

Model/s  
EFLW802W

Version  
V1.7 0224

Everything you need  
for your Front Load  
Washing Machine  
is in this User Manual

**esatto**

# Welcome

## **Residentia Group**

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### **Head Office**

165 Barkly Avenue  
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—

### **ACN**

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—

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—

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PO Box 5177  
Burnley, Victoria  
Australia 3121

—

### **Telephone**

1300 11 4357

Congratulations on purchasing your new Front Load Washing Machine.  
The Esatto brand is proudly distributed within Australia by Residentia Group Pty Ltd.

Please refer to the warranty card at the rear of this manual for information regarding your product's parts and labour warranty, or visit us online at:  
[www.residentia.group](http://www.residentia.group)

At Residentia Group, we are customer obsessed and our Support Team are there to ensure you get the most out of your appliance. Should you want to learn more about your new appliance, it's features or importantly taking care of the appliance, our Support Team are here to help.

You can use our online Support Centre at anytime by visiting:  
<http://support.residentiagroup.com.au>

Or you can contact us via phone by dialing: 1300 11 HELP (4357).

It is important that you read through the following use and care manual thoroughly to familiarise yourself with the installation and operation requirements of your appliance to ensure optimum performance.

Again, thank you for choosing an Esatto appliance and we look forward to being of service to you.

Kind Regards,  
The Residentia Team



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# Safety Instructions

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

- 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 the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- The new hose-sets supplied with the appliance are to be used and the old hose-sets should not be reused.
- The openings must not be obstructed by a carpet.

Model	Washing Capacity	Water Pressure
EFLW802W	8.0kg	0.05-1MPa

Explanation of the following signal words:

**WARNING!**

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

**CAUTION!**

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

**NOTE!**

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

**WARNING!**

**POTENTIAL ELECTRIC SHOCK**

- This appliance is for indoor & domestic use only.
- **Do not position washing machine in a humid location.**
- 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.
- Damage due to improper use or repairs made by unqualified personnel will void your warranty. The producer will assume no liability for any eventual damages caused by misuse of the product or noncompliance with these instructions.
- The new hose-sets supplied with the appliance are to be used and the old hose-sets should not be reused.
- Before performing any maintenance on the device, unplug the appliance from the mains.
- Always unplug the machine and turn off the water supply after use. The max. inlet water pressure, in pascals. The min. inlet water pressure, in pascals.
- To ensure your safety, power plug must be inserted into an earthed three-pole socket. Check carefully and make sure that your socket is properly and reliably earthed.
- Make sure that the water and electrical devices must be connected by a qualified technician in accordance with the manufacturer's instructions and local safety regulations.

**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 the use of the appliance by a person responsible for their safety.
- Children of less than 3 years of age should be supervised to ensure they do not play with the appliance.
- The glass door may be very hot during the operation. Keep kids and pets far away from the machine during the operation very wet rooms as well as in the rooms with explosive or caustic gas.
- **Remove all packaging and transport bolts before using the appliance.** Otherwise, serious damage may result.
- Plug must be accessible after installation.

**RISK OF EXPLOSION**

- Do not wash or dry articles that have been cleaned in, washed in, soaked in, or dabbed with combustible or explosive substances( such as wax, oil, paint, gasoline, degreasers, dry-cleaning solvents, kerosene, etc.) This may result in fire or explosion.
- Before hand, thoroughly rinse items of washing by hand.

#### RISK OF DAMAGING THE APPLIANCE

- Your product is only for home use and is only designed for the textiles suitable for machine washing.
- Do not climb up and sit on top cover of the machine.
- Do not lean against machine door.
- Cautions during Handling Machine:
  1. Transport bolts shall be reinstalled to the machine by a specialised person.
  2. The accumulated water shall be drained out of the machine.
  3. Handle the machine carefully. Never hold each protruded part on the machine while lifting. Machine door can not be used as the handle during the conveyance.
  4. This appliance is heavy. Transport with care.
- Do not close the door with excessive force. If it is difficult to close the door, check if there are clothes obstructing the seal.
- Do not wash carpets.

#### INSTALLATION SAFETY

- All washing and additional substances are to be kept in a safe place out of the reach of children.
- Do not install the machine on a carpet floor. The obstruction of the openings by a carpet can damage the machine.
- Keep the appliance clear from heating sources and direct sunlight to avoid plastic and rubber parts to corrode.
- Do not use the appliance in humid environments or rooms containing explosive or caustic gas. In case of water leakage or water splashes let the appliance dry in the open air.
- The appliance must not be installed behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the washer.
- Remove all packaging material and transport bolts before using the appliance. Otherwise, serious damage may result.
- This appliance is equipped with a single inlet valve and can be connected to the cold water supply only.
- Mains plug must be accessible after installation.
- Before washing clothes for the first time, the product shall be operated once throughout all the procedures without any clothes inside.
- Before using the washer, the product shall be calibrated.
- Do not put any excessively heavy objects on the appliance, like water containers or heating devices.
- The new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- Max. Inlet water pressure 1 MPa. Min. inlet water pressure 0.05 MPa.

#### OPERATING THE APPLIANCE

- Before washing the clothes at first time, the product should be operated in one round of the whole procedures without the clothes inside.
- Do not wash flammable and explosive or toxic solvents.
- Do not use gasoline and alcohol etc. as detergents. Please only select the detergents suitable for machine washing, especially for drum.
- Make sure that all pockets are emptied. Sharp and rigid items such as coins, screws or stone etc. may cause serious damages to this machine.
- Please check whether the water inside the drum has been drained before opening its door. Please do not open the door if there is any water visible.
- Be careful of burning when the product drains hot washing water.
- Never refill the water by hand during washing.
- Do not operate the machine in rooms with a temperature of below 5°C. This can cause damages to parts of it. If it is unavoidable, make sure to drain the water completely from the appliance after every use (see Cleaning the drain pump filter) to avoid damages caused by frost.
- Never use flammable sprays or substances in the immediate proximity of the appliance

#### DISPOSAL

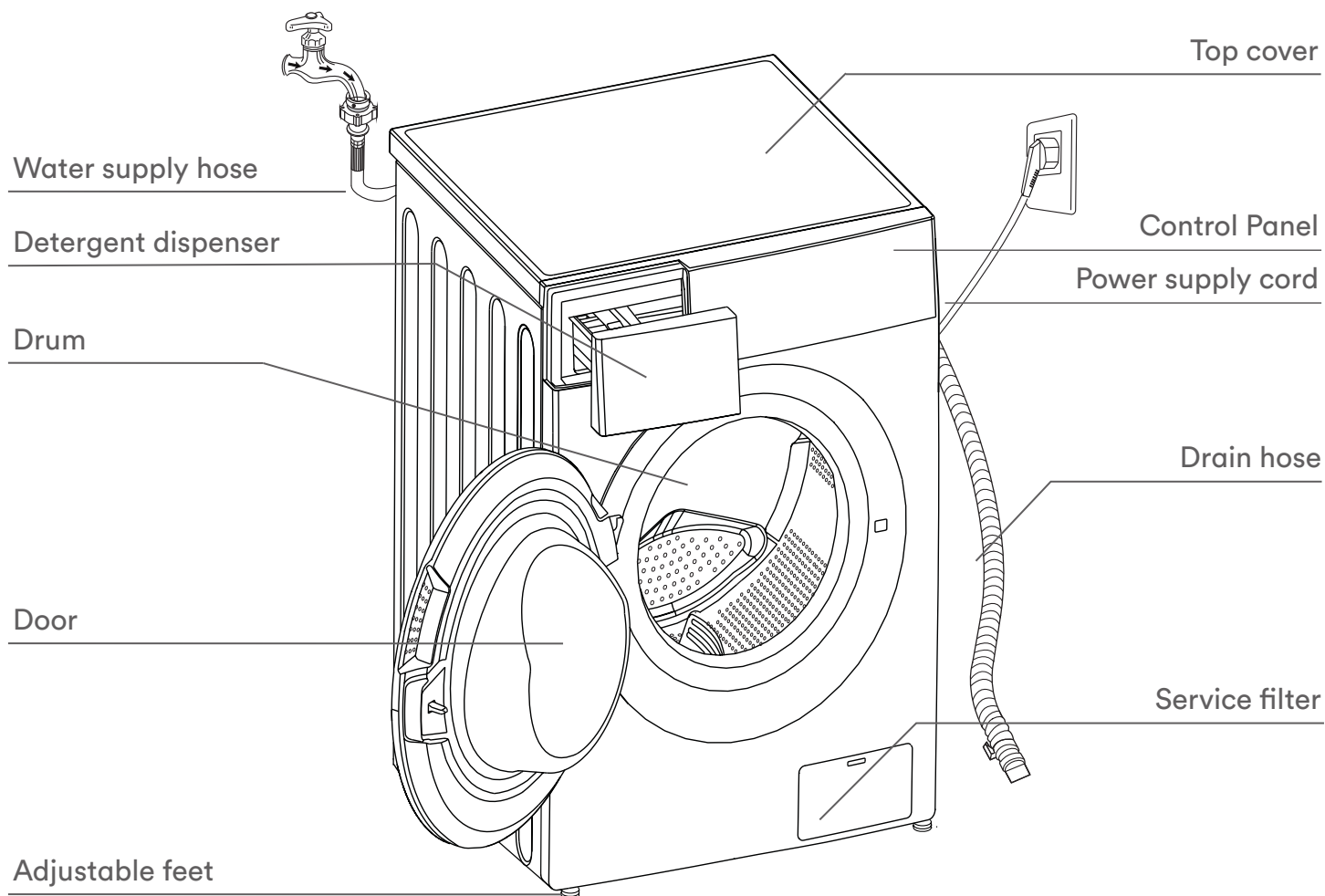
Do not dispose this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

By ensuring this product is disposed 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. The symbol on the product indicates that this product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.



# Your Washing Machine

## PRODUCT DESCRIPTION



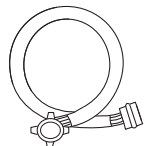
### NOTE!

The images in this user manual are for reference only. Your appliance may appear differently.

## ACCESSORIES



Transport hole plugs



Cold water supply hose



User manual & Quick start guide



Acoustic Sponges

# Installation

## INSTALLATION INSTRUCTIONS

### IMPORTANT!

If the power cord is damaged, it must be replaced by Residentia Group or one of its authorised service representatives. Please contact 1300 11 HELP (4357) and ensure the appliance is completely disconnected from the power supply.

### WARNING!

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

Before installing the machine, the location must be:

1. Rigid, dry, and a level surface
2. Avoiding direct sunlight
3. Sufficient ventilation
4. Room temperature is above 0 °C
5. Kept far away from the heat resources such as coal or gas.

## UNPACKING THE WASHING MACHINE

### WARNING!

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

1. Remove the cardboard box and styrofoam packaging.
2. Lift the washing machine and remove the base packing. Ensure the small triangle foam at the base of the machine is removed. If not, lay the unit down on its side surface, then remove the small foam from the unit bottom manually.
3. Remove the tape securing the power supply cord and drain hose.
4. Remove the inlet hose from the drum.
5. **Remove the transportation bolts.**

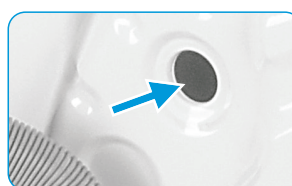
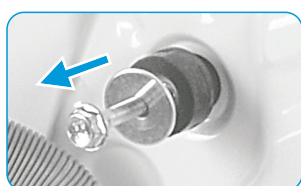
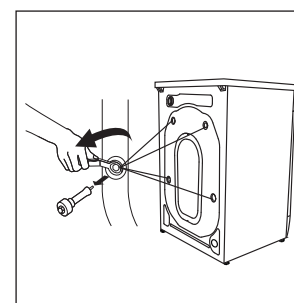
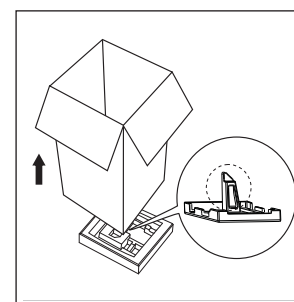
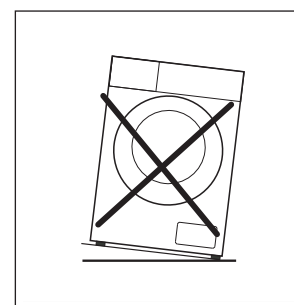
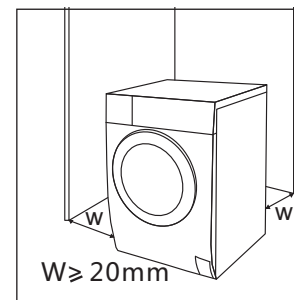
## REMOVE TRANSPORT BOLTS

### WARNING!

- You must remove the transport bolts from the rear of the machine operating the appliance
- You'll need the transport bolts again if you move the appliance, so ensure that they are kept in a safe place.

Please take the following steps to remove the bolts:

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



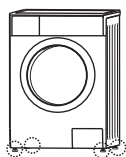
# Installation (Continued)

## LEVELLING THE WASHING MACHINE

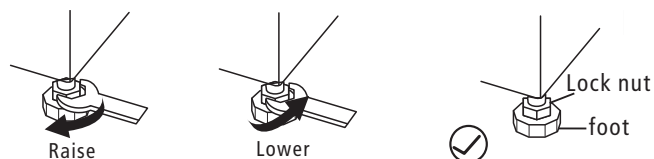
### WARNING!

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

1. Check if the legs are closely attached to the cabinet.  
If not, please turn them to their original positions tighten the nuts.



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



## CONNECT WATER SUPPLY HOSE

### WARNING!

- To prevent leakage or water damage, follow the instructions in this chapter.
- Do not kink, crush, modify or sever the water inlet hose.
- Connect manually, do not use tools. Check if the connections are tight.

Connect the water supply hose to the water inlet valve and a water tap with cold water as indicated.





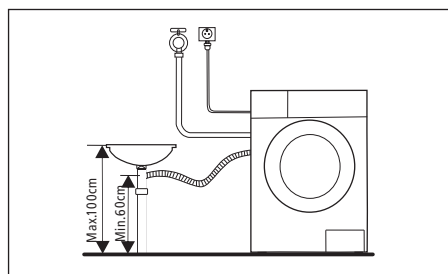
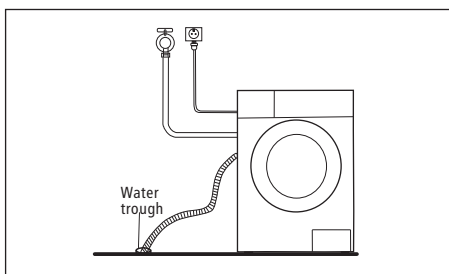
## DRAIN HOSE

**WARNING!**

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

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

1. Put it into the water trough.
2. Connect it to the branch drain pipe of the trough.

**WARNING!**

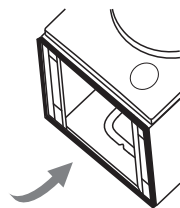
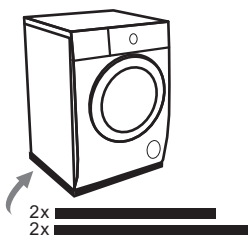
- When installing drain hose, fix it properly with a cable tie.
- If drain hose is too long, do not force it into washing machine as it will cause abnormal noises.

## ACOUSTIC SPONGES

**WARNING!**

Please make sure to assemble the acoustic sponges, which can effectively reduce the noise caused by the machine while working, in order to provide you with a more peaceful and quiet living environment

1. Lay the machine on the floor, using some soft material like foam or clothes between the machine and floor for a layer of protection.
2. Stick the 2x longer sponges to the longer bottom edges of machine, and the 2x shorter sponges to the shorter bottom edges.



# Operating Instructions

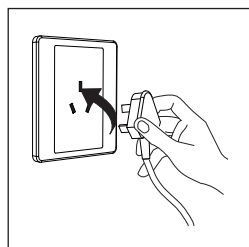
## FIRST TIME USE

### CAUTION!

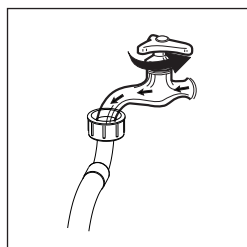
- Prior to using the washing machine, ensure that it is correctly installed.

Your appliance underwent a comprehensive check before leaving the factory. To eliminate any remaining water and prevent potential odors, it's advised to clean the inner drum before its first use. Run the "Drum Clean" or a similar program at an optional temperature of 90°C. Ensure no laundry or detergent is placed in the machine during this process.

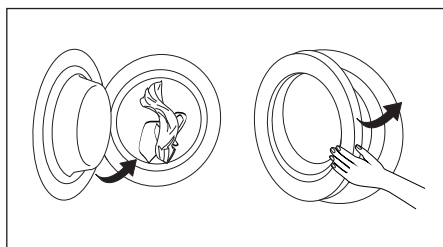
## PREPARATION PROCEDURE FOR WASHING YOUR LAUNDRY



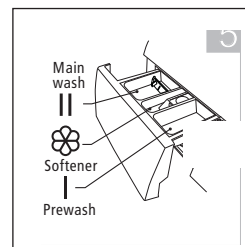
Plug in



Open tap



Load laundry and close door

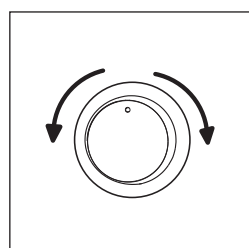


Add detergent

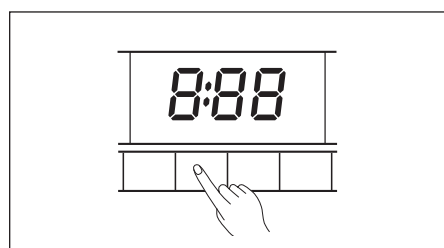
### NOTE!

Detergent only need to be added in "Case I" after selecting pre-washing for machines with this function.

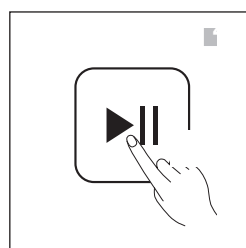
## WASHING



Select Program



Select any additional functions or leave for default settings



Press Start to begin washing cycle

### NOTE!

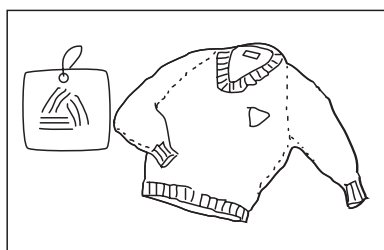
The images in this user manual are for reference only. Your appliance may appear differently.

## AFTER WASHING

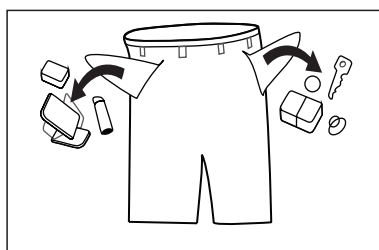
The appliance will sound an alert and the display will show "End" after washing cycle is complete.

### WASHING CONSIDERATIONS

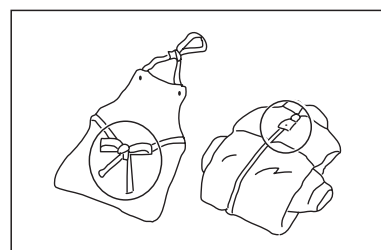
- The working condition of the washer should be (5-40)°C. If used under 0°C, the inlet valve and draining system may be damaged. If the machine is placed under condition of 0°C or less, then it should be transferred to normal ambient temperature to ensure the water supply hose and drain hose are not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



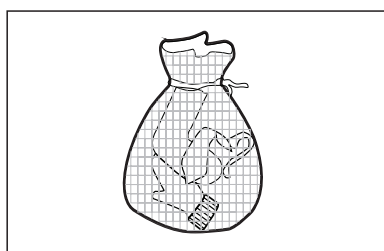
Check the label  
for washing advice



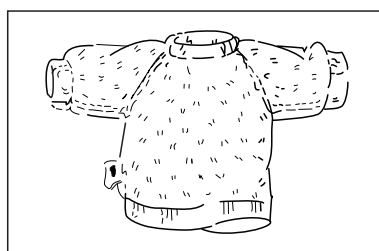
Take items out of  
the pockets



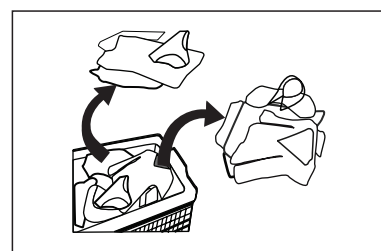
Knot long strings  
or ribbons, close zippers,  
and do up buttons



Put small clothes  
into a wash bag



Turn easy-pilling and  
long-pile fabric inside out



Separate clothes with  
different textures

### NOTE!

When washing a single item, we recommend adding one or two more laundry items to your load to avoid the machine from being unbalanced, allowing for a smooth uninterrupted cycle and a smooth draining process.

### WARNING!

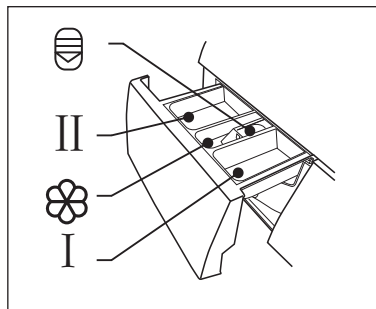
Do not wash clothes that have come into contact with kerosene, gasoline, alcohol and other flammable materials.

### THE USAGE OF DETERGENT AND WASHING POWDER

- Before machine washing powder or fabric softener is poured into the detergent box, we recommend that you use some water for dilution to prevent the inlet of the detergent box from being blocked and overflowing while filling water.
- Please choose suitable type of detergent for the various washing temperature to get the best washing performance with less water and energy consumption.

# Operating Instructions (Continued)

## THE DETERGENT DISPENSER



- I Pre wash detergent
- II Main wash detergent
- ☼ Softener
- ⊞ Release button to pull out dispenser

**CAUTION!** Detergent only need to be added in "Case I" after selecting pre-washing for machines with this function.

PROGRAM	SYMBOL	I	II	☼
Cotton		Detergent optional	Detergent required	Softener optional
Steam Wash		Detergent optional	Detergent required	Softener optional
Synthetics		Detergent optional	Detergent required	Softener optional
Mixed		Detergent optional	Detergent required	Softener optional
Denim		Detergent optional	Detergent required	Softener optional
ECO Wash		—	Detergent required	Softener optional
20 °C		—	Detergent required	Softener optional
Spin		—	—	—
Rinse & Spin		—	—	Softener optional
Bulky		Detergent optional	Detergent required	Softener optional
Baby		Detergent optional	Detergent required	Softener optional
Wool		—	Detergent required	Softener optional
Sportwear		Detergent optional	Detergent required	Softener optional
Rapid 45'		Detergent optional	Detergent required	Softener optional
Quick 15'		—	Detergent required	Softener optional

## THE USAGE OF DETERGENT AND WASHING POWDER

- Before machine washing powder or fabric softener is poured into the detergent box, we recommend that you use some water for dilution to prevent the inlet of the detergent box from being blocked and overflowing while filling water.
- Please choose suitable type of detergent for the various washing temperature to get the best washing performance with less water and energy consumption.

THE CONTROL PANEL



**PROGRAM**

Turn the Program dial to select your wash program type.

**DRUM CLEAN**

Specially designed to clean the drum and tube.

The washing machine is powered off.

**OPTIONAL PROGRAMS**

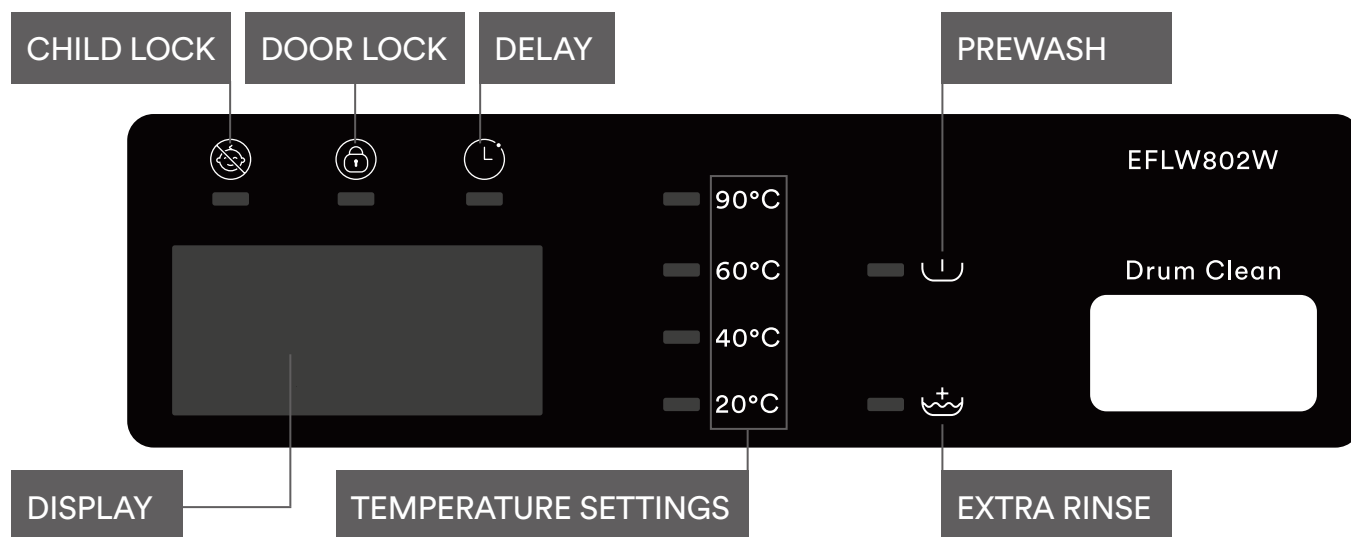
You can choose the optional program buttons to set your desired delay time, spin speed, temperature, and prewash or extra rinse.

**START / PAUSE**

After selecting your desired wash settings, press this button to start your wash cycle.

You can also use this button to pause the washing machine during operation.


THE LED DISPLAY





**NOTE!** The images in this user manual are for reference only. Your appliance may appear differently.


# Operating Instructions (Continued)


## WASHING PROGRAMS

- **COTTON** 


The Cotton washing program is suitable to wash durable, heat-resistant textiles made of cotton or linen.
- **STEAM WASH** 


Suitable for daily laundry items like cotton and synthetics, harnesses the power of steam to deeply penetrate fibers, effectively eliminating bacteria and germs, preventing odours, and ensuring a hygienic clean to protect your health.
- **SYNTHETICS** 


Designed to effectively and gently clean synthetic fabrics, such as polyester and nylon whilst preventing possible damage.
- **MIXED** 


Suited for mixed fabric loads that require a more intense cleaning cycle. Ensure label warnings on garments are conformed to.
- **DENIM** 


Suitable for washing all types of denim.


**NOTE!** The default temperature setting for this program is 60 °C. To avoid colour fading or shrinking, you can adjust the washing temperature indicated on the your clothing's care label by pressing the Temperature button after selecting the Denim washing program.
- **ECO WASH** 


Using lower temperatures and less water over a longer time than the standard Cotton program. By using less energy over an extended period makes it more economical.
- **20 °C** 


The 20 °C washing program efficiently cleans lightly soiled cotton laundry with optimal results at a low temperature.
- **SPIN** 


This program spins the load at the selected spin speed chosen. This setting can be used after a wash to remove excess water. However, the clothing will not be fully dry.
- **RINSE & SPIN** 


This program simply rinses the load and then spins it. This setting doesn't use any form of detergent and isn't used as a form of deep cleaning. Ideal if you have allergies or sensitive skin that can be irritated by washing detergent. In that case, this form of rinse can be helpful to run after a wash to remove any detergent residue left on clothing.
- **BULKY** 

The Bulky program is designed to effectively clean and refresh large, bulky items such as bedding, comforters, and pillows, ensuring thorough cleanliness and care.
- **BABY** 

Providing a gentle yet effective wash, catering to the delicate fabrics and sensitive skin of baby clothing, ensuring a thorough clean and maintaining the softness and comfort.
- **WOOL** 






The Wool program, suitable for hand or machine-washable wool and rich wool textiles, features an especially gentle wash program with longer pauses to prevent shrinkage, allowing textiles to rest in the washing liquid for a thorough yet careful cleaning process.
- **SPORTWEAR** 

Crafted to launder activewear with precision, with specialised wash motions and lower temperatures to maintain fabric elasticity, eliminate sweat, and ensure optimal hygiene for your fitness and active lifestyle.
- **RAPID 45'** 

Suitable to wash lightly dirty clothes quickly.
- **QUICK 15'** 
















Suitable for light loads with light soiling of which you would like to be cleaned quickly. This setting performs better when loaded lightly, as it is a fast spin. This setting is perfect if you have a washing emergency and need a piece of clothing as quickly as possible. This is a cold wash, therefore energy-efficient.

## OPTIONAL WASHING PROGRAMS

- **DRUM CLEAN**  
This program is specially configured to clean the drum and tube, incorporating a 90°C high-temperature sterilisation process to enhance the environmental friendliness of clothes washing; however, it should be noted that additional items cannot be added during this program.  
  
For improved barrel cleaning effects, the addition of an appropriate amount of chlorine bleaching agent is recommended, and users can use this program regularly based on their specific requirements.
- **DELAY**   
After choosing your wash settings, press the Delay button to choose a delayed start time of up to 24 hours.
- **SPIN SPEED**  
Press this button to select your desired amount of times to spin.
- **TEMPERATURE**  
Press this button to select your desired washing temperature of 20 °C.
- **PREWASH**   
This program provides an extra cycle for heavily or excessively soiled clothing on a low temperature before the primary wash cycle begins. This will give a deeper wash of your clothing.  
  
**NOTE!** You need to put detergent into the Case (I) when it is selected
- **EXTRA RINSE**   
This function adds an extra rinse cycle to your program. It is ideal for large loads and garments belonging to people with sensitive skin. But you should be aware that this function will increase water consumption.
- **CHILD LOCK**   
Simultaneously press the **Temperature** and **Function** buttons for 3 seconds until you hear 3 beeps to activate the child lock. Repeat this process to deactivate the child lock.  
  
When your program has finished, "END" and "CL" will flash alternatively on your display.
- **MUTE**   
Press the **Spin Speed** button for 3 seconds to activate the mute setting. Repeat this step to disable this setting.

# Operating Instructions (Continued)

## MODEL: EFLW802W

PROGRAM	SYMBOL	LOAD (KG)	DEFAULT TEMP. (°C)	DEFAULT TIME	DEFAULT SPEED (RPM)	DELAY	EXTRA RINSE	PREWASH
Cotton		8.0	40	3:39	1400	Optional	Optional	Optional
Steam Wash		4.0	40	1:48	1000	Optional	Optional	Optional
Synthetics		4.0	40	3:18	1200	Optional	Optional	Optional
Mix		8.0	40	1:20	1000	Optional	Optional	Optional
Denim		8.0	60	1:45	1000	Optional	Optional	Optional
ECO Wash		8.0	—	6:41	—	Optional	—	—
20 °C		4.0	20	1:01	1000	Optional	Optional	—
Spin		8.0	—	0:12	1000	Optional	—	—
Rinse & Spin		8.0	—	0:20	1000	Optional	Optional	—
Bulky		8.0	40	1:48	1000	Optional	Optional	Optional
Baby		8.0	60	1:42	1000	Optional	Optional	Optional
Wool		2.0	40	1:07	600	Optional	Optional	—
Sportwear		4.0	20	0:47	800	Optional	Optional	Optional
Rapid 45'		2.0	20	0:45	800	Optional	Optional	Optional
Quick 15'		2.0	Cold	0:15	800	Optional	—	—
Drum Clean	—	—	90	1:18	—	Optional	—	—

Energy test program: ECO Wash.

Speed: the highest speed; Other as the default.

Half load for 8.0Kg machine: 4.0Kg.

"ECO Wash" is the standard washing programs to which the information in the label and the fiche relates, and they are suitable to clean normally soiled cotton laundry and that they are the most efficient programmes in terms of combined energy and water consumptions for washing that type of cotton laundry, that the actual water temperature may differ from the declared cycle temperature.

### NOTE!

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



# Cleaning & Maintenance

## CLEANING AND CARE

### WARNING!

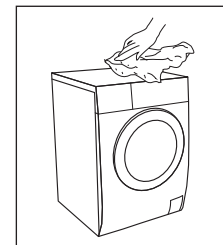
Before you begin maintenance, please unplug the machine and close the tap.

### CLEANING THE CABINET

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

### NOTE!

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



### CLEANING THE DRUM

The rusts left inside the drum by the metal articles shall be removed immediately with chlorine-free detergents. Never use steel wool.

### NOTE!

Don't put laundry in the washing machine during the drum cleaning.

### CLEANING THE DOOR SEAL AND GLASS

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

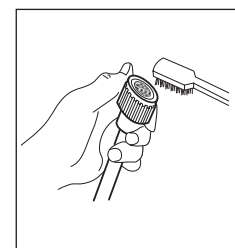
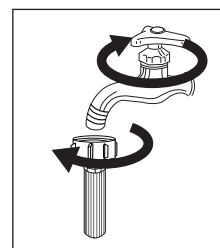
### CLEANING THE INLET FILTER

#### NOTE!

Inlet filter must be cleaned if there is less water.

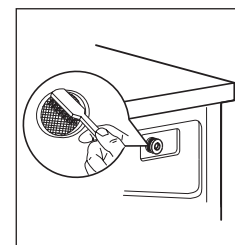
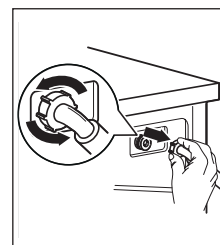
Washing the filter in the tap:

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



Washing the filter in washing machine:

1. Screw off the inlet pipe from the rear of the machine.
2. Pull out the filter with long pliers.
3. Use a brush to clean the filter.
4. Reconnect the inlet pipe.

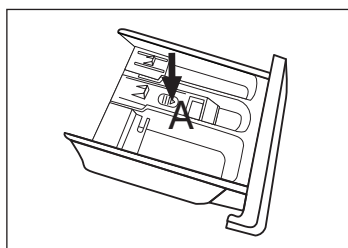


#### NOTE!

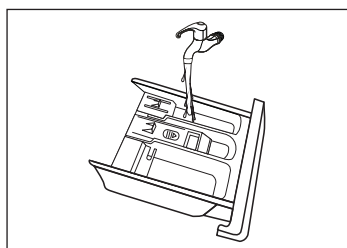
- If the brush is not clean, you can pull out the filter washed separately.
- Reconnect, turn on the tap.

**CLEAN THE DETERGENT DISPENSER**

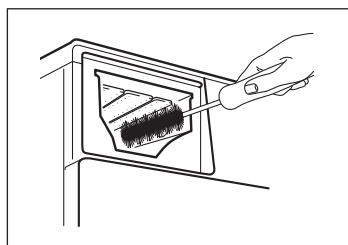
1. Press down the arrow location on softener cover inside the dispenser drawer.
2. Lift the clip up and take out softener cover and wash all grooves with water.
3. Restore the softener cover and push the drawer into position.



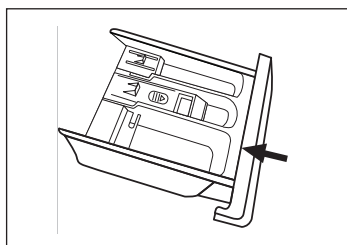
1) Pull out the dispenser drawer with press the A



2) Clean the dispenser drawer under water



3) Clean inside the recess with an old toothbrush



4) Reinsert the dispenser drawer

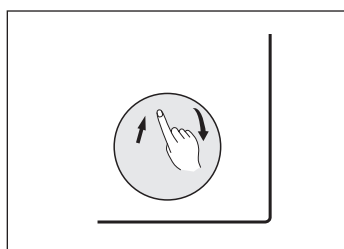
**NOTE!**

Do not use alcohol, solvents or chemical products to clean the machine.

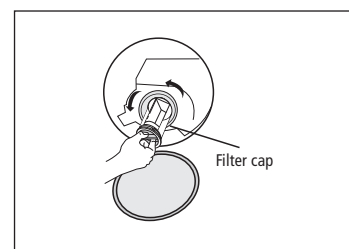
**CLEANING THE DRAIN PUMP FILTER**

**WARNING!**

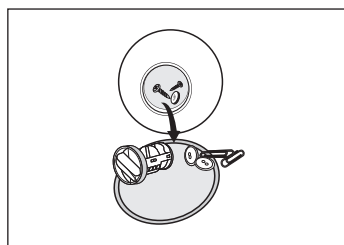
- Be careful of the hot water! Allow the water to cool down. Risk of scalding!
- Make sure that the machine has finished the washing cycle and is empty. Switch it off and unplug it before cleaning the drain pump filter.
- Clean the filter periodically every 3 months to ensure the normal operation of the appliance.



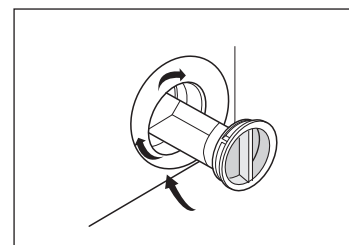
1) Open the lower cover cap



2) Open the filter by turning it counter clockwise



3) Remove foreign objects



6) Close the lower cover cap

**CAUTION!**

When the appliance is in use and depending on the programme 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 cover, ensure it is securely re-tightened.

# Troubleshooting

## OPERATION IN CASE OF EMERGENCY

In the event of an emergency you should:

- Switch off all controls.
- Switch the washing machine off at the power point or at the fuse box.
- Call the Residentia Support Team on 1300 11 HELP (4357).

Some minor faults can be fixed by referring to the instructions given in the Troubleshooting section below. There is also a self-help section online at <https://support.residentiagroup.com.au/>

DESCRIPTION	POTENTIAL CAUSE	SOLUTION
Washing machine does not start up	Door is not closed properly	Check if the clothes is stuck. Restart after the door is closed.
Door can't be opened	Washer's safety protection design is in operation	Disconnect the power, restart the product
Water leakage	The connection between inlet pipe or outlet hose is not tight	Check and fasten water pipes Clean up outlet hose
Detergent residues in the box	Detergent is dampened or agglomerated	Clean and wipe the detergent box
Indicator or display does not light	Disconnect the power PC board or harness has connection problem	Check if the power is shut down and the power plug is connected correctly
Abnormal noise	Transport bolts might still be fitted or machine is not on a solid surface	Check if the transport bolts have been removed or if the machine is installed on a solid and level floor

When the washing machine experiences a fault, please contact the Residentia Group support team on:

Telephone: 1300 11 HELP (4357).

**WARNING!** Never dismantle the washing machine.

#### ERROR MESSAGES AND SOLUTIONS

INDICATION	REASON	SOLUTION
"E30" displays	Door is not closed properly	Check if the clothes is stuck. Restart after the door is closed.
"E10" displays	Water injecting problem while washing	Check if the water pressure is too low Straighten the water pipe Check if the inlet valve filter is blocked
"E21" displays	Overtime water draining	Check if the drain hose is blocked
"E12" displays	Water overflow	Restart the washer
Other	If problems still occur, please contact the support team with the number at the top of this page.	

# Technical Specifications

Below outlines the technical specifications for your Esatto Washing Machine.

Model	<b>EFLW802W</b>
Rated Capacity of Wash and Spin	8.0kg (dry clothes)
Dimensions	595 W × 535 D × 850 H mm
Depth with door open	982mm
Net Weight	60kg
Rated Input Power	1950W
Maximum Current	10A
Rated Capacity of Wash and Spin	8.0kg (dry clothes)
Rated Voltage	220–240V~
Rated Frequency	50Hz
Standard Water Pressure	0.05MPa – 1MPa

## TESTING METHODS

### EFLW802W

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)

- Water connections: Cold & hot water connection
- Water supply pressure: 320 kPa
- Energy Warm wash Program: ECO Wash, Display: 6:41
- Cold wash program: Cotton Cold (no temperature display is cold wash)
- Detergent type: Drum detergent
- Detergent quantity: Default
- 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
- Anti-sudsing agent: Max
- Test load mass: 8.0kg
- Water consumption: 68L
- Test Voltage: 220-240V~,50Hz

### NOTE!

This product is subject to continuous improvement, specification are subject to change without prior notice.

# Warranty Information

## AUSTRALIA WARRANTY TERMS & CONDITIONS LAUNDRY APPLIANCES

This document sets out the terms and conditions of the product warranties for Residentia Group Appliances. It is an important document. Please keep it with your proof of purchase documents in a safe place for future reference should you require service for your Appliance.

1. **IN THIS WARRANTY**
  - (a) 'acceptable quality' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL;
  - (b) 'ACL' means Trade Practices Amendment (Australian Consumer Law) Act (No.2) 2010;
  - (c) 'Appliance' means any Residentia Group product purchased by you accompanied by this document;
  - (d) 'ASR' means Residentia Group authorised service representative;
  - (e) 'Residentia Group' means Residentia Group Pty Ltd of 165 Barkly Ave, Burnley VIC 3121, ACN 600 546 656 in respect of Appliances purchased in Australia;
  - (f) 'major failure' as referred to in clause 10 of this warranty has the same meaning referred to in the ACL and includes a situation when an Appliance cannot be repaired or it is uneconomic for Residentia Group, at its discretion, to repair an Appliance during the Warranty Period;
  - (g) 'Warranty Period' means:
    - (i) where the Appliance is used for personal, domestic or household use (i.e. normal single family use) as set out in the instruction manual, the Appliance is warranted against manufacturing defects for 24 months, following the date of original purchase of the Appliance;
  - (h) 'you' means the purchaser of the Appliance not having purchased the Appliance for re-sale, and 'your' has a corresponding meaning.
2. This warranty only applies to Appliances purchased and used in Australia and is in addition to (and does not exclude, restrict, or modify in any way) any non-excludable statutory warranties in Australia.
3. During the Warranty Period Residentia Group or its ASR will, at no extra charge if your Appliance is readily accessible for service, without special equipment and subject to these terms and conditions, repair or replace any parts which it considers to be defective. Residentia Group or its ASR may use remanufactured parts to repair your Appliance. You agree that any replaced Appliances or parts become the property of Residentia Group. This warranty does not apply to light globes, batteries, filters, seals or similar perishable parts.
4. Parts and Appliances not supplied by Residentia Group are not covered by this warranty.

5. You will bear the cost of transportation, travel and delivery of the Appliance to and from Residentia Group or its ASR. If you reside outside of the service area, you will bear the cost of:
  - (a) travel of an authorised representative;
  - (b) transportation and delivery of the Appliance to and from Residentia Group or its ASR, in all instances, unless the Appliance is transported by Residentia Group or its ASR, the Appliance is transported at the owner's cost and risk while in transit to and from Residentia Group or its ASR.
6. Proof of purchase is required before you can make a claim under this warranty.
7. You may not make a claim under this warranty unless the defect claimed is due to faulty or defective parts or workmanship. Residentia Group is not liable in the following situations (which are not exhaustive):
  - (a) the Appliance is damaged by:
    - (i) accident
    - (ii) misuse or abuse, including failure to properly maintain or service
    - (iii) normal wear and tear
    - (iv) power surges, electrical storm damage or incorrect power supply
    - (v) incomplete or improper installation
    - (vi) incorrect, improper or inappropriate operation
    - (vii) insect or vermin infestation
    - (viii) failure to comply with any additional instructions supplied with the Appliance;
  - (b) the Appliance is modified without authority from Residentia Group in writing;
  - (c) the Appliance's serial number or warranty seal has been removed or defaced;
  - (d) the Appliance was serviced or repaired by anyone other than Residentia Group, an authorised repairer or ASR.
8. This warranty, the contract to which it relates and the relationship between you and Residentia Group are governed by the law applicable where the Appliance was purchased.
9. To the extent permitted by law, Residentia Group excludes all warranties and liabilities (other than as contained in this document) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non use of the Appliance.
10. For Appliances and services provided by Residentia Group in Australia, the Appliances come with a guarantee by Residentia Group that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Appliance repaired or replaced if the Appliance fails to be of acceptable quality and the failure does not amount to a major failure. The benefits to you given by this warranty are in addition to your other rights and remedies under a law in relation to the Appliances or services to which the warranty relates.
11. At all times during the Warranty Period, Residentia Group shall, at its discretion, determine whether repair, replacement or refund will apply if an Appliance has a valid warranty claim applicable to it.
12. Missing parts are not covered by warranty. Residentia Group reserves the right to assess each request for missing parts in a case by case basis. Any parts that are not reported missing in the first week after purchase will not provide free of charge.
13. To enquire about claiming under this warranty, please follow these steps:
  - (a) carefully check the operating instructions, user manual and the terms of this warranty;
  - (b) have the model and serial number of the Appliance available;
  - (c) have the proof of purchase (e.g. an invoice) available;
  - (d) telephone the numbers shown below.
14. You accept that if you make a warranty claim, Residentia Group and its ASR may exchange information in relation to you to enable Residentia Group to meet its obligations under this warranty.

#### IMPORTANT

Before calling for service, please ensure that the steps in point 13 have been followed.

- Service: Please call 1300 11 HELP (4357)
- Spare parts: Please call 1300 11 SPARE (7727)

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**The Australian Consumer Law requires the inclusion of the following statement with this warranty:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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# NZ Warranty Information

## NEW ZEALAND WARRANTY TERMS & CONDITIONS WASHING MACHINES

To help care for your investment, be sure to register your appliance online. Registration will help you if you need to arrange service in the future, and serves as a record of your purchase—including critical information like model number and serial number – that you can refer to at any time. Simply visit the below website, or ask your retailer for help: [www.esatto.house/nz/registration](http://www.esatto.house/nz/registration)

### WARRANTY

These products are covered by a warranty for a period of 24 months from the date of purchase, subject to the following conditions\*. The warranty covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship or assembly.

\* The conditions above mentioned are:

1. That the purchaser carefully follows all instructions packed with the product;
2. That the purchaser and/or installer carefully follows the installation instructions provided and complies with electrical wiring regulations, gas and/or plumbing codes;
3. That the purchaser carefully follows instructions provided in the owner's handbook relating to the proper use and care of the product and does not use the product for any purpose other than the domestic use for which it has been designed;
4. Commercial use of the product for professional or industrial purposes will void this warranty.;
5. That the product was purchased and installed in New Zealand;
6. That this warranty does not extend to:
  - a) optional glass lids for hobs apart from claims which relate to mechanical or physical damage thereof at the date of purchase;
  - b) 'consumable' parts such as light bulbs or filters;
  - c) damage to ceramic glass caused by liquid or solid spill-overs, lack of maintenance, or impact;
  - d) damage to surface coatings caused by cleaning or maintenance using products not recommended by the owner's handbook;

- e) defects caused by normal wear and tear, accident, negligence, alteration, misuse or incorrect installations;
  - f) a product dismantled, repaired or serviced by any serviceman other than an authorised service agent;
  - g) a product not in possession of the original purchaser;
  - h) damage caused by power outages or surges
  - i) damage caused by pests (eg. rats, cockroaches etc.)
7. That if the product is a freestanding microwave oven or small appliance it must be returned to the dealer/retailer for servicing. These products, unless stated otherwise, have a 12 month warranty from original date of purchase with 24 months on the microwave magnetron; Waste disposers have a 12 month warranty.
  8. The provision of service under this warranty is limited by a 25km boundary from the retailer where the product was purchased except for microwaves. Such travelling outside of these limits will incur commercial cost to be paid by you, regulated by the number of kilometres travelled beyond the 25km limit (50km return trip). Microwaves are to be delivered to the nearest authorised service agent by the customer.

Please refer to your user manual for any further conditions that may apply to your specific model.

Nothing herein contained shall be construed in any way as excluding or limiting your rights under the Consumer Guarantees Acts 1993.

For Service please visit [www.applico.co.nz/service](http://www.applico.co.nz/service) or contact the dealer/retailer from whom you purchased the product from or call the 0800 number listed below. If you are unable to establish the date of purchase, or the fault is not covered by this warranty, or if the product is found to be in working order, you will be required to bear all service call charges.

Registration of this warranty constitutes acceptance of the terms and conditions of this warranty.

Should you require any assistance, please call Customer Services on 0800 763 448.

Distributed by Applico Ltd. [www.applico.co.nz](http://www.applico.co.nz) July 2019

After registering your appliance online, we recommend you fill out the below information for your reference and keep this warranty card in a safe place.



# Attach your receipt to this page



## Purchase Details

For future reference, please record the following information which can be found on the rating plate and the date of purchase which can be found on your sales invoice.

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### STORE DETAILS

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STORE NAME | \_\_\_\_\_

ADDRESS | \_\_\_\_\_

TELEPHONE | \_\_\_\_\_

PURCHASE DATE | \_\_\_\_\_

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### PRODUCT DETAILS

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MODEL NO. | \_\_\_\_\_

SERIAL NO.\* | \_\_\_\_\_



E2447

**esatto**  
everything  
you need



A RESIDENTIA  
GROUP INITIATIVE