

Toshiba AW-DUK2215WUPBB(SK)

Toshiba 13.5 kg Top Load Washing Machine

Model: AW-DUK2215WUPBB(SK)

Brand: Toshiba

INTRODUCTION

This instruction manual provides essential information for the safe and efficient operation, installation, and maintenance of your new Toshiba 13.5 kg Top Load Washing Machine, Model AW-DUK2215WUPBB(SK). Please read this manual thoroughly before using the appliance and keep it for future reference.

IMPORTANT SAFETY INFORMATION

- Always ensure the washing machine is properly grounded to prevent electric shock.
- Do not allow children to play on or in the appliance. Close supervision is necessary when the appliance is used near children.
- Do not wash items that have been previously cleaned in, washed with, soaked in, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances.
- Do not reach into the washer if the tub or agitator is moving.
- Unplug the appliance from the power supply before performing any maintenance or cleaning.
- Ensure water supply hoses are securely connected to prevent leaks.
- Do not install or store this appliance where it will be exposed to the weather or to freezing temperatures.

PRODUCT OVERVIEW

The Toshiba AW-DUK2215WUPBB(SK) is a 13.5 kg top-load washing machine designed for efficient and gentle laundry care. It features advanced technologies to ensure thorough cleaning and durability.



Figure 1: Front view of the Toshiba 13.5 kg Top Load Washing Machine, Model AW-DUK2215WUPBB(SK).



Figure 2: Angled view of the Toshiba 13.5 kg Top Load Washing Machine, showcasing its black steel finish and control panel.

Key Features:

- **13.5 kg Capacity:** Suitable for large laundry loads.
- **Glass Lid:** Provides durability and allows visibility into the wash drum.
- **UFB (Ultra Fine Bubble) Wash Technology:** Generates nano-sized bubbles that penetrate fabric fibers to

remove stains more effectively.



Figure 3: Visual representation of Ultra Fine Bubble technology at work, showing bubbles penetrating fabric.

- **Duo Active Roller:** Enhances washing performance by creating a powerful water flow.



Figure 4: Diagram illustrating the Duo Active Roller system within the washing machine drum.

- **Mega Power Wash:** Combines Star Crystal Drum, Mega Power Pulsator, and Hydro Twin Power for superior cleaning.



Figure 5: Components of the Mega Power Wash system, including the Star Crystal Drum, Mega Power Pulsator, and Hydro Twin Power.

- **SDD Inverter Motor:** Direct drive inverter motor for quiet operation, energy efficiency, and durability.



Figure 6: Cross-section diagram of the SDD Inverter Motor, highlighting its direct drive mechanism.

- **Gentle Lid Close:** Soft-closing lid mechanism for safety and convenience.



Figure 7: Image demonstrating the gentle closing action of the washing machine lid.

- **Drum Illumination:** Internal light for better visibility inside the drum.



Figure 8: View of the washing machine drum with internal illumination activated.

SETUP AND INSTALLATION

1. **Unpacking:** Carefully remove all packaging materials. Inspect the machine for any damage.

2. **Location:** Place the washing machine on a firm, level surface. Ensure there is adequate space around the machine for ventilation and access. Avoid direct sunlight or areas prone to freezing.
3. **Leveling:** Adjust the adjustable feet at the bottom of the machine until it is perfectly level and stable. Use a spirit level to verify.
4. **Water Connection:** Connect the hot and cold water inlet hoses to the corresponding valves on the back of the machine and to your household water supply. Ensure connections are tight to prevent leaks.
5. **Drain Hose:** Securely place the drain hose into a standpipe or laundry tub, ensuring it is not kinked or blocked. The drain hose should be positioned at a height between 60 cm and 100 cm from the floor.
6. **Power Connection:** Plug the power cord into a grounded 240V electrical outlet. Do not use extension cords or adapters.
7. **First Use:** Before washing clothes, run a short cycle without laundry and detergent to flush out any manufacturing residues.

OPERATING INSTRUCTIONS

1. **Load Laundry:** Open the glass lid and load clothes loosely into the drum. Do not overload the machine.
2. **Add Detergent:** Add the appropriate amount of detergent and fabric softener to their respective dispensers. Refer to detergent packaging for recommended amounts.
3. **Select Program:** Turn on the washing machine. Use the control panel buttons to select one of the 5 available wash programs. The "Normal" cycle is a common choice for everyday laundry.
4. **Adjust Settings (Optional):** Depending on the selected program, you may be able to adjust water level, rinse cycles, or spin speed.
5. **Start Cycle:** Press the "Start/Hold" button to begin the wash cycle. The machine will automatically fill with water and proceed with the selected program.
6. **End of Cycle:** Once the cycle is complete, the machine will signal. Carefully remove your laundry.

The washing machine offers 5 cycle options, including a standard "Normal" cycle for general washing needs.

MAINTENANCE

Cleaning the Exterior:

- Wipe the exterior surfaces with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- Clean the control panel gently to avoid damaging the buttons or display.

Cleaning the Detergent Dispenser:

- Periodically remove and clean the detergent and fabric softener dispensers to prevent residue buildup. Rinse with warm water and reinsert.

Cleaning the Lint Filter:

- Locate the lint filter inside the drum (if applicable, consult your specific model diagram). Remove any accumulated lint after every few washes to maintain optimal performance.

Drum Cleaning:

- Run a "Tub Clean" or "Drum Clean" cycle (if available) regularly to prevent mold and odor buildup. If not available, run a hot water cycle with a cup of white vinegar or a washing machine cleaner.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Machine does not start	Power cord unplugged; Lid not closed properly; Water supply off; Program not selected.	Check power connection; Ensure lid is fully closed; Turn on water supply; Select a wash program and press Start.
No water filling	Water tap closed; Water inlet hose kinked; Water pressure too low.	Open water tap; Straighten water inlet hose; Check household water pressure.
Machine is noisy or vibrates excessively	Machine not level; Shipping bolts not removed; Uneven load; Foreign objects in drum.	Adjust leveling feet; Ensure all shipping bolts are removed (if applicable); Redistribute laundry evenly; Check drum for foreign objects.
Water not draining	Drain hose kinked or blocked; Drain pump filter clogged.	Check and clear drain hose; Clean the drain pump filter (refer to specific model instructions for location).
Poor washing results	Overloading; Insufficient detergent; Incorrect program selection; Water temperature too low.	Reduce load size; Use recommended detergent amount; Select appropriate wash program; Use warmer water if suitable for fabric.

If the problem persists after attempting these solutions, please contact customer support.

PRODUCT SPECIFICATIONS

Brand	Toshiba
Model Name	AW-DUK2215WUPBB(SK)
Capacity	13.5 kg
Product Dimensions (Depth x Width x Height)	59.5 cm x 61.5 cm x 85 cm
Item Weight	55 kg
Access Location	Top Load
Special Feature	Adjustable Leveling Legs
Finish Type	Metallic
Color	Black Steel

Cycle Options	Normal
Material	Plastic
Control Type	Push Button
Operation Mode	Fully Automatic
Maximum Rotational Speed	1070 RPM
Voltage	240 Volts
Installation Type	Freestanding
Number of Programs	5

WARRANTY AND SUPPORT

Warranty Information:

This product is eligible for a **two-year warranty** provided by the manufacturer/brand from the date of purchase. For more details, you can contact the manufacturer/brand or the seller.

Installation and Technical Support:

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

- **Riyadh:** [+966-11-4094006](tel:+966114094006) Ext – 113
- **Jeddah:** [+966-12-6577714](tel:+966126577714)
- **Dammam:** [+966-13-8343691](tel:+966138343691)
- **Qassim:** [+966 581044198](tel:+966581044198)
- **Abha:** [+966 593322785](tel:+966593322785)

Please have your model number (AW-DUK2215WUPBB(SK)) and purchase date ready when contacting support.