TOSHIBA

Fully Automatic Washing Machine

OWNER'S MANUAL

Model:

AW-DQ950FPH(WW)
AW-DQ110JPH(WW)

Read This Manual

Read and follow the instructions carefully.
Keep the OWNER'S MANUAL handy for future use .
Thank you for purchasing TOSHIBA automatic washing machine.

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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.

Important safety precautions

- 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.
- 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 that old hose-sets should not be reused.
- The openings must not be obstructed by a carpet.
- This appliance is intended to be used in household only and it is not intended to be used 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;

CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

SAFETY INSTRUCTIONS

Model	Washing Capacity	Standard Water Pressure
AW-DQ950FPH(WW)	8.5kg	0.03MPa~0.8MPa
AW-DQ110JPH(WW)	10.0kg	0.03MPa~0.8MPa

Explanation of the symbols:

⚠ Warning!
This combination of symbol and descriptive word indicates a potentially dangerous situation which may result in death or serious injuries unless it is avoided.

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

SAFETY INSTRUCTIONS

⚠ Warning!

The electric shock!

- This washing machine is for indoor use only.
- Do not put this washing machine in a humid place.
- Before doing any maintenance the unit, unplug the appliance from the electrical source.
- Always unplug the machine and turn off the water supply after use. Be aware of the maximum and minimum inlet water pressure which is in megapascals (MPa)
- 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 provisions are connected by a qualified technician in accordance with the manufacturer's instructions and local safety regulations
- 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.

SAFETY INSTRUCTIONS

Risk to children!

- The appliance can not be used by children 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.
  Cleaning and user maintenance shall not be done by children without supervision.
- Animals and children can not climb into the machine. Check the machine before every operation.
- Children should be supervised that they do not play with the appliance.
- Keep children and animals far away from the machine during operation.
- 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.

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.

SAFETY INSTRUCTIONS

⚠ Caution!

Installing the product!

- This washing machine is for indoor use only.
- It is not intended for built-in using.
- The openings must not be obstructed by a carpet.
- The washing machine shall not be installed in bath rooms or very wet rooms as well as in the rooms with explosive or caustic gases.
- Remove all packaging materials before using the appliance. Otherwise, serious damage may result.
- The washing machine with single inlet valve may only be connected to a cold water supply.
- The plug must be accessible after installation.
- Avoid place where the machine is exposed to direct sunlight .Plastic parts may become deformed or discolored . Avoid place where the machine may become frozen during cold weather.
- This appliance is intended to be used in household.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- Do not wash, spin, or dry water-proof seats, mats, or clothing.
  Do not wash thick, hard mats even if the washer mark is on the care label.
  This may result in injury or damage to the washer, walls, floor, or clothing due to abnormal vibrations.

SAFETY INSTRUCTIONS

Risk of damaging appliance!

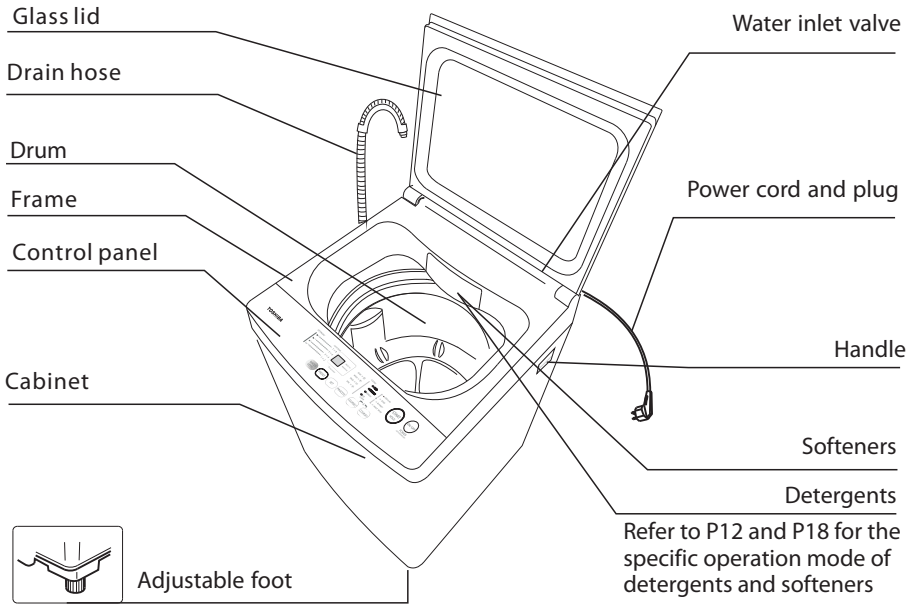
- Your product is only for home use and is only designed for textiles suitable for machine washing.
- Do not climb up and sit on the glass lid of the machine.
- Cautions during Machine Handling and transport:
  1.The accumulated water shall be drained out of the machine.
  2.Handle the machine carefully. Never hold protruding parts of the machine while lifting.
  3.This appliance is heavy, it should be transported carefully.
- Please do not close the glass lid with excessive force.
- It is forbidden to wash carpets.

Operating the appliance!

- Before washing the clothes for the first time, the product shall be operated without clothes using tub clean as the displayed program on the control panel.
- Flammable and explosive or toxic solvents are forbidden. Gasoline and alcohol etc. Shall not be used as detergents. Please only select the detergents suitable for machine washing, especially for top-loading fully automatic washing machines.
- Make sure that all pockets are emptied. Sharp and rigid items such as coins, brooches, nails, screws or stones etc. may cause serious damage to this machine.
- This appliance is intended to be used in household.
- Hands should not be inserted into the rotating drum .
- This product is for domestic use only.

INSTALLATION

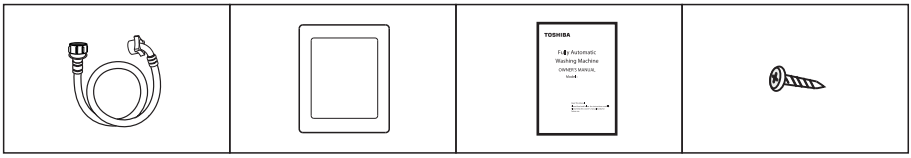
Product description



Note!

- All illustrations in this manual are for reference only.
  Please refer to the product ,for actual appearance of the parts.

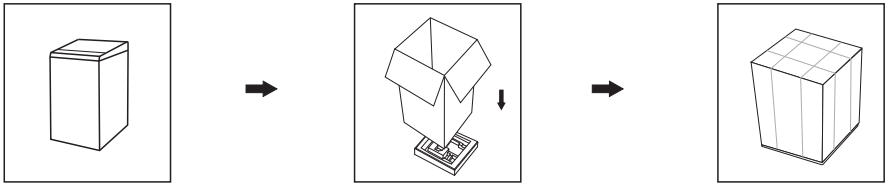
Accessories



Inlet hose assy	Cabinet base cover	Manual	Screw

INSTALLATION

■ Packing the washing machine

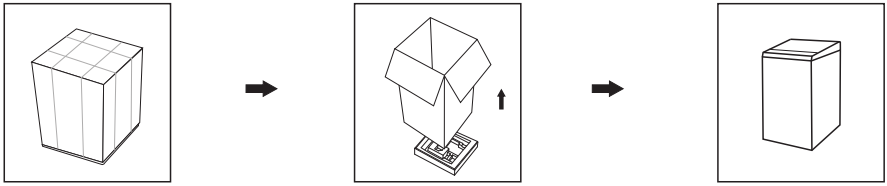


■ Unpacking the washing machine

⚠ Warning!

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

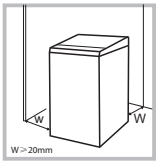
1. Remove the cardboard box and styrofoam packing.
2. Lift the washing machine and remove the base packing.
3. Remove the tape securing the power supply cord and drain hose.
4. Remove the inlet hose from the drum.



■ Installation Area

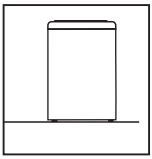
⚠ Warning!

- Stability is important to prevent the product from moving!
- Make sure that the product does not stand on the power cord.
- Maintain clearance: The clearance on the side of the machine with drainage pipes is 50mm, and the clearance on the side without drainage pipes is 20mm



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

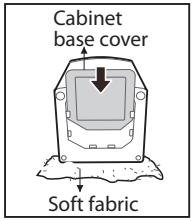
1.Rigid, dry, and level surface
2.Avoid direct sunlight
3.Sufficient ventilation
4.Room temperature is above 0 ℃
5.Keep far away from fuel sources such as coal or gas



INSTALLATION

■ Installation of the cabinet base cover

- Running the machine or washing while placing on the bottom foam is strictly forbidden

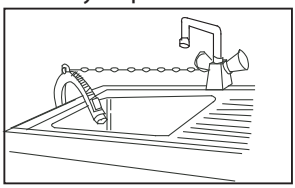


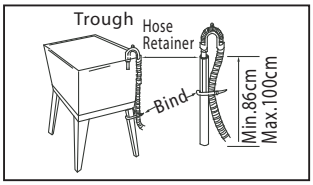
Lay the washing machine backward on the soft fabric .
Then Insert the cabinet base cover into washing machine base trough, push into the end and tighten screw at one position.

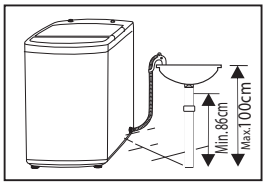
⚠Warning!

- Do not kink protract or compress the drain hose.
- Position the drain hose properly, otherwise , damage might result due to water leakage.
- If drain hose is too long, do not force it into washing machine as this will cause abnormal noises.

The way to place the end of drain hose:





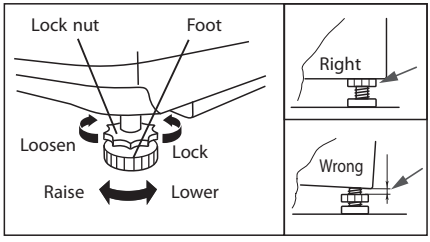


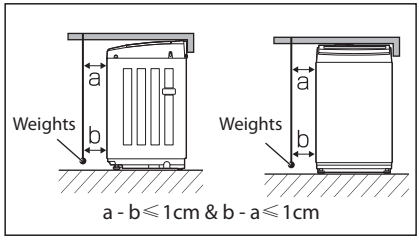
■ Levelling the washing machine

⚠Warning!

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

1. Check if the feet are properly attached to the cabinet. If not, please rotate them to their original position and tighten the nuts.
2. Check alignment of the product with a leveler and do the succeeding steps if necessary.
3. Loosen the lock nut and rotate the foot either clockwise or counter clockwise ,until it closely contacts with the floor.
4. Assure that the lock is secure and then alternately press the four top corners of the machine, to check if the proper adjustment has been done.
5. It is necessary to confirm whether the machine is horizontal, hang the weight with a rope and hang it down, and then confirm that the gap between the upper and lower parts, that is, the difference of ab, cannot be more than one centimeter





INSTALLATION

■ Selection of tap

Please select appropriate tap.



Ordinary tap



Screw tap

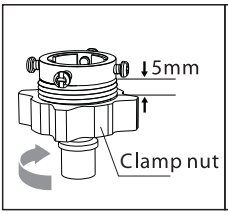


Special washing machine tap

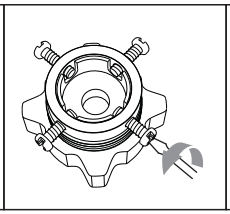
■ Connection of inlet hose, tap and washing machine

Connect inlet hose to tap properly, depending on the type of inlet hose supplied with the washing machine.

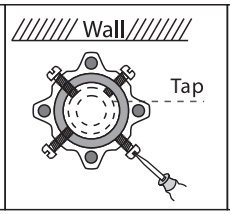
1:Connection between ordinary tap and inlet hose.



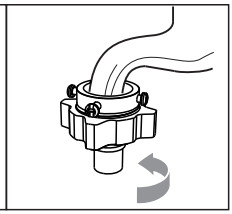
1.Loosen clamp nut to show 5mm groove



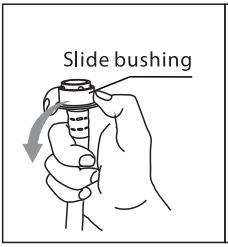
2.Loosen four screws



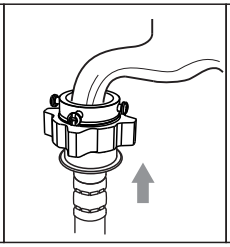
3.Set connecting base on tap and tighten screws evenly



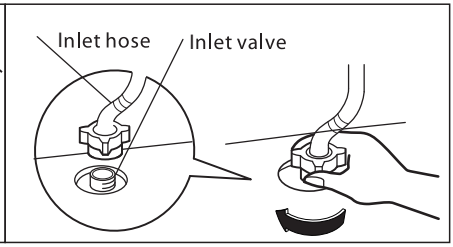
4.Tighten clamp nut



5.Press slide bushing, insert inlet hose into connecting base

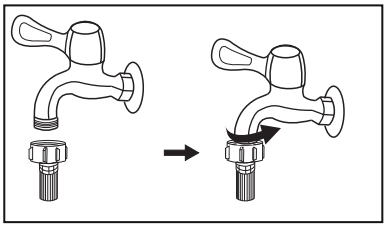


6.Connection finished

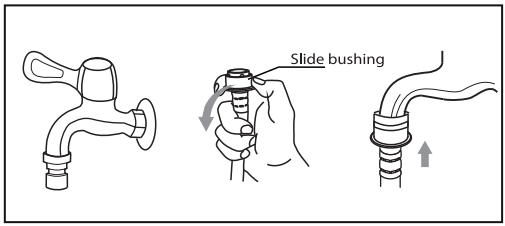


7.After connection and installation, check if there is water leakage

2:Connection between special tap and inlet hose.



Tap with threads and inlet hose



Special tap for washing machine

⚠ Warning!

- To prevent leakage or water damage, follow the above-mentioned instructions!
- Do not kink, crush, modify or cut the water inlet hose.

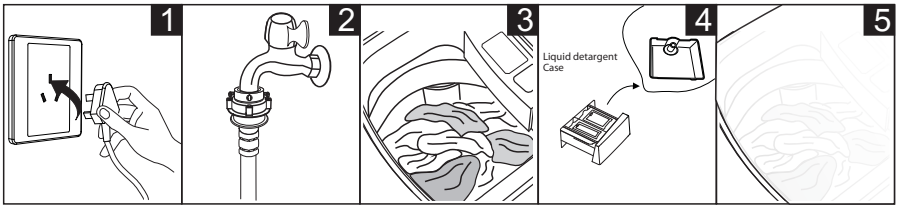
OPERATION

■ Preparation before washing

⚠ Caution!

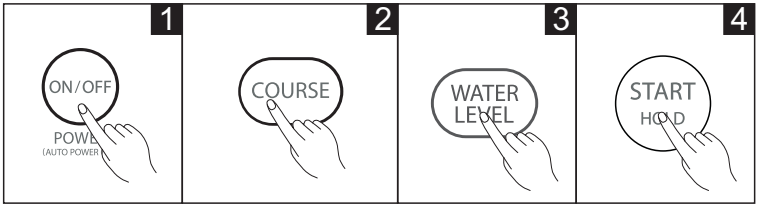
- Before washing, please make sure that the unit is installed properly.
- Before washing for the first time, the washing machine shall be operated in one complete cycle but without clothes round of the whole procedures without clothes in as follows.
- Do not use water with temperature over 50℃

A complete cycle is as shown below



Plug in | Open tap | load and Close lid | Add detergent | Close lid

■ Washing



Power On | Select COURSE | Select water level | Start up

Note!

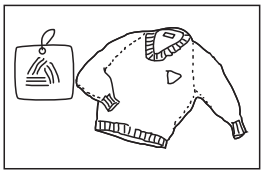
- If default operation is selected, step 2, 3 may be skipped.

■ After washing

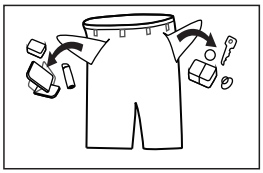
The buzzer will beep after washing finished and the power supply will be cut off automatically . At this point , you may unload the laundry.

■ Washing matters needing attention

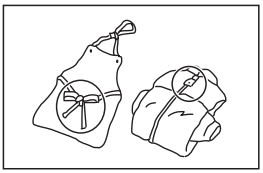
- Before washing ,please check the clothes labels and the detergent usage instructions. Use low-density detergent before wash suitable for washing machines .



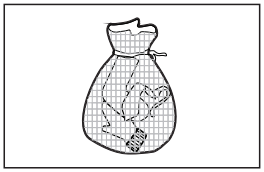
Check the label



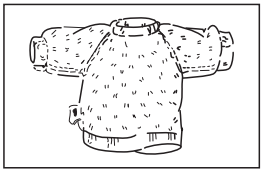
Take items out of the pockets



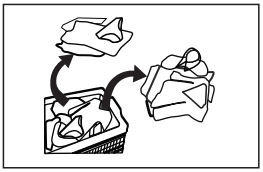
Tie tassels into Knot, fasten zippers and buttons



Put small clothes into a laundry net



Turn the following clothes inside out: those that easily form fiber on its surface and those with long strands of fiber



Segregate clothes with varying textures or materials

⚠ Warning!

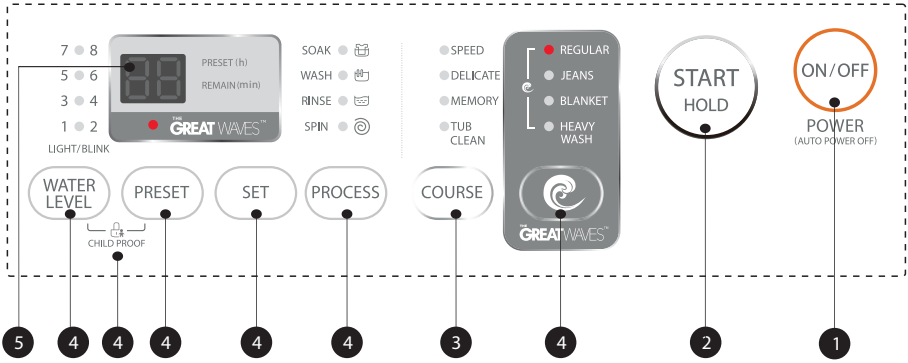
- Washing a single piece of clothing may cause severe unbalance and consequently sound an alarm. In this case, it is suggested to add one or two more pieces of clothing to the wash load that will also make spinning smoother.
- Do not wash clothes stained With kerosene, gasoline, alcohol and. Other flammable materials.

■ The usage of detergent and washing powder

- Choose the suitable type of detergent for the various washing temperature to get the best washing effect with less water and energy consumption.
- Washing powder can only be put directly into the tub if you want. As for powder detergent that can form into clusters or masses, it is suggested to dilute the detergent with some water before pouring into the tub.

OPERATION

■ Control panel



Note!

- This illustration is for reference only. Please refer to the product ,for actual appearance

1 On/Off

Turns the unit on and off.

2 Start/Pause

Press this button to start or pause the washing cycle.

3 Course

Available according to the laundry type.

4 Option

This allows you to select an additional function and will light up when selected.

5 Display

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

6 Fuzzy

The washing machine will select the water level automatically according to the load weight.

1. When there's water in the tub, this function is not available.
2. Before pressing [Start/Hold] button, if the user selected the water level, there will be no fuzzy weighting function.
3. After pressing [Start/Hold] button, the washing machine will run the fuzzy weighting function.

Note!

- REGULAR,JEANS,MEMORY,HEAVY WASH Course has fuzzy weighting function.

OPERATION

■ Option

Only for models having these functions.

WATER LEVEL

Water level
select the water level according to clothing categories, degree of soiling and washing habits of users

PROCESS + SET

Soak/Wash/Rinse/Spin
Soaking time,washing time, number of rinses , spinning time and other settings can be selected

PROCESS

Function
To select one of the following functions, Soaking , washing, rinsing or spinning

PRESET

Preset
1. Select a program
2.Press the PRESET button to choose the delay time before operation starts.
3.Press [Start/Pause] to commence the delay operation



On — Choose the course — Setting time — Start

Press the [PRESET] button repeatedly , to see delay time choices ,The delay time should be set , before starting the program. If you want to set the delay time , after the program has already started, the on/off button should be pressed to reset the program

⚠ Caution!

- If there is any interruption in the power supply while the machine is operating, a special memory stores the selected program and recalls the memory setting when the power is restarted



On — Start — The GREAT waves light

WATER LEVEL + PRESET (CHILD PROOF)

Child Lock
To avoid mis operation by children.



On — Start — To activate child lock press the two buttons at the same time — Shown as CL

⚠ Caution!

- Press the two button again (at the same time) will deactivate the " Child Lock" function
- The " Child Lock" will lock all buttons except [On/Off].

OPERATION

■ Personalized setting of washing program

The user can select washing program according to the actual need, and set washing time, number of rinses, spinning time, water volume and program start time.



On　Program　Water Level　Set soak/washing/spinning time, rinsing times　Preset　Start

■ Operations of washing process

The user can set a single process or combinations of washing, rinsing and spinning freely according to the need. Detailed operations are as follows for different models:

Soak



Wash



Rinse



Spin



Note!

- Other process combinations are similarly set, as the above examples.
  You can choose the following parameters : SOAK : 0,10,20,30,40,50,60minutes
  WASH: 0-20minutes　RINSE:0-3times　SPIN: 0-9minutes.

Washing course table

Course are available according to the laundry type.
Only for models having these functions

Course	
SPEED:	Suitable to wash lightly- stained clothes and clothes for summer.
DELICATE:	Mid/High/Low water level selection, the tempo is soft, slow washing and spinning speed, for minimal wear and deformation.
MEMORY:	Press "Start \Pause " to set the memory .To recall the memory ,press Power on ,select the memory course and the stored cycle will come up
TUB CLEAN:	With intermittent spinning the dirt on the inner & outer surfaces of the drum, as well as the pulsafor are removed.
REGULAR	Standard fabric washing program, suitable to wash ramie cotton fabric. Washing is done once, twice for rinsing and the spin time is a bit long.
JEANS:	Suitable to wash heavily-stained/thick clothes.
BLANKET:	The wash time is longer, the water action stronger, so the washing effect is better.
HEAVY WASH:	heavily-stained/thick clothes.
Fuzzy weighing:	The washing machine will select the water level automatically according to the load weight. 1. When there's water in the tub, this function is not available; 2. Before pressing [Start/Pause] button, if The user selected the water level, there will be no fuzzy weighing function; 3. After pressing [Start/Pause] button, the washing machine will run the fuzzy weighing function. The user can also select the water level to set the water level as needed.

■ Recommended detergent amount

Rated capacity(kg)	Manual Water Level Setting	Detergents		Softener	
		Powder	Liquid	Normal type	Concentrated type
10kg	73L (8gear)	Approx. 55g - 100g	Approx. 35mL - 50mL	Approx. 55mL - 75mL	Approx. 18mL - 25mL
6kg	62L (6gear)	Approx. 33g - 55g	Approx. 20mL - 35mL	Approx. 36mL - 55mL	Approx. 12mL - 18mL
3kg	48L (4gear)	Approx. 11g - 33g	Approx. 10mL - 20mL	Approx. 18mL - 36mL	Approx. 9mL - 14mL
1kg	29L (2gear)	Approx. 11g	Approx. 10mL	Approx. 18mL	Approx.9mL
Blanket		— — —	Approx. 50mL	Approx. 75mL	Approx. 25mL

Note!

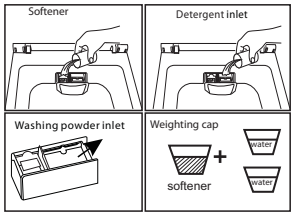
- This is just for reference.
- Only 1 gear water level can be selected manually.

■ When using softener

1. Add softener to the softener case at the top of the basket.
2. The softener automatically flow into the basket during the final rinse.
3. The amount of softener varies with brands.

Follow the instruction on the softener label.

If the concentrated softener is used, dilute it with water one third of its original concentration before pouring it into the insertion case.



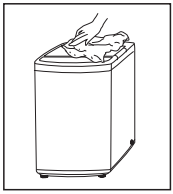
MAINTENANCE

Cleaning and care

⚠ Warning!

- Before your maintenance starts, please unplug the machine and close the tap.

Cleaning the cabinet



Proper maintenance 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 a wet cloth to wipe it off immediately. No sharp items are allowed.

Note!

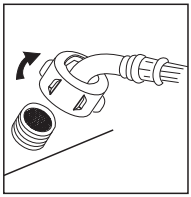
- Formic acid and its diluted solvents or equivalent are forbidden, such as alcohol, solvents or chemical products ,etc.

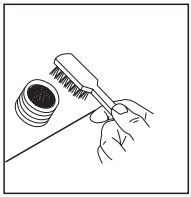
Cleaning the inlet filter

Note!

- Inlet filter must be cleaned if pressure of water from the inlet drops.

Washing the filter in washing machine:





- Water inlet valve filter cleaning.
  1. Screw off the inlet hose from the back of the machine.
  2. Pull out the filter with a pair of long nose pliers and reinstall it back after being washed.
  3. Use a brush to clean the filter.
  4. Reconnect the inlet hose.
- Lint filter cleaning

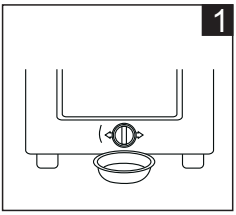


  1. There is a built-in lint filter in your washer. It can help to collect lint during washing cycle.
  2. It is suggested to clean the lint filter every 10 cycles.
  3. Take it out and clean the filter with water. Then place it back into the washer.

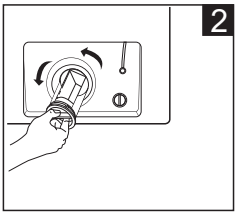
■ Cleaning drain pump filter

⚠ Warning!

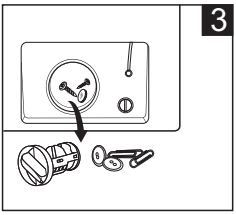
- Allow detergent solution to cool down.
- Unplug the machine to avoid electrical shock .
- Drain pump filter can collect the yarns and small foreign matter from the wash load.
- Clean the filter periodically to ensure normal operation of the washing machine.



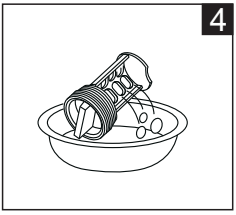
Drain the water out of the pump, use a container to collect the water.



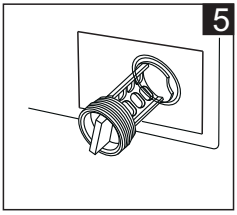
Open the filter by turning counter cloc kwise



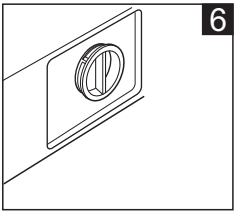
Remove fareign matter



Clean the filter.



Restore it and adjust the convex portion to align with the pump hole.



Tighten the pump cover clockwise.

⚠ 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 a basin.
- 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.
- Correct specifications depend on actual model.

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■ Trouble shooting

If the appliance does not start or it stops during the operation, initially try to find a solution to the problem based on the table below. Otherwise, contact the service center.

Description	Inspection Items
No washing	If the power is off . If the water volume reach the required water level.(The washer will not work if the water amount does not reach the required water level) If it is set to "Preset" washing mode. (It will only start to work until the reservation time is reached)
No water flows in	If the power is off or the fuse is burned out. If the water supply is cut off or the water pressure is too low. If the inlet hose is properly connected and the water tap is opened. If the filtering screen of inlet valve is blocked by dirt. If the "Start / Hold" button is pressed after the power switch is pressed.
Abnormal draining	If the end of the water drain hose is placed very high. If the end of water drain hose is immersed in and blocked by a pool of water .
Abnormal spin	If the glass lid is not closed. If most of the clothing are at one side of the drum or if too many clothes are loaded in the machine. If the washer is not placed in stable condition or it is placed an inclined state. (The ground is not flat).

Description	Reason	Solution
E1	Alarm for abnormal water filling.	Check if the water tap is opened or not.
E2	Alarm for unfinished water draining	Check if the end of the drain hose is placed too high, if it is immersed in and blocked.
E3	Alarm for lid that is not closed before wash and spin.	Close the lid, press “Start” button.
E4	Unbalanced wash load during spinning	Evenly distribute the clothes in the drum by hand.
E7-1 E7-2 E7-3 E7-4 E7-5	Abnormal behavior with dangerous fault. (brake wires,brake,sensors)	E7-1 E7-2 E7-3 E7-4 E7-5 appears after pressing the power button,Please call for service. If E7-1 E7-2 E7-3 E7-4 E7-5 appears during the operation , press the power button to stop the machine.
FXX	Others	Call for service if no solutions work.

Note!

- After the checking, try to use the appliance again ,If problems persist or the display shows other alarm code again, contact the service center.
- E1-E4 alarm clear on some models need to be stimulated by "Start" button.

MAINTENANCE

Technical specifications

Standard Water Pressure	0.03MPa~0.8MPa

Model	Washing Capacity	Net dimension (W*D*Hmm)	Including drain hose (W*D*Hmm)	Net Weight	Rated Power	Power Supply
AW-DQ950FPH(WW)	8.5kg	550x565x965	550x635x965	40kg	390W	220-240V~, 50Hz
AW-DQ110JPH(WW)	10.0kg	550x565x965	550x635x965	40kg	390W	220-240V~, 50Hz