



11kg/8kg Washer Dryer Combo

KAWWAS11D7A & KAWWAS11D7B

Safety & Warnings	3
Components	8
Overview	9
Installation	9
Before First Use	15
Operation	16
Cleaning & Care	24
Specifications	27
Troubleshooting	27
Notes	31

Safety & Warnings

- Read all instructions in this guide before using this product. Retain this guide for future reference.
- This appliance can be used by children aged 8 years and above, as well as persons with reduced physical, sensory, or mental capabilities, provided they are supervised or instructed in safe usage.
- Do not allow children to play with the appliance.
- Keep children under 3 years away from the dryer unless continuously supervised.
- If using a power board or portable power unit, keep it dry and away from water splashes. Do not share the socket with other electrical appliances. Avoid using loose plugs or sockets.
- Ensure the power plug is easily accessible during use. Unplug the machine and turn off the water tap when not in use, cleaning, or in case of power failure. Avoid plugging or unplugging with wet hands.
- Do not bend, stretch, twist, or overload the power cord.
- If the power cord or plug is damaged, cease use immediately and contact **help.Kogan.com** for support.
- Avoid installing the washing machine in bathrooms or damp areas. Do not wash the machine with water or place wet clothes on the control panel.
- Keep the machine out of direct sunlight and away from heat sources.
- Do not place the machine on carpets or areas without floor drains if it has a drainage function.
- This appliance is intended to be used in household and similar applications such as:
 - staff kitchen areas in shops
 - offices and other working environment
farmhouses
 - by clients in hotels, motels, bed & breakfast and other residential environments.
- Use new water inlet hoses. Never reuse old hoses.
- Ensure the water pressure is between 0.03MPa and 0.85MPa. Do not use water hotter than 50°C.
- Securely connect the faucet and inlet hose. Ensure fittings are tightly sealed.
- Do not place hot or heavy items on the washing machine.
- Never place flammable substances, such as kerosene or gasoline, near or inside the washing machine.

- Do not wash waterproof or buoyant items like raincoats, bicycle covers, or down products, as these may cause vibration or damage.
- Keep the lid closed during the spin cycle.
- Do not attempt to disassemble, repair, or modify the appliance yourself.

Safety Instructions

- The appliance corresponds to protection class I and may only be connected to a plug with a protective conductor that has been installed properly. When connecting the appliance to the mains, make sure that the mains voltage is correct. You can find more information about this on the rating plate
- The appliance has a washing & spinning capacity (max. weight of dry wash load) of 9kg and drying capacity (max. weight of dry wash load) of 6kg.
- Do not use any solvents (e.g. turpentine, benzene), detergents containing solvents, scouring powder, glass or general-purpose cleaners or flammable fluids; do not machine wash fabrics that have been treated with solvents or flammable liquids.
- That the tumble dryer is not to be used if industrial chemicals have been used for cleaning.
- That lint must not to be allowed to accumulate around the tumble dryer.
- That lint must not to be allowed to accumulate around the tumble dryer.

Electrical Safety

- Ensure the rating plate's connection parameters (fuse rating, voltage, and frequency) match your electricity supply. If uncertain, consult a qualified electrician.
- Proper earthing is required for safe operation. If in doubt, have your household wiring inspected by a qualified electrician.
- Do not pull the power cord; always hold the plug when disconnecting.
- Avoid handling the plug with wet hands.
- Do not kink, clamp, or damage the power cord or plug.
- If the power cable is damaged, it must be replaced. Cease use immediately and contact **help.Kogan.com** for support.
- Do not use extension cords or multi-socket adapters.
- Ensure the power plug is always accessible for disconnection.
- If the appliance overheats, disconnect the power immediately.

- Ensure there is proper access to the electrical outlet so it is possible to disconnect the appliance by unplugging the plug.

Warning:

The appliance must not be supplied through an external switching device, such as a timer or connected to a circuit that is regularly switched on and off by a utility

Risk of Damage

- Adhere to the rated load capacity specified in this user guide.
- Never operate the appliance without the door filter installed.
- Avoid drying clothes that haven't been properly spun.
- Keep the appliance away from direct sunlight and humid environments.
- Disconnect the power before cleaning or maintenance and avoid spraying the appliance with water.

Explosion and Fire Hazards

- Do not dry items containing flammable substances such as kerosene or alcohol; this may cause an explosion.
- Never dry unwashed items in the appliance.
- Wash items contaminated with cooking oil, petrol, or other chemicals in hot water with extra detergent before drying.
- Avoid drying foam rubber, shower caps, waterproof textiles, or rubber-backed articles.
- Use fabric softeners as per manufacturer instructions.
- Oil-affected items may spontaneously ignite. Wash them thoroughly before drying and avoid piling or stacking them.
- Empty all pockets to prevent lighters or matches from entering the appliance.
- Never stop the dryer mid-cycle unless all items are promptly removed and spread out to dissipate heat.
- Clean the lint trap regularly and ensure ventilation openings remain unobstructed.
- Do not damage the refrigerant circuit.

Installation

- The appliance must be handled and installed by two or more persons - risk of injury. Use protective gloves to unpack and install risk of cuts.
- If you want to stack a dryer on top of your washing machine, first contact **help.Kogan.com** to verify whether this is possible.
- Do not lift or move the appliance from the worktop or top lid.
- Keep children away from the installation site. After unpacking the appliance, make sure that it has not been damaged during transport. Do not operate the appliance and contact **help.Kogan.com** for support.
- Once installed, packaging waste (plastic, Styrofoam parts etc.) must be stored out of reach of children - risk of suffocation.
- The appliance must be disconnected from the power supply before any installation operation - risk of electric shock.
- During installation, make sure the appliance does not damage the power cable-risk of fire or electric shock.
- Only turn on and operate the appliance when the installation has been completed.
- Do not install your appliance where it may be exposed to extreme conditions, such as: poor ventilation, temperatures below 5°C or above 35 °C.
- When installing the appliance make sure that the four feet are stable and rest on the floor, adjust them as required and check that the appliance is perfectly to level using a spirit level
- If the appliance is being installed on wood or "floating" floors (certain parquet and laminate materials), secure a 60 x 60 x 3cm (at least) sheet of plywood to the floor then place the appliance on top of this.
- For cold fill only models: do not connect to the hot water supply.
- For models with hot fill: the hot water inlet temperature must not exceed 60°C.
- The washing machine is fitted with transport bolts to prevent any possible damage to the interior during transport. Before using the machine, it is imperative that the transport bolts are removed. After their removal, cover the openings with the 4 enclosed plastic caps.
- After installation of the device, wait a few hours before starting it so that it acclimates to the environmental conditions of the room.
- Make sure that the ventilation openings in the base of your washing machine (if available on your model) are not obstructed by a carpet or other material.
- The supply water pressure must be in the 0.03-1 MPa range.

Cleaning And Maintenance

Warning: Ensure that the appliance is switched off and disconnected from the power supply before performing any maintenance operation; never use steam cleaning equipment - risk of electric shock.

Attention:

- Items that have been soiled with substances such as cooking oil, acid one, alcohol, petrol, kerosene, spot removers, turpentine, waxes and wax removers should be washed in hot water with an extra amount of detergent before being dried in the tumble dryer.
- Items such as foam rubber (latex foam), shower caps, waterproof textiles, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be dried in the tumble dryer.
- Fabric softeners or similar products should be used as specified by the fabric softener instructions.
- Remove all objects from pockets such as lighters and matches.
- **Warning:** Never stop a tumble dryer before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.
- **Warning:** The appliance must not be supplied through an external switching device, such as a timer or connected to a circuit that is regularly switched on and off by a utility.
- Carpet must not obstruct the ventilation openings.
- Exhaust air must not be discharged into a flue which is used for exhausting fumes from appliances burning gas or other fuels.
- The appliance must not be installed behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the tumble dryer, in such a way that a full opening of the tumble dryer door is restricted.

Components



Water Supply Hose



Caps (x4)

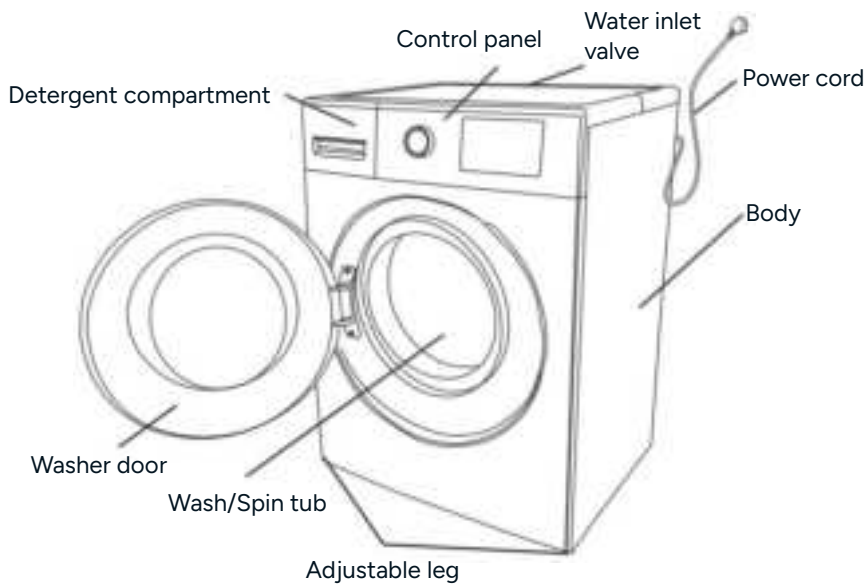


Spanner



User Guide

Overview



Installation

- Two people are required when lifting or transporting the machine.
- Move cautiously. Do not grasp any protruding parts of the machine. The door must not be used as a handle for transport. If the appliance cannot be transported upright, it may be tilted to the right by less than 30°.

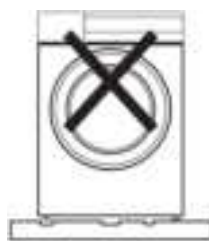


Risk of Injury and Damage:

- Improper handling of the appliance may result in injury.
- The appliance is very heavy. Always transport or carry it with the assistance of another person.
- Clear all obstacles from the transport route and installation location, such as open doors and objects on the floor.
- Do not use the open door as a handhold.
- Remove all packaging materials before using the appliance.
- Inspect the appliance for any visible external damage before setting it up. Do not install or use damaged appliances.

Installation Position

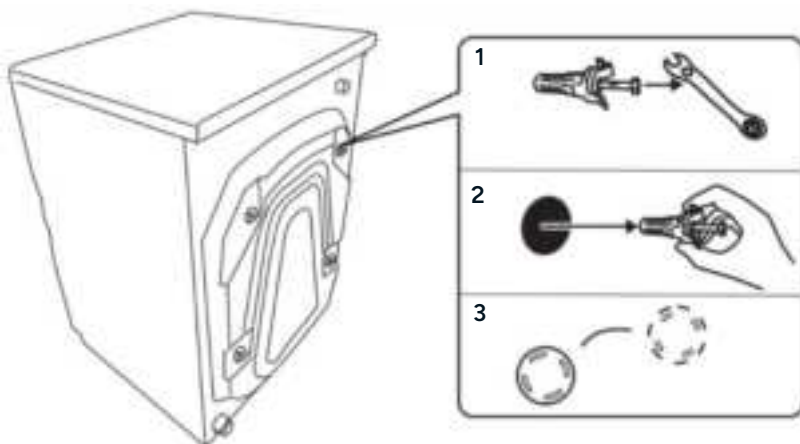
- Avoid installing the appliance behind a door that can be locked, a sliding door, or a door with hinges on the opposite side of the tumble dryer. Such placement may restrict the full opening of the tumble dryer door.
- Ensure that the floor clearance is not obstructed by deep pile carpets, wooden strips, or similar objects. Obstructions can cause heat build-up, which can interfere with the appliance's operation.
- The appliance should be installed in a clean area where dirt does not accumulate. It is important to ensure that there is sufficient air circulation around the appliance. Avoid obstructing the front air inlet or the air intake grilles located at the back of the machine.
- To minimize vibration and noise during dryer operation, place it on a firm and level surface.
- Never remove the feet of the appliance. They are an essential component of the appliance's stability and should remain intact.
- The appliance must be installed on the ground which must be hard, flat and skidproof. Do not place the machine on soft carpet or wooden floor. Do not place the washing machine on a platform or a bracket.



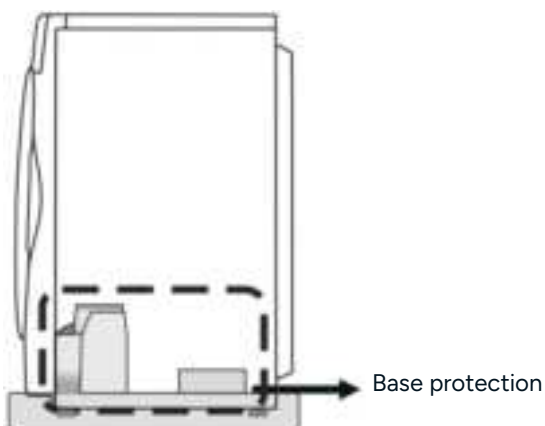
Remove the Transit Bolts

To protect the machine in transportation, there are 4 bolts on the rear of the machine. Ensure these bolts are removed before operation.

1. Unscrew the four transit bolts using the supplied spanner.
2. Fit the four caps over the bolt holes.
3. Store the transit bolts, as these will be required when transporting the appliance.

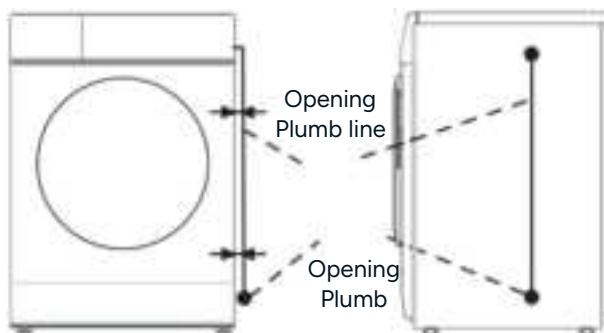


Ensure that the base protection is not stuck at the bottom of the washing machine before use, otherwise it will affect the normal use of washing machine.



Level Adjusting

1. Once in its permanent operating position, check that the dryer is absolutely level with the aid of a spirit level, or a plumb line as shown below.
2. The appliance is level if the frame line of washer is parallel with the plumb line.

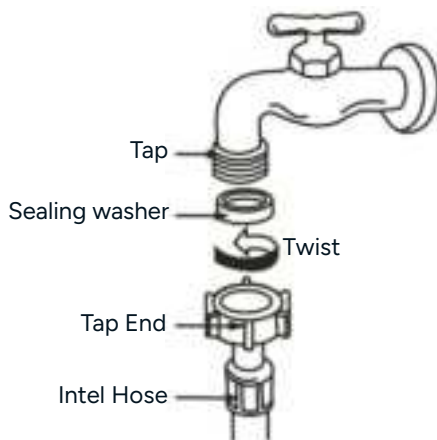


1. To adjust the adjustable leg, loosen the nut using the spanner and rotate the adjustable leg to raise or lower the appliance.
2. Once the appliance is level, retighten the nut.
3. Put your hands on the washer diagonally, press and shake the washer slightly to make sure that the washer is steady.



Connecting the Water Supply Hose

1. Ensure the sealing washer is firmly seated.
 2. Attach the curved end of the hose to the inlet valve of the washing machine, Tighten the coupling nuts securely by hand.
 3. Attach the straight end of the hose to the tap. Tighten the coupling nuts securely by hand.
 4. Turn on the taps and check for leaks. Tighten the coupling nuts firmly if there is any leakage. If water pressure is too strong, close the water tap completely then open it slightly.
- Do not use water which is hotter than 50°C.
 - If your faucet is not suitable, consult a licensed trade professional or contact **help.Kogan.com** for support.

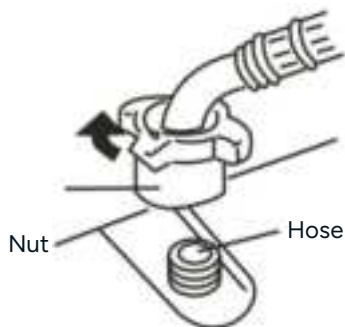


Caution

- This machine has both cold and hot water inlets. Do not mix the cold and hot water pipes, as this may cause damage or pose safety risks.
- If using cold water only (hot water alone is prohibited), use the valve cover to seal the hot water inlet to prevent leakage.
- The hot water supply temperature must not exceed 50°C to avoid damaging the washing machine.

Installing Water Supply Hose to the Washer

1. Turn the nut clockwise till the nut turned tight while holding the hose.
2. Turn the nut counterclockwise to detach the water supply hose.



Installing the Drain Hose

1. When not in operation, the drain hose can be stored at back of washing machine.
2. During operation, place the drain hose into a sink or drain no higher than 1200mm high.



Note:

Do not take off drain hose stay, if not, it will lead to drainage problems.

Before First Use

1. Ensure the four transit bolts have been removed. Leave the dryer to stand for at least 2 hours after transporting.
2. Use a soft cloth to clean the inside drum.
3. Place some clean rags into the drum.
4. Connect the power cord and press the Power button.
5. Select the tub clean program before the first time washing.
6. After finishing this program.

Note:

During drying, the compressor and the water will generate some noise which is entirely normal.

- For consistent drying results, sort the laundry based on fabric type and select the appropriate drying program.
- Before drying, please close zippers, hooks, eyelets, buttons, and tie fabric belts securely.
- Remove any objects from pockets, such as lighters and matches.
- Sew in or remove underwiring from bras before drying.
- Close duvet covers and pillowcases to prevent small items from getting rolled up inside them.
- Keep jackets open and unzip any long zippers to allow textiles to dry evenly.
- Avoid over-drying clothes as excessive drying can lead to increased wrinkling.
- Do not dry items that contain rubber or similar elastic materials.
- Maintain cleanliness in the vicinity of the tumble dryer. Accumulation of coal dust or flour can pose an explosion risk.
- The door should only be opened after the tumble dryer's program has finished to prevent scalding from hot steam or an overheated drying machine.
- Clean the lint filter and empty the water tank after each use to prevent prolongation of drying time and excessive energy consumption.
- Do not dry clothes that have undergone dry-cleaning processes.

Operation



1	<p>Program Select Knob</p> <ul style="list-style-type: none">• Turn the knob to select a program.• Turn the knob to the off position to turn dryer off.
2	<p>Display</p> <p>The display shows the setting, estimated program time remaining and status messages of your appliance.</p>
3	<p>'+' Button</p> <p>Increases the value or setting for specific adjustable options, such as wash time, water temperature, spin speed, or rinse cycles. Press repeatedly to reach the desired value, which will be displayed on the screen.</p>
4	<p>'-' Button</p> <p>Decreases the value or setting for specific adjustable options, such as wash time, water temperature, spin speed, or rinse cycles. Press repeatedly to lower the value, which will be displayed on the screen.</p>
5	<p>Stain Button</p> <ul style="list-style-type: none">• Activates the stain wash function, optimising the wash cycle to target specific types of stains, such as oil, juice, paint, coffee, red wine, and mud. To use, turn on the power, select a wash program, and press the "Stain Wash" button. The function adjusts settings like soak time or agitation to improve washing efficiency. <p>Note: that the stain wash feature may not be available for all programs. Washing results can vary depending on the detergent used.</p> <ul style="list-style-type: none">• Press this button to cycle through the available stain types, which will be displayed on the screen.• Press and hold this button for 3 seconds to activate the mud function.

6	<p>Start/Pause button</p> <ul style="list-style-type: none"> Press the button to start or pause the program cycle Press and hold this button for 3 seconds to xxxxxx.
7	<p>Temperature button</p> <ul style="list-style-type: none"> Selects the washing temperature based on the type of clothes being washed. After pressing the Temp button, use the '+' and '-' buttons to increase or decrease the temperature within the available range. <p>Note: That the temperature range may vary depending on the selected program, and some programs have predefined limits.</p> <ul style="list-style-type: none"> Press and hold the Temp button for 3 seconds to activate or deactivate the child lock function, preventing unintended changes to the settings.
8	<p>Speed button</p> <ul style="list-style-type: none"> Adjusts the spin speed to suit your requirements. Sets the spin speed according to your requirements. After pressing the Speed button, use the '+' and '-' buttons to increase or decrease the spin speed within the available range. <p>Note: That certain programs may have restrictions on the maximum spin speed that can be set. Use lower spin speeds for delicate fabrics and higher speeds for more robust materials to optimise drying performance.</p>
9	<p>Rinse button</p> <ul style="list-style-type: none"> Selects the number of rinse cycles for the wash program. Press the Rinse button repeatedly to cycle through the available rinse options, ranging from 0 to the maximum allowed for the selected program. The chosen number of rinse cycles will be displayed on the screen. This allows customisation of the rinse process based on laundry needs.
10	<p>Dry button</p> <p>Allows you to set the drying type and duration for your laundry. After selecting the desired program using the PROGRAM knob, press the Dry button to activate the drying mode. Press the button repeatedly to toggle between automatic drying (displayed as "A") and timed drying. Adjust the drying duration as needed. The dry icon on the display will illuminate when the function is active.</p> <p>Note: Ensure the water tap is turned on during the drying process, and avoid overloading the drum for optimal results.</p>

11	<p>Delay button</p> <ul style="list-style-type: none"> Enables the delay wash function to schedule a wash cycle to finish at a specific time. With the power on, select your desired program and settings, then press the Delay button to set the finishing time in one-hour increments (up to 24 hours). Press the Start/Pause button to activate the delay wash. The selected delay time will briefly display on the screen before starting the cycle. <p>Note: To modify or cancel a delay wash, turn the power knob and reconfigure the settings.</p>
12	<p>Antiwrinkle button</p> <p>Activates the anti-wrinkle function, which adds approximately 8 hours of intermittent drum movement after the program completes. This helps reduce wrinkles in the clothing. Note that this function is not compatible with drying programs.</p> <p>Note: Use this feature for clothes that require minimal ironing or to keep laundry fresh until it is removed from the drum.</p>

Door Lock

- Lock:** The door automatically locks when the machine is operating and cannot be opened during the cycle.
- Unlock:** To unlock the door while the machine is running, press the START/STOP button. The door will unlock once the drum has stopped spinning.
- If the power is disconnected or during a power outage, the door cannot be unlocked automatically.
- The door cannot be opened if the water or drum temperature is high to ensure user safety.
- Opening the door during operation may result in froth overflow. If this occurs, clean up the froth with a towel.

Note:

Always ensure the cycle has finished, and the drum has stopped before attempting to open the door.

Detergent Compartment

Powder Detergents:

Dissolve undissolved powder detergents, such as powdered soap, in water before pouring them into the detergent compartment to avoid residue.

Liquid Detergents & Bleach:

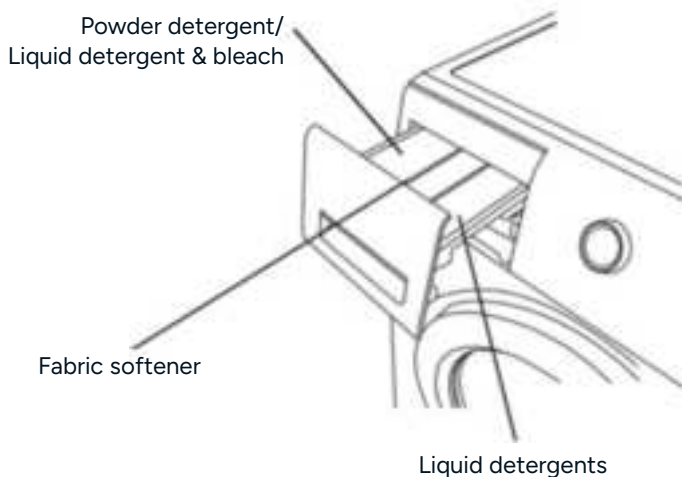
- Use low-foam liquid synthetic detergents for best results.
- For concentrated liquid detergents, dilute them before pouring into the designated compartment.

Fabric Softener:

- Add fabric softener to the designated compartment before starting the wash. It will be automatically dispensed during the final rinse cycle.
- If using concentrated softeners, dilute them with the appropriate amount of water before adding, ensuring the liquid does not exceed the maximum fill line.

Liquid Detergents for Quick Duty Program:

Liquid detergents can be added to the compartment to enhance washing performance when using the Quick Duty program.



Detergent Usage Guidelines

- Do not use high-foam washing powders or detergents, as they can interfere with the machine's operation.
- Always use detergents according to the manufacturer's recommendations for optimal washing performance.
- Using too much detergent may cause excessive foaming, which can hinder the rinse process and lead to operational issues.
- Choose detergents based on the type and colour of the clothes, water temperature, and type of stains for effective cleaning results.

Program Guide

Quick wash	To refresh lightly soiled items quickly
Mix wash	For mixed synthetic and cotton loads
Cotton	For heavily soiled whites and resistant colours
Shirt	For washing of shirts
Down	Washing washable down filled clothing
Bulky	Suitable for washing some larger home textiles
High temp	For removing allergens from clothing that can be washed at high temperatures
Oxygen clean	For cleaning the drum. This must be run empty
Dry	Dry wet cotton fabrics
Smart oxygen	Provides an ozone sterilisation wash without using water.
Disinfectants	Allows for the addition of disinfectants during the cycle.
Colours	Designed for clothing with bright colours or fabrics prone to fading.
Silk	Gentle wash program for delicate fabrics like silk and chiffon.
Rinse spin	Rinses and spins the load without a wash cycle.
Spin	Drains water and spins the load only.

Instructions and Special Features

Normal Clothes

Method: Load the clothes into the drum and close the door carefully.

- Add detergent or washing powder to the detergent compartment.
 - Turn on the water tap, ensure the drainpipe is in place, and plug in the machine.
 - Turn on the power.
1. Select a suitable program using the program knob.
 2. Choose the appropriate settings or functions as needed.
 3. Press the Start/Stop button to begin the wash cycle.
 4. When the wash is complete, a buzzer will sound.
 5. Attention:
 6. Ensure no clothes are caught in the door when closing it to avoid damaging the door gasket.

Attention: Ensure no clothes are caught in the door when closing it to avoid damaging the door gasket.

Wool Program

Method: Turn on the power and select the Wool program.

Attention:

- Confirm the care label on the clothing before washing.
- Remove clothes immediately after washing to prevent deformation.
- Do not set the temperature above 40°C to avoid fabric damage.
- Use a specialised wool detergent for improved results.
- Separate light-coloured clothes from dark-coloured ones.

Delay Wash

Method:

1. Turn on the power and select the desired program and settings.
2. Press the Delay button to set the finishing time in one-hour increments, up to 24 hours.
3. Press the Start/Stop button to activate the delay wash function.

Attention:

- To change or cancel the scheduled time, turn the power knob and reset.
- The delay time depends on factors like water pressure, clothes type, and temperature.
- The setting time will display for 5 seconds after confirmation.

Mid-Cycle Add

Allows you to add clothes mid-cycle.

Method:

1. Press the Start/Stop button until the drum stops, and the door lock indicator turns off.
2. Open the door, add clothes, and close the door.
3. Press the Start/Stop button to continue washing.

Attention:

- Do not forcibly open the door as it may damage the machine or cause safety risks.
- Use a towel to prevent water or foam from spilling when opening the door with a full drum.

Child Protection Mode

- The door locks automatically when the machine starts if opened previously.
- The motor will run briefly before unlocking the door temporarily.
- If the door remains open during the wait, the machine will stop.

Buzzer

The buzzer will sound at the end of a program when this feature is active.

Set/Cancel Method:

- With the power on, press and hold the Start/Pause button until the buzzer sounds.
- Release the button to confirm the setting. Repeat the action to cancel.

Child Lock

Prevents unintended operation while the machine is running.

Set/Cancel Method:

- With the power on, press and hold the Temp button for 3 seconds until the buzzer sounds.
- The door will remain locked, and all buttons except the power button will be disabled.
- Repeat the action to cancel the child lock.

Drying Program

Method:

1. Turn on the power and select the drying program using the program knob.
2. Use the Dry button to select automatic or timed drying.
3. Press the Start/Stop button to begin the cycle.

Attention:

- Ensure the water tap is on during drying for cooling.
- Avoid overloading the drum to improve drying performance.
- Run a spin cycle before starting a dry-only process.
- Untie clothes before loading to prevent wrinkles.
- Larger or thicker items may require additional drying cycles.

Stain Wash

Optimises the wash cycle for specific stain types.

Method:

1. Turn on the power and select a program.
2. Press the Stain button to cycle through the various stain wash functions.
3. Suitable for removing stains like oil, juice, coffee, red wine, mud, and paint.

Attention:

- Not all programs support the stain wash function.
- Washing performance may vary based on the detergent used.

Cleaning & Care

Regular maintenance and cleaning help ensure a longer lifespan for your washer-dryer. Always disconnect the power supply before performing any maintenance tasks.

Machine Body

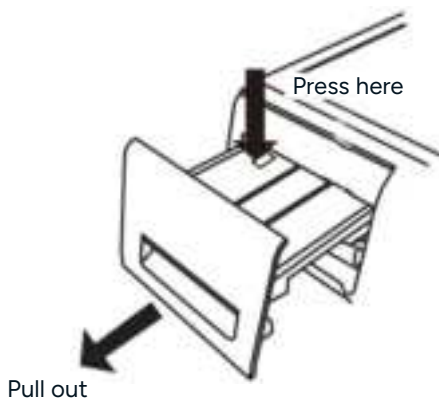
- Use a soft cloth to wipe the machine body after each use.
- For heavy dirt, use a cloth dampened with mild detergent or soapy water.
- Do not spray or flush the machine directly with water.
- Avoid using abrasive cleaners, diluents, petrol, or alcohol.

Door Seal

- Wipe the gasket with a cloth after every wash to remove moisture.
- Check and remove any small items, such as brooches or debris, to prevent damage.

Detergent Compartment

- Clean the detergent compartment regularly.
- Remove the compartment and rinse it thoroughly with water before reassembling.



Water Inlet Valve

Frequency: once a year

1. Disconnect the inlet pipe.
2. Remove the filter screen from the valve.
3. Use a toothbrush to clean the filter screen.
4. Reassemble the filter and reconnect the inlet pipe.



Tub Clean

Frequency: once a month

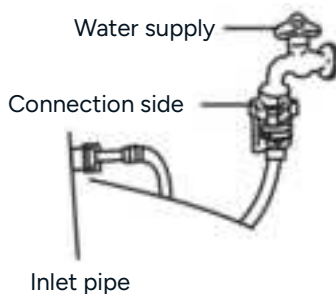
There may be dirty rest in the drum after long time using. The drum clean function can clean the inner and external drum.

Attention: Don't place clothes and detergent in the machine when using drum clean function.

Frozen Water Inlet

In the event of below freezing environments, if the water inlet freezes:

1. Wrap the water tap and connector with hot towels.
2. Detach the inlet pipe and place it in 50°C hot water.
3. Pour 2–3 liters of 50°C hot water into the drum.
4. Reattach the inlet pipe, open the water tap, and run the machine. Check if the inlet and drainpipes are functioning properly.



Dryer Air Outlet Cleaning

Frequency: After every 100 drying cycles or if drying performance decreases.

Lint and dust may accumulate in the drying system over time, affecting performance.

Clean regularly as follows:

1. Wet a small brush under running water.
2. Insert the brush into the designated area and twist it inward, then pull out to remove lint.
3. Repeat until no visible lint remains.



Clean all 4 areas with a brush

Pump Filter Cleaning

Frequency: Once a month

1. Press the pump groove to open the filter cover.
2. Attention: Allow hot water inside the machine to cool before opening.
3. Turn the filter counterclockwise to remove it.
4. Rinse the filter under water to remove debris.
5. Reinstall the filter by turning it clockwise, ensuring it is tightly secured.

Attention:

- A loose filter may cause water leakage.
- Do not clean the filter while the machine is in operation.

Pump cover groove



Specifications





Rated wash capacity	11.0kg
Rated spin capacity	11.0kg
Rated dry capacity	8.0kg
Rated voltage	220-240V-50Hz
Water pressure	0.03-1.0MPa
Dimensions	596 × 580 × 850mm



Troubleshooting

Problem	Possible Cause
Door can't be opened	<ul style="list-style-type: none">• Water temperature is too high or power cut.• Setting child lock function.• The clothes are clamped between the door and gasket.
Peculiar smell	Because using rubber components, it has rubber smell at the beginning.
Less water for washing and rinsing wash	Front load washer only needs a little water to
No water	<ul style="list-style-type: none">• Ensure the water supply tap is turned on• Ensure the water pipe is not frozen• Ensure the filter is not blocked
Water inflow halfway through the cycle	If the water level drops during operation, the system will automatically refill to maintain the required level.
Drainage when the machine is washing	Too much bubbly detergent

Residual time change	<p>The washing machine may adjust the remaining time due to:</p> <ul style="list-style-type: none"> • Imbalanced Load: If clothes are unevenly distributed, the machine automatically fills with water to balance the load. • Water Pressure: The residual time is calculated based on 15L/min inflow. Varying water pressure may increase or decrease the estimated time. • Tilted Clothes: If clothes tilt during dehydration, the machine will prolong the spin cycle for proper adjustment.
Dehydration process has abnormal sound	<p>Check the following:</p> <ul style="list-style-type: none"> • Is the power cord securely connected? • Have the transit bolts been removed? (Refer to the Installation section.) • Are there any foreign objects, such as hairpins or coins, inside the drum?
Machine Fails to Operate After Power Failure	<p>Once power is restored, press the Power On/Off button and reset the program to resume operation.</p>
Emergency door opening	<p>If there is a long power outage and you need to remove clothes:</p> <ol style="list-style-type: none"> 1. Unplug the power cord. 2. Wait for the inner drum to stop completely. 3. Pull down the emergency rope located at the bottom-right corner of the machine cabinet until you hear a slight noise. 4. Open the door. <p>Important: Ensure the water level is below the drum and the water temperature is below 60°C before opening the door.</p>

Error codes

Fault code	Issue	Inspection point	Solution
	Out of operation	<ul style="list-style-type: none"> • Check if the outlet is providing power. • Ensure the unit is plugged in. • Confirm there is no power cut. • Check if the leakage protector has switched off. • Confirm if the booking function has been set. 	Contact help.Kogan.com for support
	No water	<ul style="list-style-type: none"> • Ensure the tap is turned on. • Confirm the water pipe has not frozen. • Check if the filter is blocked. • Verify if the water supply is blocked. 	Press the Start/Pause button after resolving the issue.
	Undrained	<ul style="list-style-type: none"> • Confirm the drainpipe is in the correct position. • Check if the drain height is too high. • Ensure the drainpipe is not blocked. • Verify the drainpipe length is correct. 	Adjust the drainpipe as needed and press the Start/Pause button.
	Door can't be opened	<ul style="list-style-type: none"> • Water may be too hot; wait for it to cool down. • Drying operation may still be in progress. 	The door will automatically unlock once the water temperature drops to a safe level.

	No dehydration	<ul style="list-style-type: none"> • Ensure the washer is installed on a steady, suitable surface. • Avoid overloading the drum. • Do not roll up blankets inside the drum. 	Remove excess clothes and press the Start/Pause button to continue.
	Door not closed	Confirm the door is properly closed and the "locked" indicator light is on.	Close the door firmly and press the Start/Pause button.
Other code	Alarm	Check if the issue can be resolved by pressing the Start/Pause button.	contact help.Kogan.com for support

[illegible]

Need more information?

We hope that this user guide has given you the assistance needed for a simple set-up.

For the most up-to-date guide for your product, as well as any additional assistance you may require, head online to **help.Kogan.com**.

