



Washing Machine

Model: RW-E812SF



User Manual

(For Household Use Only)



Read all instructions and explanations for the installation before use. Follow the instructions carefully. Keep the user manual for future reference. The images in the user manual may not match with the real object and are for reference only.

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WARNING

1. 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 of less than 3 years should be kept away unless continuously supervised.

2. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

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

Children being supervised not to play with the appliance.

4. The openings must not be obstructed by a carpet.

5. 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.

6. The lint trap has to be cleaned frequently.

7. Adequate ventilation has to be provided to avoid the back flow of gases into the room from appliances burning other fuels, including open fires.

8. Fabric softeners or similar products, should be used as specified by the fabric softener instructions.

9. Items such as foam rubber (latex foam), shower caps, waterproof textiles, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be dried in the tumble dryer.
10. Remove all objects from pockets such as lighters and matches.
11. **WARNING:** The appliance must not be supplied through an external switching device such as a timer, or connected to a circuit that is regularly switched on and off by a utility.
12. For appliances with ventilation openings in the base that a carpet must not obstruct the openings.
13. That exhaust air must not be discharged into a flue which is used for exhausting fumes from appliances burning gas or other fuels.

PRECAUTIONS

To prevent harm or damage to the person or property of the user or others, please be sure to follow the safety instructions below.

1. Electrical hazard:

- A. Use a special power socket with good grounding.
- B. Take the plug to insert and pull out the power cord. Do not use damaged power cord.
- C. When there is dirt on the plug-in of the power cord, wipe it with a dry cloth in time.
- D. Do not plug or pull the power plug in or out with wet hands.
- E. After use, please unplug the power plug for maintenance or cleaning.

2. Danger of fire or electric leakage:

- A. Do not let the washing machine close to the fire source, or put lighted cigarettes, candles and volatile materials on the washing machine.
- B. Do not spill water directly on the washing machine control panel.
- C. Do not put the washing machine in the place with serious water and moisture.
- D. Fix the drain pipe before use, and make sure that the sewer is not blocked.

3. Risk of burns due to high temperature:

- A. When washing at high temperature, the door glass will get hot. Do not touch the door glass, especially children.
- B. When the door needs to be opened in high temperature washing, wait until the temperature drops to the safe temperature and the door lock is automatically unlocked.

4. Risk of personal injury:

- A. Handle the disassembled package in time. Do not let children touch or swallow it.
- B. Children are not allowed to operate or climb onto the washing machine to play.
- C. Close the door when the washing machine is not in use to prevent children from entering the washing barrel.

5. Risk of damage to washing machine:

- A. Do not put heavy objects on the washing machine.
- B. Two people are required to move or handle the washing machine.
- C. Do not let non professionals repair or modify the machine.

6. Risk of damage to clothing:

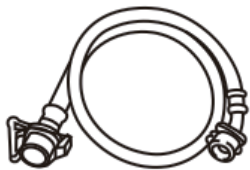
- A. Do not wash waterproof clothes, such as raincoats, down products, sleeping bags, etc.
- B. Only machine washable clothes can be washed. If in doubt, please follow the washing guide on the clothes.

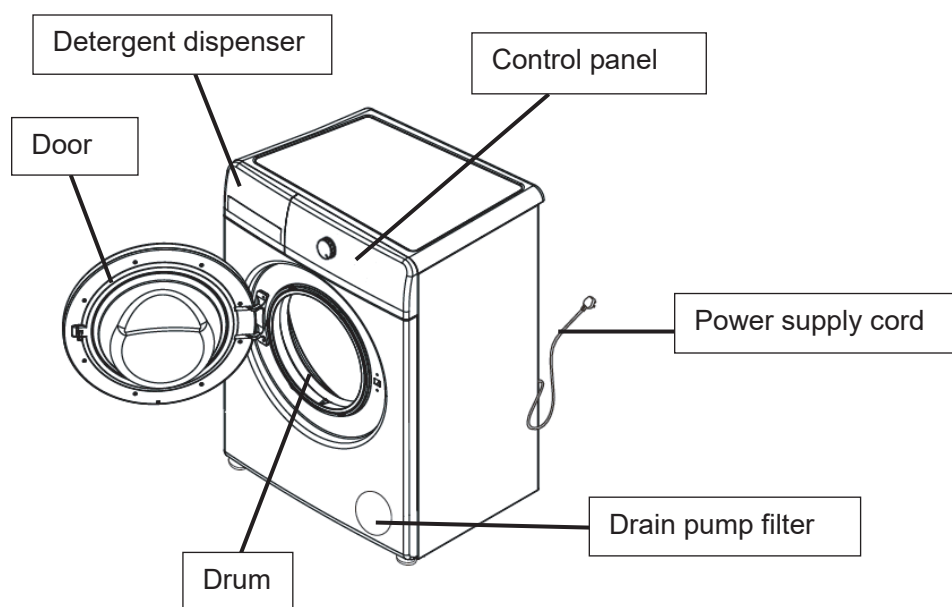
7. Risk of explosion:

- A. Do not wash or dehydrate the clothes stained with kerosene, gasoline, diluent and other flammable materials.
 - B. Do not operate the washing machine when the gas leaks.
8. When the power plug is pulled out, the door lock can be opened even if the water level in the barrel is high. Therefore, in any case, please confirm the water level in the barrel before opening the door. If the water level is high, please do not open the door to avoid unnecessary loss caused by water overflow.

COMPONENTS NAMES

Description of accessories

User manual	Inlet hose	Transport screw hole plug (4pcs)
		



Notes:

1. A small amount of water may be discharged upon initial use. This is residual water from the factory's performance test. This is a normal phenomenon.
2. After use, unplug the power plug and turn off the faucet to prevent unexpected flood and fire.

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

INSTALLATION INSTRUCTIONS

- The environmental temperature of places to install or place the washing machine shall not be below 0 °C. Do not install or place the washing machine outdoors.
- Should place the washing machine correctly according to the instructions.
- When the washing machine is installed on a floor with a carpet, do not block the ventilation orifice of the base.

Shipping bolts

The shipping bolts are used to prevent internal damage of the washing machine during transport.

Disassembling the shipping bolts

1. Open the package, remove the packaging base and move the washing machine to the installation place.
2. Disassemble the 4 shipping bolts, rubber pads and plastic rods (see Figure 1). If the shipping bolts are not disassembled, they may cause intense vibrations, noise and faults. The shipping bolts shall be installed every time before the washing machine is transported.
3. Use the supplied plastic plugs to cover the four holes. (see Figure 2).

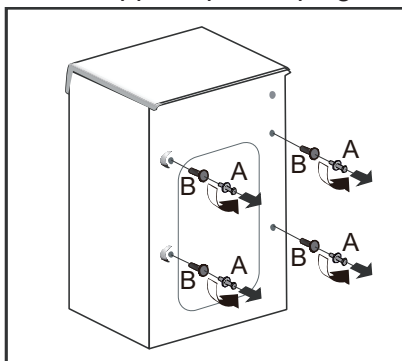


Figure 1

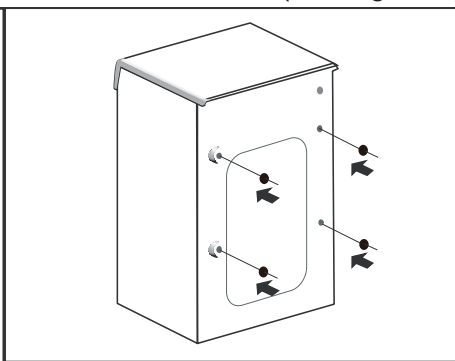


Figure 2

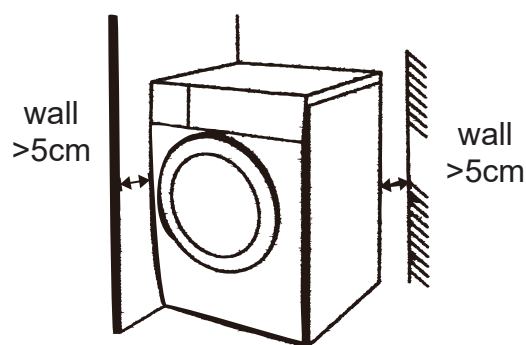
Requirements for installation place

Horizontal adjustment:

- The tilt angle shall not exceed 1 degree.

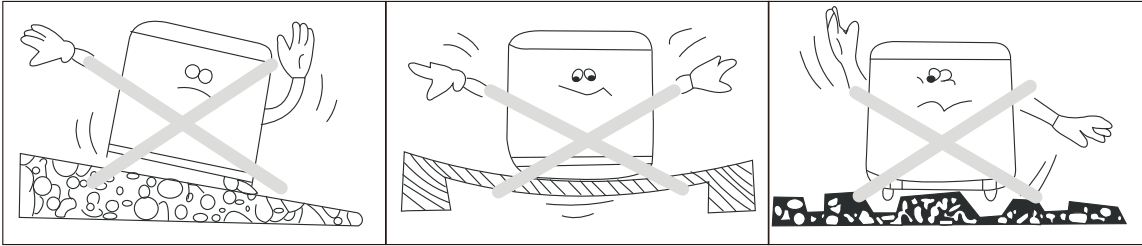
Power outlet:

- Do not connect to a number of power plugs.



Installation place:

- Allow sufficient safety distance between the washing machine and the wall (distance between the back/left/right of the washing machine and a wall >5cm).
- Install the washing machine at a hard and flat floor with a drain. Do not install it on soft carpeted or wooden floors.
- Do not put clothes to be washed or other objects at the worktop of the washing machine because they will affect the running of programs.



NOTES

Connecting the power supply

1. Do not use a power strip or power strip bar.
 2. If the power cord is damaged, please contact professional persons to repair it to avoid any danger.
 3. After using, unplug the power plug and turn off the faucet.
 4. Connect the power cord of the washing machine to a grounded power outlet and follow the wiring rules.
 5. The washing machine shall be installed at a place where it can connect to the power outlet easily.
- The washing machine shall be repaired by professional persons. Non-professional persons may damage the washing machine seriously or cause serious faults during repair, please contact Shun Hing Electric Service Centre Ltd.
 - Do not place the washing machine at a place where surrounding temperature may be below 0 °C because water pipes will be frozen and broken and the program controller will be damaged at the temperature below 0 °C.
 - If the washing machine is handled in winter at the temperature below 0 °C, place it at room temperature several hours before using.

CAUTION!

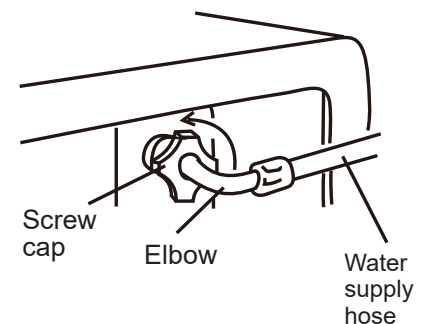
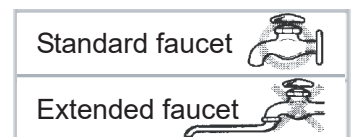
Connecting the power cord

- The washing machine must have a grounding device. The grounding device can reduce the danger of electric shocks in case of a failure. This device has a grounding line (a conductor with a grounding plug).
- If you need to check whether the washing machine is properly grounded, contact a professional technician for inspection. If the plug does not match the socket, do not try to change the plug yourself.
- If the washing machine smokes or emits a peculiar smell, cut off the power supply and contact Shun Hing Electric Service Centre Ltd.

To ensure quality, the washing machine is filled with water for testing at the factory, water may remain in the interior of the drum, the door seal and the door glass, and this is a normal condition.

Connecting the water supply hose

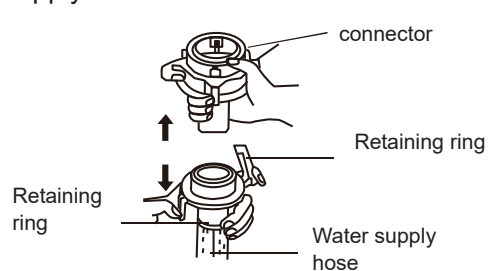
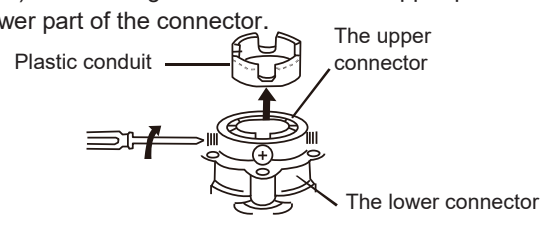
1. The water supply pressure shall be from 0.05 to 0.85MPa.
 2. During connection of the water supply hose and the inlet valve, do not screw them tightly to avoid slipping.
- There are 2 seal rings in connectors at both ends of the water supply hose to prevent water from leaking.
 - Turn on the faucet to check the connectors for any water leakage.
 - Check the water supply hose regularly and replace it if necessary.
 - Make sure that the water supply hose is not warped or damaged.

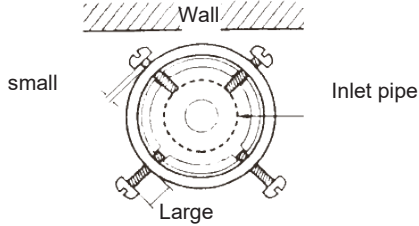
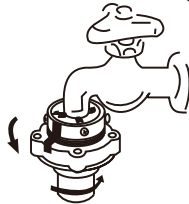
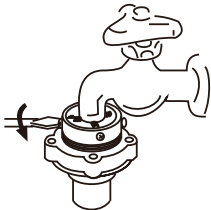
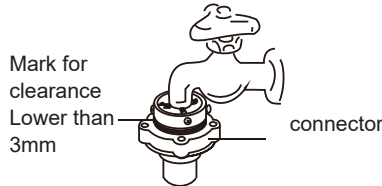
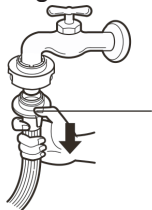
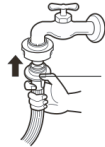
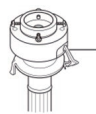


NOTES

Use the new hose assembly that comes with the washing machine. The old hose assembly cannot be reused.

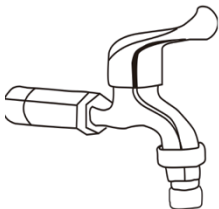
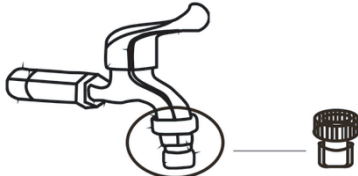
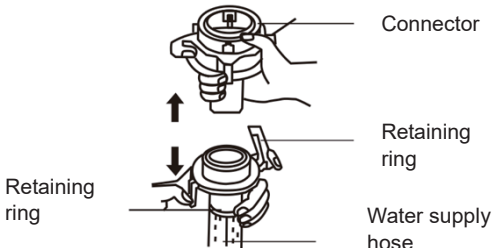
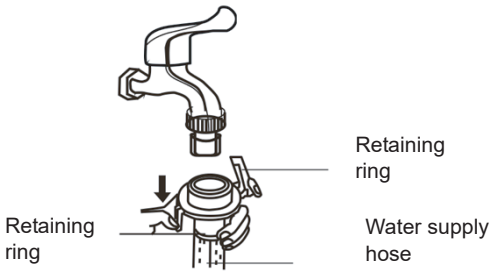
Connection of water supply hose to faucet

1. Hold the connector with one hand, press the retaining ring with the other hand and pull it down to separate the connector from the water supply hose.  connector Retaining ring Retaining ring Water supply hose	2. Loosen the four mounting screws on the upper part of the connector, and rotate the lower part of the connector to leave a distance enough (equal to the height of 3 threads) for installing screws between the upper part and the lower part of the connector.  Plastic conduit The upper connector The lower connector  If the tap pipe is too thick, the plastic conduit within can be removed
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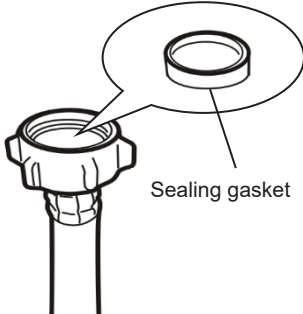
3. Adjust the four screws of the connector evenly so that two screws near the wall are fully in contact with the exterior of the faucet first.  ⚠ Screw near the wall can be screwed several threads in advance.	4. Hold the upper part of the connector against the mouth of the faucet so that the seal ring in the connector is fully in contact with the faucet (do not take out the seal ring).  ⚠ Choose standard faucet, faucet mouth must be smooth.
5. Rotate two screws (see figure) opposite to the wall so that they are in contact with the faucet, and screw them with a screwdriver tightly. 	6. Rotate the lower part of the connector to screw it tightly (or else, water may leak from the connection). After rotation, the clearance between the lower part and the upper part of the connector shall be lower than 3mm. 
7. To remove the water supply hose, please press the retaining ring of the water supply hose.  Retaining ring	8. To install the water supply hose, please turn the retaining ring of the water supply hose back to release it.  Retaining ring  Make sure retaining ring is on the connector
9. Check whether or not the lower part of the connector and the water supply hose are connected firmly. • Screw the connector of the water supply hose and the inlet valve tightly. Slowly turn on the faucet to check for water leakage. • If water leaks from the connection, turn off the faucet and assemble them again. (Water may leak from the connection if the upper part of the connector is not assembled correctly or the upper part and the lower part of the connector are not screwed on tightly.) • After using for a long time, the connection may be loose. Then, assemble parts again by following steps 1-9. (If it is necessary to assemble the connector of the water supply hose after a move, follow steps 1-9 too.)	

NOTES:

If a special faucet shown in the figure below is used, take the following steps to assemble the parts:

	1. Replace the original connector with the supplied standard connector.  Standard connector
2. Hold the connector with one hand, press the retaining ring with the other hand and pull it down to separate the connector from the water supply hose.  Connector Retaining ring Water supply hose	3. Press both sides of the retaining ring and pull it down to insert the water supply hose into the standard connector directly.  Retaining ring Water supply hose

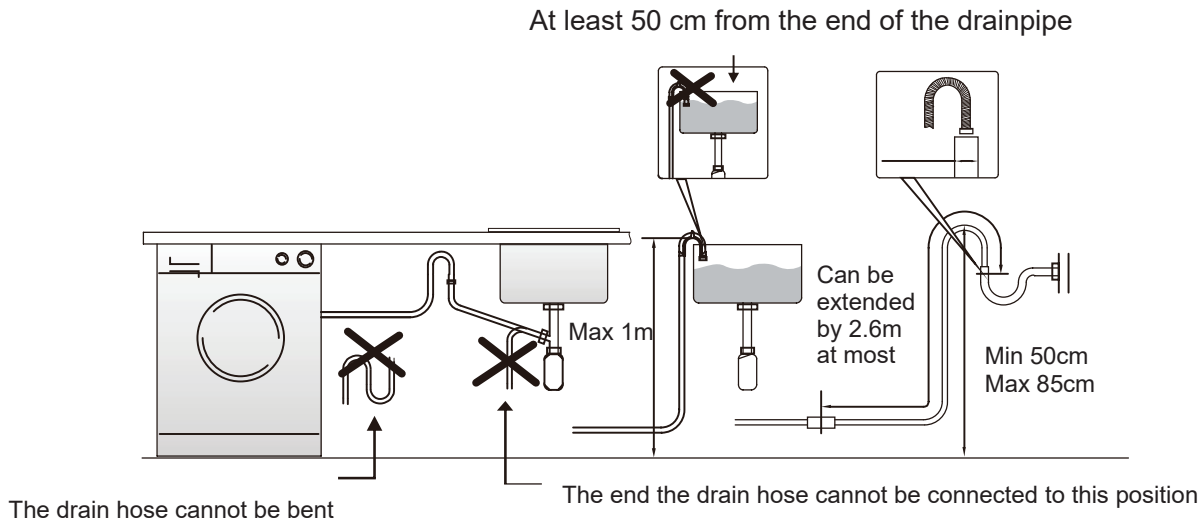
If the faucet with threaded port shown in the figure below is used, follow the steps below for installation:

Tap with threaded port 	1. Ensure that the gasket in the water inlet hose connector is installed smoothly.  Sealing gasket	2. Align the water inlet hose connector with the faucet as shown in the figure, and tighten the nut on the water inlet hose in the direction shown in the installation figure. 
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- The washing machine is designed for home use only. Do not use it on ships, travel trucks or airplanes.
- If the washing machine will be not used for a long time (such as vacations), turn off the faucet.
- When the washing machine is placed, please unplug the power plug, cancel the lock function to prevent children being trapped inside the washing machine through misuse.
- Packaging materials (such as films and foams) can be dangerous to children, and may cause suffocation! Keep all packaging material out of the reach of children.

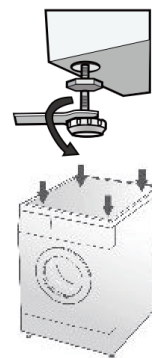
Installing the drain hose

- To ensure normal operations of the washing machine, the inner diameter or width of the end of the drain hose to be inserted into the sewer shall be no less than 4cm.
- The height of the outlet of the drain hose shall be within a certain range. For specific data, refer to the figure below.



Horizontal adjustment

- Adjust the level of the washing machine to avoid additional noise and vibrations. Install the washing machine on a hard and horizontal floor (the corner of a room is preferred).
- If the floor is not flat, adjust the adjustable feet. (Do not insert objects such as wood chips under the adjustable feet). Make sure that the four adjustable feet are in contact with the floor firmly and check that the washing machine is horizontal. (Using a spirit level is allowed).
- Adjust the adjustable feet so that the washing machine is flat and stable on the floor. After position adjustment, screw the locknuts tightly to keep the washing machine stable.
- Prohibit place the washing machine on a table to prevent it from falling accidentally.
- When pressing any position on the diagonals of the worktop of the washing machine, the washing machine cannot shake. (Check on both diagonals. If the washing machine still shakes, adjust the adjustable feet again.)



DOOR LOCKING AND UNLOCKING METHODS

Door locking

After startup, the door will be locked automatically and cannot be opened.

Door unlocking

- Press the “Start/Stop” button when the door lock is locked. After the washing/spin drum stops rotating, the door is unlocked automatically.
- When opening the machine door during the washing process, foam may overflow. Use a towel or other items to catch it.
- During washing, the door cannot be opened at high temperature.
- During washing, the door cannot be opened with high water level.

USAGE OF DETERGENT COMPARTMENT

Detergent dispenser:

Liquid detergent

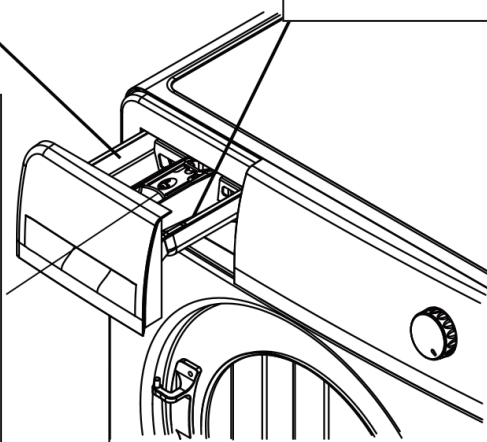
- Use synthetic low-foam liquid detergents.
- When using concentrated liquid detergents, dilute them with twice the amount of water before adding them to the detergent dispenser.

Fabric Softener

- Add softeners before washing. The washing machine will automatically inject softeners into the drum during the final rinse.
- If concentrated softeners are used, please dilute them with water appropriately and evenly and pour them into the detergent compartment.

Prewash detergent

- If the clothes are very dirty, please add appropriate detergents after selecting the pre-wash function. (The quantity of detergents varies with models)



- Use detergents made specially for drum washing machines.
- Do not use too much detergent, or too much foams may affect the rinse effect or cause functional faults.
- Follow the instructions of the manufacturer to use detergents by the kinds and colors of clothes, water temperature, degree of staining, etc.
- Using appropriate detergents has good washing effect and is beneficial for environmental protection.

SAFETY PRECAUTIONS BEFORE WASHING

1. Care label

- Read the care labels of clothes. The kind, materials and washing method of a cloth are printed on a care label.

2. Wash by kinds of clothes

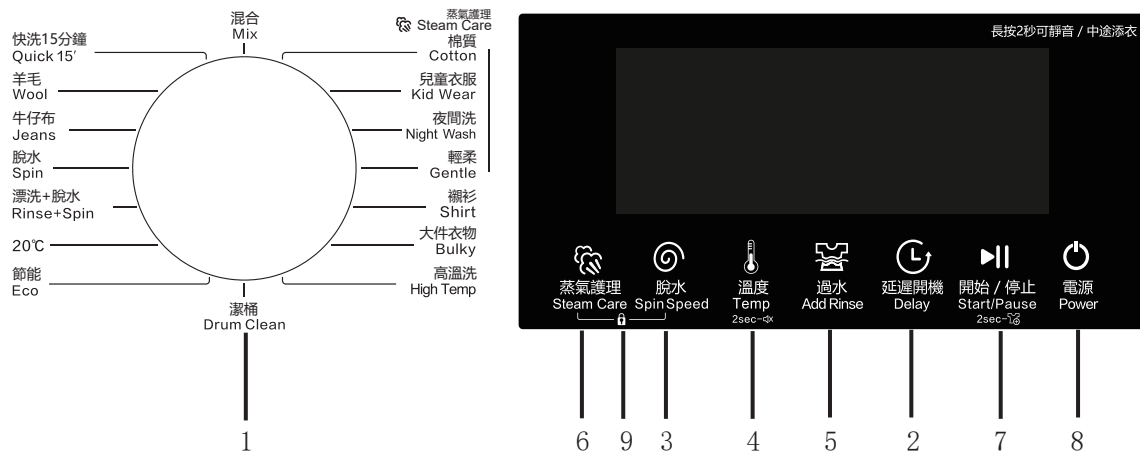
- To obtain the best washing effect, only wash one kind of clothes in a washing period. Water temperature, spin speed and programs vary with clothes.
- Dark clothes shall be washed separately from light and white clothes. Dyed clothes and cotton velvet clothes shall be washed separately, or the white clothes may be stained.

If possible, do not wash very dirty clothes with moderately dirty clothes.

- Degree of stains (Severe, moderate, minor)
- Color (White, light, dark)
- Cotton velvet (clothes whose cotton velvets are easy to drop out and clothes easy to adhere to cotton velvets)
- Wash by kinds of clothes and degree of staining
- White clothes shall be washed separately from colored clothes.
- Clothes whose cotton velvets are easy to drop out and clothes easy to adhere to cotton velvets

 Check whether or not the clothes are machine-washable	 For clothes whose buttons or accessories are easy to be damaged during washing, please wash inside out	 Remove dust and silt from clothes before washing
 Take out objects such as keys, hairpins, pins and coins from pockets	 Put delicates into a laundry bag before washing	 Wash clothes with oil stains or clothes that are easy to fade separately

FUNCTIONAL DESCRIPTION CONTROL PANEL



1. PROGRAM KNOB

Select the appropriate program according to the type of washing clothes and the degree of stains.

2. “DELAY ” BUTTON

- This button for Delay the program: **0-24H**
- Enter the Delay function, the display screen will display the total time of the presetting program, and the washing program will be started automatically after the preset time.
- The Delay time should be selected after selecting the required program and before pressing the Start/Pause button.

3. “SPIN SPEED” BUTTON

- Select the spin speed according to the amount of clothes and the type of clothes: 0-400-800-1000-1200.
- The setting range of spin speed is different due to different programs. Some programs do not allow selection of spin speed.

4. “TEMP” BUTTON

- Select the water temperature by the kinds of clothes and degree of staining: Cold-20°C -40°C -60°C -80°C
- The range of water temperature varies with programs. In some programs, water temperature cannot be selected.
- Long press this button to turn the mute function on/off. After setting the mute function, the whole machine beeps without making a sound.

5. “ADD RINSE” BUTTON

- Increase rinse times according to actual needs; maximum 3 additional rinses. The Eco, Drum Clean and Spin programmers do not support the rinse function.

6. “STEAM CARE” BUTTON

- Before starting the program, press the " STEAM CARE " button to select or cancel the steam steam care function.
- Only the Cotton, Baby Care, Night Wash and Delicate program support steam care function.

7. “START/PAUSE” BUTTON

- Press this button to start or pause the washing procedure.
- During operations, press this button to pause the program temporarily, and press it again to restore the selected program.
- After the program starts, long press this button 2 seconds before program heating to activate the mid-cycle add-load feature. This temporarily opens the door, allowing you to add items during the cycle. As the door lock of the machine has a protection function, the door can only be opened if the conditions for unlocking the door lock are met.

Note: The mid-cycle add-load function will not respond when the washing machine is operating at high temperatures or when the water level exceeds the tub rim.

8. “POWER” BUTTON

- Press this button to turn on or turn off the power. After the program ends, you may manually press the “Power” button to turn off the power.
- After power on, the unit will auto power off if there is no operation within 2 minutes.

9. “CHILD LOCK” BUTTON

- In order to prevent children from mis-operation, the buttons can be used to set the child lock function.
- After setting the child lock function, other buttons except the power button do not work.
- After the program starts, long press the “steam care + Spin Speed” buttons 2 seconds to enable or disable the child lock feature.

DESCRIPTION OF WASHING PROGRAMS

Program Name	Function Description	Default Time (h:min)
Cotton	For wear-resistant, heat-resistant textiles made of cotton or linen.	1:37
Quick15'	Ultra-short cycle for small loads of lightly soiled garments.	0:15
Jeans	Specially designed for denim garments.	0:50
Mixed	For mixed loads of cotton-linen and synthetic fabrics.	1:08
20°C	Washes lightly soiled cotton garments at a constant 20°C temperature.	0:53
Kid Wear	Gentle cycle for kids' garments with enhanced rinsing performance to remove residue and protect sensitive kids' skin.	2:42
Wool	Suitable for hand or machine washing wool and premium wool textiles. This particularly gentle wash cycle prevents shrinkage.	0:48
Spin	Performs spin and water drainage only.	0:11
Eco	Cleans normally soiled cotton garments rated for 60°C washing in one single cycle.	3:10
Drum Clean	Designed to clean the inner drum and drain pipes. High-temperature sterilization enables eco-friendly laundry; run this cycle regularly as required.	1:30
High Temp	Features 80°C high-temperature sterilization function.	2:05
Bulky	For wearable garments with heavy dirt and stains.	1:45
Shirts	Minimizes creasing and wrinkling of shirts.	1:19
Night Wash	Effectively reduces operating noise during washing for quiet indoor operation.	1:24
Gentle	Gentle cycle rhythm with slow wash and spin speeds to minimize fabric wear and deformation.	1:25
Rinse + Spin	Rinse and then spin the laundry, and then drain the water.	0:18

Reference only , actual time may vary.

Cycle	Load(kg)	Default Temp.(°C)	Default spin speed (rpm)
Mix	≤5kg	Cold/20/40*	0/400/800*/1000/1200
Cotton	≤8kg	Cold /20/40*/60/80	0/400/800*/1000/1200
Kid Wear	≤4kg	Cold /20/40/60/*80	0/400/800*/1000/1200
Night Wash	≤4kg	Cold /20/40*/60	0/400*/800/1000/1200
Gentle	≤4kg	Cold /20/40*	0/400/800*
Shirt	≤5kg	Cold /20/40*	0/400/800*/1000/1200
Bulky	≤4kg	Cold /20/40*/60/80	0/400/800*/1000/1200
High Temp	≤4kg	80*	0/400/800*
Drum Clean	/	80*	800*
Eco	≤8kg	60*	1200*
20°C	≤4kg	20*	0/400/800*
Rinse + Spin	≤5kg	/	0/400/800*/1000/1200
Spin	≤8kg	/	0/400/800*/1000/1200
Jeans	≤4kg	Cold*	0/400/800*
Wool	≤4kg	Cold */20/40	0/400*
Quick15'	≤3kg	Cold /20/40*	0/400/800*

* indicates the default.

Notes:

1. The program runtime may vary due to changes in water pressure, drainage conditions, fabric type, load weight, and water temperature, resulting in different cycle durations each time. This is normal.
2. After a power outage, the washing machine will resume operation from the point where it stopped before the power interruption.

DESCRIPTION OF FUNCTIONAL PROGRAMS

Washing usage of clothes

1. Prepare for washing.
 - Open the door, put clothes in the drum, and close the door.
 - Withdraw the detergent compartment, add detergent and fabric softener, and close the detergent compartment.
 - Connect the water supply hose, and make sure that the faucet is turned on.
2. Press the "Power" button to power on.
3. Select a program with the program selection knob as needed.
4. Press the "Start/Pause" button to start washing.
5. After washing is ended:
 - The display shows "End" and the washing machine gives a buzzing sound. It will turn off after no operation is performed for an extended period.
 - Open the door to take out the clothes.
 - Unplug the power plug and turn off the faucet.

MAINTENANCE AND SERVICING

- After using for a long time, please service the washing machine immediately. Good servicing practices may extend the service life of the washing machine.
- Before servicing, please unplug the power plug to avoid dangers from happening.

Housing

Please wipe the body with a soft and clean cloth every time after the washing machine is used. When there are serious stains, please wipe the body with a cloth dipped in appropriate detergents or soapy water.

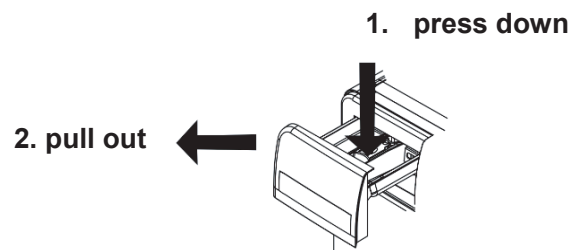
- Do not spray water on the body directly.
- Do not wipe the body with chemicals such as putty-powder, diluting agents, gasoline and alcohol.

Door seal

Please wipe stains and foreign matters such as thread chips away with a towel every time after using. If there are foreign matters such as pins in the groove of the door seal, please take them out.

Cleaning the detergent compartment

- To prevent detergents becoming moldy on the wall of the detergent compartment, please clean the detergent compartment regularly.
- Press the specified position and pull out the detergent compartment, wash it with water and put it back.



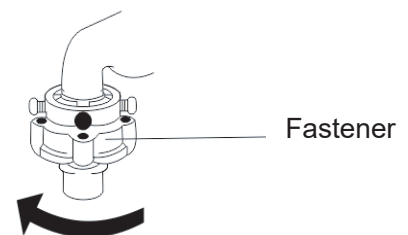
Self-cleaning of drum (once a month is recommended)

After using for a long time, there may be stains in the washing drum. The self-cleaning program can be used to clean the exterior and the interior of the drum.

Notes: During self-cleaning, do not add clothes or detergents.

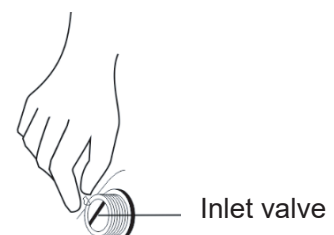
Cleaning the Retaining ring (once every six months is recommended)

1. Remove the water supply hose from the Retaining ring.
2. Screw off the fastener by following the arrow.
3. Rinse the interior of the fastener with water.
4. Install the clean fastener and the water supply hose.



Cleaning the inlet valve (once every six months is recommended)

1. Remove the water supply hose from the washing machine.
2. Take out the filter screen from the inlet valve.
3. Clean the filter screen thoroughly with a toothbrush or similar tools. Install it to the inlet valve.
4. Connect the water supply hose again.

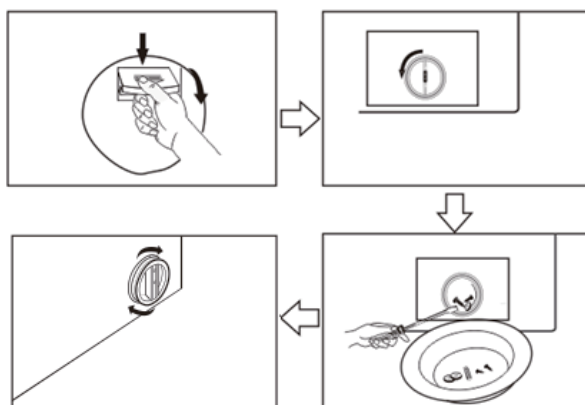


Cleaning the filter of the drainage pump (once a month is recommended)

1. After drainage, disconnect the power plug, press the clip above the decorative cover for the drainage pump at the right corner in the front of the body, and open the filter cover. (Note: if there is hot water in the washing machine, please take the above actions only after cooling.)
2. Screw off the filter anti-clockwise.
3. Rinse the filter thoroughly with water.
4. Insert the filter, screw it clockwise and close the decorative cover for the drainage pump.

Notes: a. The filter must be tightly screwed to prevent water from leaking.

b. Do not clean the filter when a program is running.



TROUBLESHOOTING GUIDELINES

Symptoms	Check points	Solutions
The washing machine cannot start	- Is the “Power” button or “Start/Pause” button pressed? - Is the plug of the power cord pulled out? - Is there a power failure? - Is the leakage protector broken?	- Press the “Power” button or “Start/Pause” button. - Insert the plug of the power cord. - Please wait. - Turn on the leakage protector.
Abnormal spin	- Are the shipping bolts disassembled? - Is the washing machine assembled firmly? - Are there single small clothes in the drum? - Are the locknuts for the adjustable feet screwed tightly?	- Disassemble the shipping bolts. - Put the washing machine on a flat and even floor. - Add several similar clothes. - Screw locknuts tightly.
Water inlet fault displays “E01”	- Is the faucet turned off? - Is there a water outage or is water pressure low? - Is the water supply hose frozen? - Is the water supply hose or the inlet valve blocked?	- Turn on the faucet. - Check if the water pressure is high enough. - Unfreeze the water supply hose with hot water. - Take the filter screens out from the water supply hose and the inlet valve and thoroughly clean them.

Drainage fault displays "E03"	- Is the height of the drain hose too high? - Is the drain hose frozen? - Is the drain hose blocked by foreign matters? - Is the floor drain blocked by foreign matters?	- Please put the drain hose well and make sure that the height is below 1m. - Unfreeze the drain hose with hot water. - Take the foreign matters out and empty the drain hose. - Remove foreign matters from the floor drain.
Door fault displays "E02"	Make sure whether or not the washing machine starts when the door is not closed tightly?	Close the door tightly.
No heating fault displays "E06"	Turn off the faucet and disconnect the power plug. Then, contact Shun Hing Electric Service Centre Ltd.	
Continuous water inflow fault displays "E04"	Turn off the faucet and disconnect the power plug. Then, contact Shun Hing Electric Service Centre Ltd.	
Too much foam	Did you use high-foaming detergent or excessive detergent?	Use a moderate amount of low-foaming detergent.

Note: When a fault occurs, only the corresponding display is forced to flash and beep, indicating that the machine is currently in a fault state.

Notes: the following conditions do not represent faults

The door cannot be opened	A program is running.
Peculiar smell	Because rubber parts are used in the washing machine, there can be a rubber smell at the beginning.
Low water quantity during washing and rinsing	Drum washing machines wash clothes with a small amount of water
Water inflow during running of programs	If the water level decreases, the washing machine automatically replenishes water.
Drainage during washing	Are too many or high-foam detergents added?
Variation of remaining time	- During spinning, if the clothes are off center, the spin time will increase appropriately to correct this phenomenon. - If the water pressure is too low, the inflow time will increase appropriately.
Abnormal sound during spinning	- Is the power cord contact with the housing? - Are the shipping bolts disassembled? - Are there foreign matters such as hairpins and coins in the drum?

SPECIFICATIONS

Model	RW-E812SF
Rated washing capacity	8.0kg
Rated spinning capacity	8.0kg
Rated voltage	220-240V~ 50Hz
Rated power	1900W
Water pressure	0.05-0.85MPa
Overall dimensions (W) x (D) x (H)	598 x 550 x 845 (mm)

Environmental protection



From 31 December 2018, the disposal licensing control, import and export permit control and landfill disposal ban in respect of abandoned regulated electrical equipment (REE) have commenced. Any person who is engaged in the storage, treatment, reprocessing or recycling of abandoned REE must obtain a waste disposal license; a permit is required for the import and export of abandoned REE; and abandoned REE is no longer be accepted for disposal at the landfills and other designated waste disposal facilities (e.g. refuse transfer stations).

SPECIAL AVOWAL

1.The information above has been checked. Our company reserves the hermeneutic power to any printing errors or misunderstanding on the content.

2.If there are technical improvements on the appliance, the user manual will be updated without any prior notice . The product appearance and colour are subject to the actual appliance. 3.The e-copy of user manual can be sent by e-mail on requested, please call Shun Hing Electric Works & Engineering Co. Ltd. hotline at 2861 2767.

AFTER SALES SERVICES

For any defect, in the judgment of technician from Shun Hing Electric Service Centre Limited, caused under normal use, we are responsible for repairing or replacing parts of the said electrical appliance free of charge within one year guarantee period commencing from the date of purchase. Any defective part which has been replaced shall become our property. Guarantee service does not cover the repair or replacement of accessories, power cord or cabinet, etc. Additional charges shall be levied if services are required. Please present the official invoice and the guarantee certificate with the sales point's chop or the redemption center's chop for free maintenance. For enquiries, please call Shun Hing Electric Service Centre Limited hotline at 2406 5666.

Turn off the power and contact Shun Hing Electric Service Centre Ltd. as soon as any of the following events occur.

- The circuit breaker frequently trips or the fuse blows regularly.
- If water or foreign objects have accidentally entered the washing machine.
- If there is abnormal sound during operation

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有關最新之客戶服務中心資訊，請參閱信興服務中心網址 www.shesc.com 或致電維修服務熱線查詢。

For the latest information of customer service centres, please visit www.shesc.com or call us at our hotline.

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