

Super General KSGW1224

Super General 12kg Top Load Washing Machine KSGW1224 User Manual

Model: KSGW1224 | Brand: Super General

INTRODUCTION

This manual provides essential information for the safe and efficient operation of your Super General 12kg Top Load Washing Machine, Model KSGW1224. Please read these instructions carefully before using the appliance and keep them for future reference.

Your washing machine features a large 12kg capacity, 8 washing programs, a durable plastic dual-opening lid, a drain pump, and a child lock function, designed for convenient and effective laundry care.

SAFETY INFORMATION

General Safety:

- Ensure the washing machine is properly grounded.
- Do not operate the machine with a damaged power cord or plug.
- Keep children and pets away from the appliance during operation. The child lock feature helps prevent accidental operation.
- Do not wash items that are soiled with flammable substances.
- Always unplug the machine before cleaning or performing any maintenance.
- Do not attempt to repair the appliance yourself. Contact qualified service personnel.

Installation Safety:

- Install the machine on a firm, level surface to prevent vibration and noise.
- Ensure adequate clearance around the machine for ventilation and access.
- Connect the water inlet hoses securely to prevent leaks.
- Position the drain hose correctly to ensure proper water drainage.

SETUP INSTRUCTIONS

1. Unpacking

Carefully remove all packaging materials, including the base packaging and any internal packing. Inspect the machine for any damage during transit. Keep packaging materials away from children.

2. Positioning the Washing Machine

Place the washing machine on a flat, stable floor. Adjust the leveling feet at the bottom of the machine to ensure it is perfectly level. This is crucial for stable operation and to minimize noise and vibration.





Image: Front view of the Super General 12kg Top Load Washing Machine KSGW1224. This image shows the overall design and front panel of the washing machine.

3. Water Connection

Connect the provided fill hose to the water inlet valve(s) at the back of the washing machine and to your household water supply. Ensure connections are tight to prevent leaks. This model features two water inlets.





Image: Back view of the Super General 12kg Top Load Washing Machine KSGW1224. This image highlights the rear connections, including the water inlets.

4. Drain Hose Installation

Position the drain hose into a suitable drain pipe or sink. Ensure the hose is securely fixed and that there are no kinks or blockages that could impede drainage.

5. Power Connection

Plug the power cord into a grounded electrical outlet. Ensure the voltage matches the specifications of the washing machine (240V).

OPERATING INSTRUCTIONS

1. Loading Laundry

Open the top lid of the washing machine. Load clothes loosely into the drum, ensuring not to overload. Overloading can

affect washing performance and may damage the machine.



Image: Top view of the Super General 12kg Top Load Washing Machine KSGW1224 with the lid open, showing the drum interior.

2. Adding Detergent and Softener

Pull out the detergent drawer. Add the appropriate amount of powder or liquid detergent to the main wash compartment. If using fabric softener, add it to the designated softener compartment. Close the drawer.

3. Selecting a Program

Turn on the washing machine. Use the control panel buttons to select one of the 8 available washing programs. The LED display will show the selected program and remaining cycle time. Programs include options for various fabric types and soil levels, including a specific program for baby clothes.



Image: Close-up of the control panel on the Super General 12kg Top Load Washing Machine KSGW1224, featuring push buttons and an LED display.

4. Starting the Wash Cycle

Press the "Start/Pause" button to begin the selected wash cycle. The machine will automatically fill with water, wash, rinse, and spin.

5. Child Lock Function

To activate the child lock, press and hold the designated child lock button (refer to the control panel diagram in your physical manual for exact button). This will prevent accidental changes to settings or interruption of the cycle by children. To deactivate, repeat the action.

6. End of Cycle

Once the wash cycle is complete, the machine will signal. Carefully remove your laundry. Unplug the machine if it will not be used for an extended period.

MAINTENANCE

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

1. Cleaning the Detergent Drawer

Periodically remove and clean the detergent drawer to prevent residue buildup. Rinse it under running water and dry thoroughly before reinserting.

2. Cleaning the Lint Filter

Locate and clean the lint filter regularly to ensure efficient lint removal and prevent blockages. Refer to your physical manual for the exact location and removal instructions for the metal lint filter.

3. Cleaning the Exterior

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

4. Tub Clean Function

Utilize the dedicated "Tub Clean" function periodically to clean the washing machine drum and remove any detergent residues or odors. Follow the instructions on the control panel for this cycle.

5. Water Inlet Filter Cleaning

If you notice reduced water flow, check and clean the filters in the water inlet hoses. Turn off the water supply and disconnect the hoses before cleaning.

TROUBLESHOOTING

Before contacting service, please check the following common issues:

Problem	Possible Cause	Solution
Machine does not start	Power cord not plugged in; door not closed properly; power outage.	Check power connection; ensure lid is fully closed; check household power supply.
No water filling	Water tap closed; water inlet hose kinked or blocked; water supply cut off.	Open water tap; straighten hose; check water supply.
Water not draining	Drain hose kinked or blocked; drain pump filter clogged.	Straighten drain hose; clean drain pump filter (refer to manual).
Excessive vibration/noise	Machine not level; transport bolts not removed; uneven load.	Adjust leveling feet; ensure transport bolts are removed (if applicable); redistribute laundry.
Detergent residue on clothes	Too much detergent; detergent not dissolving properly; overloaded machine.	Use less detergent; ensure water temperature is appropriate; reduce load size.

PRODUCT SPECIFICATIONS

Brand	Super General
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Model Number	KSGW1224
Product Type	Top Load Washing Machine
Capacity	12 Kilograms
Product Dimensions (D x W x H)	64 cm x 67 cm x 102.4 cm
Item Weight	54 Kilograms
Color	Grey (based on images, original title said white, but images are grey. I will use grey as it's more accurate to the provided images.)
Material	Plastic (Drum Material: Plastic)
Special Features	Child Lock
Access Location	Top Load
Number of Programs	8
Operation Mode	Fully Automatic
Voltage	240 Volts
Control Type	Push Button
Display Type	Digital (LED)
Noise Level	6 Decibels
Installation Type	Freestanding
Recommended Uses	Residential
Included Components	1 × Super General KSGW1224 Top Load Washing Machine, 12kg capacity, Fill Hose, Power Cord

WARRANTY AND SUPPORT

Warranty Information

This product is eligible for a one-year warranty provided by the manufacturer/brand from the date of purchase. Please retain your proof of purchase for warranty claims.

Customer Support

For more details regarding warranty terms, technical assistance, or service requests, please contact the manufacturer or the seller. Contact information can typically be found on the product packaging or the official Super General website. You can also visit the [Super General Store on Amazon](#) for additional product information and support resources.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question