

Product:

5kg Front Load Washing Machine  
6kg Front Load Washing Machine

Model Code/s:

EFLW500  
EFLW600

# Esatto

## User Manual

### Exactly what you need

Version:

V1.2 0521

Online:

[esatto.house](http://esatto.house)

# Welcome

## Residentia Group

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### Head Office

165 Barkly Avenue  
Burnley, Victoria  
Australia 3121

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### ACN

600 546 656

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### Online

residentia.group  
www.esatto.house

  @esatto.house

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### Postage

PO Box 5177  
Burnley, Victoria  
Australia 3121

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### Telephone

1300 11 4357

Congratulations on purchasing your washing machine. The Esatto brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at: [www.residentia.group](http://www.residentia.group)

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your washing machine such as the various washing modes or importantly taking care of the appliance, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting:  
<http://support.residentiagroup.com.au>

Or you can contact us via phone by dialing: 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing an Esatto appliance and we look forward to being of service to you.

Kind Regards,  
The Residentia Team



# Esatto

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# Safety Instructions

For your safety, the information in this manual must be followed to minimise the risk of fire or explosion, electric shock, or to prevent property damage, personal injury or loss of life.

- 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 the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The new hose-sets supplied with the appliance are to be used and the old hose-sets should not be reused.
- The openings must not be obstructed by a carpet.

Model	Washing Capacity	Water Pressure
EFLW500	5.0kg	0.05-1MPa
EFLW600	6.0kg	0.05-1MPa

Explanation of the following signal words:

## WARNING!

This signal word indicates a potentially dangerous situation which may result in death or serious injuries unless it's avoided.

## CAUTION!

This signal word indicates a potentially dangerous situation which may result in slight or minor injuries or damage to property and the environment.

## NOTE!

This signal word indicates a potentially dangerous situation which may result in slight or minor injuries.

## WARNING!

### POTENTIAL ELECTRIC SHOCK

- This appliance is for indoor & domestic use only.
- Do not position washing machine in a humid location.
- 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.
- Damage due to improper use or repairs made by unqualified personnel will void your warranty. The producer will assume no liability for any eventual damages caused by misuse of the product or noncompliance with these instructions.
- The new hose-sets supplied with the appliance are to be used and the old hose-sets should not be reused.
- Before performing any maintenance on the device, unplug the appliance from the mains.
- Always unplug the machine and turn off the water supply after use. The max. inlet water pressure, in pascals. The min. inlet water pressure, in pascals.
- To ensure your safety, power plug must be inserted into an earthed three-pole socket. Check carefully and make sure that your socket is properly and reliably earthed.
- Make sure that the water and electrical devices must be connected by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.

**RISK TO CHILDREN**

- 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 the use of the appliance by a person responsible for their safety.
- Children of less than 3 years of age should be supervised to ensure they do not play with the appliance.
- The glass door may be very hot during the operation. Keep kids and pets far away from the machine during the operation very wet rooms as well as in the rooms with explosive or caustic gas.
- **Remove all packaging and transport bolts before using the appliance.** Otherwise, serious damage may result.
- Plug must be accessible after installation.

**RISK OF EXPLOSION**

- Do not wash or dry articles that have been cleaned in, washed in, soaked in, or dabbed with combustible or explosive substances (such as wax, oil, paint, gasoline, degreasers, dry-cleaning solvents, kerosene, etc.) This may result in fire or explosion.
- Before hand, thoroughly rinse items of washing by hand.

**RISK OF DAMAGING THE APPLIANCE**

- Your product is only for home use and is only designed for the textiles suitable for machine washing.
- Do not climb up and sit on top cover of the machine.
- Do not lean against machine door.
- Cautions during Handling Machine:
  1. Transport bolts shall be reinstalled to the machine by a specialised person.
  2. The accumulated water shall be drained out of the machine.
  3. Handle the machine carefully. Never hold each protruded part on the machine while lifting. Machine door can not be used as the handle during the conveyance.
  4. This appliance is heavy. Transport with care.
- Do not close the door with excessive force. If it is difficult to close the door, check if there are clothes obstructing the seal.
- Do not wash carpets.

**OPERATING THE APPLIANCE**

- Before washing the clothes at first time, the product should be operated in one round of the whole procedures without the clothes inside.
- Do not wash flammable and explosive or toxic solvents.
- Do not use gasoline and alcohol etc. as detergents. Please only select the detergents suitable for machine washing, especially for drum.
- Make sure that all pockets are emptied. Sharp and rigid items such as coins, screws or stone etc. may cause serious damages to this machine.
- Please check whether the water inside the drum has been drained before opening its door. Please do not open the door if there is any water visible.
- Be careful of burning when the product drains hot washing water.
- Never refill the water by hand during washing.
- After the program is completed, please wait for two minutes to open the door.

**DISPOSAL**

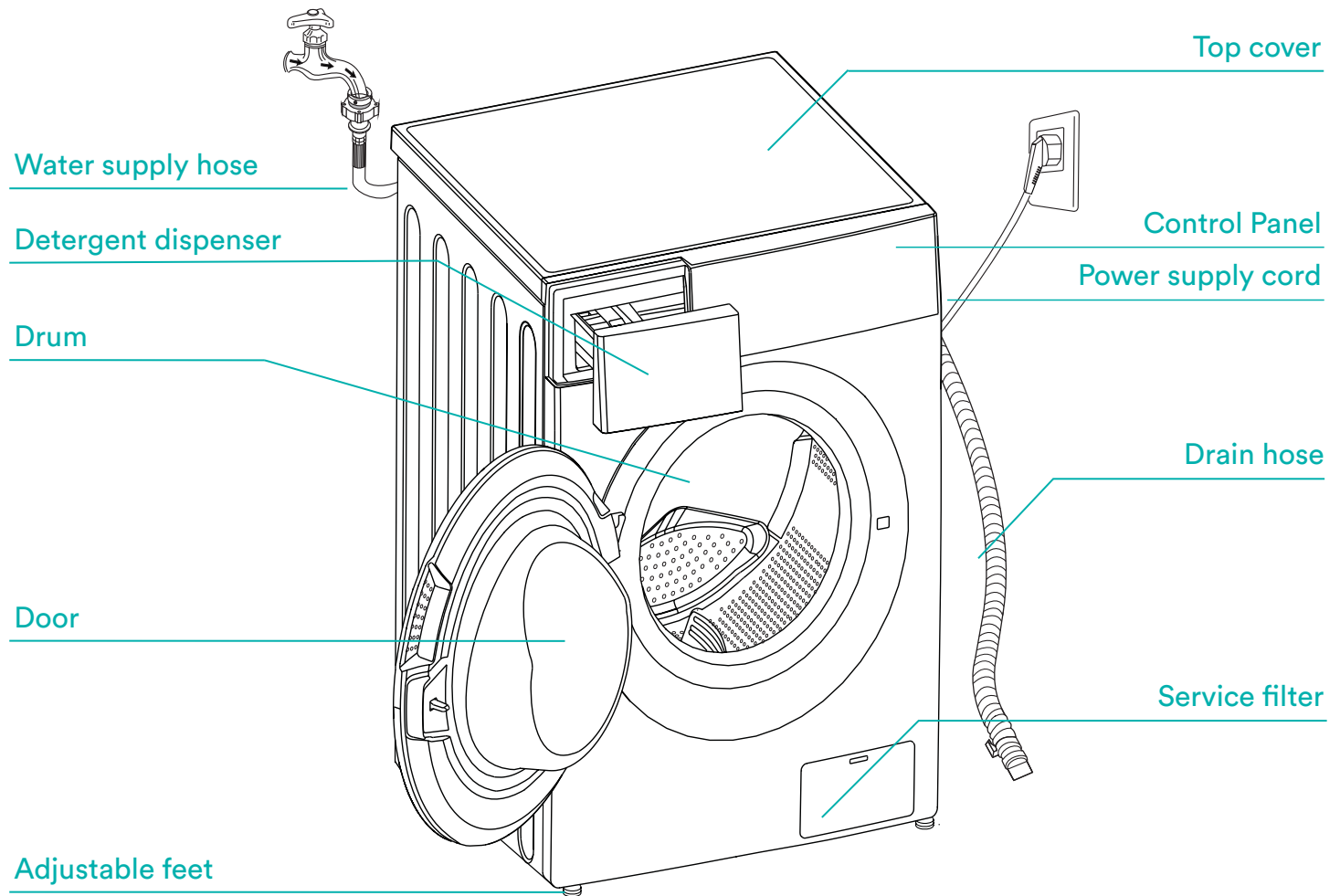
Do not dispose this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

By ensuring this product is disposed correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. The symbol on the product indicates that this product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product



# Your Washing Machine

## PRODUCT DESCRIPTION



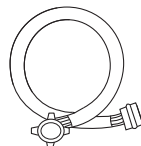
### NOTE!

The images in this user manual are for reference only. Your appliance may appear differently.

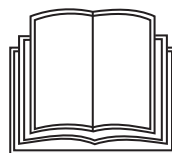
## ACCESSORIES



Transport hole plugs



Cold water supply hose



User manual

### NOTE!

If the drain hose is already installed on the machine, then there is no spring clamer and drain hose in the accessories.

# Installation

## INSTALLATION INSTRUCTIONS

### IMPORTANT!

If the power cord is damaged, it must be replaced by Residentia Group or one of its authorised service representatives. Please contact 1300 11 HELP (4357) and ensure the appliance is completely disconnected from the power supply.

### WARNING!

- Stability is important to prevent the product from moving!
- Make sure that the product should not stand on the power cord.

Before installing the machine, the location must be:

1. Rigid, dry, and a level surface
2. Avoiding direct sunlight
3. Sufficient ventilation
4. Room temperature is above 0 °C
5. Kept far away from the heat resources such as coal or gas.

## UNPACKING THE WASHING MACHINE

### WARNING!

- Packaging material (e.g. Films, Styrofoam) can be dangerous for children.
- There is a risk of suffocation! Keep all packaging well away from children.

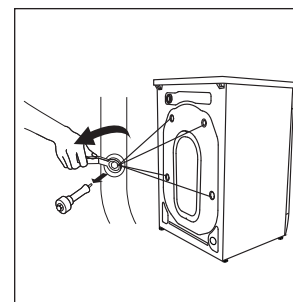
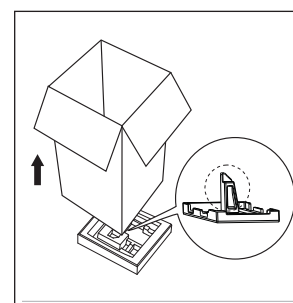
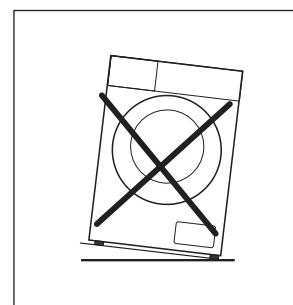
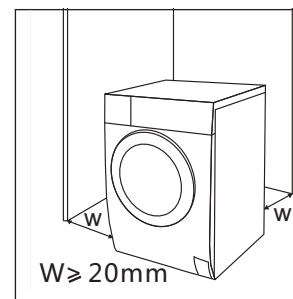
1. Remove the cardboard box and styrofoam packaging.
2. Lift the washing machine and remove the base packing.  
Ensure the small triangle foam at the base of the machine is removed.  
If not, lay the unit down on its side surface, then remove the small foam from the unit bottom manually.
3. Remove the tape securing the power supply cord and drain hose.
4. Remove the inlet hose from the drum.
5. **Remove the transportation bolts.**

### WARNING!

- You must remove the transport bolts from the rear of the machine operating the appliance
- You'll need the transport bolts again if you move the appliance, so ensure that they are kept in a safe place.

Please take the following steps to remove the bolts:

1. Loosen 4 bolts with spanner and then remove them.
2. Stop the holes with transport hole plugs.
3. Keep the transport bolts properly for future use.



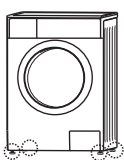
# Installation (Continued)

## LEVELLING THE WASHING MACHINE

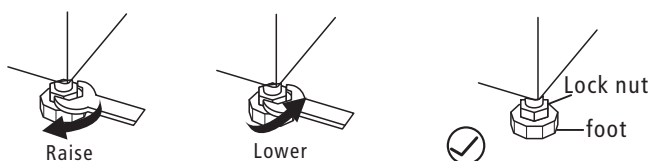
### WARNING!

The lock nuts on all four feet must be screwed tightly against the housing

1. Check if the legs are closely attached to the cabinet.  
If not, please turn them to their original positions tighten the nuts.



2. Loosen the lock nut turn the feet until it is closely in contacts with the floor.
3. Adjust the legs and lock them with a spanner.  
Make sure the machine is steady.



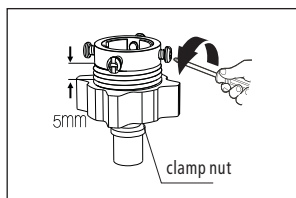
## CONNECT WATER SUPPLY HOSE

### WARNING!

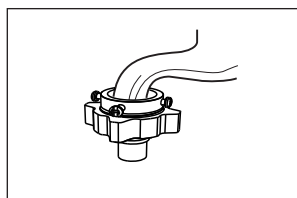
- To prevent leakage or water damage, follow the instructions in this chapter.
- Do not kink, crush, modify or sever the water inlet hose.
- For the model equipped with a hot valve, connect it to a hot water tap with a hot water supply hose. Energy consumption will decrease automatically for some programs.

Connect the inlet pipe as indicated, There are two ways to connect the inlet pipe.

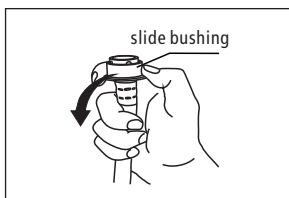
1. Connection between ordinary tap and inlet hose.



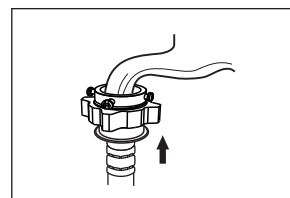
a) Loosen clamp nut and four bolts



b) Tighten clamp nut

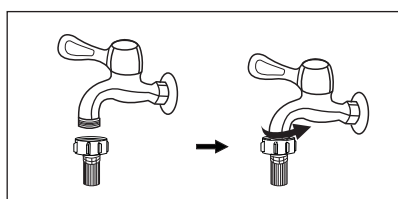


c) Press slide bushing, insert inlet hose into connecting base

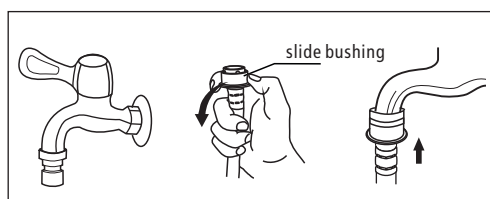


d) Connection finished

2. Connection between screw tap and inlet hose.

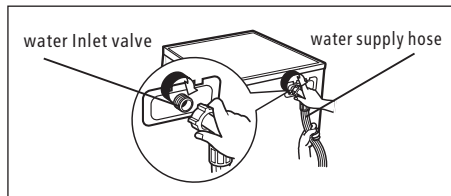


Tap with threads and inlet hose



Special tap for washing machine

Connect the other end of inlet pipe to the inlet valve at the backside of product and fasten the pipe tightly clockwise.



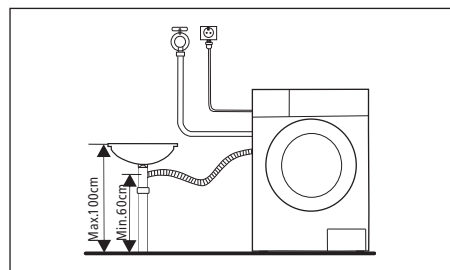
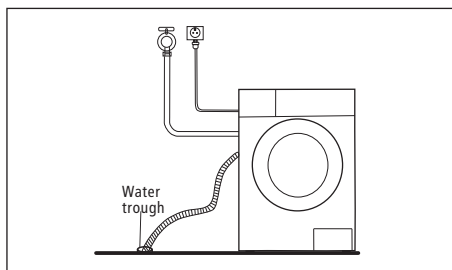
## DRAIN HOSE

### WARNING!

- Do not kink, crush, modify, sever or protract the drain hose.
- Position drain hose properly, otherwise damage might result of water leakage.

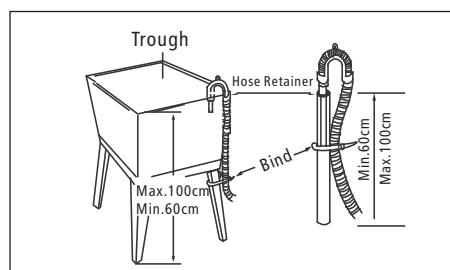
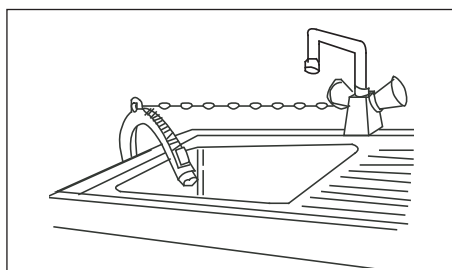
There are two ways to place the end of drain hose:

1. Put it into the water trough.
2. Connect it to the branch drain pipe of the trough.



### NOTE!

If the machine has drain hose support, please install it like the following:



### WARNING!

- When installing drain hose, fix it properly with a cable tie.
- If drain hose is too long, do not force it into washing machine as it will cause abnormal noises.

# Operating Instructions

## FIRST TIME USE

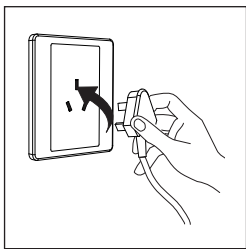
### CAUTION!

- Prior to using the washing machine, ensure that it is correctly installed.

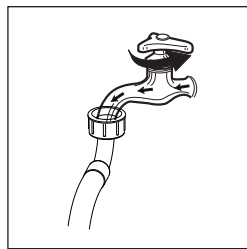
Before first use, the washing machine must perform one cycle without any clothes inside using the following steps:

1. Connect the power source and water.
2. Insert a small amount of detergent into the detergent drawer and close it.
3. Turn the Program dial to select any program. 'Cotton 60° C' program is recommended.
4. Press the "Start/Pause" button on the appliance.
5. Allow the program to complete its full cycle.
6. Your machine is now ready for use.

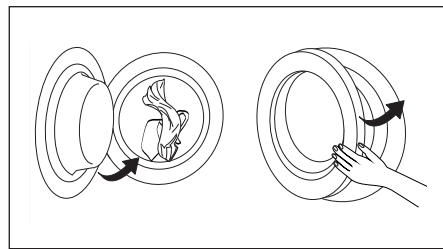
## PREPARATION PROCEDURE FOR WASHING YOUR LAUNDRY



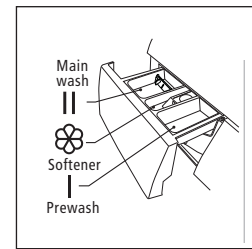
Plug in



Open tap



Load laundry and close door

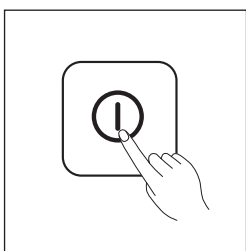


Add detergent

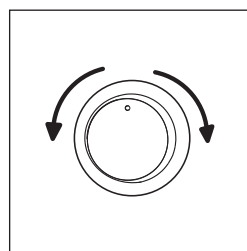
### NOTE!

Detergent only need to be added in "Case I" after selecting pre-washing for machines with this function.

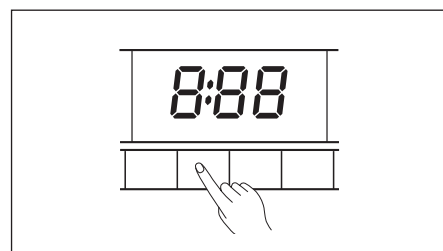
## WASHING



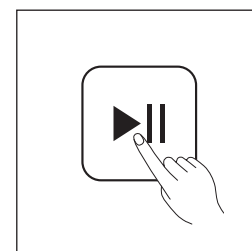
Power On



Select Program



Select any additional functions  
or leave for default settings



Start up

### NOTE!

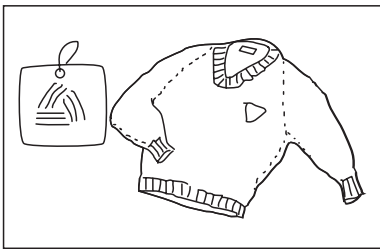
The images in this user manual are for reference only. Your appliance may appear differently.

## AFTER WASHING

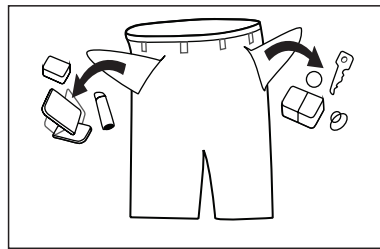
The appliance will sound an alert and the display will show "End" after washing cycle is complete. and the power supply will be powered off automatically. Then unload your laundry.

#### WASHING CONSIDERATIONS

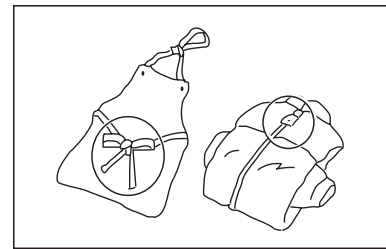
- The working condition of the washer should be (0-40)°C. If used under 0°C, the inlet valve and draining system may be damaged. If the machine is placed under condition of 0°C or less, then it should be transferred to normal ambient temperature to ensure the water supply hose and drain hose are not frozen before use.
- Please check the labels and the explanation of using detergent before wash. Use non-foaming or less-foaming detergent suitable for machine washing properly.



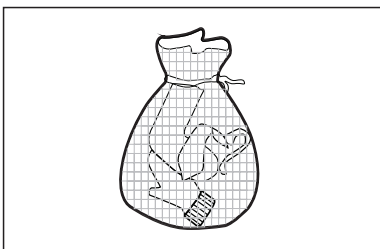
Check the label  
for washing advice



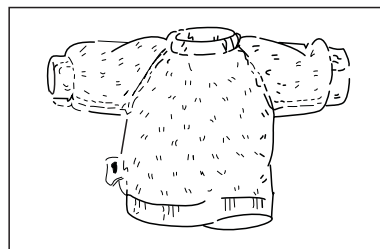
Take items out of  
the pockets



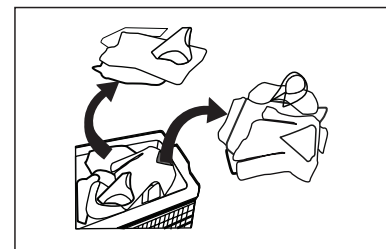
Knot long strings  
or ribbons, close zippers,  
and do up buttons



Put small clothes  
into a wash bag



Turn easy-pilling and  
long-pile fabric inside out



Separate clothes with  
different textures

#### NOTE!

When washing a single item, we recommend adding one or two more laundry items to your load to avoid the machine from being unbalanced, allowing for a smooth uninterrupted cycle and a smooth draining process.

#### WARNING!

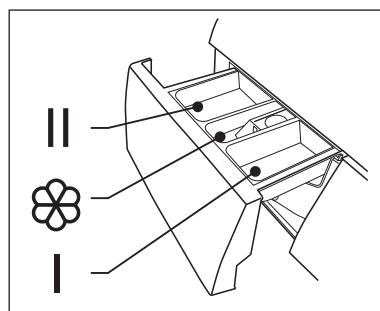
Do not wash clothes that have come into contact with kerosene, gasoline, alcohol and other flammable materials.

#### THE USAGE OF DETERGENT AND WASHING POWDER

- Before machine washing powder or fabric softener is poured into the detergent box, we recommend that you use some water for dilution to prevent the inlet of the detergent box from being blocked and overflowing while filling water.
- Please choose suitable type of detergent for the various washing temperature to get the best washing performance with less water and energy consumption.

# Operating Instructions (Continued)

## THE DETERGENT DISPENSER



- I Pre wash detergent
- II Main wash detergent
- ☼ Softener

### CAUTION!

Detergent only need to be added in "Case I" after selecting pre-washing for machines with this function.

PROGRAM	I	II	☼
Cotton (Cold)	Detergent optional	Detergent required	Softener optional
Cotton (20°C)	Detergent optional	Detergent required	Softener optional
Cotton (40°C)	Detergent optional	Detergent required	Softener optional
Cotton (60°C)	Detergent optional	Detergent required	Softener optional
Jeans	Detergent optional	Detergent required	Softener optional
Delicate	—	Detergent required	Softener optional
Cotton ECO	—	Detergent required	Softener optional
Spin Only	—	—	—
Rinse & Spin	—	—	Softener optional
Hot 90°C	Detergent optional	Detergent required	Softener optional
Mix (60°C)	Detergent optional	Detergent required	Softener optional
Mix (40°C)	Detergent optional	Detergent required	Softener optional
Mix (20°C)	Detergent optional	Detergent required	Softener optional
Rapid 45	Detergent optional	Detergent required	Softener optional
Quick 15	—	Detergent required	Softener optional

## THE USAGE OF DETERGENT AND WASHING POWDER

- Before machine washing powder or fabric softener is poured into the detergent box, we recommend that you use some water for dilution to prevent the inlet of the detergent box from being blocked and overflowing while filling water.
- Please choose suitable type of detergent for the various washing temperature to get the best washing performance with less water and energy consumption.

### THE CONTROL PANEL

#### PROGRAM

Turn the Program dial to select your wash program type.

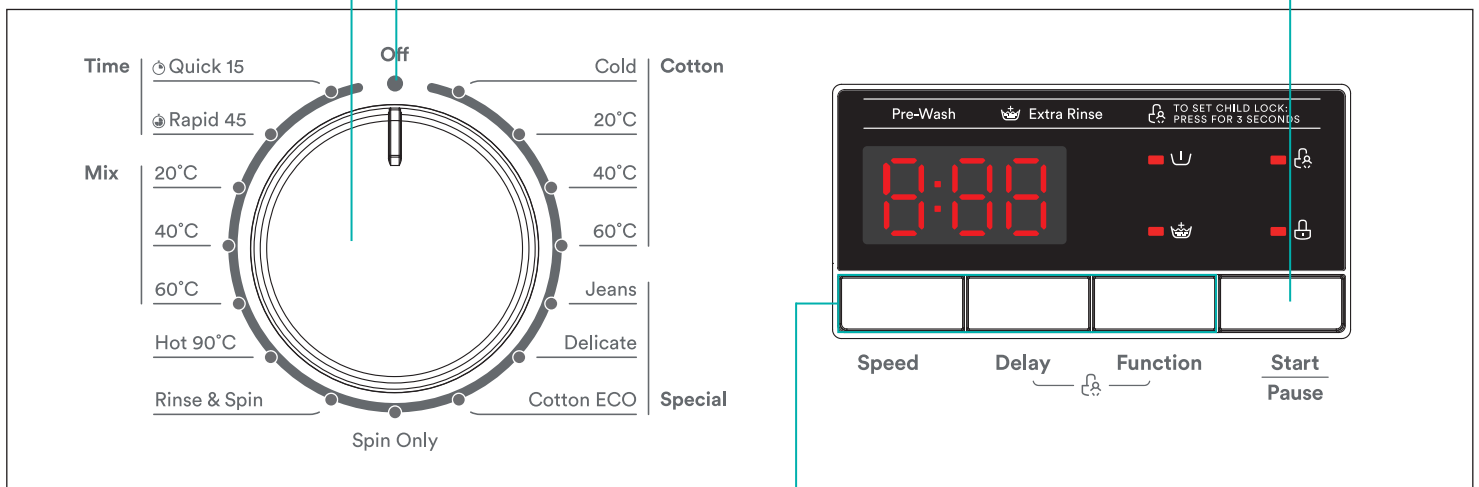
#### OFF POSITION

The washing machine is powered off.

#### START / PAUSE

After selecting your desired wash settings, press this button to start your wash cycle.

You can also use this button to pause the washing machine during operation.



#### NOTE!

The images in this user manual are for reference only. Your appliance may appear differently.

#### OPTIONAL PROGRAMS

You can choose the optional program buttons to set your desired speed, delay time and additional functions according to your laundry needs.

# Operating Instructions (Continued)

## WASHING PROGRAMS

- **COTTON**  
The cotton washing programs are suitable to wash durable, heat-resistant textiles made of cotton or linen.
- **JEANS**  
Suitable for washing all types of denim.
- **DELICATE**  
This program has a gentle water flow. Suitable for delicate, washable textiles such as silk, satin, synthetic fibres or blended fabrics.
- **COTTON ECO**  
This program uses lower temperatures and less water over a longer time than the standard Cotton program. By using less energy over an extended period makes it more economical.
- **SPIN ONLY**  
This program spins the load at the selected spin speed chosen. This setting can be used after a wash to remove excess water. However, the clothing will not be fully dry.
- **RINSE & SPIN**  
This program simply rinses the load and then spins it. This setting doesn't use any form of detergent and isn't used as a form of deep cleaning. It rinses the clothing with clean water and then spins at a fast speed to remove any moisture from the load.
- **HOT 90°C**  
This program should be reserved for brightening whites, removing stubborn stains on cotton or linen, killing bacteria on heavily soiled items or performing a routine drum clean maintenance wash on your machine.  
**CAUTION!** Hot water can shrink and damage clothes, even causing the colours to fade with some fabrics. To prevent this damage to your laundry, please read the labels on your clothing to see if they are suitable for high temperatures before choosing this program.
- **MIX**  
This program is suited for mixed fabric loads that require a more intense cleaning cycle. Ensure label warnings on garments are conformed to.
- **RAPID 45**  
Suitable to wash lightly dirty clothes quickly.
- **QUICK 15**  
Suitable for light loads with light soiling of which you would like to be cleaned quickly. This setting performs better when loaded lightly, as it is a fast spin. This setting is perfect if you have a washing emergency and need a piece of clothing as quickly as possible. This is a cold wash, therefore energy-efficient.

Suppose you have allergies or sensitive skin that can be irritated by washing detergent. In that case, this form of rinse can be helpful to run after a wash to remove any detergent residue left on clothing.

## OPTIONAL WASHING PROGRAMS

- **SPEED**  
Press this button to select your desired amount of times to spin.
- **DELAY**  
After choosing your wash settings, press the Delay button to choose a delayed start time of up to 24 hours.
- **PRE-WASH**  
This program provides an extra cycle for heavily or excessively soiled clothing on a low temperature before the primary wash cycle begins. This will give a deeper wash of your clothing.

**NOTE!** You need to put detergent into the Case (I) when it is selected

- **EXTRA RINSE**  
This function adds an extra rinse cycle to your program. It is ideal for large loads and garments belonging to people with sensitive skin. But you should be aware that this function will increase water consumption.
- **CHILD LOCK**  
Simultaneously press the **Delay** and **Function** buttons for 3 seconds until you hear 3 beeps to activate the child lock. Repeat this process to deactivate the child lock.

When your program has finished, "END" and "CL" will flash alternatively on your display.

# Operating Instructions (Continued)

## MODEL: EFLW500

PROGRAM	LOAD	TEMP. (°C)	DEFAULT TIME	DEFAULT SPEED (RPM)	DELAY	EXTRA RINSE	PRE-WASH
Cotton (Cold)	5.0	Cold	2:20	1000	Optional	Optional	Optional
Cotton (20°C)	5.0	20	2:20	1000	Optional	Optional	Optional
Cotton (40°C)	5.0	40	2:40	1000	Optional	Optional	Optional
Cotton (60°C)	5.0	60	2:45	1000	Optional	Optional	Optional
Jeans	5.0	60	1:45	1000	Optional	Optional	Optional
Delicate	2.5	30	0:50	600	Optional	Optional	—
Cotton ECO	5.0	60	6:15	1000	Optional	—	—
Spin Only	5.0	—	0:12	1000	Optional	—	—
Rinse & Spin	5.0	—	0:20	1000	Optional	Optional	—
Hot 90°C	5.0	90	2:17	1000	Optional	Optional	Optional
Mix (60°C)	5.0	60	1:30	1000	Optional	Optional	Optional
Mix (40°C)	5.0	40	1:20	1000	Optional	Optional	Optional
Mix (20°C)	5.0	20	1:00	1000	Optional	Optional	Optional
Rapid 45	2.0	40	0:45	800	Optional	Optional	Optional
Quick 15	2.0	—	0:15	800	Optional	—	—

Energy test program: Cotton ECO.

Speed: the highest speed; Other as the default.

Half load for 5.0Kg machine: 2.5KG.

"Cotton ECO" is the standard washing programs to which the information in the label and the fiche relates, and they are suitable to clean normally soiled cotton laundry and that they are the most efficient programmes in terms of combined energy and water consumptions for washing that type of cotton laundry, that the actual water temperature may differ from the declared cycle temperature.

### NOTE!

- The parameters in this table are only for user's reference. The actual parameters maybe different with the parameters in above mentioned table.
- Some models have intelligent weighing function, please refer to the actual product.

**MODEL: EFLW600**

PROGRAM	LOAD	TEMP. (°C)	DEFAULT TIME	DEFAULT SPEED (RPM)	DELAY	EXTRA RINSE	PRE-WASH
Cotton (Cold)	6.0	Cold	2:20	1000	Optional	Optional	Optional
Cotton (20°C)	6.0	20	2:20	1000	Optional	Optional	Optional
Cotton (40°C)	6.0	40	2:40	1000	Optional	Optional	Optional
Cotton (60°C)	6.0	60	2:45	1000	Optional	Optional	Optional
Jeans	6.0	60	1:45	1000	Optional	Optional	Optional
Delicate	3.0	30	0:50	600	Optional	Optional	—
Cotton ECO	6.0	30	6:00	800	Optional	—	—
Spin Only	6.0	—	0:12	1000	Optional	—	—
Rinse & Spin	6.0	—	0:20	1000	Optional	Optional	—
Hot 90°C	6.0	90	2:17	1000	Optional	Optional	Optional
Mix (60°C)	6.0	60	1:30	1000	Optional	Optional	Optional
Mix (40°C)	6.0	40	1:20	1000	Optional	Optional	Optional
Mix (20°C)	6.0	20	1:00	1000	Optional	Optional	Optional
Rapid 45	2.0	40	0:45	800	Optional	Optional	Optional
Quick 15	2.0	—	0:15	800	Optional	—	—

Energy test program: Cotton ECO.

Speed: the highest speed; Other as the default.

Half load for 6.0Kg machine: 3.0KG.

"Cotton ECO" is the standard washing programs to which the information in the label and the fiche relates, and they are suitable to clean normally soiled cotton laundry and that they are the most efficient programmes in terms of combined energy and water consumptions for washing that type of cotton laundry, that the actual water temperature may differ from the declared cycle temperature.

**NOTE!**

- The parameters in this table are only for user's reference. The actual parameters maybe different with the parameters in above mentioned table.
- Some models have intelligent weighing function, please refer to the actual product.

# Cleaning & Maintenance

## CLEANING AND CARE

### **WARNING!**

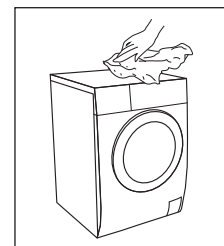
Before you begin maintenance, please unplug the machine and close the tap.

### CLEANING THE CABINET

Proper maintenance on the washing machine can extend its working life. The surface can be cleaned with diluted non-abrasive neutral detergents when necessary. If there is any water overflow, use the wet cloth to wipe it off immediately. No sharp items are allowed.

### **NOTE!**

Formic acid and its diluted solvents or equivalent are forbidden, such as alcohol, solvents or chemical products, etc.



### CLEANING THE DRUM

The rusts left inside the drum by the metal articles shall be removed immediately with chlorine-free detergents. Never use steel wool.

### **NOTE!**

Don't put laundry in the washing machine during the drum cleaning.

### CLEANING THE DOOR SEAL AND GLASS

Wipe the glass and seal after each wash to remove lint and stains. If lint builds up it can cause leaks. Remove any coins, buttons and other foreign objects from the seal after each wash.

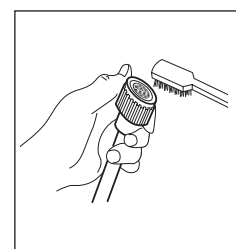
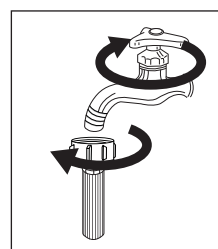
### CLEANING THE INLET FILTER

#### **NOTE!**

Inlet filter must be cleaned if there is less water.

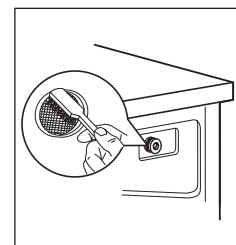
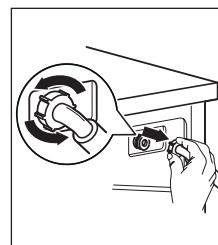
Washing the filter in the tap:

1. Close the tap.
2. Remove the water supply hose from the tap.
3. Clean the filter.
4. Reconnect the water supply hose.



Washing the filter in washing machine:

1. Screw off the inlet pipe from the rear of the machine.
2. Pull out the filter with long pliers.
3. Use a brush to clean the filter.
4. Reconnect the inlet pipe.

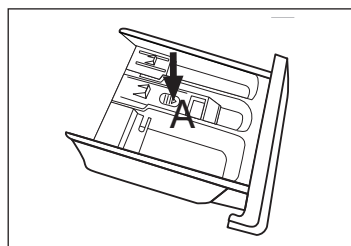


#### **NOTE!**

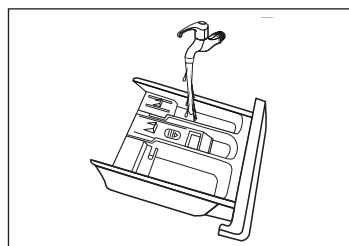
- If the brush is not clean, you can pull out the filter washed separately.
- Reconnect, turn on the tap.

### CLEAN THE DETERGENT DISPENSER

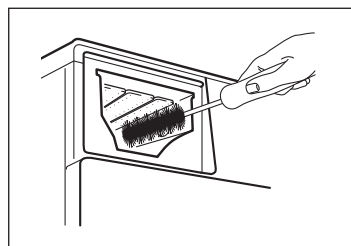
1. Press down the arrow location on softener cover inside the dispenser drawer.
2. Lift the clip up and take out softener cover and wash all grooves with water.
3. Restore the softener cover and push the drawer into position.



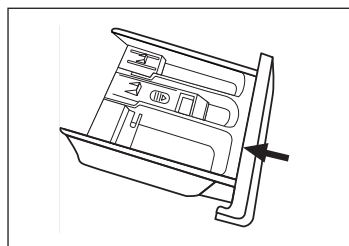
1) Pull out the dispenser drawer with press the A



2) Clean the dispenser drawer under water



3) Clean inside the recess with an old toothbrush



4) Reinsert the dispenser drawer

#### NOTE!

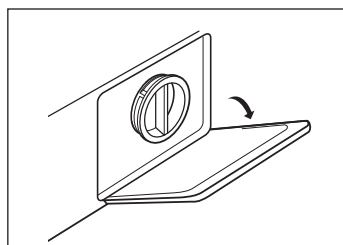
Do not use alcohol, solvents or chemical products to clean the machine.

### CLEANING THE DRAIN PUMP FILTER

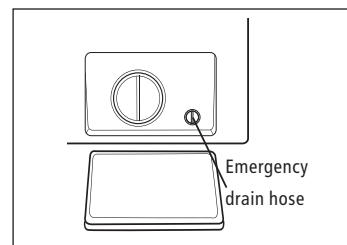
#### WARNING!

- Be careful of the hot water!
- Allow detergent solution to cool down.
- Unplug the machine to avoid electrical shock before washing.
- Drain pump filter can filter the yarns and small foreign matters from the washing.
- Clean the filter periodically to ensure the normal operation of washing machine.

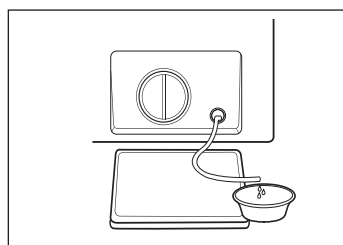
### CLEANING THE DRAIN PUMP FILTER (CONT.)



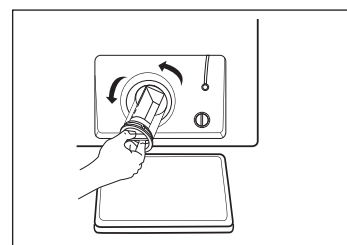
1) Open the lower cover cap



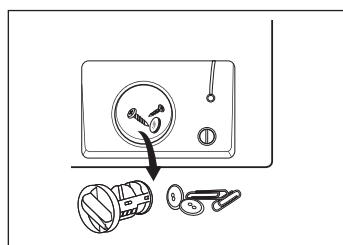
2) Rotate 90°C and pull out the emergency drain hose, and take off the hose cap



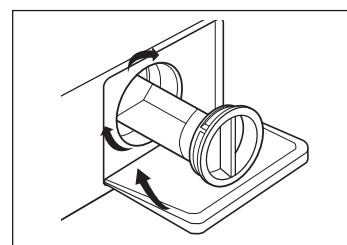
3) After water runs out, reset the drain hose



4) Open the filter by turning it counter clockwise



5) Remove foreign objects



6) Close the lower cover cap

#### CAUTION!

- Make sure that valve cap and emergency drain hose are reinstalled properly, cap plates should be inserted aligning to hole plates otherwise water may leak;
- Some machines don't have emergency drain hose, so step 2 and step 3 can be skipped. Rotate lower cover cap directly to make water run into basin.
- When the appliance is in use and depending on the program selected there can be hot water in the pump. Never remove the pump cover during a wash cycle, always wait until the appliance has finished the cycle, and is empty. When replacing the cover, ensure it is securely re-tightened.

# Troubleshooting

## OPERATION IN CASE OF EMERGENCY

In the event of an emergency you should:

- Switch off all controls.
- Switch the washing machine off at the power point or at the fuse box.
- Call the Residentia Support Team on 1300 11 HELP (4357).

Some minor faults can be fixed by referring to the instructions given in the Troubleshooting section below. There is also a self-help section online at <https://support.residentiagroup.com.au/>

DESCRIPTION	POTENTIAL CAUSE	SOLUTION
Washing machine does not start up	Door is not closed properly	Check if the clothes is stuck. Restart after the door is closed.
Door can't be opened	Washer's safety protection design is in operation	Disconnect the power, restart the product
Water leakage	The connection between inlet pipe or outlet hose is not tight	Check and fasten water pipes Clean up outlet hose
Detergent residues in the box	Detergent is dampened or agglomerated	Clean and wipe the detergent box
Indicator or display does not light	Disconnect the power PC board or harness has connection problem	Check if the power is shut down and the power plug is connected correctly
Abnormal noise	Transport bolts might still be fitted or machine is not on a solid surface	Check if the transport bolts have been removed or if the machine is installed on a solid and level floor

When the washing machine experiences a fault, please contact the Residentia Group support team on:

Telephone: 1300 11 HELP (4357).

**WARNING!** Never dismantle the washing machine.

#### ERROR MESSAGES AND SOLUTIONS

INDICATION	REASON	SOLUTION
"E30" displays	Door is not closed properly	Check if the clothes is stuck. Restart after the door is closed.
"E10" displays	Water injecting problem while washing	Check if the water pressure is too low Straighten the water pipe Check if the inlet valve filter is blocked
"E21" displays	Overtime water draining	Check if the drain hose is blocked
"E12" displays	Water overflow	Restart the washer
Other	If problems still occur, please contact the support team with the number at the top of this page.	

# Technical Specifications

Below outlines the technical specifications for your Esatto Washing Machine.

Model	<b>EFLW500</b>	<b>EFLW600</b>
Size	595w × 400d × 850h (mm)	595w × 400d × 850h (mm)
Net Weight	52kg	55kg
Rated Input Power	2050W	2050W
Maximum Current	10A	10A
Rated Capacity of Wash and Spin	5.0kg <small>(dry clothes)</small>	6.0kg <small>(dry clothes)</small>
Rated Voltage	220–240V~	220–240V~
Rated Frequency	50Hz	50Hz
Standard Water Pressure	0.05MPa – 1MPa	0.05MPa – 1MPa

**TESTING METHODS****EFLW500**

ADDITIONAL INFORMATION FOR Standard performance  
TESTING:(AS/NZS 2040.1:2005+Amdt1-2007+Amdt2-2009)

- Water connections: Cold & hot water connection
- Water supply pressure: 320 kPa
- Warm wash Program: Cotton ECO Display:6:15  
Cold wash program: Cotton Cold (no temperature display is cold wash)
- Detergent type: Drum detergent
- Detergent quantity: Default
- Adding detergent:  
The detergent is dissolved and added as Paragraph B7.3 of AS/NZS 2040.1  
The detergent shall be dissolved in 1L of water
- Anti-sudsing agent: Max
- Test load mass: 5.0kg
- Water consumption: 51L
- Test Voltage:220-240V~,50Hz

**EFLW600**

ADDITIONAL INFORMATION FOR Standard performance  
TESTING:(AS/NZS 2040.1:2005+Amdt1-2007+Amdt2-2009)

- Water connections: Cold & hot water connection
- Water supply pressure: 320 kPa
- Warm wash Program: Cotton ECO Display:6:00  
Cold wash program: Cotton Cold (no temperature display is cold wash)
- Detergent type: Drum detergent
- Detergent quantity: Default
- Adding detergent:  
The detergent is dissolved and added as Paragraph B7.3 of AS/NZS 2040.1  
The detergent shall be dissolved in 1L of water
- Anti-sudsing agent: Max
- Test load mass: 6.0kg
- Water consumption: 61L
- Test Voltage:220-240V~,50Hz

**NOTE!**

This product is subject to continuous improvement, specification are subject to change without prior notice.

**Attach your receipt  
to this page**



# Purchase Details

For future reference, please record the following information which can be found on the rating plate and the date of purchase which can be found on your sales invoice.

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## STORE DETAILS

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STORE NAME |

ADDRESS |

TELEPHONE |

PURCHASE DATE |

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## PRODUCT DETAILS

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MODEL NO. |

SERIAL NO.\* |

# Warranty Information

## AUSTRALIA WARRANTY TERMS & CONDITIONS LAUNDRY APPLIANCES

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. **IN THIS WARRANTY**
  - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
  - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
  - (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
  - (d) 'ASR' means Residentia Group authorised service representative;
  - (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 600 546 656 in respect of Appliances purchased in Australia;
  - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
  - (g) 'Warranty Period' means:
    - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.

5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
  - (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
  - (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
  - (b) the Appliance is modified without authority from Residentia Group in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.
13. To enquire about claiming under this warranty, please follow these steps:
  - (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

**IMPORTANT**

Before calling for service, please ensure that the steps in point 13 have been followed.

- Service: Please call 1300 11 HELP (4357)
- Spare parts: Please call 1300 11 SPARE (7727)

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**The Australian Consumer Law requires the inclusion of the following statement with this warranty:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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E2447

# Esatto Appliances Exactly what you need



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