



## USE AND CARE GUIDE

MODEL NO.: ETL12KWH

# CONTENTS

---

## SAFETY INSTRUCTIONS

■ Safety Instructions .....	2
-----------------------------	---

## INSTALLATION

■ Product description .....	8
■ Packing the washing machine .....	9
■ Unpacking the washing machine .....	9
■ Installation area .....	9
■ Installation of drain hose .....	10
■ Levelling the washing machine .....	10
■ Selection of tap .....	11
■ Connection of inlet hose, tap and washing machine.....	11

## OPERATIONS

■ Preparation before washing.....	12
■ Washing .....	12
■ After washing.....	12
■ Washing matters needing attention .....	13
■ The usage of detergent and washing powder.....	13
■ Control panel .....	14
■ Option.....	15
■ Personalized setting of washing program.....	16
■ Operations of washing process.....	16
■ Washing programmes table .....	17

## Maintenances

■ Cleaning and care .....	18
■ Cleaning the cabinet.....	18
■ Cleaning the inlet filter.....	18
■ Cleaning drain pump filter .....	19
■ Trouble shooting.....	20
■ Technical Specifications .....	21
■ Energy efficiency test program.....	22

# SAFETY INSTRUCTIONS

---

## ■ SAFETY INSTRUCTIONS

For your safety, the information in this manual must be followed to minimize the risk of fire or explosion, electric shock, or to prevent property damage, personal injury or loss of life.

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- The openings must not be obstructed by a carpet.
- This appliance is intended to be used in household and similar applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - areas for communal use in blocks of flats or in launderettes.

Model	Washing Capacity	Standard Water Pressure
ETL12KWH	12.0kg	0.03MPa~0.8MPa

# SAFETY INSTRUCTIONS

---

Explanation of the symbols:



## Warning!

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



## Caution!

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



## Note!

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

# SAFETY INSTRUCTIONS

---



## Warning!

The electric shock!

- This appliance is for indoor use only.
- Do not put washing machine at humid place.
- Hands shall not be inserted into running spin-dry tub .
- If the spin-dry tub does not stop within 15 seconds after opening the cover , please stop using the machine and have it repaired.
- Before any maintenance the device, unplug the appliance from the mains.
- Always unplug the machine and turn off the water supply after use. The max. inlet water pressure, in pascals. The min. inlet water pressure, in pascals.
- To ensure your safety, power plug must be inserted into an earthed three-pole socket. Check carefully and make sure that your socket is properly and reliably earthed.
- Make sure that the water and electrical devices must be connected by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.

# SAFETY INSTRUCTIONS

---

## Risk to children!

- Cleaning and user maintenance shall not be made by children.
- Animals and children may climb into the machine. Check the machine before every operation.
- Young children should be supervised that they do not play with the appliance.
- Machine may be very hot during the operation. Keep kids and pets far away from the machine during the operation very wet rooms as well as in the rooms with explosive or caustic gas.
- **Remove all packages before using the appliance. Otherwise, serious damage may result.**
- The washing machine with single inlet valve only can be connected to the cold water supply. The product with double inlet valves should be correctly connected to the hot water and cold water supply.
- Plug must be accessible after installation.

## Risk of explosion!

- Do not wash or dry articles that have been cleaned in, washed in, soaked in, or dabbed with combustible or explosive substances( such as wax, oil, paint, gasoline, degreasers, dry-cleaning solvents, kerosene, etc.) This may result in fire or explosion.
- Before hand thoroughly rinse items of washing by hand.

# SAFETY INSTRUCTIONS

---



## Caution

### Installing the product!

- This washing machine is for indoor use only.
- It isn't intended to be built-in using.
- The openings must not be obstructed by a carpet.
- Washing machine shall not be installed in bath room or very wet rooms as well as in the rooms with explosive or caustic gases.
- Remove all packages and transport bolts before using the appliance. Otherwise, serious damage may result.
- The washing machine with single inlet valve only can be connected to the cold water supply. The product with double inlet valves should be correctly connected to the hot water and cold water supply.
- Plug must be accessible after installation.

### Risk of damaging appliance!

- Your product is only for home use and is only designed for the textiles suitable for machine washing.
- Do not climb up and sit on top cover of the machine.
- Do not lean against machine door.
- Cautions during Handling Machine:
  - 1.Transport bolts shall be reinstalled to the machine by a specialized person.
  - 2.The accumulated water shall be drained out of the machine.
  - 3.Handle the machine carefully. Never hold each protruded part on the machine while lifting. Machine door can not be used as the handle during the conveyance.
  - 4.This appliance is heavy. Transport with care.

# SAFETY INSTRUCTIONS

---

- Please do not close the door with excessive forces.
- It is forbidden to wash carpets.

## Operating the appliance!

- Before washing the clothes at first time, the product shall be operated in one round of the whole procedures without the clothes inside.
- Flammable and explosive or toxic solvents are forbidden. Gasoline and alcohol etc. Shall not be used as detergents. Please only select the detergents suitable for machine washing, especially for drum.
- Make sure that all pockets are emptied. Sharp and rigid items such as coin, brooch, nail, screw or stone etc. may cause serious damages to this machine.
- Please check whether the water inside the drum has been drained before opening its door. Please do not open the door if there is any water visible.
- Be careful of burning when the product drains hot washing water.
- Never refill the water by hand during washing.
- After the program is completed, Please wait for two minutes to open the door.

## Packaging/Old appliance

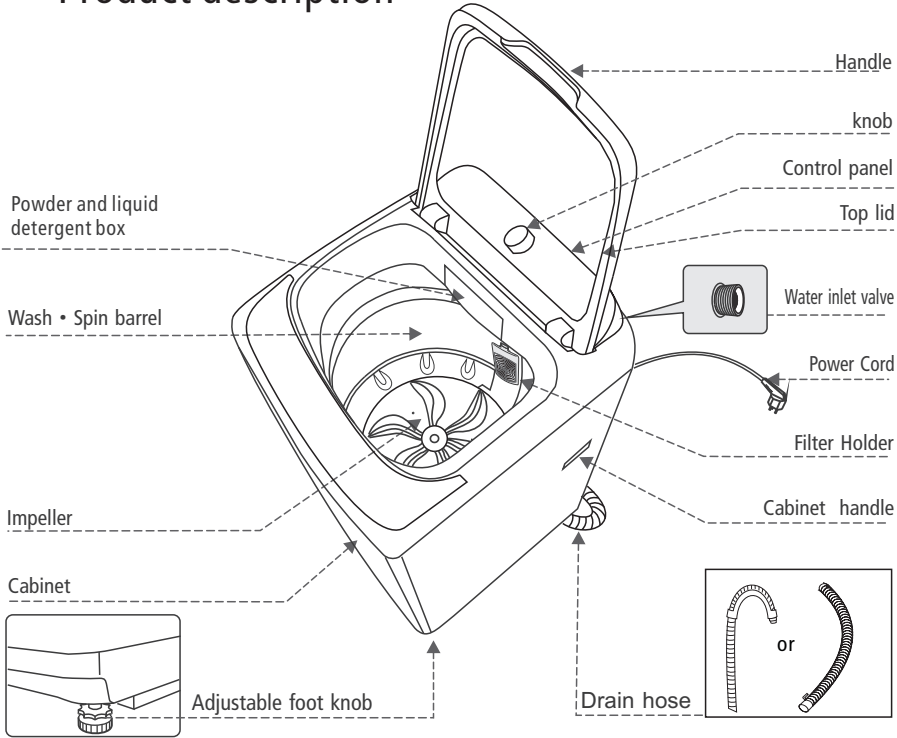


This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the collection systems or contact the retailer where the product was purchased. They return and can take this product for environmental safe recycling.



# INSTALLATION

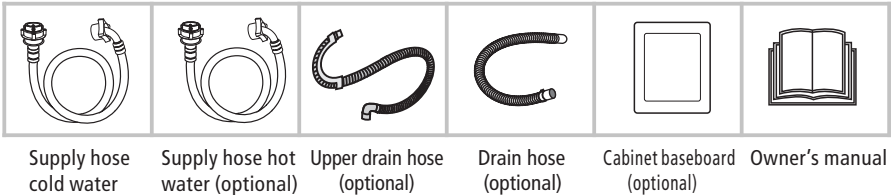
## ■ Product description



### 📌 Note!

- The product line chart is for reference only, please refer to real product as standard.

## Accessories

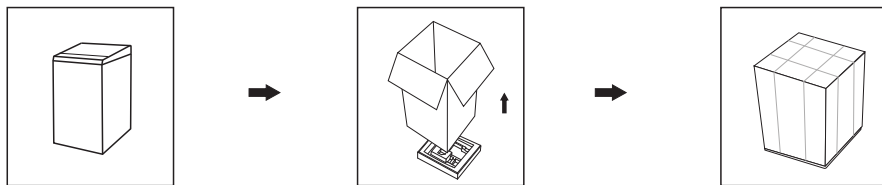


### 📌 Note!

- Note: if the drain hose is already installed on the machine, then there is no spring clamber and drain hose in the accessories.

# INSTALLATION

## ■ Packing the washing machine

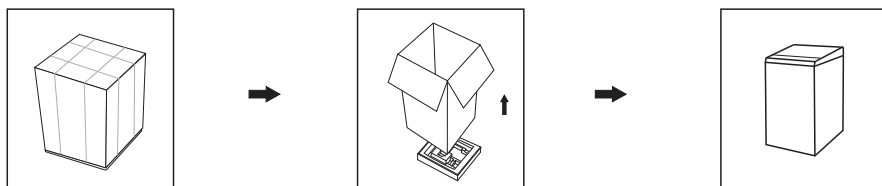


## ■ Unpacking the washing machine

### ⚠ Warning!

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

1. Remove the cardboard box and styrofoam packing.
2. Lift the washing machine and remove the base packing.
3. Remove the tape securing the power supply cord and drain hose.
4. Remove the inlet hose from the drum.



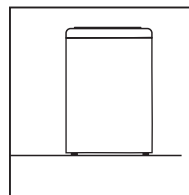
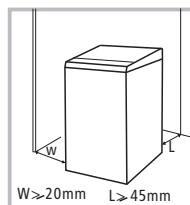
## ■ Installation area

### ⚠ Warning!

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

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

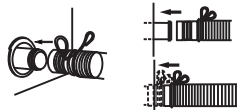
1. Rigid, dry, and level surface
2. Avoid direct sunlight
3. Sufficient ventilation
4. Room temperature is above 0 °C
5. Keep far away from the heat resources such as coal or gas.



# INSTALLATION

## ■ Installation of drain hose

1. Completely sleeve the drain hose over the sewer.
2. Fix and tighten it with a hoop. (As shown in the figure)



### Note!

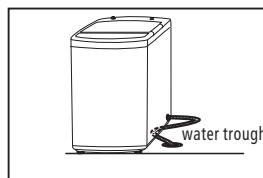
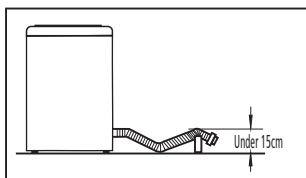
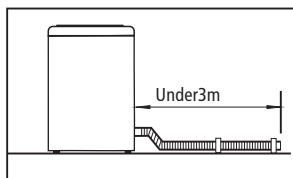
- Note: The drain hose of the machine with upper drain system has already been assembled before leaving the factory. This picture is suitable for lower drain system.

### Warning!

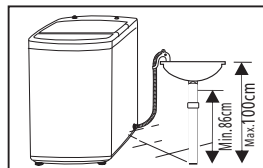
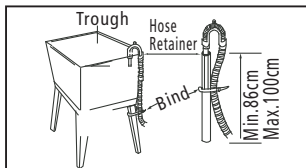
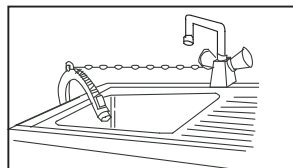
- Do not kink or protract the drain hose.
- Position drain hose properly, otherwise damage might result of water leakage.
- If drain hose is too long, do not force it into washing machine as it will cause abnormal noises.

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

#### 1. For lower drain system



#### 2. For upper drain system

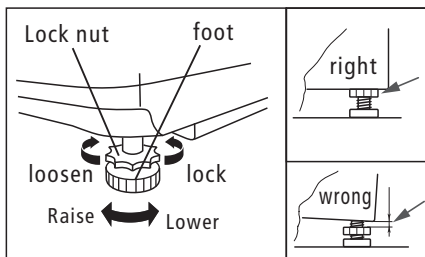


## ■ Levelling the washing machine

### Warning!

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

1. Check if the legs are closely attached to the cabinet. If not, please turn them to their original positions tighten the nuts.
2. Check alignment of the product with a spirit level and if required, correct.
3. Loosen the lock nut and turn the feet until it closely contacts with the floor.
4. After being locked properly, press four corners again to make sure that they have been adjusted properly.



# INSTALLATION

## ■ Selection of Tap

Please select appropriate tap.



Ordinary faucet



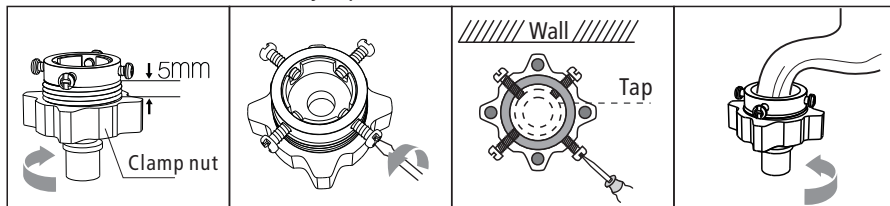
Screw tap



Special washing machine tap

## ■ Connection of inlet hose, tap and washing machine

1: Connection between ordinary tap and inlet hose.

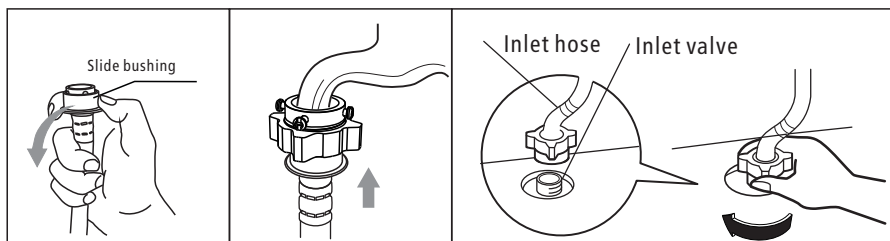


1. Loosen clamp nut to show 5mm thread

2. Loosen four bolts

3. Set connecting base on tap and tighten bolts evenly

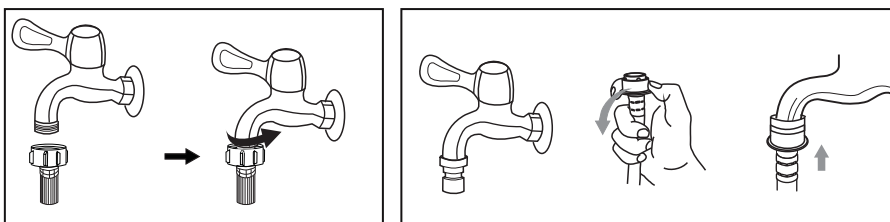
4. Tighten clamp nut



5. Press slide bushing, insert inlet hose into connecting base

7. After connection and installation, check if there is water leakage

2: connection between screw tap and inlet hose.



Tap with threads and inlet hose

Special tap for washing machine

### ⚠ Warning!

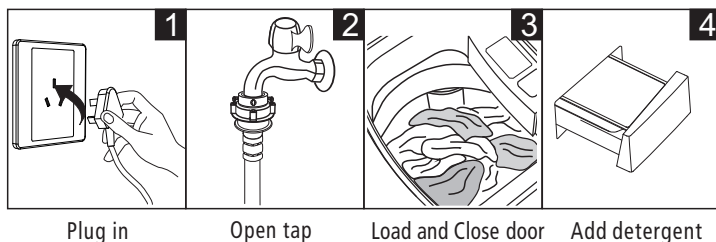
- To prevent leakage or water damage, follow the instructions in this chapter!
- Do not kink, crush, modify or sever water inlet hose.

# OPERATIONS

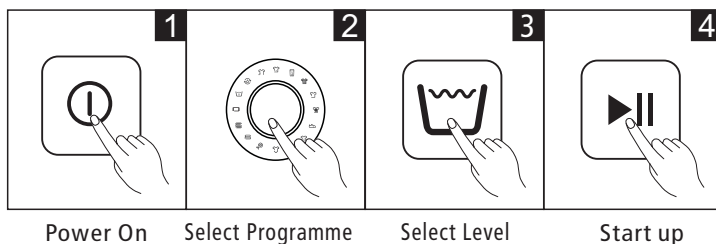
## ■ Preparation Before Washing

### ⚠ Caution!

- Before washing, please make sure it's installed properly.
- Before washing it at first time, the washing machine shall be operated in one round of the whole procedures without clothes in as follows.



## ■ Washing



### 📌 Note!

- If default is selected, step 2, 3 can be skipped.

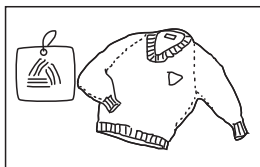
## ■ After Washing

Buzzer will beep after washing finished and the power supply will be cut off automatically. Then unload the laundry.

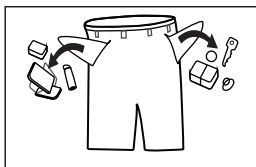
# OPERATIONS

## ■ Washing matters needing attention

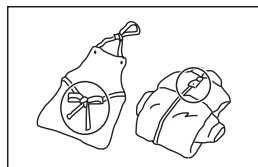
- The working condition of the washer should be (0-40)°C. If used under 0°C, the inlet valve and draining system may be damaged. If the machine is placed under condition of 0°C or less, then it should be transferred to normal ambient temperature to ensure the water supply hose and drain hose are not frozen before use.
- Please check the labels and the explanation of using detergent before wash. Use non-foaming or less-foaming detergent suitable for machine washing properly.



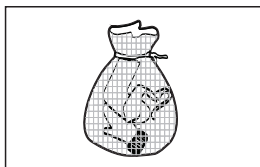
Check the label



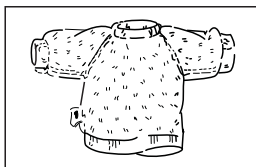
Take out the items out of the pockets



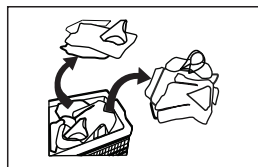
Knot the long strips, zip or button



Put small clothes into the pillow slip



Turn easy-pilling and long-pile fabric inside out



Separate clothes with different textures

### ⚠ Warning!

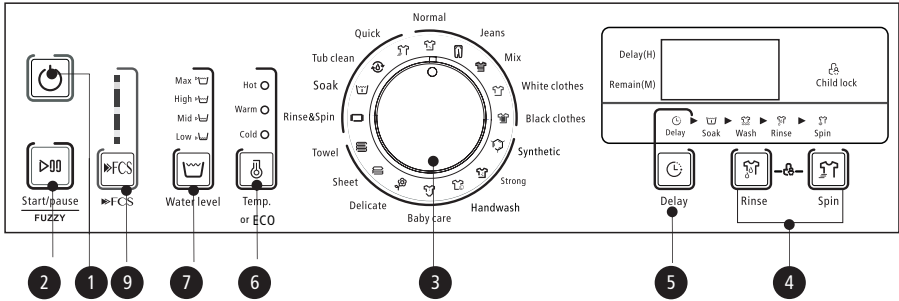
- When washing a single clothes, it may easily cause great eccentricity and give alarm due to great unbalance. Therefore it is suggested to add one or two more clothes to be washed together so that draining can be done smoothly.
- Don't washing the clothes touching with kerosene, gasoline, alcohol and other flammable materials.

## ■ The usage of detergent and Washing powder

- As for the agglomerated or ropy detergent or additive, before they are poured into the detergent box, it is suggested to use some water for dilution to prevent the inlet of detergent box from being blocked and overflowing while filling water.
- Please choose suitable type of detergent for the various washing temperature to get the best washing performance with less water and energy consumption.

# OPERATIONS

## ■ Control Panel



### Note!

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

#### 1 On/Off

Product is switched on or off.

#### 2 Start/Pause

Press the button to start or pause the washing cycle.

#### 3 Program

Available according to the laundry type.

#### 4 Rinse&Spin

Press the Rinse button & the Spin button to select rinse times & spin time respectively you want to store.

#### 5 Delay

Press the button to preset delay time.

#### 6 Temp.

Press the button to regulate the hot, warm, cold water for wash.

#### 7 Water Level

After program selection, press the water level button to select the proper water level for wash.

#### 8 Water Reuse

Press the button, the function will turn on, the machine will wait for the user to release the water when the last rinse end and before draining water.

#### 9 FCS

After choosing a program, the user can press FCS button (the FCS light up) to start the function, making the program shorter and good washing performance. Press the FCS button again to cancel this function.

#### \* ECO

Use ECO to reduce energy consumption it will increase the program duration time.

# OPERATIONS

## ■ Option

### -a- Child Lock

If you want to lock all the buttons to prevent settings from being changed by children, you can activate the Child Lock function.

### How to Lock

1. Press the Power button to turn power on.
2. Press the Start/Pause button to start washing.
3. Press both the Rinse and the Spin button simultaneously.



### How to Unlock

If you want to unlock during wash, press both the Rinse and the Wash button simultaneously again.

### ⚠ Caution!

When the lid is opened during machine operation, the buzzer will beep continuously. If the opening lasts more than 1 hour, the machine will shut down automatically.

### FCS (Fast Clean System)

1. Press the Power button to turn power on.
2. Turn the Program Knob to select "Normal", "Jeas", "Mix", "White clothes" or "Black clothes" program.
3. Press the FCS button.
4. Press the Start/Pause button, FCS function starts up.

### ⚠ Caution!

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

### ⚠ Caution!

The 3 functions Water reuse, FCS, ECO are intended to the 5 programs: Normal, Jeans, MIX, White clothes, Black clothes.



# OPERATIONS

## ■ Personalized setting of washing program

Customers can select washing program according to actual demand, and set rinsing times, spinning time, water volume and appointment time



## ■ Operations of washing process

Customers can set single process or combinations of rinsing and spinning freely according to demand. Detailed operations as follows for different models:

### Spin Only Function



### Rinse + Spin



### 📌 Note!

- Other process combinations are just like above.

# OPERATIONS

## ■ Washing programmes table



Program

Programmes are available according to the laundry type.

### Programmes

Normal Standard	Standard fabric washing program, suitable to wash ramie cotton fabric wash for once ,rinsing for twice , the spin time is a little long .
Jeans	Suitable to wash Jeans.
Mix	Suitable to wash mixed load consisting of textiles made of cotton and synthetics.
White clothes	To wash white clothes.
Black clothes	To wash black clothes , it can protect the color better.
Tennis	To wash tennis.
Strong Heavy	Use this program when washing heavy duty clothes like Jeans and blanket.
Synthetic	To wash synthetic articles, for example: shirts、 coats、 blending .
Baby care	Suitable to wash the children's clothes.
Delicate Soft	The water flow is infirmly. It is used for washing woollens, thin clothes or cleaner clothes.
Sheet	Suitable to wash sheet.
Towel	To wash towel.
Rinse+spin	Extra rinse and spin.
Soak	Soak program is with strong water flow similar to normal washing program .However , there is a motional soak process lasting about 30 minutes just before the washing process . Thus it is used for washing more dirty clothes.
Tub clean	It will be adhere to wash powder's residue inside and outside the barrel because of the pollution and the problem of the water quality. It will take smelly and the drain will not be flowing. Otherwise, the adhering residue will take off during the wash process. And the clothing will be dirty. User should clean the tub monthly.
Quick	To wash light dirty cloths with only one rinsing cycle.
Handwash	For hand-washable textiles, Especially gentle wash programme to protect clothes.

# MAINTENANCES

## ■ Cleaning and care

### ⚠ Warning!

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

## ■ Cleaning the cabinet

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



### 📌 Note!

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

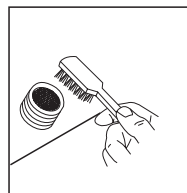
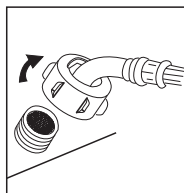
## ■ Cleaning the inlet filter

### 📌 Note!

- Inlet filter must be cleaned if there is less water.

Washing the filter in washing machine:

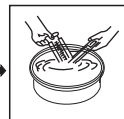
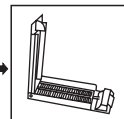
1. Screw off the inlet pipe from the backside of the machine.
2. Pull out the filter with long nose pliers and reinstall it back after being washed.
3. Use the brush to clean the filter.
4. Reconnect the inlet pipe.



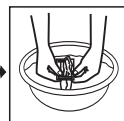
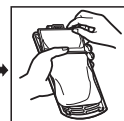
Lint filter clean

1. There is a built-in lint filter in your washer. It can help to collect lint during washing cycle.
2. It is suggested to clean the lint filter every 10 cycles.
3. Take it out and clean the filter with water. Then place it back into the washer.

magic filter



normal filter

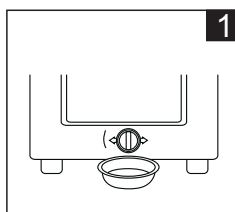


# MAINTENANCES

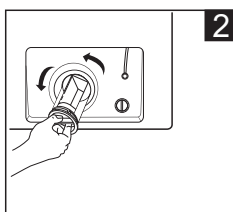
## ■ Cleaning drain pump filter

### ⚠ Warning!

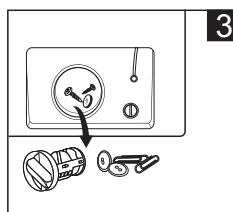
- Be careful of the hot water!
- Allow detergent solution to cool down.
- Unplug the machine to avoid electrical shock before washing.
- Drain pump filter can filter the yarns and small foreign matters from the washing.
- Clean the filter periodically to ensure the normal operation of washing machine.



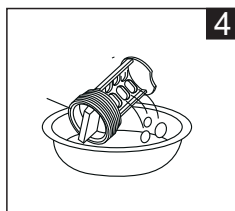
1  
Drain the water out of the pump, under which use a container to collect.



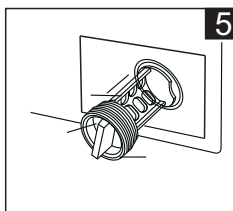
2  
Open the filter by turning to the counter clockwise



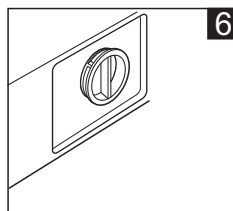
3  
Remove extraneous matter



4  
Clean the filter.



5  
Restore it and adjust the convex place to align at the pump hole.



6  
Tighten the pump cover clockwise.

### ⚠ Caution!

- Make sure that valve cap and emergency drain hose are reinstalled properly, cap plates should be inserted aligning to hole plates otherwise water may leak;
- Some machines don't have emergency drain hose, so step 2 and step 3 can be skipped. Rotate lower cover cap directly to make water run into basin.
- When the appliance is in use and depending on the programme selected there can be hot water in the pump. Never remove the pump cover during a wash cycle, always wait until the appliance has finished the cycle, and is empty. When replacing the cover, ensure it is securely re-tightened.

# MAINTENANCES

## ■ Trouble shooting

The start of the appliance does not work or it stops during operation.  
First try to find a solution to the problem, If not, contact the service centre.

Description	Inspection Items
No washing	If the power is off or the fuse is burned out. If the power supply voltage is too low. If the water amount reaches to the required water level.(The washer will not work if the water amount does not reach the required water level) If it is set to "Delay" washing mode. (It will only start to work until the reservation time reached)
No water flows in	If the power is off or the fuse is burned out. If the water supply is cut off or the water pressure is too low. If the inlet hose is properly connected and the water tap is opened. If the filtering screen of inlet valve is blocked by dirt. If the coil of inlet valve is damaged. (The slight electromagnetic sound is normal phenomenon when the inlet valve is switched on) If the "Start / Pause" button is pressed after the power switch is pressed.
Abnormal draining	If the water drain hose is placed very high. If the end of water drain hose is sealed in pond. If the internal rubber ring of drain valve is blocked by dirt.
Abnormal spin	If the door lid is closed. If all clothing piled largely at one side of barrel or the clothing is excessively placed. If the washer is not placed in stable condition or it is placed in inclination state. (The ground is not flat). If the motor belt is loosened.

Description	Reason	Solution
E1	Alarm for abnormal water intaking.	Check the water tap is opened or not.
E2	Alarm for water drain has not finished.	Check the water level sensor and drain pump.
E3	Alarm for lid not closed before wash and spin.	Closed the lid.
E4	Alarm for washing stay at one side.	Manually balance clothes in the barrel by hands.
XX	Others	Please try again first, call up service line if there are still troubles

### Note!

- After the check, activate the appliance. If the problem occurs or the display shows other alarm codes again, contact the service.

# MAINTENANCES

## ■ Technical Specifications

Standard Water Pressure			Grade of waterproof		
0.03MPa~0.8MPa			IPX4		
Model	Washing Capacity	Dimension (W*D*Hmm)	Net Weight	Rated input power	Power Supply
ETL12KWH	12.0kg	640*684*1085	53kg	550W	240V~,50Hz

# MAINTENANCES

---

## Technical Information

### ■ Energy efficiency test program:

Efficiency Program is identified as followed:

During Normal washing program, Water level is Max level, wash Temp. is warm, it is identified as Efficiency Program.