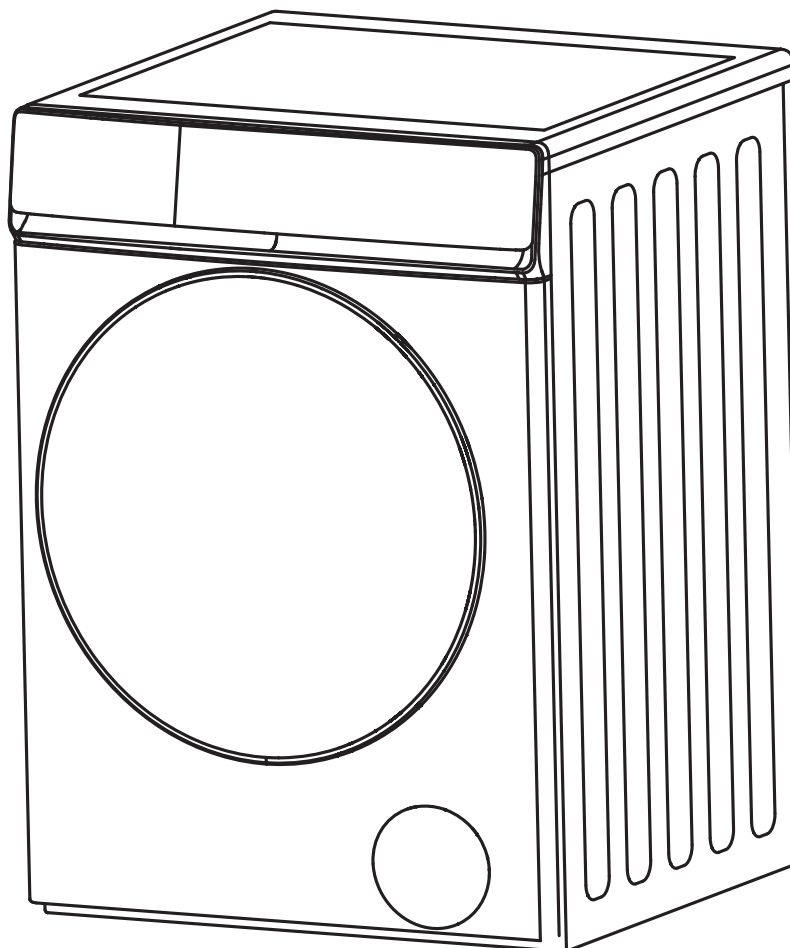


EuropAce

ESTD. 1992



10kg Front Load Washing Machine

EFW 9102Y

Important Information that may impact your Manufacturer's Warranty

Adherence to the directions for use in this manual is extremely important for health and safety. Failure to strictly adhere to the requirements in this manual may result in personal injury, property damage and affect your ability to make a claim under the EuropAce manufacturer's warranty provided with your product. Products must be used, installed and operated in accordance with this manual. You may not be able to claim on the EuropAce manufacturer's warranty in the event that your product fault is due to failure to adhere to this manual.

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SAFETY INFORMATION

Congratulations on your new EuropAce Washing Machine. This manual contains important information on the installation use and care of your appliance. Please take time to read this manual. Warnings and Important Safety Instructions in this manual do not cover all possible conditions and situations that may occur. It is your responsibility to use caution, and care when installing, maintaining, or operating your appliance. Always contact your manufacturer about problems or conditions you do not understand.

Important Safety Symbols

	Important information or useful hints about usage.
	WARNING for hazardous situations or unsafe practices that may result in severe personal injury, death and/or property damage.
	CAUTION for hazardous situations or unsafe practices that may result in unsafe practices that may result in personal injury and/or property damage.

Read the instructions



It is important to read all instructions before using the appliance. These warning signs are here to prevent injury to yourself and others. After reading this manual, store it in a safe place for future reference.

As with any equipment that uses electricity and moving parts, potential hazards exist. To safely operate this appliance, familiarize yourself with its operation and exercise care when using it.

WARNING **RISK OF FIRE**

- Washing machine installation must be performed by a qualified technician.
- Install the Washing machine according to the manufacturer's instructions and locations.
- To reduce the risk of server injury or death, follow all installation instructions.
- Ensure the water and electrical devices provisions are connected by a qualified technician in accordance with the manufacturer's instructions and local safety requirements.

SAFETY INFORMATION

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

Important Safety Precautions

WARNING

1. This appliance is not to be used 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.
2. Children should be supervised to ensure that they do not play with the appliance.
3. The appliance is designed for household use only and can be used in all residential areas.
4. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or personnel with similar qualification to avoid danger.
5. The new hose sets supplied with the appliance are to be used and that old hose sets should not be reused.
6. Do not pour volatile solvent such as petrol and methane into the tub for washing.
7. The inlet valve filter must be cleaned frequently to prevent clogging.
8. Adequate bottom ventilation has to be provided.
9. Never use water temperature over 50°C.
10. Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol, kerosene, spot removers, turpentine, waxes and wax removers should be washed in hot water with an extra amount of detergent before being washed in the washing machine.
11. Remove all objects from your pocket, such as lighters and matches.
12. The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.
13. Please do not plug or unplug the power cord with wet hands.
14. Do not excessively bend, stretch, twist or strap the power cord.
15. If the plug (power supply cord) is damaged, it must be replaced by the manufacturer or its service agent or a similar qualified technician.
16. Do not expose the washing machine to direct sunlight or rain. Keep it away from heat sources.
17. Do not place the machine on a carpet. Do not place the machine with a drain function on a place where there is no floor drain.
18. Do not put any hot, heavy items (such as pots with hot water, etc.) on the appliance.

19. When the Washing machine is operating, do not put your hand into the drum. Even if the rotation speed is very slow, it is dangerous. Take special care not to let children climb onto the washing machine to avoid danger.
20. Never disassemble, repair, or modify this unit by yourself.

Critical Installation Requirements:

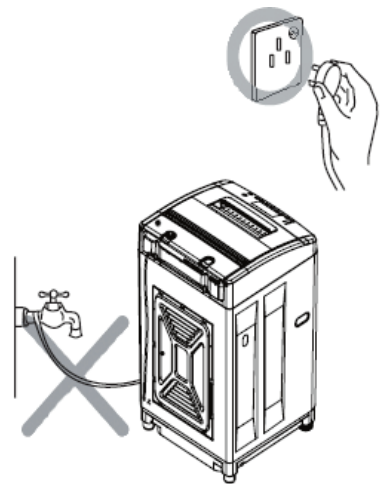
- Check whether the appliance is damaged during transportation. The damaged washing machine shall not be powered on. If any damage is found, please contact the vendor
- The washing machine must be installed by a qualified installer. If service is required due to poor or faulty installation, it is considered the owner's responsibility and may void the warranty. Keep these instructions for future reference.
- This appliance must be properly grounded.
- Do not ground the appliance to a gas pipe, plastic water pipe, or telephone line.
- Remove all foreign substances such as dust or water from the power plug terminals and contact points using a dry cloth on a regular basis.
- The appliance should be installed in a dry and ventilated environment. It should not be installed in a place where it is damp, full of steam and water (such as the bathroom, beside the tap of open balcony).
- It is suggested that the dryer and washing machine should be placed close to each other to facilitate the drying of clothes after washing and dehydration.
- In the process of handling and using, the maximum tilt angle of the machine should not exceed 45 degrees. In case of tipping, please stand upright for 2 hours before power on.

Electrical and grounding requirements

⚠ WARNING:

- Check before connecting the power supply: the power supply voltage must meet the requirements indicated on the power label. The power socket should be consistent with the plug. Whether the power socket can bear the maximum power of the appliance please contact the local power bureau. The socket must be reliably grounded.
- Protect the power cord properly. Special attention shall be paid to the plug location.
- Do not make the wall-mounted socket overloaded or cable extended. Overloading of the wiring may cause fire or electrical shock. Do not pull out power plug with wet hands.

- Plug into a grounded, 3-prong outlet.
- Do not use a damaged power plug, cord, or loose or damaged wall outlet.
- Do not modify the power plug, power cord, or power outlet in any way.
- Never try to connect the earthing of the washing machine together with that of gas pipe or water pipe, telephone cord or lightening rod.
- The appliance should be positioned so that the power plug, the water supply taps, and the drain pipes are accessible.



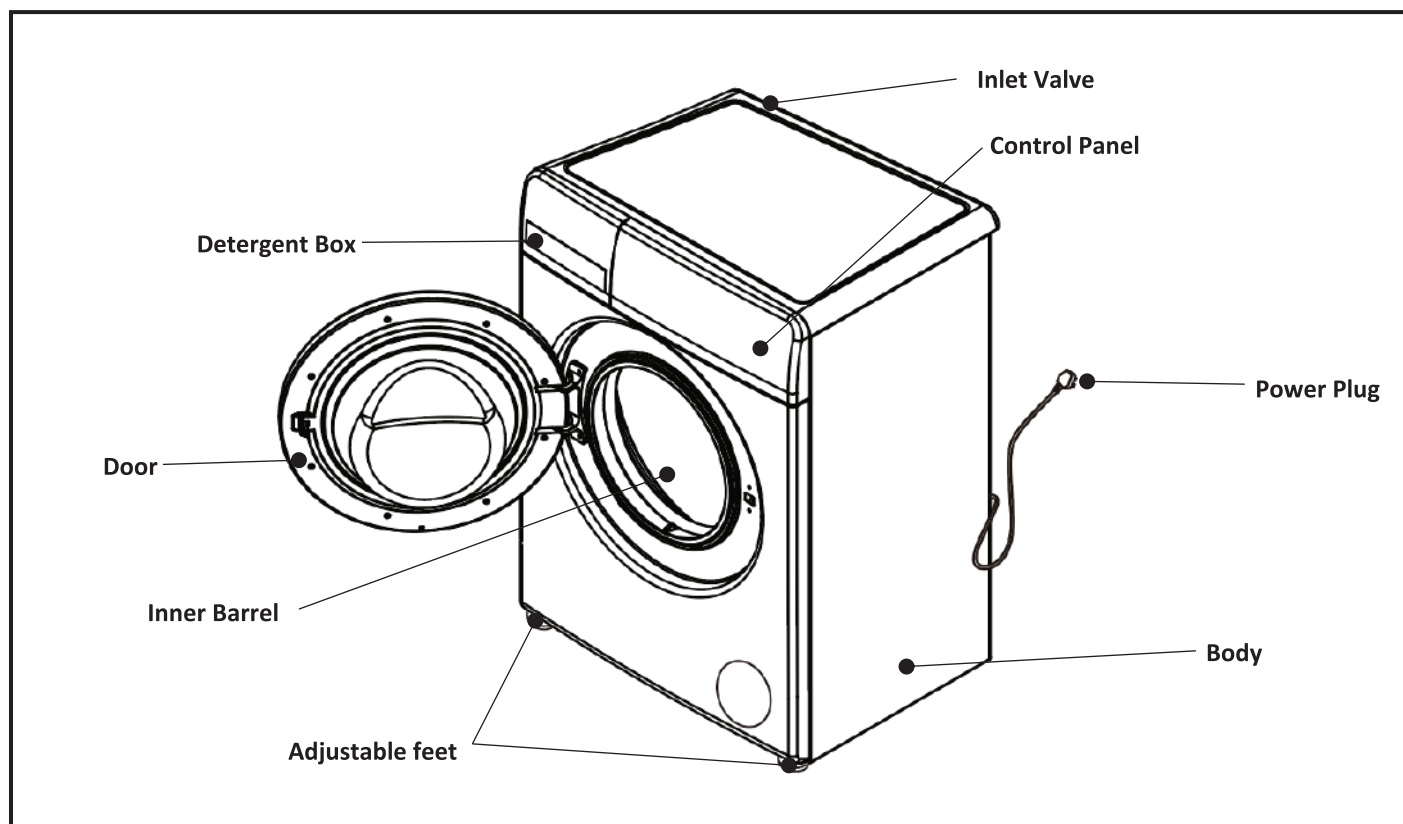
⚠ WARNING:

- Do not plug the power cord into a wall outlet before the appliance is completely installed.
- Please do not use stove, gas appliances, etc. near the appliance to avoid danger.
- Do not use a socket with other electrical appliances, sharing a wall socket with other appliances using a power strip or extending the power cord may result in electric shock or fire.
- If there is any dust on the mounting surface of the power plug and the insert, carefully wipe it with a dry cloth.
- Note: Please do not plug or unplug the power cord with wet hands.
- Do not excessively bend, stretch, twist or strap the power cord.
- Keep all packaging materials well out of the reach of children, as packaging materials can be dangerous to children.
- Failure to do so may result in electric shock, fire, an explosion, problems with the product, or injury.

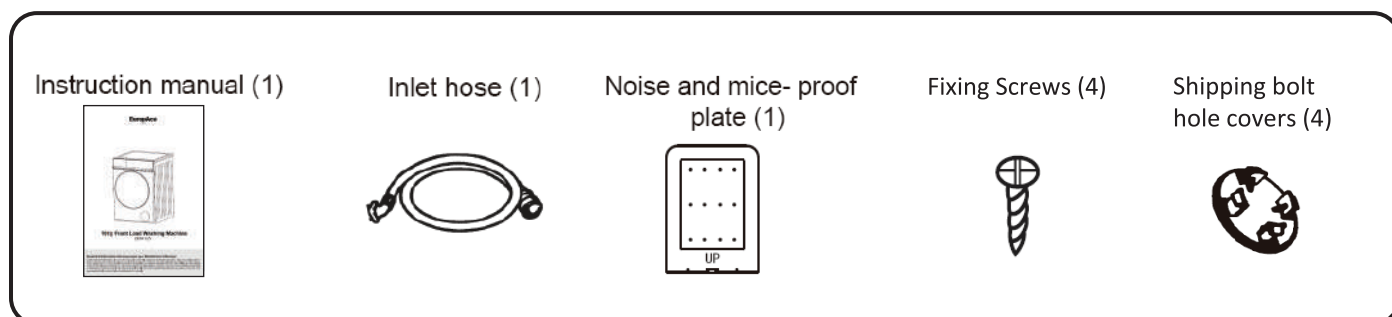
INSTALLATION

Carefully unpack the washing machine. Keep all packaging materials away from children. The parts and location of parts shown below may differ from your appliance. Before installation, make sure the washing machine has all parts listed here. If the appliance and/or parts are damaged or missing, conduct EuropAce customer service centre.

Parts Description



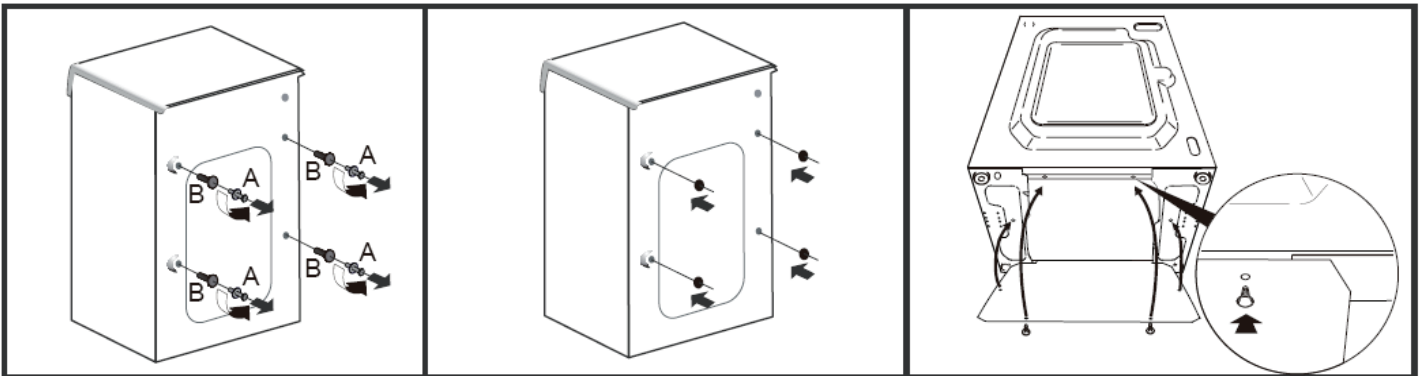
Accessories (What's included)



Disassembling the shipping bolts and the bottom panel

- ❗ Before you install the washing machine, make sure you have read Installation requirements. Please remove all the package, and then place the appliance on a solid flat surface, not on blankets, supports, etc.
- ❗ The shipping bolts are used to prevent internal damage of the washing machine during transport.

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



Disassembling the shipping bolts and the bottom panel

Horizontal adjustment:

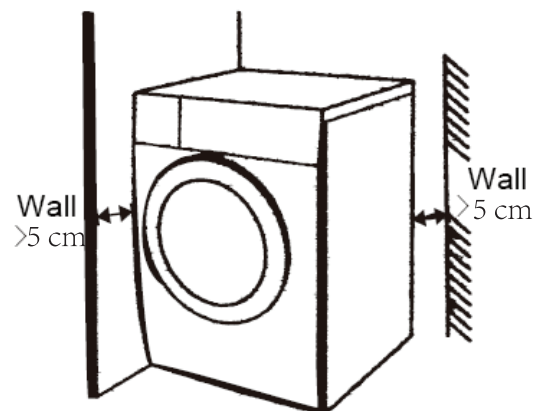
- The tilt angle shall not exceed 1 degree.

Power outlet:

- Do not connect to a number of power plugs.




Installation place:

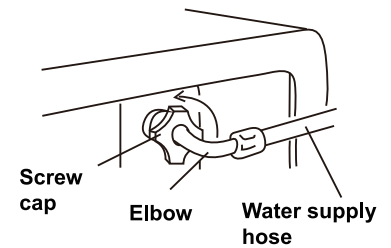
- Allow sufficient safety distance between the washing machine and the wall. (distance between the back/left/right of the washing machine and a wall >5cm)
- Install the washing machine at a hard and flat floor with a drain. Do not install it on soft carpeted or wooden floors.
- Do not put clothes to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



Connecting the water supply hose

- The water supply pressure shall be from 30kPa to 850kPa.
- During connection of the water supply hose and the inlet valve, do not screw them tightly to avoid slipping.
- There are 2 seal rings in connectors at both ends of the water supply hose to prevent water from leaking;
- Turn on the faucet to check the connectors for any water leakage;
- Check the water supply hose regularly and replace it if necessary;
- Make sure that the water supply hose is not warped or damaged.

Using a standard faucet	
Standard faucet	
Extended faucet	
Square faucet	



Standard tap installation

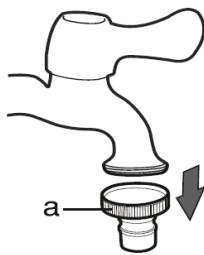


Figure 1

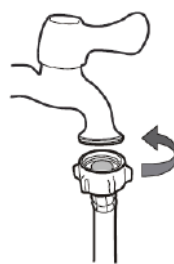


Figure 2

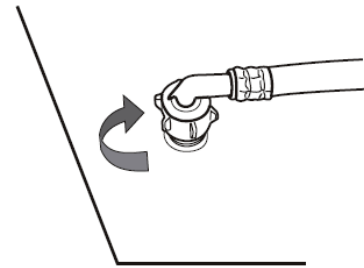


Figure 3

1. Unscrewing the part "a" from the water faucet. **(Figure 1)**
2. Attach the water inlet hose to the water faucet. **(Figure 2)**
Note : Do not overtighten as it may result in damage to the valve.
3. Run water through faucet and inlet hose into a bucket or laundry tub, to get rid of particles in the water line that might clog the inlet valve screen.
4. Attach the hose connected with the water faucet to the water inlet valve. **(Figure 3)**
5. Check for leakage.
 - Swing the water inlet hose gently to confirm if it's suitable.
 - Turn on the water faucet and check for leakage. A small amount of water might enter the washing machine, you may drain this later.

Special tap installation

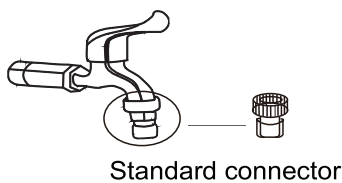


Figure 1

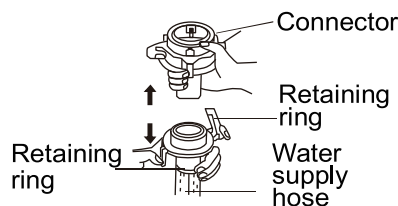


Figure 2

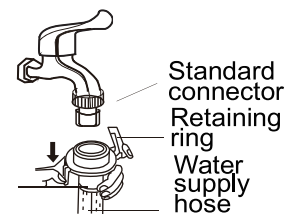
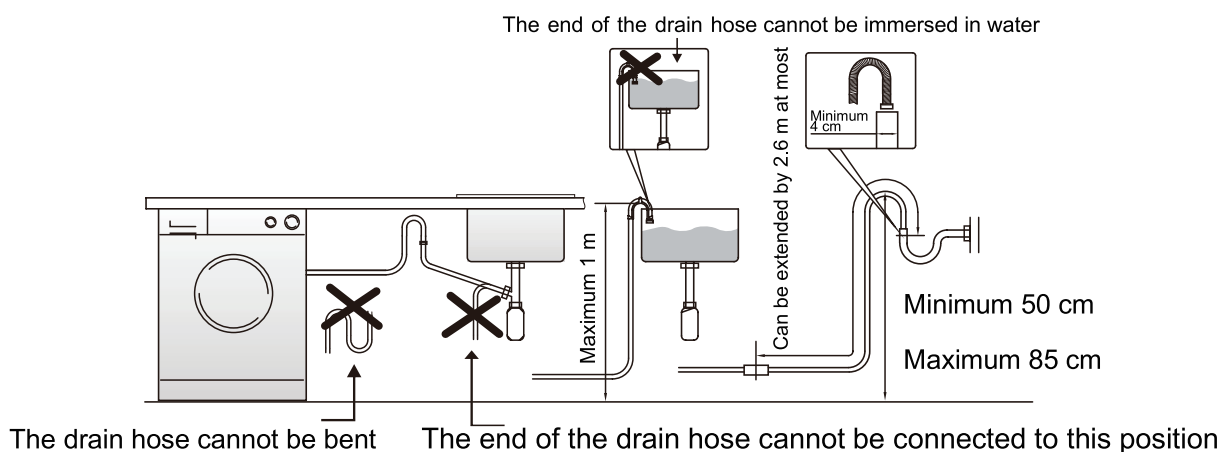


Figure 3

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

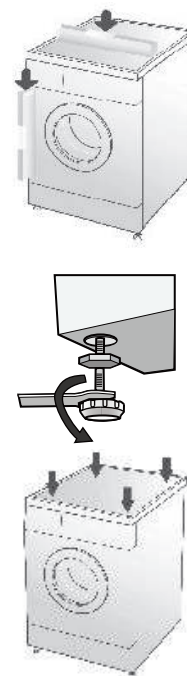
Installing the drain hose

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



Levelling

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



OPERATIONS





Preparation before using

i Read the safety instructions carefully. Sort out clothes according to Fabric Care Chart. Always clean the water tank and install it in place after every load. Ensure the lint filter is clean and installed back in place.

Fabric Care Chart

i The following symbols provide garment care direction. The Clothing care labels include symbols for drying and dry cleaning when necessary. The use of symbols ensures consistency among garment manufacturers of domestic and imported items. Follow care label directions to maximise garment life and reduce laundering problems.

WASH CYCLE

	Normal
	Permanent press/Wrinkle resistant/Wrinkle control
	Gentle/Delicates
	Hand wash



WATER TEMPERATURE

...	Hot
..	Warm
.	Cold




i NOTE

The Water Temperature table lists appropriate wash water temperatures for various items. The temperature range is 106-126 °F (41-52 °C) for Hot, 84-106 °F (29-41 °C) for Warm, and 61-84 °F (16-29 °C) for Cold. (Wash water temperature must be a minimum of 61 °F (16 °C) for detergent activation and effective cleaning.)




NORMAL

	Permanent press/Wrinkle resistant/Wrinkle control
	Gentle/Delicates






BLEACH

	Any bleach (when needed)
	Only non-chlorine (color-safe) bleach (when needed)
	Tumble dry




SPECIAL INSTRUCTIONS

	Line dry/Hang to dry
	Drip dry
	Dry flat







HEAT SETTINGS

	High
	Medium
	Low
	Any heat
	No heat / Air






IRON DRY OR STEAM TEMPERATURES

	High
	Medium
	Low

WARNING SYMBOLS FOR LAUNDERING

	Do not wash
	Do not wring
	Do not bleach
	Do not tumble dry
	No steam (added to iron)
	Do not iron

DRY-CLEAN

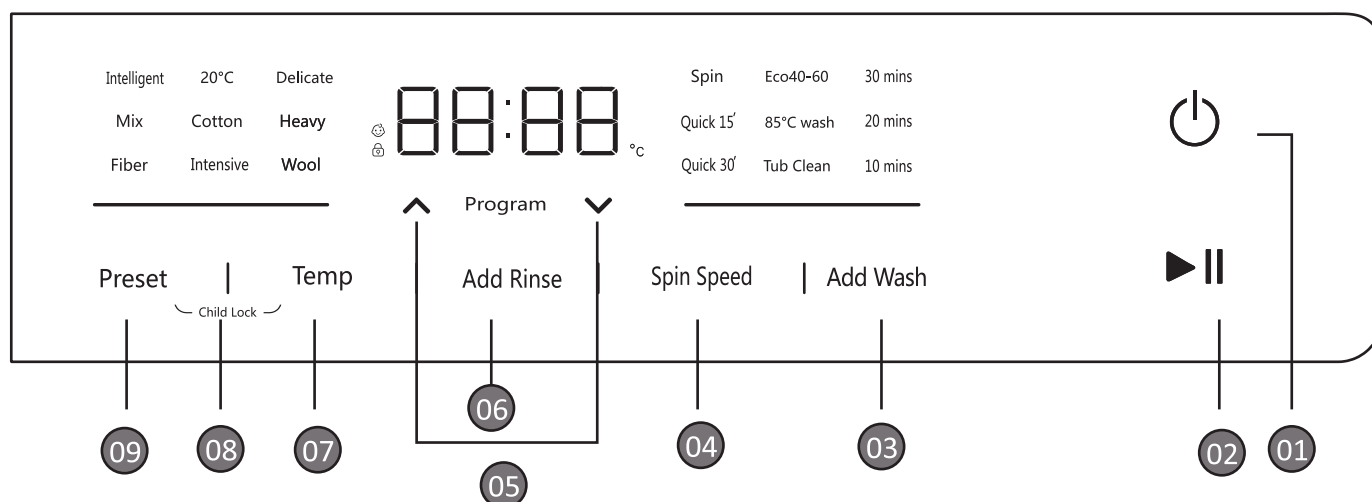
	Dry-clean
	Do not dry-clean
	Line dry / Hang to dry
	Drip dry
	Dry flat

Clothes sorting

 Sort clothes according to the textile information provided. Avoid Overloading.

1. Take out all foreign matters in the clothes and pockets such as coins, sand, keys, etc, in case of clothes and machine damage.
2. Close pillowcases and covers with fasteners to prevent small laundry items getting tangled inside them. Close press studs, zips, hooks, tie belts and apron strings.
3. For delicate clothing, place them into a washing net first.
4. Avoid drying dark clothes with light coloured fluffy items such as towels as they could attract the fluff.
5. Please wash clothes according to the fabric care information provided otherwise it may cause colour change or deformation.
6. Knitted textiles (knitted underwear) may shrink a little during drying. Please do not over-dry items of this type. It is advisable to allow for shrinkage when choosing the size of new purchases.
7. The laundry must be thoroughly spin dry before tumble drying.
8. Ensure there are no clothes between the door and sealing ring when closing the door.

Control panel



01 Power	Press to turn the power on/off. If the washing machine turns on for after 10 minutes, without any button being pressed, the appliance automatically turns off.
02 START/PAUSE	Press the " START/PAUSE " button to start or pause the program cycle.
03 Add Wash	Extend or shorten washing time as needed.
04 Spin Speed	Select the spin speed by weight and kinds of clothes. The range of spin speed varies with programs. The spin speed is not required for the Self-cleaning program.
05 Program selection	Select the appropriate program according to laundry type. See the Cycle overview below for available preset programs.
06 Add Rinse	Increase or decrease rinse times as needed.
07 Temp	Select the water temperature by the kinds of clothes and degree of laundry stain. The range of water temperature varies with programs. The water temperature is not required for some programs.
08 Child Lock	Press and hold " PRESET " and " TEMP " keys for more than 3 seconds to enable/disable the lock function.
04 Preset	Used for preset delay start time. The time shall be customized after a program is selected and before the "Start/Pause" key is pressed.

Program Chart

Program	Water temperature (°C)	Rinse	Spin (rpm)	Maximum load	Kind of clothes
Intelligent	40/60/85/Normal/ 30	2	800/1200/ 1400/ No spin/600	Rated	Cotton/Synthetic fabrics
<u>Mix</u>	40/Normal/30	2	800/1200/ 1400/ No spin/600	Rated	Cotton/Synthetic fabrics
Fiber	40/Normal/30/60	2	800/ No spin/600	≤ 4kg	Synthetic fabrics
20°C	20	2	800/ No spin/600	≤ 3kg	Machine-washable Down Jackets or similar fabrics
Cotton	40/60/85/Normal/ 30	2	800/1200/ 1400/ No spin/600	Rated	Cotton/Synthetic fabrics
Intensive	60/40	2	800/1200/ 1400/ No spin/600	Rated	Heavily soiled Cotton/Synthetic fabrics
Delicate	60/85/Normal/30/ 40	3	800/1200/ 1400/ No spin/600	≤ 4kg	Machine-washable baby clothing
Heavy	40/60/Normal/30	2	800/ No spin/600	Rated	Heavy and big clothing
Wool	30/Normal	2	600/No spin	≤ 3kg	Machine-washable wool
Spin	/	/	800/1200/ 1400/ No spin/600	Rated	Cotton/Synthetics
Quick15'	Normal	1	800/No spin/600	≤ 3kg	Normal soiled clothes/frequently used towels towels
Quick30'	Normal	2	800/No spin/600	≤ 3kg	Normal soiled clothes/frequently used towels
Eco40-60	/	2	600/800/ 1200/1400 No spin	≤ 4kg	Cotton/Synthetic fabrics
85°C Wash	85	2	800/1200/ 1400/ No spin/600	≤ 4kg	Mite killing and Sterilization for Cotton fabrics
Tub Clean	85	2	800/No spin/600	/	Tub Cleaning & Sterilization

NOTE:

- The first parameter of water temperature and spin speed is the default program. You can select other programs manually.
- The remaining time of some programs shown on the control panel may vary with the laundry weight automatically, and this condition does not represent a fault.
- The washing time required may vary with water pressure, drainage conditions, kinds of clothes and water temperature.
- Because the weight of clothes and the type of detergents added are not constant all the time, the rinse effect may be poor if the spin speed is too low. Please increase the time of rinse.
- When the washing machine starts up after a power failure, it runs from the time node before the power failure.
- **Recommended wash mode for normally soiled clothes at rated load capacity used for evaluation of the captioned model under Singapore Mandatory Water Efficiency Labelling Scheme (MWELS) is as follow:**

Mix - Spin speed: 800rpm, Temp: 40°C

Detergent Box

Synthetic detergent powder

- For stubborn detergents such as powdered soaps, please dissolve them fully and before pouring into the detergent compartment.

Liquid detergents • bleach

- Please use synthetic low-foam liquid detergents.
- If concentrated liquid detergents are used, please dilute them with water (2:1) and pour them into the detergent compartment.

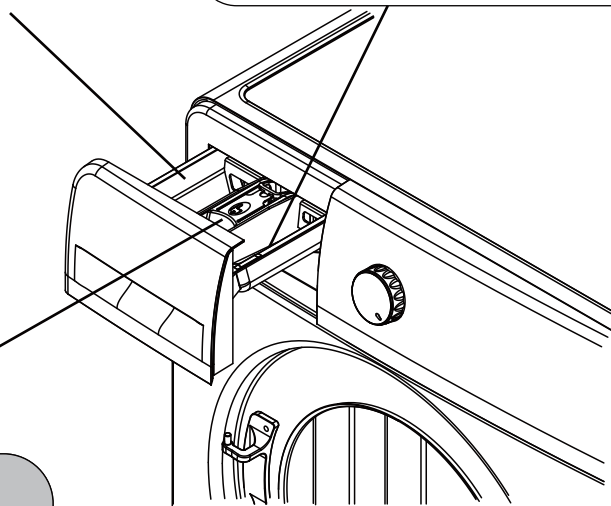
Clean the detergent compartment in advance

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

Fabric Softener





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

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









OPERATIONS

Getting started

1. Press the "  " button to turn on the power.
2. Load the clothes and close the door.
3. Select a program in the following order as needed:
Intelligent → Mix → Fiber → 20°C → Cotton → Intensive → Delicate → Heavy → Wool → Spin → Quick15' → Quick30' → Eco 40-60 → 85°C wash → Tub Clean
4. Press the "  " button to start the washing cycle.
 - After the system is started, if you need to change the setting program, you need to press the "  " button, and then select the desired program and finally press the "  " button again, the system will run according to the newly set program.
 - Do not open the door during the operation of the washing machine to avoid accidents.
5. When the laundry cycle is over, it will alarm automatically and cut off the power.

Usage of customized programs

1. Press the "  " button to turn on the power.
2. Load the clothes and close the door.
3. Select a program with the "  ", "  " keys as needed.
4. Press "**TEMP**" / "**SPIN SPEED**" / "**ADD RINSE**" / "**ADD WASH**" key to set water temperature, spin speed, washing time and rinse times.
5. Press the "  " button to start the washing cycle.
 - After the system is started, if you need to change the setting program, you need to press the "  " button, and then select the desired program and finally press the "  " button again, the system will run according to the newly set program.
 - Do not open the door during the operation of the washing machine to avoid accidents.
6. When the laundry cycle is over, it will alarm automatically and cut off the power.

Door locking

After startup, the door will be locked automatically and cannot be opened. The “Lock” light/icon on the control panel illuminates.

Door unlocking

When the “Lock” light/icon on the control panel illuminates, press the “Start/Stop” key. After the drum stops rotating, wait for 2 minutes until the door is unlocked automatically.

During washing, the door cannot be opened during high temperature and high water level.

MAINTENANCE

Please read and follow the maintenance instructions carefully. Good maintenance practices will extend the service life of the washing machine. Before maintenance, please unplug the power plug to avoid dangers from happening.

Body

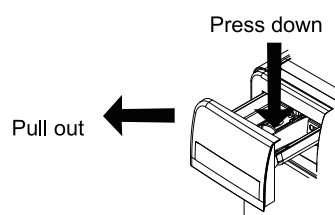
- Please wipe the body with a soft and clean cloth every time after the washing machine is used. When there are serious stains, please wipe the body with a cloth dipped in appropriate detergents or soapy water.
- Do not spray water on the body directly.
- Do not wipe the body with chemicals such as putty-powder, diluting agents, gasoline and alcohol.

Door seal

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

Detergent Box

- To prevent detergent becoming mouldy and built-up of limescale on the surface of the detergent box, please clean the detergent box regularly.
- Press the specified position and pull out the detergent box, wash it with water and put it back after drying with a gentle cloth



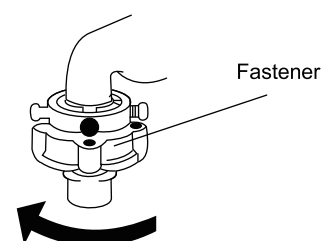
Drum

There may be stains in the washing drum after a few usage. The “TUB CLEAN” program can be used to clean drum .

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

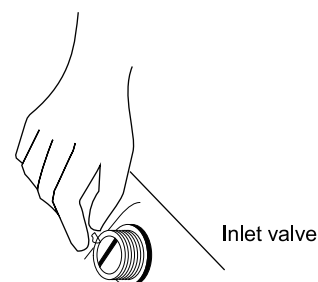
Universal coupling

- Remove the water supply hose from the universal coupling.
- Screw off the fastener by following the arrow.
- Rinse the interior of the fastener with water.
- Install the clean fastener and the water supply hose.



Inlet valve

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



Drainage pump filter

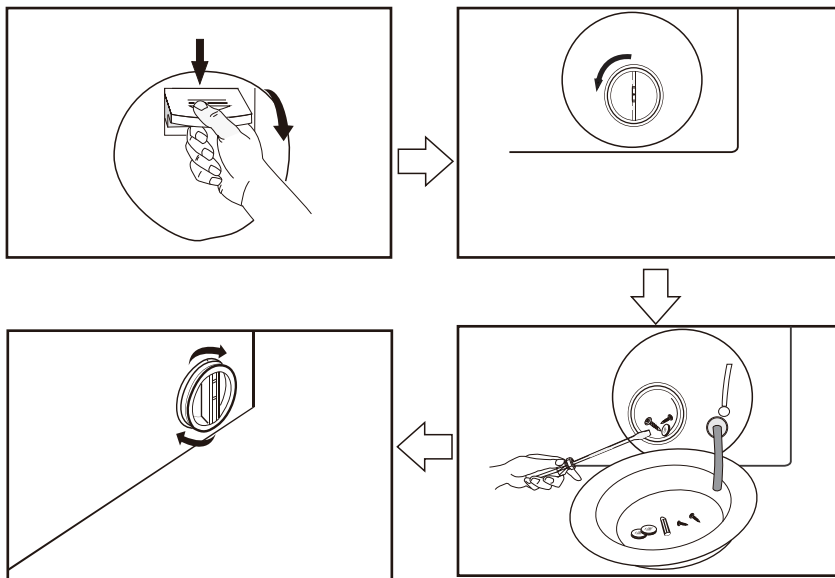
- After drainage, disconnect the power plug, press the clip above the decorative cover for the drainage pump at the right corner in the front of the body, and open the filter cover.

ⓘ NOTE: if there is hot water in the washing machine, please take the above actions only after cooling.

- Screw of the filter anti-clockwise.
- Rinse the filter thoroughly with water.
- Insert the filter back, screw it clockwise and close the cover for the drainage pump.

ⓘ NOTE:

- The filter must be tightly screwed to prevent water from leaking;
- Do not clean the filter when a program is running.



TROUBLESHOOTING

Checkpoints

Symptom	Reasons
The washing machine cannot start	<ul style="list-style-type: none"> • Press the “power” key or “Start/Stop” key. • Insert the plug of the power cord. • Please wait for a few minutes before starting up the appliance again. • The door is not closed properly.
The door cannot be opened	A program is running.
Peculiar smell	Because rubber parts are used in the washing machine, there can be a rubber smell at the beginning.
Low water level during washing and rinsing	Drum washing machines wash clothes with a liter of water.
Water inflow during running of programs	If the water level decreases, the washing machine automatically replenishes water.
Drainage during washing	Too much or high-foam detergent was added.
Variation of remaining time	<ul style="list-style-type: none"> • During spinning, if the clothes are off center, the spin time will increase appropriately to correct this. • If the water pressure is too low, the inflow time will increase appropriately.
Abnormal spin	<ul style="list-style-type: none"> • The shipping bolts were not disassembled • The washing machine were not assembled firmly • The load is too little • The locknuts for the adjustable feet were not screwed tightly
Abnormal sound during spinning	<ul style="list-style-type: none"> • Is the power cord contact with the body? • Are the shipping bolts disassembled? • Are there foreign matters such as hairpins and coins in the drum?
Too much foam	<ul style="list-style-type: none"> • It is recommended to add the appropriate amount of detergents.

 **NOTE:** If a problem persists, contact a local EuropAce Service Center.

Common Display Error Codes

Symptoms	Reasons	Solutions
E1 Water inlet fault	The faucet was turned off	Turn on the faucet.
	There is a water outage or is water pressure is too low	Please wait a few minutes
	The water supply hose or the inlet valve is blocked	Clean the filter screens from the water supply hose and the inlet valve thoroughly
E2 Door fault	The door is not closed properly	Close the door tightly.
E3 Drainage fault	The height of drain hose too high	Make sure that the height is below 1m.
	The drain hose is blocked by foreign matters	Take the foreign matters out and empty the drain hose.
	The floor drain is blocked by foreign matters	Remove foreign matters from the floordrain.
E4	Continuous water inflow fault	Turn off the faucet and disconnect the power plug. Then, contact professional service technician.
E6	No heating fault	Turn off the faucet and disconnect the power plug. Then, contact professional service technician.

SPECIFICATION SHEET

Model	EFW9102Y
No. of Ticks	4
Wash Capacity	10 kg
Voltage/Frequency	220-240V~/50Hz
Wash Power	250W
Spin Power	500W
Max Heating Power	1800W
Rated Power	2000W
RPM	Up to 1400 r/min
Water pressure	0.05~0.85 MPa
Drain Pipe	1.5m
Product Dimension	598x608x895 mm
Product Weight	64 kg

PROTECTING THE ENVIRONMENT

Disposal of the packing material

The packaging is designed to protect the appliance from damage during transportation. The packaging materials used are selected from materials which are environmentally friendly for disposal and should be recycled. Recycling the packaging reduces the use of raw materials in the manufacturing process and also reduces the amount of waste in landfill sites.

The materials marked with the  symbol are recyclable.

>PE<=polyethylene

>PS<=polystyrene

>PP<=polypropylene

This means that they can be recycled by disposing of them properly in appropriate recycling bin.

Disposing of your old washing machine

Use authorized disposal sites for your old appliance.



The symbol on the product or on its packaging indicates that this product may not be treated as household waste. Instead it should be taken to the appropriate collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of 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. For more detailed information about recycling of this product, please contact your local council, your household waste or disposal service.

⚠ WARNING:

A cut off plug inserted into a socket is a serious safety (shock) hazard.
Ensure that the cut off plug is disposed of safely.

Product Warranty

The Warranty Card is not provided in the product packaging. You can register the product warranty online at our website <https://warranty.europace.com.sg/> within 7 (seven) days from the date of purchase. Please produce your E-warranty registration when requesting for repair and service at our Service Centres nearest to you.

In the event, if you are unable to register the product warranty online you must produce your purchase receipt/tax invoice and such other documentary proof of purchase of the appliance when requesting for repair and service.

Product Warranty Coverage

You may find out your product warranty coverage at the link below before calling our Customer Service Hotline (65) 6457 3678 or visiting our Service Centre.

<https://warranty.europace.com.sg/>

TERMS & CONDITIONS OF WARRANTY (THIS WARRANTY IS VALID IN SINGAPORE ONLY)

This product is covered under this warranty for manufacturing defects (inclusive of parts and servicing) for the period set out in the table below. The applicable period will commence from the date of purchase.

All general warranties apply from the date of purchase / delivery. Warranty for EuropAce and Otimmo appliances only covers spare parts and labour charges for manufacturing defects.

Kindly register warranty via our website link : <https://warranty.europace.com.sg/>

2. Warranty is only effective for appliances purchased from: (i) authorised EuropAce dealers operated in Singapore; or (ii) online shopping portals in Singapore which are authorised to sell EuropAce products.
3. This warranty covers for appliance that is solely meant for domestic purposes and not for commercial purposes or any other purposes whatsoever. It is to be used strictly in accordance with the instruction provided by the manufacturer.
4. Only STRATEGIC MARKETING (S) PTE LTD and its authorised service contractors are authorised to provide repair / related services during the warranty period.
5. The owner shall send in the warranty registration duly completed online within 7 (seven) days from the date of purchase / delivery.
6. The owner is required to present original proof of purchase document when requesting for repair and service.
7. Under the following circumstances, parts and labour will be chargeable even during the warranty period. The warranty DOES NOT extend to the followings:
 - When the serial number of the product has been altered, tampered with or removed;
 - When the product has been tampered with, or has been subject to misuse, or damage due to customer negligence or damaged while in transit.
 - When the product has not been installed, maintained or operated in accordance with instructions given by STRATEGIC MARKETING (S) PTE LTD.
 - When the product has undergone repairs, modifications, or dismantled by the purchaser or any third party without prior written approval by STRATEGIC MARKETING (S) PTE LTD.
 - For defects caused by abnormal voltage or in-coming power supply from a generator.
 - For defects caused by fire, lightning, electrical disturbance, negligence, accidents and other natural disasters or due to deviation from the recommended application and

installation.

g. For defects caused by household pests such as lizard, rat, cockroach, etc.

h. For defects caused by chemical reaction, excessive heat, excessive dust or corrosive surroundings.

For components parts (including accessories) which require replacement in the ordinary course of use due to normal wear and tear.

j. For external parts including without limitation cabinet, knobs, hoses and joints, against damage, scratches and ageing.

8. The warranty shall cease to be valid and void if appliance is exported or relocated from Singapore.

9. The warranty will be void if the appliance is being operated without EuropAce genuine or recommended parts.

10. The owner shall be fully responsible for the due delivery and collection of the appliance for any work done pursuant to this warranty. Transportation expenses incurred for delivery or handling the appliance are chargeable to the owner.

11. STRATEGIC MARKETING (S) PTE LTD reserves the right to impose additional charges or may refuse to attend to any products installed locations which are inaccessible and /or hazardous to our service agents. Additional charges will be applied for carrying appliances up and down staircase.

12. If the appliance or parts in the appliance requires repair, STRATEGIC MARKETING (S) PTE LTD may, at its sole option and discretion, repair, replace or exchange it with an equivalent appliance or parts that is new or refurbished. STRATEGIC MARKETING (S) PTE LTD decision on all queries relating to complaints as to defects either of workmanship or of materials shall be conclusive and the owner shall agree to abide by such a decision. Any appliance or defective part which has been replaced shall become our property.

13. The terms and conditions of this warranty shall be contained exclusively in this document and no other presentation of provision, either written or otherwise, regardless of the origin of the same, shall be accepted as either adding or removing from these terms and conditions.

14. STRATEGIC MARKETING (S) PTE LTD liability under this warranty is limited to repairing and / or replacing defective products only. The warranty does not cover any losses and damages caused directly or indirectly by the appliances.

15. Diagnostic tests on the appliance may be conducted by Electrolux to ascertain the cause or reason of the failure/defect. STRATEGIC MARKETING (S) PTE LTD decision on all claims, including without limitation whether there is a defect in the Product, the cause of failure/defect, validity of the warranty, and what remedy is to be provided, shall be conclusive and you agree to abide by such decision. Products with valid warranty subsisting will upon repair or replacement continue to be warranted for the remaining of its warranty period.

16. No person, by dealer / company is authorised to change, modify, or extend the terms of these warranties in any manner.

17. The owner shall have no claim under this warranty in respect of personal injury, damage to property or consequential damage.

18. This warranty is only valid within Singapore and may not apply in other regions.

19. This warranty does not include transport delivery or handling charges incurred in the transportation of the appliance to and from STRATEGIC MARKETING (S) PTE LTD.

20. In respect of the refrigerator, washing machine, aircon, air coolers, fans, air treatment, water heater, storage heaters, wine coolers, dryers, freezer general warranty expiry from the date of purchase / delivery, charges for transport, parts and labour will be applied.

21. This warranty will not cover chemical cleaning, maintenance service, general service and overhaul. Charges will be applied.
22. Claims for damaged / missing parts after 3 days from the purchase date / delivery will not be valid.
23. This warranty does not particularly cover damages and/or defects arising from
- Usage of wrong electrical supply/voltage.
 - Usage not according to the Instruction Manual provided by the manufacturers.
 - Misuse, accidents, negligence, abuse, improper installation, or any manner of tampering.
 - Normal wear and tear.
 - Corrosions rusting or stains.
 - Scratches, dents on the unit body, casing or paintwork of the appliance.
 - Act of God, fire, flood and civil unrest.
- We shall not under any obligation, legal or otherwise to repair this appliance or one to one exchange if the same shall be required as a result of losses, damages and malfunctions arising from any of the causes mentioned in the paragraph.
24. All accessories, external parts and extruded parts such as front panel, casing, door, glass cover, glass door, cable/cord assembly, batteries, adaptor, plug, remote control, control knob, buttons, filter, UV lamp, oven tray, wooden rack, exhaust hose, fixtures, panels, cover, lid and lever, plastic parts, fan blades, blade guard, inner pots, brushes, water tanks, attachments made of glass, plastic and/or porcelain, burners, detachable parts and other option items are excluded from this warranty.
25. STRATEGIC MARKETING (S) PTE LTD reserves the right to reject the warranty claim for non-observance of above clauses.
26. All services provided after the warranty period will be chargeable at standard rates determined by STRATEGIC MARKETING (S) PTE LTD.
27. The terms and conditions of this warranty shall be varied except with the written and express consent or agreement of STRATEGIC MARKETING (S) PTE LTD.

While STRATEGIC MARKETING (S) PTE LTD endeavours to repair any defects after the warranty period, it is subject to availability.

It is hereby expressly provided that any liability of STRATEGIC MARKETING (S) PTE LTD for any loss or damage whatsoever arising from, relating to or in connection with the purchase of the appliance shall not exceed the purchase price (excluding installation costs) of the appliance. Similarly, STRATEGIC MARKETING (S) PTE LTD liability for any breach of this warranty shall be limited to the purchase price (excluding installation costs) of the appliance.

* STRATEGIC MARKETING (S) PTE LTD reserve all rights to change the terms & conditions without prior notice.



**Scan QR Code for
the online Warranty
Registration**

Ver. 22 _0124

For more technical details / enquiries, please visit:

EUROPACE SERVICE CENTER

10 Changi South Street 3 #06-01 Singapore 486147

Tel: (65) 6457 3678 | Fax: (65) 6741 0728

Operating Hours: Monday-Friday: 10am - 5pm

Email: service@strategic.com.sg

www.europace.com.sg

RELATED PRODUCTS & MAIN CONTACT HOTLINE

System Split Aircons | Tel: 6858 0801 | Email: systemac@strategic.com.sg

Portable & Casement Aircons | Tel: 6291 0800 | Email: portableac@strategic.com.sg

Built-In & Other Major Appliances | Tel: 6289 0802 | Email: mda@strategic.com.sg

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If there is any technical amendment for the product, it will be edited on the updated version of the instruction manual without prior notice. The pictures shown in the instruction manual is only for illustration purpose only. If the appearance or colour of the product is modified, please refer to the actual appliance as a standard.