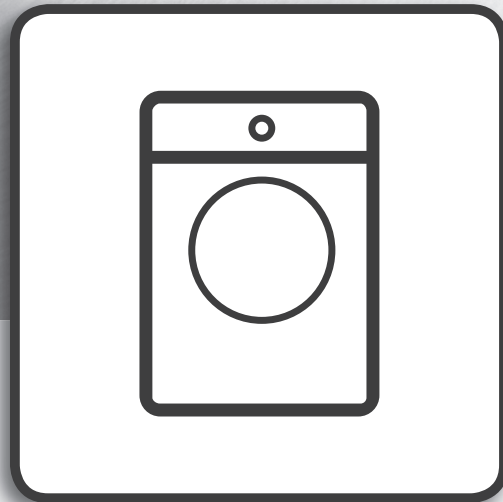


Whirlpool



**Health & Safety, Use & Care and Installation** guide  
產品安全指引、使用說明及安裝指南



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# ENGLISH

## HEALTH & SAFETY, USE & CARE and INSTALLATION GUIDES



**THANK YOU FOR BUYING A WHIRLPOOL PRODUCT.**  
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# SAFETY INSTRUCTIONS

## IMPORTANT TO BE READ AND OBSERVED

Before using the washing machine carefully read Health and Safety and Use and Care guides.

Keep these instructions close at hand for future reference.

### YOUR SAFETY AND THE SAFETY OF OTHERS IS VERY IMPORTANT.

This manual and the washing machine itself provide important safety warnings, to be read and observed at all times.



This is the safety alert symbol. This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol or the word **DANGER** or **WARNING**. These words mean:

### **DANGER**

Indicates a hazardous situation which, if not avoided, will cause serious injury.

### **WARNING**

Indicates a hazardous situation which, if not avoided, could cause in serious injury.

All safety warnings give specific details of the potential risk presented and indicate how to reduce risk of injury, damage and electric shock resulting from improper use of the washing machine. Carefully observe the following instructions.

Failure to observe these instructions may lead to risks. The Manufacturer declines any liability for injury to persons or animals or damage to property if these advices and precautions are not respected.

Very young (0-3 years) and young children (3-8 years) shall be kept away 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 washing machine only if they are supervised or have been given instructions on safe washing machine use and if they understand the hazards involved. Children shall not play with the washing machine. Cleaning and user maintenance shall not be made by children without supervision.

Remove the transport bolts. The washing machine is fitted with transport bolts to avoid 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.

Never open the door forcibly or use it as a step.

### INTENDED USE OF THE PRODUCT

This washing machine is designed solely for domestic usage. To aim the washing machine as professional use is forbidden. The manufacturer declines all responsibility for inappropriate use or incorrect setting of the controls.

**CAUTION:** The washing machine is not intended to be operated by means of an external timer or separate remote control system.

Do not use the washing machine outdoors.

Do not store explosive or flammable substances such as aerosol cans and do not place or use gasoline or other flammable materials in or near the washing machine: a fire may break out if the washing machine is inadvertently switched on.

This washing machine is exclusively destined to treat machine washable laundry in quantities which are usual for private households.

## INSTALLATION

Installation and repairs must be carried out by a qualified technician, in compliance with the manufacturer's instructions and local safety regulations. Do not repair or replace any part of the washing machine unless specifically stated in the user manual.

Children should not perform installation operations. Keep children away during installation of the washing machine. Keep the packaging materials (plastic bags, polystyrene parts, etc.) out of reach of children, during and after the installation of the washing machine.

Use protective gloves to perform all unpacking and installation operations.

After unpacking the washing machine, make sure that it has not been damaged during transport. In the event of problems, contact the dealer or your nearest After-sales Service.

The washing machine is recommended to be handled and installed by two or more persons.

Keep children away during installation of the washing machine.

The washing machine must be disconnected from the power supply before carrying out any installation operation.

During installation, make sure

the washing machine does not damage the power cable.

Only activate the washing machine when the installation procedure has been completed.

After installation of the device wait a few hours before starting it, to acclimatize to the environmental conditions of the room.

Do not install your washing machine where it may be exposed to extreme conditions, such as: poor ventilation.

When installing the washing machine make sure that the four feet are stable and resting on the floor, adjusting them as required, and check that the washing machine is perfectly level using a spirit level.

In case of wooden or so-called "floating floors" (for instance certain parquet or laminate floors), place the washing machine on a sheet of plywood at least 60 x 60 cm wide/ deep and at least 3 cm thick which is secured to the floor.

Use only new hoses to connect the washing machine to the water supply. Used hoses must not be used and should be discarded.

Move the washing machine without lifting it by the worktop.

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

For models dedicated only for cold water: Do not connect to the hot water supply.

For models with hot fill: the hot water inlet temperature must not exceed 60 °C.

Make sure that the ventilation openings in the base of your washing machine (if available on your model) are not obstructed by a carpet or other material.

The supply water pressure must be in range 0.1 -1 MPa.

If you want to place a dryer on top of your washing machine, first contact our After-Sales Service or your specialist dealer to verify if this is possible. This is only admitted if the dryer is fixed on the washing machine by using an appropriate stacking kit available through our After-Sales Service or your specialist dealer.

## ELECTRICAL WARNINGS

Make sure the voltage specified on the rating plate corresponds to that of your home.

Regulation require that the washing machine is earthed.

For washing machines with fitted plug, if the plug is not suitable for you socket outlet, contact a qualified technician.

Do not use extension leads, multiple sockets or adapters.

Do not connect the washing machine to a socket which can be operated by remote control.

The power cable must be long enough for connecting the washing machine, once fitted in its housing, to the main power supply.

Do not pull the power supply cable.

If the power cable is damaged it must be replaced with an identical one. The power cable must only be replaced by a qualified technician in compliance with the manufacturer instruction and current safety regulations. Contact an authorized service centre.

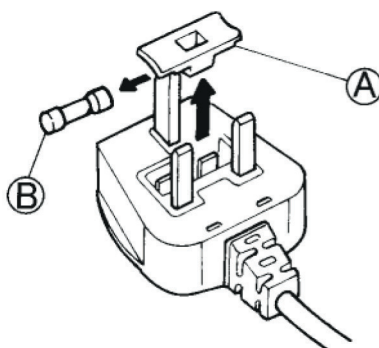
Do not operate this washing machine if it has a damaged mains cord or plug, if it is not working properly, or if it has been damaged or dropped. Do not immerse the mains cord or plug in water. Keep the cord away from hot surfaces.

The electrical components must not be accessible to the user after installation.

Do not touch the washing machine with any wet part of the body and do not operate it when barefoot.

### Fuse replacement

If the mains lead of this washing machine is fitted with a BS 1363A 13amp fused plug, to change a fuse in this type of plug use an A.S.T.A. approved fuse to BS 1362 type and proceed as follows:



1. Remove the fuse cover (A) and fuse (B).
2. Fit replacement 13A fuse into fuse cover.
3. Refit both into plug.

#### *Important:*

The fuse cover must be refitted when changing a fuse and if the fuse cover is lost, the plug must not be used until a correct replacement is fitted. Correct replacement are identified by the colour insert or the colour embossed in words on the base of the plug. Replacement fuse covers are available from your local electrical store.

### Socket outlet/plug (valid for both countries)

If the fitted plug is not suitable for your socket outlet, contact After-Sales Service for further instruction. Do not attempt to change the plug yourself. This procedure needs to be carried out by a qualified technician in compliance with the manufacturer's instructions and current standard safety regulations.

### CORRECT USE

Do not exceed the maximum load allowed. Check the maximum load allowed in the programme chart.

Turn off the tap when not in use.

Do not use any solvents (e.g. turpentine, benzene), detergents containing solvents, scouring powder, glass or general purpose cleaners, and flammable fluids; do not machine wash fabrics that have been treated with solvents or flammable liquids.

### CLEANING AND MAINTENANCE

The washing machine must be disconnected from the power supply before carrying out any cleaning or maintenance operation.

Never use steam cleaning equipment.

# SAFEGUARDING THE ENVIRONMENT

## DISPOSING 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.

## SCRAPPING OF HOUSEHOLD APPLIANCE S

When scrapping the washing machine, make it unusable by cutting off the power cable and removing the doors and shelves (if present) so that children cannot easily climb inside and become trapped.

This washing machine 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 competent local authority, the collection service for household waste or the store where you purchase the washing machine.

This washing machine 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 potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

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 centre for the recycling of electrical and electronic equipment.

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# DECLARATION OF CONFORMITY

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This washing machine has been designed, constructed and distributed in compliance with the safety requirements of European Directives:

- 2006/95/EC Low Voltage Directive
- 2004/108/EC Electromagnetic Compatibility Directive.



# CLEANING & MAINTENANCE

## **⚠ WARNING**

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.



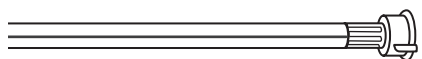
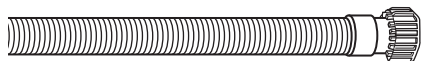
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# CHECKING THE WATER SUPPLY HOSE

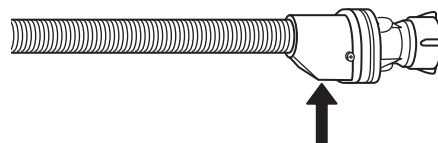
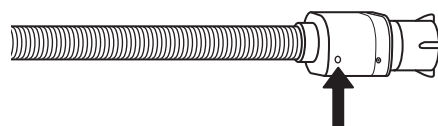
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Check the inlet hose regularly for brittleness and cracks. If damaged, replace it by a new hose available through our After-Sales Service or your specialist dealer.

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.

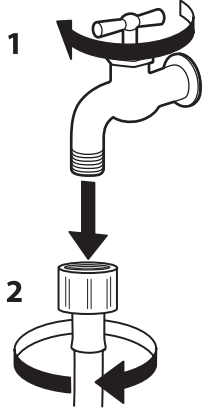


For water stop hoses: check the small safety valve inspection window (see arrow). If it is red, the water stop function was triggered, and the hose must be replaced by a new one.

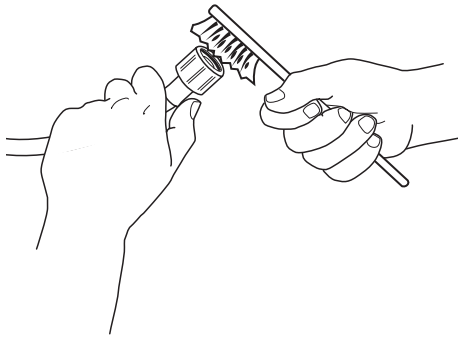
For unscrewing this hose, press the release button (if available) while unscrewing the hose.

# CLEANING THE MESH FILTERS IN THE WATER SUPPLY HOSE

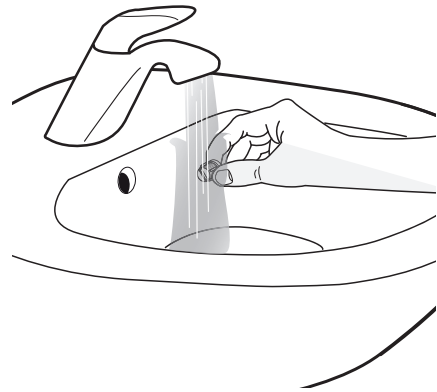
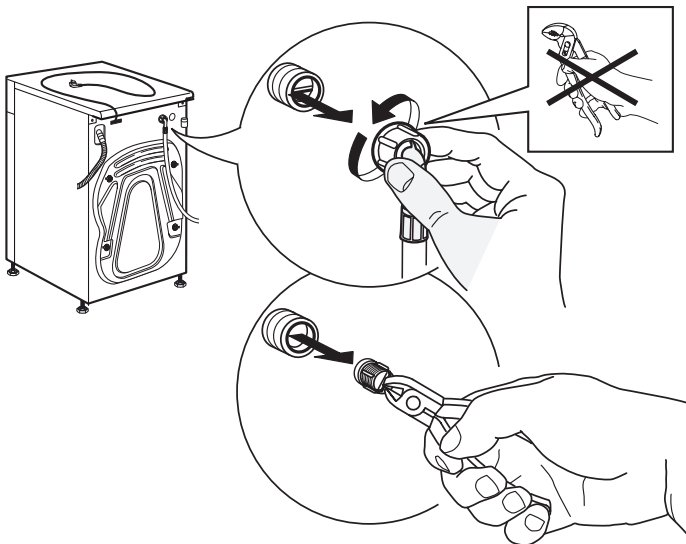
- 1.** Close water tap and screw off the inlet hose.



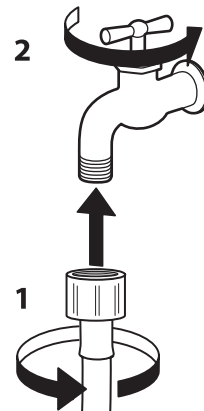
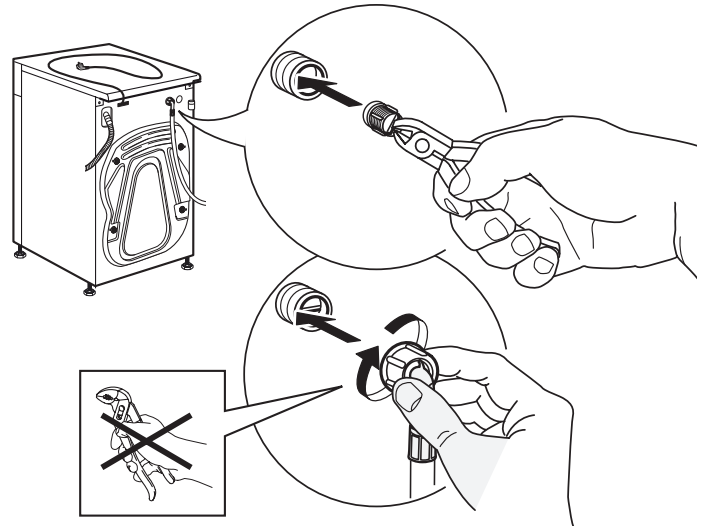
- 2.** Clean the mesh filter at the hose's end carefully with a fine brush.



- 3.** Now unscrew the inlet hose on the back of the washing machine by hand. Pull out the mesh filter from the valve on the back of the washing machine with pliers and carefully clean it.



- 4.** Insert the mesh filter again. Connect the inlet hose to water tap and washing machine again. Do not use a tool to connect the inlet hose. Open the water tap and check that all connections are tight.

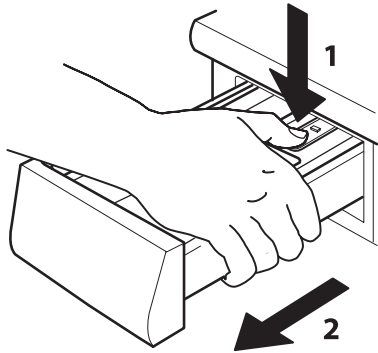


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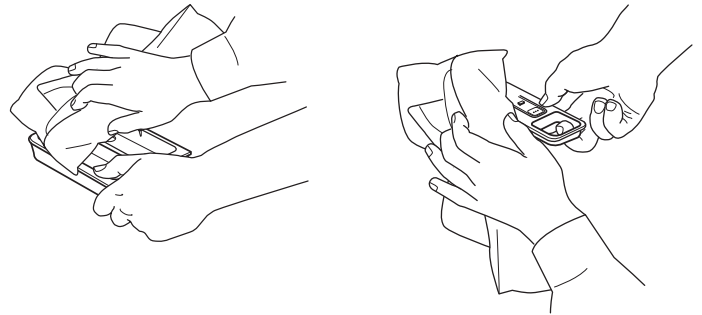
# CLEANING THE DETERGENT DISPENSER

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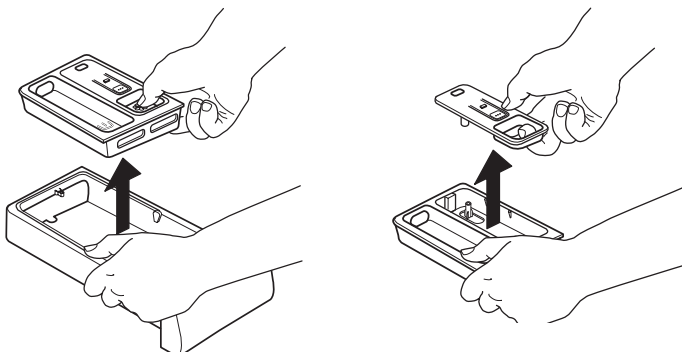
**1.** Remove the detergent dispenser by pressing on the release button and at the same time pulling out the detergent dispenser.



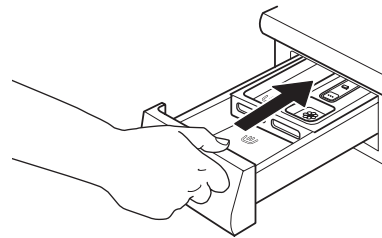
**4.** Wipe the parts dry with a soft cloth.



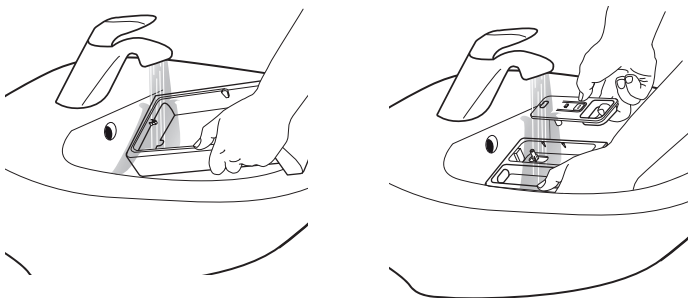
**2.** Remove the insert from the detergent dispenser, as well as the insert of the softener compartment.



**5.** Reinstall the detergent dispenser and push it back into the detergent compartment.



**3.** Clean all parts under running water, removing all detergent or softener residues.



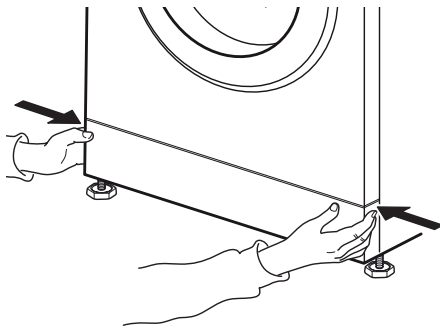
# CLEANING THE WATER FILTER / DRAINING RESIDUAL WATER

## ⚠ WARNING

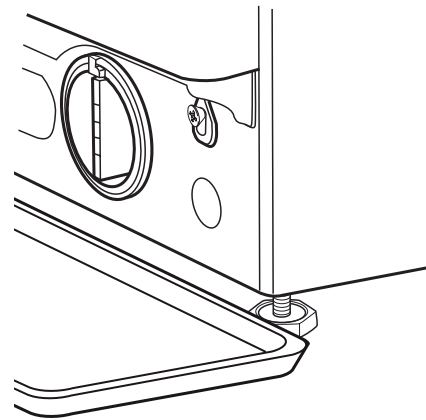
Switch off and unplug the washing machine before cleaning the water filter or draining residual water. If you used a hot wash programme, wait until the water has cooled down before draining any water.

Clean the water filter regularly, to avoid that the water cannot drain after the wash due to obstruction of the filter. If the water cannot drain, the display indicates that the water filter may be clogged.

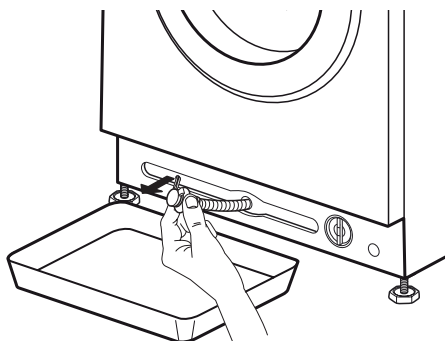
- 1.** Remove the plinth: Push the tabs left and right to release the plinth and remove it.



Place a broad, flat container beneath the water filter, to collect the drain water.

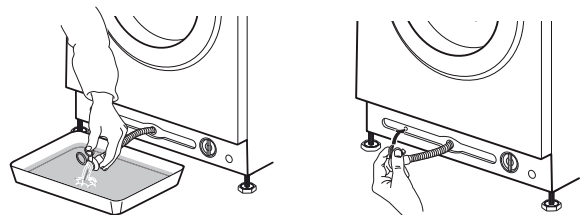


- 2.** Container for drain water:  
If your washing machine model has an emergency drain hose:  
Provide a flat container for the drain water. Remove the emergency drain hose from the base of the washing machine.



If your washing machine model has no emergency drain hose:

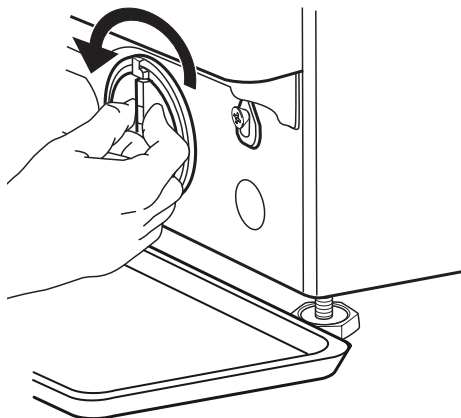
- 3.** Drain the water:  
If your washing machine model has an emergency drain hose:  
Remove the stopper at the end of the hose and let the water flow into the container. When the container is full with water, plug the stopper to the hose end and empty the container. Repeat this procedure until no more water flows out. Afterwards firmly close the emergency drain hose with the stopper and reinsert the hose in the washing machine's base.



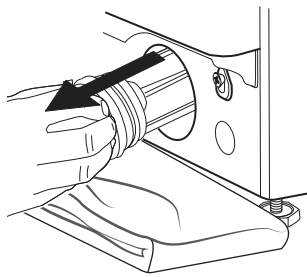
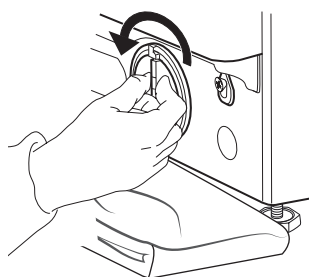
If your washing machine model has no emergency drain hose:

Slowly turn the filter counterclockwise until water flows out. Let the water flow out, without removing the filter.

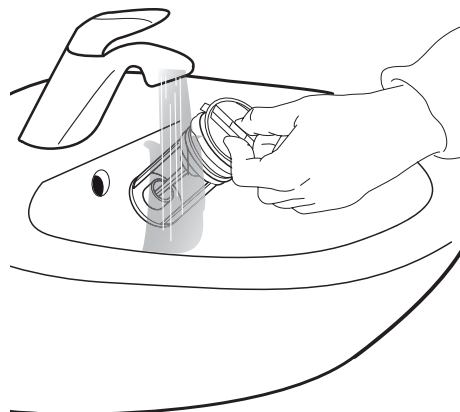
When the container is full, close the water filter by turning it in clockwise. Empty the container. Repeat this procedure until all the water has drained.



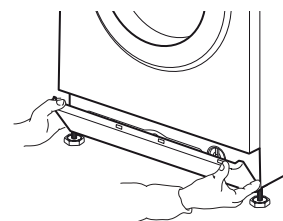
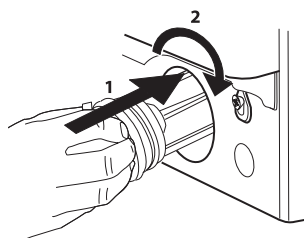
**4.** Remove filter: Lay a cotton cloth beneath the water filter, which can absorb a small amount of rest water. Then remove the water filter by turning it out anticlockwise.



**5.** Clean the water filter: remove residues in the filter and clean it under running water.



**6.** Insert the water filter and reinstall the plinth: Reinsert the water filter again by turning it in clockwise direction. Make sure to turn it in as far as it goes; the filter handle must be in vertical position. To test water tightness of the water filter, you can pour about 1 liter of water into the detergent dispenser. Then reinstall the plinth.



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# TRANSPORT AND HANDLING

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## WARNING

Never lift the washing machine by holding it at the worktop.

- 1.** Pull out the mains plug, and close the water tap.
- 2.** Make sure that door and detergent dispenser are properly closed.
- 3.** Disconnect the inlet hose from the water tap, and remove the drain hose from your draining point. Remove all rest water from the hoses, and fix them so that they cannot get damaged during transport.

- 4.** Refit the transport bolts. Follow the instructions for removing the transport bolts in the Installation Guide in reverse order.

*Important:* Do not transport the washing machine without having fixed the transport bolts.

# TROUBLESHOOTING

Your washing machine is equipped with various automatic safety and feedback functions. They enable failures and needed maintenance to be detected and indicated accordingly.

These failures are frequently so minor that they can be removed within a few minutes.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Washing machine does not start, no indicators are on	Not connected to mains	Insert plug into socket
	Socket or fuse does not function	Test function with a lamp, have faulty part repaired
	Power breakdown	The washing machine will automatically continue when power is available again
Washing machine does not start, although "Start/Pause" has been pressed	Door not properly closed	Push door to close it until it clicks shut
	Key lock is activated	Press the button with the key symbol at least 3 seconds to deactivate the key lock
Washing machine stops during the programme, and "Start/Pause" blinks	Rinse hold (= position of spin button) is activated	Terminate Rinse hold with draining the water or spinning the laundry (see "Rinse hold" – FUNCTIONS AND OPTIONS).
	Programme was interrupted, maybe door has been opened	Make sure door is closed the programme
	Safety system has been activated: failure indicator lights up and/or display shows failure (F...); water tap might be closed	Refer to paragraph "Failure indicators". Make sure that water tap is open and inlet hose has no kinks.
Detergent dispenser contains detergent residues after programme end	Inlet water pressure too low; mesh filter of the water supply hose may be blocked	Make sure water tap is properly opened. Check mesh filters of inlet hose, see CLEANING AND MAINTENANCE / Cleaning the mesh filters of the inlet hose
Washing machine vibrates during spinning	Transport bolts have not been removed (!)	Remove transport bolts according to the instructions in the INSTALLATION GUIDE
	Washing machine not standing level on all four feet	Adjust feet (INSTALLATION GUIDE). Make sure that washing machine stands on level and firm underground.
Spin speed "0" blinks on control panel and/or laundry still very wet	Unbalance of laundry load prevented spin cycle, to protect the washing machine	If you want to spin the wet laundry, add more laundry items of different sizes and start "Rinse&Spin" programme. Avoid small laundry loads consisting of few big, absorbent pieces of laundry / wash different sizes of articles in one load






PROBLEM	POSSIBLE CAUSE	SOLUTION
Spin result poor	Spin button was set to a low spin speed.	Select and start "Spin" programme with a higher spin speed (if selectable).
	Unbalance during spinning prevented final spin cycle.	See line above.
	Excessive foam formation prevented spinning.	Start "Rinse&Spin" programme. Avoid excessive detergent dosing. Adjust and use the Dosing Aid function.
Detergent residues on laundry after wash	Too much powder detergent used / quality of detergent.	Avoid detergent overdosing Brush out the fabric. Use "Intensive Rinse" option (if selectable). Use liquid detergent / use special detergent for black or dark laundry.
Washing machine stands still during programme / programme seems not to proceed / during standstill, animation may appear on display	Programme phases without drum movement.	Standstill phases lasting up to about 2 minutes are normal in some wash programmes.
	Excessive foam formation (maybe by overdosage of detergent) interrupted the programme. Can be repeated several times until the foam reduction is sufficient.	The programme continues automatically, as soon as the foam reduction is sufficient. If display shows Fod (=failure overdosage), refer to table FAILURE INDICATORS AND MESSAGES.
	Under- or overvoltage of mains might be detected.	Programme will automatically continue as soon as the mains voltage is in the proper range.
Programme duration is longer or shorter as initially indicated on the display / in the programme chart.	Washing machine adapts to factors having an effect on duration, such as size of laundry load, excessive foam formation, load unbalance, prolonged heating time due to low inlet water temperature etc.. When programme duration is recalculated, an animation appears on the display.	Avoid small laundry loads with absorbent, big pieces of laundry / add articles of different sizes. Avoid detergent overdosing – respect the dosing recommendations of the detergent manufacturer. Adjust and use the Dosing Aid function.
Door is locked, with or without failure indication, and the programme does not run.	Door is locked in case of power breakdown.	Programme will continue automatically as soon as the mains is available again.
	Washing machine is in a standstill (as described in previous section "Washing machine stands still...").	Programme will continue automatically after the origin of the standstill does not persist anymore.
	Water level or temperature too high, or electrical component failure.	See instructions for failure "Service": doorlock failure" / FdL / F29 in section Failure indicators.
Drum light (if available) does not work anymore.	Light bulb needs to be replaced.	Call our After-Sales Service to exchange the light bulb.


## FAILURE INDICATORS AND MESSAGES



Below is a summary of possible failure causes and solutions.

If the problem persists after having removed the origin of the failure, press On/Off for at least three seconds. If afterwards the failure indication still

persists, close the water tap, switch off and unplug the washing machine and contact our After-Sales Service.

Failure Indicator lights up	Display message	Possible Cause	Possible Solution
	Open water tap 	No or not sufficient water supply <ul style="list-style-type: none"> <li>• Water tap closed</li> <li>• Kinks in inlet hose</li> <li>• Water tap pressure too low</li> <li>• Mesh filters in inlet hose clogged</li> <li>• Water inlet hose frozen up</li> </ul>	Open water tap Make sure there are no kinks in the inlet hose Make sure water pressure is sufficient Clean mesh filters in inlet hose (CLEANING AND MAINTENANCE) Install washing machine at an ambient temperature of at least 5°C After problem has been removed, press Start/Pause. If problem persists, press On/Off for at least 3 seconds.
	Water filter clogged 	Waste water is not pumped out <ul style="list-style-type: none"> <li>• Kinks in drain hose</li> <li>• Drain hose blocked or frozen up</li> <li>• Filter blocked</li> <li>• Pump blocked</li> </ul>	Check drain hose for kinks Install washing machine at an ambient temperature of at least 5°C Clean water filter as described in section CLEANING THE FILTER. After problem has been removed, press Start/Pause. If problem persists, press On/Off for at least 3 seconds.
	Over foaming	Excessive foam formation (maybe by overdosage of detergent) interrupted the programme. The interruption can be repeated several times until the foam reduction is sufficient.	Start "Rinse&Spin" programme, with option Intensive Rinse. Respect the dosing recommendations by the detergent manufacturer. Adjust and use the Dosing Aid function. Make sure that the water filter is clean.
	Load unbalance  Spin speed "0" blinks	Unbalance in laundry load prevented spin cycle, to protect washing machine	If you want to spin the wet laundry, add more laundry items of different sizes and start "Rinse&Spin". Avoid small laundry loads consisting of few big, absorbent pieces of laundry. Wash different sizes of articles in one load.

Indication on control panel	Possible Cause	Possible Solution
 Door open indicator blinks	The door cannot lock	Firmly press the door in area of door lock, to properly close it. Then press Start/Pause. If the problem persists, press On/Off for at least 3 seconds.

<b>Failure indicator lights up</b>	<b>Display message</b>	<b>Possible Cause</b>	<b>Possible Solution</b>
  <b>SERVICE</b>	FdL (or F29)	The door cannot unlock.	<p>Firmly press the door on the area of the door lock, then press On/Off for at least 3 seconds.</p> <p>If hot cycle is selected, wait until cool down and press again On/Off for at least 3 seconds.</p> <p>Switch on the washing machine. If failure still appears, check and eventually remove possible cause as indicated for failure "Clean filter". Then switch the washing machine on again. If door does not unlock, press On/Off for at least 3 seconds.</p> <p>If door still does not unlock, refer to section "DOOR – HOW TO OPEN IT IN CASE OF A FAILURE". Before draining water / opening the door, wait until the water has cooled down (for hot wash programmes).</p>
	Call Service F24	Too much laundry for a programme with small maximum load	<p>Select and start programme "Rinse and Spin" to complete the interrupted wash programme.</p> <p>Do not overload the washing machine. Respect the maximum load size of the programmes indicated in the Programme Chart.</p>
		Too much inlet water	<p>Turn off the water tap. Press On/Off for at least 3 seconds to drain the water; wait until the drain phase has ended (End will appear on display).</p> <p>Turn on the water tap again. – If water immediately flows into the washing machine (without having started a programme), there is a failure of an electrical component. Close water tap, switch off and unplug the washing machine. Contact our After-Sales Service.</p>
	Call Service F02	Water stop failure – water leakage detected in bottom tray.	Press Start/Pause. If problem persists, press On/Off for at least 3 seconds. If failure persists, contact After-Sales Service.
	Call Service F04 to F99	Failure of an electrical component	Press On/Off button for at least 3 seconds to reset the failure. If problem persists, switch off washing machine, close the water tap and unplug it; call After-Sales Service.

# DOOR – HOW TO OPEN IT IN CASE OF A FAILURE, TO TAKE OUT YOUR LAUNDRY

Switch off the washing machine and unplug it.  
Close the water tap.  
Wait until the drum has stopped rotating.  
Never open the door while the drum is in motion.  
Wait until water and laundry have cooled down when washing with high temperatures.

Always drain the water before opening the door, either by pressing and holding On/Off until "rES" appears on the display, or by doing it manually as described in section DRAINING RESIDUAL WATER.

Before opening the door as described in below section, refer to failure "Door is locked with or without failure indication, and the programme does not run". The door may unlock by itself after conditions like for example a power breakdown do not persist anymore.

If you want to take out your laundry immediately, first try to unlock the door as described in FAILURE INDICATORS AND MESSAGES (FdL or F29). Only

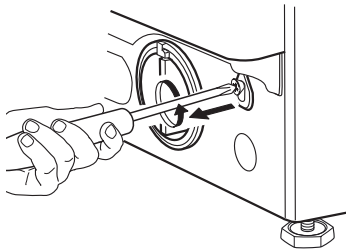
if the door cannot be opened as described in the section mentioned before, proceed as described below.

In case of a power breakdown, the washing machine will proceed where it was interrupted as soon as power is available again.

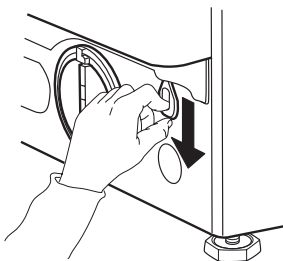
If a failure occurs on the washing machine and the door is locked, but you must take out your laundry:

**1.** First drain the residual water, as described in section "Draining residual water"

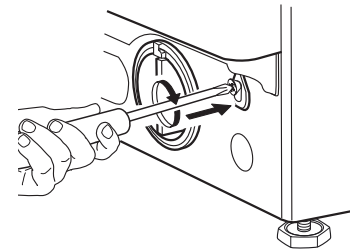
**2.** Remove the screw with a screwdriver.



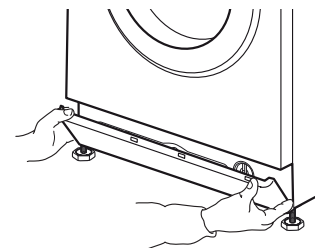
**3.** Then pull downwards the strap marked with "Door open". You can now open the door and take out your laundry.



**4.** Afterwards fix the strap again by firmly turning in the screw with the screwdriver.



**5.** Reinstall the plinth



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# AFTER-SALES SERVICE

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## BEFORE CALLING THE AFTER SALES SERVICE

**1.** Check if you can solve the problem yourself by consulting section

### TROUBLESHOOTING GUIDE.

**2.** Switch the washing machine off and on again to see if the failure persists.

---

## IF AFTERWARDS THE FAILURE STILL OCCURS, CONTACT THE AFTER SALES SERVICE

Call the number shown on the warranty booklet, or follow the instructions on  
**website [www.whirlpool.com.hk](http://www.whirlpool.com.hk)**

Always indicate

- A brief description of the failure
- Washing machine model (see rating plate inside door)
- Service number (on service sticker inside door; number after "Service")
- Your full address and telephone number.

**SERVICE** 0000 000 00000



For any repairs, use our authorized After Sales Service, to ensure proper repairing and use of original spare parts.

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# 繁體中文

## 產品安全指引、使用說明及安裝指南

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感謝您購買惠而浦產品  
為了獲得更完善的服務，  
請於[www.whirlpool.com.hk](http://www.whirlpool.com.hk)註冊您的產品

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# 安全指引

## 重要事項 請閱讀並遵循

使用洗衣機前請先細閱產品安全指引及使用說明。

請妥善保存此產品安全指引及使用說明作將來參考。

### 個人安全是非常重要的。

本手冊和洗衣機本身提供重要的安全警告，請按需要隨時讀取及查察。



這是安全警告符號。

這個符號提醒您有關潛在的危險，可以殺死或傷害你和其他人。

有關安全的信息將標示安全警告標誌或字眼：**危險**或**警告**。

這些字眼意思為：

### 危險

指示危險情況，如果不能避免，會造成嚴重的傷害。

### 警告

指示危險情況其中，如果不能避免，可能會造成嚴重傷害。

所有安全警告具體地指出潛在的風險，並說明如何減低不當使用洗衣機而產生的損傷，損害和電擊風險。仔細閱讀下面的說明。

不遵守此安全指引的建議和防範措施可能會導致風險，製造商將不負任何責任。

除非得到持續監視，否則幼兒(0-3歲)和兒童(3-8歲)應遠離洗衣機。

洗衣機可由8歲以上之兒童及身體，感官或精神障礙或經驗知識不足的人士操作，前提是此等人士已接受洗衣機的安全指導及指引，且瞭解使用洗衣機的相關危險。兒童不可胡亂玩弄洗衣機。未經指導，兒童不可進行洗衣機的清潔及保養工作。

取下運輸螺栓。

本洗衣機用運輸螺栓作固定，以防止運輸途中對其內部造成任何損壞。

使用機器前必須拆除運輸螺栓。

然後，請使用4個附帶的塑膠蓋把開口蓋上。

切勿強行打開機門或以它作為踏板使用。

### 產品預期用途

這種洗衣機是專為家庭使用而設計的，禁止作為商業用途。對於使用不當或錯誤的設置而造成的所有損壞，製造商概不負責。

**注意：**此洗衣機不能透過外部控制器或遙控裝置進行操作。

洗衣機不適合戶外使用。

請勿在洗衣機內或附近存放或使用易燃或易爆物質，如氣罐、汽油或其他易燃材料：如果洗衣機在不經意間開啟，可能引致火災。

本洗衣機的設計只適用於清洗私人家庭數量的可機洗衣物。

## 安裝

必須由合資格的技術人員按照製造商的說明和當前標準安全法規進行安裝及維修。除非在用戶手冊特別聲明，切勿維修或更換任何洗衣機的部件。

切勿讓兒童進行安裝，當進行安裝時，兒童應遠離洗衣機。包裝材料(塑膠袋、聚苯乙烯零件等)應置於幼童無法取得的地方，因為這些材料有潛在危險。

使用防護手套來執行所有拆封和安裝操作。

拆開洗衣機後，確認它沒有在運輸過程中損壞。在出現問題時，請聯絡經銷商或售後服務中心。

此洗衣機建議由兩個或更多的人進行安裝處理。

當進行安裝時，兒童應遠離洗衣機。

進行安裝前,必先斷開它的電源連接。

進行安裝時，確保洗衣機電源線沒有損壞。

只有當安裝步驟完成後才可啟動洗衣機。

安裝完成後等待數小時使其恢復室內的環境條件，才開始使用。

不要在極端的情況下安裝洗衣機，如通風不良。

確保洗衣機的四隻腳穩固坐落在地面上，如需，可作調整，並檢查洗衣機是否完全處於水平位置(利用水平尺)。

如果是木地板或所謂的「浮隔地板」，(例如某些鑲木或層壓地板)，請將機器放在至少寬/深為60x60厘米以及厚度至少3厘米的一塊夾板上。

只能使用新水喉將洗衣機連接到水源。用過的水喉絕對不能使用並且應將其丟棄。

請勿提拉頂板來移動洗衣機。

根據本地供水公司的法規將進水喉管連接到水龍頭上。

設計只能用冷水的型號：切勿連接有熱水供應的水龍頭上。

對於帶有熱水供水的型號：熱進水口溫度絕對不能超過60°C。

確保地毯或其他材料不會阻塞洗衣機底部的通風孔(如您的型號適用)。

水壓必須於0.1 -1 MPa內。

如果要在洗衣機頂部放置乾衣機，請首先聯繫我們的售後服務中心或您的經銷商，以確認是否可行。只允許使用我們的售後服務中心或您的經銷商提供的專業疊裝工具將乾衣機固定在洗衣機上。

## 電器警告

確保銘牌上規定的電壓與您家的相符。

本洗衣機必須依法連接接地線。

如果裝好的插頭不適用於您的插座，請聯絡持證技工。

請勿使用接駁電線或多頭插座。



請勿把洗衣機連接至可用遙控操作的插座。

電源線的長度必定足夠連接擺放適當的洗衣機與電源插座。

切勿拉扯電源線。

如果電源線損壞，必須根據相同產品更換電源線。電源線只能由符合製造商指導和現行的安全法規合格的技術人員更換。

請聯絡售後服務中心。

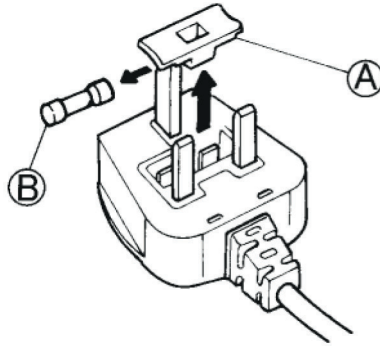
若洗衣機的電源線或插頭有損壞，不能正常運作，或受損，請勿操作。請勿將電源線或插頭浸在水中。請將電源線遠離發熱表面。

安裝後電器部件不可被使用者易於接觸的。

手濕或赤腳接觸到水時請勿觸摸及操作洗衣機。

### 更換保險絲

若此電器的電源線配備BS 1363A 13amp的保險絲插座，請使用一個A.S.T.A許可的BS1362型保險絲更換此類插座的保險絲，操作方法如下：



1. 移除保險絲蓋(A)及保險絲(B)。
2. 將替換保險絲13A裝入保險絲蓋。
3. 將兩個零件重新裝入插座。

#### 重要事項：

更換保險絲時必須重新裝上保險絲蓋，若保險絲蓋遺失，則不應使用插座，直至裝上正確的替換件。

辨別替換件時應根據顏色嵌件或插座底部的壓花文字顏色。可從本地電器商購買保險絲蓋替換件。

### 插座/插頭(兩個國家均有效)

如果裝好的插頭不適用於您的插座，請聯絡售後服務中心，獲取更多幫助。請勿嘗試自行更改插頭。

此程序須由持證技工根據製造商指示及現行標準安全規定進行操作。

### 正確使用

不要超過允許的最大負荷。檢查程序圖表中所允許的最大負載。

不使用時請關閉水龍頭。切勿使用任何溶劑(如鬆節油、汽油等)、含有溶劑，去污粉，玻璃或通用清潔劑，易燃液體洗滌劑；請勿以洗衣機清洗經溶劑或易燃液體處理過的衣物。

### 清潔和維修

執行任何維修或清潔操作之前，請先拔下電源插頭。

切勿使用蒸氣清洗本產品

# 環境保護

## 處理包裝物料

包裝材料完全可回收，並標當報廢洗衣機時，切斷電源  
記可回收標誌：



包裝的各個部分必須根據當前本地廢品處理法規進行處理。

## 廢棄家用電器

當報廢洗衣機時，切斷電源線使其無法使用，拆除門和架子(如有)，讓孩子們不容易爬進裡面而被困。

洗衣機採用可循環使用材料製造。



必須根據當前本地廢品處理法規進行處理。

有關處理、修復和回收本產品的詳細資訊，請聯繫售後服務中心、家庭廢品處理服務中心或您購買本產品的商店。

本洗衣機依照有關廢棄電器和電子設備(WEEE)的歐盟標準2012/19/EU標示。

確保以正確的方式廢棄本產品，可避免因不當的廢棄處理方式而對環境和人體健康造成潛在的負面影響。

## 這符號



產品或產品隨附的文檔上的符號表示此機器不能作為家庭廢品處理。相反應將它交給回收電器和電子設備的適用收集點。

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# 安全聲明

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這款洗衣機的設計，建造和分銷符合歐盟指令規定的安全要求：

- 2006/95/EC低壓指令
- 2004/108/EC電磁相容性指令

# 清潔和保養

## 警告

執行任何清潔和保養之前，請先拔下電源插頭。請勿使用易燃液體來清潔洗衣機。

## 清潔洗衣機的外部

用柔軟濕布清洗。用軟布抹乾洗衣機的外部。

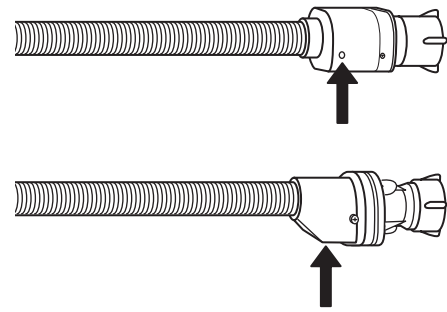
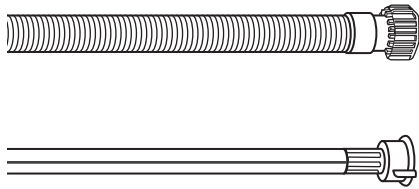
不要使用玻璃或通用的清潔劑,去污粉或類似的清潔控制面板。



# 檢查進水喉

定期檢查進水喉是否變脆和爆裂。如進水軟管損壞，應聯絡售後服務中心或您的經銷商處購買同類型新水喉進行更換。

根據軟管類型：



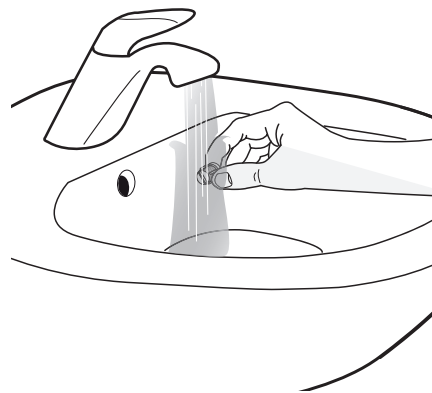
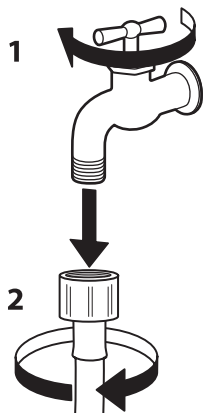
如您的進水喉帶有一層透明管道覆蓋層，應定期檢查透明覆蓋層的顏色；如透明管局部顏色變暗，這就意味著水喉可能有滲漏並應該予以更換。

**保險入水喉：**應定期檢查安全閥檢視窗(見箭咀)：如呈紅色，說明安全閥已經啟用，此時就必須更換水喉。

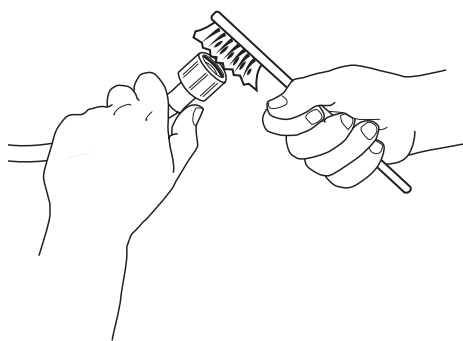
按下釋放按鈕(如有)，而擰開軟管。

# 清潔進水喉內的濾網

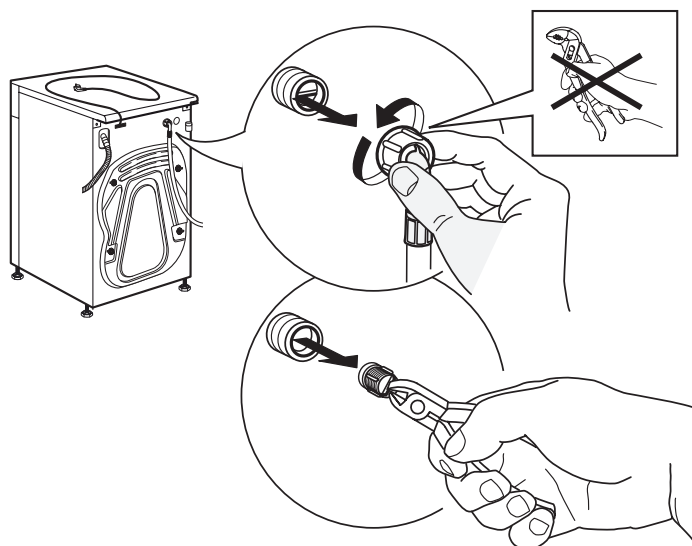
1. 關掉水龍頭並從水龍頭上鬆開進水喉。



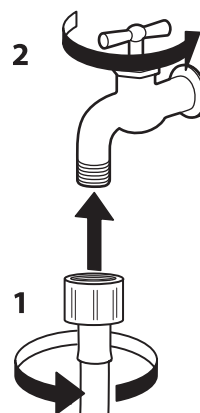
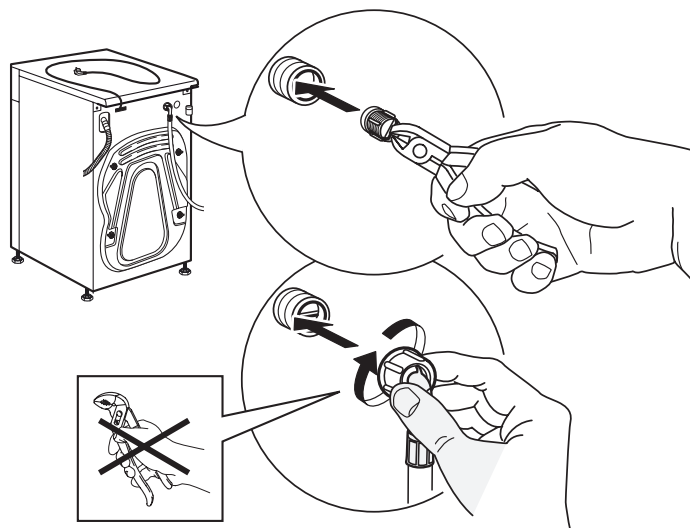
2. 用刷子仔細清潔在水喉端的濾網。



3. 拆下洗衣機後方的進水喉。用通用鉗子將濾網從洗衣機接頭上拆下並清潔。

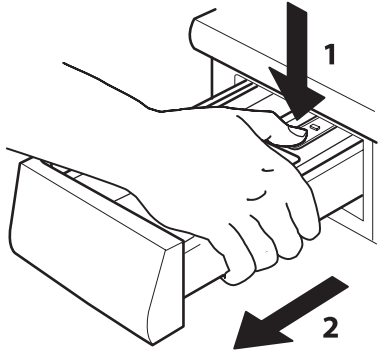


4. 裝回濾網並將進水喉擰回機上。不要使用工具來連接進水喉。打開水龍頭並確認各連接位均完全不漏水。

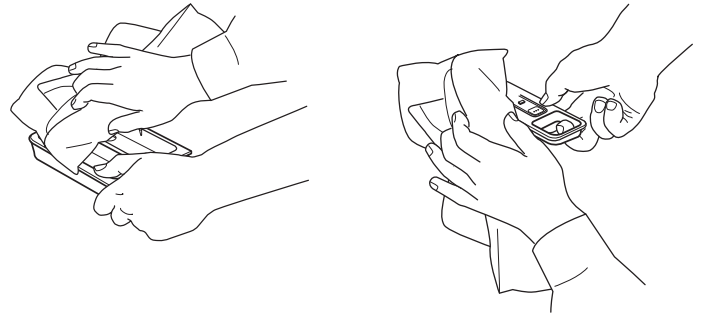


# 清潔洗衣劑盒

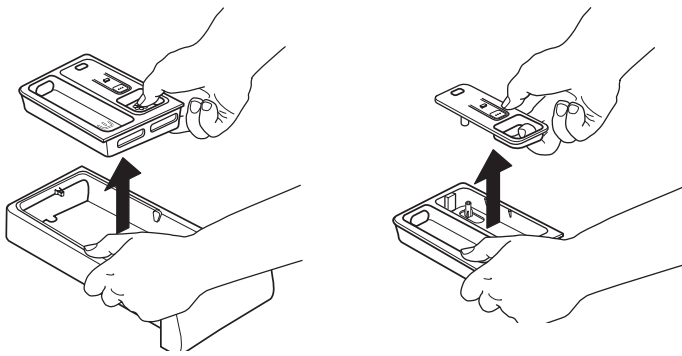
- 1.** 拉出洗衣劑盒鬆開按鈕並同時將其全部抽出。



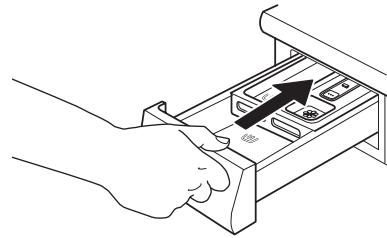
- 4.** 用軟布清潔盒格。



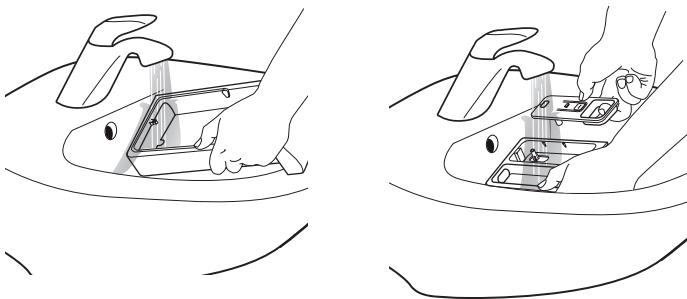
- 2.** 抽出柔順劑盒。同時抽出洗衣劑盒的嵌件。



- 5.** 重新裝入洗衣劑盒並推回洗衣劑盒格內。



- 3.** 用水沖洗所有部件，清除所有洗衣劑或柔順劑漬。



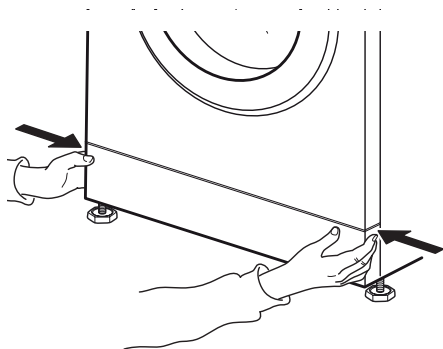
# 清潔濾網/排走積水

## ⚠ 警告

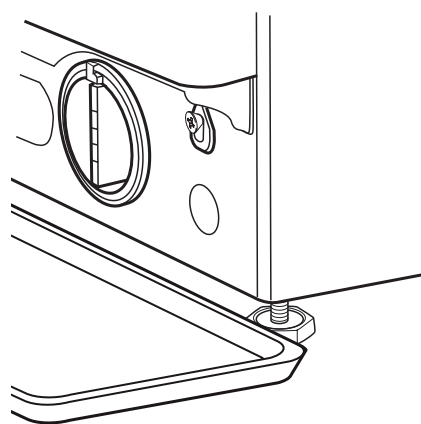
清潔濾網或排走積水前先讓洗衣機停止運轉並拔除洗衣機電源插頭。如果您使用過熱洗程序，排走洗衣機內的水前應等待水已冷卻下來。

請對過濾器進行定期檢查並清潔，以避免由於阻塞過濾器導致水不能排出。如果水不能排出，顯示會屏顯示過濾器可能被堵塞。

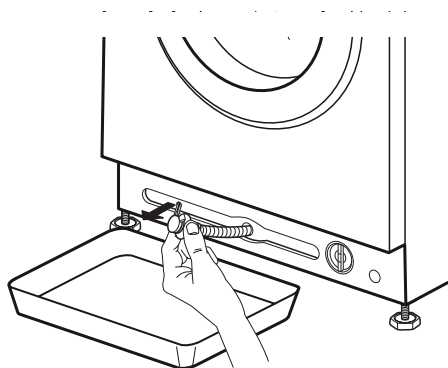
### 1. 鬆開底座: 按動左右方的鎖扣。



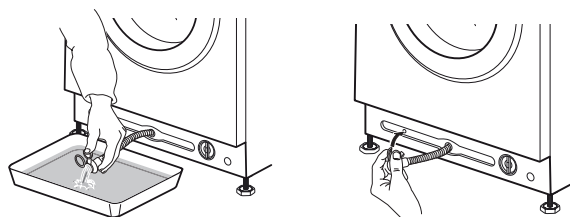
如沒有緊急排水喉：  
將寬闊且扁平的容器放在濾網下方收集排水。



### 2. 放置一個容器： 如您的洗衣機帶有緊急排水喉： 放置一個扁平的容器，從洗衣機底部抽出緊急排水喉。

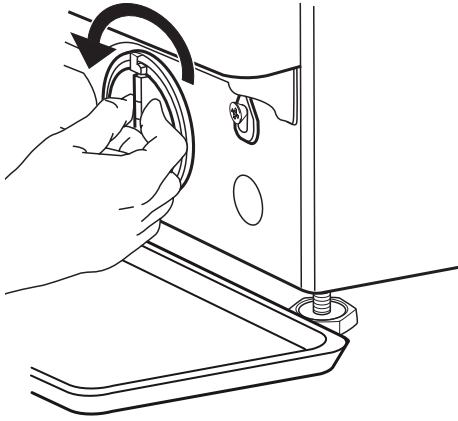


### 3. 排走積水： 如您的洗衣機帶有緊急排水喉： 把緊急排水喉端部放入容器內並拆除管塞讓水流入容器。當該容器是滿水，插塞排水喉端的管塞並清空容器。重複這個步驟，直到不再有水流出。然後關緊緊急排水喉的管塞，並將濾排水喉插回原位。

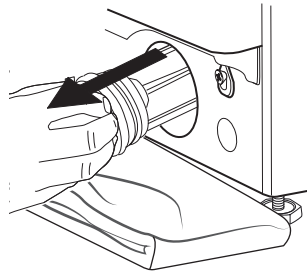
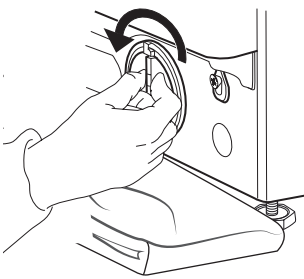




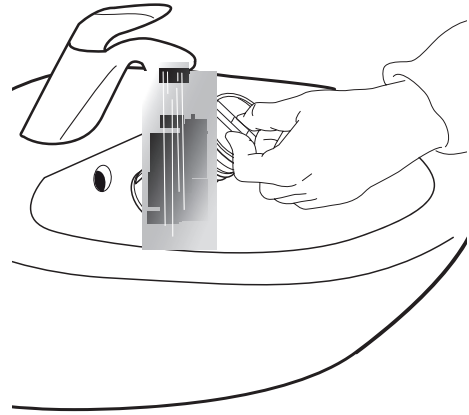
如您的洗衣機沒有緊急排水喉：  
逆時針轉動濾網，而不用拆開濾網，並緩慢打開直至排走全部水。  
當該容器是滿水，將濾網按順時針方向轉緊。  
清空容器，重複這個步驟，直到水全部流出。



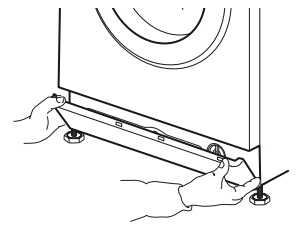
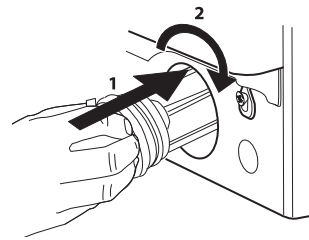
- 4.** 抽出濾網；把棉布放在濾網下方以吸收餘下的少量積水，然後按逆時針方向打開，抽出濾網。



- 5.** 清洗濾網：用水沖洗並除去濾網殘渣。



- 6.** 插入濾網塞並裝回底座：  
將濾網塞回原位，然後按順時針方向轉緊到最深位置。濾網手柄必須處於垂直位置。可以倒入約1升的水於洗滌盒測試濾網是否已轉緊。  
然後裝回底座。



# 搬運和處理

## 警告

搬運時，切勿提拉洗衣機的頂板。

1. 拔除洗衣機電源插頭。
2. 檢查並確定機門和洗衣劑盒都已正確關閉。
3. 拆除水龍頭與入水喉和排水管與排水喉的連接位，排出軟管內的所有積水，此整理以使它們不怕在運輸過程中損壞。
4. 重裝搬運螺栓：按照安裝指南並以反方向的形式安裝搬運螺栓。

重要：未有固定搬運螺栓時請勿搬運洗衣機。

# 故障排除

本洗衣機配有多個自動安全和反饋功能。可以偵測錯誤及相應地對維修需要作出指示。這些錯誤通常屬於小問題，可在數分鐘內予以排除。




問題	原因	解決方法
洗衣機沒有指示燈亮起。	插頭沒有正確插在插座內。	插頭插入插座。
	插座或保險絲運作不良。	利用臺燈進行插座測試，維修故障部件。
	電源故障。	當重啟電源洗衣機會自動繼續操作。
雖然已按下「啟動/暫停」，但洗衣機無法啟動。	機門未正確關閉。	推門關閉，直至其正確關閉。
	已啟用鎖定鍵功能。	按下帶有鑰匙標誌的鍵至少3秒以關閉鎖定鍵功能。
洗衣機在程序運行期間停止，而且「啟動/暫停」指示燈閃爍。	延遲過水，「脫水」鍵已啟用。	終止延遲過水並排水或脫水，(請參閱〈日常使用參考指引〉中〈選項，功能及指示燈〉篇章提及「延遲過水」的資訊。
	程序被中斷且打開機門。	確保關閉機門並按下「啟動/暫停」鍵進行程序。
	安全系統已啟用: 故障指示燈亮起和/或顯示屏顯示故障(F.); 水龍頭可能被關閉。	請參照後頁「故障 指示燈說明」。確保水龍頭打開，進水管沒有扭結。
程序完成後洗衣劑和/或添加劑殘留在洗衣劑盒內。	進水水壓過低；進水喉內的濾網可能阻塞。	確保水龍頭被正確打開。檢查進水喉內的濾網，請參閱清潔和保養 / 清潔進水喉內的濾網。
脫水時機身震動。	搬運螺栓尚未拆除 (!)	根據安裝指南中的說明，拆除搬運螺栓。
	洗衣機四個機腳不水平。	調整機腳(安裝指南)，確保洗衣機固定在水平和穩固的地下。
脫水轉速“0”在控制面板上閃爍和/或衣物仍然過濕。	衣物量失衡阻止了脫水過程，避免損壞洗衣機。	如需脫水，請加入多件不同尺寸的衣物，然後選擇並啟動「過水/脫水」程序。避免衣物量較少但包含幾件大件或如毛巾之類的吸水物品，或大件/厚重衣物於同一個負載中。


問題	原因	解決方法
脫水效果不理想。	「脫水」鍵已設為低轉速。	選擇並以更高的脫水轉速(如可選擇)開始「脫水」程序。
	失衡時會阻止最終脫水過程。	請參照上文。
	過量的泡沫會阻止脫水。	啟動「過水和脫水」程序。 避免過多的洗衣劑劑量。 調整和使用洗衣劑計量助手功能。
洗衣完畢後衣物上存有殘留洗衣劑。	使用過量洗衣粉或洗衣劑質量的問題。	避免洗衣劑過量。 用刷子擦拭衣物。 選擇「深度過水」選項(如可選擇)。 使用洗衣液/使用黑色或深色衣物專用洗衣劑。
洗衣機在運行程序的中間停頓 / 程序似乎沒有進行 / 靜止時，提示信息可能出現在顯示屏。	程序進行時滾桶沒有轉動。	一些程序出現靜止長達約2分鐘是正常的。
	過多的泡沫形成(可能由於過量洗衣劑)會中斷程序。可重複多次，直到泡沫降低到足以繼續洗衣為止。	程序自動繼續進行，只要該泡沫降低到足以繼續洗衣為止。如果顯示屏顯示FOD(即故障過量)，請參照後頁「故障指示燈說明」。
	可能被檢測到電壓過低或過高。	程序自動繼續進行，只要主電源電壓在合適的範圍。
按照程序表或顯示屏上的指示，程序持續時間明顯過長或過短。	這是洗衣機因應會影響洗衣程序時間因素的正常反應，例如：泡沫過多、衣物過重導致失衡、降低供水溫度導致加熱時間延長等。程序持續時間將重新計算，而顯示屏上會出現提示信息。	避免衣物量較少但包含幾件大件或如毛巾之類的吸水物品，或大件 / 厚重衣物。 避免過多的洗衣劑劑量。 - 參考洗衣劑生產商的建議劑量，調整和使用洗衣劑計量助手功能。
門已鎖定，不論有或沒有故障指示，而程序不運行。	在電源故障時門會鎖著	當重啟電源程序會自動繼續操作。
	洗衣機處於靜止(如上文已經介紹了「洗衣機...靜止...」)。	不再維持靜止狀態後程序會自動繼續操作。
	水位或溫度過高，或電子零件故障。	參考故障指示「維修」： 門鎖失靈 / FDL / F29 的故障指示燈說明
滾桶燈(如有)失效。	燈泡需要更換。	聯絡我們的售後服務中心更換燈泡。



## 故障指示燈說明

以下是可能的故障原因及解決方案的概要。  
如果排除了故障後問題尚存在，請按電源  
開/關至少三秒鐘。

如故障仍然存在，請拔出洗衣機插頭、關閉  
水龍頭並聯絡售後服務中心。

故障指示燈亮起	顯示信息	可能的原因	可能的解決方法
	Open water tap (打開水龍頭) 	無水供應或供應不足。  • 水龍頭關閉 • 進水喉可能扭曲 • 供水壓力過低 • 進水喉的濾網阻塞 • 入水喉結冰	打開水龍頭 確保進水喉沒有扭曲 確保水壓足夠 清潔進水喉內的濾網 (清潔和維護) 以至少5°C的環境溫度下安裝洗衣機問題 已被排除後，按啟動/暫停。如果問題仍 然存在，按「開 / 關」鍵至少3秒鐘。
	Water filter clogged (過濾器堵塞) 	廢水未抽出  • 排水喉可能扭曲 • 排水喉阻塞或結冰 • 濾網阻塞 • 泵堵塞	檢查排水喉是否扭曲。 以至少5°C的環境溫度下安裝洗衣機。 參考 <b>清潔濾網</b> 章節所述清潔過濾器。 問題已被排除後，按啟動/暫停。如果問 題仍然存在，按「開 / 關」鍵至少 3 秒 鐘。
	Over foaming (洗衣劑過量)	過多的泡沫(可能洗衣劑 過量)中斷該程序。該中 斷可重複多次，直到泡 沫降低到足以繼續洗衣 為止。	啟動「過水及脫水」程序，及深層過水 選項。 參考洗衣劑生產商的建議劑量。  調整和使用洗衣劑計量助手功能。確保濾 網清潔。
	Load unbalance (負載不平衡) 脫水轉速 「0」閃爍	衣物量失衡阻止了脫水 過程，避免損壞洗衣機。	如果你想把濕衣物脫水，加入不同大小 的衣物，並啟動「過水及脫水」。避免衣物 量較少但包含幾件大件或如毛巾之類的吸 水物品，或大件 / 厚重衣物於同一個負載 中。

故障指示燈亮起	可能的原因	可能的解決方法
 門開指示燈閃爍	門無法鎖定	用力把門推入門鎖位置,要正確關閉。然 後按啟動 / 暫停。如果問題仍然存在，按 「開 / 關」鍵至少3秒鐘。

故障指示燈亮起	顯示信息	可能的原因	可能的解決方法
  維修	FdL (or F29)	門不能解鎖	<p>用力把門推入門鎖位置,要正確關閉。然後按開始/暫停。如果問題仍然存在，按「開 / 關」鍵至少3秒鐘。如用過熱溫的洗衣程序，等到冷卻下來，然後再次按「開 / 關」鍵至少3秒鐘，啟動洗衣機，檢查並排除最終故障可能的原因「清潔濾網」，如果故障仍然出現，然後重新開啟洗衣機。如果門沒有解鎖，按「開 / 關」鍵至少3秒鐘。</p> <p>如果機門仍然不能解鎖，請參見「機門 - 無法打開機門拿出衣服的應對方法」。在排水 / 開門前，等到水冷卻下來(熱水洗衣程序)。</p>
	聯絡維修 F24	衣物負荷過多於洗衣程序的最大負載量    進水過多	<p>選擇並啟動程序「過水及脫水」，完成中斷的洗衣程序。 不要讓洗衣機超載。參照程序表的圖所示的最大洗衣量。</p> <p>關閉水龍頭。按「開 / 關」鍵至少3秒鐘，瀝乾水分；等到排水程序結束(完在顯示器顯示)。 再次打開水龍頭。如果水立即流入洗衣機(而不必啟動的程序)中，表示有一個電子零件的故障。關閉水龍頭，關閉電源，抽出洗衣機電線。並請聯絡我們的售後服務中心。</p>
	聯絡維修 F02	停水故障 — 在底盤檢測到漏水。	按「開始 / 暫停」鍵；如果問題仍然存在按「開 / 關」鍵至少3秒鐘。如果故障仍然存在，請聯絡我們的售後服務中心。
	聯絡維修 F04 至 F99	電子零件的故障	按「開 / 關」鍵至少3秒鐘重設洗衣機，如果問題仍然存在，關掉洗衣機，關閉水龍頭，並拔下電源插頭；請聯絡我們的售後服務中心。

# 機門 - 無法打開機門拿出衣服的應對方法

關閉洗衣機電源並拔下電源插頭。  
關閉水龍頭。  
等待滾桶停止運轉。  
滾桶在運轉時，請勿打開機門。  
使用過熱洗程序後，等待水和衣物冷卻下來。

打開門之前必須排走剩餘水，可以透過按下「開/關」鍵至“rES”出現在顯示屏上，或透過排走積水所述的人手方式排走剩餘水。

打開機門前先參考如下所述，參閱故障「門已鎖定，不論有或沒有故障指示，而程序不運行。」例如在電力故障不再存在後，機門會自行解鎖。如果您想立刻拿出衣物，首先嘗試以故障指示燈說明中(FdL or F29)章節描述的方式開鎖。

當機門如前面的描述所指仍然不能打開，請按如下所述。

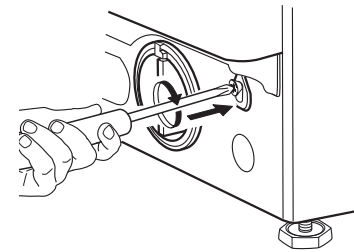
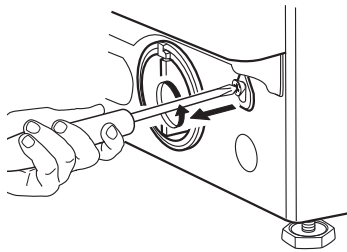
假若發生電源故障,當電源回復後洗衣機會繼續進行餘下的程式。

如果洗衣機發生故障而機門是鎖著，但您必須拿出您的衣物：

**1.** 首先以排走積水章節描述的方式排走積水。

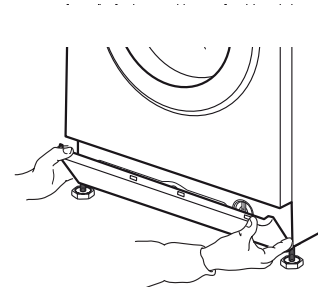
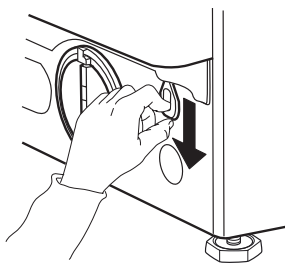
**4.** 隨後用螺絲批和螺絲將帶重新緊緊收回及固定。

**2.** 用螺絲批卸下螺絲。



**3.** 然後向下拉動標有「門開」的帶。然後您便可以打開門，取出衣物。

**5.** 重新安裝底座。



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# 售後服務

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致電售後服務中心前：

1. 嘗試自行解決問題  
請參閱「故障排除」。
2. 重新啟動洗衣機，檢查洗衣機是否仍舊無法正常運作。

若洗衣機仍舊無法正常運作，請致電售後服務中心。

請致電保用證上顯示的號碼，或按照以下網址上的指引

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

請說明：

- 簡單的故障說明。
- 洗衣機型號 (參閱機門內的銘牌)。
- 服務碼 (機門內「維修」字樣後的號碼)。
- 您的完整地址和電話號碼。

**SERVICE** 0000 000 00000

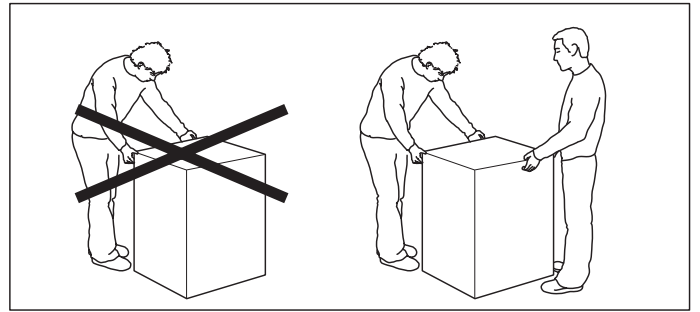
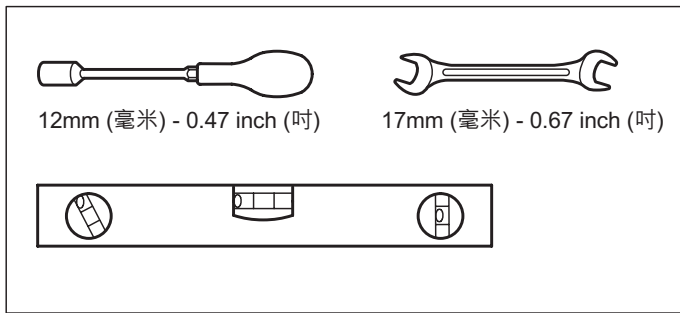
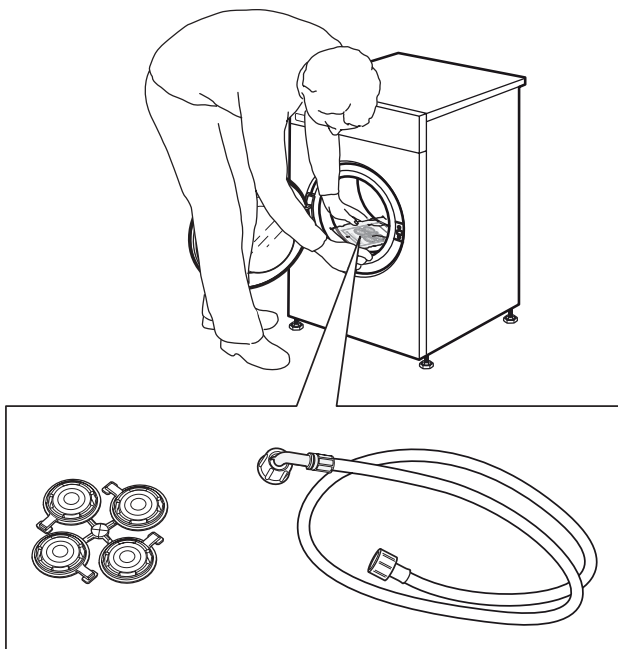
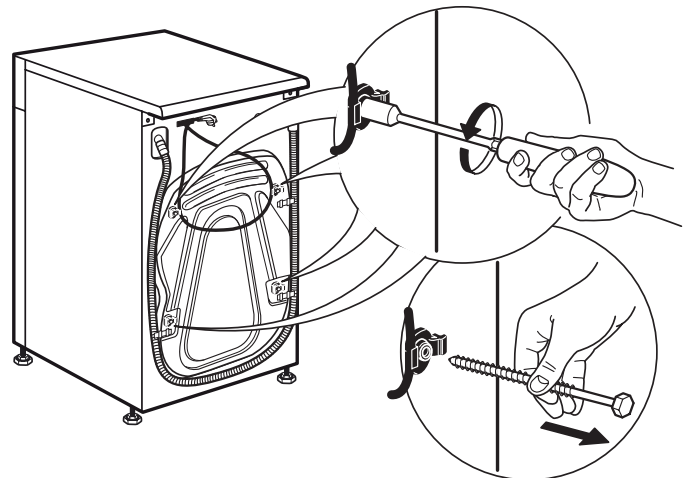


對於任何維修，使用我們授權的售後服務中心，以確保適當的維修和使用原廠零配件。

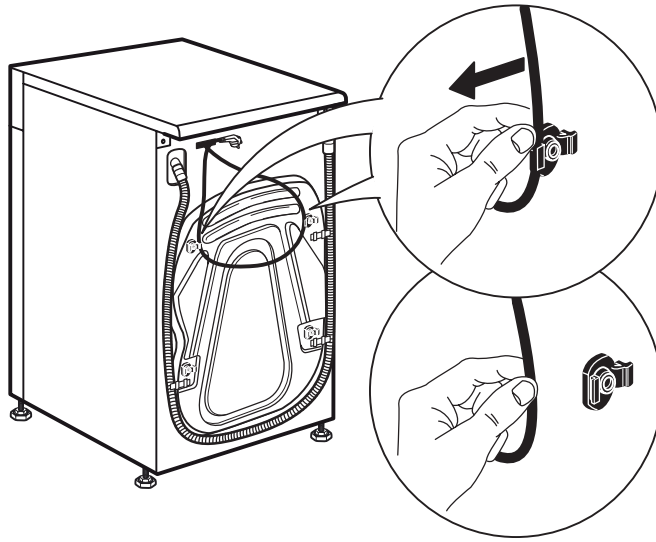


# INSTALLATION GUIDE

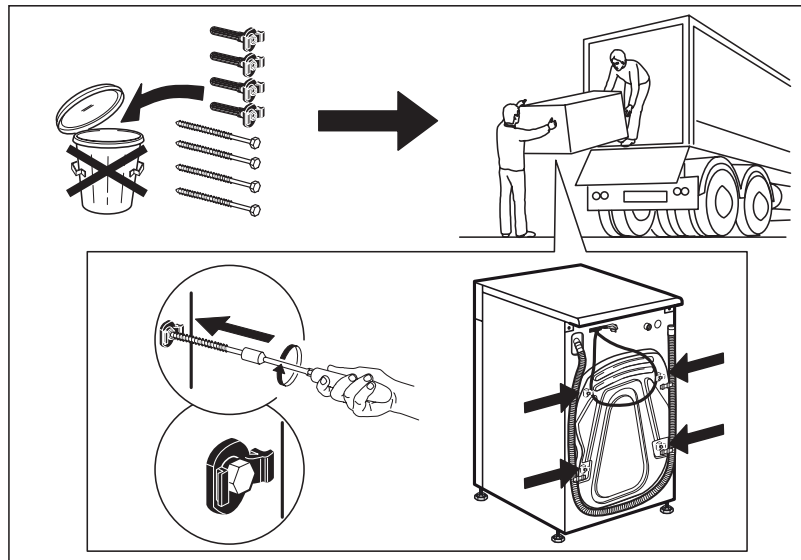
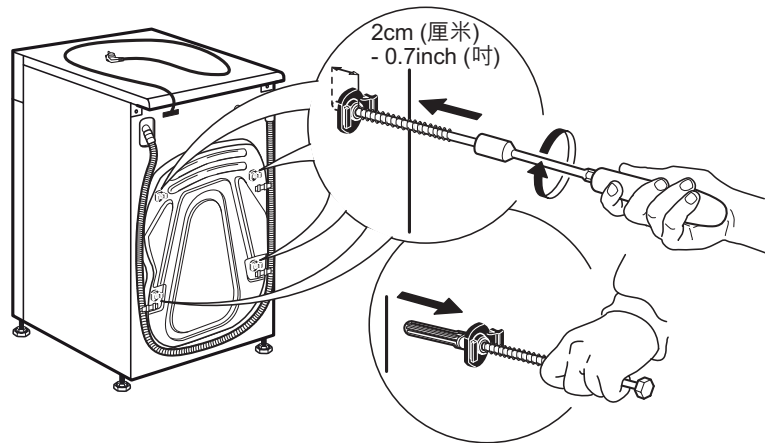
## 安裝指南

**1.****2.**

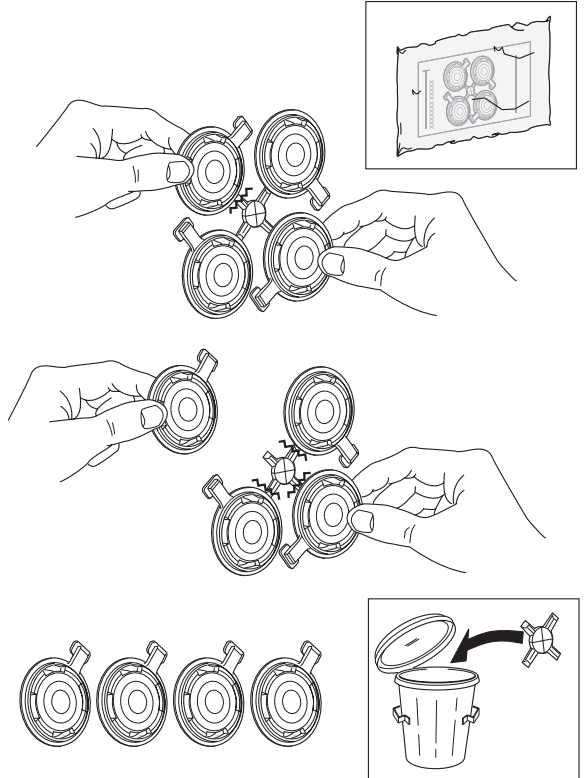
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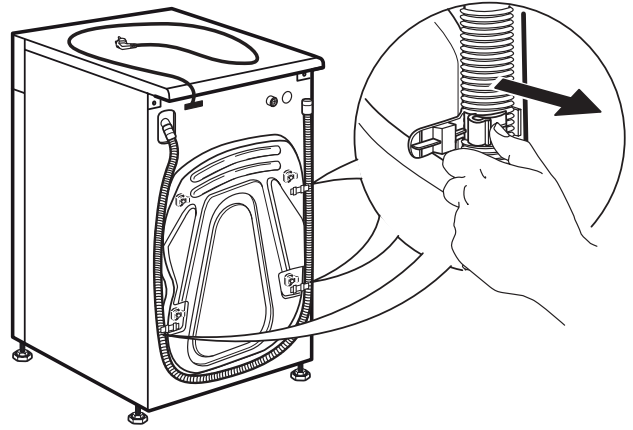
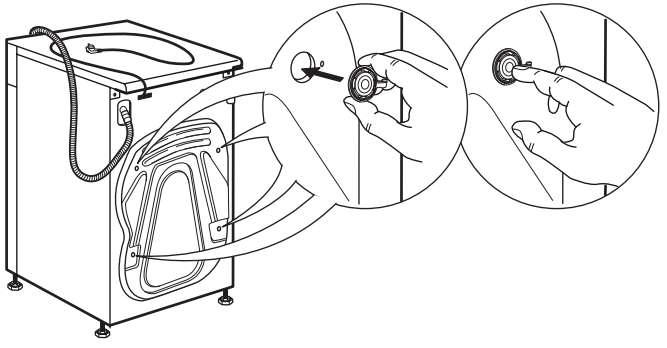


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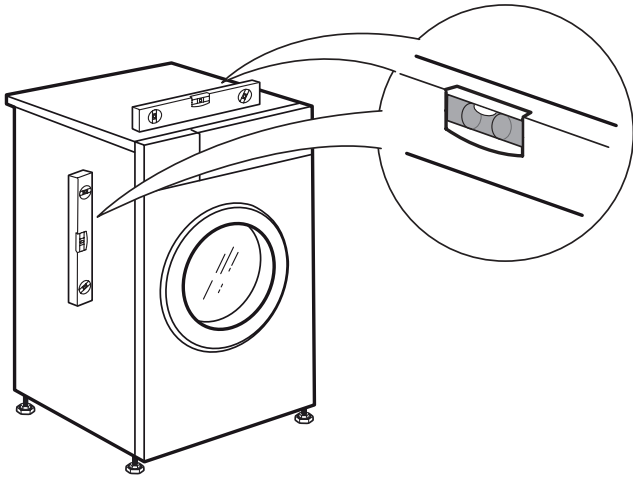


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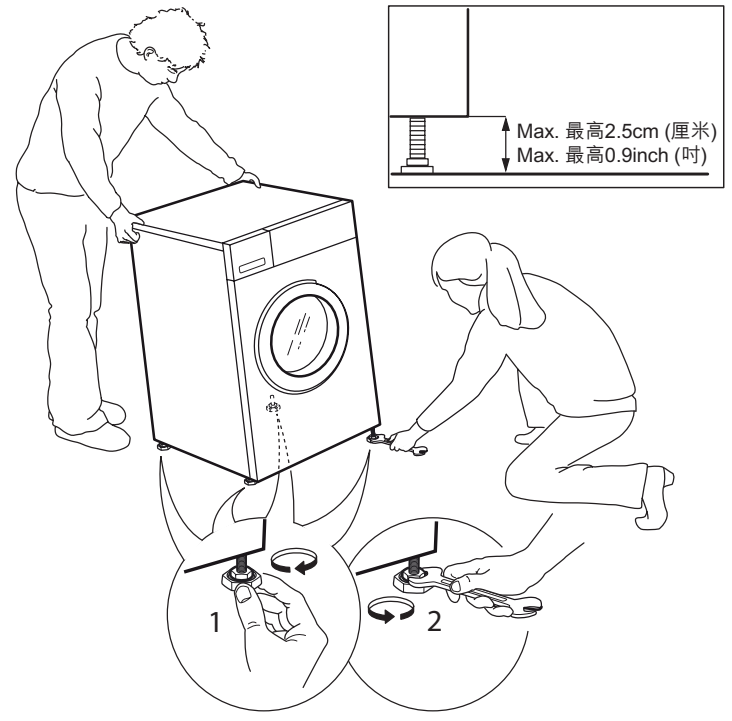
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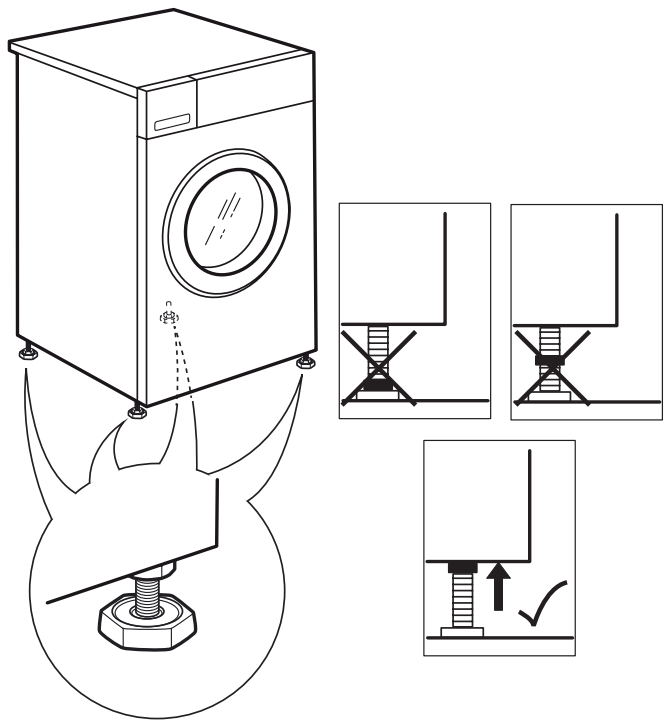
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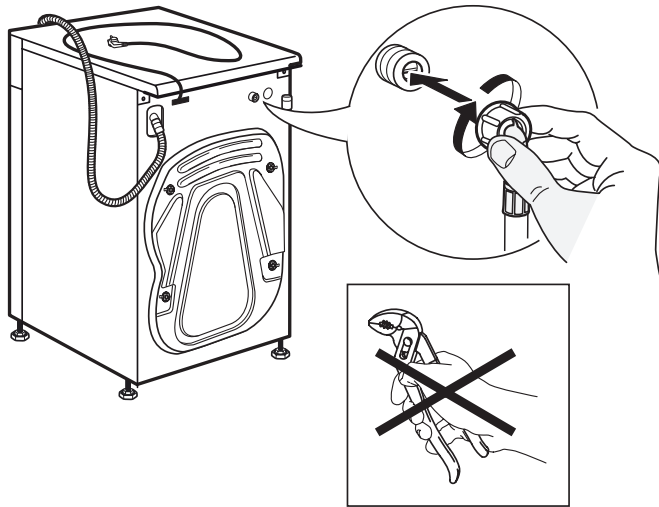
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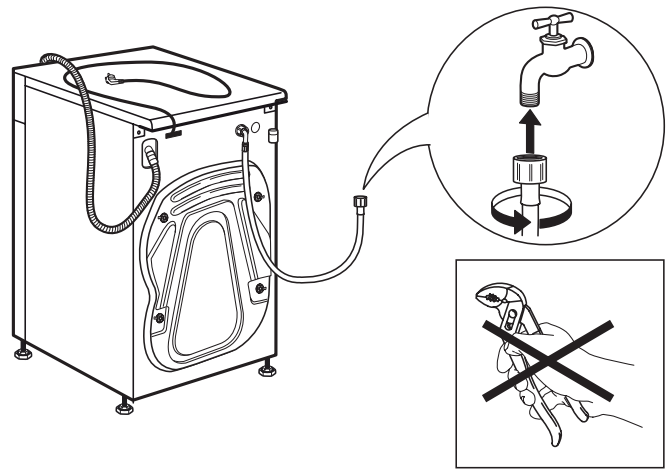
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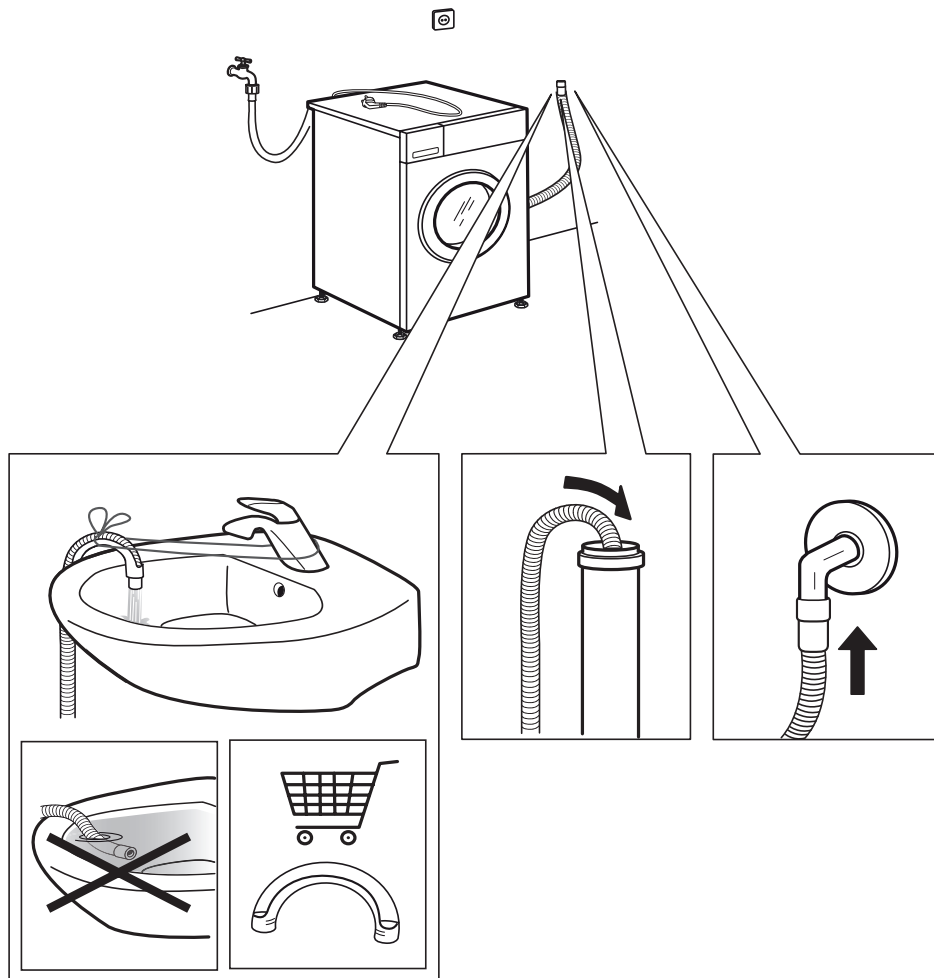
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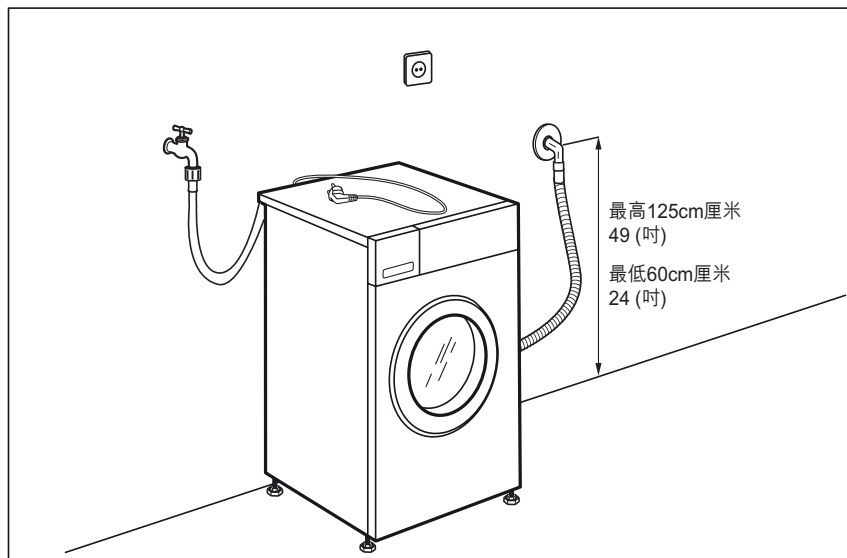
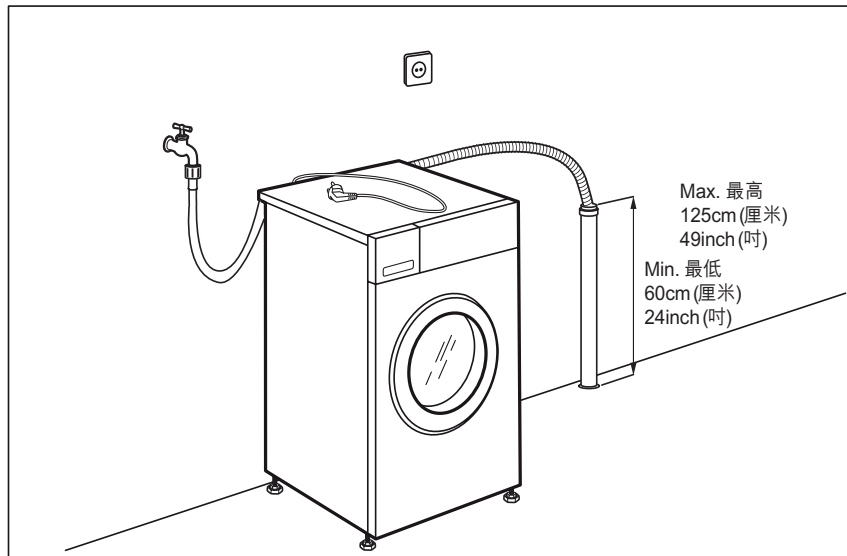
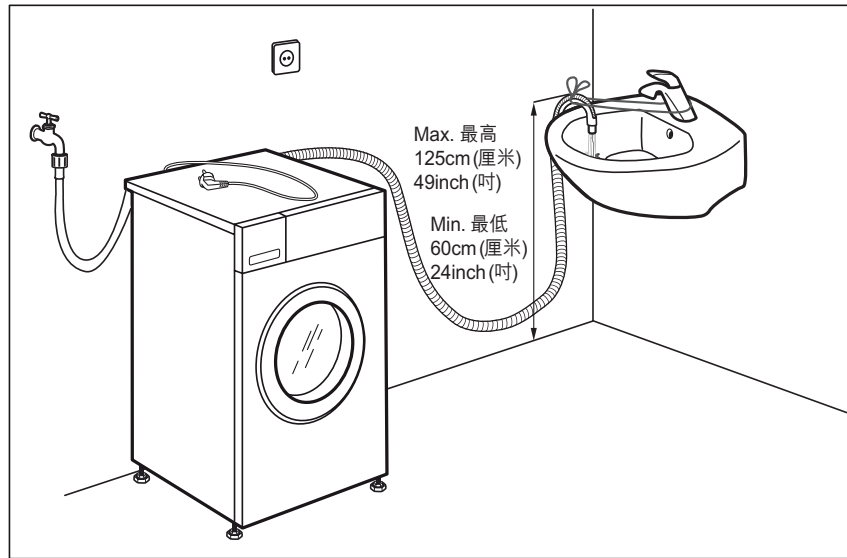
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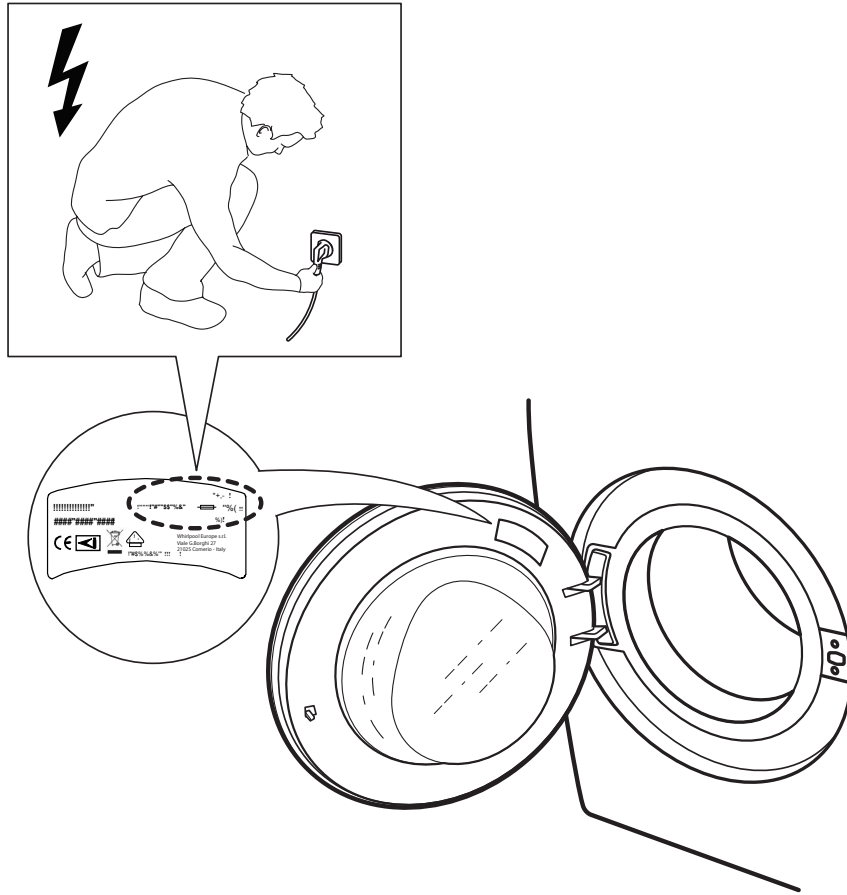
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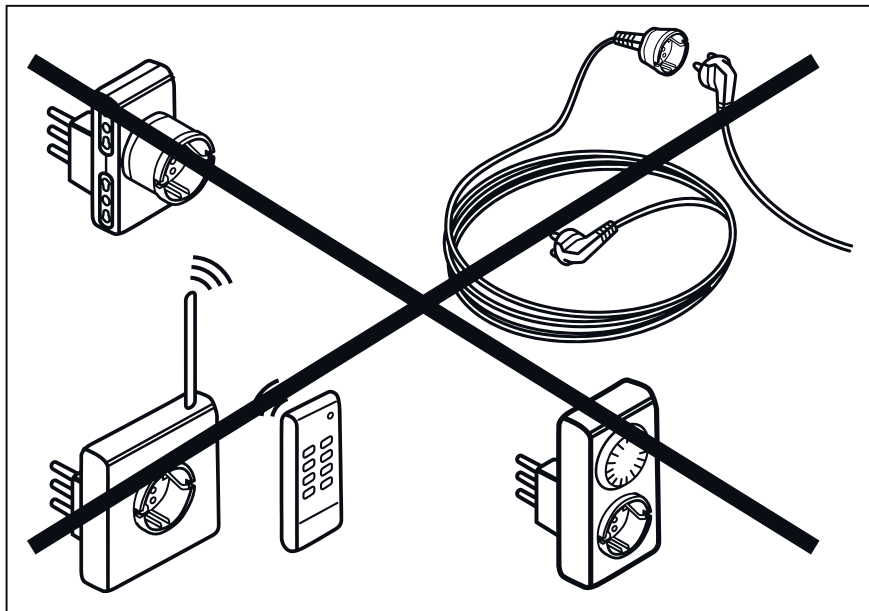
# 14.



15.



16.



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