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# **10kg Front Load Washing Machine White**

## **MFLW10W**

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# Welcome

**Residentia Group**

—  
Head Office  
165 Barkly Avenue  
Burnley, Victoria  
Australia 3121

—  
ACN  
600 546 656

—  
Online  
residentia.group  
www.mykin.house

—  
Postage  
PO Box 5177  
Burnley, Victoria  
Australia 3121

—  
Telephone  
1300 11 4357

Congratulations on purchasing your new Front Load Washing Machine. The Mykin brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at: [www.residentia.group](http://www.residentia.group)

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your new dishwasher, it's features or importantly taking care of the appliance, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting:  
<http://support.residentiagroup.com.au>

Or you can contact us via phone by dialing: 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing a Mykin appliance and we look forward to being of service to you.

Kind Regards,  
The Residentia Team

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# Safety Information

## Safety Instructions

Please read the following safety information thoroughly and follow it strictly to minimise the risk of fire or explosion, electric shock and to prevent property damage, personal injury or loss of life. Failing to follow these instructions shall void any warranty.

- Children should be supervised 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.
- Max. Inlet water pressure 1 MPa. Min. inlet water pressure 0.05 MPa.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- This appliance is only intended to be used in household and similar applications such as farm houses or by customers in serviced apartments, holiday apartments and other residential type environments.
- Do not install the machine on a carpet floor.
- The obstruction of the openings by a carpet can damage the machine.

Model	Washing Capacity
MFLW10W	10.0kg

### For countries other than EU:

- The appliance is not to be used 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.
- Children being supervised not to play with the appliance.

### For use in EU countries:

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children does not play with the appliance.
- Cleaning and user maintenance are not made by children without supervision.
- Children of less than 3 years are kept away unless continuously supervised.

-Areas for communal use in blocks of flats.

# Safety Information (Continued)

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.

## Explanation of Symbols

### DANGER



This symbol indicates that there are dangers to the life and health of persons due to extremely flammable gas.

### WARNING OF ELECTRICAL VOLTAGE



This symbol indicates that there is a danger to life and health of persons due to voltage.

### WARNING



The signal word indicates a hazard with a medium level of risk which, if not avoided, may result in death or serious injury.

### CAUTION



The signal word indicates a hazard with a low degree of risk which, if not avoided, may result in minor or moderate injury.

### NOTE



The signal word indicates important information (e.g. damage to property), but not danger.

### OBSERVE INSTRUCTIONS



This symbol indicates that a service technician should only operate and maintain this appliance in accordance with the operating instructions.



### WARNING: Electric Shock Hazard

- If the machine is damaged, it must not be operated unless repaired by the manufacturer, its service agent or similarly qualified persons.
- Risk of electric shock!
- Animals and children may climb into the machine. Check the machine before every operation.
- Do not climb or sit on the appliance.

# Safety Information (Continued)

## Installation Location and Surrounding

- All washing and additional substances are to be kept in a safe place out of the reach of children.
- Keep the appliance clear from heating sources and direct sunlight to avoid plastic and rubber parts to corrode.
- Do not use the appliance in humid environments or rooms containing explosive or caustic gas. In case of water leakage or water splashes, let the appliance dry in the open air.
- The appliance must not be installed behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the machine .
- Do not operate the machine in rooms with a temperature of below 5°C. This can cause damages to parts of it. If it is unavoidable, make sure to drain the water completely from the appliance after every use (see "Maintenance - Cleaning of drain pump filter") to avoid damages caused by frost.
- Never use flammable sprays or substances in the immediate proximity of the appliance.

## Installation

- Remove all packaging material and transport bolts before using the appliance. Otherwise, serious damage may result.
- This appliance is equipped with a single inlet valve and can be connected to the cold water supply only.
- Mains plug must be accessible after installation.
- Before washing clothes for the first time, the product shall be operated once throughout all the procedures without any clothes inside.
- Before using the machine, the product shall be calibrated.
- Do not put any excessively heavy objects on the appliance, like water containers or heating devices.

## Electrical Connection

- Make sure the supply cable is not trapped by the machine, or it can get damaged.
- Connect the product to a grounded outlet protected by a fuse complying with the values in the "Technical specifications" table. The grounding installation has to be made by a qualified electrician. Ensure that the machine is installed in accordance with the local regulations.
- Water and electrical connections must be carried out by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.

## **WARNING:**

- Don't use multiple plugs or extension cords.
- The appliance must not have an external switching device such as a timer or connected to a circuit that is regularly switched on and off.
- Do not pull the plug out of the mains outlet if there is flammable gas around.
- Never pull out power plug with wet hands.
- Always pull at the plug, not at the cable.
- Always unplug the appliance if it is not being used.

# Safety Information (Continued)

## Water Connections

- Check the connections of the water inlet tubes, the water tap and the outlet hose for possible problems due to changes of water pressure. If the connections loosen or leak, close the water tap and get it repaired.
- Do not use the appliance before the pipes and hoses are installed properly by qualified persons.
- Glass door may become very hot during the operation. Keep children and pets far away from the machine while it is operating.
- The water inlet and outlet hoses have to be safely installed and remain undamaged.
- Otherwise, water leakage can occur.
- Do not remove the drain pump filter while there is still water in the appliance. Big quantities of water can leak out, and there is a risk of scalding due to hot water.

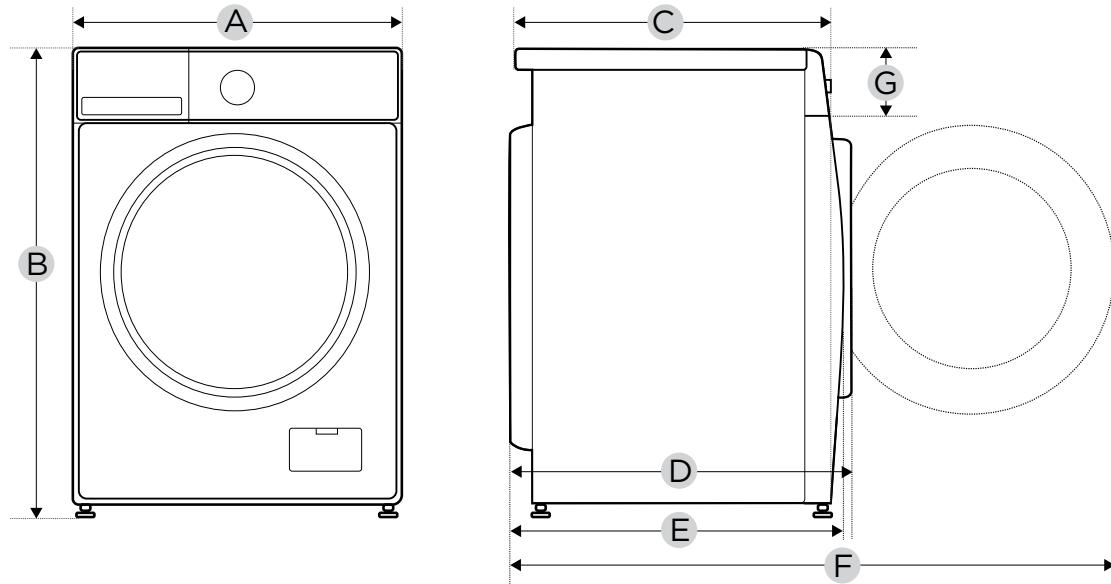
## Operation and Maintenance

- Never use any flammable, explosive or toxic solvents. Do not use gasoline and alcohol etc. as detergents. Only select detergents that are suitable for machine washing.
- Make sure that all pockets are emptied. Sharp and rigid items such as coins, brooches, nails, screws, stones etc. may cause serious damages to this machine.
- Remove all objects from pockets such as lighters and matches before use the appliance. Thoroughly rinse items that have been washed by hand.
- Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol, kerosene, spot removers, turpentine, wax and wax removers should be washed in hot with an extra amount of detergent before being dried in the appliance.
- Items containing foam rubber (latex foam), shower caps, water proof textiles, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be washed in the machine.
- Fabric softeners or similar products should be used are recommended in their instructions.
- Never try to open the door forcefully.
- The door will unlock shortly after the end of a cycle.
- Please do not close the door with excessive force. If it is found difficult to close the door, please check if the clothes are properly inserted and distributed.
- Always unplug the appliance and close the water tap before cleaning and maintenance and after each use.
- Never pour water over the appliance for cleaning purpose. Risk of electric shock!
- Repairs shall only be carried out by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The producer will not be responsible for damages caused by the intervention of not authorised persons.

## Transport

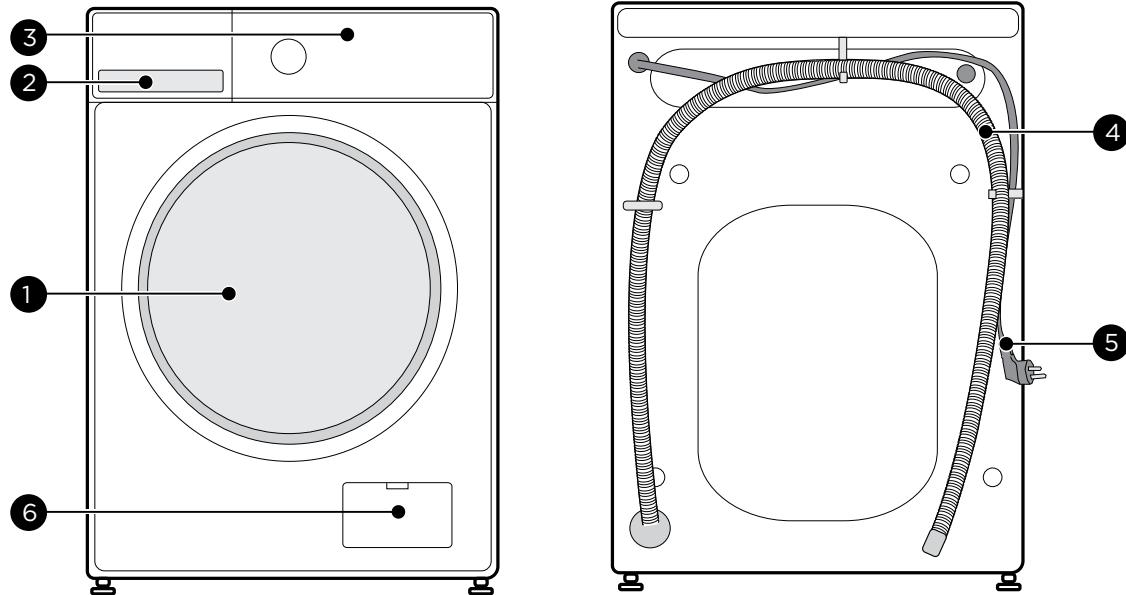
- Before Transport:
  - Bolts shall be reinstalled to the machine by a specialised person;
  - Accumulated water shall be drained out of the machine.
- This appliance is heavy. Transport with care. Never hold any protruding part of the machine when lifting. The machine door can not be used as a handle.

# Technical Specifications



Model	MFLW10W
Power Supply	220-240V~, 50 Hz
MAX. Current	10A
Standard Water Pressure	0.05MPa~1MPa
Washing Capacity	10.0kg
Dimension	
A	595mm
B	850mm
C	595mm
Weight	71kg
Rated Power	1950W
Reference Dimension	
D	660mm
E	641mm
F	1125mm
G	135mm

# Product Overview



<b>1</b>	Door	<b>4</b>	Drain hose
<b>2</b>	Detergent dispenser	<b>5</b>	Power supply cord
<b>3</b>	Control panel	<b>6</b>	Service flap

## NOTE

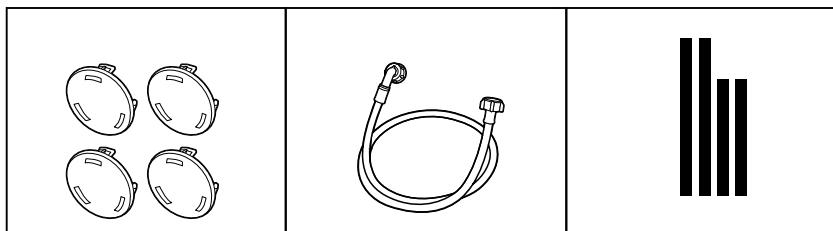
The product picture is for illustration only, please refer to real product as reference.

## Accessories

4 x Cover caps

1 x Supply hose  
cold water

Acoustic sponge  
(optional)



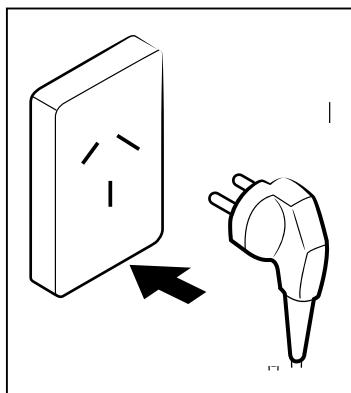
# Quick Start Guide

## ⚠ CAUTION

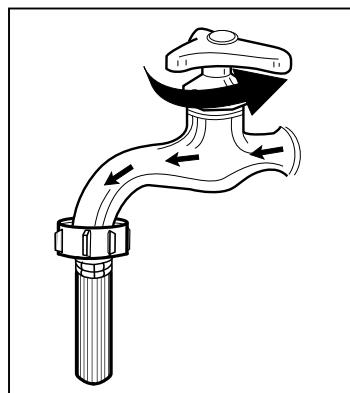
- Before washing, please make sure the machine is installed properly.
- Your appliance was thoroughly checked before it left the factory. To remove any residual water and to neutralize potential odors, it's recommended to clean your appliance before first use. For this reason, recommended to clean the inner drum by running the "DRUM CLEAN" or other program with the optional temperature of 90°C. Be careful not to put laundry and detergent in the machine.

## 1. Before Washing

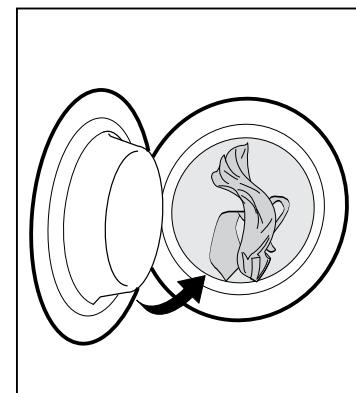
1. Plug in



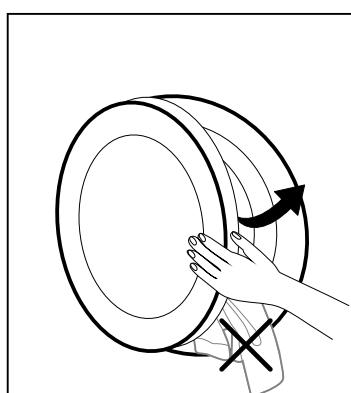
2. Open tap



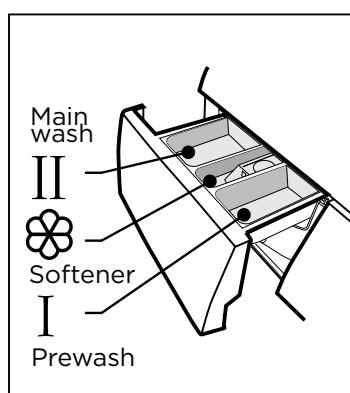
3. Load



4. Close door



5. Add detergent



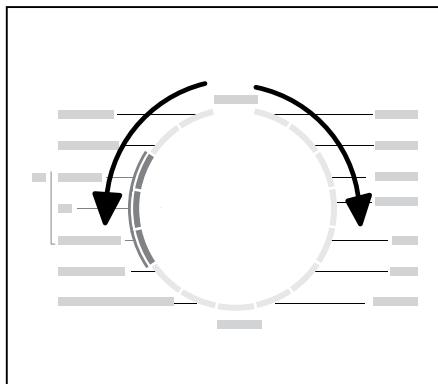
## 💡 NOTE

- Detergent need to be added in compartment I if the pre-wash function is selected.
- When closing the door, please make sure that your clothes are not caught between the sealing ring and the machine door to prevent water leakage caused by pulling and damaging the sealing ring during operation.

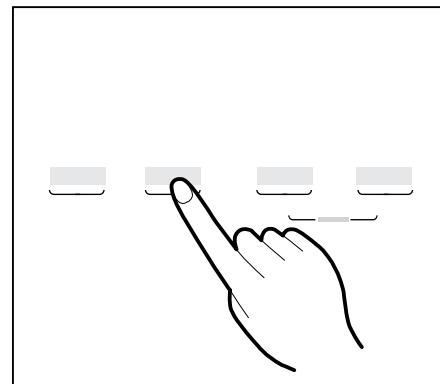
# Quick Start Guide (Continued)

## 2. Washing

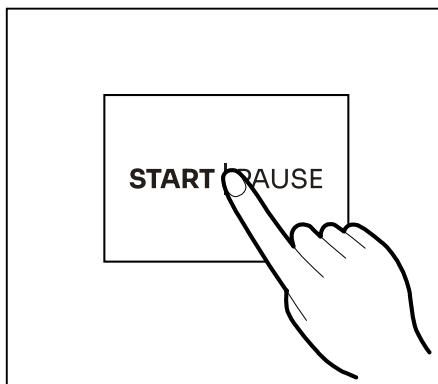
1. Select programme



2. Select function or remain default settings



3. Press Start/Pause to start the programme



### NOTE

1: If default is selected, step 2 can be skipped.

2: The function button line chart is for reference only, please refer to real product as standard.

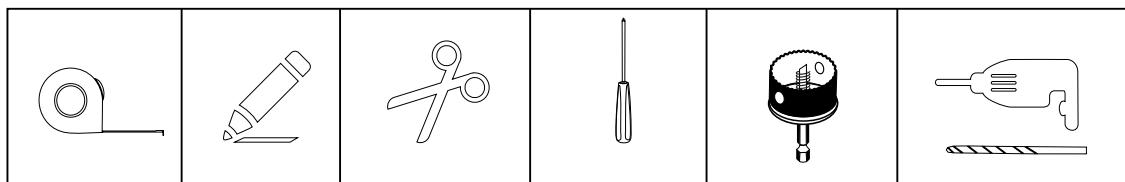
## 3. After Washing

Buzzer beep and “End” on display.

# Installation Instructions



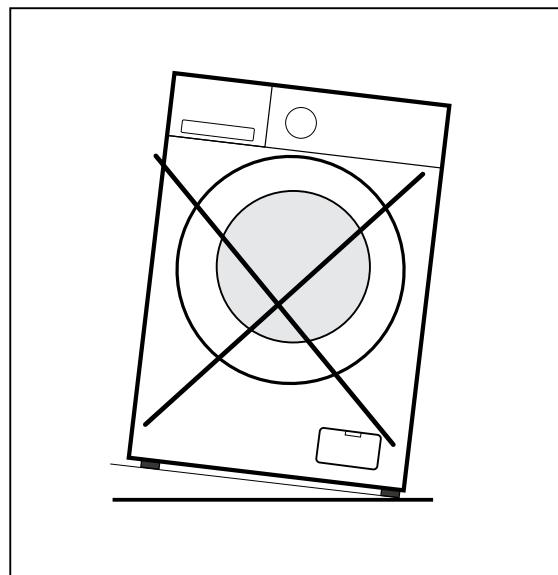
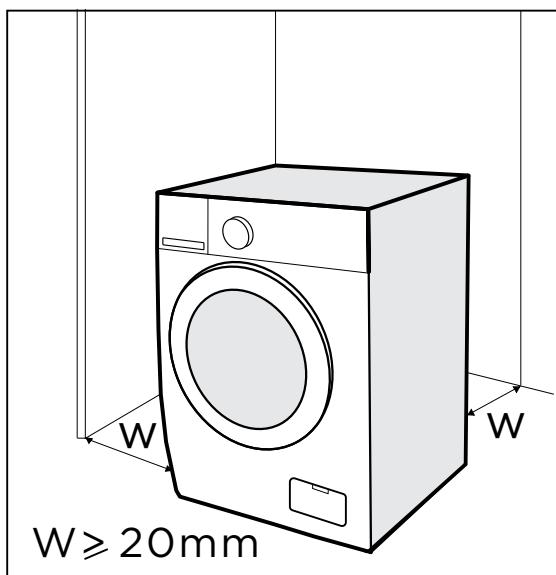
## Tools Needed If Installation By Yourself (not include)



### Installation Area

#### **⚠ WARNING**

- Stability is important to prevent the product from wandering!
- Make sure the machine is standing leveled and stable.
- Make sure that the product does not stand onto the power cord.
- Make sure to maintain the minimum distances from the walls as shown in the picture.

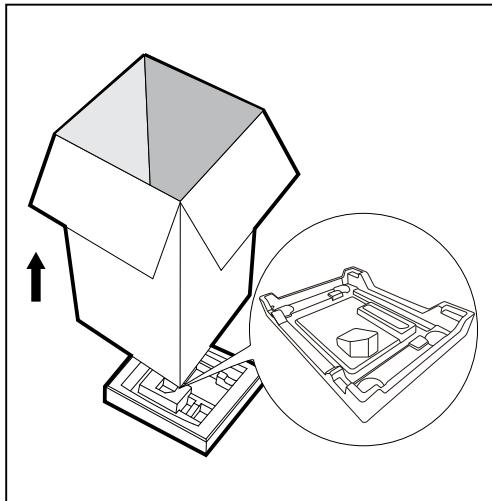


Before installing the machine, the location characterized as follows shall be selected:

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

# Installation Instructions (Continued)

## Unpacking the 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.

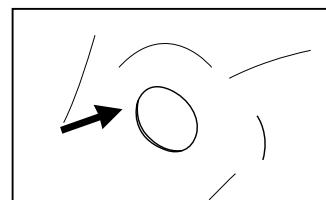
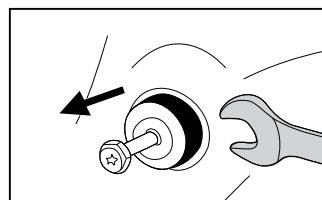
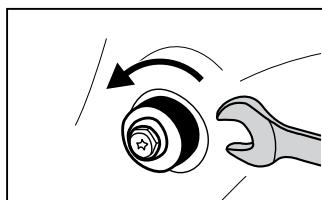
1. Remove the cardboard box and styrofoam packing.
2. Lift the machine and remove the base packaging.
3. Remove the tape securing the power supply cord and drain hose.
4. Remove the inlet hose from the drum.

## Remove Transport Bolts

### **WARNING**

You must remove the transport bolts from the backside before using the product.

1. Loosen the 4 transport bolts with a spanner.
2. Remove the bolts including the rubber parts and keep them for future use.
3. Close the holes using the cover caps.

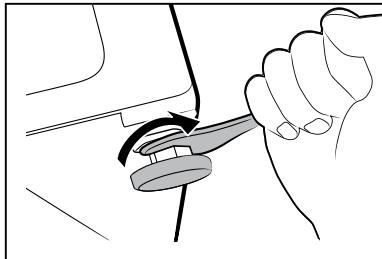


# Installation Instructions (Continued)

## Levelling the Machine

### **⚠ WARNING**

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



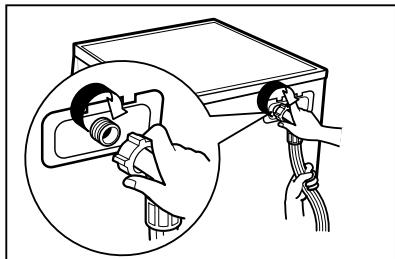
1. Loosen the lock nut.
2. Turn the foot until it reaches the floor.
3. Adjust the legs and lock the nuts with a spanner. Make sure the machine is level using a spirit level.

## Connect the Water Supply Hose

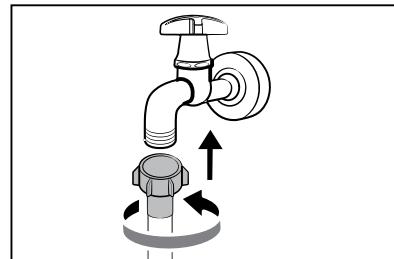
### **⚠ WARNING**

To prevent leakage or water damage, follow the instructions in this chapter.

- Do not kink, crush or modify water inlet hose.



Connect the water supply hose to the water inlet valve and a water tap with cold water as indicated.



### **💡 NOTE**

- Connect manually, do not use tools. Check if the connections are tight.

## Drain Hose

### **⚠ WARNING**

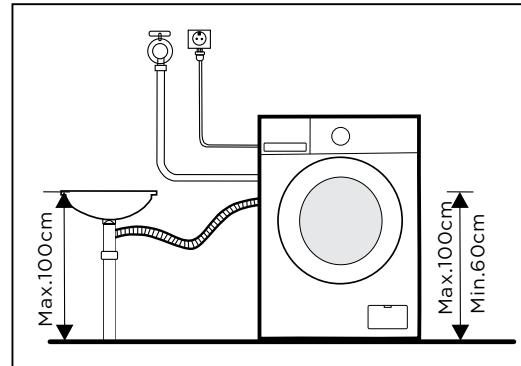
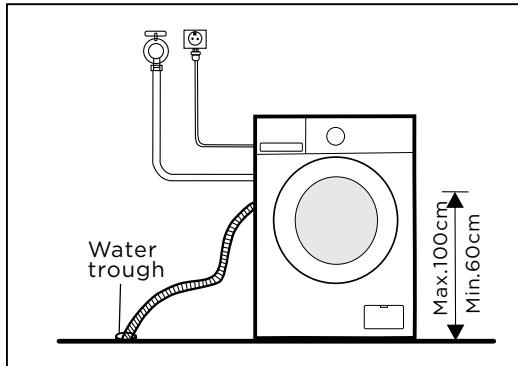
- Do not kink or protract the drain hose.
- Position drain hose properly, otherwise damage might result in water leakage.
- It is not allowed to remove the buckle of drain pipe.

# Installation Instructions (Continued)

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

1.Put it into the water trough.

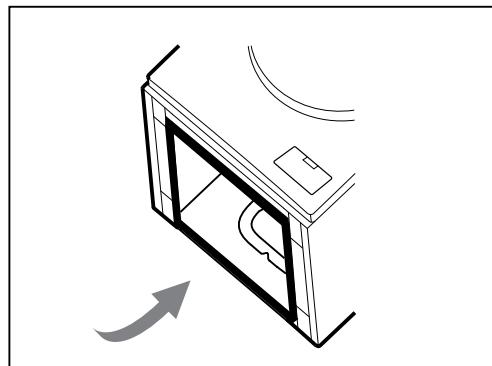
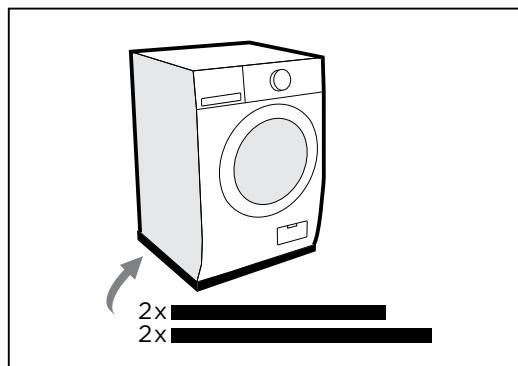
2.Connect it to the branch drain pipe of the trough.



## Acoustic Sponge

### NOTE

- Please make sure to assemble the acoustic sponges, which can effectively reduce the noise caused by the machine while working, in order to provide you with a more peaceful and quiet living environment.



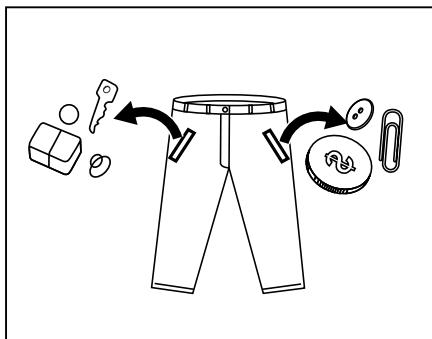
1. Get the machine laid on the floor, using some soft material like foam or clothes between the machine and floor for a protection;
2. Stick the 2x longer sponges to the longer bottom edges of machine, and the 2x shorter sponges to the shorter bottom edges.

# Operational Instructions

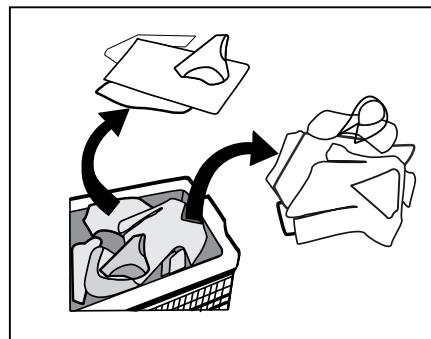
## Before Each Washing

- The ambient temperature of the machine should be 5°C-40°C. If used under 0°C, the inlet valve and draining system may be damaged. If the machine is installed under freezing conditions, it should be transferred to normal ambient temperature to ensure the water supply hose and drain hose can unfreeze before use.
- Please check your laundry care labels and the detergent use instructions before wash. Use non-foaming or less-foaming detergent suitable for machine properly.

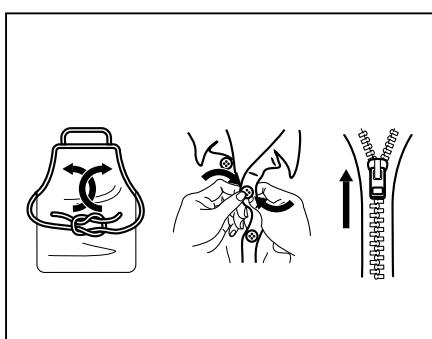
1. Take all items out of the pockets



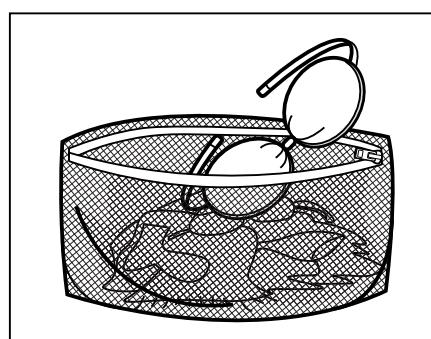
2. Sort laundry according to color and textile type



3. Tie together long textile strips and belts, close zips and button



4. Put small items into a laundry bag



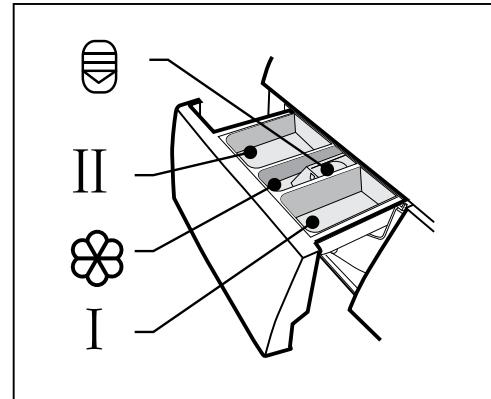
### ⚠ WARNING

- It is prohibited to wash clothes that adhere to any volatile or flammable substance such as cleaning agent, dry cleaning agent, spot remover, acetone, gasoline, kerosene, beauty oil, massage oil, animal oil, machinery oil, dry cleaning oil, volatile agent, alcohol, turpentine, wax, wax remover, banana water, disinfectant tablets, resin, etc.
- Washing single clothes items may easily create big eccentricity. Therefore it is suggested to add one or two more laundry items to the wash so that spin can be done smoothly.
- Do not wash, spin water-proof seats, mats ,or clothing.

# Operational Instructions (Continued)

## Detergent Dispenser

- I Pre wash
- II Main wash
- ✿ Softener
- ⌚ Release button to pull out the dispenser



### ⚠ CAUTION

- Detergent only need to be added in "compartment I "after selecting pre-wash function.

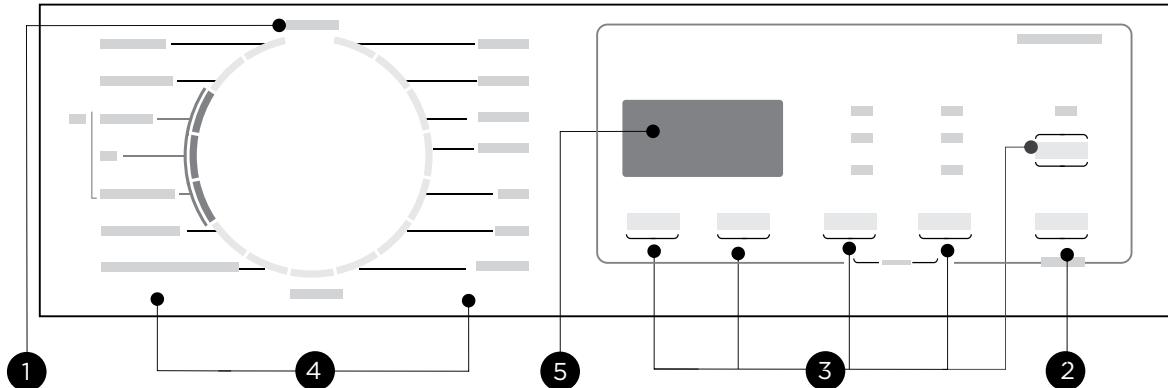
Programme	I	II	✿	Programme	I	II	✿
SYNTHETIC	○	●	○	SPIN ONLY			
COTTON	○	●	○	JEANS	○	●	○
MIX	○	●	○	DUVET		●	○
BABY CARE	○	●	○	WOOL		●	○
20°C CARE+	○	●	○	COTTON ECO		●	○
PET HAIR REMOVAL	○	●	○	RAPID 59'		●	○
DRUM CLEAN				QUICK 15'		●	○

● Means must      ○ Means optional

# Operational Instructions (Continued)

## Control Panel

Model: MFLW10W



### 1 OFF

Turn the appliance off.

### 2 Start/Pause

Start or pause your programme.

### 3 Option

This allows you to select additional functions.

### 4 Programmes

Available according to the laundry type.

### 5 Display

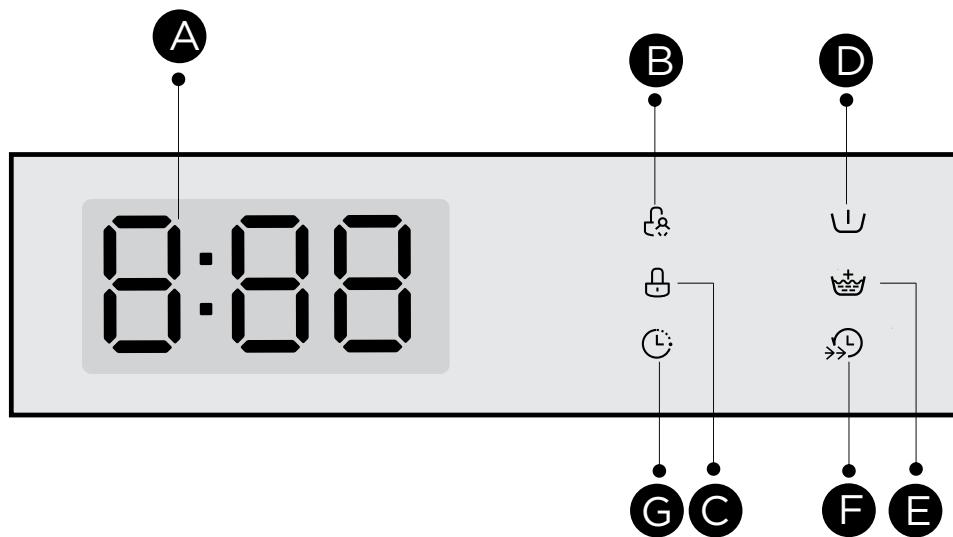
The display shows settings, estimated remaining time, options and status messages.

## NOTE

- The Chart is reference only, please refer to real product as standard.

# Operational Instructions (Continued)

## Display



### A Display

Wash Time

125

Speed

800

End

End

Delay Time

2H

Error

E30

Temp.

30

### B Child Lock

### C Door Lock

### D Pre Wash

### E Extra Rinse

### F Speed Wash

### G DelayEnd

# Operational Instructions (Continued)

## Option



### Speed

When needed, the spinning speed can be adjusted pressing the Speed button in the following steps: 0-400-600-800-1000-1200-1400

Cycle	Default spin speed (rpm)	Cycle	Default spin speed (rpm)
SYNTHETIC	1000	SPIN ONLY	1000
COTTON	1000	JEANS	800
MIX	1000	DUVET	800
BABY CARE	1000	WOOL	600
20°C CARE+	1000	COTTON ECO	1000
PET HAIR REMOVAL	1200	RAPID 59'	1000
DRUM CLEAN	--	QUICK 15'	800



### Delay End

1. Select a programme.
2. Press the Delay End button to choose the delaying time 0-24H.
3. Press [Start/Pause] to start the delay end operation.



Choose programme



Setting time



Start



### Pre Wash

Extra washing function before the main washing cycle starts to increase the washing performance.

Note: Detergent needs to be added to the compartment I.



### Extra Rinse

The laundry will undergo an extra rinse after selecting this function.



### Temp.

When needed, the washing temperature can be adjusted by pressing the temperature button in the following steps: Cold - 20°C - 30°C- 40°C - 60°C - 90°C.



### Speed Wash

The function can decrease the washing time.



### My Cycle

To memory the frequently used programme. After choosing the programme and setting the option, press [Temp.] button 3 sec. before start to wash.

The default setting course is COTTON.



### Function

Press [FUNCTION] to select "Pre Wash", "Speed Wash" and "Extra Rinse".



# Operational Instructions (Continued)



## Reload

This operation can be executed during the washing progress. When the drum is still rolling and there is large amount of water with high temperature in the drum. The state is unsafe and the door cannot be opened forcefully. To Press [▷||] 3sec. to reload, and start the clothes adding in the midway function. Please follow the steps as bellow:

1. Wait until the drum stops rotation.
2. The door lock is unlocked.
3. Close the door when the clothes are reloaded and press the [Start/Pause] button.

START | PAUSE

›



› START | PAUSE

Press [Press 3 sec. to reload] 3 sec.   Reload the clothes

Start



## CAUTION

- Don't use the Reload function when the water level over the edge of the inner tub or the temperature is higher.

# Operational Instructions (Continued)

Programmes	
COTTON	Hard-wearing textiles, heat-resistant textiles made of cotton or linen.
RAPID 59'	Washing few and not very dirty clothes quickly.
SYNTHETIC	Wash synthetic articles, for example: shirts, coats, blending. While washing the knitting textiles, detergent quantity shall be reduced due to its loose string construction and easily forming bubbles.
BABY CARE	Washing the baby's clothes, it can make the baby's wear cleaner. and make the rinse performance better to protect the baby skin.
JEANS	Specially for jeans.
MIX	Mixed load consisting of textiles made of cotton and synthetics.
20°C CARE+	Able to clean lightly soiled cotton laundry, at a nominal temperature of 20 °C.
PET HAIR REMOVAL	Clean the pet hair and fur from clothing deeply, restrain growth of germ.
QUICK 15'	Extra short programme approx, suitable for lightly soiled washing as a small amounts of laundry.
DUVET	This program is specially designed for washing duvet coats.
WOOL	Hand or machine-washable wool or richwool textiles. Especially gentle wash programme to prevent shrinkage, longer programme pauses (textiles rest in wash liquor).
SPIN ONLY	Spins and drains the water.
COTTON ECO	Hard-wearing textiles, heat-resistant textiles made of cotton or linen. Energy-saving programme.
DRUM CLEAN	Specially set in this machine to clean the drum and tube. It applies 90 °C high temperature sterilization to make the clothes washing more green. The customer can use this programme regularly according to the need.

## NOTE

- The Chart is reference only, please refer to real product as standard.
- When the programme is finished , “End” will flash on the display ,Please select the knob to the Off position.

# Operational Instructions (Continued)

## Washing Programmes Table

Model: MFLW10W

Programme	Load (kg)	Default Temp.(°C)	Default Time (h:min)
	10.0		
SYNTHETIC	5.0	40	1:25
COTTON	10.0	40	1:28
MIX	10.0	40	0:58
BABY CARE	10.0	60	2:01
20°C CARE+	5.0	20	1:08
PET HAIR REMOVAL	5.0	40	2:04
DRUM CLEAN	--	90	1:18
SPIN ONLY	10.0	--	0:12
JEANS	10.0	30	1:35
DUVET	2.5	40	1:27
WOOL	2.0	Cold	0:59
COTTON ECO	10.0	40	1:07
RAPID 59'	5.0	30	0:59
QUICK 15'	2.0	Cold	0:15

Energy test program: COTTON ECO, Temp.:60°C, Speed:1400rpm.  
Half load for 10.0kg machine:5.0kg.

“COTTON ECO” is the standard washing programs to which the information in the label and the fiche relates, and they are suitable to clean normally soiled cotton laundry and that they are the most efficient programmes in terms of combined energy and water consumptions for washing that type of cotton laundry, that the actual water temperature may differ from the declared cycle temperature.

### NOTE

- The parameters in this table are only for user's reference. The actual parameters maybe different with the parameters in above mentioned table.

# Operational Instructions (Continued)

## Testing Methods

Model: MFLW10W

ADDITIONAL INFORMATION FOR Standard performance TESTING:

(AS/NZS 2040.1:2021+A1:2025)

1. Water connections: Cold water connection
2. Water supply pressure: 320 kPa
3. Energy Warm wash Program: COTTON ECO, **60°C, Speed 1400**,  
Display:5:36
4. Detergent type: Drum detergent
5. Detergent quantity: Default
6. Adding detergent:  
The detergent is dissolved and added as Paragraph B7.3 of AS/NZS 2040.1  
The detergent shall be dissolved in 1 L of water
7. Anti-sudsing agent: Max
8. Test load mass: 10.0kg
9. Water consumption: 102L
10. Test Voltage: 220-240V~, 50Hz

# Cleaning and Maintenance

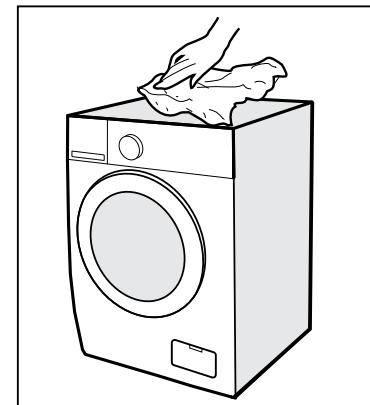
## Cleaning and Care

### **⚠️ WARNING**

- Always unplug the appliance and close the water tap before cleaning and maintenance.
- When cleaning the product, do not stretch your hands, feet or arms into the bottom of the machine case to prevent scratches.

### Cleaning the Cabinet

Proper maintenance on the 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 a towel to wipe it off immediately. Never use sharp items to clean the appliance.



### **⚠️ CAUTION**

- Never use abrasive or caustic agents. Such as formic acids or its diluted solvents or similar substances, like alcohol or chemical products.

### Cleaning the Drum

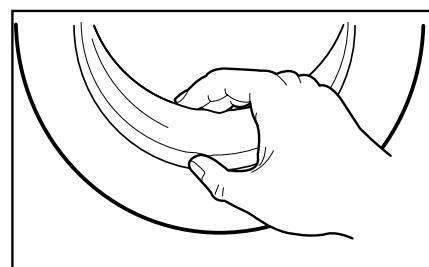
Any rust stains left inside the drum by metal articles must be removed immediately using chlorine-free detergents. Never use steel wool for cleaning the drum!

### **💡 NOTE**

- Keep any laundry away from the machine while cleaning the drum.

### Cleaning the Door Seal and Glass

Wipe the glass and seal after each wash to remove lint and stains. If lint builds up it can cause leakages.  
Remove any coins, buttons and other objects from the seal after each wash.  
Clean the door seal and glass every month to ensure the normal operation of the appliance.



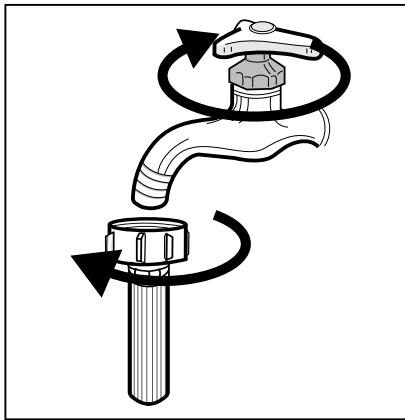
# Cleaning and Maintenance (Continued)

## Cleaning the Inlet Filter

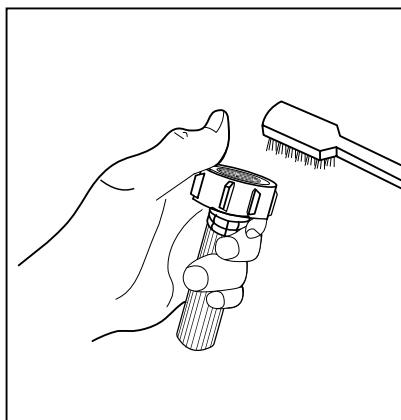
### NOTE

- Diminishing water flow is a sign that the filter needs to be cleaned.

1. Close the tap and remove the water supply hose from it.

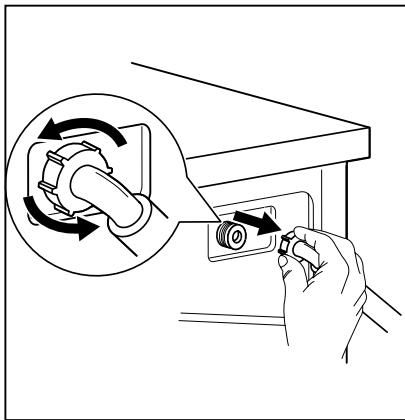


2. Clean the filter with a brush.

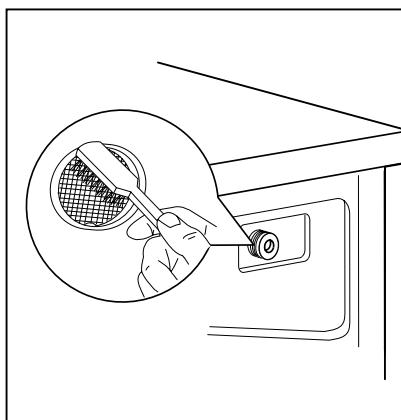


3. Unscrew the water supply hose from the backside of the machine.

Pull out the filter with long nose pliers.



4. Use a brush to clean the filter.



5. Reinstall the filter to the water inlet and reconnect the water supply hose.

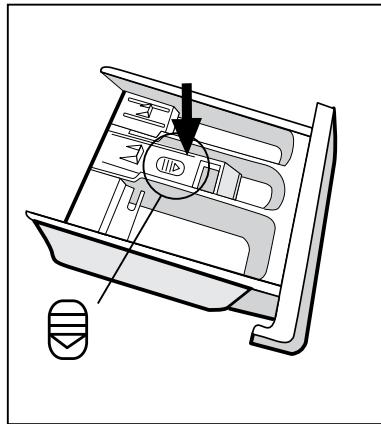
6. Clean the Inlet filter every 3 months to ensure the normal operation of the appliance.

# Cleaning and Maintenance (Continued)

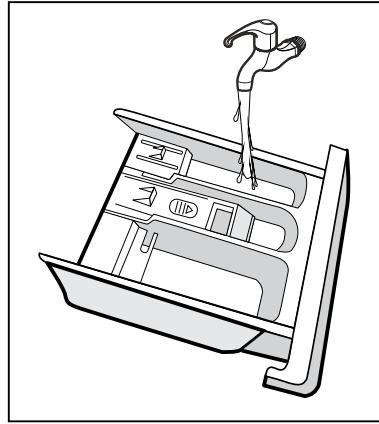
## Cleaning the Detergent Dispenser

- Press down the release [  ] on the softener cover and pull the dispenser drawer out of the recess.
- Lift the softener cover off the dispenser drawer and wash both items with water.
- Clean the inside of the recess with a brush.
- Restore the softener cover and push the drawer back into the recess.

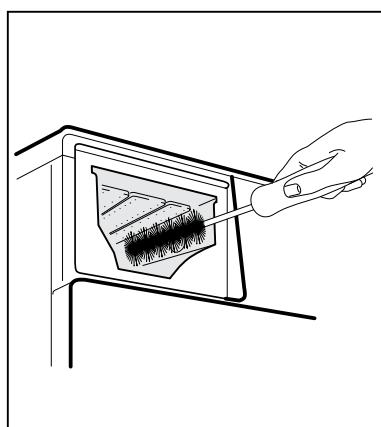
1. Press the release and remove the dispenser drawer



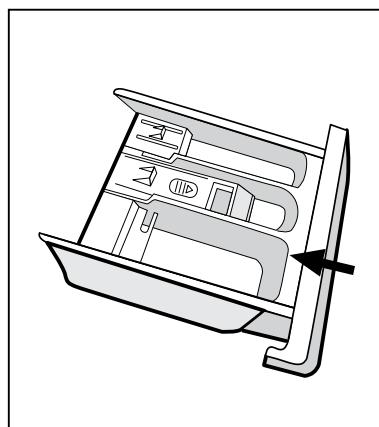
2. Clean the dispenser drawer and the softener cover under water



3. Clean the recess with a soft brush



4. Insert the dispenser drawer



### NOTE

- Do not use abrasive or caustic agents to clean plastic parts.
- Clean the detergent dispenser every 3 months to ensure the normal operation of the appliance.

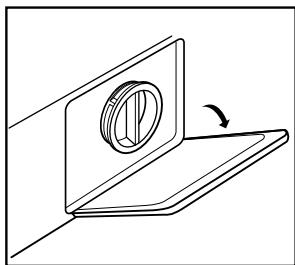
# Cleaning and Maintenance (Continued)

## Cleaning the Drain Pump Filter

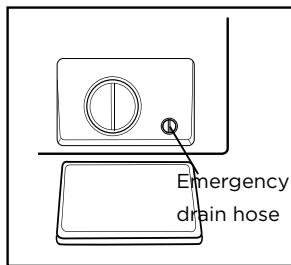
### ⚠️ WARNING

- Make sure that the machine has finished the washing cycle and is empty. Switch it off and unplug it before cleaning the drain pump filter.
- Be careful of hot water. Wait for water cooling down. Risk of scalding!
- Clean the filter periodically every 3 months to ensure the normal operation of the appliance.

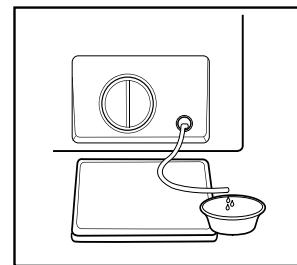
1. Open the lower cover cap



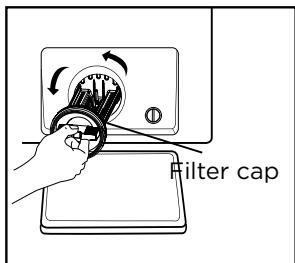
2. Rotate 90°C and pull out the emergency drain hose, and take off the hose cap



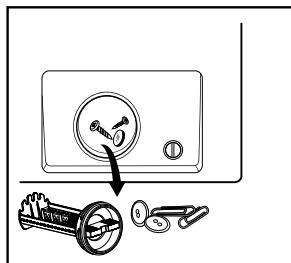
3. After water runs out, reset the drain hose



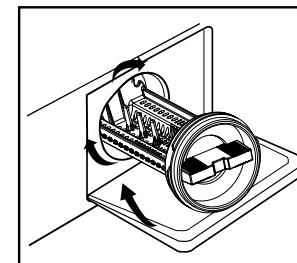
4. Open the filter by turning to the counter clockwise



5. Remove extraneous matters



6. Carefully reinsert the filter and screw the lower cover cap in 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.

# Troubleshooting

Whenever there is a problem with the appliance, check if you can solve it following the tables below. If the problem persists, please contact the customer service.

Description	Possible Cause	Solution
Appliance does not start	Door is not closed properly. Clothes are stuck.	Close the door properly and restart. Check the laundry.
Door can't be opened	Safety protection is activated.	Disconnect the power and restart.
Water leakage	Connections are not tight enough.	Check and fasten the water inlet pipe. Check and clean the outlet hose.
Detergent residues in the detergent dispenser	Detergent is damp and/or clotted.	Clean and wipe the detergent dispenser dry.
Indicator or display does not work	PC board or harness have connection problems.	Switch off the power and check if the mains plug is connected properly.
Abnormal noise	Fixing bolts are still in place. Floor is not solid or level.	Check if the fixing bolts have been removed. Make sure the appliance is installed on a solid and level floor.

## Error Codes

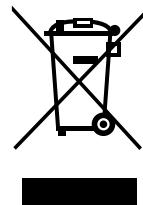
Description	Possible Cause	Solution
<b>E30</b>	Door is not closed properly.	Close the door properly and restart.
<b>E10</b>	Water injecting problem during wash cycle.	Check if the water pressure is high enough. Straighten the water pipe. Clean the inlet valve filter.
<b>E21</b>	Overtime water draining	Check the drain hose for blockage.
<b>E12</b>	Water overflow	Restart the appliance.
<b>EXX</b>	Others	Restart the appliance. If problem persists, please contact the customer service.

# Disposal and Recycling

## Important Instructions for Environment

Compliance with the WEEE Directive and Disposing of the Waster Product:  
This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waster electrical and electronic equipment (WEEE).

This symbol indicates that this product shall not be disposed with other household wastes at the end of its service life. Used device must be returned to official collection point for recycling of electrical electronic devices. To find these collection systems please contact to your local authorities or retailer where the product was purchased. Each household performs important role in recovering and recycling of old appliance. Appropriate disposal of used appliance helps prevent potential negative consequences for the environment and human health.



## Compliance with RoHS Directive

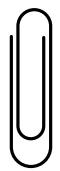
The product you have purchased complies with EU RoHS Directive (2011/65/EU). It does not contain harmful and prohibited materials specified in the Directive.

## Package Information

Packaging materials of the product are manufactured from recyclable materials in accordance with our National Environment Regulations. Do not dispose of the packaging materials together with the domestic or other wastes. Take them to the packaging material collection points designated by the local authorities.



**Attach your receipt  
to this page**



# Purchase Details

For future reference, please record the following information which can be found on the rating plate and the date of purchase which can be found on your sales invoice.

## STORE DETAILS

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STORE NAME |

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ADDRESS |

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TELEPHONE |

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PURCHASE DATE |

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## PRODUCT DETAILS

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MODEL NO. |

---

SERIAL NO. |

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## Notes...

## Notes...

# Warranty Information

## AUSTRALIAN WARRANTY TERMS AND CONDITIONS

### FRONT LOADER WASHING MACHINES

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

#### 1. In this warranty

- (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
- (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
- (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
- (d) 'ASR' means Residentia Group authorised service representative;
- (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 70 600 546 656 in respect of Appliances purchased in Australia;
- (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
- (g) 'Warranty Period' means:
  - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
- (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.

- 2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
- 3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, seals, filters or similar perishable parts.
- 4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.
- 5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
  - (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
- 6. Proof of purchase is required before you can make a claim under this warranty.

# Warranty Information (Continued)

7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
  - (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
  - (b) the Appliance is modified without authority from Residentia Group in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.
13. To enquire about claiming under this warranty, please follow these steps:
  - (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you, in order to enable Residentia Group to meet its obligations under this warranty.

## IMPORTANT

Before calling for service, please ensure that the steps in point 13 have been followed.

Contact Service: Please call 1300 11 HELP (4357)

**The Australian Consumer Law requires the inclusion of the following statement with this warranty:**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.



E2447

mykin

part of the family