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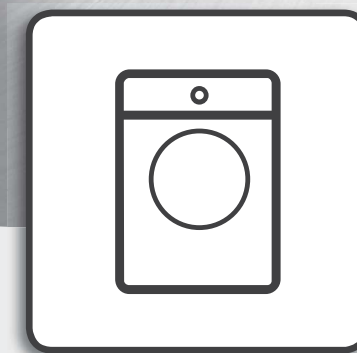
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8C104-002975-D.1

Whirlpool



Whirlpool



## Health & Safety, Use & Care, Installation Guide and Online Warranty Registration Information

產品安全指引、使用說明、安裝指南及  
網上登記保養資料

Model 產品型號：

FWTB7002GWF

FWTB7002GWG



[www.whirlpool.com.hk](http://www.whirlpool.com.hk)

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THANK YOU FOR BUYING A WHIRLPOOL PRODUCT.



Read operator's manual

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# SAFETY NOTICE (be sure to observe)

Before using the appliance, read these safety instructions. Keep them nearby for future reference. These instructions and the appliance itself provide important safety warnings, to be observed at all times. The manufacturer declines any liability for failure to observe these safety instructions, for inappropriate use of the appliance or incorrect setting of controls.

⚠ Very young children (0-3 years) should be kept away from the appliance. Young children (3-8 years) should be kept away from the appliance unless continuously supervised. Children from 8 years old and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge can use this appliance only if they are supervised or have been given instructions on safe use and understand the hazards involved. Children must not play with the appliance. Cleaning and user maintenance must not be carried out by children without supervision. Never open the door forcibly or use it as a step.

### PERMITTED USE

⚠ **CAUTION:** The appliance is not intended to be operated by means of an external switching device, such as a timer, or separate remote controlled system.

⚠ 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, bed & breakfast and other residential environments.

⚠ Do not load the machine above the maximum capacity (kg of dry cloth) indicated in the programme table.

⚠ 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.

⚠ Do not place any Induction devices or any devices that will emit strong electromagnetic wave on top of the appliance.

### 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 contract our After-Sales Service or your specialist dealer to verify whether this is possible. This is only possible if the dryer is attached to the washing machine by means of appropriate stacking kit available through our After-Sales Service or your specialist dealer.

⚠ Move the appliance without lifting it by the worktop or top lid.

⚠ Installation, including water supply (if any) and electrical connections and repairs must be carried out by a qualified technician. Do not repair or replace any part of the appliance unless specifically stated in the user manual. Keep children away from the installation site. After unpacking the appliance, make sure that it has not been damaged during transport. In the event of problems, contact the dealer or your nearest After-Sales Service. 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 activate 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 resting on the floor, adjusting them as required, and check that the appliance is perfectly to level using a spirit level.

## SAFETY NOTICE (be sure to observe)

⚠ If the appliance is being installed on wood or "floating" floors (certain parquet and laminate materials), secure a 60 x 60 x 3 cm (at least) sheet of plywood to the floor then place the appliance on top of this.

⚠ Connect the water inlet hose(s) to the water supply in accordance with the regulations of your local water company.

⚠ 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.

⚠ Use only new hoses to connect the appliance to the water supply. The old hose-sets should not be reused.

⚠ The supply water pressure must be in the 0.08-1 MPa range.

### ELECTRICAL WARNINGS

⚠ It must be possible to disconnect the appliance from the power supply by unplugging it if plug is accessible, or by a multi-pole switch installed upstream of the socket in accordance with the wiring rules and the appliance must be earthed in conformity with national electrical safety standards.

⚠ Do not use extension leads, multiple sockets or adapters. The electrical components must not be accessible to the user after installation. Do not use the appliance when you are wet or

barefoot. Do not operate this appliance if it has a damaged power cable or plug, if it is not working properly, or if it has been damaged or dropped.

⚠ If the supply cord is damaged, it must be replaced with an identical one by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard -risk of electric shock.

### 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.

### DISPOSAL OF PACKAGING MATERIALS

⚠ The packaging material is 100% recyclable and is marked with the recycle symbol ♻. The various parts of the packaging must therefore be disposed of responsibly and in full compliance with local authority regulations governing waste disposal.

### DISPOSAL OF HOUSEHOLD APPLIANCES

⚠ This appliance is manufactured with recyclable or reusable materials. Dispose of it in accordance with local waste disposal regulations. For further information on the treatment, recovery and recycling of household electrical appliances, contact your local authority, the collection service for household waste or the store where you purchased the appliance. This appliance is marked in compliance with European Directive 2012/19/EU, Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent negative consequences for the environment and human health.

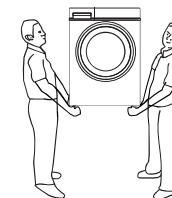
The symbol  on the product or on the accompanying documentation indicates that it should not be treated as domestic waste but must be taken to an appropriate collection center for the recycling of electrical and electronic equipment.

## INSTALLATION INSTRUCTIONS

### INSTALLATION INSTRUCTIONS

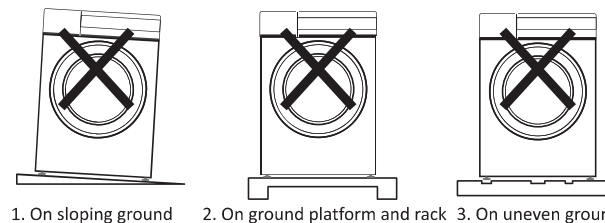
#### Transport

Transport must be handled by two persons. Two persons should respectively stand on two sides of the washing machine and hold with both hands to transport the washing machine.



#### Placing the washing machine correctly

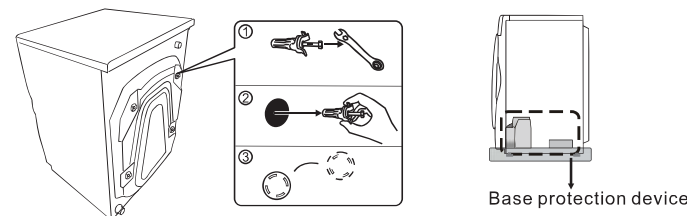
The washing machine must be installed on firm, flat and slip-proof ground. Do not place the washing machine on carpeted or wood covered floor. It is forbidden to place the washing machine on a ground platform and rack. The washing machine is recommended to keep a minimum distance of 10 cm away from the wall or the hard reflector on three sides.



#### Removing transport bolts and base protector

To protect the washing machine during transport, the internal structure of the washing machine is fastened with four transport bolts. All the transport bolts should be removed before use. (If the bolts are not removed, the washing machine will vibrate vigorously, generate loud noises and function improperly during spinning.)

1. Loosen the transport bolts (four pieces) with a wrench.
  2. Shake the bolts left and right to pull them out.
  3. Align the bolt covers with the original bolt holes and press until they fit.
- Please keep the transport bolts safe. They are necessary to make a move.
  - Do not remove the base protector before use, as shown in the figure, or the washing machine will function improperly.



## INSTALLATION INSTRUCTIONS

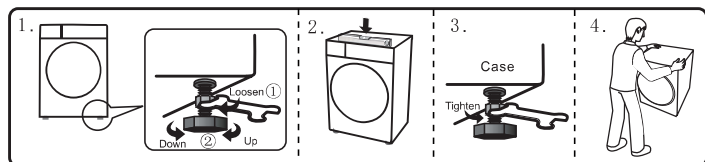
### Level adjustment

If installed on an uneven place, the washing machine will generate abnormal noises or vibrations or function abnormally when in use.

The feet of the washing machine (the four feet are all adjustable) can be adjusted by the following method:

1. Loosen clockwise the locking nuts of the washing machine feet with the wrench and rotate the feet to adjust the height so as to make the washing machine level.
2. When allowed by conditions, use a level meter to check the adjusted state of the washing machine and make calibration when necessary.
3. Tighten the locking nuts counterclockwise with the wrench to lock the nuts to the bottom of the case.
4. After adjustment, press the diagonal corners of the top cover of the washing machine by a proper force with two hands to confirm that the washing machine is stable.

Note: all four feet must reliably touch the ground and stand on the ground firmly.



### Choosing water tap

Water tap type: (The opening of the water tap should be flat.)

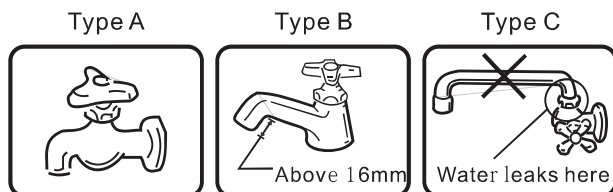
Type A: most suitable type

Type B: the water tap length must be greater than 16 mm, or the universal joint cannot be installed.

Type C: Water may leak from the position as shown in the figure.

#### CAUTION:

- Do not connect to a hot water source of over 25°C.
- If the water tap used is not suitable, replace with a suitable one.



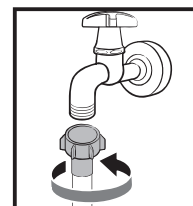
## INSTALLATION INSTRUCTIONS

### Connecting the inlet hose

Note : It is recommended the use of the provided hose.

### How to attach the inlet hose

Connect the water hose to the water tap, and then turn the connector clockwise as shown.



### Connecting Water Inlet Hose to the Washer

Turn the nut clockwise till the nut is tight while holding the hose.

Turn the nut counterclockwise after turning the faucet off if you want to detach the wat.



## INSTALLATION INSTRUCTIONS

### CONNECTION OF DRAIN HOSE

#### NOTE

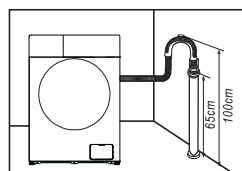
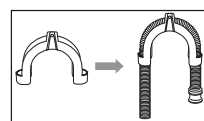
- If there is any leakage with hose after the connection, then repeat the steps to connect inlet hose.
- Do not bend the hose.
- Check for inlet hose connection carefully before using the washer each time.

#### ■ Connect the drain hose

- The drain hose shall be placed at a height of 65-100cm above the floor, otherwise, it can cause poor drainage.
- You can use the supplied drain hose support bracket to loop the drain hose down into the wall, standpipe or laundry tub.
- Take care to ensure all hose connections are tight.

#### NOTE

- The end of the drain hose cannot be immersed in water for the washer to work properly.

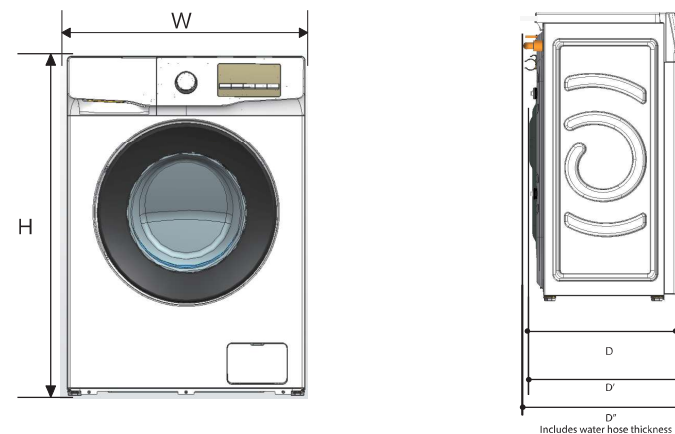


## SPECIFICATION SHEET

Model	FWTB7002GWF	FWTB7002GWG
Rated wash capacity	7.0kg	7.0kg
Max Spin Speed	1200rpm	1200rpm
Max current	10A	10A
Rated voltage	220-240V/50Hz	220-240V/50Hz
Rated power	1850W	1850W
Water pressure	0.08-1MPa	0.08-1MPa
Product dimension (W x D x H)	595 x 475 x 850mm	595 x 475 x 850mm
Weight	52kg	52kg

## SPECIFICATION SHEET

### DIMENSION(MM)

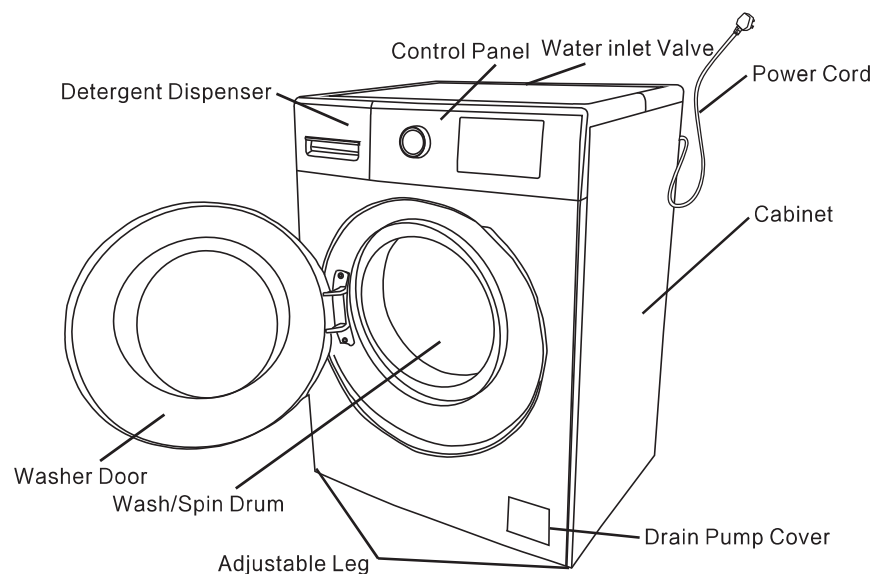


W	595	D	440
H	850	D'	475
		D''	480

## NAME OF PARTS

### ATTENTION

- We suggest the user to run the Drum clean program before the first wash.
- Don't forget to close the water tap and unplug the power plug to avoid any flood and fire disaster.



## LOCK AND UNLOCK METHOD

### DOOR LOCK

When the machine is working, the door locks automatically. It can't be opened.

### UNLOCK

When the machine is working, press the "Start/Pause" button. The door can be unlocked after inner tub stops spinning. Add clothes can be performed at this stage.

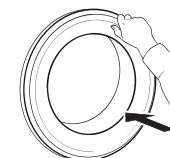
- If power plug is removed directly or if there is a power cut when the machine is running, the door can't be unlocked automatically.
- If door is opened when the machine is in operation, the foam may spillover. Clean with towel thoroughly.
- The user can't open the door when the machine is running with a high working temperature.
- The user can't open the door when the water level is high.

## DOOR

To open the door, pull the handle.



To close the door, hold the handle and push so that you can hear it click shut.



## ACCESSORIES

Instruction manual	Water Supply Hose	Lid (4Piece)	Spanner	Drain Hose Support Bracket (Used to loop the end of drain hose)



## INTRODUCTION TO DETERGENT DISPENSER

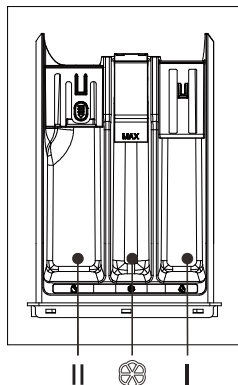
### Introduction to detergent dosing

The detergent box is of a pull-out structure, and can be opened by buckling the handle outward. When closing the box, gently push it inward to the bottom.

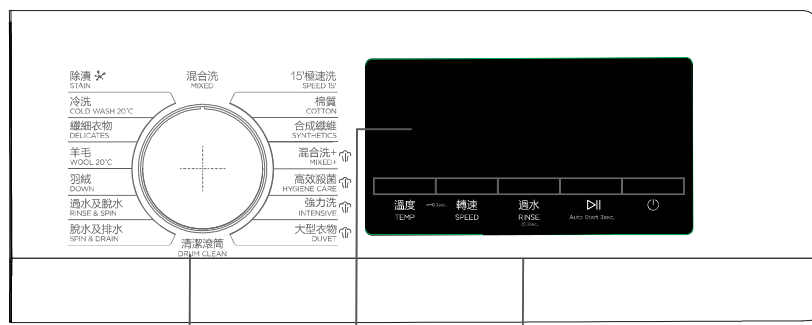
- As shown in the figure, the detergent box is divided into a laundry detergent/powder storage area, a softener storage area and a disinfectant storage area (do not add laundry detergent/powder and disinfectant at the same time);
- Please use the special low-foam laundry detergent and softener for front-loaded washing machine.
- Do not add excessive laundry detergent/powder; otherwise, a lot of foam will be generated, resulting in too much laundry detergent residue and unclear rinsing.
- Do not add softener beyond the Max mark.

### ■ Put detergent

- Pull out the detergent drawer.
- Add detergent for Prewash into compartment I. Used only for Prewash program.
- Add detergent for main wash into compartment II.
- Add fabric softener into compartment III.



## INTRODUCTION TO CONTROL PANEL



Programme Selector    Display Panel    Functions

## INTRODUCTION TO CONTROL PANEL

### ■ Start/Pause

- Press button once to start and press again to pause.



### ■ Power On/Off

- This is for turning on / off the machine. When the program finishes, machine switches off automatically.



### ■ Programme Selector

- Choose a suitable programme according to clothes type and dirt level.

### ■ Display Panel

- When power is turned on, it will display the spin speed and other functions.
- When machine is in operation, it will display the time remaining.
- When machine breakdowns, it will display the error code.

### ■ Temp

- Set the washing temperature according to the clothes type.
- The temperature setting range is different among programmes. Some of them have range limitations.





### ■ Speed

- Set the spin speed according to user's requirement.
- Some programmes have limitations on setting the spin speed.

### ■ Rinse

- Users choose different rinsing times according to the type of clothing.
- Some programmes have limitations on setting the rinse times.

## PROGRAMME CHART

Programme	Temperatures		Max Spin Speed (RPM)	Max Wash Load (kg)
	Setting	Range		
MIXED	(--)	(--)/20/30/40	1200	7
SPEED 15'	-	-	1000	2
COTTON	30	(--)/20/30/40/60/ (80°C Prewash)	1200	7
SYNTHETICS	30	(--)/20/30/40/60	1200	3.5
MIXED+ 	40	40	1200	3
HYGIENE CARE 	60	60	1200	3
INTENSIVE 	40	40/60	1200	3
DUVET 	40	40/60	1200	3
DRUM CLEAN	60	60/80	800	0
SPIN & DRAIN	-	-	1200	7
RINSE & SPIN	-	-	1200	7
DOWN	(--)	(--)/20/30/40	800	2
WOOL 20°C	20	(--)/20/30/40	600	2
DELICATES	(--)	(--)/20/30/40	800	3.5
COLD WASH 20°C	20	20	800	3.5
STAIN	40	40	800	3.5

Energy Testing Programme -This is the reference programme for energy label. Set the Cotton programme with temperature at 60°C, This is the most efficient programme in term of energy and water consumption for washing normally soiled cotton laundry, The actual temperature may differ from the declared one.

## PROGRAMME CHART

Programme Time *	Delay Start	Description of Programme
0:45	✓	For washing lightly to normally soiled garments in cotton, linen, synthetic fibres and mixed fibres.
0:15	✓	For quick washing of small load and lightly soiled garments.
1:16	✓	For daily washing of cotton and linen fabrics.
0:50	✓	For fabrics that are made of polyester, nylon and similar.
1:41	✓	For washing mixed fabric. Eliminate bacteria with steam wash cycle.
3:13	✓	For high temperature washable clothing such as cotton and linen. Effectively remove bacteria and allergen with steam wash cycle.
2:00	✓	For washing heavily soiled clothing. Eliminates bacteria with steam wash cycle.
1:48	✓	Ideal for washing large clothing items. Eliminates bacteria with steam wash cycle.
1:23	✓	For drum cleaning only. This program uses high temperature to sterilize the drum and remove dirt.
0:11	✓	To spin and drain the water.
0:17	✓	For additional rinse and dry process.
0:42	✓	For washing down clothings which are machine washable.
0:44	✓	For washing wool garments. For best results, use special detergent and do not exceed max. wash load.
0:43	✓	For washing silk and chiffon fabrics.
0:50	✓	For lightly soiled garments. Ideal for coloured clothings.
2:32	✓	For washing normally to heavily soiled clothing.

The above data in Programme Chart may differ in your home due to changing conditions in inlet water temperature, water pressure etc. Approximate programme duration values refer to the default setting of the programmes, without options.



## FIRST-TIME AND DAILY USES

### First-Time Use

Once the machine has been installed, and before you use it for the first time, run a wash cycle with detergent and no laundry, using the "DRUM CLEAN" cycle.

### Daily Use

1. Preparation of laundry
  - Load the clothes in and close the door.
  - Put the detergent or washing powder into the relevant compartments.
  - Switch on the water tap, connect the drain-pipe, plug the power supply.
2. Switch on the machine.
3. Select the desired program.
4. Select the desired functions.
5. Press the "Pause Start" button.
6. When cycle ends, the buzzer will sound.

### Daily Use of the WOOL Program

- Turn on machine and select the "WOOL" program.

#### Attention

- Please confirm the wash care label on the clothes before washing.
- When cycle ends, please take the clothes out immediately for airing in order to avoid fabric deformation.
- The temperature can't be more than 40°C to avoid spoiling the fabrics.
- We recommend using special detergents for better washing performance.
- Separately wash light colour clothes and dark colour clothes.

## VARIOUS FUNCTIONS

### Introduction to Delay wash

#### Method

- Turn on machine and choose the suitable programme according to user's requirement. Long press 3sec on the Rinse button to determine the ending time. Press the "Start/Pause" button to start-up the delay wash function. (Delay time has one hour interval and goes to a maximum of 24 hours.)

#### Attention

- If user need to amend the time, please turn off and turn on the machine again to reset.
- After selection, user can still cancel it by turning off the machine.
- Once delay wash has been confirmed, long press 3sec to the Rinse button, the set time will be displayed.
- Delay wash duration differs based on water pressure, laundry load, clothes type, water temperature.
- Turn off the power or re-select the program after pausing to exit the reservation delay.

### AUTO START 3sec.

During shutdown state, long press 3sec on the "Start/Pause" button to activate Auto Start (Mixed program).

### CHILD LOCK FUNCTION

In the running state user can activate the Child Lock function by long press 3sec on the Temp and Speed buttons simultaneously. To deactivate, repeat the steps again.






## HINTS AND TIPS

### RULES FOR SEPARATING LAUNDRY

- Fabric type/indications on label(cotton, mixed fibres,synthetic,wool,handwash items)
- Colour(separate coloured garments from whites,wash new coloured items separately)
- Size(wash items of different sizes in the same load to improve washing efficacy and weight distribution in the drum)
- Delicates(place small items-such as nylon stockings-and garments with clasps-such as braziers-in a laundry bag or in a pillow case with a zip).

### WASH SYMBOLS ON GARMENT LABELS

The value given in the tub symbol is the maximum temperature possible for washing the garment.

-  Normal mechanical action
-  Reduced mechanical action
-  Much reduced mechanical action
-  Hand wash only
-  Do not wash

### CLEAN THE WATER FILTER REGULARLY

This is needed to prevent the filter from blocking and preventing the water from draining correctly.

### SAVING ENERGY AND PROTECTING THE ENVIRONMENT

- Keeping within the load limits indicated in the "PROGRAMME CHART" will optimise energy,water and detergent consumption and reduce washing times.
- Do not exceed the detergent quantities recommended by the detergent manufacturer.
- Save energy by using a 60°C instead of a 80°C wash programme,or by using a 40°C instead of a 60°C wash programme.
- To save energy and time when washing, select highest spin speed available for the programme to reduce the residual water remaining in the garments at the end of the wash cycle.
- Pretreat any stains with an appropriate stain remover,or else dampen any dried-on stains with water prior to washing,as this will reduce the need to use a high temperature watch programme.

## CLEANING AND MAINTENANCE

**For any cleaning and maintenance, switch off and unplug the washing machine. Do not use flammable fluids to clean the washing machine.**

### CLEANING THE OUTSIDE OF THE WASHING MACHINE

Use a soft damp cloth to clean the outer parts of the washing machine.

Do not use glass or general purpose cleaners, scouring powder or similar to clean the control panel – these substances might damage the printing.






### CHECKING THE WATER SUPPLY HOSE

Check the inlet hose regularly for brittleness and cracks. If damaged, replace it by a new hose available through our After-Sales Service or your specialist dealer. Depending on the hose type:



If the inlet hose has a transparent coating, periodically check if the colour intensifies locally. If yes, the hose may have a leak and should be replaced.

## INDICATORS

	Child Lock	This indicator will light up: Child lock function activated, all buttons (except for power button) locked.
	Delay Finish	This indicator will light up: Delay finish function activated.
	Door Lock	This indicator will light up: 1. Machine is running a programme. 2. High Temperature in drum. 3. High Water level.
	Steam	This indicator will light up; steam function activated.
	Rinse	This indicator will light up; the user has selected the number of rinses.

## CLEANING AND MAINTENANCE

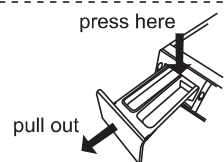
- Proper cleaning and maintenance can prolong the lifespan of machine.
- Please unplug the power supply during maintenance.

### MACHINE BODY

- Please use a soft cloth to clean the body after washing every time. If there is too much dirt, please apply some detergent or soap water on the cloth to clean the body.
- Please don't use water to flush the machine directly.
- Dirty powder, diluent, petrol and alcohol are forbidden for use to clean the machine.

### DETERGENT DISPENSER CLEANING

Please clean the detergent box periodically. Remove the box and clean it with water.



### DOOR GASKET

Please use cloth to clean the gasket after washing every time. If there are brooch or other sundries, please ensure to remove.

### INLET VALVE CLEANING (RECOMMENDED ONCE EVERY SIX MONTHS)

1. Take out the inlet pipe
2. Take out the lint filter screen
3. Use a toothbrush to clean the lint filter screen and then assemble it again
4. Connect the inlet pipe after cleaning.



### DRUM CLEANING (RECOMMENDED MONTHLY)

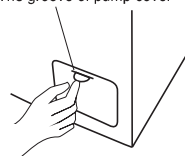
There may be dirt residue resting in the tub after prolonged usage.  
(Attention: please don't put in clothes and detergent when using this programme.)

### CLEANING PUMP FILTER (RECOMMENDED MONTHLY)

1. Insert coin into the groove of pump and press it. The filter cover can be opened.
- Attention: If there is hot water in the machine, please wait for water to cool down before opening the filter.
2. Remove the filter in an anticlockwise direction.
  3. Wash the filter with water.
  4. Assemble the filter into the pump in a clockwise direction.

Attention: 1. The filter should be assembled tightly in order to avoid water leakage.  
2. Please don't clean the filter when the machine is working.

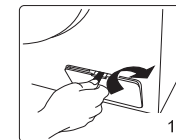
The groove of pump cover



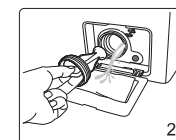
## CLEANING AND MAINTENANCE

### ■ Outlet pump cleaning (twice a year is recommended)

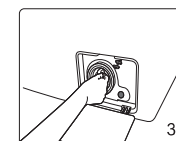
Tear down outlet pump protective cover with a blade or a coin as shown in the figure;



Unscrew the pump cover (beware of water residue) and take out clothes residue and clean it up completely until the blade can rotate freely;



Fit on the pump cover and screw it to make sure there is no water leakage as shown in the figure. Put on the protective cover!



## NON-FAILURE CONDITION

TROUBLES	SOLUTIONS
There is some remaining water in the machine	This is normal and is the result of water tests performed at the factory.
The washer does not run	Check if the power plug is inserted well. Check if the tap is opened. Check if the button "Power" is pressed. Check if the button "Start/Pause" is pressed. Check if the delay feature is activated.
Water leakage	Check and fasten inlet hose. Clean up drain hose and ask a specialized person to repair it when necessary.
Abnormal noise and great vibration	Check if the transit bolts has been removed. Check if the adjustable legs are adjusted level. Check if the washer is installed on the solid and level floor. Check if there are any battery or metal articles inside.
Washing efficiency is not satisfied	Select a proper procedure. Add the proper detergent quantity according to the instructions in detergent package.
The machine take no answer after press buttons	Check if the "Child-lock" feature has been activate. Press button "Start/Pause" first then press other buttons.
Actually running time of procedures is not corresponded to the display time	Check if clothes in the drum is dispersive enough. Check if the water is drain out or inflow well.
The washer fills while draining	Check if the max height of the drain hose is lower than 65cm. Check if the drain hose is immersed.

## TROUBLESHOOTING GUIDE

DISPLAY	MEANS	SOLUTIONS
E1	The washer fills over time	Check if the tap is opened. Check if the water pressure is too low. Check if the inlet hose is blocked.
E2	Water drainage over time	Check if the drain pump is blocked. Contact a technician if necessary.
E3	Door lock is breakdown	Close the door well again. Check if the clothes is caught between the door and seal. Contact a technician if necessary.
E4	Water level sensor failure	Automatically drain to wash level and continue running ; Contact a technician if necessary.
E5	The electrical motor is breakdown	Please contact a technician.
E6	The heater does not work	Please contact a technician.
E7	There is a temperature sensor fault	Please contact a technician.
E8	Unmatched software/hardware on mainboard and frequency inverting plate	Please contact a technician.
E9	communication failures	Please contact a technician.
EP	The procedure running is not corresponded to the cycle that the knob points.	Turn the cycle selector to the cycle corresponded to the procedure working on.
nSP	Washing machine dehydration failure	After opening the door, add appropriate amount of clothing and start.

### Note:

Please refer to the actually purchased model for fault display here.  
Different models have different fault displays.

## AFTER-SALES SERVICE

### BEFORE CALLING THE AFTER-SALES SERVICE

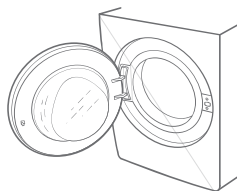
1. See if you can solve the problem by yourself with the help of the suggestions given in the **TROUBLESHOOTING**
2. Switch the appliance off and back on again to see if the fault persists.

### IF AFTER THE ABOVE CHECKS THE FAULT STILL OCCURS, GET IN TOUCH WITH THE NEAREST AFTER-SALES SERVICE

When contacting our Client After-sales service, always specify:

- a brief description of the fault;
- the type and exact model of the appliance;
- your full address;
- your telephone number.

If any repairs are required, please contact an authorised after-sales service (to guarantee that original spare parts will be used and repairs carried out correctly).



## 目錄



感謝您購買惠而浦產品。



請仔細閱讀此使用說明書

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## 安全指引（敬請留意）

使用本機器前，請仔細閱讀安全指引，並妥善保管本使用說明書以便日後參考。本說明書及機器本身均包含重要安全警告，請務必遵守。如因未能遵守安全指引、機器使用不當或控制裝置設定錯誤導致機器故障，製造商概不承擔責任。

⚠ 請確保幼兒（0-3 歲）遠離本機。無人監督情況下幼童（3-8 歲）應遠離本機。8 歲以上兒童、患有身體、感官或精神障礙的人士、以及經驗知識不足的人士需在他人監護下或悉知安全使用指引並了解相關危險後，方可使用本機。嚴禁兒童玩耍本機。切勿讓兒童在無人監督情況下對設備進行清潔或保養。請勿強行開啓或踩踏機門。

### 許可用途

⚠ 注意：本機不可搭配外接開關裝置使用，如計時器或獨立遙控系統。

⚠ 本機僅可用於住宅及以下地點：商店、辦公室及其他工作環境的員工廚房區、農捨、酒店、旅館、民宿及其他居住環境的客房區。

⚠ 投入衣物量不應超出程式表中所列的最大洗衣量（衣物重量為乾衣狀態下的重量，單位：公斤）。

⚠ 請勿使用汽油、煤油或酒精等進行洗滌，以免失火。請勿使用含有溶劑的洗滌劑、去污粉、玻璃用或通用清潔劑、或易燃液體進行洗滌。

⚠ 請勿在本機頂部放置任何感應裝置或會發射強電磁波的裝置。

### 安裝

⚠ 注意：本機不可搭配外接開關裝置使用，如計時器或獨立遙控系統。

若要在本機上疊放乾衣機，請先與售後服務中心或專業經銷商聯絡以確認是否可行。必須使用專用疊放工具方可將乾衣機疊放於本機之上。可通過售後服務中心或專業經銷商購買疊放工具。

⚠ 移動本機時，請勿握住頂部或上蓋將本機抬起。

⚠ 所有供水裝置（如有）及電源連接等安裝或維修工作需由合格技術人員進行。除非用戶手冊特別說明，否則，切勿自行維修或更換本機零件。請確保兒童遠離安裝地點。機器開箱時，請確保在運輸過程中未發生損壞。如有任何問題請聯繫專業經銷商或最近的售後服務中心。安裝完畢後，務必將包裝廢棄物（塑料、聚苯乙烯泡沫部件等）存放在兒童接觸不到的位置，以避免兒童玩耍引起窒息。安裝機器前切勿連接電源，以避免觸電風險。安裝過程中請確保機器電源線無損壞，以避免引起火災或觸電風險。安裝完成後方可啓動本機。

⚠ 請確保本機安裝位置不會出現極端條件，如通風不良、氣溫低於 5℃ 或高於 35℃ 等。

⚠ 安裝時，確保本機四個支腳穩定放於地板上，然後根據需要進行調整，並用水平儀檢查本機是否完全水平放置。



## 安全指引（敬請留意）

⚠ 若將本機安裝於木質地面或浮築地面（實木復合地板和層壓板）上，請先在地板上放置一塊膠合板（膠合板面積至少應為  $60 \times 60 \times 3$  釐米），然後再將本機放置於膠合板上。

⚠ 按照當地自來水公司的規定，將進水軟管連接到供水系統。

⚠ 冷水進水機型不得連接熱水進水。

⚠ 熱水進水機型，熱水進水管的水溫不得超過  $60^{\circ}\text{C}$ 。

⚠ 本機裝有運輸螺栓，可避免運輸過程中造成設備內部損壞。使用本機前，務必先拆除運輸螺栓，然後使用機器附帶的 4 個密封塑膠蓋蓋住螺栓孔。

⚠ 安裝完畢後，請先等待數小時再啓動設備，讓機器適應室內環境條件。

⚠ 請避免地毯或其他材料封堵本機底部通風口（視具體型號而定）。

⚠ 本機與供水系統之間的連接軟管必須為新管。不得重複使用老舊軟管。

⚠ 供水壓力為  $0.08\text{--}1\text{Mpa}$ 。

### 電氣警告

⚠ 本機電源插座必須設定於便於接觸的位置。必要時，可拔出插頭斷開電源。如不可行，可根據接線規則在插座上游安裝多級開關，以便切斷電源。本機必須按照國家電氣安全標準接地。

⚠ 必須使用  $10\text{A}$ （ $2000$ ）以上的插座。

⚠ 切勿使用拖線板、復合插座或插座轉換器連接本機電源。安裝後，用戶不得接觸電氣部件。身上有水或赤腳時請勿

使用本機。若電源線或插頭損壞，或設備無法正常使用，或設備已損壞或曾經掉落，請勿使用本機。

⚠ 若電源線損壞，必須由製造商、製造商代理服務商或其他具備相關資質的人員進行更換，以免發生危險。

### 清潔和保養


⚠ **警告：**執行任何保養作業之前，請先關閉機器並斷開設備電源。切勿使用蒸氣清潔本機，以免觸電。

### 包裝材料處理

⚠ 本機包裝材料均為  $100\%$  可回收材料，並帶有回收標誌。因此，必須遵守當地政府機關針對廢物處理的相關規定，妥善處理各類包裝材料。

### 舊家電處理

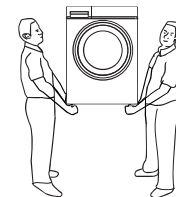
⚠ 本機製造材料可回收或可重複使用。根據當地廢棄物處理法規進行處置。有關家用電器處理、回收和循環利用的更多信息，請聯繫當地機關、生活垃圾收集服務機構或購買電器的商店。本機按歐盟第  $2012/19/\text{EU}$  號指令《廢棄電子電機設備（WEEE）》要求進行標示。請確保妥善處理本機，以避免對環境和人體健康造成不良影響。

⚠ 產品或隨附文件標註符號  表示本機屬於電氣電子設備，應送至專業電氣電子設備收集點回收，不得作為生活垃圾處理。

## 安裝指引

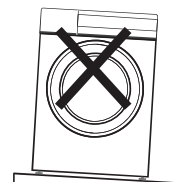
### 安裝指引 運輸

本機必須由兩名人員一同搬運。兩人分別站立於機器兩側，雙手抱住機器進行搬運。

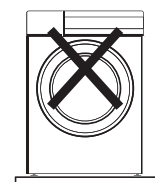


### 妥善放置洗衣機

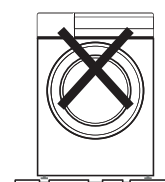
洗衣機必須安裝於堅硬、平坦、防滑的地面。請勿將洗衣機放置於地毯或木質地板上。禁止將洗衣機放置於地台或支架上。洗衣機兩側及背面建議與牆面或擋板保持至少  $10$  釐米的距離。



1. 斜面上



2. 地台和支架上

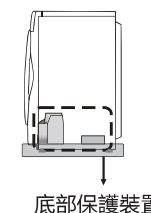
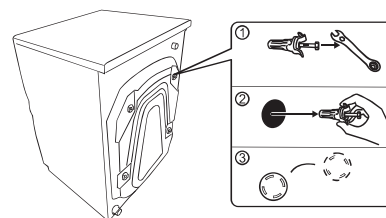


3. 不平整地面上

### 拆除運輸螺栓和底部保護裝置

運輸過程中，為保護設備，使用了四顆運輸螺栓固定洗衣機內部結構。使用前應拆除所有運輸螺栓。（如未拆除螺栓，脫水時會產生劇烈振動、巨大噪音和機器故障。）

1. 用扳手擰鬆運輸螺栓（四顆）。
  2. 左右晃動螺栓然後將其拉出。
  3. 將螺栓蓋與原有螺栓孔對齊，然後按壓螺栓蓋，直至貼合。
- 請妥善保管運輸螺栓。再次搬運設備時必須裝上運輸螺栓。
  - 如圖所示，使用前請務必取下底部保護裝置，否則洗衣機將無法正常使用。



底部保護裝置

## 安裝指引

### 水平放置

如果將洗衣機安裝於不平整的位置，使用時會產生異常噪音、振動或無法正常工作。

可按照下述方法調整洗衣機支腳（四個支腳均可調整）：

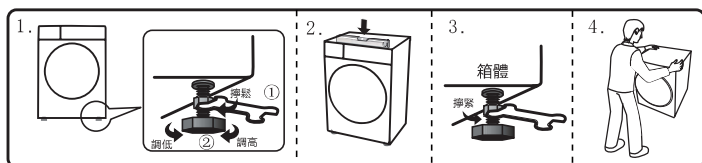
1. 用扳手沿順時針方向擰鬆洗衣機支腳的鎖緊螺母，轉動支腳調整高度，直至洗衣機水平放置。

2. 條件允許時，使用水平儀檢查洗衣機的調整狀態，並根據需要進行校正。

注意：四個支腳必須緊貼地面，放置穩固。

3. 用扳手沿逆時針方向擰緊鎖緊螺母，直至螺母牢固安裝於箱體底部。

4. 調整完畢後，雙手用力按壓洗衣機蓋上對角，以確認洗衣機放置平穩。



### 選擇水龍頭

水龍頭類型：（水龍頭開口應平整。）

A 型：最適合

B 型：水龍頭長度必須大於 16 毫米，否則無法安裝軟管接頭。

C 型：圖示位置可能漏水。

注意：

- 進水溫度不得超過 25℃。
- 如果現有水龍頭不適用，請更換合適的水龍頭。



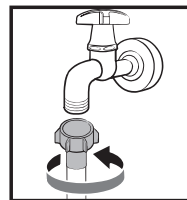
## 安裝指引

### 連接進水軟管

注意：建議使用隨機提供的軟管。

### 進水軟管連接

將進水軟管連接到水龍頭上，然後順時針旋轉接頭，如圖所示



### 連接洗衣機進水軟管

握住軟管，順時針轉動螺母，直至擰緊螺母。

如需拆下進水軟管，請先關閉水龍頭，然後逆時針旋轉螺母。



## 安裝指引

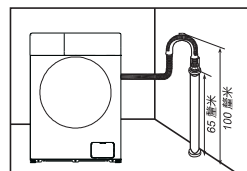
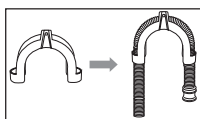
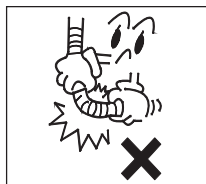
### 連接排水軟管

#### ⚠ 注意

- 如果連接後發現軟管漏水，重複上述進水軟管連接步驟。
- 請勿彎折軟管。
- 每次使用洗衣機前，請仔細檢查進水軟管連接。

#### ■ 連接排水軟管

- 排水軟管應距離地面 65 至 100 釐米，否則會導致排水不暢。
- 可使用隨機提供的排水軟管支架將排水軟管環繞到牆壁、豎管或洗衣池中。
- 注意確保所有軟管連接牢固。



#### ⚠ 注意

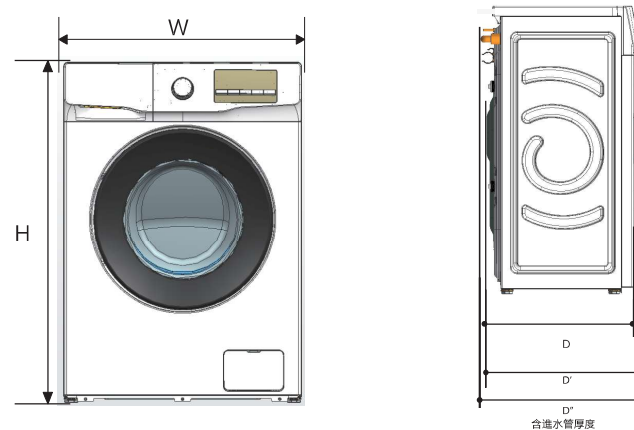
- 排水軟管末端不得浸入水中，否則可能影響洗衣機正常工作。

## 規格表

型號	FWTB7002GWF	FWTB7002GWG
額定洗滌容量	7.0 公斤	7.0 公斤
最高脫水轉速	1200 轉 / 分	1200 轉 / 分
最大電流	10A	10A
額定電壓	220-240V/50Hz	220-240V/50Hz
額定功率	1850W	1850W
水壓	0.08-1MPa	0.08-1MPa
產品尺寸 (闊 x 深 x 高)	595 x 475 x 850mm	595 x 475 x 850mm
重量	52 公斤	52 公斤

## 規格表

### 尺寸 (毫米)

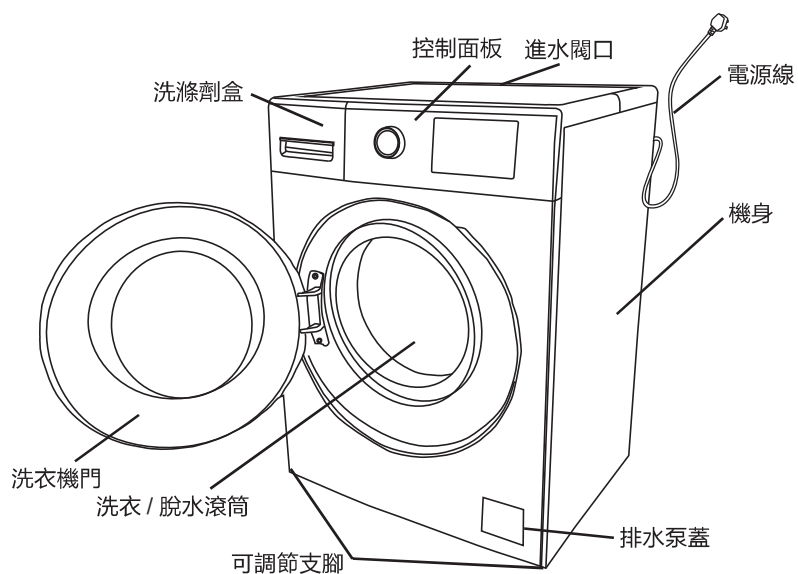


W(闊)	595	D(深)	440
H(高)	850	D' (深')	475
		D'' (深'')	480

## 部件名稱

### 注意事項

- 首次使用洗衣機前，建議用戶先運行一次清潔滾筒程式。
- 切勿忘記關閉水龍頭並拔下電源插頭，以免淹水或起火。



### 配件

使用說明書	進水軟管	蓋子 (4 個)	扳手	排水軟管支架 (用於纏繞排水軟管 末端)

## 閉鎖及解鎖方法

### 機門上鎖

洗衣機工作時，機門自動鎖閉，且無法打開。

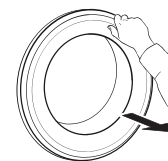
### 解鎖

洗衣機工作時，按下「啟動 / 暫停」鍵，待洗衣機滾筒停止旋轉後，機門即解鎖。此時可向洗衣機內添加衣物。

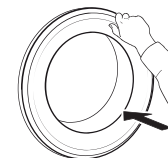
- 如果直接拔下電源插頭或洗衣機工作時停電，機門將無法自動解鎖。
- 如果洗衣機工作時打開機門，則可能導致泡沫溢出。請用毛巾徹底清潔。
- 洗衣機工作溫度較高時，用戶將無法打開機門。
- 水位較高時，用戶將無法打開機門。

## 機門

拉動手柄打開機門。



關門時，請握住把手推動機門，直至聽見「咔嚓」聲。




## 清潔劑盒操作指引

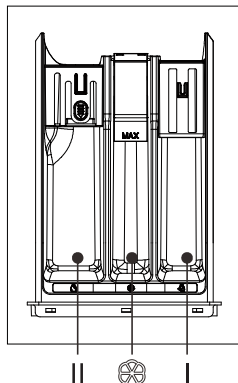
### 洗滌劑投放指引

洗滌劑盒採用抽拉式結構，扣住把手向外拉動即可打開洗滌劑盒。輕輕向內推至底部即可關閉洗滌劑盒。

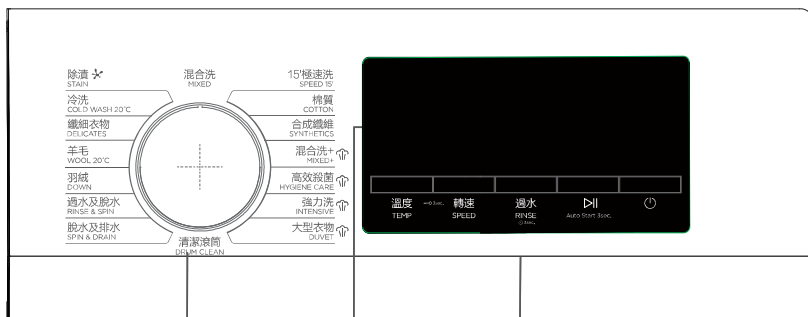
- 如圖所示，洗滌劑盒分為洗衣液 / 洗衣粉存放區、柔順劑存放區和消毒劑存放區（請勿同時添加洗衣液 / 洗衣粉和消毒劑）；
- 滾筒洗衣機請使用專用低泡洗衣液和柔順劑。
- 請勿加入過量洗衣液 / 洗衣粉，否則會產生大量泡沫，導致洗衣液殘留過多，難以過水乾淨。
- 柔順劑添加量請勿超過最高標記。

### 投放洗滌劑

- 拉出洗滌劑盒。
- 在洗滌劑分配器「盒 I」中加入預清洗洗滌劑。僅適用於預清洗程式。
- 在洗滌劑分配器「盒 II」中加入主清洗洗滌劑。
- 在此格中添加織物柔順劑 .



## 控制面板操作指引



程式選擇旋鈕

顯示屏

功能按鍵

## 控制面板操作指引

### ■ 啟動 / 暫停

- 單按此鍵可啟動洗衣機，再次按鍵則洗衣機暫停工作。



### ■ 開機 / 關機

- 用於開啓 / 關閉洗衣機。  
程式完成後，洗衣機自動關閉。



### ■ 程式選擇旋鈕

- 根據衣物類型和髒污程度選擇合適的洗衣程式。

### ■ 顯示屏

- 開機時，顯示脫水轉速及其他功能參數。
- 洗衣機工作時，顯示剩餘運行時間。
- 洗衣機出現故障時，顯示錯誤代碼。

### ■ 溫度

- 依據衣物類型設定洗滌溫度。
- 不同洗衣程式的溫度設定範圍不同。部分程式有溫度範圍限制。

### ■ 轉速

- 用戶可根據需要設定脫水轉速。
- 部分程式有轉速設定限制。

### ■ 過水

- 用戶依據衣物類型選擇不同的過水次數。
- 部分程式有過水次數設定限制。

## 程式表

程式	溫度		最高脫水轉速（轉 / 分）	最大洗滌容量（公斤）
	設定	範圍		
混合洗	(--)	(--)/20/30/40	1200	7
15'極速洗	-	-	1000	2
棉質	30	(--)/20/30/40/60/ (80°C 預洗程序)	1200	7
合成纖維	30	(--)/20/30/40/ /60	1200	3.5
混合洗+ 	40	40	1200	3
高效殺菌 	60	60	1200	3
強力洗 	40	40/60	1200	3
大型衣物 	40	40/60	1200	3
清潔滾筒	60	60/80	800	0
脫水及排水	-	-	1200	7
過水及脫水	-	-	1200	7
羽絨	(--)	(--)/20/30/40	800	2
羊毛 (20°C)	20	(--)/20/30/40	600	2
纖細衣物	(--)	(--)/20/30/40	800	3.5
冷洗 (20°C)	20	20	800	3.5
除漬	40	40	800	3.5

能效標籤測試程序——此程序是針對能源標籤作參考。設定棉質程序的溫度為60°C。用於洗滌一般沾棉的標準程序，它是在結合水和能源消耗方面上最佳的程序。實際水溫可能偏離指定洗衣程序的溫度。

## 程式表

程式時間 *	預校啟動	程式簡介
0:45	✓	適用於洗滌輕微髒污至一般髒污程度的棉質、麻質、合成纖維及混紡纖維衣物。
0:15	✓	適用於快速清洗小件和輕度髒污衣物。
1:16	✓	適用於日常洗滌棉麻織物。
0:50	✓	適用於洗滌聚酯纖維、尼龍和類似材質織物。
1:41	✓	適用於洗滌混合織物。利用蒸氣清洗循環除菌。
3:13	✓	適用於洗滌棉麻等可高溫清洗的衣物。利用蒸氣清洗循環有效去除細菌和過敏原。
2:00	✓	適用於洗滌重度髒污衣物。利用蒸氣清洗循環除菌。
1:48	✓	適用於洗滌大件衣物。利用蒸氣清洗循環除菌。
1:23	✓	僅用於清潔滾筒。該程式利用高溫對滾筒進行殺菌和除垢。
0:11	✓	脫水和排水。
0:17	✓	適用於增加額外過水和乾燥過程。
0:42	✓	適用於洗滌可機洗衣物。
0:44	✓	適用於清洗羊毛衣物。為實現最佳洗滌效果，請使用專用洗滌劑，且投放量不要超過最大洗滌容量。
0:43	✓	適用於洗滌絲綢和雪紡職務。
0:50	✓	適用於洗滌輕度髒污衣物。適用於洗滌彩色衣物。
2:32	✓	適用於清洗嚴重髒污的衣物。

由於不同條件因素（如：入水溫度，供水壓力），各家庭的數據值可能會有不同，而大約的程序時間值是根據預設的程序而設置，而功能選項並不計算在內。



## 首次使用和日常使用

### 首次使用

完成安裝洗衣機，並且在您第一次使用它之前，請在沒有衣物的情況下，加入洗衣劑運行一次「清潔滾筒」程序。

### 日常使用

1. 洗衣準備
  - 將衣物放入洗衣機，並關上機門。
  - 將洗衣液或洗衣粉放入洗滌劑盒。
  - 打開水龍頭，連接排水軟管，插上電源插頭。
2. 啟動電源。
  - 3. 選擇所需程式。
  - 4. 選擇所需功能。
  - 5. 按「啟動 / 暫停」鍵。
  - 6. 洗滌程式結束後，將發出提示音。

### 「羊毛」程式的日常使用

- 開機，選擇「羊毛」程式。

#### 注意事項

- 洗滌前請確認衣物上的清洗標籤。
- 溫度不能超過 40℃，以免損壞織物。
- 程式結束後，請立即取出衣物晾乾，以免面料變形。
- 建議使用專用洗滌劑，以提升清洗效果。
- 請將淺色衣物和深色衣物分開清洗。

## 其他功能簡介

### 預校功能

#### 方法

- 開機，用戶根據需要選擇合適的程式。
  - 長按「過水」鍵 3 秒，確定程式結束時間。
  - 按「啟動 / 暫停」鍵，開啓預校功能。
  - （預校時間間隔為 1 小時，最長可預校 24 小時。）

#### 注意事項

- 用戶如需修改時間，請關機後重新開機並重設。
- 選擇預校清洗功能後，用戶可通過關機取消該功能。
- 確認預校清洗後，長按「過水」鍵3秒，顯示屏將顯示設定時間。
- 預校時間因水壓、洗衣量、衣物類型、水溫而異。
- 如需取消預校，可關閉電源或暫停後重新選擇程式。

### 3 秒自動啟動

關機狀態下，長按「啟動/暫停」鍵3秒激活自動啟動的功能（混合洗程式）。

### 童鎖功能

在運行狀態下同時長按「溫度」鍵和「轉速」鍵3秒，開啓童鎖功能。如需取消該功能，請再次重複上述步驟。

## 提示與貼士

### 衣物分類規則

- 織物類型 / 標籤上的說明（棉質、混紡纖維、合成纖維、羊毛、手洗衣物）
- 顏色（將有色衣物與白色衣物分開洗滌。有色新衣單獨清洗）
- 尺寸（一次洗滌可清洗不同尺寸衣物，以提高洗滌效率，改善滾筒內的重量分佈）
- 纖細衣物（尼龍長襪、帶扣衣物，如女士內衣等小件物品應放入洗衣袋或有拉鏈的枕套中進行清洗）。

### 衣物標籤上的洗滌標識

洗滌標識中標註的值為洗滌衣物的最高溫度。

☐ 正常機洗

☐ 溫和機洗

☐ 超溫和機洗

☞ 僅可手洗

■ 請勿水洗






### 定期清洗過濾器

定期清洗過濾器的目的是防止過濾器堵塞導致機器無法正常排水。

### 節約能源和保護環境

- 按照「程式表」提供的容量限制洗滌衣物，可節省能源、水和洗滌劑用量，並縮短洗滌時間。
- 洗滌劑投放量不得超過洗滌劑製造商推薦的用量。
- 使用 60°C 代替洗滌程式規定的 80°C，用 40°C 代替洗滌程式規定的 60°C，可節省能源。
- 洗滌時，為節省能源，縮短洗滌時間，請選擇程式可用的最高脫水轉速，以減少洗滌程式結束時衣物中的殘留水分。
- 預先使用適當去污漬清理污漬，或清洗前先用水潤濕乾燥污漬，可減少使用高溫清洗程式。

## 顯示屏圖標

	童鎖	該圖標亮起時：童鎖功能開啓，所有按鍵（除電源鍵外）均鎖閉。
	預校結束時間	該圖標亮起時：預校功能激活。
	門鎖	該圖標亮起時： 1. 機器程式進行中。 2. 滾筒內高溫。 3. 滾筒內高水位。
	蒸氣	該圖標亮起時：蒸氣功能激活。
	過水	該圖標亮起時：用戶已選擇過水次數。

## 清潔和保養

若要進行清潔和保養，請先關閉洗衣機，並拔掉電源插頭。請勿使用易燃液體清潔洗衣機。

### 清潔洗衣機外部

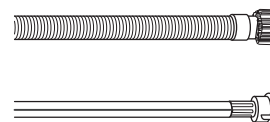
用柔軟濕布清潔洗衣機外部。

請勿使用玻璃用或通用清潔劑、去污粉或類似物質清潔控制面板，否則可能損壞印字。

### 檢查進水軟管

定期檢查進水軟管是否脆化或出現裂紋。如有損壞，請聯繫售後服務中心或專業經銷商更換新軟管。

根據軟管類型：



如進水軟管有透明塗層，應定期檢查是否出現局部顏色變深。如有，則說明軟管可能存在洩露，應進行更換。

## 清潔和保養

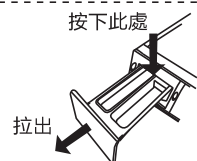
- 妥善清潔和保養可延長設備使用壽命。
- 保養時，請拔下電源插頭。

### 機身

- 每次洗滌結束後，請用軟布清潔機身。如果污垢過多，請用軟布蘸取適量清潔劑或肥皂水擦拭機身。
- 請勿用水直接沖洗機身。
- 禁止使用去污粉、稀釋劑、汽油和酒精清潔機身。

### 洗滌劑盒清潔

請定期清潔洗滌劑盒。  
取出洗滌劑盒，用水清洗。



### 機門膠圈

每次洗滌結束後，請用布清潔膠圈。  
如膠圈內有別針或其他雜物，請務必清除。

### 進水閥口清潔（建議每六個月清潔一次）

1. 取出進水管。
2. 取出毛屑過濾網。
3. 用牙刷將毛屑過濾網清潔乾淨，然後再將過濾網裝回進水閥口。
4. 清洗完畢後，重新連接進水管。

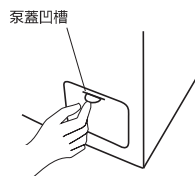


### 清潔滾筒（建議每月清潔一次）

長時間使用後，滾筒內可能會積聚污垢。  
（注意事項：使用本程式時，請勿放入衣物和洗滌劑。）

### 泵過濾器清潔（建議每月清潔一次）

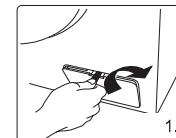
1. 將硬幣插入泵凹槽中，並將其壓入，即可打開過濾器蓋。
  2. 逆時針轉動並取出過濾器。
  3. 用水清洗過濾器。
  4. 順時針轉動過濾器，將其裝回泵內。
- 注意事項：1. 過濾器必須旋緊，以免漏水。  
2. 洗衣機工作時請勿清洗過濾器。



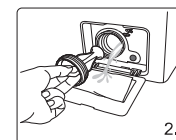
## 清潔和保養

### ■ 排水泵清潔（建議每年清潔兩次）

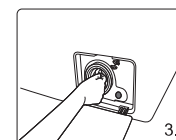
如圖所示，用刀片或硬幣取下排水泵保護蓋；



擰開泵蓋（注意泵內殘留水），取出殘留物，並徹底清理排水泵，直至葉片能自由轉動；



如圖所示，裝上泵蓋並擰緊，確保不漏水。  
蓋上保護蓋！



## 非故障情況

問題	解決方案
洗衣機內有殘留水	這是正常現象，是工廠帶水測試時殘留的水。
洗衣機不工作	檢查電源插頭是否插好。 檢查洗衣機上蓋是否打開。 檢查是否已按下「電源」鍵。 檢查是否已按下「啟動 / 暫停」鍵。 檢查是否已激活預校功能。
漏水	檢查並擰緊進水軟管。 清潔排水軟管，必要時請專業人員修理。
異響和異常振動	檢查是否已拆除運輸螺栓。 檢查可調支腳是否已調整水平。 檢查安裝洗衣機的地面是否堅實、水平。 檢查洗衣機內是否有電池或其他金屬物品。
洗滌效率不合格	選擇合適的洗滌程式。 按照洗滌劑包裝說明添加適量洗滌劑。
按鍵後洗衣機無反應	檢查是否已激活「童鎖」功能。 先按下「啟動 / 暫停」鍵，再按其他鍵。
程式實際運行時間與顯示時間不符	檢查滾筒內衣物是否均勻分散。 檢查進水和排水是否通暢。
洗衣機排水時溢水	檢查排水軟管最大高度是否低於 65 釐米。 檢查排水管是否浸入水中。

## 故障排除指南

錯誤代碼	含義	解決方案
E1	洗衣機長期溢水	檢查洗衣機上蓋是否打開。 檢查水壓是否過低。 檢查進水軟管是否堵塞。
E2	長期排水	檢查排水泵是否堵塞。 如有必要，請聯繫技術人員。
E3	機門鎖損壞	重新妥善關閉機門。 檢查機門和膠圈之間是否有衣物卡住。 如有必要，請聯繫技術人員。
E4	水位傳感器故障	自動排水至洗滌水位後繼續運行；若仍出現，請聯繫技術人員。
E5	電機故障	請聯繫技術人員。
E6	加熱器不工作	請聯繫技術人員。
E7	溫度傳感器故障	請聯繫技術人員。
E8	主板與變頻板軟件 / 硬件不匹配	請聯繫技術人員。
E9	通信故障	請聯繫技術人員。
EP	運行程式與旋鈕指定循環不符。	將程式選擇旋鈕轉至與當前運行程式對應的循環。
nSP	洗衣機脫水故障	開門後，加入適量衣物再啟動。

### 注意：

此處故障顯示請以實際購買機型為準。不同機型故障顯示不同。

## 售後服務

### 致電售後服務前

1. 請查看「故障排除」部分，嘗試是否可根據其建議自行解決問題。
2. 關閉機器然後再次開機，查看故障是否仍然存在。

**如果經過上述檢查後，故障仍然存在，請聯繫最近的售後服務中心。**

聯繫我方客戶售後服務時，請務必：

- 簡要說明故障現象；
- 提供機器類型和確切型號；
- 您的完整地址；
- 您的電話號碼。

如需任何維修，請聯繫授權售後服務部門（以保證使用原裝備件並正確進行維修）。

