Candy ROW4964DWMCT/1-S

Candy RapidÓ Washer Dryer User Manual

Model: ROW4964DWMCT/1-S

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your Candy RapidÓ Washer Dryer, model ROW4964DWMCT/1-S. Please read these instructions carefully before using the appliance and keep them for future reference.

2. SAFETY INSTRUCTIONS

Always follow basic safety precautions when using electrical appliances to reduce the risk of fire, electric shock, and injury to persons.

- Ensure the appliance is properly grounded.
- Do not allow children to play on or in the appliance.
- Do not operate the appliance if it is damaged or malfunctioning.
- Keep flammable materials away from the appliance.
- Unplug the appliance before performing any maintenance or cleaning.

3. SETUP AND INSTALLATION

3.1 Unpacking

Carefully remove all packaging materials, including the polystyrene base and any protective films. Ensure all transport screws are removed from the rear of the appliance before use. Failure to remove these screws can cause significant damage during operation.

Image: Front view of the Candy RapidÓ Washer Dryer, showing its compact design.

3.2 Positioning

Place the washer dryer on a firm, level floor. Adjust the feet to ensure the appliance is stable and level. Proper leveling prevents excessive vibration and noise during operation.

3.3 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 suitable drain pipe or sink, ensuring it is securely fixed and not kinked.

3.4 Electrical Connection

Connect the power plug to a grounded electrical outlet. Verify that the voltage and frequency match the specifications on the appliance's rating plate. Do not use extension cords or multiple adapters.

4. OPERATING INSTRUCTIONS

4.1 Control Panel Overview

The control panel features a program selector dial, a digital display, and touch buttons for various functions. The display shows program duration, error codes, and selected options.
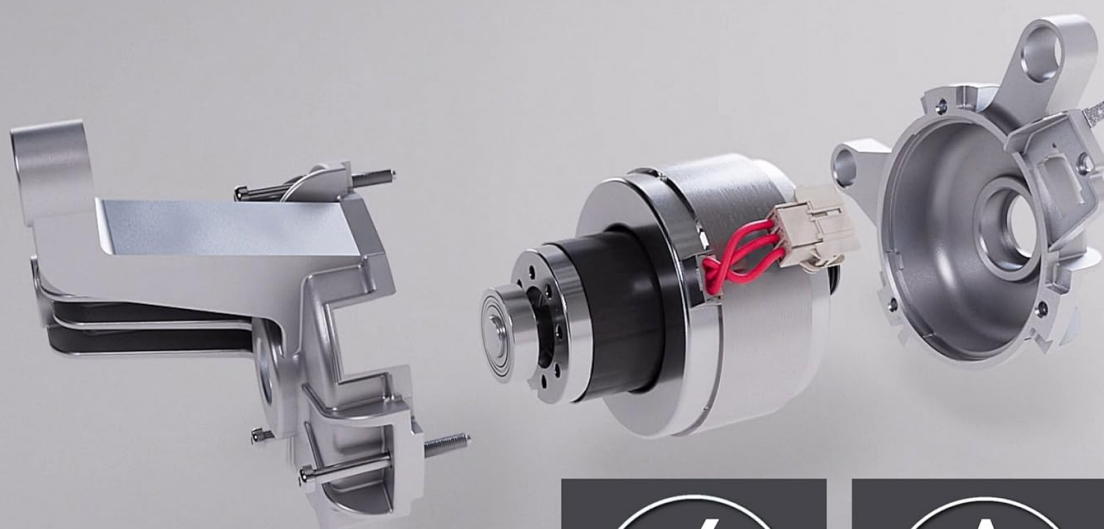

hOn
Sempre connessa ai tuoi bisogni

Scopri funzionalità intelligenti, nuovi programmi e ottimizza i tuoi consumi

Image: Detailed view of the control panel, highlighting the program dial and digital display.

4.2 Loading Laundry

Open the door and load laundry into the drum. Do not overload the machine; refer to the maximum load capacity for washing (9 kg) and drying (6 kg). Add detergent and fabric softener to the appropriate compartments in the dispenser drawer.

CANDY

x4
AFFIDABILE

A
CLASS

Più efficiente, durevole e silenziosa, grazie all'innovativo motore inverter

Image: The washer dryer with its large door open, ready for loading laundry.

4.3 Selecting a Program

Turn the program selector dial to choose the desired wash or wash&dry program. The machine offers 9 rapid programs for various needs, including a 39-minute half-load cycle. Additional options like temperature, spin speed, and steam can be selected using the touch buttons.

Image: Visual representation of the steam function benefits, including odor removal, wrinkle reduction, and simplified ironing.

4.4 Starting a Cycle

Press the Start/Pause button to begin the selected program. The machine will automatically adjust water and energy consumption based on the load weight (Kg Detector function).

4.5 hOn App Connectivity

The appliance features Wi-Fi + BLE connectivity, allowing control via the hOn App. Download the hOn App, register your appliance, and follow the in-app instructions for pairing. The app enables remote control, program selection, monitoring, and access to over 60 specific cycles.
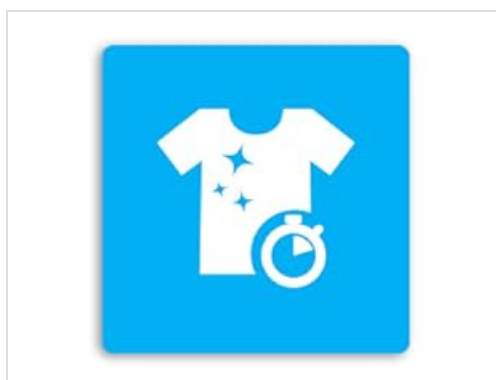

Image: Icon indicating hOn App compatibility for smart control and monitoring.

5. MAINTENANCE

5.1 Cleaning the Detergent Dispenser

Regularly clean the detergent dispenser drawer to prevent residue buildup. Remove the drawer, rinse it under running water, and clean any accumulated detergent or softener. Reinsert the drawer.

Image: The detergent dispenser drawer pulled out, showing compartments for detergent and softener.

5.2 Cleaning the Filter

The filter should be cleaned periodically to ensure proper drainage. Locate the filter at the bottom front of the appliance, open the cover, and carefully unscrew the filter. Remove any lint or debris, then rinse and reinsert it securely.

5.3 Cleaning the Exterior

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

5.4 Drum Cleaning

Run a maintenance wash cycle (e.g., a hot wash with no laundry and a descaling agent) periodically to clean the drum and remove any detergent residues or odors.

6. TROUBLESHOOTING

Before contacting customer service, please refer to the following table for common issues and their solutions.

Problem	Possible Cause	Solution
Appliance does not start	Power cord not plugged in; door not closed properly; program not selected.	Check power connection; ensure door is latched; select a program and press Start.

Problem	Possible Cause	Solution
Water leakage	Hoses not properly connected; detergent drawer overflowing.	Check hose connections; clean detergent drawer; ensure correct detergent dosage.
Excessive vibration/noise	Transport screws not removed; appliance not level; uneven load.	Remove transport screws; adjust leveling feet; redistribute laundry in the drum.
Poor washing results	Overloading; incorrect detergent dosage; wrong program selected.	Reduce load size; use appropriate detergent and dosage; select suitable program.
Poor drying results	Overloading; filter clogged.	Reduce load size; clean the filter.

7. TECHNICAL SPECIFICATIONS

Feature	Specification
Brand	Candy
Model Number	ROW4964DWMCT/1-S (31018874)
Dimensions (WxDxH)	60 x 58 x 85 cm
Weight	68 kg
Washing Capacity	9 kg
Drying Capacity	6 kg
Maximum Spin Speed	1400 RPM
Energy Efficiency Class (Wash Cycle)	A
Connectivity	Wi-Fi + BLE (hOn App)
Drum Material	Stainless Steel
Number of Wash Cycles	15
Number of Drying Cycles	2
Optional Cycles	16
Special Features	Steam Option, Delayed Start, Active Motion Technology

8. WARRANTY AND SUPPORT

8.1 Product Warranty

This Candy appliance is covered by a standard manufacturer's warranty. For specific details regarding warranty duration and terms, please refer to the warranty card included with your product or visit the official Candy website. Keep your proof of purchase for warranty claims.
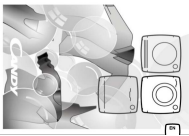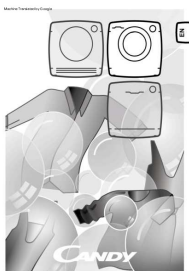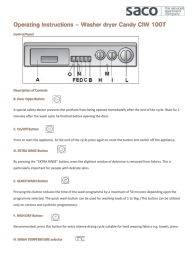
8.2 Customer Support

For technical assistance, spare parts, or service requests, please contact Candy customer support. Contact details can typically be found on the official Candy website or in the documentation provided with your appliance.

For returns or issues related to your purchase, please refer to the retailer's return policy. For purchases made on Amazon, you may return a product within 30 days of receipt if you change your mind. For defective or damaged products, consult the Amazon help page on returns.

Related Documents - ROW4964DWMCT/1-S

	Candy Washing Machine and Dryer User Manual 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.
	Candy Washing Machine User Manual Comprehensive user manual for Candy washing machines, covering installation, operation, maintenance, troubleshooting, and program details. Includes safety instructions and energy-saving tips.
	Candy GVW 364TC Washer Dryer: Features and Specifications 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.
	Candy Pro Dry 700 Tumble Dryer User Manual 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.

[Candy CSOE C9TE-S Tumble Dryer User Manual and Instructions](#)
Comprehensive user manual for the Candy CSOE C9TE-S tumble dryer. This guide provides detailed information on safe operation, installation, maintenance, troubleshooting, programs, and technical specifications for your Candy appliance.

[Candy CIW 100T Washer Dryer: Operating Instructions and Guide](#)
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.