

User manual
Washing machine

HW120-BD14697CU1

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Smart-Home App.

hOn

Haier

EN

Thank You

Thank you for purchasing a Haier Product.

Please read these instructions carefully before using this appliance. The instructions contain important information which will help you get the best out of the appliance and ensure safe and proper installation, use and maintenance.

Keep this manual in a convenient place so you can always refer to it for the safe and proper use of the appliance.

If you sell the appliance, give it away, or leave it behind when you move house, make sure you also pass on this manual so that the new owner can become familiar with the appliance and safety warnings.

Legend



Warning - Important Safety information



General information and tips



Environmental information



NOTE:FOR U.K. ONLY

On receipt of your appliance please check it carefully for damage. Any damage found must be reported to the delivery driver immediately. Alternatively damage found must be reported to the retailer within 2 days of receipt.



Environmental conditions

This appliance is marked according to the European directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE).

WEEE contains both polluting substances (which can cause negative consequences for the environment) and basic components (which can be re-used). It is important to have WEEE subjected to specific treatments, in order to remove and dispose properly all pollutants, and recover and recycle all materials. Individuals can play an important role in ensuring that WEEE does not become an environmental issue; it is essential to follow some basic rules:

- WEEE should not be treated as household waste;
- WEEE should be handed over to the relevant collection points managed by the municipality or by registered companies. In many countries, for large WEEE, home collection could be present.

In many countries, when you buy a new appliance, the old one may be returned to the retailer who has to collect it free of charge on a one-to-one basis, as long as the equipment is of equivalent type and has the same functions as the supplied equipment.



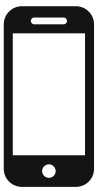
WARNING!

Risk of injury or suffocation!

Disconnect the appliance from the mains supply. Cut off the mains cable and dispose of it. Remove the door catch to prevent children and pets to get closed in the appliance.

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1-Safety information

Before switching on the appliance for the first time read the following safety hints!

WARNING!

Daily use

- 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.

  A different use of this appliance from household environment or from typical housekeeping functions, as commercial use by expert or trained users, is excluded even in the above applications. If the appliance is used in a manner inconsistent with this it may reduce the life of the appliance and may void the manufacturer's warranty. Any damage to the appliance or other damage or loss arising through use that is not consistent with domestic or household use (even if located in a domestic or household environment) shall not be accepted by the manufacturer to the fullest extent permitted by law.
- 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 shall not play with the appliance.Cleaning and user maintenance shall not be made by children without supervision.
- Children should be supervised to ensure that they do not play with the appliance.
- Children of less than 3 years should be kept away unless continuously supervised.
- If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.

- Only use the hose-sets supplied with the appliance for the water supply connection (do not reuse old hose-sets).
- Water pressure must be between 0.03 MPa and 1 MPa.
- Make sure carpets or rugs do not obstruct the base or any of the ventilation openings.
- After installation, the appliance must be positioned so that the plug is accessible.
- The maximum load capacity of dry clothes depends on the model used (see control panel).
- To consult the product technical specification please refer to the manufacturer website.

Electrical connections and safety instructions

- The technical details (supply voltage and power input) are indicated on the product rating plate.
- Make sure that the electrical system is earthed, complies with all applicable law and that the (electricity) socket is compatible with the plug of the appliance.Otherwise,seek qualified professional assistance.
- The use of converters,multiple sockets or extension cords is strongly advised against.
- Before cleaning or maintaining the washing machine,unplug the appliance and turn off the water tap.
- Do not pull on the power cord or appliance to unplug the machine.
- Make sure there is no water in the drum before opening the door.



WARNING!

Water may reach very high temperatures during the wash cycle.

- Do not expose the washing machine to rain, direct sunlight or other weather elements. Protect from possible freezing.
- When moving,do not lift the washing maching by the knobs or detergent drawer;during transport,never rest the door on the trolley.
  We recommend two people lift the washing machine.
- In the event of fault and/or malfunction, turn off the washing machine, close the water tap and do not tamper with the appliance.
  Immediately contact the customer service centre and only use original spare parts.Failure to observe these instruction may jeopardise appliance safety.

1-Safety information

Intended use

This appliance is intended for washing machine-washable laundry only. Anytime follow the instructions given on the label of each garment label. It is designed exclusively for domestic use inside the house. It is not intended for commercial or industrial use.
Changes or modifications to the device are not allowed. Unintended use may cause hazards and loss of all warranty and liability claims.

Washing Capacity
The washing capacity of the left drum is 1kg.
The washing capacity of the right drum is 1kg.
The washing capacity of the lower drum is 10kg.

2.1 Preparation

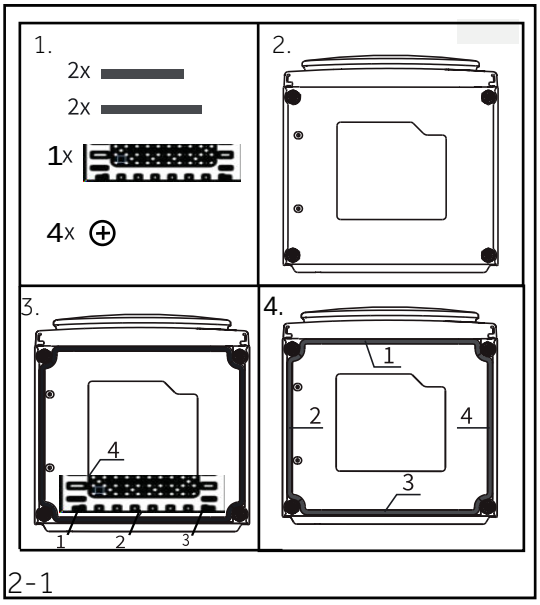
- Make sure there is no transport damage.
- Make sure all transport bolts are removed.
- Handle the appliance always with at least two persons because it is heavy.
- Take the appliance out of the packaging.
- Remove all packaging material including protecting film on cabinet, polystyrene base, keep them out of children reach. While opening the package, water drops may be seen on plastic bag and porthole. This normal phenomenon results from water tests in the factory.

Note: Packaging disposal

Keep all packaging materials out of children's reach and dispose them in an environmentally friendly manner.

2.2 OPTIONAL: Install noise reduction pads

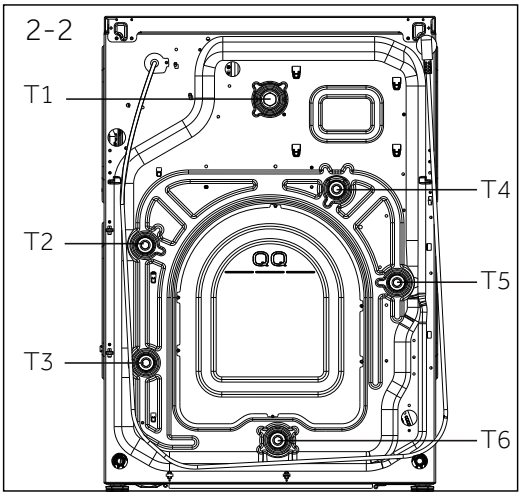
1. When opening the shrink package, you will find four noise reduction pads. These are used for reducing noise (Fig. 2-1).
2. Lay the washing machine down to its side, porthole pointing upwards, bottom side towards operator.
3. Secure the base cover plate with four screws
4. Take out the noise reduction pads and remove the double-sided adhesive protective film; paste around the bottom; the noise reduction pads under the washing machine cabinet as shown in Figure 3 (two longer pads in position 1 and 3, two shorter pads in position 2 and 4). Finally set the machine upright again.



2-1

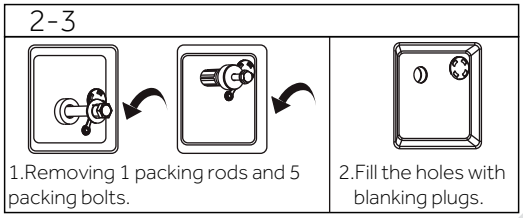
2.3 Dismantle the transportation bolts

The transport protection on the rear side is designed for clamping anti-vibration components inside the appliance during transportation to prevent inner damage. All elements (T1,T2,T3,T4,T5 and T6 , Fig 2-2) must be removed before use.



2-2

1. Remove all 3 packing rods(T1) and 5 packing bolts (T2-T6) (Fig.2-3).
2. Fill the holes with blanking plugs.



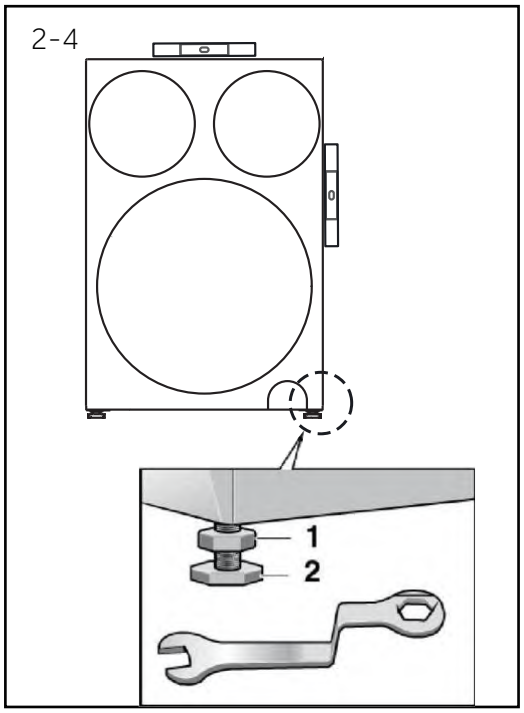
2-3

Note: Keep in safe place

Keep all parts of the transport protection in a safe place for later use. Whenever the appliance is to be moved at first reinstall the protection parts.

2.4 Moving the appliance

If the machine is to be moved to a distant location, replace the transportation bolts removed before installation to prevent damage: The assembly takes place in reverse order.



2.5 Aligning the appliance

Adjust all feet (Fig.2-4) to achieve a complete level position. This will minimize vibrations and thus noise during use. It will also reduce wear and tear. We recommend to use a spirit level for adjustment. Floor should be as stable and flat as possible.

1. Loose the locknut (1) by using a wrench.
2. Adjust the height by turning the feets.(2).
3. Tighten locknut (1) against the housing.

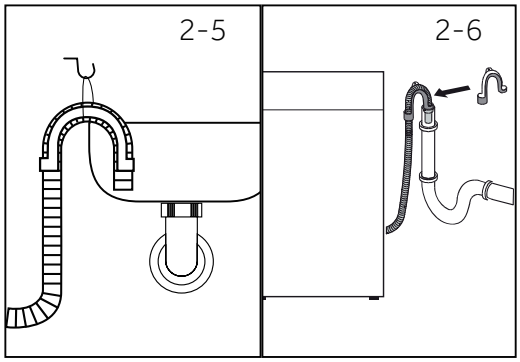
2.6 Drain Water Connection

Fix the water drain hose properly to the piping. The hose has to reach at one point a height between 80 and 100 cm above the appliance bottom line! If possible keep always drain hose fixed to the clip at the appliance back.

WARNING!

- Use only the supplied hose set for the connection.
- Never reuse old hose sets!
- Only connect to cold water supply.
- Before connection, check whether the water is clean and clear.

Following connections are possible:



2.6.1 Drain hose to sink

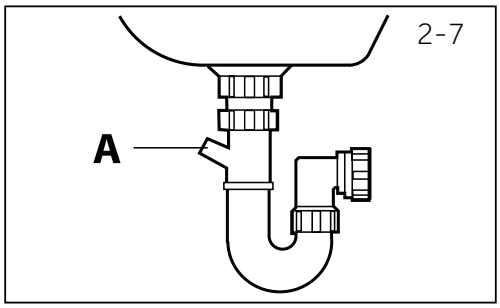
- Hang the drain hose with the U-support over the edge of a sink with adequate size (Fig. 2-5).
- Protect the U-support sufficiently against slipping.

2.6.2 Drain hose to waste water connection

- The internal diameter of the stand pipe with vent-hole must be minimum 40 mm.
- Put the drain hose for 80-100 mm in the wastewater pipe.
- Attach the U-support and secure it sufficiently (Fig. 2-6).

2.6.3 Drain hose to sink connection

- The junction must lie above the siphon.
- A spigot connection is usually closed by a pad (A). That must be removed to prevent any disfunction (Fig. 2-7) .
- Secure the drain hose with a clamp.



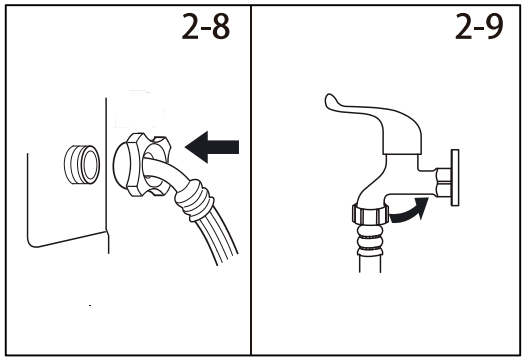
CAUTION!

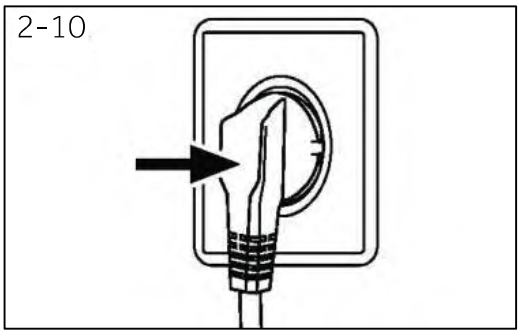
- The drain hose should not be submerged in water and should be securely fixed and leak-free. If the drain hose is placed on the ground or if the pipe is at a height of less than 80 cm, the washing machine will continuously drain while being filled (self-siphoning).
- Drain hose is not to be extended. If necessary contact after sales service.
- Do not remove the drainage pipe clamp.

2.7 Fresh Water Connection

Make sure that the gaskets are inserted.

1. Connect the water inlet hose with the angled end to the appliance (Fig.2-8).Tighten the screw Joint by hand.
2. The other end connects to a water tap with a 3/4 thread (Fig.2-9).





2.8 Electrical Connection

Before each connection check if:

- ▶ power supply, socket and fusing are appropriate to the rating plate.
- ▶ the power socket is earthed and no multi-plug or extension are used.
- ▶ the power plug and socket are strictly according.
- ▶ **Only UK:** The UK plug meets BS1363A standard.

Put the plug into the socket (Fig. 2-10).

WARNING!

- ▶ Ensure always that all connections (power supply, drain and fresh water hose) are firm,dry and leack free!
- ▶ Take care these parts are never to be crushed, kinked, or twisted.
- ▶ If the supply cord is damaged, it must be replaced by the service agent (see warranty card) in order to avoid a hazard.

3-Practical hints

3.1 Load tips

When sorting laundry, make sure:
- have eliminated metallic objects such as hair clips, pins, coins, from laundry;
- to have buttoned pillow cases, closed zips, tied loose belts and long robe ribbons;
- to have removed rollers, hooks or clips from curtains;
- to have carefully read clothing washing labels;
- to have removed any persistent stains using specific detergents.

- ▶ When washing rugs, bedcovers or other heavy clothing, we recommend you avoid the spinning cycle.
- ▶ To wash wool, make sure the item can be machine washed. Check the fabric label.
- ▶ Leave the appliance's door slightly open between washes, to prevent possible bad smells developing inside the machine.

3.2 Useful advice for saving

Tips on how to save money and not damage the environment when using your appliance.
- ▶ Load the machine with suggested capacity shown in the programme table for each programme - this will allow you to save energy and water.
- ▶ Noise and residual laundry moisture are affected by spin speed: a faster spin is associated with greater noise and lower residual moisture in the laundry.
- ▶ The most efficient programmes in terms of combined use of water and energy are usually the longer-lasting ones with lower temperature.
- ▶ Scan QR code on energy label for energy consumption information. The actual energy consumption may differ from the declared one according to local conditions.

Maximise the load size
- ▶ Achieve the best use of energy,water,detergent and time by using the recommended mximum load size.
  Save up to 50% energy by washing a full load instead of 2 half loads.

Do you need to pre-wash?
- ▶ For heavily soiled laundry only!
  Save detergent, time, water and energy consumption by not selecting prewash for slight to normally soiled laundry.

Is a hot wash required?
- ▶ Pretreat stains with stain remover or soak dried in stains in water before washing to reduce the necessity of a hot wash programme.Save energy by using a low temperature wash programme.

3.3 Dosing the detergent

Below is a short guide with tips and advice on the use of detergent
- ▶ Only use liquid detergents suitable for washing machine. Don't use powder detergent.
- ▶ Select your detergent according to the type of fabric (cotton, delicates, synthetics, wool, silk, etc.), the colour, the type and level of soiling and the programmed washing temperature.
- ▶ To use the right amount of detergent, softener or any other additives, carefully follow

the manufacturer's instructions every time: correctly using the appliance with the right dose allow you to avoid waste and to reduce the environmental impact.

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.
For washing wool or silk, only use detergents specifically formulated for these fabrics.

▶ Too much detergent leads to excessive foam, which prevents the cycle being carried out correctly. It could also affect the quality of the washing and rinsing.

The use of ecological detergents without phosphates may cause the following effects:

- **cloudier rinse drain water:** This effect is tied to the suspended zeolites which do not have negative effects on rinse efficiency.
- **white powder (zeolites) on laundry at the end of the wash:** this is normal, the powder is not absorbed by fabric and does not change its colour.
  To remove the zeolites, select a rinse programme. In the future consider using slightly less detergent.
- **foam in the water at last rinse:** this does not necessary indicate poor rinsing. Consider using less detergent in future washes.
- **abundant foam:** This is often due to the anionic surfactants found in the detergents which are hard to eliminate from laundry.
  In this case, do not re-rinse to eliminate these effects. It is invalid.
  We suggest conducting a maintenance wash using a proprietary cleaner.
  If the problem persists or if you suspect a malfunction, immediately contact an Authorised Customer Service Centre.

4-Product description

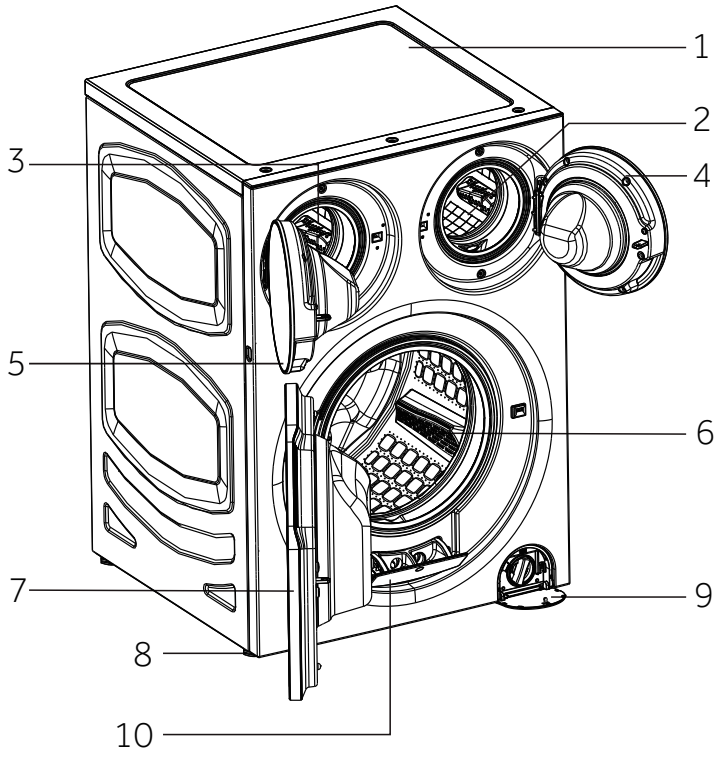
Note:

Due to technical changes and different models,the illustrations in the following chapters may differ from your model.

4.1 Picture of appliance

Front (Fig. 4-1):

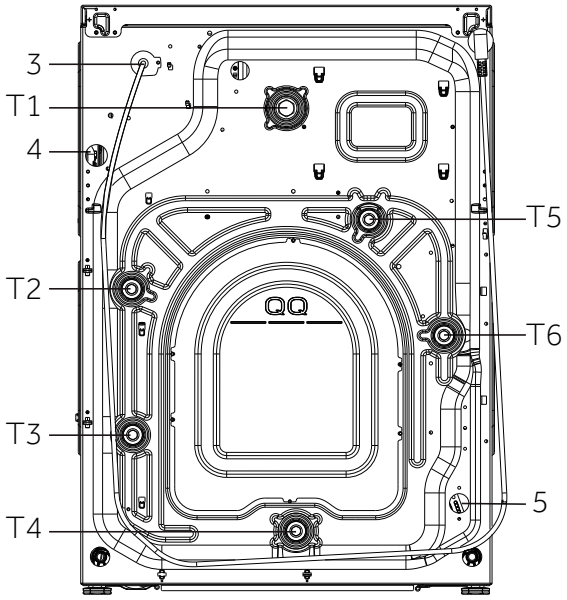
4-1



1 Work top
2 Upper washer drum(right)
3 Upper washer drum(left)
4 Upper washer door(right)
5 Upper washer door(left)
6 Lower washer drum
7 Lower washer door
8 Adjustable feet
9 Filter door
10 Detergent/Softener drawer

Rear side (Fig. 4-2):

4-2

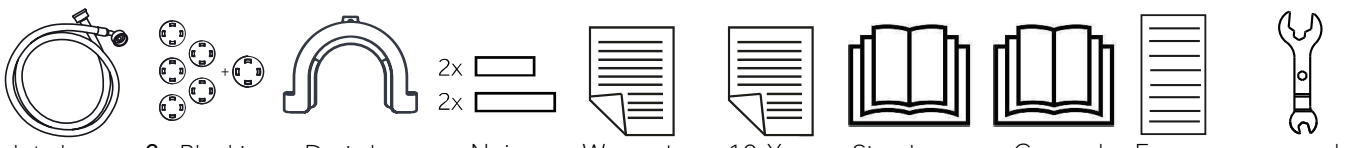


1 Transportation bolts(T2-T6)
2 Transportation rods(T1)
3 Power cord
4 Drain hose
5 Water inlet valve

4.2 Accessories

Check the accessories and literature in accordance with this list (Fig. 4-3):

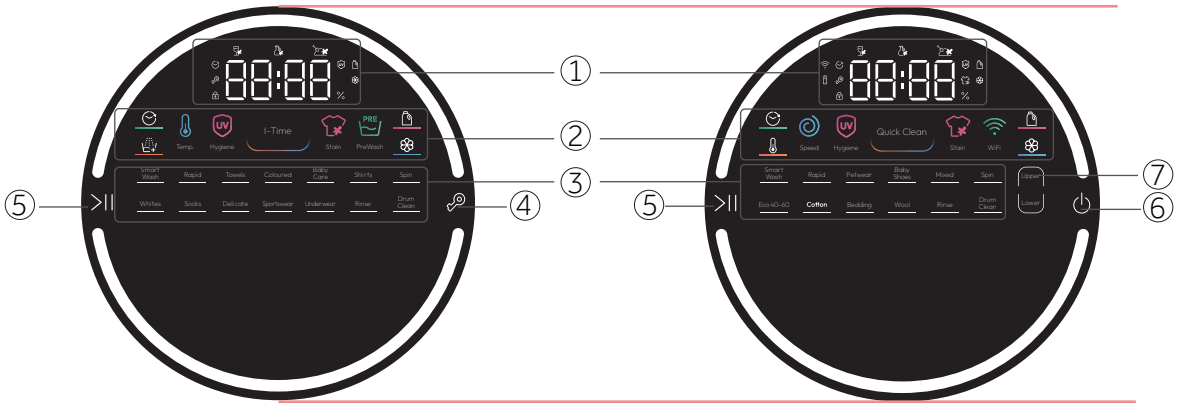
4-3



Inlet hose-assembly | 6 Blanking plugs | Drain hose bracket | Noise reduction pads | Warranty card | 10 Year parts guarantee | Simple operation explanation | General safety rules | Energy label | wrench

5-Control panel

5-1



① Display ③ Programme buttons ⑤ "Start/Pause" button ⑦ "Upper and Lower Drum " button
② Function buttons ④ Child lock button ⑥ "Power" button

Note: Acoustic signal

The acoustic signal can be selected or canceled if necessary;see DAILY USE (see P25 8.12).

5-2



5.1 Power button

Turn on/ off the machine through this power button (Fig.5-2).

5-3



5.2 Programme

Select programme by pressing , its default settings will be displayed(Fig.5-3).

5-4



5.3 Display

The display (Fig.5-4) shows following information:

- ▶ Washing time
- ▶ Error codes and service information
- ▶ Door's opening warning
- ▶ End time delay
- ▶ Child lock
- ▶ Locking the door

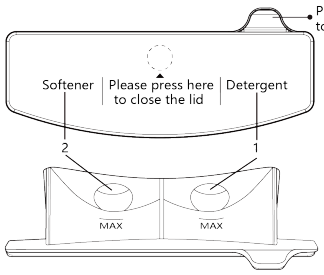
5.4 Detergent/Softener drawer

Open dispenser drawer, the following components can be seen (Fig. 5-5):

1: Compartment for liquid detergent.
2: Compartment for softener.

The recommendation on the type of detergents is suitable for the various washing temperatures, please refer to the manual of detergent (see P17).

5-5



5.5 Function buttons

The function buttons (Fig. 5-6) enable additional options in the selected programme before programme starts. The related indicators are displayed.
By switching off the appliance or setting a new programme,all options are displayed.
If a button has multiple options, the desired option can be selected by pressing the button sequentially.
By touching the buttons, when it is in dull light, the function is unselected; when it is in bright light, the function is selected.

5-6



Note: Factory settings

To get best results in each programme, Haier has defined specific default settings. If there is no special requirement, default setting are recommended.

5.5.1 Function button "⏲"

- Touch this button (Fig.5-7) to start the programme with a delay.End time delay could be increased in steps of 30 minutes from 0-24h (End time will be longer than original programme time). For example,display off 6:30 means end of programme cycle will be in 6 hours and 30 minutes.Press "Start/Pause" button to activate the time delay.This function is unavailable in some programmes.

5-7



5.5.2 Function button "👕"

- Touch this button(Fig.5-8) to rise the laundry more intense with fresh water.This is recommended for people with sensitive skin.
  By touching the button several times zero to three additional cycles can be selected.They appear in the display with P--0/P--1/P--2/P--3.The number of selectable rinses varies for each programme and this function is unavailable in some programmes.

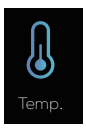
5-8



5.5.3 Function button "Temp."

- Touch this button(Fig.5-9) to display the corresponding temperature. If"-- ℃ "is selected,the water will not be heated.

5-9



5-10



5.5.4 Function button " Speed "

● Touch this button(Fig.5-11) to change or deselect the spin speed of the programme the lower drum.If no light is illuminated and display " 0 " ,the appliance will not spin.The maximum selectable rotational speed varies for each program and this function is unavailable in some programmes.

5-10



5.5.4 Function button " UV Hygiene "

● Touch this button(Fig.5-10) to disinfect clothes during the washing process This function is unavailable in some programmes.

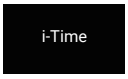
5-11



5.5.5 Function button " Stain "

● Touch this button(Fig.5-14) to select different stain removal programmes based on the type of stain oh the clothing. This function is urhavailable in some programmes.

5-12



5.5.6 Function button " i-Time "

● Touch this button(Fig.5-12) to adjust the washing duration of the current programme for the left drum.Different programmes have different adjust able ranges and this function is unavailable in some programmes.

5-13



5.5.7 Function button " Quick-Clean "

● Touch this button(Fig.5-13) to shorten the laundry time, and then press it again can cancel this function. This function is unavailable in some programmes.This function is only available for the right drum and the lower drum.

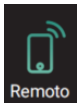
5-14



5.5.8 Function button " PreWash "

● Touch this button(Fig.5-14) to select enables pre-washing, It is particularl y useful for heavily soiled clothesThis function is urhavailable insome pro grammes.

5-15



5.5.8 Function button " Remoto "

● Shortly touch this button to active/deactive the Remote Control of the appli -ance via the hOn App (Fig.5-15).
NOTE:To start the pairing procrdure,please follow the app instructiongs.More information,please see the dedicated "hOn APP"chapter 9.

5-16



5.5.9 Function button " "

● Continuous touch the button(Fig.5-16), the dosing ratio will be displayed in the screen. The larger the dosing ratio, the greater the dosing amount. By default, the dosing ratio is 100%. When the detergent is concentrated or high foam, a lower ratio should be chosen. The types of detergents available for different programmes are different.
Each time you use the auto dose function, ensure the required detergent type has been selected. The corresponding display icon lights up to indicate selection. When it shows " OFF " and the icon disappears, it means it is not selected; when the icon is blinking, it means the remaining amount is insufficient

5-17

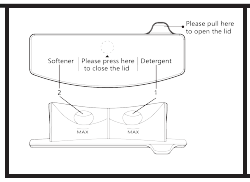


5.5.10 Function button " "

● Long-touching the Child Lock button(Fig.5-17) to active the child lock mode after the programme starts, the function or programmes button is ineffective except for the power button .Long-touching the child lock button again can cancel the function.

6-Programmes

● Yes
O Optional
/ No



Detergent compartment for:
① Detergent
② Softener

√ Selectable but not default
× Not selectable
— default

Programme		Max.load (kg)	STD TEMP.(°C)	MAX TEMP.(°C)	PRESET SPIN	MAX SPIN	1 DETERGENT	2 SOFTENER	Partenza Ritardata	Extra Risciacquo	Temp.	Higiene	I- Time	Manchas	Extra Rinse	Quick Clean	PreWash
Left Drum	Smart Wash	1.0	40	60	—	—	O	O	√	√	√	√	√	√*	×	×	×
	Rapid	0.30	30	30	—	—	O	O	√	√	√	×	√	√	×	×	×
	Towels	0.25	30	60	—	—	O	O	√	√	√	×	√	×	×	×	×
	Coloured	0.50	--	30	—	—	O	O	√	√	√	×	√	×	×	×	×
	Baby Care	0.50	40	90	—	—	O	O	√	√	√	√	√	√*	×	×	×
	Shirts	0.25	40	40	—	—	O	O	√	√	√	√	√	√*	×	×	×
	Spin	1.0	/	/	—	—	/	/	×	×	×	×	×	×	×	×	×
	Whites	0.7	30	60	—	—	O	O	√	√	√	√	√	×	×	×	×
	Socks	0.50	40	60	—	—	O	O	√	√	√	×	√	×	×	×	×
	Delicate	0.10	30	40	—	—	O	O	√	×	√	×	√	×	×	×	×
	Sportswear	1.0	20	40	—	—	O	O	√	√	√	×	√	×	×	×	×
	Underwear	0.50	40	60	—	—	O	O	√	√	√	×	√	×	×	×	×
	Rinse	1.0	/	/	—	—	/	O	×	×	×	×	×	×	×	×	×
	Drum Clean	/	90	90	—	—	/	/	×	×	√	×	×	×	×	×	×
Right Drum	Smart Wash	1.0	40	60	—	—	O	O	√	√	√	×	×	√*	×	√*	×
	Rapid	0.30	30	30	—	—	O	O	√	√	√	×	×	√	×	×	×
	Petwear	0.50	40	90	—	—	O	O	√	√	√	×	×	√*	×	√*	×
	Baby Shoes	0.50	30	60	—	—	O	O	√	√	√	×	×	×	×	√	×
	Mixed	1.0	30	60	—	—	O	O	√	√	√	×	×	√	×	√	×
	Spin	1.0	/	/	—	—	/	/	×	×	×	×	×	×	×	×	×
	Rinse	1.0	/	/	—	—	/	O	×	×	×	×	×	×	×	×	×
	Drum Clean	/	90	90	—	—	/	/	×	×	√	×	×	×	×	×	×
Lower Drum	Smart Wash	10.0	40	60	1000	1000	O	O	√	√	√	×	×	√*	√	√*	×
	Rapid	3.0	30	30	800	1200	O	O	√	√	√	×	×	√	√	×	×
	Mixed	10.0	30	60	1000	1200	O	O	√	√	√	×	×	√	√	√	×
	Spin	10.0	/	/	1000	1200	/	/	×	×	×	×	×	×	√	×	×
	Eco40-60	10.0	40	90	1200	1200	O	O	√	√	√	×	×	√*	√	√	×
	Cotton	10.0	40	90	1200	1200	O	O	√	√	√	×	×	√*	√	√	×
	Bedding	7.0	30	60	1000	1000	O	O	√	√	√	×	×	√	√	√	×
	Wool	2.5	30	30	800	800	O	O	√	√	√	×	×	×	√	√	×
	Rinse	10.0	/	/	1000	1000	O	O	×	×	×	×	×	×	√	×	×
	Drum Clean	/	90	90			/	/	×	×	√	×	×	×	×	×	×

-- Water is not heated up.

1) Choose 90°C wash temperature only for special hygienic requiremerhts.

2) Reduce detergent amount because programme duration is short.

When washing heavy loads, the washing machine may vibrate greatly or move if clothes are wrapped.

The design and specifications are subject to change without notice for quality improvement purposes.

3)√* indicates that selection is available after adjusting the temperature.

4)Loading 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;

6-Programmes

Description of programmes

To clean different types of fabrics and various levels of dirt, the washing machine has specific programs to meet every need of washing (see table of programmes).

Choose programme in accordance with the laundry instructions appearing on labels, especially the maximum recommended temperature.

WARNING!

IMPORTANT WASH PERFORMANCE ADVICE.

- New, coloured garments should be washed separately for at least 5 or 6 washes.
- Certain large dark items such as jeans and towels should always be washed separately.
- Never mix NON COLOURFAST fabrics.
- Do not touch the observe window glass when the high temperature program is operating.

Smart Wash

The new power care technology, through a perfect mix of water and detergent, guarantees the maximum care of your clothes, at a 40°C temperature with a perfect washing performmance. This innovative programme is capable to automatically the cleaning action to the capacity and typology of the load for the best results without any worries, This programme can wash lightly soiled mixed laundry of cotton and synthetics.

Quick

This programme used to obtain excellent results while savingg water, energy, detergent and time. This option washes at a medium temperature suitable for lightly dirty mixed laundry of cotton and synthetic. Recommended for small loads and lightly dirty items.

Hygiene

It is suitable for cotton and linen clothes that can be washed at high temperatures.

Baby Care

This programme is suitable for machine-washable cotton baby clothing .

Towel

This programme is suitable for machine-washable towels, bath towels, etc.

Cotton

This programme can carry out the self-cleaning of the washing machine. We recommend a drum self-cleaning after using thewashing machine for 50 times. When using this iprogramme,please do not use any clothes detergent or machine cleaner.

Remote

Short press "Remote "button to activate/deactivate the Remote Control of the appliance via the Haismart app.

NOTE: To start the pairing procedure, please follow the app instructions.

Eco 40-60

El programa ECO 40-60 lava prendas de algodón con un grado de suciedad normal que sepue den lavarde 40 °C o 60 °C juntas en el mismo ciclo. Este programa se utiliza para evaluar la con formidad con lanormativa en materia de Ecodesign de la UE (diseño de productos que no perj udica el medio ambiente).

6-Programmes

Underwear

It is suitable for machine-washable underwear, etc

Bedding

It is suitable for machine-washable bed linens, blankets, and other bedding items.

Sportswear

It is suitable for machine-washable fitness,long-distance running,yoga and other sports wear.

Spin

This programme only dehydrate and spin-dry the clothes.

Rinse

This programme performs 2 rinses with an intermediate spin (which can be reduced or excluded by using the appropriate button). It is used for rinsing any type of fabric, for example after a wash carried out by hand.

Drum Clean

This programme can carry out the self-cleaning of the washing machine. We recom mend a drum self-cleaning after using the washing machine for 50 times. When using this programme,please do not use any clothes detergent or machine cleaner.

Socks

This programme is suitable for machine-washable socks.

Baby Shoes

This programme is suitable for machine-washable baby shoes.

Mixed

It is suitable for machine washable cotton, linen, polyester and other clothes.

Wool

This programme is suitable for machine-washable woolen clothing.

Note: The procedure to check the number of cycle that the machine has run.

Procedure: under " Smart Wash "programme of the right drum,touch " " and" Stain "buttons simutaneously and then touch" Temp. "button,it will display the number of running cycle for 2 seconds and then back to " "programme .The cumulativer running cycles will add after the programme ending. The running cycle will be displayed in decimalism. It is over 9999.

7-Consumption

Scan QR code on the energy label for energy consumption information.
The actual energy consumption may differ from the declared one according to the local conditons.

Note: Auto Weight

The appliance is equipped with a loading recognition.At low loading,energy,water and washing time will be reduced automatically in some programmes.The display default time may vary depending on the load weight.

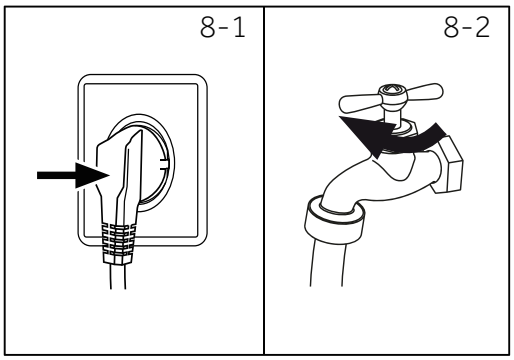
Indicative information(as per Commission Regulation (EU) 2019/2023):

Capa-cidad nominal	Programa	(kg)	(HH:MM)	ENERG (kWh/ciclo)	(L/ciclo)	Temperatura máxima (°C)	Velocidad máxima (RPM)	Humedad residual (%)
10 kg (1400r)	ECO 40-60	10	3:58	0,710	72,0	30	1200	52,0
	ECO 40-60	5	2:58	0,405	41,0	26	1200	52,0
	ECO 40-60	2,5	2:48	0,215	30,0	25	1200	56,0
	Lavado en frío 20°C	10	1:14	0,350	85,0	20	1000	65,0
	Algodón 60 °C	10	2:59	2,300	85,0	57	1200	53,0
	Sintéticos y colores 40°C	5	1:45	1,000	65,0	40	1200	37,0
	Rápido 30 °C	1	0:14	0,400	40,0	30	1000	65,0

Los valores indicados para los programas distintos del programa ECO 40-60 y el ciclo de lavado y secado son meramente indicativos.

8.1 Power supply

Connect the washing machine to a power supply (220V to 240V~/50Hz; Fig. 8-1). Please also refer to section INSTALLATION (see P10).



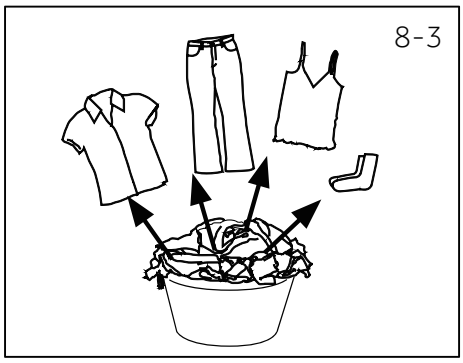
8.2 Water connection

- Before connecting check the cleanliness and clarity of the water inlet.
- Turn on the tap (Fig.8-2).

Note: Tightness

Before using, check for leakage in the joints between the tap and the inlet hose by turning on the tap.

8.3 Preparing laundry



- Sort out clothes according to fabric (cotton,synthetics, wool or silk etc.) and how dirty they are (Fig.8-3). Pay attention to the care labelling of washing labels.
- Separate white clothes from coloured ones. Wash coloured textiles first by hand to check if they fade or run.
- Empty pockets (keys, coins, etc.) and remove harder decorative objects (e.g. brooches).
- Garments without hems, delicates and finely woven textile such as fine curtains are to be put into a wash bag to care for this delicate laundry (hand or dry cleaning would be better).
- Close zippers, velco fastener and hooks, make sure the buttons are sewn on tightly.
- Place sensitive items like laundry without firm hem, delicate underwear (Dessous) and small items such as socks, belts, bras, etc. in a wash bag.
- Unfold large pieces of fabric such as bed sheets, bedspreads etc.
- Turn jeans and printed, decorated or color intensive textiles inside out; wash separately as much as possible.

CAUTION!

Non-textile, as well as small, loose or sharp-edged items may cause malfunctions and damage of clothes and appliance.

Care chart

Washing					
	Washable up to 95°C normal process		Washable up to 60°C normal process		Washable up to 60°C mild process
	Washable up to 40°C normal process		Washable up to 40°C mild process		Washable up to 40°C very mild process
	Washable up to 30°C normal process		Washable up to 30°C mild process		Washable up to 30°C very mild process
	Wash by hand max. 40°C		Do not wash		
Bleaching					
	Any bleaching allowed		Only oxygen/ non-chlorine		Do not bleach
Drying					
	Tumble drying possible normal temperature		Tumble drying possible lower temperature		Do not tumble dry
	Line drying		Flat drying		
Ironing					
	Iron at a maximum temperature up to 200 °C		Iron at a medial temperature up to 150°C		Iron at a low temperature up to 110 °C; without steam (steam ironing may cause irreversible damage)
	Do not iron				
Professional Textile Care					
	Dry cleaning in tetrachloroethene		Dry cleaning in hydrocarbons		Do not dry clean
	Professional wet clean		Do not professional wet clean		

8.4 Loading the appliance

- ▶ Put in the laundry piece by piece.
- ▶ Don't overload. Note the different maximum load according to programmes! Rule of thumb for maximum load: Keep six inches between load and drum top.
- ▶ Close the door carefully. Make sure that no pieces of laundry are pinched.

8.5 Selecting detergent

- ▶ Washing efficiency and performance depend on the quality of the detergent you used.
- ▶ Use machine-washable approved detergents only.
- ▶ If necessary, use specific detergents, eg for synthetic and woolen fabric.
- ▶ Do not use dry cleaning solvents such as trichloroethylene and similar products

Choose the best detergent

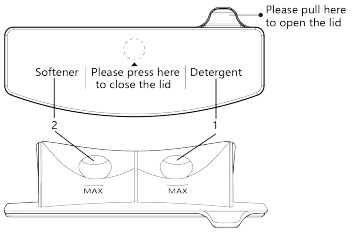
Programme		Kind of detergent				
		Universal	Colour	Delicate	Special	Softener
Left Drum	Smart Wash	√	√	–	–	√
	Rapid	√	√	–	–	√
	Towels	–	√	–	–	√
	Coloured	–	√	–	–	√
	BadyCare	–	–	√	√	√
	Shirts	√	√	–	–	√
	Spin	–	–	–	–	–
	Whites	√	√	–	–	√
	Socks	√	–	–	√	√
	Delicate	–	–	√	√	√
	Sportswear	–	–	√	√	–
	Underwear	–	–	√	√	√
	Rinse	–	–	–	–	√
	Drum Clean	–	–	–	√	–
Right Drum	Smart Wash	√	√	–	–	√
	Rapid	√	√	–	–	√
	Petwear	–	–	–	√	–
	BabyShoes	–	–	√	√	√
	Mixed	√	√	–	–	√
	Spin	–	–	–	–	–
	Rinse	–	–	–	–	√
	Drum Clean	–	–	–	√	–
Lower Drum	Smart Wash	√	√	–	–	√
	Rapid	√	√	–	–	√
	Mixed	–	–	–	–	–
	Spin	√	√	–	–	√
	Eco40-60	√	√	–	–	√
	Cotton	√	√	–	–	√
	Bedding	–	–	√	√	√
	Wool	–	–	–	–	√
	Rinse	–	–	–	√	–
	DrumClean	–	–	–	√	–

L=gel-/liquid detergent P=power detergent √=Recommended -=Not recommend O=no
If using liquid detergent, it is not recommended to activate the time delay. We recomment by using:

- ▶ Laundry powder: 20°C to 90°C* (best use: 40-60°C)
- ▶ Color detergent: 20°C to 60°C (best use: 30-60°C)
- ▶ Wool/delicate detergent: 20°C to 30°C (best use: 20-30°C)

*Choose 90 °C wash temperature only for special hygienic requirements
*If you choose the water temperature 60°C or above, we would like to advise you to use less detergent.
*It is better to use less or free detergent powder.

8-4



8.6 Adding detergent

1.Please pull the handle to open the dispenser drawer.

2.Put the required washing product into corresponding compartments(Fig.8-4).Please turn on the power button before adding the washing product. Please stop adding the liquid immediately when you hear the beep and do not exceed the MAX line. The detergent can be added up to 1.5L, the softener up to 1 L.

3.Push back the drawer gently.

Note:

- Please follow the instruction on the detergent package.
- Do not overuse detergent or softener,down clothing and outdoor clothing should not use softener.
- It is recommended to use bubble-free or low-foaming detergent and extra detergent. When washing woolen fabrics, down jackets, and other clothing items, please use a dedicated laundry detergent.
- It is recommended to use a thinner softener. For thick fabric softeners, please first dilute them at a 1:1 ratio before pouring them into the softener drawer.
- It is strictly forbidden to put laundry powder, laundry gels or laundry tablets into the detergent inlet to avoid damaging the washing machine.

8-5



8.7 Select a programme

To get the best washing results, select a programme which fits the degree of soiling and sort of laundry type. Touch the buttons of programme to selcet the right programme(Fig.8-5). The default settings are displayed .

Note: Odour removal

Before first use we recommend to run the programme " Drum Clean " to remove possible corruptive residues.

8-6



8.8 Add individual selections

Select required options and settings(Fig.8-6);refer to control panel.

8.9 Start wash programme



Touch "Start/Pause" button (Fig.8-7) to start.
Appliance operates according to present settings.
Changes are only possible by cancelling the programme.

8.10 Interrupt / cancel wash programme

To interrupt a running programme,touch"Start/Pause", the LED above the button is flashing. Press it again to resume operation.
To cancel a running programme and all its individual settings:

1. Touch "Start/Pause" button to interrupt the running programme.
2. Select the programme" Spin "to drain the water.
3. After closing the programme to restart the appliance, select a new programme and start it.

8.11 After washing

Note: Door lock

- For safety reasons the door is locked partially during the washing cycle. It is only possible to open the door at the end of the programme or after the programme was cancelled correctly (see description above).
- In case of high water level, high water temperature and during spinning.it is not possible to open the door; Lock is displayed.

1. At programme cycle" End " is displayed.
2. The appliance switches off automatically.
3. Take it out carefully to prevent more wrinkling.
4. Turn off the water supply.
5. Unplug the power cord.
6. Open the door to prevent formation of moisture and odours. Let it open while not used.
7. Small clothes are easy to stick to the wall after high-speed svving drying, please do not omit when opening the door to pick up clothes.

Note: Standby-mode / energy-saving mode

The switches on appliance will go into standby-mode if it will not be activated within 2 minutes before starting the programme or at the end of programme. The display switches off. This save energy.

8.12 Activate or deactivate the buzzer

The acoustic signal can be deselected if necessary:

1. In standby-mode, under any program, touch the " + " buttons at the same time for3s,the buzzer will be activated,the screen shows" On ".
   Touch these two buttons simutaneously again for 3s to turn off the buzzer,the screen shows" OFF ".

9-Care and cleaning

9.1 Cleaning the machine

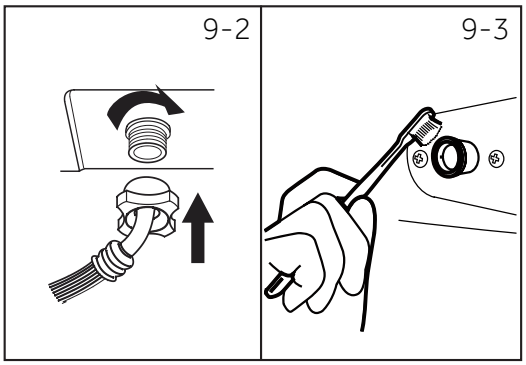
- Unplug the machine during cleaning and maintenance.
- Use a soft cloth with soap liquid to clean the machine case (Fig.9-1) and rubber components.
- Do not use organic chemicals or corrosive solvents.


9-1

9.2 Water inlet valve and inlet valve filter

To prevent blockage of water supply by solid substances like lime clean regularly the inlet valve filter.

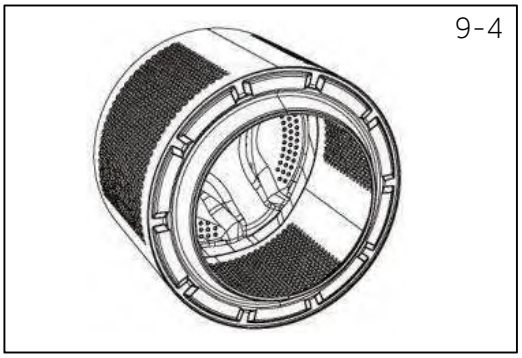
- Unplug the power cord and turn off the wate supply.
- Unscrew the water inlet hose at the back (Fig.9-2) of the appliance as well as on the tap.
- Flush the filters with water and a brush (Fig.9-3).
- Insert the filter and install the inlet hose.
- Turn on the tap to see if it leaks.


9-2

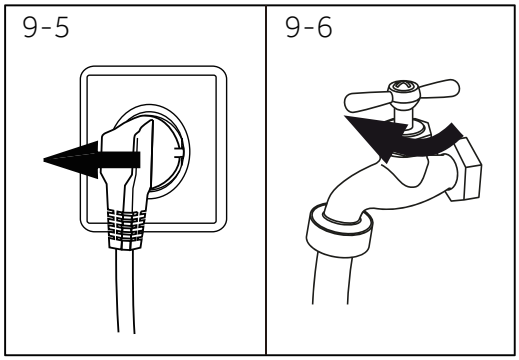
9-3

9.3 Cleaning the drum

- Remove accidental washed items, especially metal parts such as pins, coins, etc. from the drum (Fig. 9-4) because they cause rust stains and damage.
- Use a non-chloride cleaner for removing rust stains. Observe the warnings on the cleaning agent manufacturer.
- Do not use any hard objects or steel wool for cleaning.


9-4

9-Care and cleaning

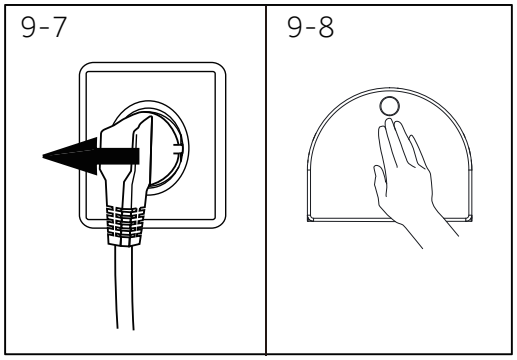


9.4 Long periods of disuse

If the appliance is left idle for a longer period:

1. Pull out the electrical plug (Fig.9-5).
2. Turn off water supply (Fig.9-6).
3. Open the door to prevent formation of moisture and odours. Leave the door open when not in use.

Before the next usage, carefully check the power cord, water inlet and drain hose carefully. Make sure that everything is properly installed and without leakage.



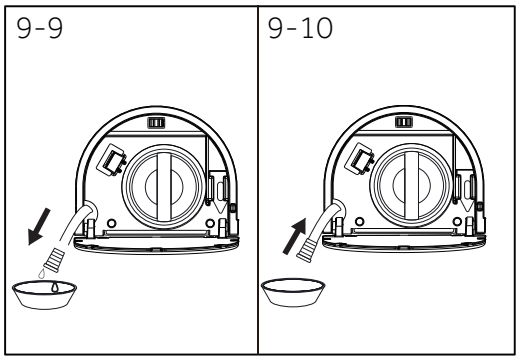
9.5 Pump filter

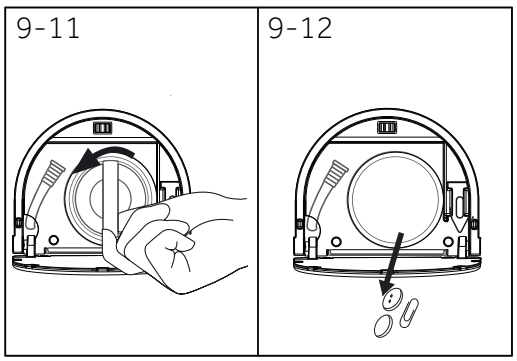
Clean the filter once a month and check the pump filter for instance if the appliance:

- Doesn't drain water.
- Doesn't spin.
- Creates unusual noise while running.

WARNING!

Scalding Risk! Water in the pump filter can be very hot! Before any action please ensure water has cooled down.

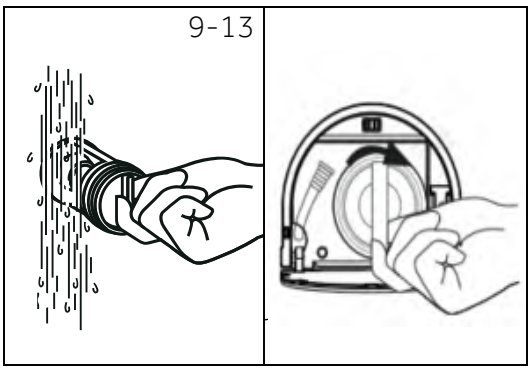




1. Turn off and unplug the machine (Fig.9-7).
2. Push and open the filter door(Fig.9-8).
3. Provide a flat container to catch the overflowing water (Fig. 9-9).There could be big amounts.
4. Pull the drainhose out and hold its end above the container(Fig. 9-9).
5. Taking the sealing plug out of the drainhose. (Fig.9-9).
6. After completing drainage, close the drainhose and push it back to the machine(Fig.9-10).
7. Unscrew and remove counter clockwise to the pump filter (Fig.9-11).
8. Remove contaminants and dirt(Fig.9-12).

9. Clean carefully pump filter, e.g. using running water (Fig. 9-13).
10. Refix it thoroughly (Fig. 9-14).
11. Close the filter door.

9-13



CAUTION!

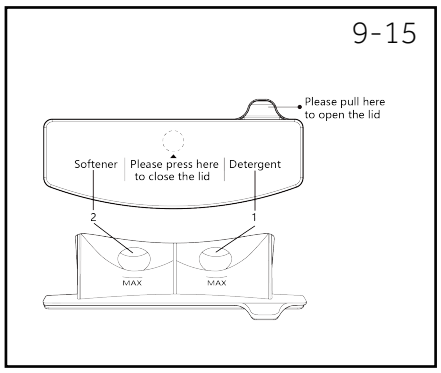
- Pump filter sealing has to be clean and undamaged. If the lid is not fully tightened, water can escape.
- The filter must be in place, or it may lead to leakage.

9.6 Cleaning the detergent and softener chambers

- Clean the detergent chamber: when all the three drums are in standby mode, pull the handle to open the detergent chamber, fill water into the detergent chamber, (Fig.9-15). Close the chamber gently. On the lower drum interface, simultaneously press and hold "Rapid" + " " until "Ad01" is displayed.
  Press the >|| (Start/Pause) to begin the cleaning process.

- Clean the softener chamber: when all the three drums are in standby mode, pull the handle to open the softener chamber, fill water into the softener chamber, (Fig.9-15). Close the chamber gently. On the lower drum interface, simultaneously press and hold "Rapid" + " " until "Ad02" is displayed.
  Press the >|| (Start/Pause) to begin the cleaning process.

9-15



10.1 General Information

This appliance is equipped with Wi-Fi technology for Remote Control via the hOn App.

WARNING!

Follow the safety precautions indicated in this manual even when using the appliance through the app. Adhering to these instructions is essential for safe use.

10.2 Requirements

1. **Wi-Fi Network:** A router compatible with 802.11b/g/n and 2.4 GHz band is required. Networks operating at 5 GHz and public networks are not supported. The network name (SSID) must be between 1 and 31 characters, and the password between 8 and 64 characters. Encryption options include open, WPA-PSK, and WPA2-PSK.
2. **Compatible Devices:** The app is available for Android, iOS, and Huawei devices, on both tablets and smartphones.
3. **Positioning:** Install the appliance in an area with a strong Wi-Fi signal.

Wi-Fi Technical Specifications:

- Frequency: 2400 MHz - 2483.5 MHz
- Max Power: 20 dBM
- Standard: IEEE802.11b/g/n & **Bluetooth**® Low Energy v4.2[1]

10.3 Download and Installation of the hOn App

Download the app by scanning the QR code below or visiting go.haier-europe.com/download-app.



Note: Registration

Creating a profile (sign-up) is only required on first use or if the account has been deleted/disabled. For subsequent uses, simply log in with your email address and password. Use DEMO mode in the app to explore the Wi-Fi features.

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10.4 Appliance Pairing

Note: The home network must be set to 2.4 GHz, networks operating at 5 GHz are not supported. Ensure your smartphone is connected to the same 2.4 GHz Wi-Fi network you want to use to configure the appliance.

1. Open the hOn App, create a new profile (or log in if you already have one).
2. Tap "Add Appliance" and follow the on-screen instructions on your smartphone to complete the setup.

10.5 Remote Control activation

1. Ensure the router is powered on and connected to t he Internet.
2. Load the laundry and close the door.
3. Turn on the appliance.
4. Short press the Remote "" button. The door will lock.
5. Start the cycle through the app. The control panel will be disabled, except for the "START/ PAUSE" buttons. Only the child lock will be available during the program.
6. Remote Control can also be activated during the cycle by short pressing the Remote "" button.

Note: Remote Control Expiration

You can send a command from the app up to 24 hours after Remote Control is enabled.

10.6 Remote Control deactivation

1. During a cycle, you can deactivate Remote Control by short pressing the Remote "" button; the cycle will continue. You can view the cycle status in the app but won't be able to send commands (e.g., stop/pause).
2. If safety conditions permit, the door can be opened.
3. To resume Remote Control through the app, make sure the door is closed, then short press the Remote "" button again.

10.7 End of Cycle with Remote Control

1. At the end of the cycle, the door unlocks, and Remote Control is deactivated.
2. After 2 minutes, the appliance will automatically power off.

10.8 Turning Off Wi-Fi Module and Clearing Network Credentials

To delete the saved Wi-Fi network information and turn off the Wi-Fi module:

1. Power on the appliance.
2. Without starting any cycle, press and hold the Remote "" button for 5 seconds until "rESt" appears.
3. Press and hold the Delay"" button for another 5 seconds until "donE" appears.
4. The configuration information will be deleted. Select a program or turn off the appliance to exit.
5. To reconfigure, remove the appliance from the hOn App and start a new pairing procedure.

Note: Use this procedure only if you intend to sell the appliance.

11-Troubleshooting

Many occuring problems could be solved by yourself without specific expertise. In case of a problem please check all shown possibilities and follow below Instructions before you contact an after sales service. See CUSTOMER SERVICE.



WARNING!

- Before maintenance, deactivate the appliance and disconnect the mains plug from the mains socket.
- Electrical equipment should be serviced only by qualified electrical experts, because improper repairs can cause considerable consequential damages.
- A damaged power cable should only be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

10.1 Information codes

Following codes are displayed only for information referring to the washing cycle. No measures must be performed.

Code	Message
1:25	The remaining wash cycle time will be 1 hour and 25 minutes.
6:30	The remaining delay time will be 6 hours and 30 minutes.
cLoF	Function child lock is activated.
End	The washing cycle is finished.The appliance shuts off automatically.
Loch	Door is closed because of high water level,high water temperature or spinning cycle.

10.2 Troubleshooting with display code

Problem	Cause	Solution
CLr FLtr	• Drainage error, water is not fully drained within 6 minutes.	• Clean pump filter • Check drain hose installation.
E2	• Lock error.	• Shut the door properly.
E4	• Water level not reached, drain hose is self-syphoning.	• Make sure that tap is fully opened and water pressure is normal. • Check the inlet hose installation.
E8	• Water protective level error.	• Contact the After sales service.
PH	• Voltage high alarm	• Contact the After sales service.

Problem	Cause	Solution
F3	• Temperature sensor error.	• Contact the After sales service.
F4	• Heating error.	• Contact the After sales service.
F7	• Motor error.	• Contact the After sales service.
FA	• Water level sensor error.	• Contact the After sales service.
FC0,FC1,FC2,FC6 FC26,FC9 FCU	• Abnormal communication error.	• Contact the After sales service.
E5	• Drainage error.	• Water is not fully drained in set time.
Eb	• Clothes jamming alarm.	• Pause operating, open the door and place garments again before restarting.

10.3 Troubleshooting without display code

Problem	Cause	Solution
Washing machine fails to operate.	• Programme is not yet started. • Door is not properly closed. • Machine has not been switched on. • Power failure. • Child lock is activated.	• Check programme and start it. • Close the door properly. • Switch the machine on. • Check power supply. • Deactivate child lock.
Washing machine will not be filled with water.	• No water. • Inlet hose is kinked. • Inlet hose filter is blocked. • Water pressure is less than 0.03 MPa. • Door is not properly closed. • Water supply failure.	• Check water tap. • Check inlet hose. • Unblock inlet hose filter. • Check water pressure. • Close the door properly. • Ensure the water supply.
Machine is draining while being filled.	• Height of drain hose is below 80 cm. • Drain hose end could reach into water.	• Make sure that drain hose is properly installed. • Make sure the drain hose is not in water.
Drainage failure.	• Drain hose is blocked. • Pump filter is blocked. • Drain hose end is higher than 100 cm above floor level.	• Unblock drain hose. • Clean pump filter. • Make sure that drain hose is properly installed.
Strong vibration while spinning.	• Not all transportation bolts have been removed. • Appliance has no solid position. • Machine load is not correct.	• Remove all transportation bolts. • Ensure solid ground and a levelled position. • Check load weight and balance.
Operation stops before completing wash cycle.	• Water or electric failure.	• Check power and water supply.
Operation stops for a period of time.	• Appliance displays error code. • Problem due to load pattern. • Programme performs soaking cycle.	• Consider display codes. • Reduce or adjust load. • Cancel programme and restart.

11-Troubleshooting

Problem	Cause	Solution
Excessive foam floats drum and/or detergent drawer.	• Detergent is not appropriate. • Excessive use of detergent.	• Check detergent recommendations. • Reduce amount of detergent.
Automatic adjustment of washing time.	• Washing programme duration will be adjusted.	• This is normal and doesn't affect functionality.
Spinning fails.	• Unbalance of laundry.	• Check machine load and laundry and run a spinning programme again.
Unsatisfactory washing result.	• Degree of pollution does not agree with selected programme • Detergent quantity was not sufficient. • Maximum load has been exceeded. • Laundry was unevenly distributed in the drum.	• Select an other programme. • Choose the detergent acc. to the degree of pollution and according to manufacture • Reduce loading. • Loose the laundry.
Washing powder residues are on the laundry.	• Insoluble particles of detergent can remain as white spots on the laundry.	• Perform extra rinse. • Try to brush the points from the dry laundry. • Choose an other detergent.
Laundry has grey patches.	• Caused by fats such as oils, creams or ointments.	• Pretreat the laundry with a special cleaner.

Note: Foam formation

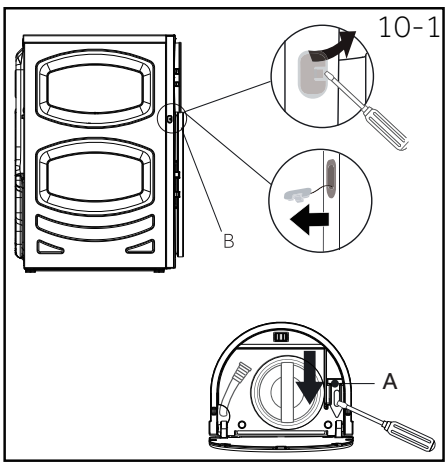
If too much foam is inspected during spin cycle, motor stops and drain pump will be activated for 90 seconds. If that elimination of foam fails up to 3 times, programme ends without spinning.

Should the error messages reappear even after the taken measures, switch off the appliance, disconnect the power supply and contact the customer service.

10.4 In case of power failure

The current programme and its setting will be saved. When power supply is restored, operation will be resumed.

If a power failure cuts an operating wash programme, door opening is mechanically blocked.To get out any laundry water level should not be seen in the glassy porthole of the door. Danger of burns! Water level has to be lowered as described in "Pump filter". Not till then pull lever (A) beneath service flap until lower door is unlocked by a gentle click. Use a tool to open the left and right side hole covers (B) of the machine body. Pull the corresponding drawstring of the machine door downuntil a slight sound is heard. Then, the door of the left upper drum or the right upper drum can be opened. (Fig. 10 -1)



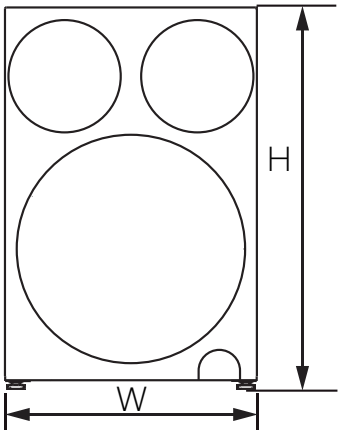
When the washing machine in a safe state (under the water level below the window along a certain distance, barrel temperature below 55°C, the inner barrel did not turn), may unlock the doors of the machine operation.

12-Technical data

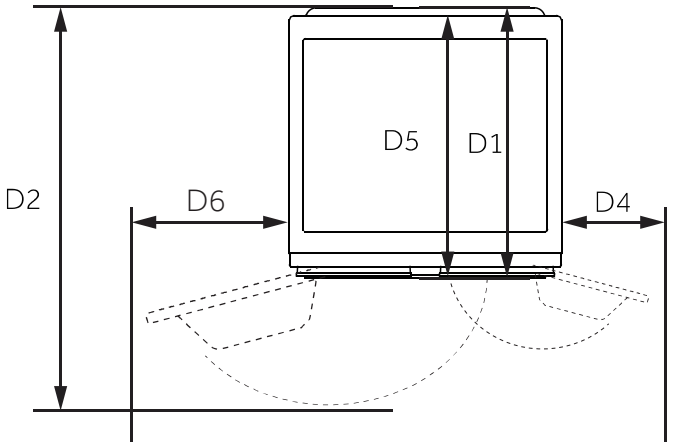
11.1 Additional technical data

	HW120-BD14697CU1
Voltage in V	220V~240V/50Hz
Current in A	10
Max power in W	2000
Water pressure in MPa	0.03≤P <1
Net weight in kg	89

11.2 Product dimensions



FRONT VIEW



WALL TOP VIEW WALL

PRODUCT DIMENSIONS	HW120-BD14697CU1
H Overall height of product mm	850
W Overall width of product mm	595
D5 overall depth of product mm (To main control board size)	576
D1 Overall depth of product mm	604
D2 Depth of door open mm	1091
D4 Minimum door clearance to adjacent wall mm (Right door to wall)	81
D6 Minimum door clearance to adjacent wall mm (Lower door to wall)	199

Note:

The exact height of your washer is dependent on how far the feet are extended from the base of the machine. The space where you install your washer needs to be at least 40mm wider and 20mm deeper than its dimensions.

11.3 Standards and Directives CE

This product meets the requirements of applicable EC directives with the corresponding harmonised standards, which provide for CE marking.

13-Customer service

We recommend our Candy Customer Service and the use of original spare parts.
If you have a problem with your appliance, please first check section 10-Troubleshooting.

If you cannot find a solution there, please contact:

- your local dealer.
- the Assistence Area on the Candy website where you can find information on Warranties, Accessories and Spare Parts and Contact numbers.

To contact our Service, ensure that you have the following data available.

Each product is identified by a unique code, also called the "serial number", printed on a sticker. This can be found inside the door opening.

Model _____ Serial No. _____

Also check the Warranty Card supplied with the product in case of warranty.

It is always recommended to use original spare parts, that are available at our Authorised Customer Service Centres.

Warranty

The product is guaranteed under the terms and conditions stated on the certificate included with the product. The certificate has to be stored so as to be shown to the Authorized Customer Service Centre in case of need. You can also check the warranty conditions on our web site. To obtain assistance, please fill in the form online or contact us at the number indicated on the support page of our website.

The standard manufacturer warranty covers faults caused by electrical or mechanical faults in the product due to an act or omission of the manufacturer. If a fault is found to be caused by factors outside the product supplied, missuse or as a result of the instructions on use not being followed, a charge may be applied.

The manufacturer declines all responsibility for any printing errors in the booklet included with this product. Moreover, it also reserves the right to make any changes deemed useful to its products without changing their essential characteristics.

*For more information please refer to www.haier-europe.com

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