

A	W10592262			A			
B	后附图纸13页				B		
C					C		
D	<p>技术要求</p> <ol style="list-style-type: none"> 1. 材料：80g双胶纸，正反面印刷； 2. 印刷为黑白单色印刷； 3. 所有印刷内容正确、清晰，不得有漏印、误印，无印刷缺陷； 4. 幅面：(210±3) X (145±3) (单位：mm)； 5. 未注公差按照GB1800(现行). IT15； 6. 颜色及整体效果必须经过研发部确认后方能生产，产品检验以封样件为准； 7. 符合RoHS现行标准要求和REACH指令。 				D		
澳大利亚 HWFE7510 借(通)用件登记					E		
旧底图总号					80g胶版纸	洗衣机研发部	
底图总号							
	版本号	A	更改文件号		重量	比例	说明书
出图审查	设计		会签			1:1	
	审核		会签		第 张	共 张	W10592262
日期	工艺				图形识别符号		
	标准化		批准				
1	2		3	4			

Hisense

Hisense

USER'S OPERATION MANUAL

Hisense

W10592262A

Before operating this unit, please read this manual thoroughly,
and retain for future reference

NOTE.....	1	CARE AND MAINTENANCE.....	12
DESCRIPTION OF THE WASHING MACHINE.....	1	• Appliance exterior and control panel.....	12
PRECAUTIONS AND GENERAL RECOMMENDATIONS	2	• Door seal.....	12
• Packaging.....	2	• Filter.....	13
• Disposing of packaging and scrapping old washing machines.....	2	• Removing the Filter.....	13
• Location and surroundings.....	2	• Detergent dispenser.....	14
• General Safety Recommendation.....	2	• Water supply hose.....	14
• Safety of opening and closing door.....	3	• Mesh filter for water connection.....	14
• Child safety (If Available).....	3	• Draining residual water.....	15
• Safety of transport and handling.....	4	TROUBLESHOOTING GUIDE	15
• Safety of Electrical Connection.....	4	• The washing machine will not start and no indicator lamps are on.....	15
BEFORE USING THE WASHING MACHINE	4	• The washing machine will not start.....	15
• Removing the packaging and inspection.....	4	• The appliance stops during the programme.....	15
• Remove the transport bolts.....	4	• Residue from detergent and additives left in the detergent drawer at end of wash.....	16
• Install the washing machine.....	4	• Machine vibrates during spin cycle.....	16
• Install Water inlet.....	5	• Final spin results are poor.....	16
• Install Drain.....	5	FAULT DESCRIPTION TABLE	17
• Install Electrical connection.....	5	• Error code.....	17
BEFORE THE FIRST WASH CYCLE	5	• If a failure code "F01 " and "F02" appears on the display	17
PREPARATION OF THE WASHING	6	• If a failure code "F03" appears on the display	17
• Sort the laundry according to	6	• If a failure code "F04" to "F07" appears on the display	18
• Prepare the cloth for washing.....	6	• If a failure code "F13" appears on the display	18
• Adding detergents and additives.....	6	• If a failure code "UNB" appears on the display	18
• Loading the laundry.....	6	AFTER-SALES SERVICE	18
DETERGENTS AND ADDITIVES	7	Hisense Warranty.....	19
• Dosage.....	7		
• Stain removal.....	7		
• Dyeing.....	8		
• Where to put detergent and additives.....	8		
• How to position the separator in the main wash chamber for powder or liquid detergent.....	8		
HOW TO USE THE FRONT PANEL	9		
• Program Start.....	9		
• Programme End.....	9		
SELECT ANY DESIRED OPTION	10		
• Rinse Hold.....	10		
• Extra Rinse.....	10		
• Eco Wash.....	11		
• Prewash.....	11		
• Spin Speed.....	11		
• Temp.....	11		
• Delay.....	11		
• Child Lock.....	11		
• Automatic Programs.....	12		

NOTE

The manufacturer reserves the right for any modifications on the product which might be deemed necessary or useful without informing about it in this User Manual. Thank you for choosing a Hisense washing machine.

Before operating your new washing machine, please read this instruction manual carefully, and keep it for reference.

Please make sure the socket is grounded securely, and the water source connection is reliable. The manufacturer declines all liability and warranty for damage to property or injury to persons or animals due to non-compliance with the directions given in this instruction.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

DESCRIPTION OF THE WASHING MACHINE




Control panel layout and appearance will depend on the model


1. Worktop
2. Control panel
3. Detergent dispenser
4. Door
5. Child safety device (if provided, inside the door)
6. Plinth covering pump access
7. Adjustable feet

PRECAUTIONS AND GENERAL RECOMMENDATIONS

1. Packaging

- The packaging material is entirely recyclable, and marked with the recycling symbol . Adhere to current local regulations when disposing of packaging material.

2. Disposing of packaging and scrapping old washing machines

- The washing machine is built from reusable materials. It must be disposed of in compliance with current local waste disposal regulations.
- Before scrapping, remove all detergent residues, break the door hook, and cut off the power cable so that the washing machine becomes unusable.
- The symbol  on the product, or on the documents accompanying the product, indicates that this appliance may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

3. Location and surroundings

- The washing machine must only be installed in enclosed spaces. Installation in the bathroom or other places where air is humid is not recommended.
- Do not store flammable fluids near the appliance.
Minimum housing dimensions:
Width: 600 mm
Height: 850 mm
Depth: Refer to Parameter Table in quick basic chart.

4. General Safety Recommendation

- Do not leave the appliance plugged in when it is not in use. Never plug or unplug the power from the mains supply, if your hands are wet.
- Always turn off the water supply tap after the use.
- Before any cleaning and maintenance, switch off the machine and disconnect it from the mains.
- Clean the outside of the washing machine with a damp cloth. Do not use abrasive detergents.

- Never open the loading door forcibly or use it as a step.
- Never open the loading door or filter while there is still water in the drum.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children must not be allowed to play with the appliance or to climb into the drum (see also the "Child Safety" Section).
- If necessary, the power cable may be replaced with an identical one obtained from our After-Sales Service. The power cable must only be replaced by a qualified technician.
- Do not allow children to operate, crawl on, be near or inside your washer. Now that during the wash cycle, the surface temperature of the porthole door may increase. Close supervision of the children is necessary when the appliance is used near children.

5. Safety of opening and closing door

- Only when the programme turns "End", the door could be opened. Never open the door forcibly while the machine is running, otherwise you can damage the door lock.
- If you must open the door while the machine is running, press the **"Start/Pause"** button on the front of the control panel to pause the current cycle, and then wait for at least 2 second to turn off the machine, and restart the machine and select new programme for the door lock to be released and the Lock light turn off from the panel.
- To open the door, hold the door handle, press the inside handle and pull the door.
- Close the door by pressing it without excessive force until it clicks shut.

Note:

In the case of power outage, please check the water level, if the water is exist in the drum above the door level, then please drain the water from the drain hose before opening the door.

6. Child safety (If Available)

To protect the appliance against improper use, turn the plastic screw on the interior of the door. To do this, use a coin or similar objects.

- Slot vertical: the door will not lock.
- Slot horizontal - normal position: the door can be locked again.

In addition to the child safety lock door, the machine is equipped with "Child Lock" function. Please refer to the "Child Lock" instruction in page 11.



7. Safety of transport and handling

Never lift the appliance by the worktop when transporting.

- Pull out the mains plug.
- Turn off the water tap.
- Disconnect the inlet and drain hoses.
- Drain all remaining residual water from the hoses and from the appliance (see "Removing the Filter", "Draining Residual Water").
- Fit the transport bolts (obligatory).
- The machine is over 55 Kg in weight; therefore, two persons are needed to move it.

8. Safety of Electrical Connection

Only use a socket with an earth connection.

- Do not use extension leads or multi sockets.
- Electric supply must be adequate for the machine's 10 A Current Rating.
- Electrical connections must be made in accordance with local regulations.
- The electrical power cable must be replaced exclusively by a licensed electrician.

BEFORE USING THE WASHING MACHINE

1. Removing the packaging and inspection

- After unpacking, ensure that the washing machine is undamaged. If in doubt, do not use the washing machine. Contact After-Sales Service or your local retailer.
- Check that the accessories and supplied parts are all present (see also the separate Installation guide).
- Keep the packaging materials (plastic bags, polystyrene parts, etc.) out of reach of children, as they are potentially dangerous.

2. Remove the transport bolts (see also the separate Installation guide)

- The washing machine is fitted with transport bolts to avoid any possible damage to the interior part during transport. Before using the machine, it is imperative that the transport bolts are removed.
- After their removal, cover the openings with the 4 enclosed plastic caps.

3. Install the washing machine (see also separate Installation guide)

- Move the appliance without lifting it by the worktop.
- Install the appliance on a solid and level floor surface, preferably in a corner of the room.
- Ensure that all four feet are stable and resting on the floor and then check that the washing machine is perfectly level (use a spirit level).

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

4. Install water inlet(see also separate Installation guide)

- Please refer to the Installation guide for installing the water inlet.

5. Install Drain(see also separate Installation guide)


- Connect the drain hose to the siphon or hook it over the edge of a sink by means of the "U" bend supplied.
- If the washing machine is connected to an integrated drainage system, ensure that the integrated drainage system is equipped with a vent to avoid simultaneous loading and draining of water (siphoning effect).
- The drain plug should be removed at all time.
- Secure the drain hose tightly to prevent spills and scalding during machine drainage.
- The drain hoses must always be securely tighten and remain in an undamaged state.

6. Install Electrical connection

- Electrical connections must be carried out by a qualified technician in compliance with the manufacturer's instructions and current standard safety regulations.
- Data regarding voltage, power consumption and protection requirements are given on the back of the washing machine.
- The appliance must be connected to the mains by means of a socket with an earth connection in accordance with current regulations. The washing machine must be earthed by law. The manufacturer declines all liability for damage to property or injury to persons or animals due to non-compliance with the directions given above.
- Do not use extension leads or multiple sockets. Make sure the capacity of the socket is powerful enough to drive the machine during heating.
- Before any maintenance on the washing machine disconnect it from the mains supply.
- After installation, access to the mains plug or to disconnection from the mains supply must be ensured at all times via an electric switch.
- Do not operate the washing machine if it has been damaged during transport. Inform After-Sales Service.
- Mains cable replacement is only to be carried out by After-Sales Service.
- The appliance must only be used in the household for the prescribed uses.

BEFORE THE FIRST WASH CYCLE

To remove any residual water used during testing by the manufacturer, we recommend that you carry out a short wash cycle without laundry.

- Open the tap.
- Close the door.
- Pour a little amount of detergent (about 30ml) into the main washing chamber  of the detergent dispenser.
- Select and start a short programme (see separate quick reference guide).

PREPARATION OF THE WASHING

1. Sort the laundry according to ...

- **Type of fabric /care label symbol**

Cottons, mixed fibers, easy care/synthetics, wool, hand wash items. The wool wash cycle of this machine has been tested and approved by The Woolmark Company for the washing of Woolmark garments labeled as "machine wash" provided that the garments are washed according to the instructions on the garment label and those issued by the manufacturer of this washing machine.

- **Colour**

Separate coloured and white items. Wash new coloured articles separately.

- **Loading**

Wash items of different sizes in the same load to improve washing efficiency and distribution in the drum.

2. Prepare the cloth for washing

- Empty all pockets, coins, safety pins etc. can damage your laundry as well as the appliance drum and tub.
- Close the zips and fasten buttons or hooks; loose belts or ribbons should be tied together.
- Wash small items (e.g. nylon stockings, belts etc.) and items with hooks (e.g. bras) in a cloth bag or pillow case with zip. Always remove curtain rings or wash curtains with the rings inside a cotton bag.

3. Adding detergents and additives

- Please refer to Section Detergent and additives.

4. Loading the laundry

Note: Overloading the machine will result in unsatisfactory washing results and creased laundry. Please be also careful when loading the drum with large articles. The unbalance drum could cause the machine vibration.

- Open the door.
- Load the articles one at a time loosely into the drum, without overfilling.
- Observe the load sizes given in the quick reference guide.
- Close the door.

DETERGENTS AND ADDITIVES

Always use high efficiency, low foam detergent for a front load machine.

The choice of detergent depends on:

- Type of fabric (cottons, easy care/synthetics, delicate items, wool)
- Colour
- The wash temperature
- Degree and type of soiling

Note: Use only specific detergents for washing wool

Remarks:

Any whitish residues on dark fabrics are caused by insoluble compounds used in modern phosphate-free powder detergents. If this occurs, shake or brush out the fabric or use liquid detergents. Use only detergents and additives specifically produced for domestic washing machines. When using descaling agents, dyes or bleaches for the pre-wash, make sure that they are suitable for use in domestic washing machines. Descalers could contain products which could damage your washing machine. Do not use any solvents (e.g. turpentine, benzine). Do not machine wash fabrics that have been treated with solvents or flammable liquids.

Dosage

Follow the dosage recommendations on the detergent pack. They depend on:

- Degree and type of soiling.
- Size of wash.
- Follow the detergent manufacturer's instructions for a full load.
- Half load: 3/4 of the amount of detergent used for a full load.
- Minimum load (about 1 kg): 1/2 the amount of detergent used for a full load.
- Depends on water hardness in your area (ask for information from your water company) Soft water requires less detergent than hard water.

Notes:

Too much detergent can result in excess foam formation, which reduces washing efficiency. If the washing machine detects too much foam, it may prevent spinning. Insufficient detergent may result in grey laundry in time and also calcifies the heating system, drum and hoses.

If you want to improve the rinse performance in the case of too much detergent used, you can add the rinse times before you start the program.

Stain removal

Blood, milk, eggs etc. are generally removed by the automatic enzyme phase of the programme.

- To remove red wine, coffee, tea, grass and fruit stains add a stain remover to the main wash chamber of the detergent dispenser.
- Pre-treat heavily-soiled areas with stain remover if necessary.

Dyeing

- Only use dyes that are suitable for washing machines.
- Follow the Manufacturers instructions.
- Plastic and rubber parts of the washing machine can be stained by dyes.

Where to put detergent and additives

The detergent drawer has three chambers (Fig. "A") .

Pre-wash chamber

- Detergent for the pre-wash/soak

Main wash chamber

- Detergent for the main wash
- Stain remover
- Water softener (water hardness class 4)

Softener chamber

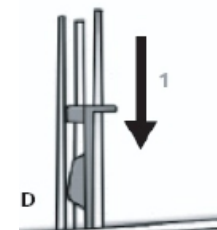
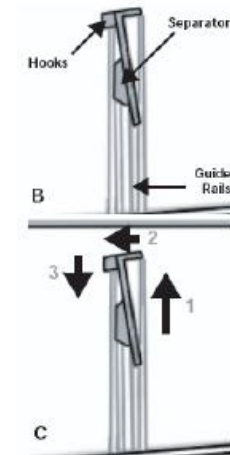
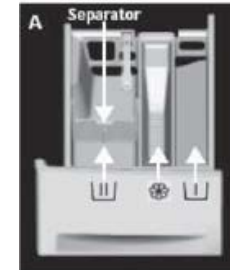
- Fabric softener
- Liquid starch
- Pour additives only up to the "MAX" mark.

How to position the separator in the main wash chamber for powder or liquid detergent

For use with powder detergent: Place the separator in the higher position. Lift the separator until its top can be reclined. Place its hooks on the upper end of the back guide rails and slightly push the separator down to fix it (Fig. "B" and Fig. "C").

A gap should remain between the separator and the bottom of the main wash chamber, if the separator has been correctly installed (Fig. "B" and Fig. "C").

For use with liquid detergent: place the separator in the lower position. Secure the separator in the chamber using the front guide rails. Position the separator so that it touches the bottom of the main wash chamber (Fig. "D").



Notes:

- Keep detergents and additives in a safe, dry place out of the reach of children.
- Liquid detergents can be used for programmes with pre-wash. However, in this case a powder detergent must be used for the main wash.
- Do not use liquid detergents when activating the "Delay" function (if available on your washing machine).
- To prevent dispensing problems when using highly concentrated powder and liquid detergents, use the special detergent ball or bag supplied with the detergent and place it directly inside the drum.
- When using descaling agents, bleaches or dyes, make sure that they are suitable for washing machines. Descalers could contain compounds that can damage parts of your washing machine.
- Do not use any solvents in the washing machine (e.g. turpentine, benzine).
- If you use starch powder, proceed as follows:
 1. Wash your laundry using the desired wash programme.
 2. Prepare the starch solution according to the starch manufacturer's instructions.
 3. Select the "Rinse + Spin" programme, reduce the speed to 800 rpm and start the programme.
 4. Pull out the detergent drawer until you can see about 3cm of the main wash chamber [11].
 5. Pour the starch solution into the main wash chamber [11] while the water is running into the detergent drawer.
 6. If there are starch residues in the detergent drawer when the programme has finished, clean the main wash chamber.

HOW TO USE THE FRONT PANEL

Program Start

- Open the tap, add detergent, load the drum and close the door.
- Turn the selector to choose the right wash cycle for the type of fabric you are washing. These programmes include cotton, Synthetics, Delicate, Wool, Intensive, Quick, Rinse+Spin and Spin.
- You can set up manually the spin speed, temperature, rinse hold, extra rinse, Eco and prewash.
- Press the "**Start/Pause**" button to start the program.
- The time display shows the remaining of the programme time.

Programme End

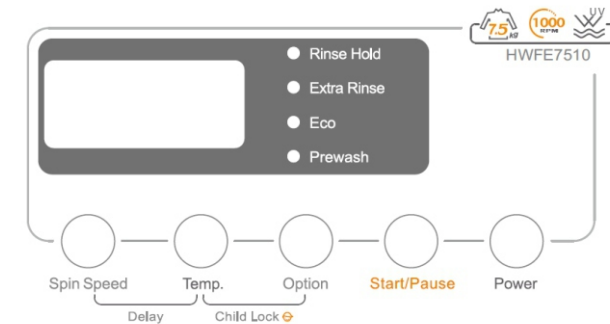
When programme finished its running, it will display "END", user can press Power button for 2 seconds to turn off the machine, otherwise if no operation is taken in 30 seconds, the machine will turn off automatically.

- Close the tap.
- Open the door and take the washed clothes out.
- Slightly open the door to remove moisture in the pump.

SELECT ANY DESIRED PUSH BUTTON OPTION:

Press the selected push button option once, and the corresponding indicator lights turns on.

If the selected programme and option cannot be combined, these functions will be disabled automatically and indicator will turn off automatically.



The picture is only for reference and it might be different on each model

Rinse Hold

- If you select "Rinse Hold", the laundry remains in the last rinse water without progressing to the final spin cycle, to avoid creasing and prevent colours fading.
- It is recommended to select this function when washing synthetic or delicate cloths.
- If you want to delay the spin, selecting this function will be useful.

Note: When the programme runs to the step before the spin, the machine will delay spinning.

To cancel the Rinse Hold function

- Press the "**Start/Pause**" button or the "**Option**" button, and then the washing machine will start spinning progress automatically. When spinning finishes, the programme will end automatically.

Extra Rinse

- Adding extra number of rinse to prolong rinse time.
- The function is suitable for areas with soft water, or to wash baby cloth, or for the people with allergies.
- If this function is selected, Eco wash option will be disabled.

Eco Wash

- This option has a shorter wash time and temperature. Therefore, it reduces the water and energy consumption.
- If the Eco Wash Function is selected, all other options will be disabled.

Prewash

- This option is suitable for heavily soiled (e.g. soil, dust). The programme is prolonged for 18 minutes.
- If the Prewash function is selected, Eco Wash option will be disabled.

Spin Speed

- The programme predefined spin is set to the max. Spin speed.
- Press the **"Spin Speed"** button to select desired spin speeds.
- If spin speed "0" is selected, the last spin process will be canceled and the machine only drains the water before ending the programme.

Temp.

- On selecting a program, press the **"Temp."** button, a predefined temperature is displayed. Then press the **"Temp."** button again to adjust another temperature value.

Delay

Delay function allows to run the machine at the consumers convenience, for example, at night when electricity is cheaper. To set the delay time follows this:

- Select the desired programme, and options.
- Press the **"Spin Speed +Temp."** buttons simultaneously to select the delay time from minimum 30 minutes to 24 hours, the minimum delay time will be vary and depends on the selected programme.
- The delay time displayed on the digital indicates the time when the wash programme will be finished.
- Press the **"Start/Pause"** button, the digital window will display the remaining delay time, and **"DELAY"** symbol alternatively.
- The **"DELAY"** symbol disappears when the programme starts and it is replaced by the washing time.

To cancel the "Delay"

- Before pressing **"Start/Pause"** button, turn the programme selector to another programme position.
- After having pressed the **"Start/Pause"** button, press the **"Power"** button for 2 seconds to turn off the machine, turn the programme selector to another programme position.

Child Lock

In addition to the child safety lock door, the machine is equipped with "Child Lock" function.

- When the programme starts, press the **"Temp.+Option"** buttons simultaneously, LED

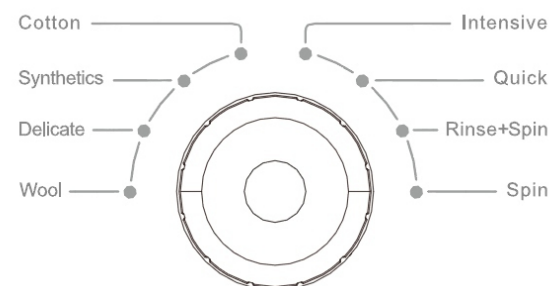
will display **"SAFE ON"** after buzzing, and then Child Lock is set up.

- When the child lock is set, all function buttons will be disabled from the touch.
- To unlock this during the wash if changes required to the wash program, press **"Temp.+ Option"** buttons simultaneously, LED will display **"SAFE OFF"** after buzzing, and then Child Lock is released.
- At the end of program or When power is shut down, the child lock function is released.

Change programme or optional function after the programme starts.

- Press Power button for 2 seconds to turn off the machine.
- Turn the machine on and add some detergent if it is necessary.
- select the new programme and desired options.
- Re-press **"Start/Pause"** button to run the new programme.

Automatic Programs



The picture is only for reference and it might be different on each model

This washing machine provides 8 automatic programs. Turn the selector to choose the right wash cycle for the type of fabric you are washing. These program are including Cotton, Synthetics, Delicate, Wool, Intensive, Quick, Rinse+Spin and Spin. Press the **"Start/Pause"** button to start the selected wash cycle.

CARE AND MAINTENANCE

Appliance exterior and control panel

Could be washed down with a soft, damp cloth. A little neutral detergent (nonabrasive) can also be used. Dry it with a soft cloth.

Door seal

- Clean with a damp cloth when it is necessary.
- Cleaning the door seal also remove the door odour which could be caused by the residual powder in the period of time.
- Check the condition of the door seal periodically.

Filter

- Check and clean the filter regularly, at least two or three times a year (see "Removing the filter" section).
- **Do not use flammable fluids for cleaning the appliance.**

Removing the Filter

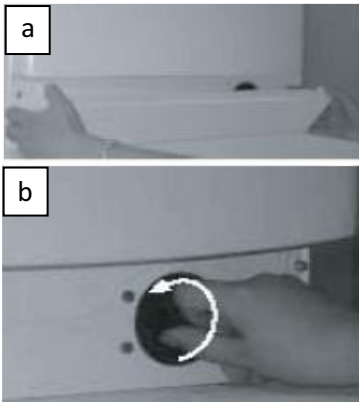
We recommend that you check and clean the filter regularly, at least twice or three times a year.

Especially:

- If the appliance is not draining properly or if it fails to perform spin cycles.
- If the pump is blocked by a foreign body (e.g. buttons, coins or safety pins).

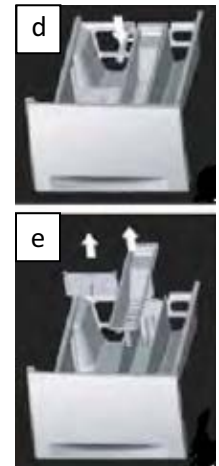
IMPORTANT: Ensure that the water has cooled before draining the appliance.

- 1 Stop the appliance and unplug it.
- 2 Depending on the model, remove the plinth by holding it tightly on both sides, pushing it downward and tilting it to the front. Or, push down on the tabs provided on both the sides and remove it (Fig. "a").
- 3 Place a container beneath it.
- 4 Open the filter but do not remove it completely. Slowly turn the filter counterclockwise until all the water has drained.
- 5 Wait until all the water has drained.
- 6 Now unscrew the filter completely and remove it (Fig. "b").
- 7 Clean the filter and the filter chamber.
- 8 Check that the pump rotor moves freely.
- 9 Re-insert the filter and screw it in clockwise as far as it will go.
- 10 Pour about 1 litre of water into the detergent drawer to check that the filter is inserted properly and securely.
- 11 To re-insert the filter make sure the small lug/clip (as shown in the Fig. "c") is facing up and then push the filter into the housing first. After that start screwing the filter in clockwise as far as it will go (Fig. "c").
- 12 Reinstall the plinth.
- 13 Plug in the appliance once again.
- 14 Select a programme and start it.



Detergent dispenser

- Press the release lever in the main wash compartment downward and remove the drawer (Fig. "d").
- Remove the cover grid from the fabric softener compartment.
- Remove the separator from the main wash compartment by pulling it upward (Fig. "e").
- Wash all the parts under running water.
- Refit the separator and the grid in the detergent drawer and fit the drawer back inside its housing.



Water supply hose

Check the supply hose regularly for brittleness and cracks and replace it if necessary using a new hose of the same type (available from After-Sales Service or specialist dealer).

Mesh filter for water connection

Check and clean regularly.

For washing machines with an inlet hose as shown on Fig. "f".



- Close the tap and loosen the inlet hose on the tap.
- Clean the internal mesh filter and screw the water inlet hose back onto the tap.
- Now unscrew the inlet hose on the rear of the washing machine.
- Pull off the mesh filter from the washing machine connection with universal pliers.
- Refit the mesh filter and screw the inlet hose on again.
- Turn on the tap and ensure that the connections are completely water-tight.

Draining residual water

Before emptying the residual water, switch the appliance off and unplug it from the mains socket. Remove the plinth. Place a container beneath it.

- Open the filter but do not remove it completely. Slowly turn the filter counterclockwise until the water begins to drain out.
- Wait until all the water has drained.
- Now unscrew the filter completely and remove it.
- Tilt the appliance forward carefully to allow the water to flow out.
- Refit the filter and screw it in clockwise as far as it will go.
- Refit the plinth.

Before using the washing machine again:

- Pour approx. 1 litre of water into the detergent drawer to check that the filter is inserted properly and securely.
- Plug in the appliance once again.

TROUBLESHOOTING GUIDE

Your washing machine is equipped with various automatic safety functions. This enables faults to be detected in good time and the safety system can then react appropriately. These faults are frequently so minor that they can be resolved within a few minutes.

The washing machine will not start and no indicator lamps are on.

Check whether:

- The mains plug is inserted into the socket and the power switched "ON".
- The wall socket is functioning correctly (use a table lamp or similar appliance to test it).

The washing machine will not start.

Check whether:

- The door is properly closed (child safety).
- The "**Start/Pause**" button has been pressed.
- The Water tap is opened and press the "**Start/Pause**" button.

The appliance stops during the programme.

Check whether:

- The "Rinse Hold" indicator lamp lights up; terminate this option by pressing the "**Start/Pause**" button or by choosing and starting the "Drain" programme.
- Another programme has been selected and the "**Start/Pause**" button not be pressed. Reselect the desired programme and press the "**Start/Pause**" button.
- The door has been opened and the "**Start/Pause**" button not be pressed. Close the door and press the "**Start/Pause**" button again.

- Check if there is excessive foam inside the washing machine. In this case, select and start the "Rinse + Spin" programme. Afterwards, select and start the desired programme again, using less detergent. If the fault persists, unplug the appliance and contact our After Sales Service. (See "Fault description table").
- The washing machine's safety system has been activated (see "Fault description table").

Residue from detergent and additives left in the detergent drawer at end of wash.

Check whether:

- The cover grid of the softener chamber and the separator of the main wash chamber are correctly installed in the detergent dispenser and all parts are clean (See "Care and Maintenance").
- Sufficient water is entering. The mesh filters of the water supply could be blocked (see "Care and Maintenance").
- The position of the separator in the main wash chamber is adapted to the use of powder or liquid detergent (see "Detergent and Additives").

Machine vibrates during spin cycle.

Check whether:

- The washing machine is level and standing firmly on all four feet.
- The transport bolts have been removed. Before using the machine, it is imperative that the transport bolts are removed.

Large items in drum could cause drum becomes out of balance. Please be careful to load the machine balance.

Final spin results are poor.

The washing machine has an imbalance detection and correction system. If individual heavy items are loaded (e.g. bathrobes), this system may reduce the spin speed automatically or even interrupt the spin completely if it detects too great an imbalance even after several spin starts, in order to protect the washing machine.

- If the laundry is still too wet at the end of the cycle, remove some articles of laundry and repeat the spin cycle.
- Excessive foam formation may prevent spinning. Use the correct amount of detergent.
- Check that the spin speed selector has not been set to "0".

If your washing machine has a time display: the programme time initially displayed is lengthened or shortened by a period of time:

This is a normal capacity of the washing machine to adapt to factors that can have an effect on the wash programme time, e.g.:

- Excess foam formation
- Load imbalance due to heavy items of laundry
- Prolonged heating time due to reduced inlet water temperature

Because of influences like these, the time remaining in the programme run is recalculated, and updated if necessary. In addition, during the filling phase, the washing machine determines the load and if necessary adjusts the initial programme time displayed accordingly. During such update periods, an animation appears on the time display.

FAULT DESCRIPTION TABLE

Digital display (if fitted on your machine)	Fault description
"F01" "F02"	"Water supply fault"
"F03"	"Draining fault"
"F04" "F05" "F06" "F07"	"Electrical module"
"F13"	"Door lock fault"
"UNB"	"Unbalance"

IMPORTANT:

Ensure that the water has cooled before draining the appliance. In addition, place a large container in front of the filter to collect water flowing from the filter.

- The drain hose is frozen up.
- Plug in the appliance again.

Select and start the " Drain " programme and restart the desired programme. If the fault occurs again, please contact After-Sales Service (see "After-Sales Service").

Error code

The appliance stops during the programme.

For models with a remaining time display, a failure code between "F01" to "F07" and "F13" or "UNB" appears on the display.

If a failure code "F01" and "F02" appears on the display:

- press the "start/pause" button to cancel the failure code and start the programme; if the fault persists, unplug the appliance and contact After-Sales Service (see "After-Sales Service").

If a failure code "F03" appears on the display:

- Switch the appliance off and Check whether drain pump is blocked or drain hose is tied; if the fault persists, unplug the appliance and contact After-Sales Service (see "After-Sales Service").

If a failure code between "F04" to "F07" appears on the display:

- Switch the appliance off and select the desired programme; if the fault persists, unplug the appliance and contact After-Sales Service (see "After-Sales Service").

If a failure code "F13" appears on the display:

- Check whether the door is closed or not and press the Start/pause button; if the fault persists, unplug the appliance and contact After-Sales Service (see "After-Sales Service").

If a failure code "UNB" appears on the display:

- Switch the appliance off and rearrange the clothes, then select the spin programme and start; if the fault persists, unplug the appliance and contact After-Sales Service (see "After-Sales Service").

AFTER-SALES SERVICE

Before contacting After-Sales Service:

- Try to remedy troubleshoot the problem yourself (see "Troubleshooting Guide").
- Restart the programme to check whether the problem has solved itself.
- If the washing machine continues to function incorrectly, call After-Sales Service.

Hisense warranty

terms and conditions

Washing Machine and Refrigerator

1. HISENSE Australia will provide parts and labor to you the customer as set out herein.
2. Nothing in the warranty, limits any rights you may have under the trade practice act or any other commonwealth or state legislation. Such rights cannot be changed by the conditions in this warranty. Subject to the conditions below this appliance is warranted by Hisense and/or its Agents to be free from defects in materials and workmanship for a period of 36 months from the date of purchase (the "Warranty period").
The inverter motor of washing machines has part replacement warranty of 11 years in total.
The inverter motor parts only warranty does not include labor costs and must be verified by Hisense certified service Agent.
3. This warranty:
 - a. covers products purchased as NEW, manufactured for use in Mainland Australia and Tasmania;
 - b. commences from the date of purchase as listed on the Customers invoice;
 - c. provides for the labour and replacement parts necessary to maintain your product in good operating condition as specified in this warranty however, if repair is needed because of product failure during normal usage, Hisense has the option to repair or replace the defective product or part of the product with a product or part of the product of like kind and quality and a replacement part may be new or reconditioned of like kind and quality and may cost less than the original product purchased and no charges or refunds will be made based on the replacement product cost difference;
 - d. applies only to the original purchaser and cannot be transferred;
 - e. is only applicable when your appliance is used in a domestic environment;
 - f. covers products for commercial purposes for a period of 90 Days from the date of purchase.
4. Product Identification
 - a. Hisense reserves the right to reject claims for any services or work where the Customer requesting such work or services from Hisense and/or its agents cannot produce for verification the serial number and the proof of purchase as per original purchase invoice.
 - b. The warranty will be voided if any Serial Number sticker provided to be placed on the equipment is damaged, modified or removed.
 - c. In the event that a request for repair is made against a warranty where the Serial Number sticker is not attached to the product or the customer cannot produce for verification the original invoice, the repairer will not perform any repairs on the product and the Customer will be charged a service call-out fee.

5. What is covered by this warranty:
 - a. The equipment is covered for faulty workmanship on parts that have failed under normal use which are contained within the product.
 - b. Hisense and/or its Agents will decide if there are any defects in the material and/or workmanship.
 - c. This warranty is only applicable for repairs on declared equipment carried out within Mainland Australia and Tasmania.
6. What is not Covered by this warranty (excluded):
 - a. any damage or failure:
 - i. of equipment due to the product being inadequately serviced or maintained as per manufacturer's recommendations;
 - ii. resulting from environmental conditions including and not limited to dirt, dust, rodents, insects, rust, corrosion, salt built-up, of any part of the product including its parts; or
 - iii. resulting from excessive use "fair wear and tear";
 - iv. resulting from poor installation including and not limited to positioning and externally fitted equipment such as plumbing and drainage, or incompatibility of connected equipment;
 - v. to the product caused by overheating as a result of sitting or positioning of the equipment, where there is not provision for adequate ventilation, drainage or a dust free environment;
 - vi. caused if your appliance has been dismantled, repaired or serviced by any person other than someone authorized by Hisense;
 - vii. to a product or components, caused by power surges or spikes, including and not limited to, mains power and telecommunications connections, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
 - viii. Any form of physical damage of unknown cause, including snapped, damaged or broken parts, collision with another object, use of which it is not designed, negligence, accident or deliberate misuse, theft, abuse, vandalism, flood, fire, earthquake, electrical storms or any other act of God, any war related events or terrorism.
 - b. costs of attendance and testing where no mechanical or electrical failure is identified;
 - c. initial setup and installation of the product;
 - d. Normal maintenance costs and costs incurred through the installation of items listed as requiring periodic replacement;
 - e. products with removed or altered serial numbers;
 - f. consumables such as but not limited to bulbs/globes, batteries, remote controls or filters;
 - g. removal repair or reinstallation of internal component not performed by or approved by Hisense authorized service centre;
 - h. cosmetic or structural items;
 - i. Any failures due to the interference from or to other products and/or sources;

7. The Warranty Ceases if: -
- The product ceases to carry the original manufacturer's serial number or is sold at an auction;
 - The product is rented;
 - Damage to the product has occurred as listed in point 6.
 - Failure to pay monies owing on invoices as a result of non warranty work been carried out at the request of the end user as per point 15.
8. Neither Hisense nor its representatives provide loan equipment under the terms of this warranty.
9. Our goods come with guarantees that cannot be excluded under the Australian Consumer Laws. 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.
10. Any unauthorized access to the internal hardware or firmware of the product will void this warranty.
11. Replacement items are "Like for like" and is not "new for old" and does not indicate in any way that a faulty product will be replaced with a new part or unit. "Like for like" may either be a quality checked (QC) refurbished or reconditioned unit of the same or equivalent model, size, specifications or features.
12. If your product is 130 litres capacity or under or if you reside outside of the service coverage area this warranty does not cover the costs of transportation or travel expenses to and from your home. Our service coverage area includes a 25km radius of the nearest Hisense authorised retailer or 25km from the Hisense authorised service agent.
13. Hisense accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the appliance to an authorized service centre, you must ensure that it is securely packed and insured.
14. On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and warranty response times may extend beyond the standard response times due to the availability of repairers and parts.
15. Any repair performed on a product under the warranty where no fault can be found, or the item is deemed by Hisense, or an authorized Hisense agent, to be not faulty under this warranty, or the repair or fault is not covered under the warranty, a No Fault Found fee is payable by the warranty holder of a minimum of \$125 inc GST.
16. Any repairs or services required that are outside of the terms and conditions of the warranty can be carried out at the request of the customer or due to site attendance were fault is not covered under warranty as the product not been installed or setup correctly; a credit card may be required prior to the commencement of such services.

WARRANTY CLAIMS PROCEDURE

Please retain this portion for your records

36 MONTHS IN HOME REPAIR WARRANTY*

Hisense Australia will provide its nearest service centre for repairs under warranty. You will need to ensure that you have already called Hisense Warranty Centre and received a JOB NUMBER.

Any questions call our hotline on **1800 447 367**

PLEASE REFER TO THE TROUBLESHOOTING GUIDE AT THE END OF THIS MANUAL

Service Procedure

Please have your proof of purchase, model and serial number ready. To receive service, you are required to:

Call **1800 447 367** between 8:30AM-7:30PM Mon. to Fri. and 9AM-5PM Sat. and Sun. exc public holidays.

When calling please you have

- Your serial number
- Proof of purchase
- And be in front of the product

You are required to fax or email your original invoice prior to processing your warranty claim.

*Within the nominated service coverage area refer to item 11 in the terms and conditions.