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# Front Loader Washing Machine

## User Manual



DAW 392

Record in the space below the listed information for future reference. The serial number is on the serial label located on the inside of the door of the washing machine.

SERIAL NUMBER.....

DATE OF PURCHASE.....

PURCHASED FROM.....

.....

The manufacturer strives for continuous improvement. For this reason, the text and illustrations in this manual are subject to change without notice.



# 1 Important instructions for safety and environment

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This section contains safety instructions that will help protect from risk of personal injury or property damage. Failure to follow these instructions shall void any warranty.

## 1.1 General safety

- This product can be used by children at and above 8 years old and by persons whose physical, sensory or mental capabilities were not fully developed or who lack experience and knowledge provided that they are supervised or trained on the safe usage of the product and the risks it brings out. Children must not play with the product. Cleaning and maintenance works should not be performed by children unless they are supervised by someone. Children of less than 3 years should be kept away unless continuously supervised.
- Never place the product on a carpet-covered floor. Otherwise, lack of airflow beneath the machine will cause electrical parts to overheat. This will cause problems with your product.
- If the product has a failure, it should not be operated unless it is repaired by the Authorized Service Agent. There is the risk of electric shock!
- This product is designed to resume operating in the event of powering on after a power interruption. If you wish to cancel the programme, see "Cancelling the programme" section.
- Connect the product to a grounded outlet protected by a 16 A fuse. Do not neglect to have the grounding installation made by a qualified electrician. Our company shall not be liable for any damages that will arise when the product is used without grounding in accordance with the local regulations.
- The water supply and draining hoses must be securely fastened and remain undamaged. Otherwise, there is the risk of water leakage.
- Never open the loading door or remove the filter while there is still water in the drum. Otherwise, risk of flooding and injury from hot water will occur.
- Do not force open the locked loading door. The loading door will be ready to open just a few minutes after the washing cycle comes to an end. In case of forcing the loading door to open, the door and the lock mechanism may get damaged.
- Unplug the product when not in use.
- Never wash the product by spreading or pouring water onto it! There is the risk of electric shock!
- Never touch the plug with wet hands! Never unplug by pulling on the cable, always pull out by grabbing the plug.
- Use detergents, softeners and supplements suitable for automatic washing machines only.
- Follow the instructions on the textile tags and on the detergent package.
- The product must be unplugged during installation, maintenance, cleaning and repairing procedures.
- Always have the repairing procedures carried out by the Authorized Service Agent. Manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorized persons.
- If the power cable is damaged, it must be replaced by the manufacturer, after sales service or a similarly qualified person (preferably an electrician) or someone designa-

- ted by the importer in order to avoid possible risks.
- Place the product on a rigid, flat and level surface.
  - Do not place it on a long-pile rug or similar surfaces.
  - Do not place the product on a high platform or near the edge on a cascaded surface.
  - Do not place the product on the power cable.
  - Never use sponge or scrub materials. These will damage the painted, chrome plated and plastic surfaces.
  - The water supply pressure required to run the product is between 1 to 10 bars (0.1 – 1MPa)
  - Do not use old or used water inlet hoses on the new product. It may cause stains on your laundry.
  - Never place the product on a carpet-covered floor. Otherwise, lack of airflow beneath the machine will cause electrical parts to overheat. This will cause problems with your product.

## 1.2 Intended use

- This product has been designed for domestic use. It is not suitable for commercial use and it must not be used out of its intended use.
- The product must only be used for washing and rinsing of laundry that are marked accordingly.
- The manufacturer waives any responsibility arisen from incorrect usage or transportation.
- The service life of your product is 10 years. During this period, original spare parts will be available to operate the appliance properly.
- This appliance is intended to be used in household and similar applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - areas for communal use in blocks of flats or in launderettes.

## 1.3 Children's safety

- Packaging materials are dangerous to children. Keep packaging materials in a safe place away from reach of the children.
- Electrical products are dangerous for the children. Keep children away from the product when it is in use. Do not let them to tamper with the product. Use child lock to prevent children from intervening with the product.
- Do not forget to close the loading door when leaving the room where the product is located.
- Store all detergents and additives in a safe place away from the reach of the children by closing the cover of the detergent container or sealing the detergent package.



While washing the laundry at high temperatures, the loading door glass becomes hot. Therefore, keep especially the children away from the loading door of the machine while the washing operation is in progress.

## 1.4 Package information

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

## 1.5 Disposing of the waste product

- This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Therefore, do not dispose the product with normal domestic waste at the end of its service life. Take it to a collection point for the recycling of electrical and electronic equipment. Please consult your local authorities to learn the nearest collection point. Help protect the environment and natural resources by recycling used products. For children's safety, cut the power cable and break the locking mechanism of the loading door so that it will be non-functional before disposing of the product.

## 1.6 Compliance with WEEE Directive



This product complies with EU WEEE Directive (2012/19/EU). This product bears a classification symbol for waste electrical and electronic equipment (WEEE).

This product has been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Do not dispose of the waste product with normal domestic and other wastes at the end of its service life. Take it to the collection center for the recycling of electrical and electronic equipment. Please consult your local authorities to learn about these collection centers.

### **Compliance with RoHS Directive:**

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

## 2 Installation

Refer to the nearest Authorised Service Agent for installation of the product. To make the product ready for use, review the information in the user manual and make sure that the electricity, tap water supply and water drainage systems are appropriate before calling the Authorized Service Agent. If they are not, call a qualified technician and plumber to have any necessary arrangements carried out.



Preparation of the location and electrical, tap water and waste water installations at the place of installation is under customer's responsibility.

Make sure that the water inlet and discharge hoses as well as the power cable are not folded, pinched or crushed while pushing the product into its place after installation or cleaning procedures.



**WARNING:** Installation and electrical connections of the product must be carried out by the Authorized Service Agent. Manufacturer shall not be held liable for damages that may arise from procedures carried out by unauthorized persons.



**WARNING:** Prior to installation, visually check if the product has any defects on it. If so, do not have it installed. Damaged products cause risks for your safety.

### 2.1 Appropriate installation location

- Place the machine on a rigid floor. Do not place it on a long pile rug or similar surfaces.
- Total weight of the washing machine and the dryer -with full load- when they are placed on top of each other reaches to approx. 180 kilograms. Place the product on a solid and flat floor that has sufficient load carrying capacity!
- Do not place the product on the power cable.
- Do not install the product at places where temperature may fall below 0°C.
- Place the product at least 1 cm away from the edges of other furniture.

### 2.2 Removing packaging reinforcement

Tilt the machine backwards to remove the packaging reinforcement. Remove the packaging reinforcement by pulling the ribbon.



**WARNING:** Some models do not have separate packaging reinforcement.

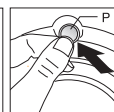
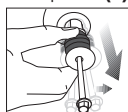
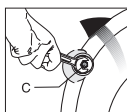
## 2.3 Removing the transportation locks



**WARNING:** Do not remove the transportation locks before taking out the packaging reinforcement.

**WARNING:** Remove the transportation safety bolts before operating the washing machine! Otherwise, the product will be damaged.

1. Loosen all the bolts with a suitable spanner until they rotate freely **(C)**.
2. Remove transportation safety bolts by turning them gently.
3. Attach the plastic covers supplied in the User Manual bag into the holes on the rear panel. **(P)**



Keep the transportation safety bolts in a safe place to reuse when the washing machine needs to be moved again in the future.

Never move the product without the transportation safety bolts properly fixed in place!

## 2.4 Connecting water supply



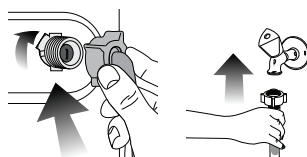
The water supply pressure required to run the product is between 1 to 10 bars (0.1 – 1 MPa). It is necessary to have 10 – 80 liters of water flowing from the fully open tap in one minute to have your machine run smoothly. Attach a pressure reducing valve if water pressure is higher.



**WARNING:** Models with a single water inlet should not be connected to the hot water tap. In such a case the laundry will get damaged or the product will switch to protection mode and will not operate.

**WARNING:** Do not use old or used water inlet hoses on the new product. It may cause stains on your laundry.

1. Tighten all hose nuts by hand. Never use a tool when tightening the nuts.



2. Open the taps completely after making the hose connection to check for water leaks at the connection points. If any leaks occur, turn off the tap and remove the nut. Retighten the nut carefully after checking the seal. To prevent water leakages and damages caused by them, keep the taps closed when the machine is not in use.

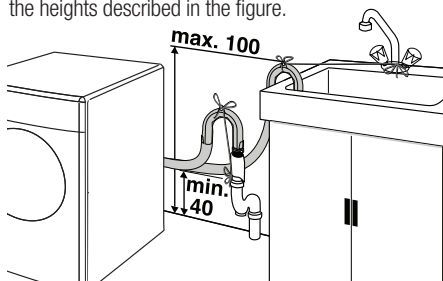
## 2.5 Connecting to the drain

- The end of the drain hose must be directly connected to the wastewater drain or to the washbasin.



**WARNING:** Your house will be flooded if the hose comes out of its housing during water discharge. Moreover, there is risk of scalding due to high washing temperatures! To prevent such situations and to ensure smooth water intake and discharge of the machine, fix the end of the discharge hose tightly so that it cannot come out.

- The hose should be attached to a height of at least 40 cm, and 100 cm at most.
- In case the hose is elevated after laying it on the floor level or close to the ground (less than 40 cm above the ground), water discharge becomes more difficult and the laundry may come out excessively wet. Therefore, follow the heights described in the figure.



- To prevent flowing of dirty water back into the machine and to allow for easy discharge, do not immerse the hose end into the dirty water or do not drive it in the drain more than 15 cm. If it is too long, cut it short.
- The end of the hose should not be bent, it should not be stepped on and the hose must not be pinched between the drain and the machine.
- If the length of the hose is too short, use it by adding an original extension hose. Length of the hose may not be longer than 3.2 m. To avoid water leak failures, the connection between the extension hose and the drain hose of the product must be fitted well with an appropriate clamp as not to come off and leak.

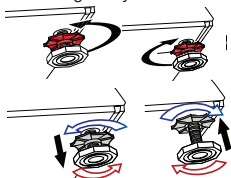
## 2.6 Adjusting the feet



**WARNING:** In order to ensure that the product operates more silently and vibration-free, it must stand level and balanced on its feet. Balance the machine by adjusting the feet. Otherwise, the product may move from its place and cause crushing and vibration problems.

### For plastic feet:

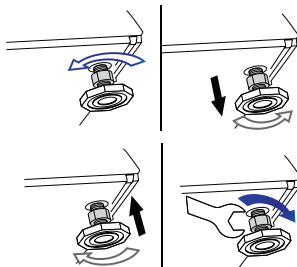
- Loosen the lock nuts on the feet by hand.
- Adjust the feet until the product stands level and balanced.
- Tighten all lock nuts again by hand.



**WARNING:** Do not use any tools to loosen the lock nuts. Otherwise, they will get damaged.

### For metal feet:

- Loosen the lock nuts on the feet by spanner.
- Adjust the feet until the product stands in a stable and balanced way.
- Tighten all lock nuts by spanner again.



## 2.7 Electrical connection

Connect the product to a grounded outlet protected by a 16 A fuse. Our company shall not be liable for any damages that will arise when the product is used without grounding in accordance with the local regulations.

- Connection must comply with national regulations.
- Power cable plug must be within easy reach after installation.
- If the current value of the fuse or breaker in the house is less than 16 Amps, have a qualified electrician install a 16 Amp fuse.
- The voltage specified in the "Technical specifications" section must be equal to your mains voltage.
- Do not make connections via extension cables or multi-plugs.



**WARNING:** Damaged power cables must be replaced by the Authorized Service Agents.

## Transportation of the product

- Unplug the product before transporting it.
- Remove water drain and water supply connections.
- Drain all water that has remained in the product. (SEE 5.5)
- Install transportation safety bolts in the reverse order of removal procedure; (SEE 2.3)



Never move the product without the transportation safety bolts properly fixed in place!



**WARNING:** Packaging materials are dangerous to children. Keep packaging materials in a safe place away from reach of the children.

## 3 Preparation

### 3.1 Sorting the laundry

- Sort laundry according to type of fabric, colour, and degree of soiling and allowable water temperature.
- Always obey the instructions given on the garment tags.

### 3.2 Preparing laundry for washing

- Laundry items with metal attachments such as, underwired bras, belt buckles or metal buttons will damage the machine. Remove the metal pieces or wash the clothes by putting them in a laundry bag or pillow case.
- Take out all substances in the pockets such as coins, pens and paper clips, and turn pockets inside out and brush. Such objects may damage the product or cause noise problem.
- Put small size clothes such as infant's socks and nylon stockings in a laundry bag or pillow case.
- Place curtains in without compressing them. Remove curtain attachment items.
- Fasten zippers, sew loose buttons and mend rips and tears.
- Wash "machine washable" or "hand washable" labeled products only with an appropriate programme.
- Do not wash colours and whites together. New, dark coloured cottons release a lot of dye. Wash them separately.
- Tough stains must be treated properly before washing. If unsure, check with a dry cleaner.
- Use only dyes/colour changers and limescale removers suitable for machine wash. Always follow the instructions on the package.
- Wash trousers and delicate laundry turned inside out.
- Keep laundry items made of Angora wool in the freezer for a few hours before washing. This will reduce pilling.
- Laundry that are subjected to materials such as flour, lime dust, milk powder, etc. intensely must be shaken off before placing into the machine. Such dusts and powders on the laundry may build up on the inner parts of the machine in time and can cause damage.

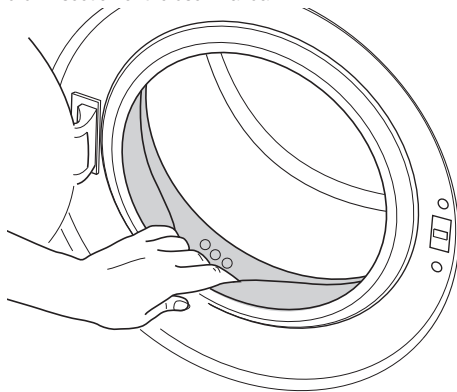
### 3.3 Things to be done for energy saving

Following information will help you use the product in an ecological and energy-efficient manner.

- Operate the product in the highest capacity allowed by the programme you have selected, but do not overload; see, "Programme and consumption table".
- Always follow the instructions on the detergent packaging.
- Wash slightly soiled laundry at low temperatures.
- Use faster programmes for small quantities of lightly soiled laundry.
- Do not use prewash and high temperatures for laundry that is not heavily soiled or stained.
- If you plan to dry your laundry in a dryer, select the highest spin speed recommended during washing process.
- Do not use detergent in excess of the amount recommended on the detergent package.

### 3.4 Initial use

Before starting to use the product, make sure that all preparations are made in accordance with the instructions in sections "Important safety instructions" and "Installation". To prepare the product for washing laundry, perform first operation in Drum Cleaning programme. If your product is not equipped with Drum Cleaning programme, perform the Initial Use procedure in accordance with the methods described under "5.2 Cleaning the loading door and the drum" section of the user manual.



Use an anti-limescale suitable for the washing machines.

Some water might have remained in the product due to the quality control processes in the production. It is not harmful for the product.

### 3.5 Correct load capacity

The maximum load capacity depends on the type of laundry, the degree of soiling and the washing programme desired. The machine automatically adjusts the amount of water according to the weight of the loaded laundry.



**WARNING:** Follow the information in the "Programme and consumption table". When overloaded, machine's washing performance will drop. Moreover, noise and vibration problems may occur.

### 3.6 Loading the laundry

1. Open the loading door.
2. Place laundry items loosely into the machine.
3. Push the loading door to close until you hear a locking sound. Ensure that no items are caught in the door.



The loading door is locked while a programme is running. The door can only be opened a while after the programme comes to an end.



**WARNING:** In case of misplacing the laundry, noise and vibration problems may occur in the machine.

### 3.7 Using detergent and softener



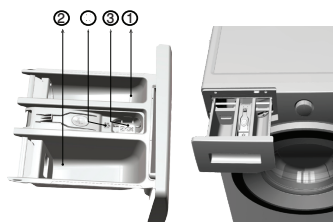
When using detergent, softener, starch, fabric dye, bleach or limescale remover read the manufacturer's instructions on the package carefully and follow the suggested dosage values. Use measuring cup if available.



## Detergent Drawer

The detergent drawer is composed of three compartments:

- (1) for prewash
- (2) for main wash
- (3) for softener
- (\*) in addition, there is siphon piece in the softener compartment.



## Detergent, softener and other cleaning agents

- Add detergent and softener before starting the washing programme.
- Never leave the detergent drawer open while the washing programme is running!
- When using a programme without prewash, do not put any detergent into the prewash compartment (compartment nr. "1").
- In a programme with prewash, do not put liquid detergent into the prewash compartment (compartment nr. "1").
- Do not select a programme with prewash if you are using a detergent bag or dispensing ball. Place the detergent bag or the dispensing ball directly among the laundry in the machine.
- If you are using liquid detergent, do not forget to place the liquid detergent cup into the main wash compartment (compartment nr. "2").

## Choosing the detergent type

The type of detergent to be used depends on the type and colour of the fabric.

- Use different detergents for coloured and white laundry.
- Wash your delicate clothes only with special detergents (liquid detergent, wool shampoo, etc.) used solely for delicate clothes.
- When washing dark coloured clothes and quilts, it is recommended to use liquid detergent.
- Wash woollens with special detergent made specifically for woollens.



**WARNING** Use only detergents manufactured specifically for washing machines.

**WARNING** Do not use soap powder.

## Adjusting detergent amount

The amount of washing detergent to be used depends on the amount of laundry, the degree of soiling and water hardness.

- Do not use amounts exceeding the dosage quantities recommended on the detergent package to avoid problems of excessive foam, poor rinsing, financial savings and finally, environmental protection.
- Use lesser detergent for small amounts or lightly soiled clothes.

## Using softeners

Pour the softener into the softener compartment of the detergent drawer.

- Do not exceed the (>max<) level marking in the softener compartment.
- If the softener has lost its fluidity, dilute it with water before putting it in the detergent drawer.

## Using liquid detergents

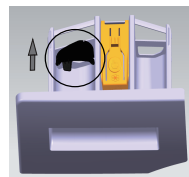
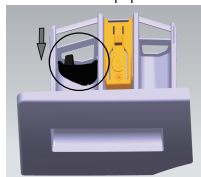
**If the product contains a liquid detergent cup:**

- Make sure that you have placed the liquid detergent cup in compartment nr. "2".
- If the liquid detergent has lost its fluidity, dilute it with water before putting in the detergent cup.



**If the product is equipped with a liquid detergent part:**

- When you want to use liquid detergent, pull the apparatus towards yourself. The part that falls down will serve as a barrier for the liquid detergent. If required, clean the apparatus with water when it is in place or by removing it. If you will use powder detergent, the apparatus must be secured at top position.



**If the product does not contain a liquid detergent cup:**

- Do not use liquid detergent for the prewash in a programme with prewash.
- Liquid detergent stains your clothes when used with Delayed Start function. If you are going to use the Delayed Start function, do not use liquid detergent.

## Using gel and tablet detergent

Apply the following instructions when using tablet, gel and similar detergents.

- If the gel detergent thickness is fluidal and your machine does not contain a special liquid detergent cup, put the gel detergent into the main wash detergent compartment during first water intake. If your machine contains a liquid detergent cup, fill the detergent into this cup before starting the programme.
- If the gel detergent thickness is not fluidal or in the shape of capsule liquid tablet, put it directly into the drum before washing.
- Put tablet detergents into the main wash compartment (compartment nr. "2") or directly into the drum before washing.



Tablet detergents may leave residues in the detergent compartment. If you encounter such a case, place the tablet detergent between the laundry, close to the lower part of the drum in future washings.

Use the tablet or gel detergent without selecting the prewash function.



## Using starch

- Add liquid starch, powder starch or the fabric dye into the softener compartment.
- Do not use softener and starch together in a washing cycle.
- Wipe the inside of the machine with a damp and clean cloth after using starch.

## Using bleaches

- Select a programme with prewash and add the bleaching agent at the beginning of the prewash. Do not put detergent in the prewash compartment. As an alternative application, select a programme with extra rinse and add the bleaching agent while the machine is taking water from the detergent compartment during first rinsing step.
- Do not use bleaching agent and detergent by mixing them.
- Use just a little amount (approx. 50 ml) of bleaching agent and rinse the clothes very well as it causes skin irritation. Do not pour the bleaching agent onto the clothes and do not use it for coloured clothes.
- When using oxygen based bleaches, select a programme that washes at a lower temperature.
- Oxygen based bleaches can be used together with detergents; however, if its thickness is not the same with the detergent, put the detergent first into the compartment nr. "2" in the detergent drawer and wait until the detergent flows while the machine is taking in water. Add the bleaching agent from the same compartment while the machine is still taking in water.

## Using limescale remover

- When required, use limescale removers manufactured specifically for washing machines only.

## 3.8 Tips for efficient washing

Clothes	
Light colours and whites	
(Recommended temperature range based on soiling level: 40-90 °C)	
Soiling Level	<b>Heavily Soiled</b> (difficult stains such as grass, coffee, fruits and blood.) It may be necessary to pre-treat the stains or perform prewash. Powder and liquid detergents recommended for whites can be used at dosages recommended for heavily soiled clothes. It is recommended to use powder detergents to clean clay and soil stains and the stains that are sensitive to bleaches.
	<b>Normally Soiled</b> (For example, stains caused by body on collars and cuffs) Powder and liquid detergents recommended for whites can be used at dosages recommended for normally soiled clothes.
	<b>Lightly Soiled</b> (No visible stains exist.) Powder and liquid detergents recommended for whites can be used at dosages recommended for lightly soiled clothes.

Clothes	
Colours	
(Recommended temperature range based on soiling level: cold -40 °C)	
Soiling Level	<b>Heavily Soiled</b> Powder and liquid detergents recommended for colours can be used at dosages recommended for heavily soiled clothes. It is recommended to use powder detergents to clean clay and soil stains and the stains that are sensitive to bleaches. Use detergents without bleach.
	<b>Normally Soiled</b> Powder and liquid detergents recommended for colours can be used at dosages recommended for normally soiled clothes. Use detergents without bleach.
	<b>Lightly Soiled</b> Powder and liquid detergents recommended for colours can be used at dosages recommended for lightly soiled clothes. Use detergents without bleach.
Dark colours	
(Recommended temperature range based on soiling level: cold -40 °C)	
Soiling Level	<b>Heavily Soiled</b> Liquid detergents suitable for colours and dark colours can be used at dosages recommended for heavily soiled clothes.
	<b>Normally Soiled</b> Liquid detergents suitable for colours and dark colours can be used at dosages recommended for normally soiled clothes.
	<b>Lightly Soiled</b> Liquid detergents suitable for colours and dark colours can be used at dosages recommended for lightly soiled clothes.
Delicates/Woolens/Silks	
(Recommended temperature range based on soiling level: cold -30 °C)	
Soiling Level	<b>Heavily Soiled</b> Prefer liquid detergents produced for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.
	<b>Normally Soiled</b> Prefer liquid detergents produced for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.
	<b>Lightly Soiled</b> Prefer liquid detergents produced for delicate clothes. Woolen and silk clothes must be washed with special woolen detergents.

## Detergent Recommendation

Recommended washing detergent	Wash cycles	Washing temp.	Type of laundry and textile
Heavy-duty detergent with bleaching agents and optical brighteners	Cotton、Mix、Bedding、Stain、20℃、ECO 40-60	30/40/60	White laundry made from boil-proof cotton or linen
Colour detergent without bleaching agent and optical brighteners	Cotton、Mix、Underwear、Bedding、20℃、Quick 15'、Steam	20/30/40	Coloured laundry made from cotton or linen
Color or mild detergent without optical brighteners	Mix、Down wear、Steam、Quick 15'、Underwear	Cold/20/30/40	Coloured laundry made from easy care fibres or synthetic materials
Mild washing detergent	Silk、Down wear、Underwear	Cold/20/30	Delicate textiles, silk, viscose
Special wool detergent	woolen	20/30/40	Wool

### Following symptoms are a sign of detergent overdosing:

- heavy foam formation
- poor washing and rinsing result

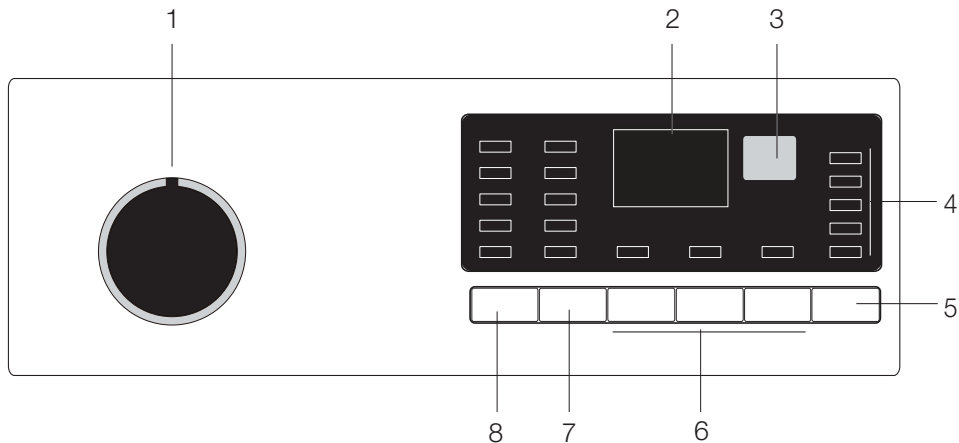
### Following symptoms are a sign of detergent underdosing:

- laundry turns grey
- built-up of limescale deposits on the drum, the heating element and/or the laundry

- Agglomerating or ropy detergent or additive can be diluted in some water before pouring it into the detergent dispenser, to avoid its inlet to get blocked and thus cause a water overflow.
- Please choose the suitable type of detergent to get a maximum of washing performance and a minimum of water and energy consumption
- To achieve the best cleaning result a proper detergent dosing is important.
- Use a reduced detergent amount if the drum is not filled completely.
- Always adjust the amount of detergent to the water hardness, if your tap water is soft, use less detergent.
- Dose according to how dirty your laundry is, less dirty clothes require less detergent.
- Highly concentrated (compact detergent) requires particularly accurate dosing.

## 4 Operating the product

### 4.1 Control panel



- 1 - Programme Selection knob (Uppermost position On / Off)  
2 - Display  
3 - AI-Wash button  
4 - Programme Follow-up indicator

- 5 - Start / Pause button  
6 - Auxiliary Function buttons  
7 - Spin Speed Adjustment button  
8 - Temperature Adjustment button

### 4.2 Preparing the machine


Make sure that the hoses are connected tightly. Plug in your machine. Turn the tap on completely. Place the laundry in the machine. Add detergent and fabric softener.

### 4.3 Programme selection

1. Select the programme suitable for the type, quantity and soiling degree of the laundry in accordance with the "Programme and consumption table" and the temperature table below.

90°C	Heavily soiled white cottons and linens. (coffee table covers, tableclothes, towels, bed sheets, etc.)
60°C	Normally soiled, coloured, fade proof linens, cottons or synthetic clothes (shirt, nightgown, pajamas, etc.) and lightly soiled white linens (underwear, etc.)
40°C- 30°C- 20°C- Cold	Blended laundry including delicate textile (veil curtains, etc.), synthetics and woolens.

2. Select the desired programme with the Programme Selection button.

	Programmes are limited with the highest spin speed appropriate for that particular type of fabric.
	When selecting a programme, always consider the type of fabric, colour, degree of soiling and permissible water temperature.
	Always select the lowest required temperature. Higher temperature means higher power consumption.
	For further programme details, see "Programme and consumption table"

### 4.4 Program introduction

Depending on the type of fabric, use the following main programmes.

#### • Cotton

Use this programme for your cotton laundry (such as bed sheets, duvet and pillowcase sets, towels, bathrobes, underwear, etc.). Your laundry will be washed with vigorous washing action for a longer washing cycle.

#### • Down Wear

The process of down wear is specially designed for washing down jacket. The material of down jacket is light, difficult to rinse, poor anti washing ability, and difficult to absorb water. Therefore, it is necessary to extend the soaking time in the washing process, and reduce the rotation speed during dehydration.

#### • Woolen

Use this programme to wash your woolen clothes. Select the appropriate temperature complying with the tags of your clothes. Use appropriate detergents for woolens.

- **Bedding**

The main washing objects of the program are bed sheets, quilt covers, curtains, overcoats and tablecloths. In the washing process, the soaking time and washing time of the load are increased to improve the washing effect.

- **Drum Clean**

Periodically (every 1-2 months) use this program to clean the drum for necessary sanitation cleaning. Let the washing machine run the programme without any laundry. For better results, add powdered limescale cleaning agent to the detergent box. After the program, leave the front door ajar and let the inside of the machine dry.

- **Stain**

For the clothes with more stubborn stains, the washing effect can be improved by longer washing time and strong washing rhythm.

- **Underwear**

Underwear program is a special program for washing underwear and other close fitting clothes. The washing rhythm is weak. At the same time, in order to ensure the rinsing performance and prevent detergent residue, the rinsing intensity is required to be higher.

- **silk**

You can choose this programme to wash delicate fabrics such as silk. The wash is very gentle, and the spin step is not done right away. This programme is best if the laundry requires a gentle wash.

- **Steam**

Steam washing process is to produce steam in the washing process, improve the washing effect, and at the same time, steam iron the clothes to prevent wrinkles.

- **Quick 15'**

Quick wash 15 is a fast washing program for a small amount of non dirty clothes. Its optional washing temperature range is narrow and the maximum speed of dehydration is low.

- **Mix**

Use this programme to wash your cotton and synthetic clothes together without sorting them.

- **20 °C**

New European standard special program, used to wash some mild clothes, the temperature can only be selected at 20 °C, to protect the clothes

- **ECO 40-60**

For washing cotton garments that are normally washable at 40°C or 60°C, while washing in the same cycle. This cycle is used to assess compliance with EU ecodesign regulations.

## 4.5 Special programmes

For specific applications, select any of the following programmes.

- **Rinse+Spin**

A program designed for users to rinse and dehydrate

- **Spin**

Use this programme to apply an additional spin cycle for your laundry or to drain the water in the machine. Before selecting this programme, select the desired spin speed and press Start / Pause button. First, the machine will drain the water inside of it. Then, it will spin the laundry with the set spin speed and drain the water coming out of them. If you wish to drain only the water without spinning your laundry, select the Pump+Spin programme and then select the No Spin function with the help of Spin Speed Adjustment button. Press Start / Pause button.



Use a lower spin speed for delicate laundries.

## 4.6 Temperature selection

Whenever a new program is selected, the default temperature of the selected program is displayed in the temperature indicator. To adjust the temperature, press the temperature button. The temperature will gradually increase and cycle to the lowest when the maximum is reached.



If the programme has not reached the heating step, you can change the temperature without switching the machine to Pause mode.

## 4.7 Spin speed selection

Whenever a new program is selected, the default dehydration speed of the selected program is displayed on the speed indicator. To adjust the dehydration speed, press the speed button. The rotation speed increases gradually and circulates to the lowest when it reaches the highest.

## 4.8 Programme and consumption table

EN			Auxiliary functions			
Programme		Max.load(kg)	Rinse <sup>+</sup>	Wash <sup>+</sup>	Delay	Selectable temperature range °C
Mix	30	3	•	•	•	Cold-60
Quick 15'	Cold	1	•	•	•	Cold-30
Silk	Cold	2	•	•	•	Cold-40
Bedding	30	3	•	•	•	Cold-60
Under Wear	40	2.5	•	•	•	Cold-90
Rinse+Spin	-	Max.	•		•	-
Spin	-	Max.			•	-
ECO 40-60	40	Max.			•	40
Stain	60	3	•	•	•	40-60
Cotton	40	Max.	•	•	•	Cold-90
Down Wear	30	2.5	•	•	•	Cold-40
Woolen	30	2	•	•	•	Cold-40
Steam	90	3	•	•	•	90
20 °C	20	Max.	•	•	•	20
Drum Clean	90	-		•	•	90
Smart	Auto	Max.				Auto

• : Selectable

The above data is for reference only, and the data may change due to different actual use conditions.

## 4.9 Auxiliary function selection

Select the desired auxiliary functions before starting the programme. Furthermore, you may also select or cancel auxiliary functions that are suitable to the running programme without pressing the Start / Pause button when the machine is operating. For this, the machine must be in a step before the auxiliary function you are going to select or cancel. If the auxiliary function cannot be selected or canceled, light of the relevant auxiliary function will blink 3 times to warn the user.

### •Wash+

In the standby mode, press the enhanced washing function setting button, the Strengthen washing function indicator will be on, and the Strengthen washing function will be added in the washing process. After selecting the Strengthen washing function, the washing time in the main washing stage will be increased by 10 minutes, and the time after adding the Strengthen washing function will be displayed in the remaining time window. If you press it again, the Strengthen washing function will be cancelled.

### • Rinse+

Press the rinse Plus button in standby mode, and the rinse plus function indicator will be on. At the same time, add a rinse process in the washing process, and the time after adding the function will be displayed in the remaining time window. The rinse function will be cancelled when it is pressed again, if it does not run to the rinse stage during operation, press the pause button, The rinsing button can be added or cancelled, and the rinsing function cannot be selected or cancelled during operation.

### • Smart Start

Press the smart button for 3s until the display light is on and the smart program starts. The smart start program is an intelligent program, which can be entered and run automatically in the standby and power off states. Under the smart start program, the washing temperature, water level and washing time are automatically set according to the weighing results, and the washing parameters do not need to be set by the user.

### • Delay

With the Delay end function the startup of the programme may be delayed up to 24 hours. Delayed start time can be increased by increments of 1 hour.



Do not use liquid detergents when you set Delayed Start! There is the risk of staining of the clothes.

Open the loading door, place the laundry and put detergent, etc. Select the washing programme, temperature, spin speed and, if required, the auxiliary functions. Set the desired time by pressing the Delay button. Press Start / Pause button. The delayed start time you have set is displayed. Delayed start countdown starts. “\_” symbol next to the delayed start time moves up and down on the display.



Additional laundry may be loaded during the delayed start period.

At the end of the countdown, duration of the selected programme will be displayed. “\_” symbol will disappear and the selected programme will start.

## Canceling the Delayed Start function

If you want to cancel the delayed start countdown and start the programme immediately: Set the Delayed Start period to zero or turn the Programme Selection knob to any programme. Thus, Delayed Start function will be canceled. The End/Cancel light flashes continuously. Then, select the programme you want to run again. Press Start / Pause button to start the programme.

## 4.10 Starting the programme

Press Start / Pause button to start the programme. Programme follow-up light showing the startup of the programme will turn on.



If no programme is started or no key is pressed within 10 minute during programme selection process, the machine will switch to turn off mode and the temperature, speed and other lights will turn off.

## 4.11 Child Lock

Use Child Lock function to prevent children from tampering with the machine. Thus you can avoid any changes in a running programme.



If the Programme Selection knob is turned when the Child Lock is active, “CL” appears on the display. The Child Lock does not allow any change in the programmes and the selected temperature, speed and auxiliary functions.

Even if another programme is selected with the Programme Selection knob while the Child Lock is active, previously selected programme will continue running.

### To activate the Child Lock:

Press and hold 1st and 2nd Auxiliary Function buttons for 3 seconds while any programme is running. The Child Lock is activated. If you press any button or turn the Programme Selection knob when the Child Lock is active, “CL” will appear on the display.

### To deactivate the Child Lock:

Press and hold 1st and 2nd auxiliary function buttons for 3 seconds while any programme is running. The Child Lock is deactivated.



In addition to the method above, to deactivate the Child Lock, switch the Programme Selection knob to On / Off position when no programme is running, and select another programme.

Child Lock is not deactivated after power failures or when the machine is unplugged.

## 4.12 Progress of programme

Progress of a running programme can be followed from the Programme Follow-up indicator. At the beginning of every programme step, the relevant indicator light will turn on and light of the completed step will turn off.

You can change the auxiliary functions, speed and temperature settings without stopping the programme flow while the programme is running. To do this, the change you are going to make must be in a step after the running programme step. If the change is not compatible, relevant lights will flash for 3 times.



If the machine does not pass to the spinning step, Rinse Hold function might be active or the automatic unbalanced load detection system might be activated due to the unbalanced distribution of the laundry in the machine.

## 4.13 Loading door lock

There is a locking system on the loading door of the machine that prevents opening of the door in cases when the water level is unsuitable.

Loading door light will start flashing when the machine is switched to Pause mode. Machine checks the level of the water inside. If the level is suitable, Loading Door light illuminates steadily within 1-2 minutes and the loading door can be opened.

If the level is unsuitable, Loading Door light turns off and the loading door cannot be opened. If you are obliged to open the Loading Door while the Loading Door light is off, you have to cancel the current programme; see "Canceling the programme".

## 4.14 Changing the selections after programme has started

### Switching the machine to pause mode

Press the Start / Pause button to switch the machine to pause mode while a programme is running. The light of the step which the machine is in starts flashing in the Programme Follow-up indicator to show that the machine has been switched to the pause mode.

Also, when the loading door is ready to be opened, Loading Door light will also illuminate continuously in addition to the programme step light.

## Changing the speed and temperature settings for auxiliary functions

Depending on the step the programme has reached, you may cancel or activate the auxiliary functions; see, "Auxiliary function selection".

You may also change the speed and temperature settings; see, "Spin speed selection" and "Temperature selection".



If no change is allowed, the relevant light will flash for 3 times.

## Adding or taking out laundry

Press the Start / Pause button to switch the machine to pause mode. The programme follow-up light of the relevant step during which the machine was switched into the pause mode will flash. Wait until the Loading Door can be opened. Open the Loading Door and add or take out the laundry. Close the Loading Door. Make changes in auxiliary functions, temperature and speed settings if necessary. Press Start / Pause button to start the machine.

## 4.15 Canceling the programme

To cancel the programme, turn the Programme Selection knob to select another programme. Previous programme will be canceled. End / Cancel light will flash continuously to notify that the programme has been canceled.

Pump function is activated for 1-2 minutes regardless of the programme step, and whether there is water in the machine or not. After this period, your machine will be ready to start with the first step of the new programme.



Depending on the step where the programme was canceled in, you may have to put detergent and softener again for the programme you have selected anew.

## 4.16 End of programme

"End" appears on the display at the end of the programme. Wait until the loading door light illuminates steadily. Press On / Off button to switch off the machine. Take out your laundry and close the loading door. Your machine is ready for the next washing cycle.

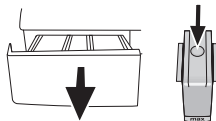


## 5 Maintenance and cleaning

Service life of the product extends and frequently faced problems decrease if cleaned at regular intervals.

### 5.1 Cleaning the detergent drawer

Clean the detergent drawer at regular intervals (every 4-5 washing cycles) as shown below in order to prevent accumulation of powder detergent in time.



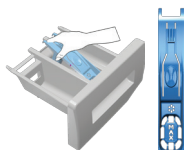
1. Press the dotted point on the siphon in the softener compartment and pull towards you until the compartment is removed from the machine.



If more than normal amount of water and softener mixture starts to gather in the softener compartment, the siphon must be cleaned.

2. Wash the detergent drawer and the siphon with plenty of lukewarm water in a washbasin. Wear protective gloves or use an appropriate brush to avoid touching of the residues in the drawer with your skin when cleaning.
3. Insert the drawer back into its place after cleaning and make sure that it is seated well.

If your detergent drawer is the one indicated in the following figure:



Lift the rear part of the siphon to remove it as illustrated. After performing the above mentioned cleaning procedures, replace the siphon back to its seating and push its front section downwards to make sure that the locking tab engages.

### 5.2 Cleaning the loading door and the drum

For products with drum cleaning programme, please see Operating the product - Programmes.

For products without drum cleaning, follow the below steps **to clean the drum:**

Select **Additional Water** or **Extra Rinse** auxiliary functions. Use a Cottons **programme** without pre-wash. Set **the temperature to the level recommended on the drum cleaning agent which can be provided from authorized services.** Apply this procedure **without any laundry in the product.** Before starting the programme, put 1 pouch of special drum cleaning agent (if the special agent could not be supplied, put max. 100 g of powder anti-limescale) into the main wash detergent compartment (compartment no. "2"). If the anti-limescale is in tablet form, put only one tablet into the main wash compartment no. "2". Dry the inside of the bellow with a clean piece of cloth after the programme has come to an end.

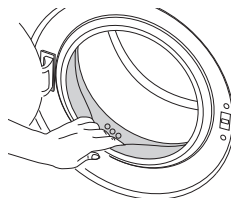


Repeat Drum Cleaning process in every 2 months.



Use an anti-limescale suitable for the washing machines.

After every washing make sure that no foreign substance is left in the drum.



If the holes on the bellow shown in the figure is blocked, open the holes using a toothpick.



Foreign metal substances will cause rust stains in the drum. Clean the stains on the drum surface by using cleaning agents for stainless steel. Never use steel wool or wire wool.



**WARNING:** Never use sponge or scrub materials. These will damage the painted and plastic surfaces.

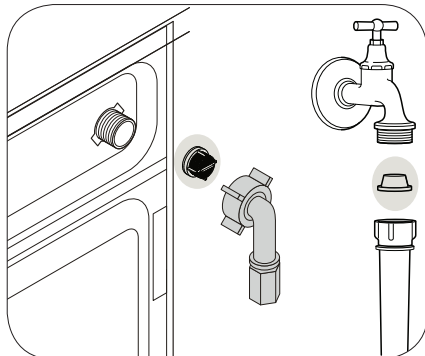
### 5.3 Cleaning the body and control panel

Wipe the body of the machine with soapy water or non-corrosive mild gel detergents as necessary, and dry with a soft cloth.

Use only a soft and damp cloth to clean the control panel.

### 5.4 Cleaning the water intake filters

There is a filter at the end of each water intake valve at the rear of the machine and also at the end of each water intake hose where they are connected to the tap. These filters prevent foreign substances and dirt in the water to enter the washing machine. Filters should be cleaned as they do get dirty.



1. Close the taps.
2. Remove the nuts of the water intake hoses to access the filters on the water intake valves. Clean them with an appropriate brush. If the filters are too dirty, take them out by means of pliers and clean them.

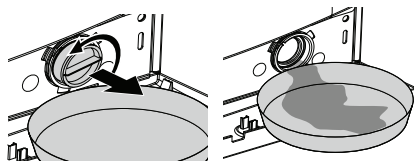
3. Take out the filters on the flat ends of the water intake hoses together with the gaskets and clean thoroughly under running water.
4. Replace the gaskets and filters carefully in their places and tighten the hose nuts by hand.

### 5.5 Draining remaining water and cleaning the pump filter

The filter system in your machine prevents solid items such as buttons, coins and fabric fibers clogging the pump impeller during discharge of washing water. Thus, the water will be discharged without any problem and the service life of the pump will extend.

If the machine fails to drain water, the pump filter is clogged. Filter must be cleaned whenever it is clogged or in every 3 months. Water must be drained off first to clean the pump filter.

In addition, prior to transporting the machine (e.g., when moving to another house) and in case of freezing of the water, water may have to be drained completely.



- a. Place a large container in front of the filter to catch water from the filter.
- b. Loosen pump filter (anticlockwise) until water starts to flow. Fill the flowing water into the container you have placed in front of the filter. Always keep a piece of cloth handy to absorb any spilled water.
- c. When the water inside the machine is finished, take out the filter completely by turning it.
4. Clean any residues inside the filter as well as fibers, if any, around the pump impeller region.
5. Install the filter.
6. If the filter cap is composed of two pieces, close the filter cap by pressing on the tab. If it is one piece, seat the tabs in the lower part into their places first, and then press the upper part to close.

### 5.6 Regular cleaning

Clean the interior of the pump hosing, removing any debris or foreign objects. periodic cleaning, including optimal frequency, and limescale prevention and procedure.

If the appliance water supply slows or stops completely, the water inlet strainer may be blocked. Cleaning is recommended every 6 months in any event to reduce chances of valve blockage in areas using hard water.



**WARNING :** Foreign substances left in the pump filter may damage your machine or may cause noise problem.

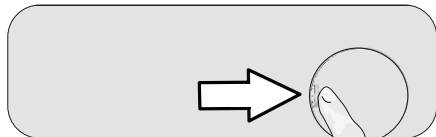
In order to clean the dirty filter and discharge the water:

1. Unplug the machine to cut off the supply power.



**WARNING :** Temperature of the water inside the machine may rise up to 90 °C. To avoid burning risk, filter must be cleaned after the water in the machine cools down.

2. Open the filter cap.



You can remove the filter cover by slightly pushing downwards with a thin plastic tipped tool, through the gap above the filter cover. Do not use metal tipped tools to remove the cover.

3. Some of our products have emergency draining hose and some does not have. Follow the steps below to discharge the water.

Discharging the water when the product does not have an emergency draining hose:

## 6 Technical specifications

Model name	DAW 392
Capacity (kg)	6
Maximum spin speed (rpm)	1000
Height (cm)	84
Width (cm)	60
Depth (cm)	45
Net weight (±4 kg.)	53
• input (V/Hz) Total	220-240V~/60Hz

## 7 Troubleshooting

### Program does not start after closing the door.

- Start / Pause / Cancel button was not pressed. >>> *Press the Start / Pause / Cancel button.*

### Programme cannot be started or selected.

- Washing machine has switched to self protection mode due to a supply problem (line voltage, water pressure, etc.). >>> *To cancel the programme, turn the Programme Selection knob to select another programme. Previous programme will be cancelled. (See "Canceling the programme")*

### Water in the machine.

- Some water might have remained in the product due to the quality control processes in the production. >>> *This is not a failure; water is not harmful to the machine.*

### Machine vibrates or makes noise.

- Machine might be standing unbalanced. >>> *Adjust the feet to level the machine.*
- A hard substance might have entered into the pump filter. >>> *Clean the pump filter.*
- Transportation safety bolts are not removed. >>> *Remove the transportation safety bolts.*
- Laundry quantity in the machine might be too little. >>> *Add more laundry to the machine.*
- Machine might be overloaded with laundry. >>> *Take out some of the laundry from the machine or distribute the load by hand to balance it homogenously in the machine.*
- Machine might be leaning on a rigid item. >>> *Make sure that the machine is not leaning on anything.*

### Machine stopped shortly after the programme started.

- Machine might have stopped temporarily due to low voltage. >>> *It will resume running when the voltage restores to the normal level.*

### Programme time does not countdown. (On models with display)

- Timer may stop during water intake. >>> *Timer indicator will not countdown until the machine takes in adequate amount of water. The machine will wait until there is sufficient amount of water to avoid poor washing results due to lack of water. Timer indicator will resume countdown after this.*
- Timer may stop during heating step. >>> *Timer indicator will not countdown until the machine reaches the selected temperature.*
- Timer may stop during spinning step. >>> *Automatic unbalanced load detection system might be activated due to the unbalanced distribution of the laundry in the drum.*
- Machine does not switch to spinning step when the laundry is not evenly distributed in the drum to prevent any damage to the machine and to its surrounding environment. Laundry should be rearranged and re-spun.

### Foam is overflowing from the detergent drawer.

- Too much detergent is used. >>> *Mix 1 tablespoonful softener and ½ l water and pour into the main wash compartment of the detergent drawer.*
- Put detergent into the machine suitable for the programmes and maximum loads indicated in the "Programme and consumption table". When you use additional chemicals (stain removers, bleaches and etc), reduce the amount of detergent.

### Laundry remains wet at the end of the programme

- Excessive foam might have occurred and automatic foam absorption system might have been activated due to too much detergent usage. >>> *Use recommended amount of detergent.*
- Machine does not switch to spinning step when the laundry is not evenly distributed in the drum to prevent any damage to the machine and to its surrounding environment. Laundry should be rearranged and re-spun.



**WARNING:** If you cannot eliminate the problem although you follow the instructions in this section, consult your dealer or the Authorized Service Agent. Never try to repair a nonfunctional product yourself.

## 7.1 Customer service

Spare part for your appliance are available for a minimum of 10 years. In case of questions please contact our customer service at:



**WARNING:** Risk of electric shock

- Never try repair an appliance which is defective or presumed to be defective. You may put your own and future users' lives in danger. Only authorised specialists are allowed to carry out this repair work.
- Improper repair will void the warranty and subsequent damages can't be recognised!

## 8 Service Centres

### South African Service Agents:

BLOEMFONTEIN  
160 Long Street, Hilton, Bloemfontein 9301  
Tel: 051 400 3900  
Bloemfontein.Service@defy.co.za

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DURBAN  
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Durban, 4051  
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Durban.Service@defy.co.za

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Robbie de Lange Road, Wilsonia,  
East London, 5201  
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PortElizabeth.Service@defy.co.za

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Block A1 Old Mutual Industrial Park,  
Cnr. D.F.Malan Drive & Moot Str. Hermanstad,  
0082  
Tel: 012 377 8300  
Pretoria.Service@defy.co.za

### Sub- Saharan Service Agents:

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Plot 1606, Sheki Sheki Road  
P.O. Box 33681  
Lusaka, 10101, Zambia  
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Fax: +260 0211 242933 sgiservicecentre@  
microlink.zm

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Fax: (061) 216134 atlantic@mweb.com.na

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Msasa, Harare, Zimbabwe  
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International Commerce Park Kgale View,  
Gaborone  
Botswana  
Tel: +267 390 3996 | 390 3912  
Fax: +267 318 7376  
Cell: +267 7134 6539 service@rma.co.bw;  
raja@rma.co.bw

SWAZILAND: LYNDS DISTRIBUTORS  
P.O Box 716, Mbabane, Swaziland, H100  
Tel: (00268) 2515 431018  
Fax: (00268) 2518 4318

MOZAMBIQUE: COOL WORLD. LDA  
Rua da Resistencia No. 97B RIC Cell: +258 84  
44 61 234 coolworldlda@hotmail.com Nosso  
Show Room  
Av: da Industrias, Parcela No.735 \* 735A  
Machava, Maputo

## 9 Warranty

This certificate is issued by DEFY APPLIANCES (PTY) LIMITED manufacturers of Defy and Ocean products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance.

The Company warrants to the original purchaser that for a period of TWO YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.

1. Repair or replacement of any part of this appliance, found by the Company to be defective, shall be at the election of the Company. The Company reserves the right to effect such service through any of its Service Divisions or Authorised Service Dealers. The cost of such service shall be borne by the Company in full, provided that the appliance is located no further than 50km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.
2. Vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.
3. This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.
4. The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance.
5. The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.
6. For warranties in the Republic of South Africa and Sub-Saharan Africa, please contact your nearest Defy office. Please refer to the previous page for respective South African service agents and Sub-Saharan Africa service agents.
7. Where service is requested under warranty and no fault or defect can be found by the Company, all costs incurred will be for the purchaser's account.
8. This Certificate as well as your invoice will serve as proof of purchase. For the purpose of warranty, it will be essential to produce this Certificate and invoice. Failure to do so, will render the purchaser liable for service costs.

**KEEP THIS CERTIFICATE AND SALES INVOICE AS PROOF OF  
PURCHASE FOR WARRANTY PURPOSES.**

**PLEASE REGISTER YOUR Machine AT**  
**[www.defy.co.za](http://www.defy.co.za)**

DEFY APPLIANCES (PTY) LTD P.O.BOX 12004  
JACOBS DURBAN  
4026  
SOUTH AFRICA