over the edge of a sink, ensuring it is securely fixed to prevent displacement during draining.

### 4.4 Electrical Connection

- Plug the power cord into a properly earthed electrical socket.
- Ensure the voltage and frequency match the specifications on the appliance's rating plate.

### 4.5 Dimensions

Produktdatenblatt							
DELEGIERTE VERORDNUNG (EU) 2019/2014 DER KOMMISSION zur Energieverbrauchskennzeichnung von Haushaltswaschmaschinen und Haushaltstrocknern							
Name oder Handelsmarke des Lieferanten: Candy							
Anschrift des Lieferanten: Candy Hoover Group contact, Comolli 16, 20861 Brugherio MB, IT							
Modellkennung: RCW4564DWMCE/3-S							
Allgemeine Produktparameter:							
Parameter	Wert		Parameter	Wert			
Nennkapazität (kg)	Nennkapazität <sup>RI</sup>	6,0	Abmessungen in cm	Höhe	85		
	Nennkapazität (Waschen) <sup>RI</sup>	9,0		Breite	60		
		Energieeffizienzindex		EEI <sup>RI</sup>	52,0	Tiefe	58
				EE <sup>RI</sup>	67,0	Energieeffizienzklasse	EEI <sup>RI</sup>
Wascheffizienzindex	I <sup>RI</sup>	1,031	Spülwirkung (g/kg trockener Textilien)	I <sup>RI</sup>	4,9		
	J <sup>RI</sup>	1,031		J <sup>RI</sup>	4,9		
Energieverbrauch in kWh pro Waschzyklus des Haushaltstrockners unter Verwendung des Programms „eco 40-60“ und einer Kombination aus vollständiger Befüllung und Teilbefüllung. Der tatsächliche Energieverbrauch hängt von der jeweiligen Nutzung des Geräts ab.		0,494	Energieverbrauch in kWh pro Betriebszyklus „Waschen und Trocknen“ des Haushaltstrockners bei einer Kombination aus vollständiger Befüllung und Teilbefüllung. Der tatsächliche Energieverbrauch hängt von der jeweiligen Nutzung des Geräts ab.			3,078	
Wasserverbrauch in Litern pro Betriebszyklus für das Programm „eco 40-60“ bei einer Kombination aus vollständiger Befüllung und Teilbefüllung. Der tatsächliche Wasserverbrauch hängt von der jeweiligen Nutzung des Geräts ab.		49	Wasserverbrauch in Litern pro Betriebszyklus „Waschen und Trocknen“ des Haushaltstrockners bei einer Kombination aus vollständiger Befüllung und Teilbefüllung. Der tatsächliche Wasserverbrauch hängt von der jeweiligen Nutzung des Geräts und vom Härtegrad des Wassers ab.			66	

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vom Hartegrad des Wassers ab.					
Höchste Temperatur in den behandelten Textilien (°C) beim Waschzyklus des Haushaltswäschetrockners unter Verwendung des Programms „eco 40-60“	Nennkapazität (Waschen)	37	Höchste Temperatur in den behandelten Textilien (°C) beim Waschzyklus des Haushaltswäschetrockners unter Verwendung des Betriebszyklus „Waschen und Trocknen“	Nennkapazität	26
	Halbe Nennkapazität	30			
	Viertel der Nennkapazität	24		Halbe Nennkapazität	22
Schleuderdrehzahl (U/min) <sup>68</sup>	Nennkapazität (Waschen)	1 351	Gewichtete Festleuchte (IC) <sup>69</sup>	53,9	
	Halbe Nennkapazität	1 351			
	Viertel der Nennkapazität	1 351			
Dauer des Programms „eco 40-60“ (min)	Nennkapazität (Waschen)	3:48	Schleudereffizienzklasse <sup>69</sup>	B	
	Halbe Nennkapazität	2:54			
	Viertel der Nennkapazität	2:54			
Luftschallemissionen während des Schleudengangs im Waschzyklus des Programms „eco 40-60“ bei Nennkapazität (Waschen) (dB(A) re 1 pW)		78	Dauer des Betriebszyklus „Waschen und Trocknen“ (min)	Nennkapazität	9:30
				Halbe Nennkapazität	5:30
Art	Freistehend	Luftschallemissionsklasse für den Schleudengang des Programms „eco 40-60“ bei Nennkapazität (Waschen)		C	

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Aus-Zustand (W) (falls zutreffend)	0,50	Bereitschaftszustand (W) (falls zutreffend)	1,00
Zeitvorwahl (W) (falls zutreffend)	4,00	Vernetzter Bereitschaftsbetrieb (W) (falls zutreffend)	2,00

Mindestlaufzeit der vom Lieferanten angebotenen Garantie: 24 Monate

Dieses Produkt ist so konzipiert, dass es während des Waschzyklus Silberionen freisetzt	NEIN
Weitere Angaben:	

Weblink zur Website des Lieferanten, auf der die Informationen gemäß Anhang II Nummer 9 der Verordnung (EU) 2019/2023 zu finden sind: <https://corporate.haier-europe.com/en/>

<sup>68</sup> Für das Programm „eco 40-60“.

<sup>69</sup> Für den Betriebszyklus „Waschen und Trocknen“

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Figure 5: Appliance dimensions for installation planning.

The dimensions of the appliance are approximately 85 cm (Height) x 60 cm (Width) x 58 cm (Depth).

## 5. OPERATING INSTRUCTIONS

This section guides you through the daily operation of your Candy RapidO' washer dryer.

### 5.1 Preparing Laundry

- Sort laundry by fabric type, color, and degree of soiling.
- Check garment care labels for washing and drying instructions.

- Empty pockets and close zippers and fasteners.
- The maximum washing capacity is 9 kg, and the maximum drying capacity is 6 kg. Do not overload the machine to ensure optimal results and prevent damage.

## 5.2 Adding Detergent and Additives

Open the detergent dispenser drawer (Figure 2) and add the appropriate amount of detergent and fabric softener to the designated compartments:

- Compartment 1: Pre-wash detergent (if selected).
- Compartment 2: Main wash detergent.
- Compartment (often marked with a flower): Fabric softener.

Close the drawer gently after adding products.

## 5.3 Selecting a Program

Turn the program selector dial (Figure 3) to choose the desired wash or dry program. The digital display (Figure 4) will show the program details, including estimated time and default settings.

- **Wash Programs:** The appliance offers 16 wash cycles, including specific programs for cotton, synthetics, delicates, and wool.
- **Rapid Cycles:** Utilize the 7 rapid wash programs for quick washes when time is limited.
- **Drying Programs:** The appliance includes 3 rapid dry programs. For optimal drying, ensure the load size does not exceed 6 kg.

## 5.4 Adjusting Settings and Special Functions

After selecting a program, you can customize settings using the touch buttons:

- **Temperature:** Adjust the wash temperature according to fabric care labels.
- **Spin Speed:** Select the desired spin speed (up to 1400 RPM).
- **Delayed Start:** Press the delayed start button to set a delay time for the program to begin.
- **Steam Function:** Activate the steam function for certain programs to reduce wrinkles.

## 5.5 Smart Features (Wi-Fi + BLE)

Your Candy RapidO' washer dryer is equipped with Wi-Fi and Bluetooth Low Energy (BLE) connectivity, allowing you to control and monitor it remotely via the Candy Simply-Fi app.

- **App Download:** Download the Candy Simply-Fi app from your smartphone's app store.
- **Pairing:** Follow the in-app instructions to pair your appliance with your smartphone. This typically involves activating Wi-Fi on the machine and confirming the connection in the app.
- **Remote Control:** Once connected, you can start, pause, and monitor programs, download additional cycles, and receive maintenance alerts directly on your phone.
- **Important Note:** To use remote start, ensure the appliance is loaded and the door is closed before activating the remote control function via the app.

# 6. MAINTENANCE AND CARE

Regular maintenance ensures the efficient operation and extends the lifespan of your washer dryer.

- **Cleaning the Detergent Dispenser:** Periodically remove and clean the detergent drawer under running water to prevent residue buildup.
- **Cleaning the Drum:** Run a maintenance wash cycle (e.g., a hot wash with no laundry and a descaling agent) monthly to



keep the drum clean and fresh.

- **Cleaning the Filter:** Regularly check and clean the drain pump filter, usually located at the bottom front of the appliance, to remove lint and foreign objects.
- **Cleaning the Exterior:** Wipe the exterior surfaces with a soft, damp cloth. Do not use abrasive cleaners.
- **Door Seal:** Wipe the door seal after each wash to remove any trapped lint or moisture, preventing mold growth.

## 7. TROUBLESHOOTING

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

Problem	Possible Cause	Solution
Appliance does not start.	No power, door not closed, program not selected.	Check power supply, ensure door is securely latched, select a program and press start.
Excessive vibration/noise during spin.	Appliance not level, transport bolts not removed, uneven load.	Ensure appliance is level by adjusting feet. Verify transport bolts are removed. Redistribute laundry evenly in the drum.
Water leaks from the machine.	Hoses loose, detergent drawer overflowing, drain filter blocked.	Check hose connections for tightness. Do not overfill detergent drawer. Clean the drain pump filter.
Poor washing results.	Overloading, incorrect detergent, wrong program.	Reduce load size. Use appropriate detergent for the fabric and water hardness. Select a suitable wash program.
Clothes not drying properly.	Overloading, lint filter blocked, incorrect drying program.	Ensure drying load does not exceed 6 kg. Clean the lint filter. Select an appropriate drying program.
Spin cycle not engaging.	Unbalanced load, drain pump issue, motor fault.	Redistribute laundry. Check and clean the drain pump filter. If the issue persists, contact service.

## 8. SPECIFICATIONS

Detailed technical specifications for the Candy RapidO' ROW4964DWMCE/1-S Washer Dryer:

Feature	Value
Brand	Candy
Model Number	31010383 (ROW4964DWMCE/1-S)
Product Dimensions (WxDxH)	60 x 58 x 85 cm
Item Weight	66 Kilograms
Washing Capacity	9 Kilograms
Drying Capacity	6 Kilograms
Maximum Spin Speed	1400 Revolutions per minute
Energy Efficiency Class (Wash)	A
Energy Efficiency Class (Wash & Dry)	D (based on new EU label)

Feature	Value
Annual Energy Consumption (Wash & Dry)	308 Kilowatt hours per year (for 100 cycles)
Annual Water Consumption (Wash & Dry)	86 Liters per cycle (wash & dry)
Number of Wash Cycles	16
Number of Drying Cycles	3 (Rapid Dry)
Control Type	Wi-Fi, Semi-automatic
Voltage	220 Volt
Drum Material	Stainless Steel
Special Feature	Hygienic Steam
Color	Chrome Finish

For detailed energy information, refer to the official EU energy label:

Ficha de información del producto					
REGlamento DELEGADO (UE) 2019/204 DE LA COMISIÓN en lo relativo al etiquetado energético de las lavadoras domésticas y las lavadoras-secadoras domésticas					
Nombre o marca comercial del proveedor: Candy					
Dirección del proveedor: Candy Hoover Group contact, Comori 16, 20861 Brugherio MB, IT					
Identificador del modelo: R0W4964DWACE/1-S					
Parámetros generales del producto:					
Parámetro	Valor		Parámetro	Valor	
Capacidad asignada (kg)	Capacidad asignada <sup>(1)</sup>	6,0	Dimensiones en cm	Altura	85
	Capacidad asignada de lavado <sup>(2)</sup>	9,0		Anchura	60
				Profundidad	58
Índice de eficiencia energética	IEE <sub>wh</sub> <sup>(3)</sup>	52,0	Clase de eficiencia energética	IEE <sub>wh</sub> <sup>(3)</sup>	A
	IEE <sub>wh</sub> <sup>(4)</sup>	67,0		IEE <sub>wh</sub> <sup>(5)</sup>	D
Índice de eficiencia de lavado	I <sub>w</sub> <sup>(6)</sup>	1,031	Eficacia del aclarado (g/kg de tejido seco)	I <sub>w</sub> <sup>(6)</sup>	4,9
	I <sub>w</sub> <sup>(7)</sup>	1,031		I <sub>w</sub> <sup>(7)</sup>	4,9
Consumo de energía en kWh por ciclo, correspondiente al ciclo de lavado de la lavadora-secadora doméstica, utilizando el programa «eco 40-60» en una combinación a plena carga y con parte de la carga. El consumo real de energía dependerá de cómo se utilice el aparato.		0,494	Consumo de energía en kWh por ciclo, correspondiente al ciclo de lavado y secado de la lavadora-secadora doméstica, en una combinación a plena carga y con la mitad de la carga. El consumo real de energía dependerá de cómo se utilice el aparato.		
			3,078		
Consumo de agua en litros por ciclo, correspondiente al programa «eco 40-60» en una combinación a plena carga y con parte de la carga. El consumo real de agua dependerá de cómo se utilice el aparato.		49	Consumo de agua en litros por ciclo, correspondiente al ciclo de lavado y secado de la lavadora-secadora doméstica, en una combinación a plena carga y con la mitad de la carga. El consumo real de agua dependerá de cómo se utilice el aparato y de la dureza del agua.		
			86		
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Enciende el aparato y de la dureza del agua.					
Temperatura máxima en el interior del tejido tratado (°C) para el ciclo de lavado de la lavadora-secadora doméstica, utilizando el programa «eco 40-60»	Capacidad asignada de lavado	37	Temperatura máxima en el interior del tejido tratado (°C) para el ciclo de lavado de la lavadora-secadora doméstica, utilizando el ciclo de lavado y secado	Capacidad asignada	26
	Medio	80		Medio	
	Cuarta parte	24			
Velocidad de centrifugado (rpm) <sup>(8)</sup>	Capacidad asignada de lavado	1.351	Contenido de humedad residual ponderado (g/g) <sup>(8)</sup>	53,9	
	Medio	1.351			
	Cuarta parte	1.351			
Duración del programa «eco 40-60» (h:min)	Capacidad asignada de lavado	3:48	Clase de eficiencia de centrifugado <sup>(8)</sup>	8	
	Medio	2:54			
	Cuarta parte	2:54			
Ruido acústico aéreo emitido en la fase de centrifugado del ciclo de lavado «eco 40-60» a la capacidad asignada de lavado [dB(A) re 1 pW]	Capacidad asignada de lavado	78	Duración del ciclo de lavado y secado (h:min)	Capacidad asignada	9:30
	Medio	Medio			
	Cuarta parte				
			Medio	5:30	

Tipo	de libre instalación	Ruido acústico aéreo emitido correspondiente a la fase de centrifugado del programa «eco 40-60» a la capacidad asignada de lavado	C
Modo apagado (W) (si procede)	0,50	Modo preparado (W) (si procede)	1,00
Inicio aplazado (W) (si procede)	4,00	Modo preparado en red (W) (si procede)	2,00
Duración mínima de la garantía ofrecida por el proveedor: 24 meses			
Este producto ha sido diseñado para liberar iones de plata durante el ciclo de lavado		NO	

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<b>Información adicional:</b>
Enlace al sitio web del proveedor, en el que se encuentra la información contemplada en el punto 9 del anexo II del Reglamento (UE) 2019/2023: <a href="https://corporate.haier-europe.com/en/">https://corporate.haier-europe.com/en/</a>

<sup>(1)</sup> Para el programa «eco 40-60».

<sup>(2)</sup> Para el ciclo de lavado y secado.

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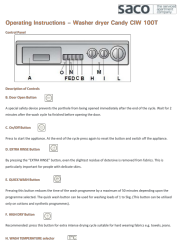
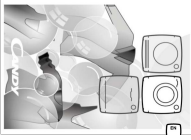
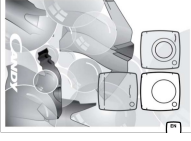
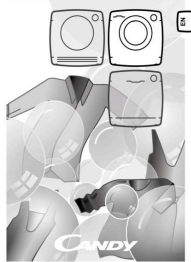
Figure 6: EU Energy Label. For more details, scan the QR code or visit [eprel.ec.europa.eu/qr/300263](https://eprel.ec.europa.eu/qr/300263).

## 9. WARRANTY AND SUPPORT

Your Candy RapidO' ROW4964DWMCE/1-S Washer Dryer is covered by a manufacturer's warranty and Amazon's return policy.

- **Manufacturer's Warranty:** Candy typically offers a standard 2-year warranty. Additionally, Candy provides the option to extend coverage for spare parts for an additional 8 years (total 10 years) after the initial 2-year warranty, with labor costs applying. This option usually needs to be activated separately after product delivery.
- **Amazon Return Policy:** If you wish to return a product within 30 days of receipt because you have changed your mind, please consult Amazon's help page on returns. For defective or damaged products, refer to Amazon's help page on product issues.
- **Customer Support:** For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact Candy customer service or your retailer.

### Related Documents - ROW4964DWMCE/1-S

	<p><a href="#">Candy GVW 364TC Washer Dryer: Features and Specifications</a></p> <p>Discover the Candy GVW 364TC, a space-saving washer dryer with a 6kg wash capacity, 4kg drying capacity, and 1300 RPM spin speed. This guide details its features, programs, performances, and technical specifications.</p>
	<p><a href="#">Candy Pro Dry 700 Tumble Dryer User Manual</a></p> <p>Comprehensive user manual for the Candy Pro Dry 700 Tumble Dryer, covering installation, control panel operation, program selection, maintenance, and troubleshooting. Includes detailed descriptions of various drying programs and features.</p>
	<p><a href="#">Candy CIW 100T Washer Dryer: Operating Instructions and Guide</a></p> <p>Detailed operating instructions for the Candy CIW 100T washer dryer, covering control panel functions, wash programs, and drying cycles for optimal use. Learn how to operate your appliance efficiently.</p>
	<p><a href="#">Candy Washing Machine and Dryer User Manual</a></p> <p>Comprehensive user manual for Candy washing machines and dryers, covering installation, operation, maintenance, troubleshooting, and safety guidelines. Learn how to use your appliance efficiently and effectively.</p>
	<p><a href="#">Candy Tumble Dryer User Manual and Operating Instructions</a></p> <p>Comprehensive user manual for Candy tumble dryers, covering safety instructions, installation, operation, maintenance, troubleshooting, and programme details. Includes guidance on energy saving and remote control features.</p>
	<p><a href="#">Candy Washing Machine User Manual</a></p> <p>Comprehensive user manual for Candy washing machines, covering installation, operation, maintenance, troubleshooting, and program details. Includes safety instructions and energy-saving tips.</p>