

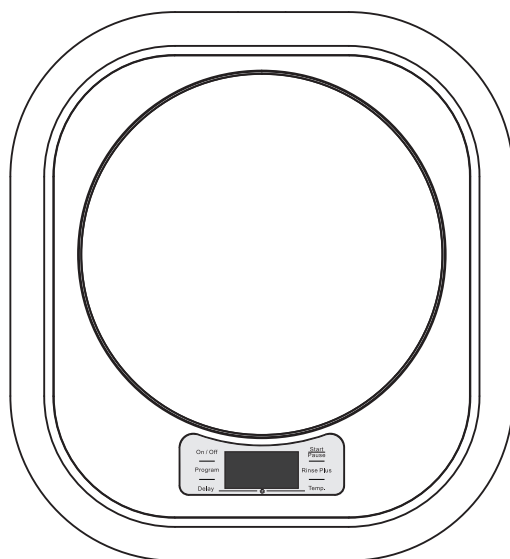
# FRONT LOADING

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## WALL MOUNTED WASHING MACHINE

MODEL: XQG25-1018

## USER MANUAL



*Please read this manual carefully before operating your washer and retain it for future reference.*

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## Correct Disposal of this product



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

# INTRODUCTIONS

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## Your new washing machine

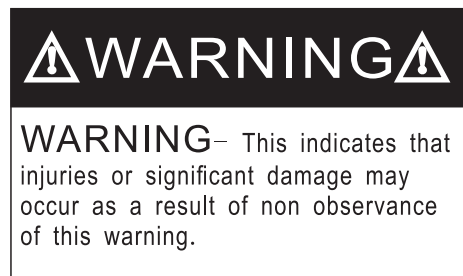
- With the purchase of your new washing machine you have decided on a modern, high quality domestic appliance.
- Please read these operating and installation instructions and all other information enclosed with the washing machine and act accordingly.
- Your washing machine is distinguished by its economical consumption of energy, water and detergent.
- Retain all documentation for subsequent use or for the next owner of the appliance.

## General safety instructions

Your washing machine is intended for

- use in the household only,
- washing machine washable textiles in water,
- operation with cold drinking water and commercially available detergents and cleaning products which are suitable for use in washing machines.

## Definitions



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**READ AND SAVE THESE INSTRUCTIONS**

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## SAFETY INTRODUCTIONS



To reduce the risk of fire, electric shock, serious injury or death when using your washing machine, follow basic precautions, including the following.

1. Our washers are provided with a manual, which includes Operating and Installation Instructions. Read and understand all instructions before using the washing machine.
2. Do not wash articles that have been previously cleaned, washed, soaked, or spotted with gasoline, dry cleaning solvents, other flammable or explosive substance as they give off vapors that could ignite or explode.
3. Do not add gasoline, dry cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
4. Under certain conditions hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for this length of time, turn on all hot water faucets and let the water flow out of each faucet for several minutes before using the washing machine. This will release an accumulated hydrogen gas. As the gas is flammable, do not smoke or use a naked flame while carrying out this procedure.
5. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
6. Before the appliance is removed from service or discarded, remove the door and the power cord/plug.
7. Do not reach into the appliance if the wash drum is moving.
8. Do not tamper with the controls.
9. Do not place the wet clothes on the top of the washing machine.
10. Store all laundry chemicals and aids in a cool dry place according to the manufactures' instructions.
11. Do not place any hot or heavy things on the top of washing machine.
12. To reduce the risk of fire, clothes, cleaning rags, mop heads and the like which have traces of any flammable substance, such as vegetable oil, cooking oil, petroleum based oils or distillates, waxes, fats, etc., must not be placed in the washing machine. These items may contain flammable substance which, even after washing, may smoke or catch fire.
13. Do not machine wash fiberglass material (many curtains and window coverings use fiberglass materials). Small particles may remain in the washing machine and stick to fabrics in subsequent wash loads causing skin irritation.
14. Do not repair or replace any part of the appliance or attempt any service unless specifically recommended in the user maintenance instructions or in published user repair instructions that you understand and have the skills to carry out.
15. Do not let children play with packaging and associated parts. Risk of choking on plastic film and collapsible cardboard boxes.
16. Children of less than 3 years are kept away unless continuously supervised.
17. Always be sure to unplug the washing machine from the power supply before attempting any service. Disconnect the power cord by grasping the plug, not cord.
18. Always follow the fabric care instructions recommended by the clothing manufacturer.
19. Check the fill hose connections on a regular basis to ensure that they are tight and not leaking.

## SAFETY INTRODUCTIONS

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20. Make sure that all water connections to the washing machine have shut-off valves and that they are readily accessible. Close the washing machine water shut-off valve at the end of each wash day.
21. To reduce the risk of poisoning or chemical burns, keep all cleaning products out of the reach of children.
22. Do not bypass any safety devices.
23. Do not operate this washing machine until you are sure :
  - a. The washing machine has been installed according to the INSTALLATION INSTRUCTIONS
  - b. All water, drain, power and grounding connections are in compliance and/or other applicable regulations and requirements.
24. Do not climb onto the washing machine .
25. 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.
26. The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
27. The openings must not be obstructed by a carpet.
28. The washing capacity, spinning capacity, the max. and min inlet water pressure refer to technical specifications.
29. Do not leave children unsupervised near the washing machine.
30. Keep pets away from the washing machine.
31. Do not sit on the top of the washing machine.
32. To reduce the risk of fire or electrical shock, DO NOT use an extension cord or an adapter to connect the washing machine to the power.
33. Do not operate the washing machine if parts are missing or broken.
34. Always read and follow the instructions of the manufacture of the detergents, cleaning aid, fabric softener and static eliminator which you are using. Heed all warnings and precaution.
35. To avoid floor damage and mold froth, do not let spills or splash out cause standing water around or under the appliance.
36. 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 laundrettes.
37. The appliance is intended for connection cold water supply only.
38. Do not wash single pieces of clothing, such as heavy, absorbent carpets, or clothes packed in a washing net, otherwise it may cause abnormal vibrations, damage to the wall or personal injury.

### NOTES:

The safety guard indicated in this manual do not cover all possible conditions which may occur. Common sense, caution and care must be exercised when installing, maintaining or operating the washing machine.

## INSTALLATION INSTRUCTIONS

### DANGER

Frozen hoses can tear/burst. Do not install the washing machine outdoors or in an area exposed to freezing condition.

If the washing machine is located in a room which will be exposed to temperatures below freezing point, or if it is located in a cabin that is being shut down for the winter, any residual water in the pump or water inlet hoses must be drained.

Do not hold on to protruding parts (e.g. loading door) when lifting.

Disposing of the packaging

The shipping package has protected your new washing machine on its way to your home. All packaging materials are non-polluting and recyclable. Please contribute to a better environment by disposing of packaging materials in an environmentally conscious manner.

### DANGER

Keep children away from shipping carton and packaging components. Danger of suffocation from plastic foil and folding cartons.

Disposing of your old appliance

Old appliances are not worthless rubbish! Valuable raw materials can be reclaimed from environmentally conscious recycling.

To prevent children from locking themselves in the appliance, disable the door lock or remove the door.

Factory-supplied equipment

Inside the shipping carton there are some accessory parts supplied with your washer. Check that all the accessory parts supplied for your model are there. If any parts are missing contact your dealer.

Any residual moisture inside the drum is due to the final testing which every washing machine undergoes before leaving the factory.

Electrical connection  
GROUNDING INSTRUCTION

This appliance must be grounded. In the event of a

malfunction or breakdown, grounding will reduce the risk of electrical shock by providing a path of least resistance for the electric current.

This appliance features a cord with an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet which has been properly installed and grounded in accordance with all local regulations and ordinances.

### DANGER

Improper connection of the equipment grounding conductor may result in electric shock. Have the appliance checked by a qualified electrician or service technician if you are in doubt as to whether the washer has been properly grounded.

Do not modify the plug provided with the appliance-if it will not fit in the outlet, have a proper outlet installed by a qualified electrician.

### WARNING

The washing machine must only be connected to an individual branch circuit via a socket which has been properly installed and grounded.

The household electrical voltage must correspond to the voltage specification on the washing machine (nameplate).

You will find the nameplate on the rear of the washing

Make sure that:

- the mains plug fits into the socket.
- the cord cross section is permissible.
- the grounding system is properly installed.

The power cord may be replaced by an electrician only.

### DANGER

To reduce the risk of fire or electrical shock, DO NOT use an extension cord or an adapter to connect the washer to the power supply.

Do not insert/remove the mains plug with wet or damp hands.

Touch the plug only when removing the plug from the socket.

## PROGRAM SELECTION CHART

Program	Description of load	Default program content
<b>1-Eco 40-60</b>	Normally soiled mixed cottons	Temperature options: 60°C/40°C wash, 2 rinses, spin and distribution
<b>2-Cotton</b>	Normally soiled mixed cottons	Temperature options: 60°C/40°C/30°C/cold wash, 2 rinses, spin and distribution
<b>3-20°C</b>	Lightly soiled cottons, light fabrics	Cold water wash, 2 rinses, spin and distribution
<b>4-Quick</b>	Slightly dirty clothes	Temperature options: 40°C/30°C/cold wash, 1 rinse, spin and distribution
<b>5-Hygienic</b>	Normal clothes	90°C wash, 2 rinses, spin and distribution
<b>6-Self-clean</b>	No clothes	Cold wash, 1 rinse, spin (without any clothe)
<b>7-Spin</b>	Normal clothes	Spin only

**!** The total program running duration will vary due to the laundry load, water pressure, water temperature and ambient temperature etc..

## CONTROL PANEL INTRODUCTIONS



- |   |   |
|---|---|
| <p><b>1</b> ON / OFF button</p> <p><b>2</b> Program button</p> <p><b>3</b> Delay button</p> <p><b>4</b> Child Lock</p> <p><b>5</b> Temp. button</p> <p><b>6</b> Rinse + button</p> <p><b>7</b> Start/Pause button</p> <p><b>8</b> Graphic Display</p> | <p>Press this button to turn on or off the power supply. (hold for more than 1 second).</p> <p>Press this button to select the program.</p> <p>Press this button to select the delay start , you can adjust the washing machine to start washing time from 1-24 hours, then press Start/Pause button to start.<br/>The set program is started after the appointment time has elapsed. To cancel the reservation setting, press the Start / Pause button, interrupt the operation of the program, and then select the setting again.</p> <p>After the program is started, press the two buttons at the bottom of the operation panel for 3 seconds at the same time to set the child lock function. At this time, the buzzer alarms, and the child lock pattern flashes three times and then lights up, indicating that the child lock function is set successfully. After the child lock is set, any other key does not work. Press the two buttons again to cancel the child lock function. At this time, the buzzer alarms, and the child lock pattern disappears to cancel the function.</p> <p>Press this button to set the temperature of the water to be heated during washing or to cancel the heating function. If the set temperature is 60 ° C, in order to save energy, the washing machine will quickly heat up to 60 ° C for a period of time, then replenish the water to the set water level and continue washing.</p> <p>Press the Rinse Plus button to add one rinse.</p> <p>Press this button to start, or interrupt the running wash program.</p> <p>Displays the selected program options, such as the temperature, spin speed, remaining times, rinse cycles, water level, and error messages.</p> |
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# OPERATING INTRODUCTIONS

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## 1、 Preparation in advance

- Connect the water inlet pipe to the faucet and turn on the faucet.
- Position the drain.
- Plug the power plug into the power outlet.

### Notes :

- Do not break up the water inlet and drain pipe to avoid hindering the flow .
- Check if there is water leakage when opening the faucet. If there is, use it after maintenance.

## 2、 Load clothes

Open the front door, put the laundry in the washing machine barrel, put detergent according to the amount of laundry, close the door, if the door is not closed tightly, the appliance will not work.

### Notes :

- Take out the objects and sundries in the pocket, tighten the zipper of the clothes, put the small clothes into the net bag, then put them into the appliance.
- Don't clip clothes in the door. If not, water leakage will cause property loss.
- When washing absorbent clothes, try not to dehydrate or dehydrate at low speed to prevent unnecessary loss caused by eccentric vibration of the machine.

## 3、 Description of detergent application

The dosage of detergent shall refer to the following suggestions:

When fully loaded, the dosage of detergent shall not more than 2 teaspoons, and the liquid detergent shall not more than 1 teaspoon; when half loaded, the detergent shall not more than 1 teaspoon, and the liquid detergent shall not more than 0.5 teaspoon.

**Notes :** Too much detergent or using high foaming detergent will spoil the foam, which may cause unexpected property damage.

When washing wool, use only a neutral liquid detergent, powder detergent may remain on the laundry and discolor the laundry.

Regular detergent is not recommended, use HE detergent only.

- Your washer/combo is designed to use a high efficiency (HE) detergent.
- High efficiency detergents contain suds suppressors that reduce or eliminate suds.  
When fewer suds are produced, the load tumbles more efficiently and cleaning is maximized.



High Efficiency detergents  
Designed to use only HE

# OPERATING INTRODUCTIONS

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## 4. Selection procedure

Press the power button for 1 second, turn on the power. Select the program by referring to the program table (see page 7). Select the program according to the material and cleanliness of the clothes, and the corresponding program indicator will be on.

## 5. Select function options

For the function setting of the corresponding program, refer to the function introduction of the operation panel to set the function.

## 6. Start the washing machine

Press the Start / Pause button, and the appliance starts to work until the program is completed.

## 7. Unload clothes

The laundry is finished and the door lock symbol is off. Hold the door handle, open the front door and take out the clothes.

## 8. Reload clothes

The wash program can be stopped at any time to add forgotten items to the laundry.

Press START/PAUSE for 3 seconds.

Door will open after draining water, so that it does not overflow.

Load clothes, and then close the door.

Press START, the cycle will continue from the point it stopped.

# MAINTENANCE

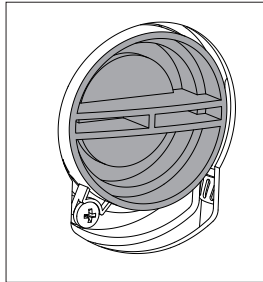
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## Regular maintenance of washing machine

1. Turn off the faucet and unplug the power plug from the power socket.
2. After each washing, open the door, wipe the residual water on the rubber seal ring in time, and remove the dirt inside the fold of the seal ring, so as to prevent mildew. Open the door slightly to discharge the moisture in the cylinder.

## Cleaning of drain valve filter

Clean the filter at least once every ten times the appliance is used. Unplug the power plug, first remove the mounting screw, then turn the filter knob anticlockwise, pull out the filter screen, wash it with water, then install it, tighten it clockwise, and make sure it is installed in place, otherwise there may be water leakage, then tighten the mounting screw.



# STAIN REMOVAL CHART

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## **Blood**

Rinse or soak fresh stain in cold water. Work detergent into any remaining stain. Rinse. If stain persists, put a few drops of ammonia on stain and repeat detergent treatment. Rinse. If necessary bleach.

## **Burn Marks**

Rinse or soak in cold water. Work detergent into stain. Rinse. Bleach, if necessary. Stain may be impossible to remove.

## **Candle Wax**

Scrape off excess. Place stain between clean white blotters or several layers of facial tissues. Press with warm iron. Sponge with cleaning fluid. If dye spot remains, bleach.

## **Chewing Gum**

Rub with ice to harden. Scrape off excess with dull blade. Sponge with cleaning fluid.

## **Chocolate or Cocoa**

Soak 15 minutes in cold water. Rub detergent paste into stain, then rinse thoroughly. Launder in hottest water safe for fabric. If colored stain remains, sponge with hydrogen peroxide, rinse and launder.

## **Coffee or Tea**

Soak fresh stains immediately in cold water. Then use bleach treatment with hottest water safe for fabric. Launder.

## **Cosmetics: eye shadow, lipstick, liquid make-up, mascara, powder, pancake make-up or rouge.**

Apply undiluted liquid detergent to stain, or dampen stain and rub in soap or detergent paste until thick suds are formed. Work in until stain is gone, rinse well. Repeat if necessary. If color remains, bleach if safe for fabrics.

## **Cream, Ice Cream or Milk**

Sponge stain with cool water or soak stain in cool water for 30 minutes or longer. If stain remains, work detergent on spot then rinse. Bleach if necessary.

## **Deodorants and Antiperspirants**

Wash or sponge stain thoroughly with warm water and detergent; rinse. If stain remains, bleach with hot sudsy water. Launder. You may be able to restore fabric color by sponging with ammonia. Rinse thoroughly.

## **Dye**

Rinse or soak in cold water. Work detergent into stain. Rinse. If necessary, bleach. Stain is not always possible to remove. A commercial color remover may also be used.

## **Egg or Meat Juice**

Rinse in cold water. If stain remains, sprinkle with meat tenderizer, let stand 15-20 minutes. If stain still remains, sponge with cleaning fluid or diluted bleach. Launder in hot water. The use of hot water first may set stain.

## **Fabric Softener Stain**

Rub with bar soap until stain has lightened. Rinse thoroughly. Launder. Rubbing alcohol is sometimes effective in the color of the garment can take it. Launder. If desired, dry cleaning can be used.

## **Felt tip pen**

Spray spot with cleaners suitable to this purpose. Sponge stain thoroughly. Rinse with cold water. Reapply cleaner if necessary.

## **Fruit, Wine**

Soak fresh stains immediately with cool water. Then use bleach treatment with hottest water safe for fabrics. Launder.

## **Grass**

Work detergent into stain. Sponge with denatured alcohol. Bleach, if necessary.

## **Grease or Oil**

Scrape away excess. Rub detergent paste or a general purpose liquid household cleaner into stain, rinse with hot water. If stain remains, sponge thoroughly with a grease solvent. Dry. Repeat if necessary. To remove yellow stain, use a chlorine or oxygen bleach.

## **Ink**

Some ball-point inks are set by water. First test a scrap of cloth. Sponge stain repeatedly with acetone, amyl acetate or rubbing alcohol. Hair spray is effective. Launder. Bleach if necessary. Use amyl acetate on triacetate, arnel, dynel and verel. Use acetone on other fabrics. NOTE: Some inks cannot be removed.

## **Ketchup**

Scrape of excess. Soak in cold water 30 minutes. Pre-treat with a detergent paste.

# STAIN REMOVAL CHART

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## **Mildew**

Brush off surface growth to keep mold spores from spreading. Dip article into solution of 1/2 cup bleach per 1 gallon of cool sudsy water for 5 to 10 minutes. Rinse well.

## **Mud**

Let stain dry; then brush well. Rinse repeatedly in cool water until mud comes out. Launder. (Hot soaps suds set a red or yellow clay stain).

## **Mustard**

Soak in hot detergent water for several hours. If stain remains, bleach.

## **Nail Polish**

Treat while fresh, scraping or wiping off as much as possible, before it dries. Place stain face down on white paper towels. Sponge back of stain acetone (nail polish remover) or sponge with denatured alcohol and a few drops of household ammonia. Sponge stain frequently. Launder with water at temperature suitable for fabric. Do not use acetone on acetate, anel, dyne/ or rayon.

## **Paint**

Sponge or soak in turpentine or solvent recommended as a thinner on label.

## **Perfume**

Rinse in cold water. Rub undiluted liquid detergent or a detergent paste into stain. Rinse. If stain remains, bleach.

## **Perspiration**

Wash or sponge stain thoroughly with warm water and detergent paste. If perspiration has changed the color of the fabric, restore it by treating with ammonia or vinegar. Apply ammonia to fresh stains; rinse with water. Apply vinegar to old stains; rinse with water.

## **Rust and Iron**

Apply commercial rust remover, Rinse. Or, if safe for fabric, boil stained article in solution of 4 teaspoons of cream of tartar to 1 pint water.

## **Shoe Polish**

Scrape off as much as possible. Pre-treat with a detergent paste; rinse. If stain persists, sponge with rubbing alcohol (1 part to 2 parts water) or turpentine. Remove turpentine by sponging again with warm detergent solution or with alcohol. Bleach if necessary.

## **Soft Drinks**

Sponge with cold water, some stains are invisible when they have dried, but turn brown when heated and may be impossible to remove.

## **Tar and Asphalt**

Act quickly before stain is dry. Sponge with grease solvent or turpentine.

## **Urine**

Soak in cool water. If stain is dry, work a detergent paste into the spot then rinse. If necessary, bleach.

# TROUBLESHOOTING

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## **Before call for service**

The appliance is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If the appliance does not function properly or does not function at all, check the following before you call for service:

### **The washer fails to start**

- Does the plug be inserted correctly into the socket?
- Check the fuse or reset the circuit breaker.
- Make sure the door is closed firmly.
- Make sure the water faucet is open fully.
- Make sure to press Start button to start the program.

### **The washer fails to fill in water**

- Dose the inlet hose connected to the water faucet correctly.
- Make sure the water pressure is normal at faucet
- Dose the faucet filter screen is clogged?
- Does the inlet hose be kinked?

### **The washer does not drain or spin**

- Does the drain valve be clogged?
- Does the drain hose be kinked?

### **There are too much suds in the drum**

- Make sure the High Efficiency detergent be used.
- It is recommended to use high-quality, less- or no- suds detergent.
- Is the right dosage of detergent being used?

### **Bad washing result**

- Is the detergent enough, or not?
- Is the detergent suitable, or not?
- Is the washing temperature is too low?
- Is the water too hard?

# TROUBLESHOOTING

## Diagnostic Menu

Code	Description	Components
E 1	Door open	<ul style="list-style-type: none"><li>• Door switch</li></ul>
E 2	Drain failure	<ul style="list-style-type: none"><li>• Drain valve</li></ul>
E 3	Water inlet failure	<ul style="list-style-type: none"><li>• Water inlet valve</li></ul>
E 4	Water overflow	<ul style="list-style-type: none"><li>• Water inlet valve / pressure sensor</li></ul>
E 5	Motor failure	<ul style="list-style-type: none"><li>• Motor / motor module / electronic module</li></ul>
E 6	Communication failure between EM and DB	<ul style="list-style-type: none"><li>• Communication cable and connectors</li></ul>
E 7	Wash heating failure	<ul style="list-style-type: none"><li>• Wash heater</li></ul>
E 8	Temp. sensor malfunction	<ul style="list-style-type: none"><li>• Temp. sensor (integrated with wash heater)</li></ul>
E 10	Water level failure	<ul style="list-style-type: none"><li>• Water pressure sensor / hoses</li></ul>

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- \* The appearance and specifications may be varied without notice to improve the units quality.
- \* Specifications subject to change by manufacturer.