



Automatic Drum Washer-dryer
HW100-HB1297NZP

User Manual



Please read these instructions carefully before use.
Please save these instructions for future reference.

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Product Features

- DD inverter frequency motor technology
- Hybrid balance technology
- Inclined drum
- Large capacity
- Optimal door height design
- Large-caliber clothes-loading opening
- JIT function (Stop just in time upon drying)
- Large high-brightness LCD
- Function (Stop just in time upon cleanness)
- Drawer-type box
- Function of Supporter Dry
- Self-cleaning function
- Air-wash function
- Technology of anti-bacteria and mildew-proof with window pad

Specifications

Power supply	220-240V~/50Hz
Water inlet pressure	(0.001-1.0)MPa *
Rated washing capacity	10kg
Rated spinning capacity	10kg
Rated drying capacity	8kg
Spinning speed	1200rpm
Washing noise (sound pressure level/sound power level)	36dB(A)/49dB(A)
Spinning noise (sound pressure level/sound power level)	54dB(A)/63dB(A)
Overall dimensions(H×D×W)	1200mm×639mm×699mm

- The diagrams in this manual are for illustrative purpose only. Due to continuous product improvement, please see the actual product for appearance, color and accessories which may be inconsistent with those described in this manual. Here we apologize for this.

- This product is classified as Class I appliance. Please pay attention to electrical safety during use.

* : Please ensure that Water inlet pressure is higher than 0.03 MPa while drying.

15 Fault Diagnosis and Solution

Displayed code	Code meaning	Solution
RL-0	The washer is in automatic weighing state	Normal prompt
RL-X	Code for the clothes weight: X=1 (i.e. AL-1) displays when there are no clothes or less than 2kg clothes in the washer-dryer; X=2 (i.e. AL-2) displays when there are about 2-4kg clothes in the washer-dryer; X=3 (i.e. AL-3) displays when there are about 4-6kg clothes in the washer-dryer; X=4 (i.e. AL-4) displays when there are about 6-8kg clothes in the washer-dryer; X=5 (i.e. AL-5) displays when there are about 8-10kg clothes in the washer-dryer.	Normal prompt
Loc	Being inconsistent with the conditions for door opening, it is not allowed to unlock the door	Normal prompt
UL	Child lock prompt	Normal prompt
End	The whole program ends	Normal prompt
Err i	Abnormal door locking or unclosed door	Close the door; if the code remains, please ask for repair
Err 2	Drainage fault (The words "Drain Filter" on the display screen flash)	Check whether the outlet of drain pipe is 10cm above the floor; Clean the drain filter and check whether the drain pipe is clogged; if the code remains, please ask for repair
Err 5	Abnormal water feed	Check whether the water tap is turned on, whether the water pressure is too low, whether power supply cut-off occurs. Press the "Start/Pause" button to clear it. If the code remains, please ask for repair
Err 12	Abnormal drying water level	Check whether the outlet of drain pipe is 10cm above the floor; Clean the drain filter and check whether the drain pipe is clogged; if the code remains, please ask for repair
Unb	Unbalanced clothes distribution when spinning (The words "Imbalance" on the display screen flash)	Check the adjustable feet to confirm whether the washer-dryer is level; Take out and fluff out the clothes; if the code remains, please ask for repair
RL-E	The clothes weight is beyond the acceptable range (The words "Overload" on the display screen flash)	Take out some clothes
Dry Filter	Abnormal drying filter	Reinstall the drying filter; if the code remains, please ask for repair

In case of the following alarms, press the "Off" button to clear them. If they remain, unplug the power plug and contact our After-sales Service Department. In case of the following alarms, press the "Off" button to clear them. If they remain, unplug the power plug and contact our After-sales Service Department.

Err 3	Err 4	Err 7	Err 8	Err 9	Err 10	Err 13
Err 16	Err 29	Err 30	Err 31	Err 34	Err 35	Err 37
Err 38	Err 40	Err 41	Err 44	Err 46	Err 47	

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1 Safety Precautions



Electrical safety prompt:
Please pay attention to electrical safety during use.

- The plug should be accessible after the washer-dryer is installed in place. Do not disconnect the plug from the socket by pulling the power cord. If the power cord needs to be replaced, ask a qualified technician or contact our After-sales Service Department for replacement. Prevent the power cord from being pressed by any foot and from such problems as break-off, flattening, etc.
- Power supply must use an independent socket, the grounding terminal of which must be properly grounded. The socket must be a qualified product.
- Such overload protective devices as proper fuse must be available at the user's home. And, the ammeter, wire and socket must be able to withstand 10A current.



Warning sign:
The contents with this sign involve the safety of both the product and the user. Be sure to strictly follow these instructions, otherwise the washer-dryer may be damaged or the user may be injured.

- Keep the washer-dryer away from any heat source and direct sunlight to prevent the aging of plastic and rubber parts.



Prohibitory sign:
The contents with this sign indicate the behaviors to be absolutely prohibited. Failure to follow these instructions may result in damage to the washer-dryer or personal injury.

- Do not use such chemicals as flammable detergent and dry-cleaning solvent to wash the clothes. Do not use any flammable spray near the washer-dryer. In case of flammable gas leakage, do not plug or unplug the washer-dryer's power plug.
- The washer-dryer's door and tabletop panel are relatively hot during heating and drying. For the purpose of safety, keep the children away from the washer-dryer. In addition, when draining hot water, be careful to avoid scald.
- After unpacking the washer-dryer, do not allow the children to play with the disassembled packaging materials such as carton, plastic packaging bag and foam, etc.
- Do not install the washer-dryer outdoors and in excessively humid environment, otherwise moisture on the electrical components may easily cause damage to the ignition system or other accidents. In case of inadvertent water spray onto or into the washer-dryer, only after the washer-dryer is thoroughly dried can you use it.
- Neither should you place the washer-dryer directly onto an airproof carpet in order not to block the bottom vent, nor place it close up to the wall or furniture to avoid accidents. Do not use the washer-dryer on any platform above the floor, otherwise it may fall off onto the floor and be damaged.

State	Phenomenon	Solution
When wash	Poor washing effect	<ul style="list-style-type: none"> Check the detergent for proper type and dosage Check whether a proper program is selected
	Forceless washing	<ul style="list-style-type: none"> Check whether the clothes weight exceeds the washer-dryer's rated washing capacity
	Stop operation during washing	<ul style="list-style-type: none"> Check whether sudden power failure or power supply cut-off occurs Check whether the "Start/Pause" button is pressed
When rinse	Repeated rinsing	<ul style="list-style-type: none"> The washer-dryer with the function of automatic shutdown upon clean detected automatically increases or decreases the times of rinsing (1-2 times) according to the degree of dirtiness of the clothes
When spin	No spinning	<ul style="list-style-type: none"> The washer-dryer's program is set with discharge time and the spinning starts after a period of time Check whether the clothes intertwist
	Loud noise when spinning Vibration and displacement	<ul style="list-style-type: none"> Check whether all the packaging bolts are removed Check whether the washer-dryer is level (The feet can be adjusted to level the washer) Check whether the clothes intertwist Check whether the washer-dryer collides with other objects Check whether there are foreign bodies in the washer-dryer
	The clothes are not spun dry agler finishing the spinning program	<ul style="list-style-type: none"> The spinning effect varies with type of clothes Check whether eccentric protection functions due to few clothes
When drain	No water discharge or slow water discharge	<ul style="list-style-type: none"> Check whether the drain pipe is bent, clogged or frozen Check whether the outlet of drain pipe is 10cm above the floor Check whether the filter is clogged
Others	The control panel is partially hot	<ul style="list-style-type: none"> It is normal that electronic components are a bit hot
	The washing does not end after the preset delay time	<ul style="list-style-type: none"> Poor water feeding/drainage conditions or unbalanced clothes distribution results in longer time

15 Fault Diagnosis and Solution

The following phenomena are not necessarily faults of the washer-dryer. Please check against the following table before call for servicing. If any fault actually exists, please contact our After-sales Service Department and do not repair by yourself. Please unplug the power plug before check.

State	Phenomenon	Solution
Before operation	There is a small amount of water in the drain pipe and washer-dryer when using for the first time	<ul style="list-style-type: none"> It is normal and the water is the remaining water of factory inspection
	The washer-dryer does not operate	<ul style="list-style-type: none"> Check whether power failure or abnormal power supply occurs Check whether the power plug is firmly plugged in the socket Check whether the fuse of power supply or the current breaker is in good condition Check whether the power switch is pressed Check whether the water tap is turned on Check whether the "delay" function is activated Check whether the "Start/Pause" button is pressed
	Buttons cannot be operated	<ul style="list-style-type: none"> Check whether the "child lock" function is activated Refer to the instructions under the title of "Cancel or reselect a program in the process of running" in the section of "13. Other Functions"
	Water leakage occurs at the water tap	<ul style="list-style-type: none"> Check whether the shape of water tap is suitable Check whether the water inlet pipe joint is installed in place Check whether the water tap is damaged
	No water feed or slow water feed	<ul style="list-style-type: none"> Check whether the water tap is turned on and whether water supply cut-off occurs Check whether the water inlet filter screen is clogged (if necessary clean it) Check whether the water tap and water inlet pipe are frozen Check whether the "Delay" program is selected Check whether the "Start/Pause" button is pressed Check whether the water inlet pipe is bent Check whether the water pressure is too low
	Abnormal noise	<ul style="list-style-type: none"> Check whether the washer-dryer inclines or shakes Check whether there are foreign bodies such as coins and zippers in the washer-dryer Check whether the noise is from the draining pump or motor in normal operation
When wash		

2 Precautions for Use

- Due to the fluctuation of water pressure, please check all the joints of water inlet pipe, water tap and drain pipe for firm connection before washing every time. In case of loose water pipe connection or water leakage, please turn off the water tap and take proper measures or contact our After-sales Service Department for reconnection. Only after such faults are cleared can you use it again.
- When the washer-dryer is not in use, please keep the door slightly open and towel off both the window pad and door glass to avoid unpleasant smell. Do not cover the washer-dryer with a plastic bag to avoid moisture staying in it.
- Do not place any heavy object, heat-producing appliance and item liable to water/liquid leakage on the table top to avoid deformation of the tabletop panel and plastic parts.
- Do not wash such waterproof articles as raincoat, bicycle cover and down products as well as carpet to avoid abnormal vibration or damage to such articles.
- Please add a proper amount of washing powder, detergent (or bleach) and softener in corresponding chambers of the distributor box before starting the selected program. Do not open the distributor box during the program running to avoid some detergent (or bleach) left in its chamber.
- If a brassiere with steel wire is washed in the washer-dryer, the steel wire may bounce out. Therefore, do not wash any brassiere with steel wire in order to protect the washer-dryer.
- The washer-dryer's door is equipped with a self-lock safety device. Press the "Start/Pause" button to make the washer-dryer in pause (if the washer-dryer is operating). Only when the washer-dryer is in the safe state (the water level is below the lower edge of sight glass, the temperature inside of the drum is below 50 °C and the inner drum is not rotating) and the door lock icon is not illuminated can you open the door by pressing the door-opening button. Never forcibly open the door before the washer-dryer enters the safe state to avoid damage to the door or scald.
- Turn off the water supply and power supply after finishing washing every time. Meanwhile, clean the sight glass window pad interlining to prevent contaminants from tainting the clothes again.
- The washer-dryer described in this manual is equipped with downward drainage system. Please install the washer-dryer in a location with floor drainer.
- Using the washer-dryer at or below 0 °C may damage the water inlet valve and drainage system. If the washer-dryer is stored at or below 0 °C, be sure to move and leave it in the environment at room temperature for 2-4 hours before use.
- Do not put the clothes tainted with chemicals into the washer-dryer.
- It is prohibited to dry the clothes with oil stains to avoid fire hazard.
- When any program other than "Supporter Dry" is selected, it is prohibited to put the drying rack into the washer-dryer to avoid damage to the washer-dryer.
- When using the washer-dryer's drawer:

Do not put any flammable, explosive and corrosive substance in the drawer. Do not pour detergent and washing powder into the drawer to prevent the drawer from being contaminated. The maximum weight of all the items in the drawer must not exceed 5kg. Please close the drawer immediately after you use it. Neither should you put wet clothes on the drawer, nor allow the children to play with and step on the drawer to avoid deformation or damage of the drawer.

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15. When washing small articles (e.g. handkerchiefs, gloves, socks, etc.) and those clothes liable to inter-twist and wear, please put them in net bags for washing, rinsing and spinning to prevent them from falling into between the inner drum and window pad and further avoid inadequate washing and drying. The weight of articles in each net bag must not exceed 300g and the net bags should be put in the washer-dryer together with those clothes not in a net bag, otherwise the washer-dryer will not be balanced and result in abnormal vibration. Reference weights for small articles: handkerchiefs about 30g/piece; gloves about 60g/pair; cotton socks about 30g/pair; silk socks about 20g/pair.
16. When spinning at high speed, the clothes will stick on the washer-dryer's inner drum wall due to centripetal force. If the clothes are to be dried, it is recommended to take them out and fluff them out, then put them in the washer-dryer again for drying to achieve optimal drying effect.
17. During heating or drying, high temperature inside the washer-dryer may cause temperature rise of the tabletop panel and door, etc. Therefore, do not touch the tabletop panel and door during heating or drying.
18. During drying, it is recommended not to load the inner drum with clothes over the height of drying sticker on the electroplated ring; otherwise inadequate drying may occur.

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To clean the drying filter box

Note: Please clean the drying filter box after using the drying function every time.

- (1) Pull out the drying filter box as shown in Fig. 1.
- (2) Gently open the drying filter box cover as shown in Fig. 2.
- (3) Remove the flocking in the drying filter box with a soft bristle brush as shown in Fig. 3.
- (4) Close the drying filter box and install it in place.



Fig. 1



Fig. 2



Fig. 3

Note: The flocking must not be piled up around the washer-dryer to avoid its entry into the washer-dryer and poor drying effect.

To clean the water inlet filter screen

Warm tips: To improve the washing effect, do not throw away the water inlet filter screen. In case of unsmooth water feed, please clean the water inlet filter screen in time as follows:

- (1) Screw off the water inlet pipe as shown in Fig.1, and then take out the filter screen with a pair of nipper pliers as shown in Fig. 2.
- (2) Wash the filter screen with a soft bristle brush.
- (3) Install the filter screen in place and connect the water inlet pipe.



Fig. 1



Fig. 2

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14 Cleaning/Maintenance



Please unplug the power plug from the socket before cleaning and maintenance.

- After finishing washing, please turn off the water tap and remove the water inlet pipe.
- Unplug the power plug and put back the drain pipe.
- If the washer-dryer is not to be used for a long time, please keep the door slightly open and dry the window pad to avoid unpleasant smell.
- Do not use organic solvent or corrosive liquid to wipe the washer-dryer's exterior and rubber parts.
- Frequently clean both the water inlet pipe joint and water inlet valve filter screen to prevent them from being clogged by dirt.

To clean the drain filter (once every 30 days)

- (1) After draining the water in the washer-dryer, press the filter cover with a hand to open it as shown in Fig. 1.
- (2) Press the push switch to the end to prevent the hand from being wounded when turning the filter knob, then anticlockwise screw out the drain filter with a hand.
- Note: A little water may flow out when screwing out the filter knob (if Err2 alarm appears, relatively much water may flow out when screwing out the filter knob). Therefore, prepare a container (e.g. basin) before screwing out the filter knob and make the water flow in the container but not onto the ground or floor.
- (3) Remove the thrums and impurities on the filter and rinse the filter with clean water.
- (4) Insert the filter along the groove and tighten it by turning clockwise; otherwise water leakage may occur. Be careful not to distort the filter.
- Note: The drain filter must be tightened to avoid water leakage.
- (5) Press the push switch again with a hand to make it bounce out, then close the filter cover.



Fig. 1



Fig. 2

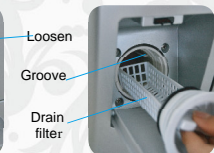


Fig. 3

To clean the distributor box

- (1) Fully pull out the distributor box.
- (2) Slightly lift up and pull out the distributor box.
- (3) Rinse the distributor box and siphon cap with clean water.
- (4) Buckle the siphon cap, then insert, push in and close the distributor box.



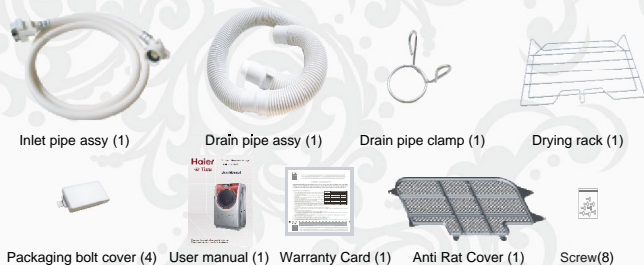
Note: Please buckle the siphon cap in the correct position of distributor box; otherwise the detergent and softener in the distributor box cannot be siphoned into the washer-dryer's drum.

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3 Components



4 Accessories



5 Notice before Use

- Before using, please take out the foam piece between equilibrium wreath and window. This only is used for transport, so please must take it out with other packing pieces at the same time.
- Please install and adjust the washer according to the instructions in this manual so that you can use it in a safe manner.

To connect the water inlet pipe

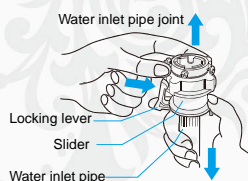
- Please use the new water inlet pipe delivered with the washer-dryer.

(1) Select a proper water tap

The length of front end must be more than 10mm. In case of unsmooth end face of the water tap outlet, please file it smooth to avoid water leakage.



- #### (2) Remove the water inlet pipe joint
- Press the lower end of locking lever; Hold the water inlet pipe, press down the slider and remove the water inlet pipe joint;



Buzzer mute function

Select the self-clean program, simultaneously press and hold the "Delay" and "Temp." buttons for 3s to mute the buzzer for all the programs (excluding the alarm sound), and the display screen will display "bBEEP OFF". Simultaneously press and hold the "Delay" and "Temp." buttons for 3s to resume the beep for all the programs, and the display screen will display "bBEEP On".

Memory program

When selecting the "Memory" program, all the washing parameters set by the user will be memorized after the program ends. If the user wants to wash with the same settings, just select the "Memory" program after turning on the washer-dryer.

(This program does not memorize the "delay" function set by the user.)

"Spin" program

To select the "Spin" program only, just anticlockwise ture the program knob after turning on the washer-dryer by pressing the "On" button. Press the "Spin" button to set the spinning time; press the "Speed" button to set the spinning speed.



Air Wash function

This function is available in the "Dry" mode. The inner drum rotates during air-wash and removes the moisture and unpleasant smell from the clothes via hot air. Please turn on the water tap before starting air-wash.

Tub Clean function

This function is available in the "Wash" and "Wash & Dry" modes and used to wash away the dirt from inner and outer drums. Note that clothes must not be put in the washer-dryer when using this function.

The function of drying with rack

This function is used to dry those articles liable to deformation such as hat, cloth doll and cloth shoes, etc. Make sure that the articles in the washer-dryer are suitable for drying with washing machine.

When using the function of drying with rack, put the drying rack in the drum as shown in Fig. 1. Insert the protuberance at the front end of drying rack into the hole of inner drum cover, place the back end of drying rack on the gimbals and keep the drying rack level as shown in Fig. 2.

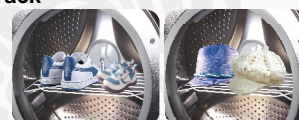


Fig. 1



Fig. 2