TOSHIBA

FRONT LOADING WASHING MACHINE

OWNER'S MANUAL

MODEL:
TW-T37BZP115MWH(WT)

Read This Manual 

Read all instructions and explanations for the installation before use. Follow the instructions carefully. Keep the operation instructions handy for later use. If the appliance is sold or passed on, ensure that the new owner always receives this operation instructions.

CONTENTS

SAFETY INSTRUCTIONS

- Safety Instructions 2

INSTALLATION

- Product Description 11
- Installation 12

OPERATIONS

- Quick Start 16
- Before Each Washing 17
- Detergent Dispenser 18
- Control Panel 19
- Option 20
- Other Functions 22
- Instructions to Connection with the TSmartLife App 24
- Programs 27
- Washing Programs Table 28

MAINTENANCES

- Cleaning And Care 29
- Trouble Shooting 33
- Technical Specifications 34

SAFETY INSTRUCTIONS

■ Safety Instructions

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

⚠ Warning!

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

⚠ Caution!

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

Note!

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

⚠ Warning!

ELECTRIC SHOCK HAZARD

• 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.
• If the machine is damaged, it must not be operated unless repaired by the manufacturer, its service agent or similarly qualified persons. Risk of electric shock!

SAFETY INSTRUCTIONS

- Before maintenance, unplug the appliance.
- This appliance must be grounded. In the event of Malfunction or breakdown , grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.
- This appliance is equipped with a cord having an equipment-grounding conductor and grounding plug.The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- Improper connection for the appliance when using not grounded outlet or when GND terminal of outlet is not suitable with GND terminal of power plug, can result in risk of electric shock. Check with a qualified electrician or service person if you are in doubt as to whether the appliance is properly grounded.
- Do not modify the plug provided with the appliance.If it does not fit the outlet , have a proper outlet installed by a qualified electrician.
- 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.
- Pull out its plug from the power socket before cleaning or maintenance.
- Do not use any socket with rated current less than that of appliance. Never pull out power plug with wet hand.
- Please remember to disconnect water and power supply immediately after the clothes are washed.

SAFETY INSTRUCTIONS

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 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.
- Cleaning and user maintenance shall not be made by children without supervision.
- Animals and children may climb into the machine. Check the machine before every operation.
- Glass door may be very hot during the operation. Keep children and pets far away from the machine during the operation .

For use in EU contries:

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

SAFETY INSTRUCTIONS

RISK OF EXPLOSION

- Do not wash articles that have been cleaned in, washed in, soaked in, or spotted with combustible or explosive substances (such as wax, oil, paint, gasoline, degreasers,dry-cleaning solvents, kerosene, etc.) This may result in fire or explosion.
- The washer is not to be used if industrial chemicals have been used for cleaning.

INSTALLATION LOCATION AND SURROUNDING

- All washing and additional substances are to be kept in a safe place out of the reach of children.
- Do not install the machine on a carpet floor. The obstruction of the openings by a carpet can damage the machine.
- Keep the appliance clear from heating sources and direct sunlight to avoid plastic and rubber parts to corrode.
- Do not use the appliance in humid environments or rooms containing explosive or caustic gas. In case of water leakage or water splashes let the appliance dry in the open air.
- The appliance must not be installed behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the machine.
- Do not operate the machine in rooms with a temperature of below 5°C. This can cause damages to parts of it. If it is unavoidable, make sure to drain the water completely from the appliance after every use (see "Maintenance - Cleaning of drain pump filter") to avoid damages caused by frost.
- Never use flammable sprays or substances in the immediate proximity of the appliance.

SAFETY INSTRUCTIONS

INSTALLATION

- Remove all packaging material and transport bolts before using the appliance. Otherwise, serious damage may result.
- This appliance is equipped with a single inlet valve and can be connected to the cold water supply only.
- Mains plug must be accessible after installation.
- Before washing clothes for the first time, the product shall be Before washing clothes for the first time, the product shall be operated once throughout all the procedures without any clothes inside.
- Do not put any excessively heavy objects on the appliance, like water containers or heating devices.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- Max. Inlet water pressure 1 MPa.
  Min. inlet water pressure 0.05 MPa.

ELECTRICAL CONNECTION

- Make sure the supply cable is not trapped by the machine, it can get damaged.
- Connect the product to a grounded outlet protected by a fuse complying with the values in the " Technical specifications" table. The grounding installation has to be made by a qualified electrician.
  Ensure that the machine is installed in accordance with the local regulations.
- Water and electrical connections must be carried out by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.
- Don´t use multiple plugs or extension cords.
- The appliance must not have an external switching device such as a timer or connected to a circuit that is regularly switched on and off.
- Do not pull the plug out of the mains outlet if there is flammable gas around.
- Never pull out power plug with wet hands.
- Always pull at the plug, not at the cable.
- Always unplug the appliance if it is not being used.

SAFETY INSTRUCTIONS

WATER CONNECTIONS

- Check the connections of the water inlet hose, the water tap and the outlet hose for possible problems due to changes of water pressure. If the connections loosen or leak close the water tap and get it repaired. Do not use the appliance before the pipes and hoses are installed properly by qualified persons.
- The water inlet and outlet hoses have to be safely installed and remain undamaged. Otherwise, water leakage can occur.
- Do not remove the drain pump filter while there is still water in the appliance. Big quantities of water can leak out, and there is a risk of scalding due to hot water.

RISK OF DAMAGING 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.
- Please do not close the door with excessive forces. If it is found difficult to close the door, please check if clothes are put in or distributed well.
- It is forbidden to wash carpets.

SAFETY INSTRUCTIONS

OPERATION AND MAINTENANCE

- The washing machine is not to be used if industrial chemicals have been used for cleaning. Risk of explosion.
- Hands shall not be inserted into running drums.
- Before washing the clothes at first time, the product shall be operated in one round of the whole procedures without the clothes inside. The suggested program is "DRUM CLEAN".
- Never use any flammable, explosive or toxic solvents. Do not use gasoline and alcohol etc. as detergents. Only select detergents that are suitable for washing machine .
- Make sure that all pockets are emptied. Sharp and rigid items such as coins, brooches, nails, screws, stones etc. may cause serious damages to this machine.
- Remove all objects from pockets such as lighters and matches before use the appliance.
- Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol, kerosene, spot removers, turpentine, wax and wax removers should be washed in hot with an extra amount of detergent before being dried in the appliance.
- Do not wash duvets, pillows or other items containing cotton filling in the washing machine.
- Items containing foam rubber (latex foam), shower caps, water proof textiles, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be dried in the machine
- Fabric softeners or similar products should be used as recommended in their instructions.
- Never try to open the door forcefully. The door will unlock shortly after the end of a cycle.
- Please do not close the door with excessive force. If it is found difficult to close the door, please check if the clothes are properly inserted and distributed.
- 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 program is completed, Please wait for two minutes to open the door.

SAFETY INSTRUCTIONS

- Always unplug the appliance and close the water tap before cleaning and maintenance and after each use.
- Never pour water over the appliance for cleaning purpose. Risk of electric shock!
- Repairs shall only be carried out by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. The producer will not be responsible for damages caused by the intervention of not authorized persons.

TRANSPORT

- Before Transport:
  -.Bolts shall be reinstalled to the machine by a specialized person
  -.Accumulated water shall be drained out of the machine
- This appliance is heavy. Transport with care. Never hold any protruding part of the machine when lifting. The machine door cannot be used as a handle.

INTENDED USE

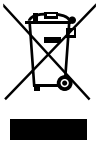
- The product is intended only for home use and for textiles in household amounts suitable for machine washing and drying. This appliance is for indoor use only and not intended for built in use. Only use according to these instructions. The appliance is not intended for commercial use.
- Any other use is considered as improper use. The producer is not responsible for any damage or injuries that may result of it.
- 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.

SAFETY INSTRUCTIONS

ENVIRONMENT

Disposal of old appliances
For use in EU contries

This appliance is labelled in accordance with the European Directive 2012/19/EU on waste electrical and electronic equipment (WEEE). The directive provides the framework for the EU-wide take-back and recycling of waste equipment.

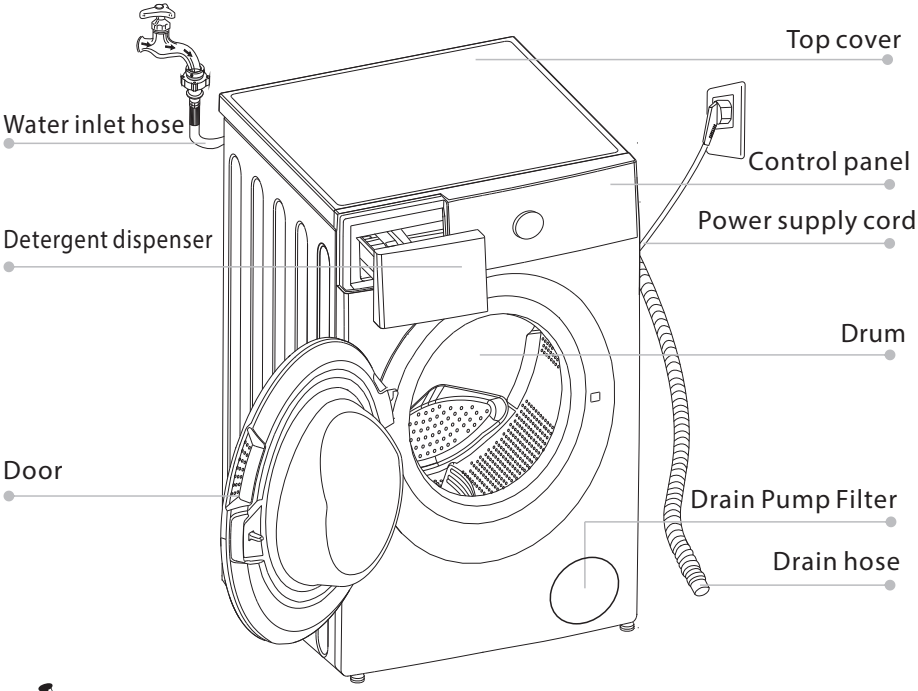


The devices marked with this symbol
must not be disposed of in household waste !

For use in other contries
This appliance doesn't have symbol above. If you want to dispose your appliance, please contact your local authority or retailer for futher information on collection and disposal.

INSTALLATION

Product Description



Note!

- The product line chart is for reference only, please refer to real product as standard.

Accessories



Transport hole plug	Water inlet hose cold water	Drain hose support (optional)	Owner's manual	Rat resistance panel(optional)	Spanner assembly (optional)	Screw (optional)

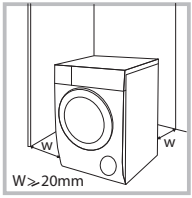
INSTALLATION

■ Installation

Installation area

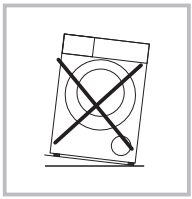
⚠ Warning!

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



Before installing the machine, the location characterized as follows shall be selected:

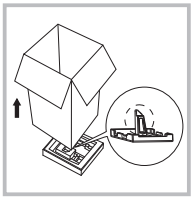
1. Rigid, dry, and level surface.
2. Avoid direct sunlight.
3. Room temperature is above 5°C.
4. Keep far away from the heat sources such as coal or gas.



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.

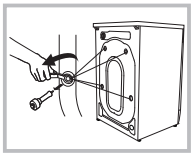


1. Remove the cardboard box and styrofoam packing.
2. Lift the washing machine and remove the base packing.Make sure the small triangle foam is removed with the bottom one together. If not, lay the unit down with side surface, then remove the small foam from the unit bottom manually.
3. Remove the tape securing the power supply cord and drain hose.
4. Remove the water inlet hose from the drum.

Remove transport bolts

⚠ Warning!

- You must remove the transport bolts from the backside before using the product.
- You'll need the transport bolts again if you move the product , so make sure you keep them in a safe place.



Please take the following steps to remove the bolts:

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

INSTALLATION

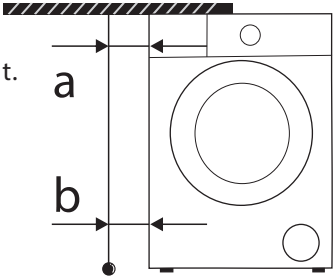
Levelling the washing machine

⚠ Warning!

- Check with the gradienter if the machine placement is balanced and steady.
- If there is no gradienter, check the balance as per the following method.

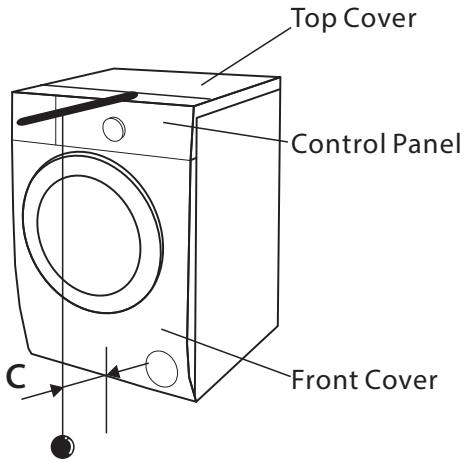
1.If it's balanced from left to right.

- Take a long stick, and tie a rope at the end of it. Bind a heavy object at the end of the rope.
- Hang the rope from the top cover of the machine. Adjust the legs till the difference between 'a' and 'b' is less than 1cm.



2.If it's balanced from front to back

- Put the stick at the middle of the control panel, and hang the rope in front of the machine.
- Keep 10cm away from the rope end to the control panel edge. Adjust the legs till 'c' is 4.5~5.5cm ('c' is the distance from rope to bottom of front cover).



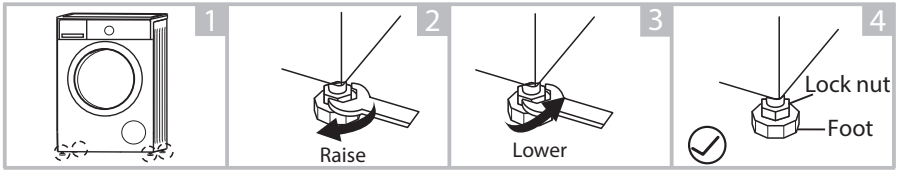
INSTALLATION

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



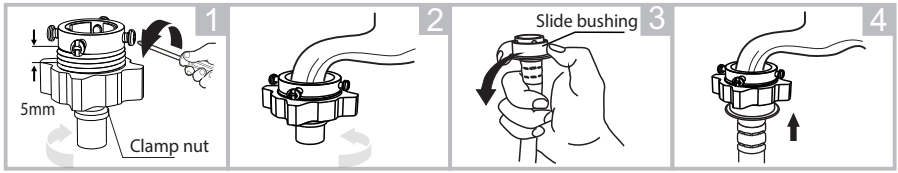
Connect Water Inlet Hose

⚠ Warning!

- To prevent leakage or water damage, follow the instructions in this chapter!
- Do not kink, crush, or modify water inlet hose.

Connect the water inlet hose as indicated, there are two ways to connect the water inlet hose.

1. Connection between ordinary tap and water inlet hose.



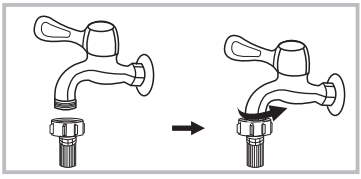
Loosen clamp nut and four bolts

Press the tap end tightly to the rubber ring inside the clamp, and then, tighten the 4 bolts

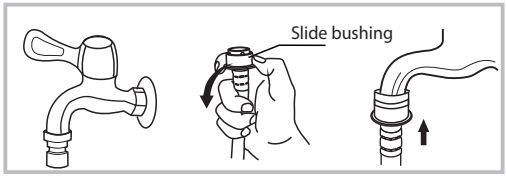
Press slide bushing, insert water inlet hose into connecting base

Connection finished

2. Connection between screw tap and water inlet hose.



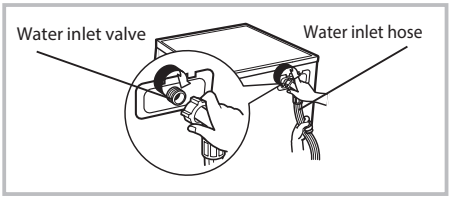
Tap with threads and water inlet hose



Special tap for washing machine

INSTALLATION

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



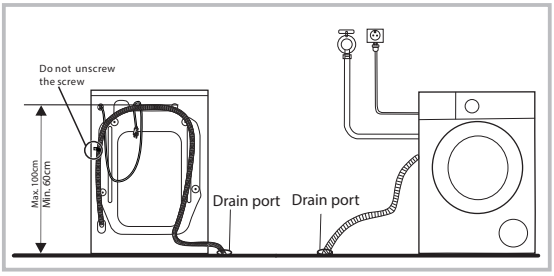
Drain Hose

Warning!

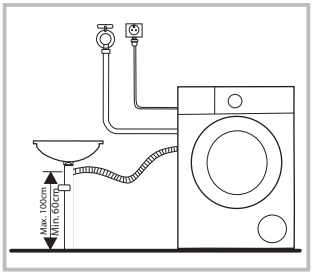
- Do not kink or protract the drain hose.
- Position drain hose properly ,otherwise damage might result of water leakage.

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

1.Put it into the drain port.If the drain hose is put into the drain hole on the floor, fix the drain hose on the back of the appliance to prevent water overflow from the drum.

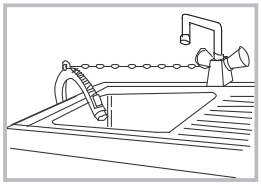


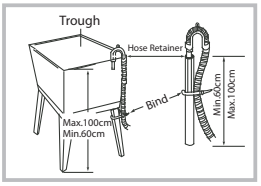
2.Connect it to the branch drain hose of the trough.



Note!

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





Warning!

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

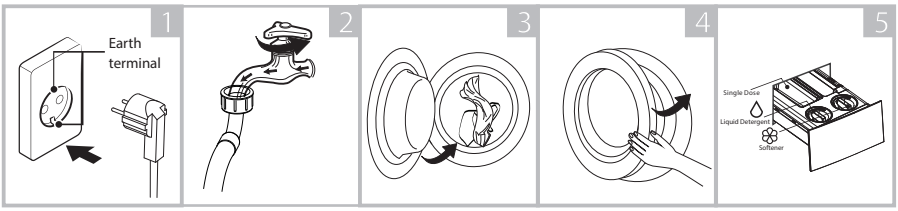
OPERATIONS

■ Quick Start

⚠ Caution!

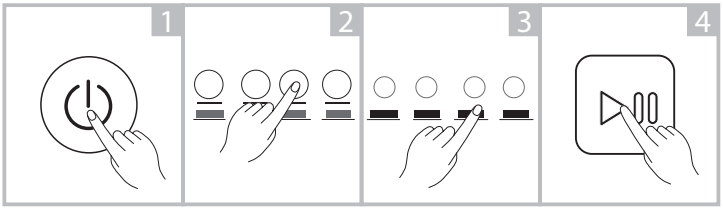
- Before washing, please make sure it's installed properly.
- Before washing at first time, the washing machine shall be operated in one round of the whole procedures without clothes in as follows. The suggested program is "DRUM CLEAN".

1. Before Washing



Plug in | Open tap | Load | Close door | Add detergent

2. Washing



Power On | Select Program | Select function or default | Start up

Note!

- If default is selected, step 3 can be skipped.

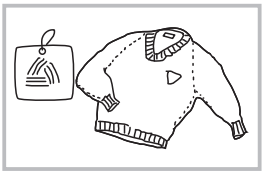
3. After Washing

Buzzer beep or "End" on display.

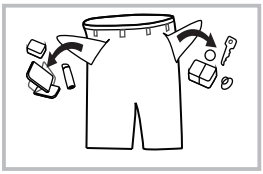
OPERATIONS

■ Before Each Washing

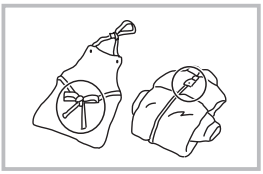
- The working condition of the washer should be 5°C–40°C . If used under 0°C, the inlet valve and draining system may be damaged. If the machine is placed under condition of 0°C or less, then it should be transferred to normal ambient temperature to ensure the water inlet hose and drain hose are not frozen before use.
- Please check the labels and the explanation of using detergent before wash. Use non-foaming or less-foaming detergent suitable for washing machine properly.



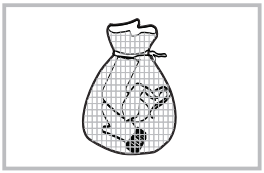
Check the label



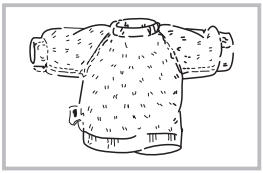
Take out the items out of the pockets



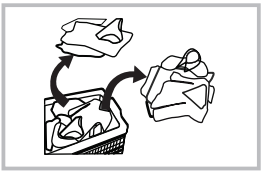
Knot the long strips,zip or button



Put small clothes into the pillow slip



Turn easy-pilling and long-pile fabric inside out



Separate clothes with different textures

⚠ Warning!

- When washing a single clothes, it may easily cause great imbalance and give alarm. Therefore it is suggested to add one or two more clothes to be washed together so that washing process can be done smoothly.
- Don't wash the clothes soaked in kerosene, gasoline, alcohol and other flammable materials.

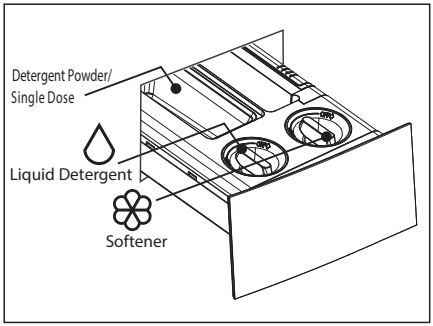
OPERATIONS

■ Detergent Dispenser

Fill liquid detergent and fabric softner to dispenser to use automatic dispensing function.

Liquid Detergent (MAX:≈510ml)

Softener (MAX:≈440ml)



⚠ Caution!

- This machine is automatic dispensing liquid detergent and softener. If you want to use powder detergent , you need turn off the function of liquid detergent automatic dispense and add it into powder detergent case.
- When the " ♢ "or "❀"icon on the display panel is flashing means lack of liquid detergent or softener , you need to add it .

Program	♢	❀	Program	♢	❀
COTTON	√	√	SPIN ONLY		
QUICK12'	√	√	DOWNLOAD	√	√
QUICK45'	√	√	DRUM CLEAN		
WHITE	√	√	ECO WASH	√	√
STAINVANISH	√	√	JEANS	√	√
COLORALIVE	√	√	BABY CARE	√	√
BEDDING	√	√	DELICATES	√	√
HYGIENE	√	√	SPORTS	√	√
WOOL	√	√			

" √ " Means available

*DOWNLOAD default program is BABY CARE .

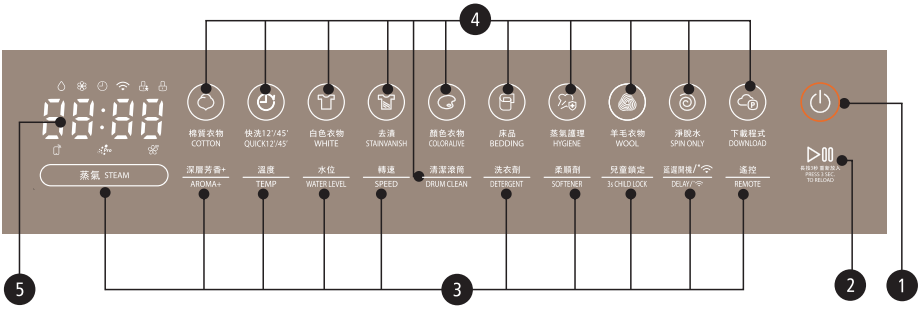
The programs (ECO WASH/JEANS/BABY CARE/DELICATES/SPORTS) can only be selected by TSmartLife App on mobile phones.

Note!

- Please choose suitable type of detergent for the various washing temperature to get the best washing performance with less water and energy consumption.
- Use dry powder detergent to prevent clogging, and clean the dispenser regularly especially when the washing machine is not used for long periods of time.
- Quick 45': Suitable for quick cleaning of mixed clothes.
- Sensedose: Automatic dispensing, saves detergent usage.

OPERATIONS

■ Control Panel



Note!

- The chart is for reference only, please refer to real product as standard.

1 ON/OFF

Product is switched on or off.

2 Start/Pause

Press the button to start or pause the washing cycle.

3 Option

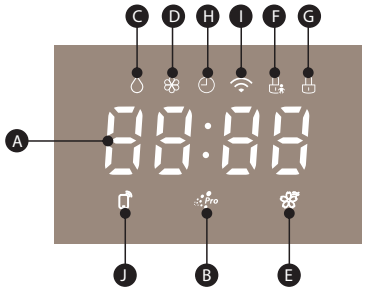
This allows you to select an additional function .

4 Programs

Available according to the laundry type.

5 Display

The display shows the settings, estimated time remaining, options, and status messages for your washer. The display will remain on through the cycle.



A Wash Time 0:55	Delay Time 2H	Error E30	End End
B Ultra Fine Bubble Pro	C Detergent		
D Softener	E Aroma+		
F Child Lock	G Door Lock		
H Delay	I Wireless Network		
J Remote Control			

OPERATIONS

■ Option

AROMA+

The function helps to modify the water flow mode and time. Then help the fibers to absorb softener more efficiently. As a result, with dosing the same amount of softener, we can achieve better fragrance left on the clohtes.

DELAY

Set the Delay end function:

1. Select a program
2.Press the [DELAY] button to choose the time(the delaying end time is 0-24 H.)
3.Press [Start/Pause] to commence the delay operation



On/Off › Choose the Program › Setting time › Start

Cancel the Delay function:

Press the[DELAY]button until the display be 0 H, It should be pressed before starting the program. If the program already started, should press the [On/Off] button to reset the program.

⚠Caution!

- If there is any break in the power supply while the machine is operating, a special memory stores the selected program and when the power is restarted, the selected program will continue running.

STEAM

STEAM function can penetrate the fiber, which effectively eliminate bacterias and germs, preventing odors .

STEAM function can be selected with "COTTON", "QUICK45'", "BEDDING", "DOWNLOAD ", "JEANS", and "BABY CARE".

*DOWNLOAD default program is BABY CARE.

The programs (BABY CARE/JEANS) can only be selected by TSmartLife App on mobile phones.

DETERGENT

The [DETERGENT] is the function of dispensing liquid detergent automatically.

The default setting is Auto. You can press the [DETERGENT] button to turn off the detergent automatic dispense function. Then press the [DETERGENT] button, you can adjust the level of liquid detergent,

total 4 levels :Less, Normal,Extra, Max. The display corresponding show :L-1,L-2 ,L-3,L-4.

The"💧"icon light up in display panel, means liquid detergent automatic dispense is turned on. None icons light up means the liquid detergent automatic dispense is turned off.

When the"💧"icon is flashing means lack of liquid softener, you need to add it .

OPERATIONS

■ Option

SOFTENER

SOFTENER

The [SOFTENER] is the function of dispensing liquid softener automatically.
The default setting is Auto. You can press the [SOFTENER] button to turn off the softener automatic dispense function. Then press the [SOFTENER] button, you can adjust the level of liquid softener, total 4 levels :Less, Normal, Extra, Max. The display corresponding show :L-1,L-2 ,L-3, L-4.
The "❀" icon light up in display panel, means liquid softener automatic dispense is turned on. None icons light up means the liquid softener automatic dispense is turned off.
When the "❀" icon is flashing means lack of liquid softener, you need to add it .

Note!

You can also adjust the dosage coefficient of detergent and softener according to usage habits. Press [DETERGENT] or [softener] 3 seconds can change coefficient.
Detergent coefficient: 0.5,1,1.2,1.5. It means multiple of dosage. The display corresponding show :H-1,H-2 ,H-3,H-4. Default is H-2.
Softener coefficient: 0.8,1,1.5,2. It means multiple of dosage. The display corresponding show :S-1,S-2 ,S-3,S-4. Default is S-3.

Program	Option			
	DELAY	AROMA+	STEAM	UFB Pro
COTTON	○	○	○	
QUICK12'	○			
QUICK45'	○	○	○	
WHITE	○	○		●
STAINVANISH	○	○		●
COLORALIVE	○			
BEDDING	○	○	○	
HYGIENE	○	○	●	
WOOL	○			
SPIN ONLY	○			
DOWNLOAD	○		○	
DRUM CLEAN	○			
ECO WASH	○			
JEANS	○	○	○	
BABY CARE	○		○	
DELICATES	○			
SPORTS	○	○		

*DOWNLOAD default program is BABY CARE .

○ Means optional ● Means default

The programs (ECO WASH/JEANS/BABY CARE/DELICATES/SPORTS) can only be selected by TSmartLife App on mobile phones.

OPERATIONS

■ Other Functions

RELOAD

Cloths can be added after strating washing process.
Please follow the steps as bellow:

1. Press [Start/Pause] for 3 seconds.
2. Wait until the drum stops rotation.
3. The door is unlocked.
4. Add cloths into drum.
5. Close the door and Press [Start/Pause] .



Caution!

- Don't use the Reload function when the water level is over the lower edge of the door or the water temparature is high.

CHILD LOCK

To avoid mis operation by children.



Caution!

When the Child Lock is activated, the display will alternately show "CL" and the remaining time.
Pressing any other button will cause the Child Lock indicator to flash.
When the program ends, "CL" and "End" will alternate on the display.

The Child Lock deactivates the function of all buttons except the On/Off button and the Child lock button!
Only press [3s CHILD LOCK] for 3 seconds can deactivate the Child Lock!
Please deactivate the Child Lock before selecting a new program!

TEMP.

Press the button to regulate the temperature.
The display show "---" means the temperature is cold.
Temp.:Cold, 20°C ,30°C, 40°C, 60°C, 90°C .

WATER LEVEL

Adjust the water level of the main wash.
Water Level:AUTO, L-1, L-2, L-3, L-4

OPERATIONS

SPEED

SPEED

Press the [SPEED] button to change the spin speed.

Program	Default Spin Speed(rpm)	Program	Default Spin Speed(rpm)
COTTON	1000	SPIN ONLY	1000
QUICK12'	800	DOWNLOAD	1000
QUICK45'	800	DRUM CLEAN	--
WHITE	800	ECO WASH	800
STAINVANISH	800	JEANS	800
COLORALIVE	1000	BABY CARE	1000
BEDDING	1000	DELICATES	600
HYGIENE	800	SPORTS	800
WOOL	800		

*DOWNLOAD default program is BABY CARE .

The programs (ECO WASH/JEANS/BABY CARE/DELICATES/SPORTS) can only be selected by TSmartLife App on mobile phones.



Ultra Fine Bubble Pro (UFB Pro)

The Ultra Fine Bubble Pro function means that the water is electrolyzed into -OH and ultra fine bubbles durning washing process, which helps dissolve stains and floating colors. It is better to remove tough stains and whiten clothes.



Wireless Network

Methods to turn on the Wireless Network function

1. Press [DELAY] button for 3 seconds to turn on the Wireless Network function, it can also configure the network or reset the network.

Methods to turn off the Wireless Network function

1. Press [AROMA+] 3 seconds to turn off the Wireless Network function.
2. Or unplug the appliance.



Remote Control

This is the switch of remote control, if you want to use your smartphone to control the washing machine remotely, you need to press [REMOTE] button. Considering the safe operation of washing machine, the smartphone remote control should meet the following conditions:

1. The appliance should connect to the internet;
2. The door of drum should be closed.

Remark:

- If the door is open in anytime, the remote control function will be failure.
- The remote control function is turned off at the end of each cycle automatically, if you want to use remote control function again, you need turn on it again.

OPERATIONS

■ Instructions to Connection with the TSmartLife App

Before you start, make sure that:

1. Your smartphone is connected to home Wireless Network, and you know the network password.
2. Make sure you are near the home appliance.
3. The 2.4GHz band wireless signal is enabled on your wireless router.

Follow the below steps to enter the remote control state

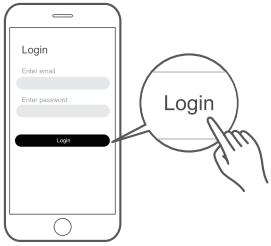
Download the TSmartLife App

On an app market (Google Play Store, Apple App Store), search for "TSmartLife" and find the TSmartLife app. Download and install it on your phone. You can also download the app by scanning the QR code below.



Register and log in

Open the TSmartLife app, and create a new account to start (you can also register through a third-party account). If you already had an existing account, use the account to log in.



Connect your devices to TSmartLife

1: Please make sure your mobile phone is connected to Wireless Network. If not, go to Settings and turn on the wireless connection, select and connect to a Wireless Network. Also please turn on the Bluetooth on your phone. If not, go to Settings and turn it on.

2: Please power on your devices.

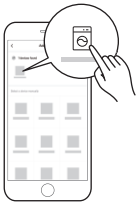
3: Open TSmartLife app on your phone.

OPERATIONS

4: If a message of "Smart devices discovered nearby" appears, click to add.



5: If no message appears, select " + " on the page and select your device in the list of nearby devices available. If your device is not listed, please add your device manually by the device category and device model.



6: Connect your device to Wireless Network according to the instructions on app. If the connection fails, please follow the instructions provided by the app to continue with the operation.



OPERATIONS

Wireless Network Status Light

	Slowly flashing	Waiting for connection
	Quickly flashing	Connecting
	Quickly flashing solid	Connected to your wireless router

Note!

- Make sure your devices are powered on.
- Keep your mobile phone close enough to your device when you are connecting network to your device.
- Connect your mobile phone to the wireless network at home, and make sure you know the password of the Wireless Network.
- Check if your router supports 2.4 GHz Wireless Network band and turn it on. If you are not sure whether the router supports 2.4 GHz band, please contact the router manufacturer.
- The device cannot connect to the Wireless Network that requires authentication, and it usually appears in public area such as hotels, restaurants, etc. Please connect to a Wireless Network that does not require authentication.
- It is recommended to use a Wireless Network name that only contains letters and numbers. If your Wireless Network name contains special characters, please modify it in the router.
- Turn off the WLAN+ (Android) or WLAN Assistant (iOS) function of your mobile phone when connecting network to your devices.
- In the case that your device connected to Wireless Network before but it needs to reconnect, please click "+" on app Home page, and add your device again by the device category and model according to the instructions on app.

Wireless Network INFORMATION

Working Frequency	2.4G
Extreme Temperature Range	-20°C~85°C
Max RF Power Output	Wireless Network: E.I.R.P 18dBm BT: 8dBm

OPERATIONS

■ Programs

Programs are available according to the laundry type.

COTTON	Hard-wearing textiles, heat-resistant textiles made of cotton or linen.
STAINVANISH	Suitable for washing clothes with special stains, such as coffee stains, makeup.
QUICK45'	This program is suitable for washing not very dirty clothes, save more energy and washing time.
BEDDING	This program is specially designed for washing Bedding.
QUICK12'	This procedure is suitable for washing few and not very dirty clothes quickly.
SPIN ONLY	Spins with selectable spin speed.
WOOL	Hand or machine-washable wool or richwool textiles. Especially gentle wash program to prevent shrinkage, longer program pauses.
DRUM CLEAN	This program is specially set in this machine to clean the drum and tub. It applies high temperature water to make the drum and tub. When this procedure is performed, the clothes can not be added. When proper amount of chlorine bleaching agent is put in, the drum cleaning effect will be better. The customer can use this procedure regularly according to the need.
WHITE	Specially for white clothes.
HYGIENE	Washing machine can kill some bacterium, and achieve hygiene effect.
COLORALIVE	Washing brightly colored clothes, it can protect the colors better.
JEANS	Specially for jeans.
BABY CARE	Washing the baby's clothes, it can make the baby's wear cleaner and make the rinse performance better to protect the baby skin.
ECO WASH	This program is suitable for energy saving wash.
DELICATES	For delicate, washable textiles, e.g. made of silk, satin, synthetic, fibres or blended fabrics.
SPORTS	Washing the activewear.
DOWNLOAD	By using TSmartLife App, you can download addtional cycles to your washing machine,we have limited cycle numbers on the panel, but we have more cycles in the app, and we can choose one via the app, and the by controlling the knob, we can apply the app cycle to the machine.

The programs (ECO WASH/JEANS/BABY CARE/DELICATES/SPORTS) can only be selected by TSmartLife App on mobile phones.



The wool wash cycle of this machine has been tested and approved by The Woolmark Company for the washing of wool garments labelled as "hand wash" provided that the products are washed according to the instructions on the garment label and those issued by the manufacturer of this washing machine.
M2119

Washing Programs Table

Program	Load(kg)	Temp.(℃)	Default Time
	10.5	Default	
COTTON	10.5	40	1:18
QUICK12'	1.0	--	0:12
QUICK45'	2.0	30	0:45
WHITE	5.0	30	1:09
STAINVANISH	5.0	--	2:04
COLORALIVE	5.0	Cold	1:03
BEDDING	10.5	40	1:48
HYGIENE	5.0	--	2:39
WOOL	2.0	40	1:03
SPIN ONLY	10.5	--	0:12
DOWNLOAD *	10.5	60	2:05
DRUM CLEAN	--	90	1:18
ECO WASH	5.0	30	0:57
JEANS	10.5	30	1:35
BABY CARE	10.5	60	2:05
DELICATES	3.0	30	0:50
SPORTS	5.0	20	0:45

*DOWNLOAD default program is BABY CARE .
The programs (ECO WASH/JEANS/BABY CARE/DELICATES/SPORTS) can only be selected by TSmartLife App on mobile phones.

Note!

- The parameters in this table are only for user's reference. The actual parameters maybe different with the parameters in above mentioned table.

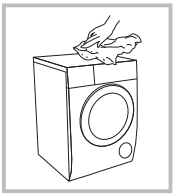
MAINTENANCES

■ Cleaning And Care

⚠ Warning!

- Before your maintenance starts, 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 dry 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.

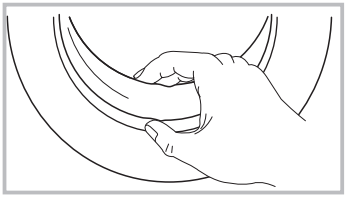
Cleaning The Drum

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 Gasket And Glass



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

Clean the Door Seal and Glass every month to ensure the normal operation of the appliance.

MAINTENANCES

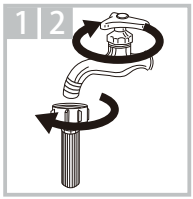
Cleaning The Inlet Filter

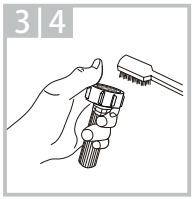
Note!

- Inlet filter must be cleaned if water reduces than before.

Washing the filter in the water inlet hose

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





Washing the filter in washing machine:

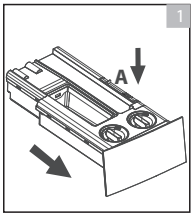
1. Screw off the water inlet hose from the backside of the machine.
2. Pull out the filter with long nose pliers and reinstall it back after being washed.
3. Use the brush to clean the filter.
4. Reconnect the water inlet hose.
5. Clean the Door Seal and Glass every month to ensure the normal operation of the appliance.



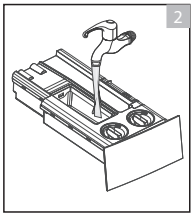


Clean The Detergent Dispenser

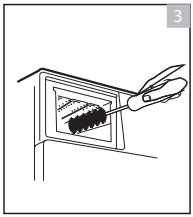
1. Press down the arrow location on the dispenser drawer.
2. Lift the clip up and take out softener cover and wash all grooves with water.
3. Restore the softener cover and push the drawer into position.



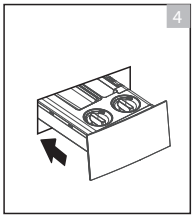
Pull out the dispenser drawer with press the A



Clean the dispenser drawer under water



Clean inside the recess with an old toothbrush



Insert the dispenser drawer

Note!

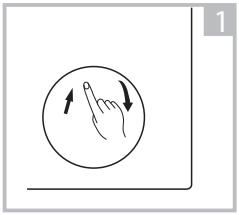
- Do not use alcohol,solvents or chemical products to clean the machine.
- Clean the detergent dispenser every 3 months to ensure the normal operation of the appliance.

MAINTENANCES

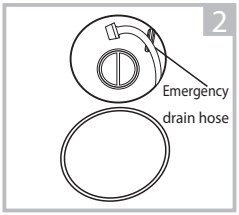
Cleaning The Drain Pump Filter

⚠ Warning!

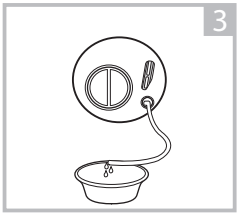
- Be careful of the hot water!
- Wait until the water cools down.
- Unplug the machine to avoid electrical shock before maintenance.
- Drain pump filter can filter the lints and small foreign matters from the washing.
- Clean the filter periodically every 3 months to ensure the normal operation of washing machine.



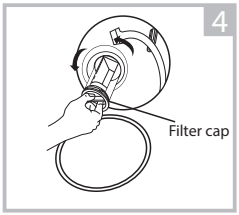
Open the lower cover cap



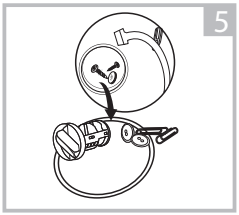
Pull out the emergency drain hose, and take off the hose cap



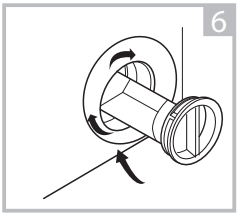
After water runs out, reset the drain hose



Open the filter cap by turning to the counter clockwise



Remove extraneous matter



Close the filter cap and the lower cover cap

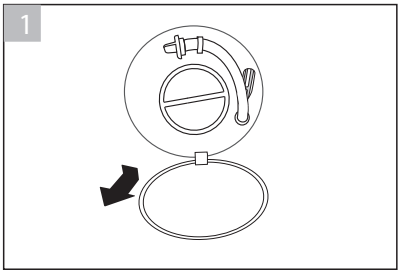
⚠ Caution!

- Make sure that filter cap and emergency drain hose are reinstalled properly, filter cap should be inserted aligning to hole plates otherwise water may leak.
- 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 filter cap, ensure it is securely re-tightened.

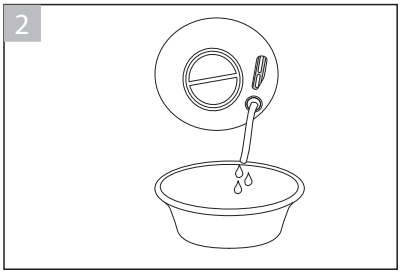
MAINTENANCES

Emergency Door Release

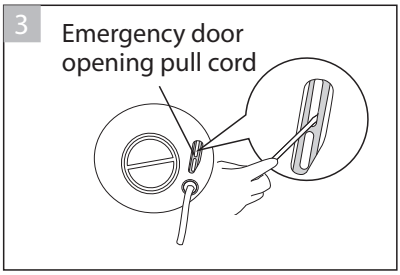
In case of power failure or other circumstances and door cannot be opened. If it is necessary to open the door under this circumstances, please pull down the pull cord inside emergency door and restore the pull cord after opening the door.



1. Open filter door.



2. In case of power failure, open the filter door to drain the cooled water in the drum.



3. Insert the tool into the pull ring and pull it downward to unlock the door of the machine

⚠ Warning!

The machine is not allowed to use the emergency switch pull cord during washing. If need to run machine urgently, it is recommended to open door after water is cooled, to avoid getting burn caused by high temperature residual water outflow from the machine tub.

MAINTENANCES

■ Trouble Shooting

The start of the appliance does not work or it stops during operation.
First try to find a solution to the problem, if not, contact the service centre.

Description	Reason	Solution
Washing machine can not start up	Door is not closed properly	Restart after the door is closed Check if the clothes is stuck
Door can't be opened	Safety protection design is working	Disconnect the power, restart the product
Water leakage	Connection of water inlet hose or drain hose is not proper.	Check connection of water inlet hose and drain hose.
Detergent residues in the box	Detergent is dampened or agglomerated	Clean and wipe the detergent box
Indicator or display does not light	Electrical power cord may not be plugged in or connection may be loose.	Make sure plug fits tightly in wall outlet. Check the power plug is connected correctly.
Abnormal noise		Check if the fixing (bolts) have been removed Check it's installed on a solid and level floor

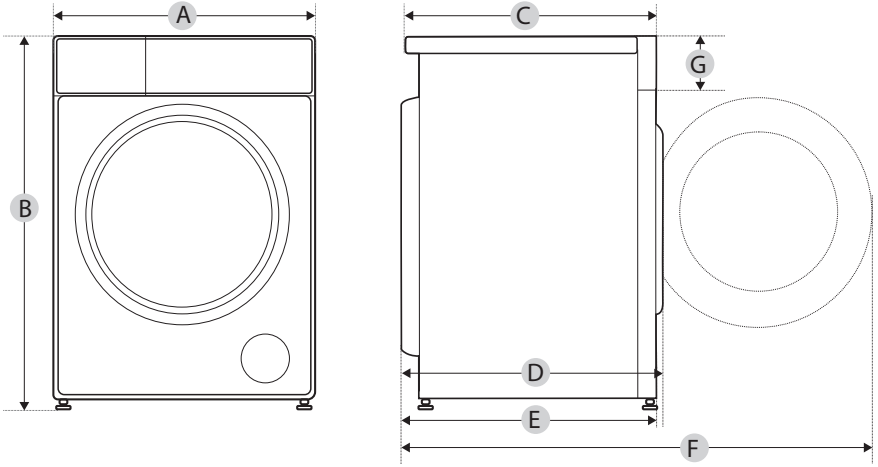
Description	Reason	Solution
E30	Door is not closed properly	Restart after the door is closed Check if the clothes is stuck
E10	Water supply duration is too long	Check if the water pressure is too low Straighten the water inlet hose Check if the inlet valve filter is blocked
E21	Water drain duration is too long	Check if the drain hose is blocked
E12	Water overflow	Stop using the washing machine and call the service centre for repair
EXX	Others	Try operation again. If the same trouble continues, call for service.

Note!

- After the check, activate the appliance. If the problem occurs or the display shows other alarm codes again, contact the service.

MAINTENANCES

■ Technical Specifications



Model	TW-T37BZP115MWH(WT)
Power Supply	220-240 V~, 50 Hz
MAX. Current	10 A
Standard Water Pressure	0.05 MPa~1 MPa
Lower Water Pressure*	0.01 MPa
Washing Capacity	10.5 kg
Dimension	
A	595 mm
B	850 mm
C	535 mm
Weight	68 kg
Rated Power	1950 W
Reference Dimension	
D	582 mm
E	562 mm
F	1065 mm
G	120 mm

* When using in a low water pressure environment, product may occur some error and not guarantee performance.