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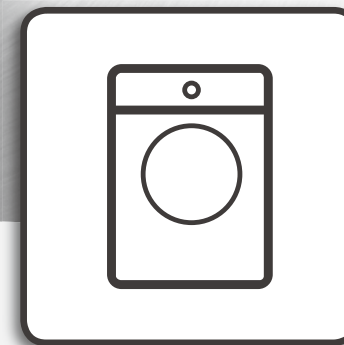
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Health & Safety, Use & Care, Installation Guide and
Online Warranty Registration Information

Model: FWHD13002GG
FWHD11002GW

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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.

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 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.

⚠ 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

SAFETY NOTICE (be sure to observe)

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 50°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 0.03-1MPa 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 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.

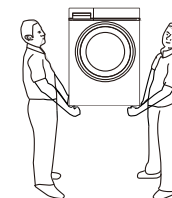
The symbol  on the product or on the accompanying documentation indicates that it should not be treated as domestic waste but must be taken to an appropriate collection center for the recycling of electrical and electronic equipment.

INSTALLATION INSTRUCTIONS

INSTALLATION INSTRUCTIONS

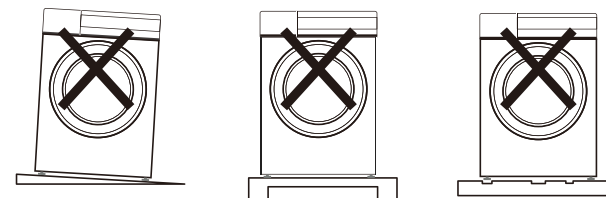
Transport

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.



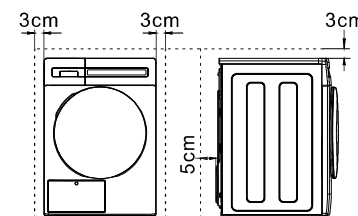
Placing the washing machine correctly

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 must keep a minimum distance of 10 cm away from the wall or the hard reflector on three sides.



1. On sloping ground 2. On ground platform and rack 3. On uneven ground

⚠ **Warning** : The minimum distance between the machine and the wall is as follows

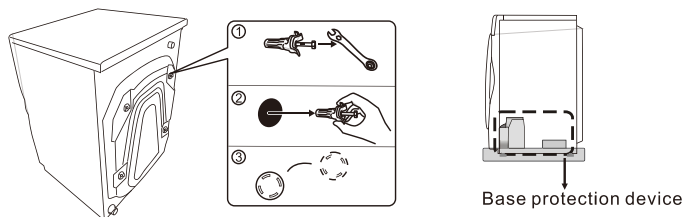


Removing transport bolts and base protector

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 remove the base protector before use, as shown in the figure, or the washing machine will function improperly.

INSTALLATION INSTRUCTIONS

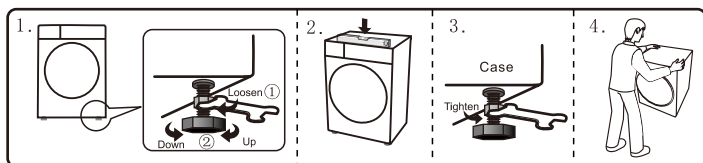


Level adjustment

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.

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



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 50°C.
- If the water tap used is not suitable, replace with a suitable one.



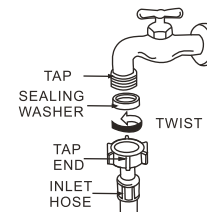
INSTALLATION INSTRUCTIONS

Connecting the inlet hose

Note : It is recommended to use the provided hose.

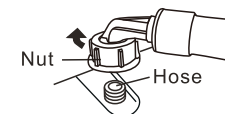
How to attach the inlet hose

1. Check that sealing washers are 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 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 strong, close the water tap completely then open it slightly.

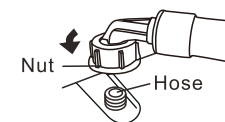


Installing Water Supply Hose to the Washer

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



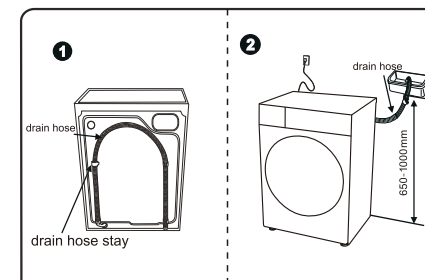
Turn the nut counterclockwise after turning the faucet off if you want to detach the water inlet hose.



CONNECTION OF DRAIN HOSE

1. When washing machine not in use, put drain hose at back of washing machine. (as pic 1 shows)
2. When washing machine in use, put drain hose into drainage pond (as pic 2 shows); you can also put end of drain hose into sewer, leaving space between end of drain hose and sewer elbow to avoid difficulty in draining water out of washing machine.
3. Clean filter in pump periodically to keep washing machine working normally.

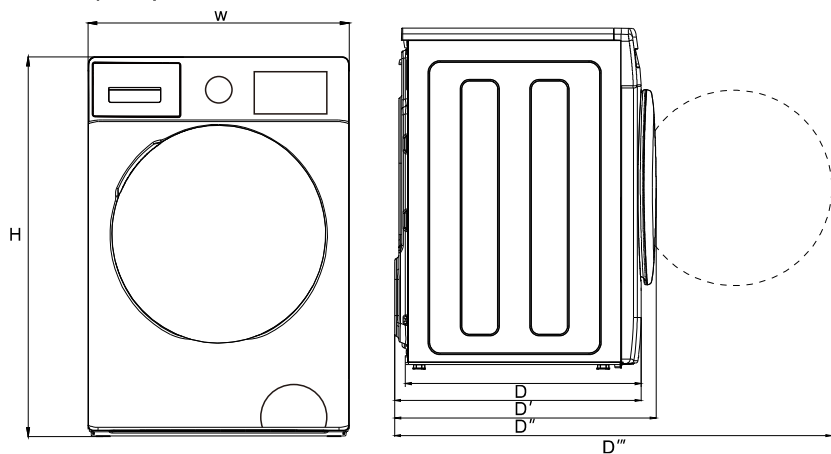
Note: Do not take off drain hose to avoid machine work problems.



SPECIFICATION SHEET

Model	FWHD13002GG	FWHD11002GW
Washing Capacity	13.0kg	11.0kg
Max Spin Speed	1400rpm	1400rpm
Rated Voltage	220-240V~	220-240V~
Rated Power	1700W	1700W
Rated Water Pressure	0.03-1MPa	0.03-1MPa
Product Dimension (W*D*H)	600*657*850mm	600*588*850mm

Dimension(mm)



13kg:

W	600	D	585	D''	657
H	850	D'	630	D'''	1113

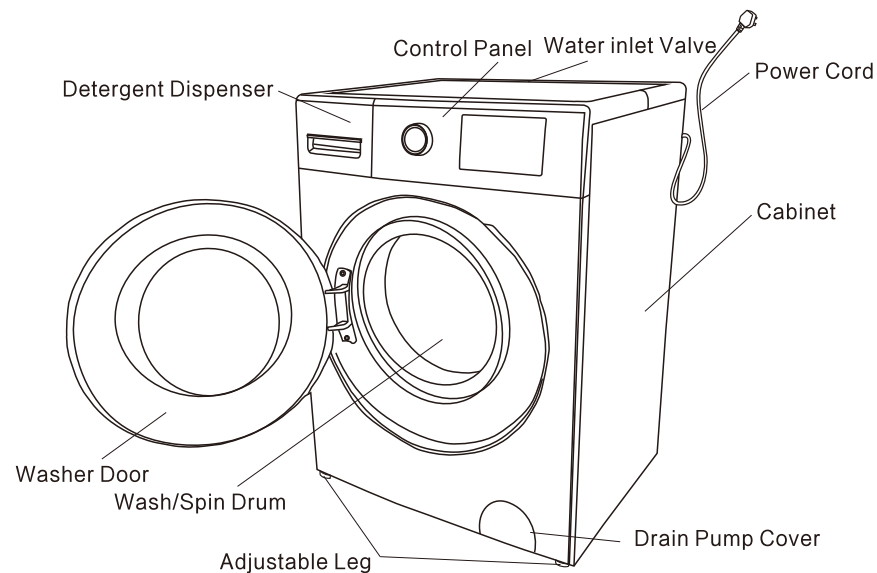
11kg:

W	600	D	516	D''	588
H	850	D'	561	D'''	1044

NAME OF PARTS

ATTENTION

- We suggest the user to run the Drum Clean Program before the first wash.
- When the machine is not be used for long time, Don't forget to close the water tap and unplug the power plug to avoid any flood and fire disaster.



ACCESSORIES

Instruction manual	Water Supply Hose	Lid (4Piece)	Spanner	U-shape holder

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.

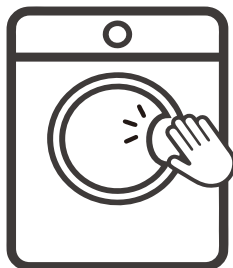
The door can be unlocked after inner tub stops spinning.

- 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 spill over. 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 temperature is high.

DOOR

To open the door, firmly push the front edge of the door inward.

To close the door, push the door firmly against the frame until you hear or feel a click.



INTRODUCTION TO DETERGENT DISPENSER

WASHING POWDER ● DETERGENT

- This compartment is for filling up powder or liquid detergent.
- If powder detergent is being used, please mix with a small amount of water to dissolve the detergent before placing into compartment.

SOFTENER

- Please input the softener before washing. It will be injected automatically before last rinse. If using the concentrated softener, please input it after dilution with water accordingly.

PRE-WASH DETERGENT

- For an effective pre-wash, it is highly recommended to use powder detergent only.
- Recommend to put no more than 20g powder spilled.

- It is highly recommended to use low suds detergent to prevent excessive foaming.
- If too much detergent is used, too many foam can occur and this will result in poor washing results or cause heavy load to the motor.
- Please refer to user guide for proper use of detergent and apply according to the clothes type, color, water temperature and soil level.
- Using moderate detergent can have better washing performance and protect the environment.
- Please don't use excess washing powder to prevent remnants on door bellow at end of wash cycle.

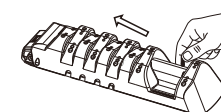
INTRODUCTION TO POD PRO LIFTER

Step 1: To open the cover, pinch and hold the center piece handle, slide it (toward the arrow direction) to unlock then lift up the cover.

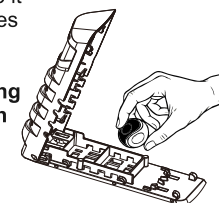
Step 2: Placed an appropriate number of pods into the pod compartment.

Step 3: To lock the cover, bring down the cover, slide it (toward the arrow direction); a clicking sound indicates it is locked.

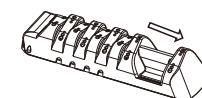
⚠ Always locked the Pod Pro Lifter before starting a wash programme. Failure to do so may result in damages to the appliance during operation.



Step 1

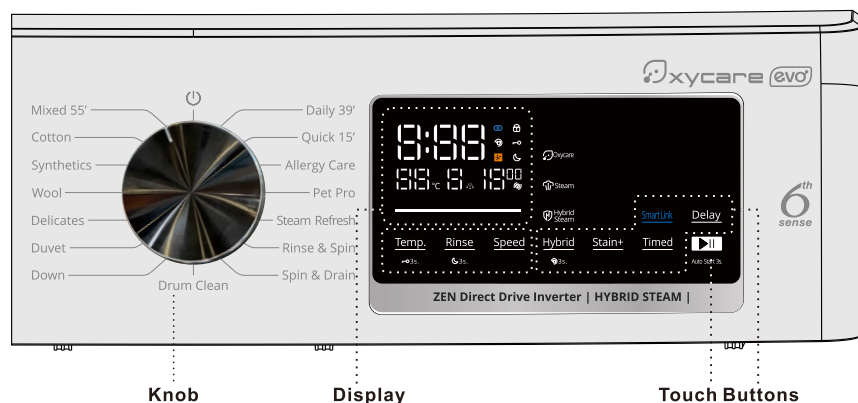


Step 2



Step 3

INTRODUCTION TO CONTROL PANEL



Start/Pause

- Press button once to start and press again to pause.
- Long press 3s will activate Auto Start programme from standby mode. The max load is the rated capacity of the machine.



Power

- Turn the knob for turning on/off the machine. When the programme finishes, machine switches off automatically.



Programme choice

- Turn the knob to choose a suitable programme according to clothes type and dirt level.

Display window

- When power is turned on, it will display the chosen programme time and other functions.
- When machine is in operation, it will display the remaining time.
- When machine breakdown, it will display the error code.

Temp button

- Set the washing temperature according to the clothes type.
- The temperature setting range is different among programmes.
- Long press 3s to activate Child Lock function.

INTRODUCTION TO CONTROL PANEL

Rinse button

- Set the rinse times according to user's requirement.
- The rinse times setting range is different among programmes.
- Long press 3s to activate Night mode.

Speed button

- Set the spin speed according to user's requirement.
- The spin speed setting range is different among programmes.

Stain+ button

- Set to activate the Stain+ function according to user's requirement, to remove Multiple stains for daily clothes.

Hybrid button

- Select this option to activate either Hybrid Steam, Steam, or Oxycare function.
- Long press 3s to activate FreshCare+ function.
- Some programmes are not compatible with this function.

Timed button

- User can choose various predefined washing time based on soil level, from lightly soiled to heavily soiled for everyday wash, the operation is flexible and fast.
- Some programmes are not compatible with this function.

SmartLink button

- Select this option to establish a connection between the the washer and the paired dryer.

Note :

- SmartLink only works with compatible washers.
- Before using SmartLink, it is required to do a one time device pairing on the washer and dryer. To perform this, please follow the below steps :
 - Long press "Delay" to set up Bluetooth pairing; the interface will flash and display "PAI".
 - When pairing is successful and connected, "Con" is displayed; if pairing fails or times out, "PAF" is displayed.
 - The smart linkage button is only effective when "Bluetooth is paired and connected"; otherwise, "PAF" is prompted.
- After the smart linkage function is effectively set, the program sends a command to the dryer when the set time is reached, and the dryer starts working at that time.

Delay button

- This option makes it possible for users to define the end of the washing time for up to 24 hours.

PROGRAMME CHART

Programme	Washing capacity	Default time	Washing temperature		Washing time	Rinse times	Spin time
			Setting	Range			
Mixed 55'	≤8kg	0:55	30°C	❄ -60°C	Default 8min	Default:2 Range:0-6	5
Cotton	Rated capacity	1:07	30°C	❄ -90°C (80°C Prewash)	Default 20min	Default:2 Range:0-6	5
Synthetics	Rated capacity	1:07	30°C	0-40°C	20min	Default:2 Range:0-6	5
Wool	≤1kg	1:14	40°C	❄ -40°C	Default 30min	Default:2 Range:0-6	2
Delicates	≤3kg	0:55	❄	❄ -40°C	Default 10min	Default:2 Range:0-6	3
Duvet	≤6kg	1:17	30°C	❄ -60°C	Default 30min	Default:2 Range:0-6	5
Down	≤4kg	1:31	30°C	❄ -40°C	Default 30min	Default:3 Range:0-6	3
Daily 39'	50% Rated capacity	0:39	30°C	❄ -60°C	Default 8min	Default:1	5
Quick 15'	≤1kg	0:15	❄	❄ -30°C	Default 3min	Default:1 Range:0-4	2
Allergy care	≤4kg	2:03	60°C	60-90°C	Default 60min	Default:3 Range:0-6	5
Pet Pro	≤6kg	2:32	60°C	—	Default 75min	Default:2 Range:0-6	5
Steam Refresh	≤1kg	0:40	—	—	—	—	—
Rinse & Spin	Rated capacity	0:20	—	—	—	Default:1 Range:0-6	5
Spin & Drain	Rated capacity	0:11	—	—	—	—	5
Drum Clean	—	03:04	90°C	—	110min	Default:1	2

❄ Cold Wash — Not Selectable ● Selectable not default ★ Default, cannot cancel ☆ Default, can cancel

Singapore (Water label) -The programme used for the evaluation under the mandatory Water Efficiency Labeling Scheme (WELS) and the recommended Washing Programme for soiled clothes is: COTTON at a temperature 60°C.

Spin Speed	Delay	Hybrid	Stain+	FreshCare+	SmartLink	Programme Description
Default 1400rpm	●	●	●	●	●	For washing lightly to normally soiled garments in cotton, linen, synthetic fibres and mixed fibres.
Default 1000rpm	●	●	●	●	●	For daily washing of cotton and linen fabrics.
Default 1400rpm	●	●	—	●	●	Suitable for fabrics that are made from polyester, nylon and similar.
Default 600rpm	●	—	—	—	●	Wool garments can be washed using this programme. For best results, use special detergent and do not exceed maximum kg.
Default 400rpm	●	—	—	—	—	Suitable for washing silk and chiffon fabrics.
Default 1000rpm	●	●	●	●	●	For washing large clothing items.
Default 800rpm	●	—	—	—	●	For washing down clothing which is washable in machine.
Default 1400rpm	●	●	●	●	●	Suitable for daily washing of lightly soiled fabrics and everyday clothes.
Default 800rpm	●	●	—	●	●	For quick washing of small load or lightly soiled garments.
Default 800rpm	●	●	—	●	●	For high temperature washable clothing such as cotton and linen.
Default 800rpm	●	☆	—	●	●	For washing pet-related items. Eliminates pet odors and stains from their daily mess.
—	●	★	—	—	—	For refreshing clothing and relaxing fibres. Clothing will be damp once finish. ! Do not add softeners or detergents.
Default 1400rpm	●	●	—	●	●	For clothes that only need to be rinsed and spinned.
Default 1400rpm	●	—	—	●	●	To spin laundry and drain the water.
800rpm	●	—	—	—	—	For drum cleaning only, using high temperature to sterilize the drum to effectively remove dirt and bacteria.

❄ Cold Wash — Not Selectable ● Selectable not default ★ Default, cannot cancel ☆ Default, can cancel

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 option.
6th Sense- the sensor technology adapts water, energy and programme duration to your wash load.

FIRST-TIME AND DAILY USES

First-Time Use

Once the machine has been installed, and before you use it for the first time, run the Drum Clean programme with detergent and no laundry.

Daily Use

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

Daily Use of the Wool Programme

- Turn on machine and select the "Wool" programme.

Attention

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

VARIOUS FUNCTIONS

Hybrid Function

Method

- Turn on the machine and select the appropriate program. Press the "Hybrid" button to select Hybrid Steam, Steam, or Oxycare functions in sequence.
- Press the "Start/Pause" button to start the wash cycle. The selected sterilization method will be injected into the drum for sterilization.

Attention

- It is not recommended to put easily faded clothing inside.
- When the Hybrid function is activated, pressing the "Start/Pause" button or turning off the machine will not unlock and open the door. Please wait a moment until the steam, ozone, or mixed gas release phase is complete before unlocking.

VARIOUS FUNCTIONS

Steam Function

Method

- Turn on the machine and choose the suitable programme. Press the "Hybrid" button to activate Steam function.
- Press the "Start/Pause" button to start washing, after the main wash phase there will be a steam phase added with steam injected into drum, for fabric care using steam.

Attention

- It will be a high temperature and high humidity environment during the steam phase, it is not recommended to put in clothes that is easy to fade colors, dark coloured, or sensitive to temperature such as wool or silk fabrics.

Oxycare Function

Method

- Turn on the machine and choose the suitable programme. Press the "Hybrid" button to activate Oxycare function.
- Press the "Start/Pause" button to start washing, ozone will be injected into drum for sterilization.

Attention

- It is not recommended to put in clothes that is easy to fade colors.
- When Oxycare function is activated, pressing "Start/Pause" button or turning off the machine will not unlock and be able to open machine door. Please wait for a while for the discharge stage of ozone before unlock.

FreshCare+ Function

Method

- Turn on the machine and choose the suitable programme. Long press the "Hybrid" button 3s to activate FreshCare+ function.
- Press the "Start/Pause" button to start washing, after programme ends there will be an approximate of 12h periodic steam phase with gentle tumbling to inhibit the proliferation of unpleasant odour sources inside the machine.

Attention

- You can interrupt this operation at any time by turning off the machine.

VARIOUS FUNCTIONS

Stain+ Function

Method

- Turn on the machine and choose the suitable programme. Press "Stain+" button to activate this function for intensive washing and removal of multiple stains.
- Press the "Start/Pause" button to start washing.

Attention

- Some programmes are not compatible with this function.
- Washing effect may vary depending on the use of detergents.

Delay Function

Method

- Turn on machine and choose the suitable programme according to user's requirement. Press the delay button to determine the finishing time. Press the "Start/Pause" button. (Delay time has one hour interval and goes to a maximum of 24 hours.)

Attention

- If user need to amend the time, please rotate power button and reset.
- After selection, user can still cancel it by rotating on power button.
- Once delay wash has been confirmed, press the delay button. The set time will be displayed for 5 seconds.
- Delay wash duration differs based on water pressure, laundry load, clothes type, water temperature.

Auto Door Open Function

- Auto door open is activated by default.
- Long press 3s on Temp+Rinse key to deactivate, the settings will be preserved.

Night Mode Function

- Upon activation, the control panel lighting will be dimmed.
- Notification and selection keys will be muted when Night mode is activated, the setting will not persist.

Child Lock Function

User can activate the child lock function in order to prevent children from playing with machine during operation. Both the door and programme buttons will be locked automatically. Door will be unlocked once function has been deactivated.

Set/Cancel method

Turn on machine and press "Temp" button for 3 seconds till the buzzer sounds. The child lock function is activated. Repeat steps to deactivate.

Add Clothes Function

- As long as a wash programme is running, the door remains locked. To open the door while a programme is in progress, press the "Start/Pause" button. Provided the water level and/or temperature is/are not too high, you can open the door. For example to add/remove laundry.
- Press the "Start/Pause" button to resume the programme.
- Forcing the door to open may cause parts damage or injury.

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 lingerie 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 90°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 wash programme.

INDICATORS

	Child Lock	This indicator will light up: Child lock function activated, all buttons (except for power button) locked.
	Door lock	This indicator will light up: 1. Machine is running a programme. 2. High Temperature in drum. 3. High Water level.
	Temp	This indicator will light up: When wash temperature is set.
	Speed	This indicator will light up: When spin speed is set.
	Rinse	This indicator will light up: When rinse times is set.
	Steam	This indicator will light up: Steam function activated.

	Oxycare	This indicator will light up: Oxycare function activated.
	Freshcare+	This indicator will light up: Freshcare+ function activated.
	Stain	This indicator will light up: Stain function activated.
	Night mode	This indicator will light up: Night mode function activated.
	Hybrid Steam	This indicator will light up: Hybrid Steam function activated.
	SmartLink	This indicator will light up: SmartLink function activated.

CLEANING AND MAINTENANCE

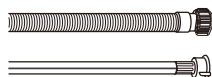
**For any cleaning and maintenance, switch off and unplug the washing machine.
Do not use flammable fluids to clean the washing machine.**

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.

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

MACHINE BODY

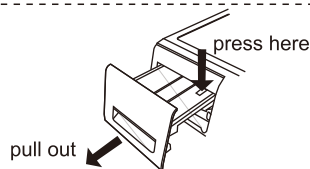
- Please use a soft cloth to clean the body after washing every time. If there is too much dirt, please apply some detergent or soap water on the cloth to clean the body.
- Please don't use water to flush the machine directly.
- Dirty powder, diluent, petrol and alcohol are forbidden for use to clean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

DOOR BELLOW

Please use cloth to clean the bellow after washing every time. If there are dirt, please ensure to remove.

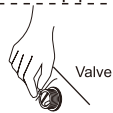
DETERGENT DISPENSER CLEANING

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



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)

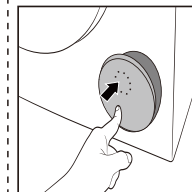
There may be dirt residue resting in the drum after prolonged usage.
(Attention: please don't put in clothes and detergent when using the Drum Clean programme.)

CLEANING AND MAINTENANCE

CLEANING PUMP FILTER (RECOMMENDED MONTHLY)

1. Push to open the filter cover.
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.



NON-FAILURE CONDITION

Condition	Possible Reason
Door can't be opened	● Water temperature is too high or power cut. ● Child lock activated.
Peculiar smell	● Due to rubber components, the rubber smell lingers at the beginning.
No water	● Ensure water tap is turned on. ● Ensure water inlet valve filter is not blocked.
Water is being drained during wash cycle	● Too much bubbly detergent.
Remaining time change	● Washing machine will automatically fill water to ensure clothes are evenly distributed. ● The time remaining is calculated based on 15L/min inflow. So according to different water pressure, time will be prolonged or shortened. ● Washing machine will prolong washing time if clothes are not evenly distributed.
Abnormal sound during spinning	● Have the transport bolts been removed? ● Are there hairpin, coins or other foreign objects stuck in the drum? ● Is the machine installed on an uneven place?
Failure to work after power failure	● If machine fails to operate after power failure, turn off and turn on the machine again to recover and reset program.

TROUBLESHOOTING GUIDE

Error Code	Reason	Inspection Factors	Solution
No display	Out of operation	- Whether the outlet have electricity - Whether the plug is plugged in - Whether there is a power failure - Whether the fuse has blown in the mains plug	
E11	No water	- Whether tap is turned on or off - Whether filter has any blockage - Whether there is water supply or not	After checking and resolving, press the "Start/Pause" button
E12	Draining failure	- Whether drain pipe is in the right place - Whether drain pipe is too high or low - Whether there is blockage in drain-pipe - Whether there is blockage in pump filter	After checking and resolving, press the "Start/Pause" button
H	Door can't be opened	Make sure water temperature has cooled down.	Door unlocks automatically once temperature has dropped to safe range
03	Door can't be opened	Discharge stage of ozone.	Door unlocks automatically once this process finishes.
U3	Spinning function doesn't work	- Ensure washer is placed stably. - Avoid overloading with too much clothes. - Reduce load. - Avoid rolling blanket up into machine.	Add or remove 2~3 pieces of clothes and press the "Start/Pause" button
U4	Door not closed		Close the door, wait for "Door Lock" light to be activated before pressing "Start/Pause" button to continue
Other code	Alarm		Press "Start/Pause" button to resume operation. If problem persists, contact the service center.

AFTER-SALES SERVICE

BEFORE CALLING THE AFTER-SALES SERVICE

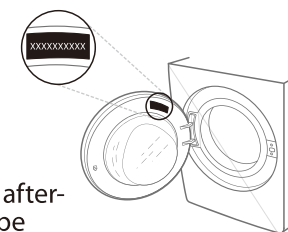
- See if you can solve the problem by yourself with the help of the suggestions given in the "Troubleshooting Guide" section.
- Switch the appliance off and back on again to see if the fault persists.

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

When contacting our 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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安全須知 (請務必遵守)

使用本產品前，請先閱讀這些安全說明。請將說明書放在手邊，以便日後參考。本說明書及本產品本身均提供重要安全警告，請隨時遵守。若因未遵守這些安全說明、不當使用本產品或控制設定錯誤而造成任何損害，製造商概不負責。

⚠ 應讓幼童 (0-3 歲) 遠離本產品。幼童 (3-8 歲) 應遠離本電器，除非有成人持續監督。8 歲及以上兒童，以及身體、感官或精神能力受限，或缺乏經驗與知識的人士，僅在有人監督，或已接受安全使用指導並理解相關危險的情況下，方可使用本電器。兒童不得玩弄本產品。清潔及日常保養工作，不得由兒童在無人監督的情況下進行。切勿強行開啟門扉，亦不得將其用作踏腳凳。

允許用途

⚠ 注意：本電器不適用於透過外部開關裝置 (例如定時器) 或獨立遙控系統進行操作。
⚠ 本產品適用於家庭及類似場合，例如：商店、辦公室及其他工作環境中的員工廚房區域；農舍；以及飯店、汽車旅館、民宿及其他住宿環境中的住客使用。
⚠ 請勿將衣物裝載量超過程式表中標示的最大容量 (公斤，以乾燥衣物計)。
⚠ 請勿使用任何溶劑 (例如松節油、苯)、含溶劑的清潔劑、去污粉、玻璃清潔劑或通用清潔劑，亦請勿使用易燃液體；請勿機洗曾經溶劑或易燃液體處理過的織物。

安裝

⚠ 本產品必須由兩人或以上共同搬運及安裝——以免受傷。拆箱及安裝時請佩戴防護手套——以免割傷。
若欲將烘衣機堆疊於洗衣機上方，請先聯絡我們的售後服務或專業經銷商，以確認此操作是否可行。此操作僅在烘衣機透過售後服務或專業經銷商提供的專用堆疊套件與洗衣機連接時方可進行。
⚠ 搬運本產品時，請勿抓握工作檯面或頂蓋進行抬舉。

⚠ 安裝作業 (包括供水管路 (如有) 及電路連接與維修) 必須由合格技術人員執行。除非使用手冊中明確說明，否則請勿自行維修或更換本機任何零件。請讓兒童遠離安裝現場。拆箱後，請確認本機在運輸過程中未受損。如有問題，請聯繫經銷商或您最近的售後服務中心。

安裝完成後，包裝廢棄物 (塑膠、保麗龍零件等) 必須存放於兒童無法觸及之處——以免窒息危險。

進行任何安裝作業前，必須先將本產品從電源上斷開——以免觸電。

安裝過程中，請確保電器不會損壞電源線——有火災或觸電之虞。僅在安裝完成後方可啟動電器。

⚠ 請勿將本產品安裝於可能暴露於極端環境的場所，例如：通風不良、溫度低於 5°C 或高於 35°C 的環境。

⚠ 安裝本產品時，請確保四個支腳穩固且緊貼地面，必要時進行調整，並使用水平儀檢查本產品是否完全水平。

⚠ 若將本設備安裝於木質地板或「浮動式」地板 (特定實木地板及層壓地板材質) 上，請先將一片尺寸至少為 60x60x3 公分的膠合板固定於地面，再將本設備放置其上。

⚠ 請依照當地自來水公司的規定，將進水軟管連接至供水管路。

⚠ 僅適用於冷水填充的機型：請勿連接熱水供應管路。

⚠ 適用於熱水進水機型：熱水進水溫度不得超過 50°C。

⚠ 洗衣機裝有運輸固定螺栓，以防止運輸過程中內部受損。使用機器前，務必拆除這些運輸固定螺栓。拆除後，請使用隨附的 4 個塑膠蓋將孔洞覆蓋。

⚠ 設備安裝完成後，請等待數小時再啟動，以便機體適應室內環境條件。

⚠ 請確保洗衣機底部的通風孔 (若您的機型有此設計) 未被地毯或其他物品阻塞。

⚠ 連接機器與供水管線時，請務必使用全新軟管。舊軟管組請勿重複使用。

⚠ 供水壓力必須維持在 0.03-1MPa 範圍內。

安全須知（請務必遵守）

電氣警告

⚠ 必須能夠透過拔除插頭（若插頭可觸及）或依照配線規範，透過安裝於插座上游的多極開關，將本機具從電源切斷；且本機具必須依照國家電氣安全標準進行接地。

⚠ 請勿使用延長線、多孔插座或轉接頭。安裝完成後，使用者不得接觸電氣元件。身體潮濕或赤腳時請勿使用本設備。若電源線或插頭損壞、設備運作異常，或曾遭損壞或摔落，請勿操作本設備。

⚠ 若供電線纜受損，必須由製造商、其服務代理商或具備同等資格之人員更換為相同規格之線纜，以避免觸電危險。

清潔與維護警告

⚠ 警告：進行任何維護作業前，請務必確保本產品已關閉電源並從電源插座拔除；切勿使用蒸汽清潔設備——以免觸電。

包裝材料的處置

⚠ 包裝材料可回收，並標有回收標誌♻。因此，包裝的各個部分必須以負責任的方式進行處理，並完全遵守當地主管機關關於廢棄物處理的法規。

家用電器的廢棄處理

⚠ 本電器採用可回收或可重複使用的材料製造。請依照當地廢棄物處理法規進行處置。如需進一步了解家用電器的處理、回收及再利用資訊，請聯繫當地政府機關、家庭廢棄物回收服務單位或您購買本產品的商店。本產品標示符合歐盟指令 2012/19/EU《廢棄電器電子設備指令》（WEEE）。確保正確處理本產品，將有助於防止對環境及人體健康造成負面影響。

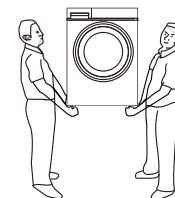
⚠ 產品或隨附文件上的符號表示，本產品不

應作為一般生活垃圾處理，而必須送至適當的回收中心進行電氣及電子設備回收。

安裝說明

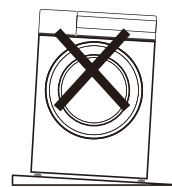
搬運

搬運時必須由兩人共同操作。兩人應分別站在洗衣機兩側，並以雙手握持洗衣機進行搬運。

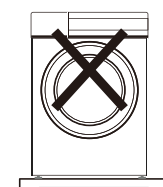


正確放置洗衣機

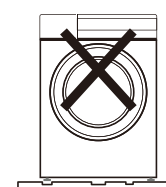
- 洗衣機必須安裝在堅固、平坦且防滑的地面上。
- 請勿將洗衣機放置於鋪設地毯或木質地板的地面上。
- 嚴禁將洗衣機放置於地面平台或架子上。
- 洗衣機三面與牆壁或硬質反光物之間，必須保持至少 10 公分的距離。



1. 在不平穩的地面

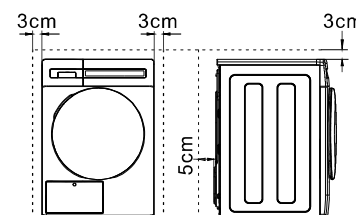


2. 在平台和支架上



3. 在凹凸地面上

⚠ 警告：洗衣機與牆壁之間的最小距離如下：

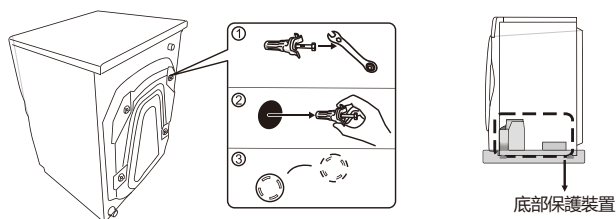


拆卸運輸螺栓與底座保護墊

為保護洗衣機在運輸過程中的安全，洗衣機內部結構以四顆運輸螺栓固定。使用前應將所有運輸螺栓拆除。（若未拆除螺栓，洗衣機在脫水時將劇烈震動、產生巨大噪音並運作異常。）

1. 使用扳手鬆開運輸螺栓（共四顆）。
 2. 左右晃動螺栓以將其拔出。
 3. 將螺栓蓋對準原有的螺栓孔，並按壓至完全卡入。
- 請妥善保管運輸螺栓，日後搬運時仍需使用。
 - 使用前務必拆除底座保護裝置，否則洗衣機將無法正常運作。

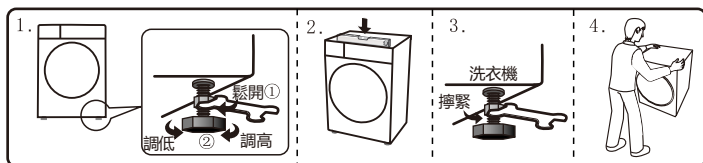
安裝說明



水平調整

若將洗衣機安裝在不平整的地面上，使用時可能會產生異常噪音或震動，或出現運作異常的情況。洗衣機的腳架（四個腳架皆可調整）可透過以下方法進行調整：

1. 使用扳手順時針旋鬆洗衣機腳架的鎖緊螺母，並旋轉腳架調整高度，使洗衣機保持水平。
2. 若條件允許，請使用水平儀檢查洗衣機的調整狀態，並在必要時進行校正。
3. 將扳手逆時針轉動，擰緊鎖緊螺母，使其與機箱底部鎖緊。
4. 調整完成後，請用雙手以適當力道按壓洗衣機上蓋的對角線位置，確認洗衣機是否穩固。



選擇水龍頭

水龍頭類型：（水龍頭開口處應為平面。）

A 型：最適合的類型。

類型 B：水龍頭長度必須大於 16 公釐，否則無法安裝萬向接頭。

類型 C：水可能會從圖中所示位置滲漏。

注意：

- 請勿連接水溫超過 50°C 的熱水源。
- 若所用水龍頭不合適，請更換為合適的款式。



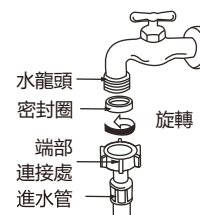
安裝說明

連接進水軟管

注意：建議使用隨附的軟管。

進水軟管安裝方法：

1. 確認密封墊圈已牢固就位。
2. 將軟管的彎頭端接上洗衣機的進水閥。用手將接頭螺母擰緊。
3. 將軟管的直管端接上水龍頭。用手將接頭螺母擰緊。
4. 打開水龍頭並檢查是否有漏水。如有漏水，請將接合螺母擰緊。若水壓過強，請先將水龍頭完全關閉，再稍微打開。

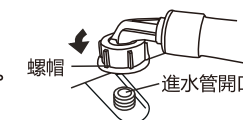


將供水軟管安裝至洗衣機：

握住軟管，順時針旋轉接頭螺母直至完全鎖緊。



若要拆卸進水軟管，請先關閉水龍頭，再將螺母逆時針旋轉。

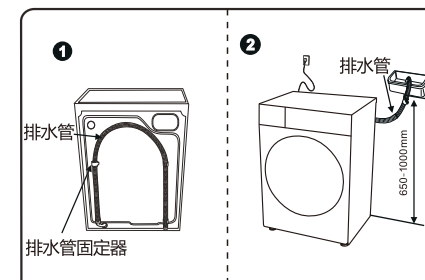


排水軟管的連接

1. 當洗衣機未使用時，請將排水軟管放置於洗衣機後方（如圖 1 所示）。
2. 洗衣機使用時，將排水軟管放入排水槽中（如圖 2 所示）。您亦可將排水軟管末端接至下水道，並在軟管末端與下水道彎頭之間預留空間，以避免洗衣機排水不暢。
3. 請定期清潔泵浦內的濾網，以維持洗衣機正常運作。

注意：

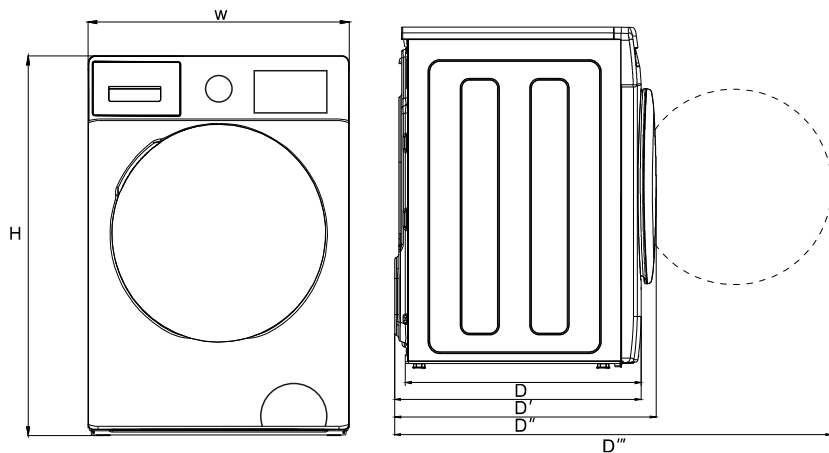
請勿拆卸排水軟管，以免導致機器運作異常。



規格表

型號	FWHD13002GG	FWHD11002GW
洗滌容量	13.0公斤	11.0公斤
最高脫水轉速	1400轉/分鐘	1400轉/分鐘
額定電壓	220-240V~	220-240V~
額定功率	1700W	1700W
額定水壓	0.03-1MPa	0.03-1MPa
產品尺寸 (寬×深×高)	600*657*850毫米	600*588*850毫米

尺寸 (mm)



13kg:

W	600	D	585	D''	657
H	850	D'	630	D'''	1113

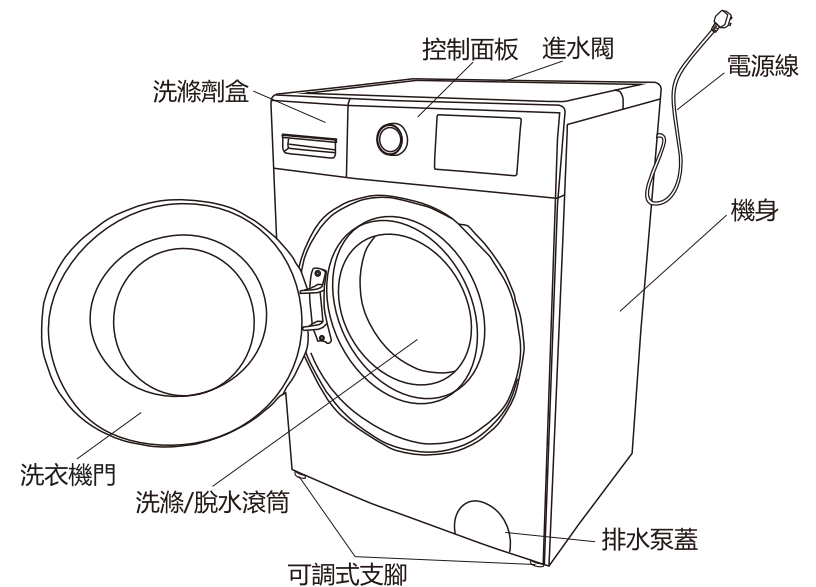
11kg:

W	600	D	516	D''	588
H	850	D'	561	D'''	1044

零件名稱

注意

- 建議使用者在首次洗滌前執行「滾筒清潔程式」。
- 若機器長期間置，請務必關閉水龍頭並拔除電源插頭，以避免發生淹水或火災事故。



隨附配件

使用說明書 (1份)	進水軟管 (1條)	蓋子 (4個)	扳手 (1支)	U型支架 (1個)

鎖定與解鎖方法

門鎖

機器運作時，門會自動上鎖。此時無法開啟。

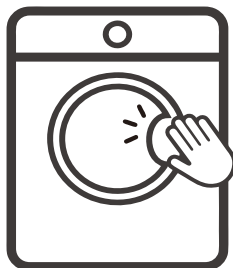
解鎖

機器運作時，請按下「開始/暫停」按鈕。待內筒停止旋轉後，即可解鎖門鎖。

- 若在機器運轉時直接拔除電源插頭，或發生停電，門鎖將無法自動解鎖。
- 若在機器運作時開啟門蓋，泡沫可能會溢出。請用毛巾徹底擦拭乾淨。
- 當機器在高溫運作狀態下，使用者無法開啟門蓋
- 當水溫過高時，使用者無法開啟門蓋。

門

- 欲開啟門板，請將門板前緣向內用力推入。



- 關閉門時，請將門用力推向門框，直到聽到或感覺到「喀噠」聲。

洗滌劑盒使用說明

洗衣粉 / 洗滌劑

- 此隔間用於放入粉狀或液體洗滌劑。
- 若使用粉狀洗滌劑，請先加入少量水攪拌溶解，再放入洗滌劑槽內。

柔軟劑

- 請於洗滌前加入柔軟劑。系統將在最後一次過水前自動注入。若使用濃縮柔軟劑，請先按比例加水稀釋後再加入。

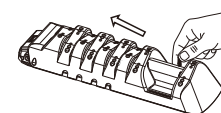
預洗洗滌劑

- 為確保預洗效果，強烈建議僅使用粉狀洗滌劑。
- 建議粉狀洗滌劑用量不超過 20 公克。

- 強烈建議使用低泡沫洗衣粉，以避免過度起泡。
- 若洗滌劑用量過多，可能產生過多泡沫，導致洗滌效果不佳或增加馬達負荷。
- 請參閱使用說明書了解洗滌劑的正確用法，並根據衣物種類、顏色、水溫及髒污程度進行調整。
- 適量使用洗滌劑可提升洗滌效果並保護環境。
- 請勿使用過量洗衣粉，以免洗滌週期結束時殘留於門邊。

POD PRO 提升器使用說明

步驟 1：欲開啟上蓋，請捏緊並握住中央把手，朝（箭頭方向）滑動解鎖後，將上蓋向上提起。

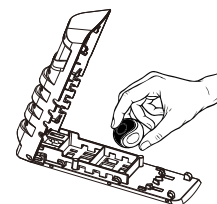


步驟1

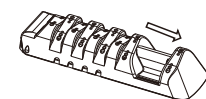
步驟 2：將適量的膠囊放入膠囊槽中。

步驟 3：欲鎖緊上蓋，請將上蓋蓋下並向（箭頭方向）滑動，聽到「卡嗒」聲即代表已鎖好。

⚠ 在開始洗滌程序之前，請務必將 Pod Pro 提升器鎖定。否則，可能會導致本產品在運轉過程中受損。

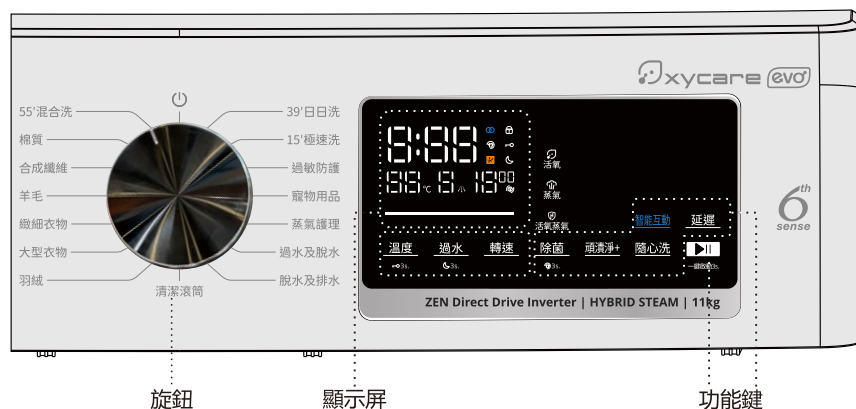


步驟2



步驟3

控制面板簡介



■ 開始/暫停

- 按下按鈕一次即可開始，再次按下則暫停。
 - 長按 3 秒可從待機模式啟動「自動啟動」程式。最大負載量即為機器的額定容量。
- 注意：不建議用於嬌貴布料。



■ 電源

- 轉動旋鈕以開啟或關閉機器。當程式結束時，機器會自動關機。



■ 程式選擇

- 請根據衣物種類及髒污程度轉動旋鈕選擇合適的程式。

■ 顯示窗

- 通電後，顯示窗將顯示所選程式的時間及其他功能。
- 機器運作時，將顯示剩餘時間。
- 當機器發生故障時，將顯示錯誤代碼。

■ 溫度按鈕

- 請根據衣物種類設定洗滌溫度。
- 各洗滌程式設定的溫度範圍各不相同。
- 長按 3 秒以啟用兒童鎖功能。

控制面板簡介

■ 過水按鈕

- 請根據使用需求設定過水次數。
- 各洗滌程式之過水次數設定範圍各不相同。
- 長按 3 秒以啟用夜間模式。

■ 轉速按鈕

- 根據使用者需求設定脫水轉速。
- 不同洗滌程式之脫水轉速設定範圍各異。

■ 頑漬淨+ 按鈕

- 根據使用者需求啟用「頑漬淨+」功能，以去除日常衣物上的多種污漬。

■ 除菌按鈕

- 選擇此選項以啟用活氧蒸氣、蒸氣或活氧功能。
- 長按3秒以啟動FreshCare+功能。
- 部分程式不支援此功能。

■ 隨心洗按鈕

- 使用者可根據衣物髒污程度（從輕度髒污到重度髒污），選擇多種預設的日常洗滌時間。操作靈活且快速。
- 部分洗滌程式不支援此功能。

■ 智能互動按鈕

- 選擇此選項可建立洗衣機與已配對烘乾機之間的連線。

注意：

1. 智能互動 僅適用於相容的洗衣機與烘衣機。
2. 使用 智能互動 之前，必須先在洗衣機和烘衣機上進行一次裝置配對。操作步驟如下：
 - a. 長按 “Delay” 設置藍牙配對，界面閃爍顯示“PAI”。
 - b. 配對成功且已連接顯示 “Con”，配對失敗或超時顯示 “PAF”。
 - c. 智能聯動按鍵僅在 “藍牙已配對且已連接” 前提下設置有效，否則提示 “PAF”。
3. 智能聯動功能設置有效後，程序運行至設定時間時發送命令給干衣機，此時干衣機開始工作。

■ 延遲按鈕

- 此功能讓使用者可設定最長 24 小時內的洗滌結束時間。

程式表

程式	洗滌容量	預設時間	洗滌溫度		洗滌時間	過水次數	脫水時間
			設定	範圍			
55'混合洗	≤8kg	0:55	30°C	❄ -60°C	預設 8 分鐘	預設:2 範圍:0-6	5
棉質	額定容量	1:07	30°C	❄ -90°C (80°C 預洗)	預設 20 分鐘	預設:2 範圍:0-6	5
合成纖維	額定容量	1:07	30°C	0-40°C	20分鐘	預設:2 範圍:0-6	5
羊毛	≤1kg	1:14	40°C	❄ -40°C	預設 30 分鐘	預設:2 範圍:0-6	2
緻細衣物	≤3kg	0:55	❄	❄ -40°C	預設 10 分鐘	預設:2 範圍:0-6	3
大型衣物	≤6kg	1:17	30°C	❄ -60°C	預設 30 分鐘	預設:2 範圍:0-6	5
羽絨	≤4kg	1:31	30°C	❄ -40°C	預設 30 分鐘	預設:3 範圍:0-6	3
39'日日洗	50%額定容量	0:39	30°C	❄ -60°C	預設 8 分鐘	預設:1	5
15'極速洗	≤1kg	0:15	❄	❄ -30°C	預設 3 分鐘	預設:1 範圍:0-4	2
過敏防護	≤4kg	2:03	60°C	60-90°C	預設 60 分鐘	預設:3 範圍:0-6	5
寵物用品	≤6kg	2:32	60°C	—	預設 75 分鐘	預設:2 範圍:0-6	5
蒸汽護理	≤1kg	0:40	—	—	—	—	—
過水及脫水	額定容量	0:20	—	—	—	預設:1 範圍:0-6	5
脫水及排水	額定容量	0:11	—	—	—	—	5
清潔滾筒	—	03:04	90°C	—	110分鐘	預設:1	2

❄ 冷水洗 — 不可選 ● 可選但非預設 ★ 預設，不可取消 ☆ 預設，可取消

新加坡（用水標籤）：根據強制性用水效率標籤計劃（WELS）進行評估所使用的程式，以及髒衣物的建議洗滌程式為：60°C 的「棉質」程式。

程式表

脫水轉速	延遲	除菌	頑漬淨+	除皺防護	智能互動	程式說明
預設 1400轉/分鐘	●	●	●	●	●	適用於清洗輕度至一般髒污的衣物 適用於棉、亞麻、合成纖維及混紡纖維。
預設 1000轉/分鐘	●	●	●	●	●	適用於棉質及亞麻織物的日常洗滌。
預設 1400轉/分鐘	●	●	—	●	●	適用於聚酯纖維、尼龍及類似材質的布料。
預設 600轉/分鐘	●	—	—	—	●	此洗滌程式適用於羊毛衣物。為達最佳洗滌效果，請使用專用洗滌劑，且不過過最大公斤數。
預設 400轉/分鐘	●	—	—	—	—	適用於清洗絲綢及雪紡面料。
預設 1000轉/分鐘	●	●	●	●	●	適用於清洗大型衣物。
預設 800轉/分鐘	●	—	—	—	●	適用於清洗可機洗的羽絨衣物
預設 1400轉/分鐘	●	●	●	●	●	適用於日常清洗輕度髒污的織物及日常衣物。
預設 800轉/分鐘	●	●	—	●	●	適用於少量衣物或輕度髒污衣物的快速清洗。
預設 800轉/分鐘	●	●	—	●	●	適用於可高溫洗滌的衣物，例如棉質與亞麻製品。
預設 800轉/分鐘	●	☆	—	●	●	專為清洗寵物用品而設計。能有效去除寵物日常活動造成的異味與污漬
—	●	★	—	—	—	用於清新衣物並舒緩纖維。完成後衣物會略帶濕氣！請勿添加柔軟劑或洗滌劑。
預設 1400轉/分鐘	●	●	—	●	●	適用於僅需過水和脫水的衣物。
預設 1400轉/分鐘	●	—	—	●	●	用於脫水並排出洗衣機中的水。
800轉/分鐘	●	—	—	—	—	僅限於清潔滾筒時，使用高溫對滾筒進行消毒，以有效去除污垢和細菌。

❄ 冷水洗 — 不可選 ● 可選但非預設 ★ 預設，不可取消 ☆ 預設，可取消

程式表中的上述數據可能會因進水溫度、水壓等條件的變化而在您家中有所不同。程式的近似持續時間值是指未選擇任何選項時的預設設定。

首次使用與日常使用

首次使用

洗衣機安裝完成後，在首次使用前，請加入洗滌劑並在不放入衣物的情況下，執行「滾筒清潔」程式。

日常使用

1. 衣物準備
 - 將衣物放入洗衣機並關上門。
 - 將洗滌劑或洗衣粉放入對應的投放槽中。
 - 打開水龍頭，連接排水管，並接上電源。
2. 啟動洗衣機。
 - 3. 選擇所需程式。
 - 4. 選擇所需的功能。
 - 5. 按下「開始/暫停」按鈕。
 - 6. 程式結束時，蜂鳴器會發出聲響。

羊毛程式的日常使用

- 開啟洗衣機並選擇「羊毛」程式。

注意

- 請在洗滌前確認衣物上的洗滌標籤。
- 程式結束後，請立即取出衣物晾曬，以避免布料變形。
- 水溫請勿超過 40°C，以免損壞布料。
- 建議使用專用洗滌劑以獲得更好的洗滌效果。
- 淺色衣物與深色衣物請分開洗滌。

各項功能

除菌蒸氣功能

操作方法

- 開啟洗衣機並選擇適當的洗滌程式。按下「除菌」按鈕，依序選擇除菌蒸汽、蒸汽或活氧功能。
- 按下「開始/暫停」按鈕以啟動洗滌週期。所選的消毒方法將注入滾筒中進行消毒。

注意

- 不建議將易褪色的衣物放入機內。
- 當除菌蒸汽功能啟動時，按下「開始/暫停」按鈕或關閉機器並不會解鎖並開啟門。請稍候片刻，待蒸汽、臭氧或混合氣體釋放階段完成後再進行解鎖。

各項功能

蒸氣功能

操作方法

- 開啟機器並選擇合適的程式。按下「除菌」按鈕以啟動蒸氣功能。
- 按下「開始/暫停」按鈕開始洗滌，在主洗階段將加入蒸汽階段，並將蒸汽注入滾筒，以蒸汽護理布料。

注意

- 蒸汽階段將形成高溫高濕環境，不建議放入易褪色、深色或對溫度敏感的衣物，例如羊毛或絲綢面料。

活氧功能

操作方法

- 開啟洗衣機並選擇合適的程式。按下「除菌」按鈕以啟動此功能。
- 按下「開始/暫停」按鈕啟動洗滌，臭氧將注入滾筒進行消毒。

注意事項

- 不建議放入易褪色的衣物。
- 當活氧功能啟動時，按下「開始/暫停」按鈕或關閉機器並不會解鎖，無法開啟機門。請等待一段時間，待臭氧排放階段結束後再進行解鎖。

除皺防護功能

操作方法

- 開啟機台並選擇合適的洗滌程式。長按「除菌」按鈕 3 秒以啟動除皺防護功能。
- 按下「開始/暫停」按鈕啟動洗滌，程式結束後將進入約 12 小時的週期性蒸汽階段，並配合輕柔翻滾，以抑制機內異味源的滋生。

注意

- 您可隨時關閉機器以中斷此操作。

各項功能

頑漬淨+功能

操作方法

- 開啟洗衣機並選擇合適的洗滌程式。按下「頑漬淨+」按鈕以啟動此功能，進行深度清洗並去除多種污漬。
- 按下「開始/暫停」按鈕以啟動洗滌程序。

注意

- 部分洗滌程式不支援此功能。
- 洗滌效果可能因所使用的洗滌劑而異。

延遲啟動功能

操作方法

- 開啟洗衣機，並根據需求選擇合適的程式。
按下延遲按鈕以設定結束時間。
按下「開始/暫停」按鈕。
(延遲時間以一小時為單位，最長可設定為 24 小時。)

注意

- 若需調整時間，請旋轉電源按鈕進行重設。
- 選定後，使用者仍可透過旋轉電源按鈕取消設定。
- 一旦確認延遲洗滌，請按下延遲按鈕。設定的時間將顯示 5 秒。
- 延遲洗滌時間長短會因水壓、衣物量、衣物種類及水溫溫度而有所不同。

自動開門功能

- 自動開門功能預設為啟用狀態。
- 長按「溫度 + 過水」鍵3秒即可關閉，会被记忆。

夜間模式功能

- 啟用後，控制面板的背光亮度將調暗。
- 啟用夜間模式時，通知鍵與選項鍵將靜音，不会被记忆。

兒童鎖功能

使用者可啟用兒童鎖功能，以防止兒童在機器運作時玩弄機器。門鎖及程式按鈕將自動上鎖。一旦關閉此功能，門鎖即會解鎖。

設定 / 取消方法

開啟機器，按住「溫度」按鈕 3 秒，直至聽到蜂鳴聲。兒童鎖定功能即已啟用。重複上述步驟即可關閉。

追加衣物功能

- 只要洗滌程式正在運行，門便會保持鎖定狀態。若要在，請按下「開始/暫停」按鈕。只要水位和/或溫度未過高，即可開啟門蓋。例如：添加或取出衣物。
- 按下「開始/暫停」按鈕即可恢復程式。
- 強行開啟門蓋可能導致零件損壞或造成人身傷害。

提示與訣竅

衣物分類規則

- 布料類型 / 標籤上的指示 (棉、混紡、合成纖維、羊毛、需手洗的衣物)
- 顏色 (將彩色衣物與白色衣物分開; 新購的彩色衣物應單獨清洗)
- 尺寸 (將不同尺寸的衣物混洗，可提高洗滌效率並改善滾筒內的重量分佈)
- 嬌貴衣物 (將小件物品——例如尼龍襪——以及帶有扣環的衣物——例如內衣) 放入洗衣袋或拉鍊式枕套中)

衣物標籤上的洗滌符號

洗衣桶圖示中的數值代表清洗該衣物時可承受的最高水溫。

-  正常機械作用
-  減輕機械作用
-  極低機械作用
-  僅限手洗
-  請勿清洗

請定期清潔濾水器

此舉旨在防止濾網堵塞，以免影響排水順暢。

節能與環保

- 遵守「程式表」中標示的負載限制，可優化能源、用水及洗滌劑的消耗，並縮短洗滌時間。
- 請勿超過洗滌劑製造商建議的用量。
- 選用60°C洗滌程式取代90°C，或選用40°C洗滌程式取代60°C洗滌程式。
- 為在洗滌時節省能源與時間，請選擇該程式中可用的最高脫水轉速，以減少洗滌週期結束時衣物中殘留的水分。
- 請使用適當的頑漬淨劑預先處理污漬，或於洗滌前先以水潤濕已乾涸的污漬水，這將減少使用高溫洗滌程式的必要性。

指示燈

	兒童鎖	此指示燈亮起表示：兒童鎖功能已啟動，所有按鈕（除電源鍵）均被鎖定。
	門鎖	在以下情況下，此指示燈會亮起： 1. 機器正在執行程式。 2. 滾筒內溫度過高。 3. 水位過高。
	溫度	此指示燈亮起：當設定洗滌溫度時。
	轉速	當設定脫水轉速時，此指示燈會亮起。
	過水	當設定過水次數時，此指示燈將亮起。
	蒸氣	此指示燈將亮起：蒸氣功能已啟動。

	活氧	此指示燈將亮起：活氧功能啟動時。
	除皺防護	此指示燈將亮起：當除皺防護功能啟動時。
	頑漬淨+	此指示燈將亮起：表示已啟用頑漬淨+功能。
	夜間模式	此指示燈將亮起：夜間模式功能已啟動。
	除菌活氧	此指示燈將亮起：混合蒸氣功能已啟動。
	智能互動	此指示燈將亮起：智能互動功能已啟動。

清潔與保養

進行任何清潔與保養作業前，請先關閉電源並拔除洗衣機插頭。
請勿使用易燃液體清潔洗衣機。

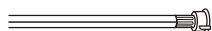
清洗洗衣機外部

請使用柔軟的濕布清潔洗衣機外部。
請勿使用玻璃或通用清潔劑、去污粉或類似物品清潔控制面板——這些物質可能會損壞印刷字樣。

檢查供水管

請定期檢查進水軟管是否有脆化或裂痕。若已損壞，請透過我們的售後服務或專業經銷商更換新軟管（可透過我們的售後服務或專業經銷商取得）。

視軟管類型而定：



若進水軟管具有透明塗層，請定期檢查局部顏色是否加深。若出現此情況，表示軟管可能有滲漏，應予以更換。

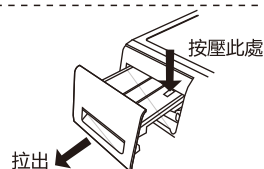
- 妥善的清潔與保養可延長機器的使用壽命。
- 進行保養時，請拔除電源插頭。

機身

- 每次清洗後，請使用軟布擦拭機身。若污垢過多，請在布上沾取少許清潔劑或肥皂水來清潔機身。
- 請勿直接用水沖洗機器。
- 嚴禁使用髒污粉末、稀釋劑、汽油及酒精清潔機器。

洗滌劑盒清潔

請定期清潔洗滌劑盒。
取出洗滌劑盒，並用水清洗。



門風箱

每次清洗後，請使用布擦拭門襟。如有污垢，請務必將其清除。

進水閥清潔（建議每六個月一次）

1. 取出進水管。
2. 取出絮絮過濾網。
3. 使用牙刷清潔絮絮過濾網，然後重新組裝。
4. 清潔完畢後，將進水管接回原位。



滾筒清潔（建議每月進行）

長時間使用後，滾筒內可能殘留污垢。請選擇專用的滾筒清潔程式。
注意：使用「滾筒清潔」程式時，請勿將衣物和洗滌劑放入滾筒內。

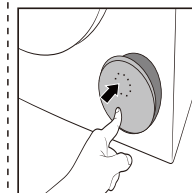
清潔與保養

清潔泵浦濾網（建議每月執行）

1. 按壓以開啟濾網蓋。
（注意：若機內有熱水，請待水冷卻後再打開濾網）。
2. 逆時針轉動濾網以取下。
3. 用水徹底清洗濾網。
4. 將濾網順時針旋回泵體內。

注意：

1. 濾網必須緊密裝回，以避免漏水。
2. 機器運作時請勿清潔濾網。



正常運作狀態

狀況	可能原因
門無法打開	● 水溫過高或停電。 ● 兒童鎖已啟動。
異味	● 由於橡膠部件的影響，初期會有橡膠氣味殘留。
無進水	● 請確認水龍頭已開啟。 ● 請確認進水閥的濾網未被堵塞。
洗滌週期中正在排水	● 洗滌劑起泡過多。
剩餘時間變動	● 洗衣機將自動注水，以確保衣物均勻分布。 ● 剩餘時間是根據每分鐘 15 公升的進水量計算得出。因此，根據水壓的不同，時間會相應延長或縮短。 ● 若衣物未均勻分布，洗衣機將延長洗滌時間。
脫水時出現異常聲響	● 運輸固定螺栓是否已拆除？ ● 滾筒內是否卡有髮夾、硬幣或其他異物？ ● 洗衣機是否安裝在不平整的地面上？
停電後無法運作	● 若停電後機器無法運作，請關閉電源後重新開啟，以恢復運作並重置程式。

故障排除指南

錯誤代碼	原因	檢查項目	解決方案
無顯示	無法運作	● 插座是否有電。 ● 插頭是否已牢固插入。 ● 是否發生停電。 ● 電源插頭內的保險絲是否燒斷。	
E11	無水	● 水龍頭是否已開啟或關閉。 ● 濾網是否有堵塞。 ● 是否有供水。	檢查並解決問題後，請按下「開始/暫停」按鈕。
E12	排水失敗	● 排水管是否安裝在正確位置。 ● 排水管位置是否過高或過低 ● 排水管是否堵塞 ● 水泵濾網是否堵塞。	檢查並解決問題後，請按下「開始/暫停」按鈕。
H	無法開啟門	● 請確認水溫已冷卻。	當溫度降至安全範圍後，門會自動解鎖。
03	無法開啟門	● 臭氧釋放階段	此過程完成後，門會自動解鎖。
U3	脫水功能無法運作	● 請確保洗衣機放置穩固。 ● 避免放入過多或過重的衣物。 ● 請勿將毯子捲起放入洗衣機內。	增減 2 至 3 件衣物，然後按下「開始/暫停」按鈕。
U4	門未關好		請關上門，待「門鎖」指示燈亮起後，再按下「開始/暫停」按鈕繼續。
其他代碼	警報		按下「開始/暫停」按鈕以恢復運作。若問題持續，請聯絡服務中心。

售後服務

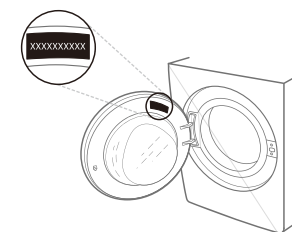
致電售後服務前

1. 請參閱「故障排除指南」章節中的建議，嘗試自行解決問題。
2. 將電器關閉後重新開啟，確認故障是否依然存在。

若完成上述檢查後故障仍未排除，請聯絡最近的售後服務中心

聯繫我們的售後服務時，請務必提供：

- 故障的簡要描述；
- 電器的類型及確切型號
- 您的完整地址；
- 您的電話號碼



若需進行維修，請聯繫授權的售後服務中心（以確保使用原廠零件並正確完成維修）。