



Front Loading Washing Machine

WNM-12AWTB

WNM-10WH25GD

User Manual

Caution: Read and follow all safety and operating instruction before first use of this product.

WARNING

- 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 hare been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.Cleaning and user maintenance shall not be made by children without supervision. Children of less than 3 years should be kept away unless continuously supervised.
- If the supply cord is damaged. it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- This appliance is intended to be used in household and similar applications such as:
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses;
 - by clients in hotels , motels and other residential type environments;
 - bed and breakfast type environments;
 - areas for communal use in blocks of flats or in launderettes.
- For washing machines having ventilation openings in the base, the openings must not be obstructed by a carpet.
- Manual loss , Call our service number.
- Water pressure:0.03-1MPa.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

Safety Notifications (Please Must Follow)

- In order to prevent the harm or damage to the user or the person and property of others, please make sure to follow the safety issues.



Warnings

- The risk of electric shock.

1. Please use 220V-240V, above 10A with ground wire dedicated socket.
2. When inserting and pulling out the power cord please use the plug, please. Don't use the damaged power cord. When the power cord pin is dirty please wipe clean with dry cloth. in time.
3. Do not use the wet hand to insert or pull out the plug.
4. Please pull out the plug when finishing, repairing or cleaning.

- The danger of fire and current leakage

1. Do not allow the washing machine close to the fire, or lighted cigarettes, candles and volatile materials.
2. Please do not sprinkle the water on the control panel of the washing machine.
3. Please do not put the washing machine outside or in a wet place.
4. Please fix the drain pump and make sure the sewer is unobstructed.

- The danger of high temperature

1. When washing in high temperatures, the door glass will be heating. Please do not touch the door glass, especially children.
2. When opening the door after high temperature washing, please wait for the temperature to cool down to a safe level and the door will be unlocked automatically.

- The danger of getting hurt

1. Please handle the carton box after removing, don't let the children touch or eat.
2. Do not allow the children to operate or climb up to the washing machine.
3. Please close the door after use to avoid the children entering the drum.

- The danger of injury

1. Do not put any heavy things on the top of the washing machine.
2. If you want to move the machine, please remember to ask for help.
3. Please do not ask unprofessional people to repair the machine.

- The danger of damage the clothes

1. Please do not wash the clothes which is waterproof, like Raincoat, feather products, sleeping bags
2. Please wash the clothes which can be washed, if you have any doubt, please following the instructions.

- The danger of explosion


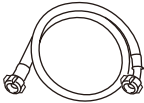

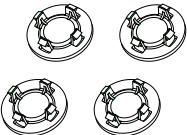
1. Please do not wash the cloths which stained with kerosene, gasoline, thinner, inflammable goods.
2. Please do not wash when there gas leakage.

- When pulling out the plug, the lock can be

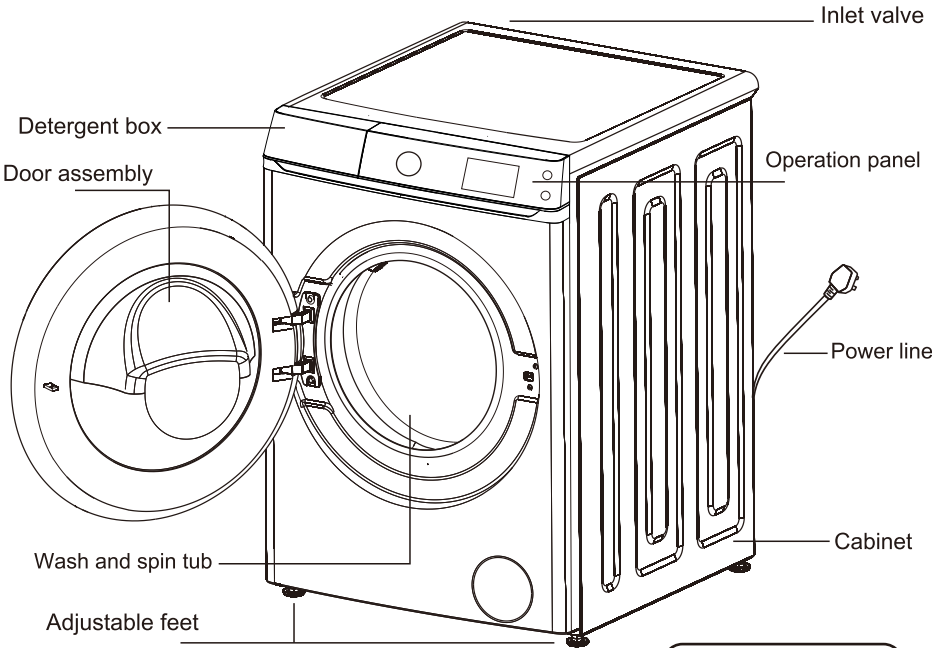
unlocked even if there is a lot of water inside. So please check the water level inside before unlocking the door in order to avoid the unnecessary loss.

Part name

Attachment specification

instruction	water supply hose	wrench	transportation bolt caps
			

Part name



Notice :

- 1.The first use may drain some water out. It's residual water after performance test, belong to the normal phenomenon.
- 2.After each use, please pull the plug and turn off the faucet to prevent accidental flood or fire.

Important notice:

- 1.The product appearance and specifications may be varied without notice to raise the product quality.
- 2.The product appearance and specifications may be varied with that of the related energy efficiency test or the related safety test,etc.

Installation instruction

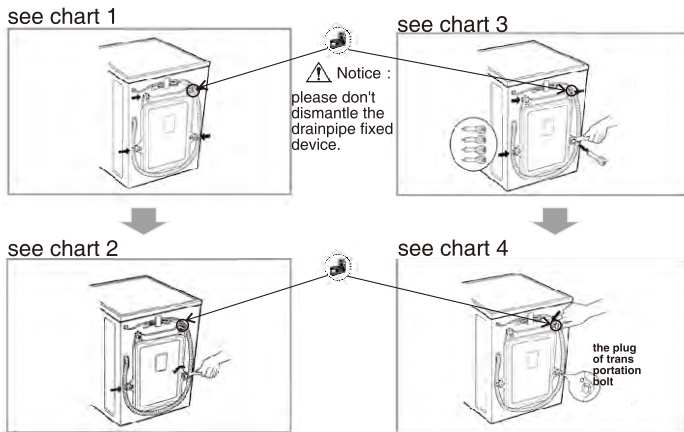
- Make sure the temperature of the places where the washer is installed or placed above 0°C or put it outside.
- Place the washer correctly according to management standards and regulations.
- Keep the base of washer ventilated when it is placed on the ground with carpet.
- There are too much pests in villages. Please keep the surroundings clean because any damages caused by cockroaches or other pests don't belong to warranty.

Transport bolt

Washers are installed with transport bolt to prevent internal damage in transit.

Dismantle the transport bolt

1. In order to prevent internal damage in transit, 4 bolts are installed. Before using the washer, dismantle the bolt (see chart 1).
- If the bolts are not dismantled, violent vibration, noise and trouble will be caused.
2. Use the attached wrench to loosen the 4 bolts (see chart 2).
3. Twist the bolt rubber slightly and then pull out the bolts, keep the bolts and wrench as standby (see chart 3).
- The bolts should be remounted no matter when to transport the washer.
4. Use attached stopples to seal the screw holes (see chart 4).



Requires for positions

Horizontal adjustment:

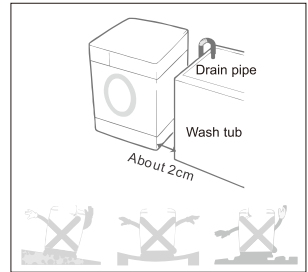
- The slant angle should be less than 1 degree.

Power outlet

- The distance between any side of washer and power outlet should be within 1.5 meters.
- Don't use too many electrical appliances in one outlet.

Environment cleaning

- It's necessary to clean the wall, door and ground.
- Install the washer on a hard and steady ground with floor drain rather than soft blanket or wooden floor.
- Don't put dirty clothes or some other goods on a washer's head cover, otherwise it may impact the normal operation.



⚠ Notice

Power connection

1. Don't use the wiring board or something like that.
 2. If the power lines are damaged, please contact professionals to repair.
 3. After the use of washer, pull the plug and turn the tap off.
 4. Connect the washer with grounded outlet to correspond to the wiring principles.
 5. Place the washer in which is easy to connect the outlet.
- Contact the maintenance center and ask professionals to repair the washer. Laypeople may cause damages and troubles on the washer.
 - Don't put the washer in the place where the temperature is below zero. The pipes will be frozen and break. Moreover, the temperature below zero will damage the programming controller.
 - If move the washer in an environment whose temperature is below zero, please keep the washer at room temperature for a few hours before starting it.

Grounding introduction

- A washer must have the grounding devices. If a trouble happens, the device can reduce the risk of electrical shock. The device is equipped with a cable (including a wire and a grounded plug). The grounded plug must be inserted in an appropriate outlet. If you want to know if the washer is grounded correctly, please contact with professional maintenance staff. If the plug can't match with the outlet, please don't change the plug by yourself.
- Once your washer smokes or emits an odor, please cut the power and contact with professional maintenance staff.

Washers should be connected with water inlet. Please use attached new plumbing rather than the old.

In order to ensure the quality, water injection tests are carried out before the washer leaves factory, so there may be water inside the internal tub, door seals and door panel, which are normal.

Water inlet connection

1. The pressure of supply water should be between 30kPa and 1000kPa.
2. Don't abrade the screw thread when connect the inlet pipes with valves.
3. Please install dropping equipment if the pressure of supply water surpasses 1000kPa.
- Two seals are supplied in the connectors of both ends of the pipe to prevent water leaking.
- Turn on the tap and check if the connectors leak.
- Check the pipes regularly. Please change them if necessary.
- Make sure the pipes don't be damaged or twine with each other.

Use the standard faucet

standard faucet 

longer faucet 

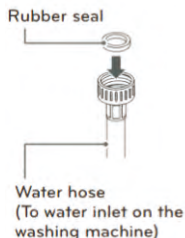
square faucet 



water pipe connector
rubber gasket

The connection of inlet pipes and taps

- 1 Check the rubber seals on both sides of the hose.
-insert a rubber seal into the threaded fittings on each hose to prevent leaking.



- 2 Connect the water supply hoses to the water faucets tightly by hand and then tighten another 2/3 turn with pliers.
-Connect the blue hose to water faucet.



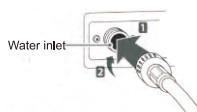
⚠ WARNING

- Do not overtighten. Damage to the coupling can result.

- 3 After connecting inlet hose to water faucets, turn on the water faucets to flush out foreign substances (dirt, sand or sawdust) in the water lines. Let water drain into a bucket, and check the water temperature.



- 4 Connect the hoses to the water inlet tightly by hand and then tighten another 2/3 turn with pliers.



⚠ WARNING

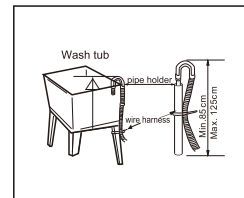
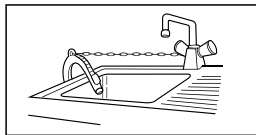
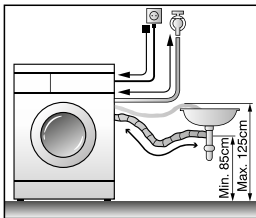
- Do not overtighten the hoses. Overtightening can damage the valves resulting in leaking and property damage.

- 5 Check for leaks by turning on the faucets. If water leaks, check steps 1 to 4 again.

- Such washing machine is designed for home appliances, please do not install it on ship, traveling truck or plane.
- Please turn off the stopcock if long time out of use.
(e.g vacation)
- Please remove plug and cancel door lock function to avoid child locking himself/herself inside.
- Packing materials(e.g film, foam) could harm child's safety and cause asphyxia! Attention: MAKE ALL PACKING MATERIEALS OUT OF CHILD REACH.

Install drain-pipe

- Please fix the drain-pipe by a lifting rope.
- For the sake of lightening damage of leak towards ground, please place the drain-pipe correctly.
- In order to avoid siphon,the height of drain-pipe should between (0.85m-1.25m),moreover, the terminal of is should not be placed in water.
- If the drain-pipe is too long, please do not force to insert it into washing machine, which would cause abnormal noise.
(Please check sketch map next page)



The instruction of installation of pipe

Horizontal Adjustment

- To avoid noise and vibrate by adjusting washing machine level. place it at the room corner preferably.
- If ground not level, please adjust alignment pins. Do not put wood pieces or something like, please make sure four alignment pins touch ground tightly, and machine level completely.

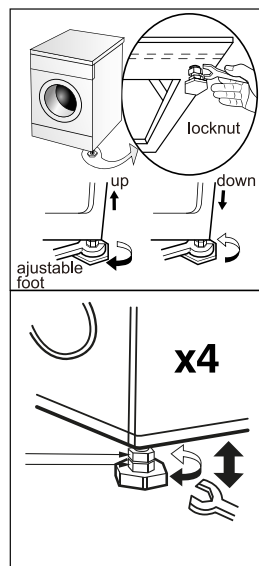


- **Adjust adjustable feet**

Adjust the adjustable feet to make sure the washing machine is in balance, which can be placed on the ground steadily. After settling, screw the locknut to guarantee. Do not place the washing machine in the platform, which is higher than the ground, in order to prevent the machine from falling down because of other accidents.

- **The diagonal check**

Applying force downward on the diagonal of the washing machine, the washing machine should not shake. (both diagonal need to check, if the washing machine shakes, must readjust adjustable foot.)



Methods of Door Lock and Remove

Door locking / unlocking

- The door will lock automatically after a laundry program starts. At this time, the door lock lamp is on.
- Press the “start / pause” key, and wait for a few seconds after the washing / dewatering tub stops rotating. If the door opening conditions are met, the door lock will be released automatically, and the display screen shows that the door lock light is off.
- The door cannot be opened either during high temperature operation or under high water level in washing.
- When the door cannot be opened, the emergency door opening device can be used in case of emergency.

The Usage Method of the Detergent Box

Synthetic Detergent Powder



- Please dissolve detergent (e.g soap pieces) before putting into detergent box.

Liquid detergent. Bleach

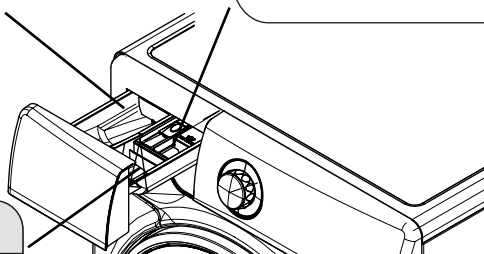


- Please use detergent with less foam.
- Please use two times water to dilute the concentrated type detergent before putting into detergent box.

Softener



- Please put softener before washing, which will pour into drum automatically when last potch happening.
- When using concentrated type softener, please dilute it with appropriate water.
- Do not exceed MAX mark.



Prewashing Detergent



- Please put moderate detergent after selecting Pre-washing function if cloths is too dirty.

The above picture is just for reference, the detailed information should be based on the real product!

- Use special detergent.
- Do not use too much detergent which will cause too much foam and affect washing quality or will cause malfunction.
- Select detergent according to cloths variety, color, water temperature and contamination level.
- Please use moderate detergent to get washing effect and protect environment.

The Recommendations on detergent use at the various temperatures

- When washing heavily soiled whites, we recommend using cotton programs of 60°C or above and a normal washing powder (heavy duty) that contains bleaching agents that at medium/high temperatures provide excellent results.
- For washes between 40°C and 60°C, the type of detergent used needs to be appropriate for the type of fabric and level of soiling. Normal powders are suitable for "white" or colour fast fabrics with high soiling, while liquid detergents or "colour protecting" powders are suitable for coloured fabrics with light levels of soiling.
- For washing at temperatures below 40°C we recommend the use of liquid detergents or detergents specifically labeled as suitable for low temperature washing.

Function Introduction of Operating Panel

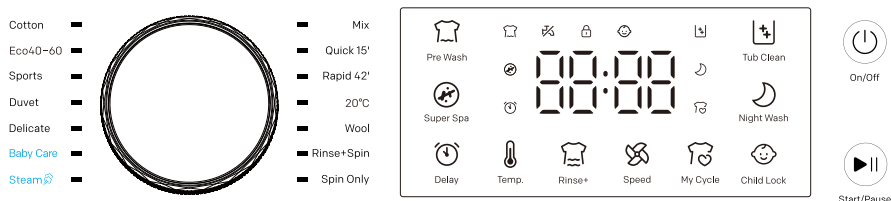


Image shown here is indicative only. Actual product you receive may differ.

1. On/Off Button

- Turn power ON/OFF.
- When procedure finish, press On/Off to cut off power.

2. Start/Pause Button

- Press it to start operating
- Press it to pause during operation, press again to continue.

3. Program Knob

- Select program according to variety and contamination of cloths.

4. Pre Wash Button

- If the cloths are too dirty, you can choose this program before washing.

5. Super Spa Button

- It means long-time washing at high temperature, and is suitable for the clothes, bedding and plush toys with high sterilization requirements and sensitive to mites and pollen

6. Delay Button

- Delay Time
- Delay time refers to the period from appoint to end .
- If want to cancel the function, push power button.

7. Temp. Button

- Select water temperature according to the variety and contamination degree.
- Different procedure, different water temperature range, some no choice.

8. Rinse+ button


- When push the power button to start the machine and select the program, you can choose the times of rinse by this button, which can make better washing performance.

9. Speed button

- When push the power button to start the machine and select the program, you can choose different spin speed.

10 .My Cycle button

Set or call up common programs and parameters

- Memory saving: long press the “memory key” after startup to save the parameter configuration.
- Memory call out: press the “memory key” after next startup to call out the previously saved parameters for rapid setting.
- After the memory saving or call out, the memory icon light (heart-shaped icon ) above the memory key under the nixie tube will light up.
- In case of memory saving, issue “Ding Dong” sound twice; In case of memory call out, make three “Ding Ding Dong” sound in triple.
- Memory saving function only saves one of the most commonly used or preferred modes, with no saving of more than one parameter configuration.

11 . Child-Lock button

- Press it to guard against child operating.
- Child-Lock operating, other buttons unavailable except “ On/Off ”.

12 .Night Wash button

- When washing at night, selecting this function can turn off the sound of the buzzer and reduce the default speed to reduce the washing noise.

13 .Tub Clean button

- Tub self-cleaning, with no clothes
- For the sake of clearing the scouring remained, and completing sterilization&disinfection

14. Water inlet fault icon

- Washing machine water inflow timeout alarm.

15. Display Screen

- To display the remaining time or delay time, remaining time gradually reduce in accordance with the washing.
- To display temp , delay time, rinse times, spin speed, when you adjust these options.
- During the process of washing, if there is a abnormal phenomenon, the screen will display the error code accordingly.
- If the remaining time is different with the real time, the program will adjust according to the real situation. It is not an error.

The introduction of function and program

Usage of routine clothes

1.Preparations

- Open the door put clothes in and closes the door.
- Pull out the detergent box, add detergent and close the box.
- Connect the inlet pipes and make sure the tap turned on.

2.Press the On/Off button

3.The programs can be selected according to requirements.

4. According to the need, push corresponding button to set water temperature, rinse times, spin speed, delay time and washing mode.

5.Press Start/Pause button and begin to wash.

6.When all operations finished, the buzzer emits a noise.

- Open the door to get cloths out.
- Unplug and turn off the stopcock.

- If you want to change the current setting during the process of washing, please push "Start/Pause" button first and stop washing, then push button to reset.

Cotton Program

This program is suitable for the clothes which are moderate or mild dirty, like cotton, beddings, underwear, towels and shirt, etc...

- When the washing machine washing towel, the yarn will be squeezed, washing will get rough surface, using the fiber softening agent, to prevent this kind of phenomenon happens to the greatest extent.

Sports Program

Wash the machine- washable sports clothes

Duvet Program Introduction

Used for washing heavy clothes, such as coats, big towels and so on

Delicate Program Introduction

Washing gauze, silk underclothes.

Baby Care Program Introduction

Used for washing baby clothes to make clothes cleaner.

Steam Program

The steam function is activated to have the inner drum environment heated, leading to the improvement on washing performance and dirt reduced.

Mix Program Introduction

This function can be used to wash mix clothes like cotton, synthetic and so on (please do not mix wash the clothes that easily rub off).

Quick 15' Program Introduction

To wash clothes that are changed frequently, not too dirty and thin clothes

Rapid 42' Program

To wash clothes that are changed frequently, not too dirty and thin clothes

20°C

Wash minor stains

Wool Program Introduction

For washing wool fabrics marked "machine washable"

Rinse + Spin Program Introduction

The machine will not wash, only rinse and spin.

Spin Program Introduction

Separate dewatering procedure, soapy water or rinsed water should be drained before dewatering

Introduction of Washing Programs

Program	Temperature (°C)	Spin Speed (Run/Min.)	Time(m)	
			WNM-10WH25GD	WNM-12AWTB
Cotton	40°C(cold water,20°C,60°C,90°C)	1000(0,400,800,1200,1400)	75	75
Eco40-60	40°C (cold water,20°C,60°C)	1400(0,400,800,1000,1200)	205	147
Sports	cold water(20°C,40°C)	800(0,400)	44	44
Duvet	40°C(cold water,20°C)	800(0,400)	88	88
Delicate	20°C(cold water,40°C)	800(0,400)	48	48
Baby Care	60°C(40°C,90°C)	800(0,400,1000)	142	142
Steam	60°C(cold water,20°C,40°C,90°C)	800(0,400,1000)	162	162
Spin Only	——	1000(0,400,800,1200,1400)	11	11
Rinse+Spin	——	1000(0,400,800,1200,1400)	17	17
Wool	40°C(cold water,20°C)	800(0,400)	47	47
20°C	20°C	1000(0,400,800,1200,1400)	63	63
Rapid 42'	20°C(cold water,40°C)	800(0,400)	42	42
Quick 15'	cold water(20°C,40°C)	800(0,400)	15	15
Mix	cold water(20°C,40°C)	800(0,400)	76	76

- Remarks:
 - 1.The time consumption will be changed according to the water pressure、cloths variety、quantity、water temperature.
 - 2.The difference between displayed on screen and actual time consumption will happen.
 - 3.If speed is too lower, poor washing effect will happen, please add more rinse time.
 - 4.Different parameters, different models.
 - 5.When self-designed default procedure is energy procedure, the washing time will be increased automatically.
- The eco 40-60 programme is able to clean normally soiled cotton laundry declared to be washable at 40 °C or 60 °C, together in the same cycle, and that this programme is used to assess the compliance with the EU ecodesign legislation;
- The most efficient programmes in terms of energy consumption are generally those that perform at lower temperatures and longer duration;
- The household washing machine or the household washer-dryer up to the capacity indicated by the manufacturer for the respective programmes will contribute to energy and water savings;
- Noise and remaining moisture content are influenced by the spinning speed: the higher the spinning speed in the spinning phase, the higher the noise and the lower the remaining moisture content
- How to find the model information stored in the product database, as defined in Regulation (EU) 2019/2014 by means of a weblink that links to the model information as stored in the product database or a link to the product database and information on how to find the model identifier on the product
- You can Check the manual and the QR code on the energy efficiency label

Maintenance

- Please maintenance washing machine to extend service life.
- Before maintenance, please unplug.

Body of washing machine

After washing, please clean it with soft cloth. If much contamination, please use appropriate detergent or soap.

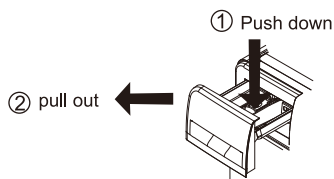
- Do not watering directly.
- Do not use putty-powder, diluent, gasoline, alcohol to clean machine body.

Door Gasket Ring

After washing, please remove contamination, wastepaper and so on, if foreign matter exists, please remove.

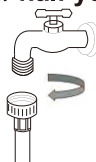
The Clearance of Detergent Box

Please clean the detergent box regularly. Pull it out and wash with clean water, then insert back.



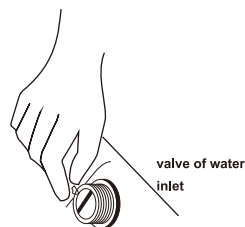
The Clearance of Universal coupling (Suggest:Once/ half year)

- If waste accumulated, it will influence water inlet speed.
 - 1.Take off the soft pipe from connecting part side.
 - 2.Take off the screwing device according to the arrow showed.
 - 3.Wash the inside of the screwing device.
 - 4.Install the cleaned crewing device with the inlet soft pipe.



The clearance of inlet water valve (Suggest:Once/ half year)

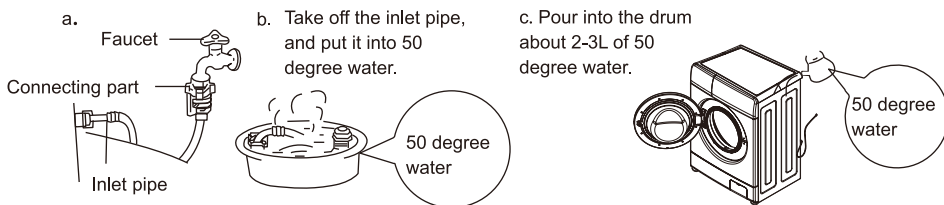
- 1.Take off the soft pipe from washing machine side.
- 2.Take off the filter net from water valve.
- 3.Clean the filter net with tooth-brash.
- 4.Install the soft inlet pipe.



Maintenance

When washing machine is frozen

1. Cover stopcock and connecting part with hot towel.
2. Take off the inlet pipe, and put it into 50 degree water.
3. Pour into the drum about 2-3L of 50 degree water.
4. Connect inlet pipe, turn on the stopcock and start the washing machine, please check whether inlet and outlet is normal.



The Clearance of dewatering-pump filter(Suggest: once/month)

1. Press fastener on the pump after dewatering and power off, open the lid of water-pump filter.(Attention: if hot water inside, please go ahead after it be cold.)
2. Take off the filter anti-anticlockwise.
3. Wash the filter.
4. Direct at pump and insert the filter, tighten it clockwise and tighten the lid.
Attention: a. Please tighten the filter well to avoid leak.
b. Please do not clean during operation.

The Drum Clearance (Suggest once/month)

After using for a period, some dirt maybe exist. You can clean the inside and outside of drum by operating the drum procedure.

Attention: please do not put cloths and detergent when clearing the drum.

Notice before Washing

1.Washing guide identification

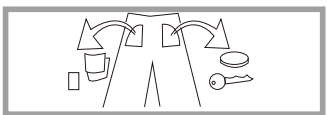
- Please check cloths washing guide identification ,which shows cloths texture and washing method.

2.Classification washing

- Please wash cloth of the same texture, different texture, different water temperature, speed and washing procedure, please split deep colored cloths from white cloths.Split dyed cloths from cotton, otherwise the white cloths would be discolored. If possible,please do not washing high contaminated cloths with clean ones together.
- The degree of pollution (serious, moderate,slight) classify clothes and wash according to the degree.
- color (white, light color, deep color) classify them and wash.
- velveteen (easy to fall off, easy to be adhered) classify the white and the deep color.

3. Notes

- When put big and small clothes together, put the big first and they have to be less than half of total clothes. Please don't wash single cloth because it may cause the trouble of imbalance. Please add one or two similar clothes.
- Small clothes like silk stockings and handkerchiefs should be put into mesh bags to wash. Before washing the bra with steel rings, please take the rings off. If it is inconvenient to do this, please put them into mesh bags to prevent the bra slipping into the gap between internal and external tubs.
- Check all pockets and make sure nothing in them. Nails, hairpin, match, pen, coin and key will damage your washer and clothes.
- Zip up all clothes, fix the button and hook and tie the loose belt, make sure that other clothes cannot be damaged by them.
- Firstly use the water with a little detergent to wash the parts with too many stains, such as collar and cuffs, which can make the clothes cleaner.
- Check the door seals and make sure nothing on them.
- Make sure there is nothing in the tub before washing.
- Please use the low bubble detergent specially for front loading washing to wash the cloths.



Non-fault conditions

The door can't open.	<ul style="list-style-type: none"> ● The program is running. ● There are clothes between the door and door seals.
There is an odor.	<ul style="list-style-type: none"> ● There may be a smell of rubber because some components are made up of rubber.
There is too little water when wash and rinse.	<ul style="list-style-type: none"> ● Roller washing machine just needs a little water when operating.
No water inflowing.	<ul style="list-style-type: none"> ● Is the tap turned on? ● Is the inlet pipe frozen? ● Are the filters blocked?
Water inflows halfway	<ul style="list-style-type: none"> ● If the water level declines, the washer will supply water automatically.
Water outflows when washing.	<ul style="list-style-type: none"> ● Check if add the detergent with too much bubbles.
Remaining time changes	<ul style="list-style-type: none"> ● If clothes are off center when spin, spinning time will extend to correct the deviation.

There is abnormal noise when spin.

- Check if the power line touches with cabinet.
- Have the transport bolts been dismantled?
- Are there some hairpins or coins in the roller?

The washer can't work after the failure of electricity.

- The washer will stop working after the failure of electricity. When the power is restored, it still can't continue to work. Please press the power button and reset the program.

Troubleshooting Guide

Phenomenon	check points	solutions
Washer can't start	<ul style="list-style-type: none"> ● Check if press the power button or start/pause button? ● Is the plug pulling out? ● Is there a power failure? ● Check if cut the leakage protector? 	Press the power button or start/pause button. Connect the plug. Please wait. Open the leakage protector.
Spinning screen shows "UE"	<ul style="list-style-type: none"> ● Check if disassemble the carriage bolt? ● Is the machine placed steadily? ● Are the clothes too small or light? ● Are the locknuts on under the feet tightened up? 	Disassemble the carriage bolt. Place the machine on a steady ground. Add more clothes. Tighten up the locknuts.
Water inflow screen shows "IE"	<ul style="list-style-type: none"> ● Check if turn the tap off? ● Is the water supply cut off or the water pressure too low? ● Are the water inlet pipes frozen? ● Are the filters blocked? 	Open the stopcock. Please wait. Use hot water to unfreeze the pipes. Take out the filters and clean them.
Water outflow screen shows "OE"	<ul style="list-style-type: none"> ● Are the outlet pipes placed too highly? ● Are the outlet pipes frozen? ● Are the outlet pipes blocked? ● Are the floor drain blocked? 	Please put away the outlet pipes and make sure the height within 1M. Use hot water to unfreeze the pipes. Take out the foreign matter and dredge the pipes. Clean the floor drain.
Door trouble screen shows "DE"	<ul style="list-style-type: none"> ● Make sure if start the washer without closing the door well. 	Make sure the door truly closed
Not heating screen shows "LE"	● Please pull out the plug and call for the after sale service	
Keep water inletting without stop, screen shows "FE"	<ul style="list-style-type: none"> ● Due to the abnormal of water inlet valve and water level sensor 	Shut the water tap, pull out the plug and call for the after sale service
The wash drum does not running, screen shows "LE" or "CE"	● Please pull out the plug and call for the after sale service	
Too much bubble	<ul style="list-style-type: none"> ● If adding the amount of detergent is more than the suggested? ● If use the low bubble detergent which is especially for front loading washing machine? 	Add proper amount of detergent. Use the correct type of detergent.
The fault of water level sensor, the screen shows "PE"	<ul style="list-style-type: none"> ● If the water level sensor has fallen off or not? ● If the water level sensor pipe blocked or there is a big pressure? 	Tighten the sensor. Open the water pipe excluded congestion or pressure
Power off, the screen shows "PF"	<ul style="list-style-type: none"> ● Power off then power on, push the "Power" button, the screen display "PF" to indicate that the power has powered off before. The machine can be in normal operation. 	To push the button of "Start/Pause" can continue the operations before power off. And the other operations can be processed.

Specification

WNM-10WH25GD

Rated washing capacity	10.0kg
Rated spinning capacity	10.0kg
Rated voltage	220-240V~,50Hz
Rated washing power	200W
Rated spinning power	500W
Rated heating power	1800W
Maximum power	1950W

WNM-12AWTB

Rated washing capacity	12.0kg
Rated spinning capacity	12.0kg
Rated voltage	220-240V~,50Hz
Rated washing power	200W
Rated spinning power	700W
Rated heating power	1850W
Maximum power	2000W


Specification,picture and feature are subject to change without prior notice for purpose of product improvement.

Environmental Protection

Correct Disposal of this product

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



 We declare that our products comply with the applicable European Directives, Decisions, and Regulations, as well as the requirements contained in the referenced standards.

Customer Service – Spare Parts Availability:

Dear customer

Regarding the operation of genuine spare parts, in accordance with the relevant eco-design regulation, you can obtain them from our company's customer service for at least 7 years from the date your device is placed on the market within the European Economic Area.

Note: The use of the customer service is free of charge under the manufacturer's warranty terms.

Detailed information regarding the warranty period and terms in your country can be found in the warranty card that accompanies the device, as well as through our company's customer service or your retailer.

WARRANTY TERMS FOR HOME APPLIANCES (White Goods & Small Appliances)

GENERAL TERMS AND CONDITIONS

1. The warranty covers any fault or damage that is solely due to a manufacturing defect or faulty components.
2. During the warranty period, labor, technician's travel expenses, and spare parts are provided free of charge, as well as transportation of the device (excluding small appliances) exclusively with partner agencies, if the technician deems that the repair should be carried out at the company's service center.
3. Our company reserves the right to determine the method and location of the repair of faults at its discretion. Specifically, service for small appliances is provided at the premises of the respective authorized service store, and transportation is carried out by the device owner.
4. In case of an unjustified call, absence, installation issues, or need for a demonstration of functionality, the customer will bear the travel costs and the cost of the technician's visit.
5. The warranty is void if the device has been repaired by a technician other than the company's authorized technician, or if the rating label and serial number of the device have been altered or removed.
6. Any repair or replacement of parts of a device or the device itself does not extend the warranty period, which will continue to be valid until its expiration.
7. In the event of a part replacement, a 6-month warranty is provided for that specific part or spare part, starting from the replacement date.
8. The warranty does not cover damages caused directly or indirectly by negligence, omission, misuse, improper installation, or any type of intervention on the device by an unauthorized technician. It also does not cover damages due to external factors that alter the device's surface (e.g., chemicals, toxins, salts, etc.), or damages arising from poor connection to a voltage different from what is indicated on the device's label, to an ungrounded socket, or due to voltage fluctuations in the network (drop, surge).
9. The warranty does not cover damages or losses to devices or their accessories caused during transportation arranged by the customer through third parties.
10. The warranty does not affect the buyer's rights as provided by European Directive 1999/44/EC and Greek legislation.
11. The warranty must be accompanied by a photocopy of the purchase invoice, retail receipt, or shipping document of the product.
12. In addition to the rights provided by this warranty, the consumer also retains all rights granted by the applicable provisions and laws concerning the sales contract.

2 YEARS WARRANTY

SPECIAL TERMS: Omnys DEVICES

1. The warranty for proper functioning is valid from the date of purchase and lasts for two (2) years.
2. Each device is carefully inspected during production, and it will only be replaced in the event of irreparable damage, repeated identical damage, or due to high repair costs, according to the assessment of the respective authorized technician.
3. The warranty does not cover light bulbs, ceramic surfaces, accessories, or the plastic, enamelled, and glass parts of the devices unless it is proven to be a manufacturing defect.
4. Damage caused during the transportation of the device is not covered by the warranty.
5. All Omnys products are designed for normal household use. The warranty does not cover damage to devices used for professional purposes.

Warranty

Before using the device, please ensure that you have read the accompanying user instructions.

Please note that this device is covered by a two-year warranty for proper functioning, according to the terms outlined above. If any technical problem arises for any reason, please contact:

Sale-Point.ch

powered by Nelis GmbH
Alte Bahnhofstrasse 27
5612 Villmergen
Tel: +41 44 552 16 14
info@sale-point.ch
www.sale-point.ch

Please have the following information available in every case:

- Proof of purchase
- Product description / Model / Brand
- Description of the issue, with the most accurate reference to the defect

