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Samsung WA20A3351GW

Samsung WA20A3351GW 20 kg Top-Load Washing Machine User Manual

Model: WA20A3351GW

Introduction

This manual provides essential information for the safe and efficient use of your Samsung WA20A3351GW 20 kg top-load washing machine. Please read all instructions carefully before installation and operation to ensure proper use and to prevent damage to the appliance or injury to yourself.





Image: Front view of the Samsung WA20A3351GW 20 kg top-load washing machine. This image shows the appliance from the front, highlighting its white finish and top-load design with the control panel visible.

Safety Information

Always follow basic safety precautions when using this appliance to reduce the risk of fire, electric shock, or injury to persons. Keep this manual for future reference.

- Ensure the washing machine is properly grounded.
- Do not install or store the appliance where it will be exposed to temperatures below freezing or weather conditions.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances.
- Do not allow children to play on or in the appliance. Close supervision is necessary when the appliance is used near children.
- Never reach into the washing machine while the tub is moving.
- Unplug the appliance from the power supply before attempting any service or cleaning.

Setup and Installation

Proper installation is crucial for the performance and longevity of your washing machine. Refer to the following steps for setup.

1. Unpacking

- Remove all packaging materials, including the base packaging and any protective films.
- Inspect the machine for any damage incurred during transit.

2. Location Requirements

- Place the washing machine on a solid, level floor. Uneven surfaces can cause vibration and noise.
- Ensure there is adequate space around the machine for ventilation and maintenance.
- The location must have access to hot and cold water supply, a drain, and a grounded electrical outlet.

3. Connecting Water Hoses

- Connect the hot water supply hose to the hot water inlet on the back of the machine and to the hot water faucet.
- Connect the cold water supply hose to the cold water inlet on the back of the machine and to the cold water faucet.
- Ensure all connections are tight to prevent leaks.

4. Connecting Drain Hose

- Securely attach the drain hose to the drain outlet on the back of the machine.
- Place the other end of the drain hose into a standpipe or laundry tub, ensuring it is properly secured to prevent it from coming out during operation.

5. Power Connection

- Plug the power cord into a grounded electrical outlet. Do not use extension cords.

6. Leveling the Machine

- Use a level to check if the machine is perfectly balanced.
- Adjust the leveling feet at the bottom of the machine as needed until it is stable and level.



Image: Diagram showing the dimensions of the Samsung WA20A3351GW washing machine: 118 cm height, 76 cm width, and 80 cm depth. This helps in planning the installation space.

Operating Instructions

Follow these steps to operate your washing machine effectively.

1. Loading Laundry

- Open the top lid.
- Load clothes loosely into the tub, ensuring not to overload. The maximum capacity is 20 kg.
- Close the lid.

2. Adding Detergent and Softener

- Add the recommended amount of detergent to the detergent dispenser.
- If using fabric softener, add it to the designated softener compartment.

3. Selecting a Cycle

The inclined rear control panel features a digital display and a scroll wheel for easy cycle selection. Available cycles include:

- **Normal:** For everyday cottons and mixed fabrics.
- **Heavy Duty:** For sturdy fabrics and heavily soiled items.
- **Delicates:** For delicate items requiring gentle washing.
- **Quick Wash:** For lightly soiled items that need a fast wash.
- **Rinse:** For rinsing and spinning items without a full wash cycle.

4. Starting a Wash

- After selecting your desired cycle, press the Start/Pause button to begin the wash.

5. Pausing or Changing a Cycle

- To pause a cycle, press the Start/Pause button.
- To change a cycle, press the Power button to turn off the machine, then select a new cycle and press Start/Pause.

6. End of Cycle

- The machine will signal when the cycle is complete.
- Remove laundry promptly to prevent wrinkles.


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Image: Angled front view of the Samsung WA20A3351GW washing machine. This perspective clearly shows the top-load opening and the touch control panel with its digital display and scroll wheel for cycle selection.

Maintenance

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

1. Self Clean Feature

The Self Clean feature removes dirt and odor-causing bacteria from the drum without the need for harsh chemicals. It is recommended to run this cycle periodically.

- Ensure the washing machine is empty.
- Select the "Self Clean" cycle from the control panel.
- Press Start/Pause. Do not add detergent or bleach during this cycle.

2. Cleaning the Exterior

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

3. Cleaning the Detergent Dispenser

- Remove the dispenser drawer and rinse it under running water to remove any detergent or softener residue.
- Clean the dispenser housing with a small brush if necessary.

4. Water Inlet Filter Cleaning

- Periodically check the water inlet filters for blockages.
- Turn off the water supply and disconnect the hoses.
- Remove the filters and clean them under running water with a brush.
- Reinstall the filters and reconnect the hoses.



Image: Side view of the Samsung WA20A3351GW washing machine. This view shows the side panel with its textured design and the attached drain hose, which is important for proper water drainage.

Troubleshooting

Before contacting service, refer to this section for solutions to common issues.

Problem	Possible Cause	Solution
Machine does not start	Power cord unplugged; Lid not closed; Water supply turned off.	Check power connection; Ensure lid is fully closed; Turn on water supply.
Water does not drain	Drain hose kinked or clogged; Drain pump filter clogged.	Straighten drain hose; Clean drain pump filter (refer to maintenance).
Excessive vibration/noise	Machine not level; Shipping bolts not removed; Overloaded or unbalanced load.	Adjust leveling feet; Ensure shipping bolts are removed; Redistribute laundry or reduce load size.
Water leaks	Loose hose connections; Clogged drain hose.	Tighten all hose connections; Clear drain hose.
Clothes are still dirty or have lint	Overloading; Incorrect detergent amount; No lint filter (this model uses Self Clean for drum hygiene, but lint can still be an issue if not managed).	Reduce load size; Use correct detergent amount; Run Self Clean cycle regularly.

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

Specifications

Model Name	WA20A3351GW
Capacity	20 kg
Dimensions (D x W x H)	80 cm x 76 cm x 118 cm
Access Location	Top-Load
Control Type	Touch
Cycle Options	Normal, Heavy Duty, Delicates, Quick Wash, Rinse
Special Feature	Drum Cleaning (Self Clean)
Drum Material	Steel or enamel-coated plastic
Noise Level	60 Decibels
Power Supply	Refer to product label for specific voltage and frequency requirements.

Warranty Information

Your Samsung washing machine is covered by a limited warranty. The terms and conditions of the warranty are provided in the separate warranty document included with your purchase. Please retain your proof of purchase for warranty claims.
For detailed information regarding warranty coverage, duration, and service procedures, please refer to the official warranty card or contact Samsung customer support.

Customer Support

For further assistance, technical support, or service requests, please contact Samsung customer support. You can find contact details on the official Samsung website for your region or in the documentation provided with your appliance.
When contacting support, please have your model number (WA20A3351GW) and serial number ready.

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