



# Washing Machine

USER MANUAL

RW-AH813

**(For Household Use Only)**

Read This Manual 

Read all instructions and explanations for the installation before use.

Follow the instructions carefully.

Keep the user manual for future reference.

The images in the user manual may not match with the real object and for reference only.

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# SAFETY INSTRUCTIONS

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## ■ Safety Instructions

Please read the following safety information thoroughly and follow it strictly to minimize the risk of fire or explosion, electric shock and to prevent property damage, personal injury or loss of life. Failing to follow these instructions shall void any warranty.

### WARNING!

This combination of symbol and signal word indicates a potentially dangerous situation which may result in death or serious injuries unless it's avoided.

### CAUTION!

This combination of symbol and signal word indicates a potentially dangerous situation which may result in slight or minor injuries or damage to property and the environment.

### Note!

This combination of symbol and signal word indicates a potentially dangerous situation which may result in slight or minor injuries.

### WARNING!

#### ELECTRIC SHOCK HAZARD

- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- If the machine is damaged, it must not be operated unless repaired by the manufacturer, its service agent or similarly qualified persons.

# SAFETY INSTRUCTIONS

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## RISK TO CHILDREN

- The appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Children should be supervised that they do not play with the appliance.
- Children aged three and under shall be kept away from the appliance or continuously supervised.
- Animals and children may climb into the machine. Check the machine before every operation.
- Do not climb or sit on the appliance.

## INSTALLATION LOCATION AND SURROUNDING

- All washing and additional substances are to be kept in a safe place out of the reach of children.
- Do not install the machine on a carpet floor. Carpet does not obstruct the openings for washing machines with ventilation openings in the base.
- Keep the appliance clear from heating sources and direct sunlight to avoid plastic and rubber parts to corrode.
- Do not use the appliance in humid environments or rooms containing explosive or caustic gas. In case of water leakage or water splashes let the appliance dry in the open air.
- 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 appliance.

# SAFETY INSTRUCTIONS

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- Do not operate the machine in rooms with a temperature of below 5°C. This can cause damages to parts of it. If it is unavoidable, make sure to drain the water completely from the appliance after every use (see "Maintenance - Cleaning the drain pump filter") to avoid damages caused by frost.
- Never use flammable sprays or substances in the immediate proximity of the appliance.

## INSTALLATION

- Remove all packaging material and transport bolts before using the appliance. Otherwise, serious damage may result.
- This appliance is equipped with a single inlet valve and can be connected to the cold water supply only.
- Mains plug must be accessible after installation.
- Before washing clothes for the first time, the product shall be operated once throughout all the procedures without any clothes inside.
- Do not put any excessively heavy objects on the appliance, like water containers or heating devices.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- Max. Inlet water pressure 1 MPa. Min. inlet water pressure 0.1 MPa.

## ELECTRICAL CONNECTION

- Make sure the supply cable is not trapped by the machine, it can get damaged.
- Connect the product to a grounded outlet protected by a fuse complying with the values in the "Technical specifications" table. The grounding installation has to be made by a qualified electrician. Ensure that the machine is installed in accordance with the local regulations.

# SAFETY INSTRUCTIONS

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- Water and electrical connections must be carried out by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.

## WARNING!

- Don't use multiple plugs or extension unit.
- The appliance must not have an external switching device such as a timer or connected to a circuit that is regularly switched on and off.
- Do not pull the plug out of the mains outlet if there is flammable gas around.
- Never pull out power plug with wet hands.
- Always pull at the plug, not at the cable.
- Always unplug the appliance if it is not being used.

## WATER CONNECTIONS

- Check the connections of the water inlet tubes, the water tap and the outlet hose for possible problems due to changes of water pressure. If the connections loosen or leak, close the water tap and get it repaired. Do not use the appliance before the pipes and hoses are installed properly by qualified persons.
- Glass door may become very hot during the operation. Keep children and pets far away from the machine while it is operating.
- The water inlet and outlet hoses have to be safely installed and not damaged. Otherwise, water leakage can occur.
- Do not remove the drain pump filter while there is still water in the appliance. Large amount of water can leak out, and there is a risk of scalding due to hot water.

# SAFETY INSTRUCTIONS

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## OPERATION AND MAINTENANCE

- Never use any flammable, explosive or toxic solvents. Do not use gasoline and alcohol etc. as detergents. Only select detergents that are suitable for machine washing.
- Make sure that all pockets are emptied. Sharp and rigid items such as coins, brooches, nails, screws, stones etc. may cause serious damages to this machine.
- Remove all objects from pockets such as lighters and matches before use the appliance.
- Thoroughly rinse items that have been washed by hand.
- Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol, kerosene, spot removers, turpentine, wax and wax removers should be washed in hot with an extra amount of detergent.
- Fabric softeners or similar products should be used as recommended in their instructions.
- Never try to open the door forcefully. The door will unlock shortly after the end of a cycle.
- Do not close the door with excessive force. If it is found difficult to close the door, check if the clothes are properly inserted and distributed.

# SAFETY INSTRUCTIONS

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- Always unplug the appliance and close the water tap before cleaning, maintenance and after each use.
- Never pour water over the appliance for cleaning purpose. Risk of electric shock!
- Repairs shall only be carried out by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

## TRANSPORT

- Before Transport:
  - Bolts shall be reinstalled to the machine by a specialized person
  - Accumulated water shall be drained out of the machine
- This appliance is heavy. Transport with care. Never hold any protruding part of the machine when lifting. The machine door cannot be used as a handle.

## INTENDED USE

The product is intended only for home use and for textiles in household amounts suitable for machine washing and drying. This appliance is for indoor use only and not intended for built-in use. Only use according to these instructions. The appliance is not intended for commercial use.

Any other use is considered as improper use. The producer is not responsible for any damage or injuries that may result of it.

- This appliance is intended to be used in household and similar applications such as:
  - Staff kitchen areas in shops, offices and other working environments;
  - Farm houses;
  - By clients in hotels, motels and other residential type environments;
  - Bed and breakfast type environments;
  - Areas for communal use in blocks of flats or in launderettes.

# SAFETY INSTRUCTIONS

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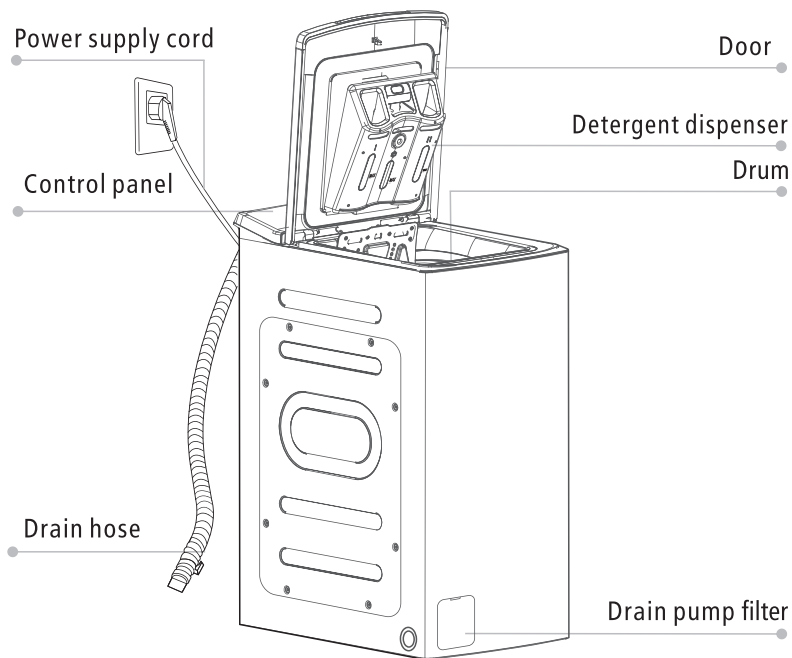
## ENVIRONMENT PROTECTION



From 31 December 2018, the disposal licensing control, import and export permit control and landfill disposal ban in respect of abandoned regulated electrical equipment (REE) have commenced. Any person who is engaged in the storage, treatment, reprocessing or recycling of abandoned REE must obtain a waste disposal licence; a permit is required for the import and export of abandoned REE; and abandoned REE is no longer be accepted for disposal at the landfills and other designated waste disposal facilities (e.g. refuse transfer stations).

# INSTALLATION

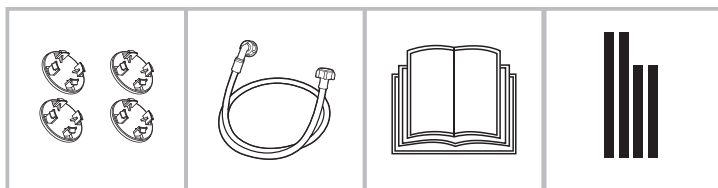
## ■ Product Description



### Note!

- The product image is for reference only, refer to real product as standard.

## Accessories



Transport  
hole plug

Cold water  
supply hose

User manual

Soundproof Sponge

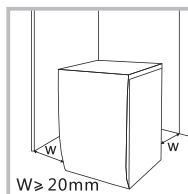
# INSTALLATION

## ■ Installation

### Installation area

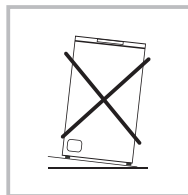
#### ⚠ WARNING!

- Stability is important to prevent the product from wandering!
- Make sure that the product should not stand on the power cord.



Before installing the machine, the location characterized as follows shall be selected:

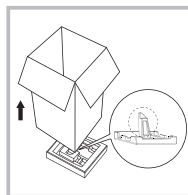
1. Rigid, dry, and level surface
2. Avoid direct sunlight
3. Sufficient ventilation
4. Room temperature is above 5°C
5. Keep far away from the heat resources such as coal or gas.



### Unpacking the washing machine

#### ⚠ WARNING!

- Packaging material (e.g. Films, Styrofoam) can be dangerous for children.
- There is a risk of suffocation ! Keep all packaging well away from children.



1. Remove the cardboard box and styrofoam packing.
2. Lift the washing machine and remove the base packing. Make sure the small triangle foam is removed with the bottom one together. If not, lay the unit down with side surface, then remove the small foam from the unit bottom manually.
3. Remove the tape securing the power supply cord and drain hose.
4. Remove the inlet hose from the drum.

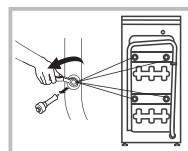
### Remove transport bolts

#### ⚠ WARNING!

- You must remove the transport bolts from the backside before using the product.
- You'll need the transport bolts again if you move the product, so make sure you keep them in a safe place.

Please take the following steps to remove the bolts:

1. Loosen 4 bolts with spanner and then remove them.
2. Stop the holes with transport hole plugs.
3. Keep the transport bolts properly for future use.



# INSTALLATION

## Remove transport bolts

### ⚠ WARNING!

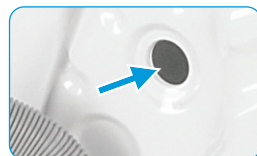
- You must remove the transport bolts from the backside before using the product.



Loosen the 4 transport bolts with a spanner.



Remove the bolts including the rubber parts and keep them for future use.



Close the holes using the hole plug.

## Levelling the washing machine

### ⚠ WARNING!

- The lock nuts on all four feet must be screwed tightly against the housing.



1. Loosen the lock nut.
2. Turn the foot until it reaches the floor.
3. Adjust the legs and lock the nuts with a spanner. Make sure the machine is level and steady.

## Connect the water supply hose

### ⚠ WARNING!

To prevent leakage or water stain, follow the instructions in this chapter

- Do not kink, crush or modify water inlet hose.



Connect the water supply hose to the water inlet valve and a water tap with cold water as indicated.



### 📌 Note!

- Connect manually, do not use tools. Check if the connections are tight.

# INSTALLATION

## Drain Hose

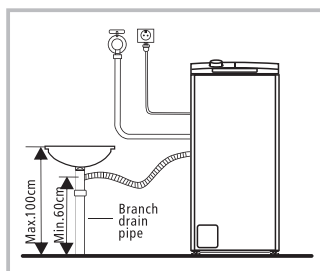
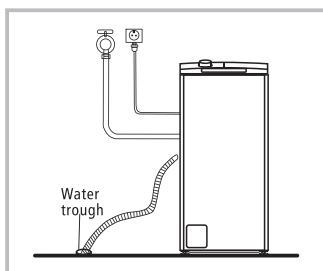
### ⚠ WARNING!

- Do not kink or protract the drain hose.
- Position drain hose properly ,otherwise damage might result of water leakage.

There are two ways to place the end of drain hose:

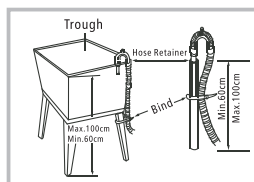
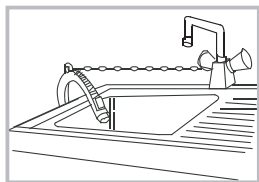
1.Put it into the water trough.

2.Connect it to the branch drain pipe of the trough.



### 📌 Note!

- If the machine has drain hose support, please install it like the following .



### ⚠ WARNING!

- When installing drain hose, fix it properly with a rope.
- If drain hose is too long, do not force it into washing machine as it will cause abnormal noises.

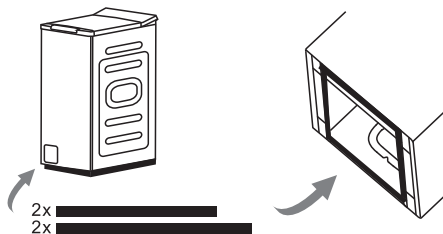
# INSTALLATION

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## Acoustic Sponge

### Note!

- Please make sure to assemble the soundproof sponges, which can effectively reduce the noise caused by the machine while working, in order to provide you with a more peaceful and quiet living environment.



1. Get the machine laid on the floor, using some soft material like foam or clothes between the machine and floor for a protection;
2. Stick the 2x longer sponges to the longer bottom edges of machine, and the 2x shorter sponges to the shorter bottom edges.

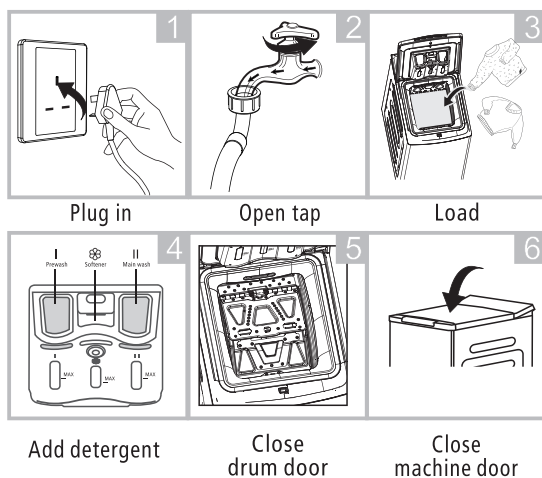
# OPERATION

## ■ Quick Start

### ⚠ CAUTION!

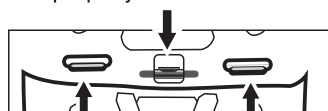
- Before washing, make sure the washing machine is installed properly.
- Your appliance was thoroughly checked before it left the factory. To remove any residual water and to neutralize potential odors, it's recommended to clean your appliance before first use. For this reason, start the Drum Clean without laundry and detergent.

## 1. Before Washing

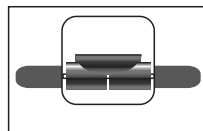


### 📌 Note!

- Detergent need to be added in "case I" after selecting pre-washing for machines with this function.
- Make sure that the drum flaps are properly locked.

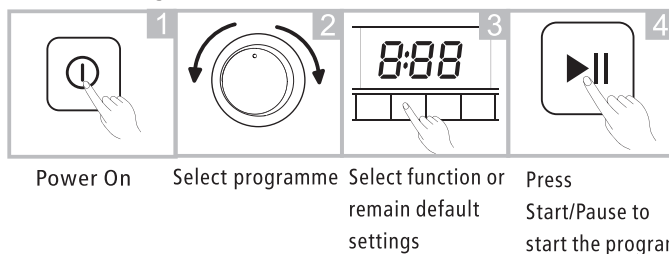


- All metal hooks must be properly hooked inside the rear door flap.



- Check the drum before each laundry, it must roll smoothly.

## 2. Washing



### 📌 Note!

- Step 3 is optional.

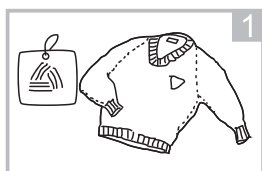
## 3. After Washing

Buzzer beep and "End" on display.

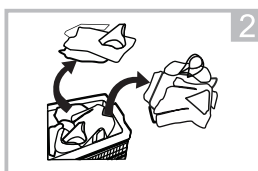
# OPERATION

## ■ Before Each Washing

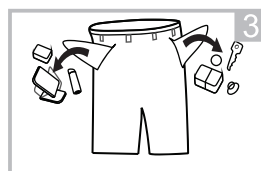
- The ambient temperature of the washing machine should be 5-40°C. If used under 0°C, the inlet valve and draining system may be damaged. If the machine is installed under freezing conditions, it should be transferred to normal ambient temperature to ensure the water supply hose and drain hose can unfreeze before use.
- Check your laundry care labels and the detergent use instructions before wash. Use non-foaming or less-foaming detergent suitable for machine washing properly.



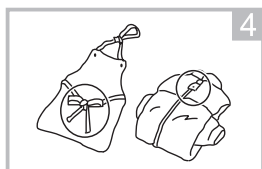
Check the care label



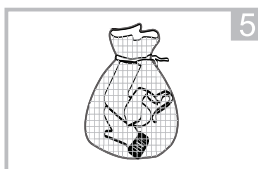
Sort laundry according to color and textile type



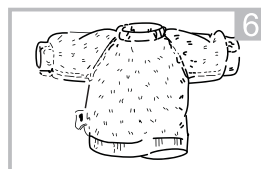
Take all items out of the pockets



Tie together long textile strips and belts, close zips and button



Put small items into a laundry bag



Turn easy-pilling and long-pile fabric inside out

### ⚠ WARNING!

- Do not wash articles that have been cleaned in, washed in, soaked in, or dabbed with combustible or explosive substances like wax, oil, paint, gasoline, alcohol, kerosene, and other flammable materials.
- Washing single clothes items may easily create big centrifugal force and cause alarm due to unbalance. Therefore it is suggested to add one or two more laundry items to the wash so that spin can be done smoothly.
- Do not wash, spin water-proof seats, mats, or clothing.

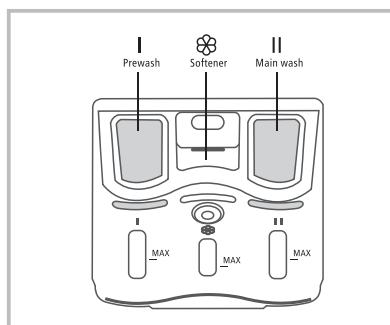
# OPERATION

## Detergent Dispenser

- I Pre-wash detergent
- II Main wash detergent
- ☼ Softener

### ⚠ CAUTION!

- Detergent only need to be added in "case I "after selecting pre-wash for machines with this function.
- Do not exceed the "MAX" level mark when filling in detergent, additives or softener.



Pull out the dispenser

| Programme  | I | II | ☼ | Programme    | I | II | ☼ |
|------------|---|----|---|--------------|---|----|---|
| Cotton     | ○ | ●  | ○ | Spin Only    |   |    |   |
| Synthetics | ○ | ●  | ○ | Rinse & Spin |   |    | ○ |
| Mix        | ○ | ●  | ○ | Wool         |   | ●  | ○ |
| Drum Clean |   |    |   | Quick 15'    |   | ●  | ○ |
| 20°C       | ○ | ●  | ○ | ECO 40-60    |   | ●  | ○ |
| Intensive  |   | ●  | ○ | Bed Linen    | ○ | ●  | ○ |
| Baby Care  | ○ | ●  | ○ |              |   |    |   |

● Means must      ○ Means optional

## Detergent Recommendation

| Recommended washing detergent                                      | Wash cycles | Washing temp. | Type of laundry and textile                                         |
|--------------------------------------------------------------------|-------------|---------------|---------------------------------------------------------------------|
| Heavy-duty detergent with bleaching agents and optical brighteners | Cotton,Mix  | 20/40/60      | White laundry made from boil-proof cotton or linen                  |
| Colour detergent without bleaching agent and optical brighteners   | Cotton,Mix  | Cold/20/40    | Coloured laundry made from cotton or linen                          |
| Color or mild detergent without optical brighteners                | Synthetics  | Cold/20/40    | Coloured laundry made from easy care fibres or synthetics materials |
| Mild washing detergent                                             | Synthetics  | 20/40         | Delicate textiles, silk, viscose                                    |
| Special wool detergent                                             | Wool        | 20/40         | Wool                                                                |

### Note!

- Agglomerating or ropy detergent or additive can be diluted in some water before pouring it into the detergent dispenser, to avoid its inlet to get blocked and thus cause a water overflow.
- Please choose the suitable type of detergent to get a maximum of washing performance and a minimum of water and energy consumption
- To achieve the best cleaning result a proper detergent dosing is important.
- Use a reduced detergent amount if the drum is not filled completely.
- Always adjust the amount of detergent to the water hardness, if your tap water is soft, use less detergent.
- Dose according to how dirty your laundry is, less dirty clothes require less detergent.
- Highly concentrated (compact detergent) requires particularly accurate dosing.

Following symptoms are a sign of detergent overdosing:

- heavy foam formation
- poor washing and rinsing result

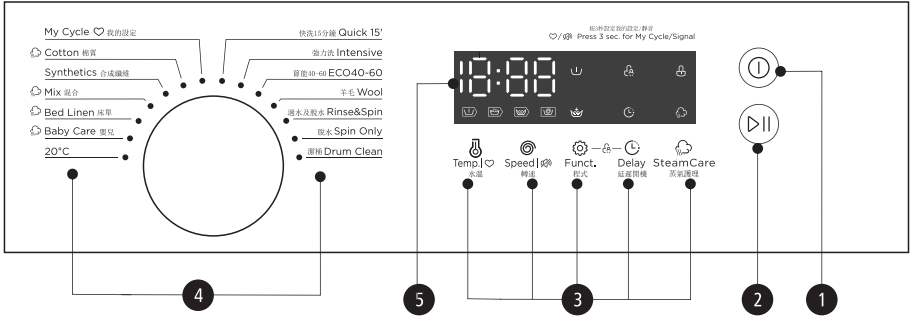
Following symptoms are a sign of detergent underdosing:

- laundry turns grey
- built-up of limescale deposits on the drum, the heating element and/or the laundry

# OPERATION

## ■ Control Panel

Model:RW-AH813



### 1 Power

Switch the product is on/off.

### 2 Start/Pause

Press the button to start or pause the washing cycle.

### 3 Option

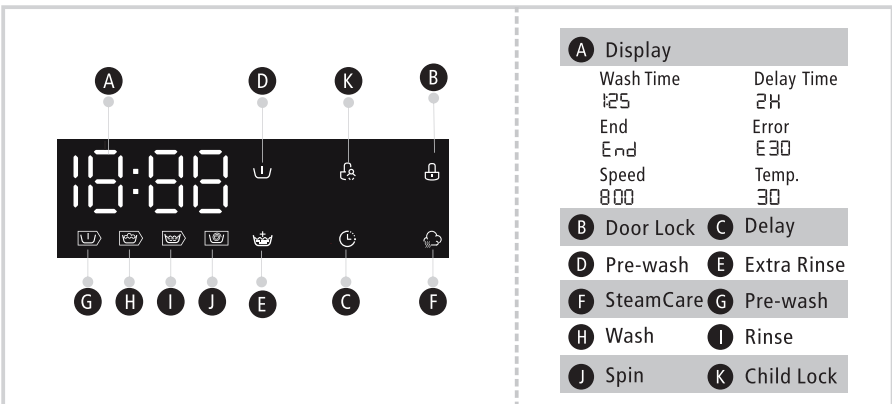
This allows you to select an additional function.

### 4 Programmes

Available according to the laundry type.

### 5 Display

The display shows the settings, estimated time remaining, options, and status messages for your washer. The display will remain on through the cycle.



# OPERATION

## ■ Programmes

Model:RW-AH813

| Programme    | Load(kg) | Display Time |
|--------------|----------|--------------|
|              | 8.0      |              |
| Cotton       | 8.0      | 2:40         |
| Synthetics   | 4.0      | 2:20         |
| Mix          | 8.0      | 1:20         |
| Bed Linen    | 8.0      | 1:48         |
| 20°C         | 4.0      | 1:01         |
| Baby Care    | 8.0      | 2:01         |
| Drum Clean   | -        | 1:18         |
| Spin Only    | 8.0      | 0:12         |
| Rinse & Spin | 8.0      | 0:20         |
| Wool         | 2.0      | 1:07         |
| Intensive    | 8.0      | 3:48         |
| ECO 40-60    | 8.0      | 0:59         |
| Quick 15'    | 2.0      | 0:15         |



### Note!

- The parameters in this table are only for user's reference. The actual parameters maybe different from the parameters in above mentioned table.

# OPERATION

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## ■ Programmes

Programmes are available according to the laundry type.

| Programmes     |                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cotton         | Hard-wearing textiles, heat-resistant textiles made of cotton or linen.                                                                                                                                                                                                                                                                                                                                       |
| Synthetics     | Wash synthetics articles, for example: shirts, coats, blending. While washing the knitting textiles, detergent quantity shall be reduced due to its loose string construction and easily forming bubbles.                                                                                                                                                                                                     |
| Baby Care      | Washing the baby's clothes, it can make the baby's wear cleaner and make the rinse performance better to protect the baby skin.                                                                                                                                                                                                                                                                               |
| Mix            | Mixed load consisting of textiles made of cotton and synthetics.                                                                                                                                                                                                                                                                                                                                              |
| Bed Linen      | Washing the bed Linen.                                                                                                                                                                                                                                                                                                                                                                                        |
| Quick 15'      | Extra short programme, suitable for lightly soiled washing as a small amounts of laundry.                                                                                                                                                                                                                                                                                                                     |
| Wool           | Hand or machine-washable wool or richwool textiles. Especially gentle wash programme to prevent shrinkage, longer programme pauses (textiles rest in wash liquor).                                                                                                                                                                                                                                            |
| Spin Only      | Spins and drains the water.                                                                                                                                                                                                                                                                                                                                                                                   |
| Rinse&Spin     | Rinses and then spins the laundry, and then drains the water.                                                                                                                                                                                                                                                                                                                                                 |
| Drum Clean     | Specially set in this machine to clean the drum and tube. It applies 90 °C high temperature sterilization to make the clothes washing more green. When this programme is performed, the clothes or laundry product cannot be added. When proper amount of chlorine bleaching agent is put in, the barrel cleaning effect will be better. The customer can use this programme regularly according to the need. |
| ECO 40-60      | Able to clean normally soiled cotton laundry declared to be washable at 40 °C or 60 °C, together in the same cycle.                                                                                                                                                                                                                                                                                           |
| Intensive 20°C | To increase the washing effects, washing time is increased. Able to clean lightly soiled cotton laundry, at a nominal temperature of 20 °C.                                                                                                                                                                                                                                                                   |

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# OPERATION

## ■ Option

| Cycle        | Default Temp.(°C) | Default spin speed in rpm | Additional functions |
|--------------|-------------------|---------------------------|----------------------|
| Wash cycles  |                   | 1300                      |                      |
| Cotton       | 40                | 800                       | 🕒, 👑, U, ☁           |
| Synthetics   | 40                | 800                       | 🕒, 👑, U              |
| Mix          | 40                | 800                       | 🕒, 👑, U, ☁           |
| Bed Linen    | 40                | 800                       | 🕒, 👑, U, ☁           |
| 20°C         | 20                | 800                       | 🕒, 👑, U              |
| Baby Care    | 60                | 800                       | 🕒, 👑, U, ☁           |
| Drum Clean   | 90                | --                        | 🕒                    |
| Spin Only    | --                | 800                       | 🕒                    |
| Rinse & Spin | --                | 800                       | 🕒, 👑                 |
| Wool         | 40                | 600                       | 🕒, 👑                 |
| Intensive    | 40                | 800                       | 🕒                    |
| ECO 40-60    | 30                | 1000                      | 🕒, 👑                 |
| Quick 15'    | Cold              | 800                       | 🕒                    |

### 📌 Note!

- The table shows which cycle offers which options for adjustment.

# OPERATION

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## Pre Wash

The Prewash function can get an extra wash before main wash, it is suitable for washing the dust rises to surface of the clothes; You need to put detergent into the Case (I) when select it.

---



## Extra Rinse

The laundry will undergo extra rinse once after you select it.

---



## Delay

Set the Delay function:

1. Select a programme;
2. Press the Delay button to choose the time (the delaying time is 0-24 H);
3. Press [Start/Pause] to commence the delay operation.



Choose the Programme



Setting time



Start

Cancel the Delay function:

Press the [Delay] button until the delay time is 0H. It should be pressed before starting the programme. If the programme already started, should switch off programme to reset a new one.

## ⚠ CAUTION!

- If there is any break in the power supply while the machine is operating, a special memory stores the selected programme and when the power is restarted, the program will continue.
- 



## Temp.

Press the button to regulate the temperature (Cold, 20°C, 30°C, 40°C, 60°C, 90°C).

---



## Speed

Press the button to change the speed.

1300: 0-400-600-800-1000-1200-1300

---



## SteamCare

SteamCare function can be use with "Cotton", "Mix", "Bed Linen" and "Baby Care" SteamCare: SteamCare technology can use steam to kill bacteria and eliminate odors.

---

# OPERATION

---



## Child Lock

To avoid mis operation by children.



Choose the Programme



Start



Press [Funct.] and [Delay]  
3 sec. till buzzer beep.

## ⚠ CAUTION!

- When the Child Lock is activated, the display will alternately show "CL" and the remaining time.
- Pressing any other button will cause the Child Lock indicator to flash. When the program ends, "CL" and "End" will alternate on the display.
- The Child Lock deactivates the function of all buttons except the On/Off button and the Child lock button!
- Only the simultaneous pressing of the two buttons [Funct.] and [Delay] can deactivate the Child Lock!
- Please deactivate the Child Lock before selecting a new program!



## Mute the buzzer



Choose the Programme



Press the [Speed] button for 3sec.,  
the buzzer is mute.

To act the buzzer function, press the button again for 3 seconds. The setting will be kept until the next reset.

## ⚠ CAUTION!

- After Muting the buzzer function, the sounds will not be activated anymore.



## My Cycle

To memory the frequently used programme.

After choosing the programme and setting the options, press [Temp.] 3 sec. before start to wash. The default setting course is Cotton.

# MAINTENANCE

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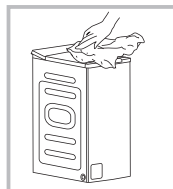
## ■ Cleaning and Care

### **WARNING!**

- Before your maintenance starts, unplug the machine and close the tap.

## Cleaning The Cabinet

Proper maintenance on the washing machine can extend its working life. The surface can be cleaned with diluted non-abrasive neutral detergents when necessary. If there is any water overflow, use the wet cloth to wipe it off immediately. No sharp items are allowed.



### **Note!**

- Formic acid and its diluted solvents or equivalent are forbidden, such as alcohol, solvents or chemical products, etc.

## Cleaning The Drum

The rusts left inside the drum by the metal articles shall be removed immediately with chlorine-free detergents. Never use steel wool or scouring pad.

### **Note!**

- Don't put laundry in the washing machine during the drum cleaning.

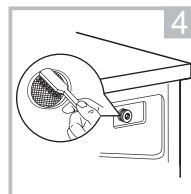
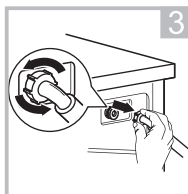
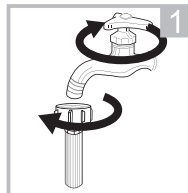
# MAINTENANCE

## Cleaning the Inlet Filter

### Note!

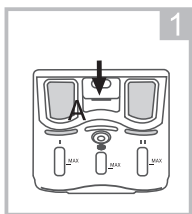
- Diminishing water flow is a sign that the filter need to be cleaned.

1. Close the tap and remove the water supply hose from it.
2. Clean the filter with a brush.
3. Unscrew the water supply hose from the backside of the machine. Pull out the filter with long nose pliers.
4. Use a brush to clean the filter.
5. Reinstall the filter to the water inlet and reconnect the water supply hose.
6. Clean the Inlet filter every 3 months to ensure the normal operation of the appliance.

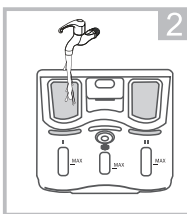


## Clean The Detergent Dispenser

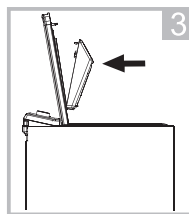
1. Press down the arrow location on softener cover inside the dispenser drawer.
2. Lift the clip up and take out softener cover and wash all grooves with water.
3. Restore the softener cover and push the drawer onto position.



Pull out the dispenser drawer with press the key



Clean the dispenser drawer under water



Insert the dispenser drawer

### Note!

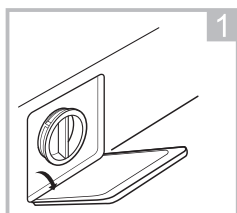
- Do not use abrasive or caustic agents to clean plastic parts.
- Clean the detergent dispenser every 3 months to ensure the normal operation of the appliance.

# MAINTENANCE

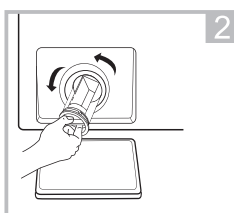
## Cleaning the Drain Pump Filter

### ⚠ WARNING!

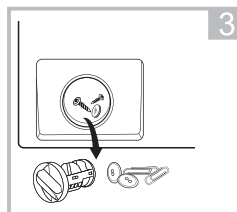
- Make sure that the machine has finished the washing cycle and is empty. Switch it off and unplug it before cleaning the drain pump filter.
- Be careful of hot water. Allow the water to cool down. Risk of scalding!
- Clean the filter periodically every 3 months to ensure the normal operation of the appliance.



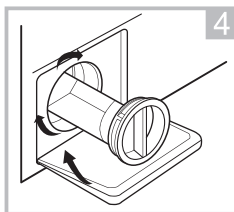
Open the lower cover cap



Open the filter by turning to the counter clockwise



Remove extraneous matter



Re-install the filter and close the lower cover cap

# MAINTENANCE

## ■ Trouble Shooting

The appliance does not work or stops during operation.

First try to find a solution to the problem, if the solutions cannot fix the problem, contact Shun Hing Electric Service Centre Ltd.

| Description                         | Reason                                                          | Solution                                                                                         |
|-------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Washing machine cannot start up     | Door is not closed properly                                     | Restart after the door is closed<br>Check if the clothes is stuck                                |
| Door can't be opened                | Washer's safety protection design is working                    | Disconnect the power, restart the product                                                        |
| Water leakage                       | The connection between inlet pipe or outlet hose is not tight   | Check and fasten water pipes<br>Clean up outlet hose                                             |
| Detergent residues in the box       | Detergent is dampened or agglomerated                           | Clean and wipe the detergent box                                                                 |
| Indicator or display does not light | Disconnect the power PC board or harness has connection problem | Check if the power is shut down and the power plug is connected correctly                        |
| Abnormal noise                      |                                                                 | Check if the fixing (bolts) have been removed<br>Check it's installed on a solid and level floor |

Alarm code description:

| Description | Reason                                | Solution                                                                                                          |
|-------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>E30</b>  | Door is not closed properly           | Restart after the door is closed<br>Check if the clothes is stuck                                                 |
| <b>E10</b>  | Water injecting problem while washing | Check if the water pressure is too low<br>Straighten the water pipe<br>Check if the inlet valve filter is blocked |
| <b>E21</b>  | Overtime water draining               | Check if the drain hose is blocked                                                                                |
| <b>E12</b>  | Water overflow                        | Restart the washer                                                                                                |
| <b>EXX</b>  | Others                                | Please try again first, call up service line if there are still troubles                                          |

### Note!

- If the above solutions cannot fix the problem, contact Shun Hing Electric Service Center Ltd. for checking and repairing.

# MAINTENANCE

## WARNING!

Risk of electric shock

- Never try repair an appliance which is defective or presumed to be defective.  
You may put your own and future users' lives in danger. Only authorised specialists are allowed to carry out this repair work.
- Improper repair will void the warranty and subsequent damages can't be recognised!

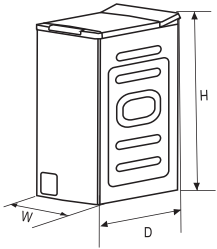
## Transport

### IMPORTANT STEPS WHEN MOVING THE APPLIANCE

- Unplug the appliance and close the water inlet tap.
- Check, if the door and the detergent dispenser are closed properly.
- Remove the water inlet pipe and the outlet hose from the house installations.
- Let the water drain completely from the appliance.
- Important: Re-install the 4 transport bolts in the back of the appliance.
- This appliance is heavy. Transport with care. Never hold any protruding part of the machine when lifting. The machine door cannot be used as a handle.

## ■ Technical Specifications

|                         |                |
|-------------------------|----------------|
| Power Supply            | 220-240V~,50Hz |
| MAX.Current             | 10A            |
| Standard Water Pressure | 0.1-1MPa       |



| Model    | Washing Capacity | Dimension (W*D*Hmm) | Net Weight | Rated Power |
|----------|------------------|---------------------|------------|-------------|
| RW-AH813 | 8.0kg            | 400*610*875         | 56kg       | 1900W       |

## SPECIAL AVOWAL

- 1.The information above has been checked. Our company reserves the hermeneutic power to any printing errors or misunderstanding on the content.
- 2.If there are technical improvements on the appliance, the operation manual will be updated without any prior notice . The product appearance and colour are subject to the actual appliance.
- 3.The e-copy of user manual can be sent by e-mail on requested, please call Shun Hing Electric Works & Engineering Co. Ltd. hotline at 2861 2767.

## AFTER SALES SERVICES

For any defect, in the judgment of technician from Shun Hing Electric Service Centre Limited, caused under normal use, we are responsible for repairing or replacing parts of the said electrical appliance free of charge within one year guarantee period commencing from the date of purchase. Any defective part which has been replaced shall become our property. Guarantee service does not cover the repair or replacement of accessories, power cord or cabinet, etc. Additional charges shall be levied if services are required.

Please present the official invoice and the guarantee certificate with the sales point's chop or the redemption center's chop for free maintenance. For enquiries, please call Shun Hing Electric Service Centre Limited hotline at 2406 5666.

Turn off the power and contact Shun Hing Electric Service Centre Ltd. as soon as any of the following events occur.

- The circuit breaker frequently trips or the fuse blows regularly.
- If water or foreign objects have accidentally entered the washing machine.
- If there is abnormal sound during operation.

## **信興電工工程有限公司**

### **SHUN HING ELECTRIC WORKS & ENGINEERING CO., LTD**

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## **信興電器服務中心有限公司**

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有關最新之客戶服務中心資訊, 請參閱信興服務中心有限公司網址 [www.shesc.com](http://www.shesc.com)或致電  
維修服務熱線查詢。

For the latest information of Shun Hing Service Centre Ltd, please visit  
[www.shesc.com](http://www.shesc.com) or call us at our hotline.

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