

TOSHIBA

FRONT LOADING WASHING MACHINE

OWNER'S MANUAL

MODEL:

TW-BK100GF4AU(WS)

TW-BK100GF4AU(MG)

Read This Manual



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

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SAFETY INSTRUCTIONS

■ Safety Instructions

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

Explanation of the symbols:



Warning!

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



Caution!

Both combinations of the symbol and the signal words indicate a potentially dangerous situation which may result in slight or minor injuries or damage to property and the environment.



Note!

Both combinations of the symbol and the signal words indicate a potentially dangerous situation which may result in slight or minor injuries.



Warning!

ELECTRIC SHOCK HAZARD

- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- If the machine is damaged, it must not be operated unless repaired by the manufacturer, its service agent or similarly qualified persons.

SAFETY INSTRUCTIONS

- Before maintenance, unplug the appliance.
- This appliance must be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.
- This appliance is equipped with a power cord having an equipment-grounding conductor and a grounding plug that must be plugged into an appropriate outlet, which is properly installed and grounded in accordance with all local codes and ordinances.
- Improper connection for the appliance when using an ungrounded outlet or when the GND terminal of the outlet is not suitable with the GND terminal of the power plug, can result in a risk of electric shock. Check with a qualified electrician or service person if you are in doubt about whether the appliance is properly grounded.
- Do not modify the plug provided with the appliance. If it does not fit the outlet, have a proper outlet installed by a qualified electrician.
- Make sure that the water and electrical devices must be connected by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.
- Unplug this appliance from the outlet before cleaning or maintenance.
- Do not use any outlets with rated current less than that of the appliance.
- Never handle a power plug with wet hands.
- Please remember to disconnect the water and power supply immediately after the clothes are washed.

SAFETY INSTRUCTIONS

RISK TO CHILDREN

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Animals and children may climb into the machine. Check the machine before every operation.
- Glass door may be very hot during the operation. Keep children and pets far away from the machine during the operation.

For use in EU countries:

- The appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children of less than 3 years should be kept away unless continuously supervised.

SAFETY INSTRUCTIONS

RISK OF EXPLOSION

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

INSTALLATION LOCATION AND SURROUNDING

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

SAFETY INSTRUCTIONS

INSTALLATION

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

ELECTRICAL CONNECTION

- Make sure the supply cord is not trapped by the machine, as it can get damaged.
- Connect the product to a grounded outlet protected by a fuse complying with the values in the “Technical specifications” table. The grounding installation has to be made by a qualified electrician. Ensure that the machine is installed in accordance with local regulations.
- Water and electrical connections must be carried out by a qualified technician in accordance with the manufacturer’s instructions and local safety regulations.
- Do not use multiple plugs or extension cords.
- 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.
- Do not pull the plug out of the mains outlet if there is flammable gas around.
- Never handle a power plug with wet hands.
- Always pull at the plug, not at the cord.
- Always unplug the appliance when it is not in use.

SAFETY INSTRUCTIONS

WATER CONNECTIONS

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

RISK OF DAMAGING APPLIANCE

- Your product is only for home use and is only designed for the textiles suitable for machine washing.
- Do not climb up and sit on top cover of the machine.
- Do not lean against the machine door.
- Please do not close the door with excessive forces. If it is found difficult to close the door, please check if clothes are put in or distributed well.
- It is forbidden to wash carpets.

SAFETY INSTRUCTIONS

OPERATION AND MAINTENANCE

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

SAFETY INSTRUCTIONS

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

TRANSPORT

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

INTENDED USE

- The product is intended only for home use and for textiles in household amounts suitable for machine washing and drying. This appliance is for indoor use only and not intended for built-in use.
- Only use according to these instructions. The appliance is not intended for commercial use.
- Any other use is considered improper use. The producer is not responsible for any damage or injuries that may result from it.
- This appliance is not intended to be used in household and similar applications such as:
 - Staff kitchen areas in shops, offices, and other working environments;
 - Farmhouses;
 - By clients in hotels, motels and other residential-type environments;
 - Bed and breakfast type environments;
 - Areas for communal use in blocks of flats.

SAFETY INSTRUCTIONS

ENVIRONMENT

Disposal of Old Appliances

For use in EU countries

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



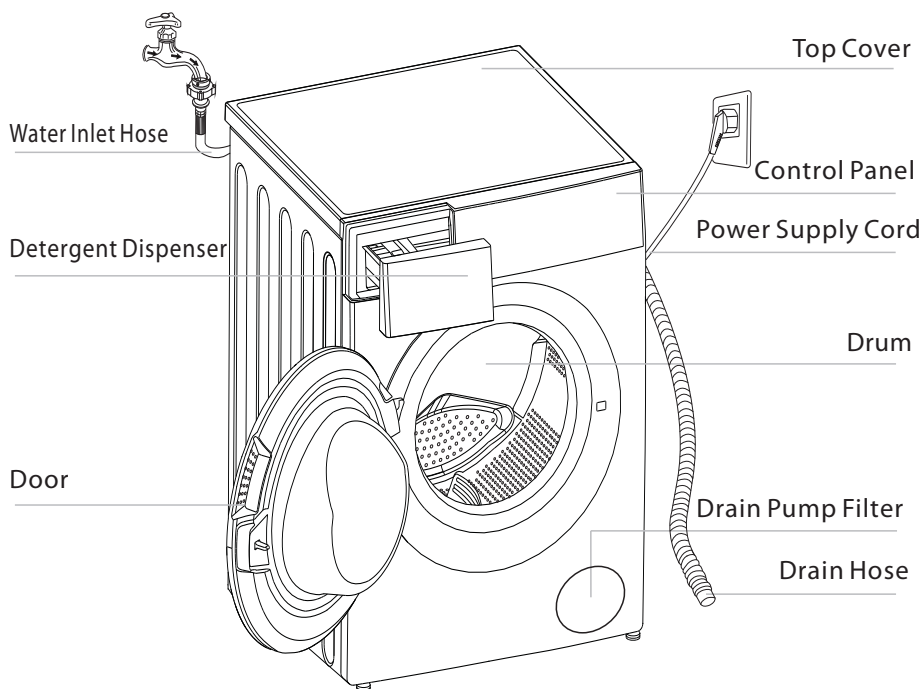
**The devices marked with this symbol
must not be disposed of in household waste!**

For use in other countries

This appliance does not have symbol above. If you want to dispose your appliance, please contact your local authority or retailer for further information on collection and disposal.

INSTALLATION

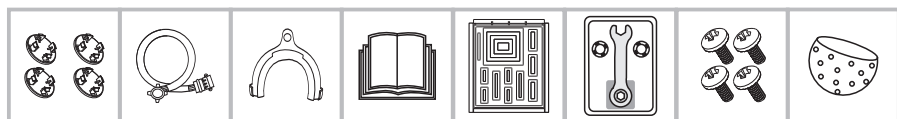
■ Product Description



Note!

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

Accessories



Transport
hole plug

Inlet hose for
cold water

Drain hose
support
(optional)

Owner's manual

Rat resistance
panel(optional)

Spanner assembly
(optional)

Screw(optional)

Container(optional)

INSTALLATION

■ Installation

Installation Area

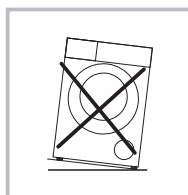
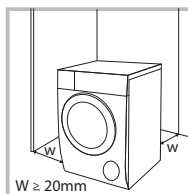


Warning!

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

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

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

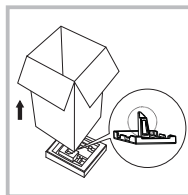


Unpacking the Washing Machine



Warning!

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



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

Removing Transport Bolts

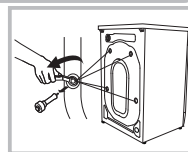


Warning!

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

Please take the following steps to remove the bolts:

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



INSTALLATION

Leveling the Washing Machine

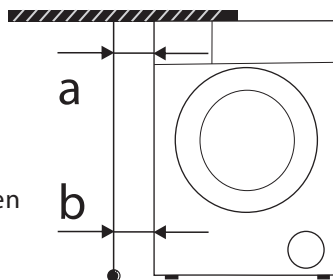


Warning!

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

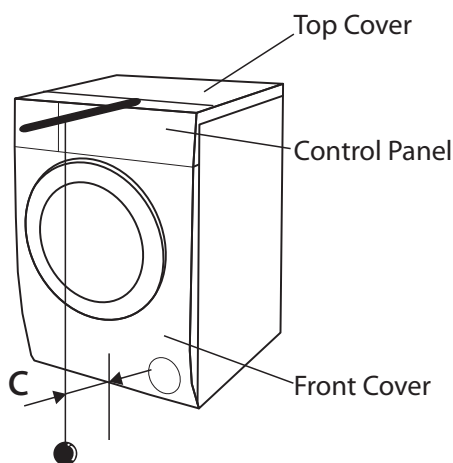
1. Check the unit for lateral sway,

- Tie a string to a long stick in the middle;
- Attach a weight to the end of the string;
- Hang the pendulum from the top cover of the machine;
- Adjust the legs until the difference between 'a' and 'b' is less than 1 cm.



2. Check the unit for front-back sway,

- Hang the pendulum in the middle of the control panel;
- Keep the string 10 cm away from the edge of the control panel;
- Adjust the legs until 'c' is 3.5 and 4.5 cm ('c' is the distance from the string to the bottom of the front cover).



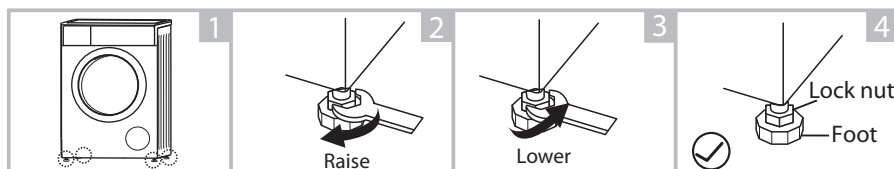
INSTALLATION

Levelling the Washing Machine

Warning!

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

1. Check if the legs are closely attached to the cabinet. If not, please return them to their original positions and tighten the nuts.
2. Loosen the lock nuts and turn the foot until they closely contact with the floor.
3. Adjust the legs and lock them with a spanner, make sure the machine is steady.



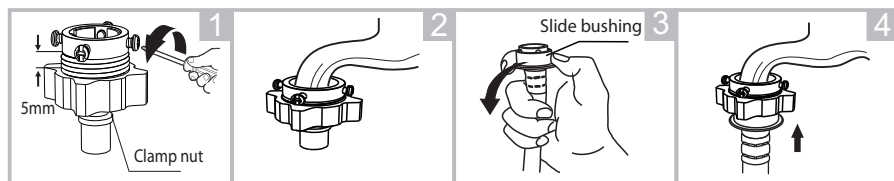
Connection of the Water Inlet Hose

Warning!

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

Connect the water inlet hose as indicated. There are two ways to connect the water inlet hose:

1. Connection between an ordinary tap and the water inlet hose.



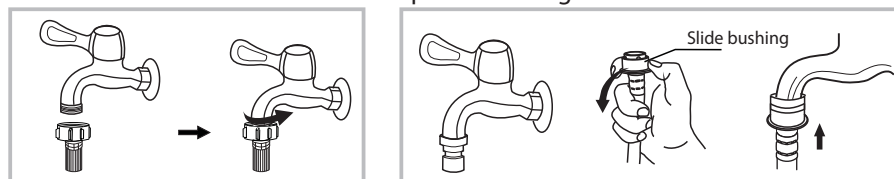
Loosen the clamp nut and four screws

Press the tap end tightly to the rubber ring inside the clamp, and tighten the four screws and the clamp nut

Press the slide bushing, insert the inlet hose into the connecting base

Connection is finished

2. Connection between dedicated taps for washing machines and hoses.

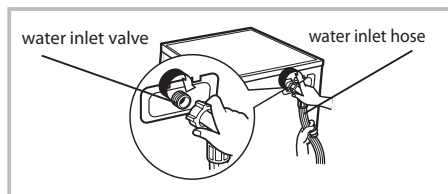


Threaded tap and hose

Bushing tap and hose

INSTALLATION

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



Connection of the Drain Hose

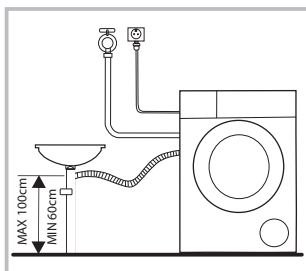
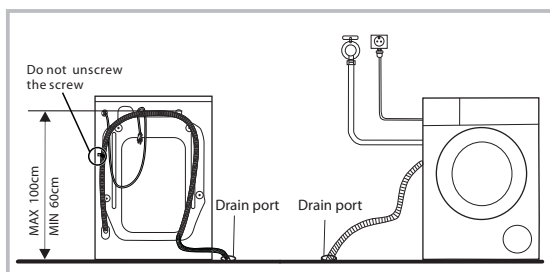


Warning!

- Do not kink or protract the drain hose.
- Position the drain hose properly; otherwise damage may result from water leakage.

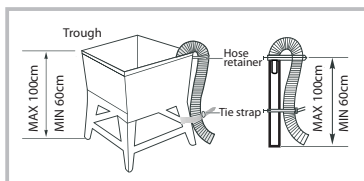
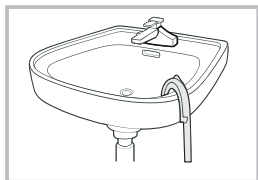
There are two ways to place the end of the drain hose:

1. Insert it into the drain port on the floor, then fix the hose on the back of the appliance to prevent water overflow.
2. Connect it to the branch drain hose of the trough.



Note!

- If the machine has a drain hose support, it can be installed as follows .



Warning!

- When installing the drain hose, fix it properly with a tie strap.
- If the drain hose is too long, do not force it into washing machine as it could lead to cause abnormal noises.

OPERATIONS

■ Quick Start

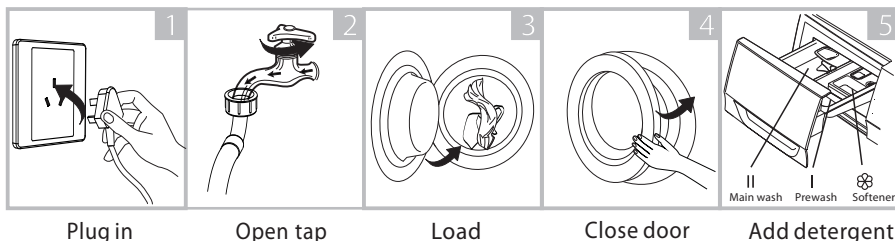


Caution!

- Before washing, please make sure it is installed properly.
- Before washing for the first time, the washing machine shall be operated through one complete cycle without clothes as follows:
The suggested program is "DRUM CLEAN".

OPERATIONS

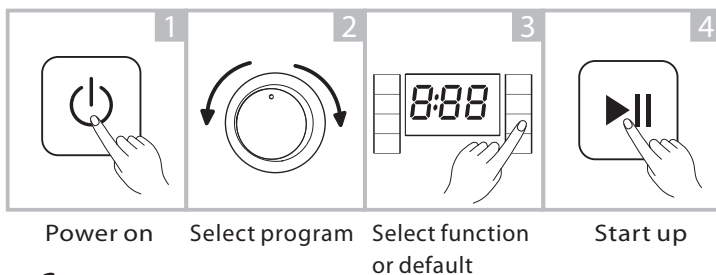
1. Before Washing



Note!

- Detergent only needs to be added in the “ compartment I; Prewash ” after selecting the PREWASH option.

2. Washing



Note!

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

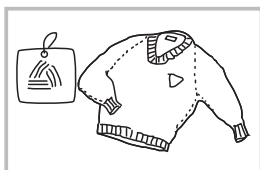
3. After Washing

The buzzer beeps and “ End ” appears on the display.

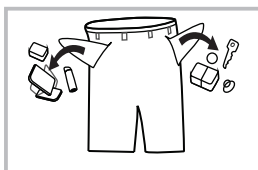
OPERATIONS

■ Before Each Washing

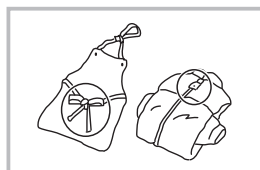
- The working condition of the washer should be 5°C-40°C. If used under 0°C, the inlet valve and the drainage system may be damaged. If the machine is placed in condition of 0°C or less, then it should be transferred to normal ambient temperature to ensure the water inlet hose and drain hose are not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



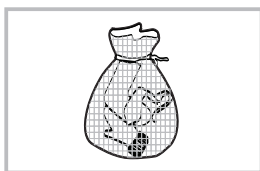
Check the label



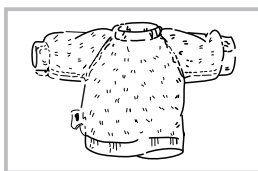
Take out all items out of the pockets



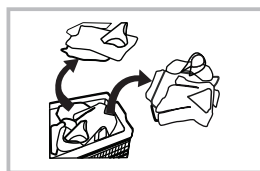
Knot the long strips, zip or button



Put small clothes into the pillow slip



Turn the easy-pilling and long-pile fabric inside out



Separate clothes with different textures



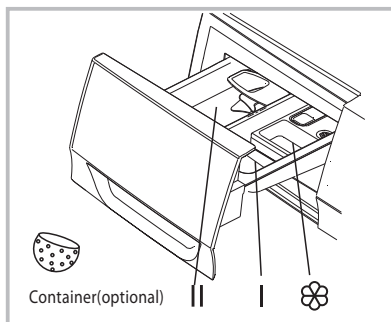
Warning!

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

OPERATIONS

■ Detergent Dispenser

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



Pull out the dispenser



Caution!

- To prevent powder detergent from staying in the dispenser under low water pressure, add the detergent into the container, then put it into the drum.
- Detergent only needs to be added in "compartment I; Prewash" after selecting the PREWASH option.

Program	I	II	☼	Program	I	II	☼
COTTON	○	●	○	ANTI-ALLERGY		●	○
GREATWAVES	○	●	○	ECO WASH		●	○
MIX	○	●	○	WOOL		●	○
BEDLINEN	○	●	○	WASH 45'		●	○
SPIN ONLY				QUICK 12'		●	○
DRUM CLEAN				DELICATE		●	○
SYNTHETIC	○	●	○	RINSE & SPIN			○
JEANS	○	●	○				

● Means necessary ○ Means optional

The programs (SYNTHETIC / JEANS / DELICATE / RINSE & SPIN) can only be selected by TSmartLife App on mobile phones.

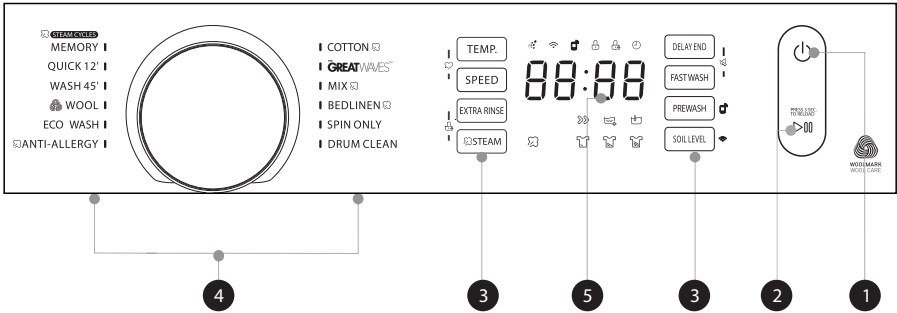


Note!

- As for an agglomerated or ropy detergent or an additive, before it is poured into the detergent box, it is suggested to use some water for dilution to prevent the inlet of the detergent box from being blocked and overflowing while filling it with water.
- Please choose a suitable type of detergent for various washing temperatures to get the best washing performance with less water and energy consumption.

OPERATIONS

■ Control Panel



Note!

- The chart is for reference only: refer to the real product as the standard.

1 On/Off

To switch the product on or off.

2 Start/Pause

Press the button to start or pause the washing cycle.

3 Options

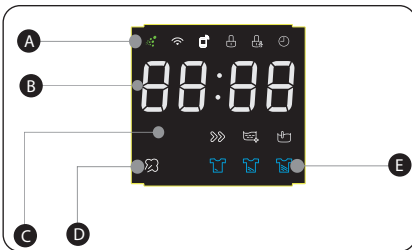
This allows you to select an additional function.

4 Programs

Available according to the laundry type.

5 Display

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



A UFB; Wireless Network; Remote Control; Door Lock; Child Lock; DELAY END

B Wash Time Delay End Time Error End
0:55 2H E30 End

C FAST WASH; EXTRA RINSE; PRE WASH

D STEAM

E SOIL LEVEL (light; normal; extra)

OPERATIONS

■ Options



PREWASH

The PREWASH function can get an extra wash before the main wash. It is suitable for washing the dust that rises to surface of the clothes. You need to put detergent into the compartment (I) .



EXTRA RINSE

The laundry will undergo extra rinse once after you select it.



FAST WASH

The function can decrease the washing time.



SOIL LEVEL

It is suitable for different levels of soil (from light to extra) .



DELAY END

Set the DELAY END function:

1. Select a program
2. Press the DELAY END button to choose the time (from 0 to 24 hours)
3. Press [Start/Pause] to commence the delay operation



On/Off



Choose the Program



Setting time



Start

Cancel the Delay function:

Press the [DELAY END] button until the display shows "OH". It should be pressed before starting the program. If the program already started, you should press the [On/Off] button to reset the program.



Caution!

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



STEAM

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

The STEAM function can be selected with "COTTON", "MIX", "BEDLINE", "ANTI-ALLERGY", "SYNTHETIC" and "JEANS".

OPERATIONS

Program	Option					
	EXTRA RINSE	STEAM	DELAY END	FAST WASH	PREWASH	SOIL LEVEL
COTTON	☐	☐	☐	☐	☐	☐
GREATWAVES	☐		☐	☐	☐	☐
MIX	☐	☐	☐	☐	☐	☐
BEDLINEN	☐	☐	☐	☐	☐	☐
SPIN ONLY			☐			
DRUM CLEAN			☐			
ANTI-ALLERGY	☐	☐	☐			☐
ECO WASH	☐		☐			☐
WOOL	☐		☐			☐
WASH 45'	☐		☐			☐
QUICK 12'			☐			☐
SYNTHETIC	☐	☐	☐	☐	☐	☐
JEANS	☐	☐	☐	☐	☐	☐
DELICATE	☐		☐			☐
RINSE & SPIN	☐		☐			

☐ Means optional

The programs (SYNTHETIC / JEANS / DELICATE / RINSE & SPIN) can only be selected by TSmartLife App on mobile phones.

OPERATIONS

■ Other Functions



RELOAD

Clothes can be added after starting washing process.

Please follow the steps as below:

1. Press [Start/Pause] for 3 seconds.
2. Wait until the drum stops rotating.
3. The door is unlocked.
4. Add clothes to the drum.
5. Close the door and press [Start/Pause].



Press[Start/Pause]3sec.

Reload the clothes

Start/Pause



Caution!

- Do not use the RELOAD function if the water level is above the lower edge of the door, or if the water temperature is high.



MEMORY

Frequently used process can be memorized.

Follow the steps as below:

1. Select program.
2. Set washing time, rinse frequency, and spin drying time.
3. Set options.
4. Press [TEMP.] and [SPEED] for 3 seconds.



CHILD LOCK

To avoid misoperation by children.



On/Off

Start/Pause

Press [EXTRA RINSE] and [STEAM]
for 3 seconds until buzzer beeps.



Caution!

When the Child Lock is activated, the display will alternately show "CL" and the remaining time. Pressing any other button will cause the Child Lock indicator to blink.

When the program ends, "CL" and "End" will alternate on the display, then the indicator will flash.

The Child Lock deactivates the function of all buttons except the On/Off button and the Child Lock button!

Only the simultaneous pressing of the two buttons [EXTRA RINSE] and [STEAM] can deactivate the Child Lock!

Please deactivate the Child Lock before selecting a new program!

OPERATIONS

SPEED

SPEED

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

Program	Default Speed(rpm)	Program	Default Speed(rpm)
COTTON	1000	ANTI-ALLERGY	800
GREATWAVES	1000	ECO WASH	800
MIX	1000	WOOL	600
BEDLINEN	1000	WASH 45'	800
SPIN ONLY	1000	QUICK 12'	800
DRUM CLEAN	--	DELICATE	600
SYNTHETIC	1000	RINSE & SPIN	1000
JEANS	800		

The programs (SYNTHETIC / JEANS / DELICATE / RINSE & SPIN) can only be selected by TSmartLife App on mobile phones.

TEMP.

TEMP.

Press the button to set the temperature(Cold, 20°C, 30°C, 40°C, 60°C, 90°C)
The display showing "---" means the temperature is cold.



MUTE THE BUZZER

Press the [DELAY END] and [FAST WASH] buttons for 3 seconds, the buzzer will be muted. To activate the buzzer function, press the button again for 3 seconds. The setting will be kept until the next reset.



UFB FUNCTION

- Ultra Fine Bubble (UFB) is an invisibly small nano-sized air bubble that is smaller than the fiber gaps in cotton.
- UFB delivers surfactants to stains deep inside the cloth. Thus UFB promotes the easy removing stains.
- All washing programs include the UFB function.



WIRELESS NETWORK

How to turn on the WIRELESS NETWORK function

1. Press [SOIL LEVEL] 3 seconds to turn on the WIRELESS NETWORK function, it can also configure or reset the network.

How to turn off the WIRELESS NETWORK function

1. Press [TEMP.] 3 seconds to turn off the WIRELESS NETWORK function.
2. Alternatively unplug the appliance.



REMOTE CONTROL

This is the remote control switch, if you want to use your smartphone to control the washing machine remotely, you need to hold [PRE WASH] 3 seconds. To ensure the safe operation of washing machine, the REMOTE CONTROL should meet the following conditions:

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

Note:

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

OPERATIONS

Instructions to Connection with the TSmartLife App

Before you start, make sure that:

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

Follow the below steps to enter the remote control state

Download the TSmartLife App

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



Register and log in

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



Connect your devices to TSmartLife

- 1: Please make sure your mobile phone is connected to wireless network. If not, go to Settings and turn on the wireless connection, select and connect to a wireless network. Also please turn on the Bluetooth on your phone. If not, go to Settings and turn it on.
- 2: Please power on your devices.
- 3: Open TSmartLife app on your phone.

OPERATIONS

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



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



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



OPERATIONS

Wireless Network Status Light

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

Note!

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

WIRELESS NETWORK INFORMATION

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

OPERATIONS

■ Programs

Programs are available according to the laundry type.

COTTON	Hard-wearing textiles, heat-resistant textiles made of cotton or linen.
MIX	Mixed load consisting of textiles made of cotton and synthetics.
GREATWAVES	Can wash brightly colored clothes, it can protect the colors better. Lower temperature water still achieves great cleaning performance.
ECO WASH	This program is suitable for energy-saving washes.
WASH 45'	This program is suitable for washing slightly dirty clothes, saving more energy and washing time.
QUICK 12'	This procedure is suitable for washing a few slightly dirty clothes quickly.
SPIN ONLY	Spin with selectable spin speeds.
WOOL	Hand or machine-washable wool or rich wool textiles. Especially for a gentle wash program to prevent shrinkage, with longer program pauses .
BEDLINEN	This program is specially designed for washing bed linen.
DRUM CLEAN	This program is specially set in this machine to clean the drum and tub. It applies high-temperature water at 90°C to make the drum and tub. When this procedure is performed, the clothes cannot be added. When the proper amount of chlorine bleach is added, the drum cleaning effect will be better. The customer can use this procedure regularly according to the need.
ANTI-ALLERGY	This program applies high-temperature sterilization at 60°C to make the clothes washing cleaner to achieve an anti-allergy effect.
SYNTHETIC	Wash synthetic articles, for example: shirts, coats, and blends. While washing the knitted textiles, the detergent quantity shall be reduced due to their loose string construction and tendency to form bubbles easily.
JEANS	Specially for jeans.
DELICATE	For delicate, washable textiles, e.g. made of silk, satin, synthetic fibers or blended fabrics.
RINSE & SPIN	Rinses, then spins the laundry, and finally drains the water.

The programs (SYNTHETIC / JEANS / DELICATE / RINSE & SPIN) can only be selected by TSmartLife App on mobile phones.



WOOLMARK
WOOL CARE

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

M2203: TW-BK100GF4AU(WS); TW-BK100GF4AU(MG)

OPERATIONS

■ Washing Programs Table

Program	Load (kg)	Temp. (°C)	Default Time
	9.0	Default	
COTTON	9.0	40	1:18
GREATWAVES	4.5	20	3:47
MIX	9.0	40	1:10
BEDLINEN	9.0	40	1:48
SPIN ONLY	9.0	-	0:12
DRUM CLEAN	--	90	1:18
ANTI-ALLERGY	4.5	--	4:31
ECO WASH	2.0	30	0:57
WOOL	2.0	40	1:07
WASH 45'	2.0	30	0:45
QUICK 12'	0.5	--	0:12
SYNTHETIC	4.5	40	1:03
JEANS	9.0	30	1:35
DELICATE	3.0	30	0:50
RINSE & SPIN	9.0	--	0:20

The programs (SYNTHETIC / JEANS / DELICATE / RINSE & SPIN) can only be selected by TSmartLife App on mobile phones.

Energy test program: ECO WASH;

Speed: 1400rpm; Temperature : 60°C, Other settings are by default.

Load: Half load, for 9.0kg is 4.5kg.



Note!

- The parameters in this table are only for the user's reference. The actual parameters might be different from those in the above-mentioned table.

MAINTENANCES

■ Cleaning and Care

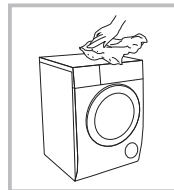


Warning!

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

Cleaning the Cabinet

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



Note!

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

Cleaning the Drum

The rusts left inside the drum by the metal articles shall be removed immediately with chlorine-free detergents.

Never use steel wool.



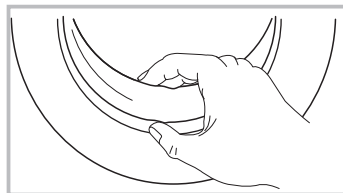
Note!

- Do not put laundry in the washing machine during the drum cleaning.

Cleaning the Gasket and Glass

After each wash:

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



MAINTENANCES

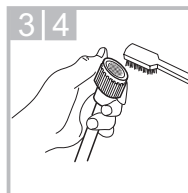
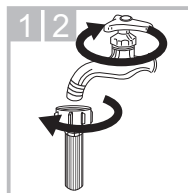
Cleaning the Inlet Filter

Note!

- The inlet filter must be cleaned if water pressure decreases compared to before.

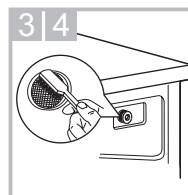
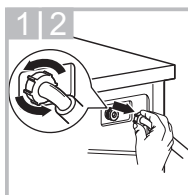
Washing the filter in the water inlet hose

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



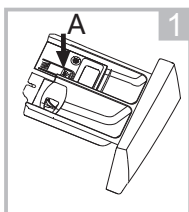
Washing the filter in washing machine:

1. Unscrew the water inlet hose from the backside of the machine.
2. Pull out the filter with long-nose pliers and reinstall it after washing.
3. Use the brush to clean the filter.
4. Reconnect the water inlet hose.

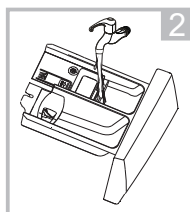


Clean the Detergent Dispenser

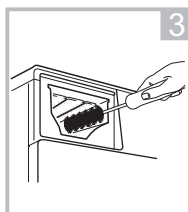
1. Press down on the arrow on the softener cover inside the dispenser drawer.
2. Lift the clip up and take out softener cover, and wash all grooves with water.
3. Restore the softener cover and push the drawer back into position.



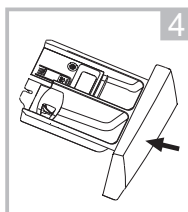
Remove the dispenser drawer by pressing A



Rinse the dispenser drawer



Brush the uneven inner wall



Insert the dispenser drawer

Note!

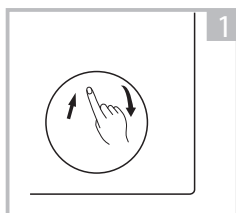
- Do not use alcohol, solvents, or chemicals to clean the machine.

MAINTENANCES

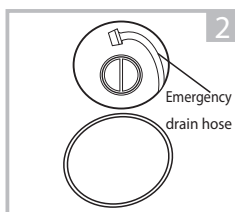
Cleaning the Drain Pump Filter

⚠ Warning!

- Be careful of the hot water!
- Wait until the water cools down.
- Unplug the machine to avoid electrical shock before maintenance.
- Drain pump filter can catch lint and small foreign objects from the wash.
- Clean the filter periodically to ensure the normal operation of washing machine.



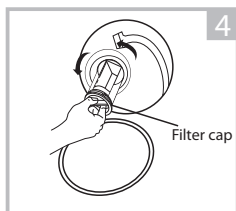
Push the lower lid to open it



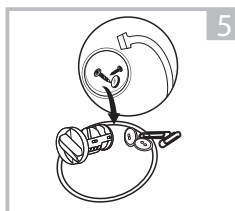
Pull out the emergency drain hose, and remove the hose cap



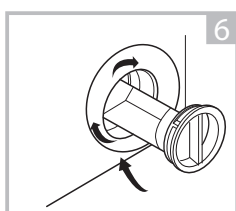
After the water drains, reset the drain hose



Open the filter cap by turning it counterclockwise



Remove any extraneous matter



Close the filter cap and the lower lid

⚠ Caution!

- Make sure that the filter cap and emergency drain hose are reinstalled properly. The filter cap should be inserted by aligning it to the plates; otherwise, water may leak.
- When the appliance is in use and depending on the program selected, there can be hot water in the pump. Never remove the pump cover during a wash cycle, always wait until the appliance has finished the cycle, and is empty. When replacing the filter cap, ensure it is securely re-tightened.

MAINTENANCES

■ Trouble Shooting

The appliance fails start or stops during operation.

Firstly, try to find a solution to the problem. If you cannot, contact the service center.

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

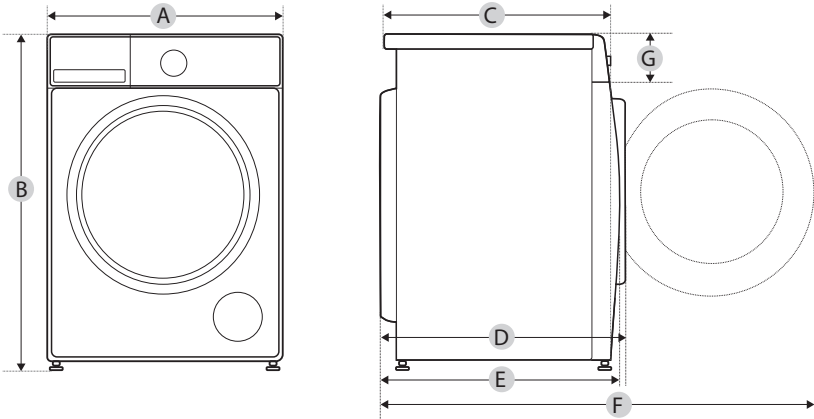
Description	Reason	Solution
E30	Door is not closed properly	Restart after the door is closed. Check if the clothes are stuck.
E10	Water supply duration is too long	Check if the water pressure is too low. Straighten the water inlet hose. Check if the inlet valve filter is blocked.
E21	Water drain duration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

Note!

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

MAINTENANCES

■ Technical Specifications



Model	TW-BK100GF4AU(WS) TW-BK100GF4AU(MG)
Power Supply	220-240V~,50Hz
MAX.Current	10A
Standard Water Pressure	0.05MPa~1MPa
Washing Capacity	9.0kg
Dimension	
A	595mm
B	850mm
C	535mm
Weight	66kg
Rated Power	2000W
Reference Dimension	
D	600mm
E	565mm
F	1065mm
G	135mm

MAINTENANCES

■ Testing Methods

Model: TW-BK100GF4AU(WS); TW-BK100GF4AU(MG)

ADDITIONAL INFORMATION FOR Standard performance TESTING:(AS/NZS 2040.1:2021, AS/NZS 2040.2:2021, AS/NZS 6400:2016 AS/NZS 2040.1:2005+A1+A2+A3:2010, AS/NZS 2040.2:2005+A1:2012)

1. Water connections: Cold water connection
2. Water supply pressure: 320 kPa
3. Energy Warm wash Program: ECO WASH, Temp.:60°C, Speed:1400rpm, Display:6:38
4. Detergent type: Drum detergent
5. Detergent quantity: Default
6. Adding detergent:
 - The detergent is dissolved and added as Paragraph B7.3 of AS/NZS 2040.1
 - The detergent shall be dissolved in 1 L of water
7. Anti-sudsing agent: Max
8. Test load mass: 9.0kg
9. Water consumption: 77L
10. Test Voltage: 220-240V~, 50Hz

