Panasonic

Operating & Installation Instructions

Washing Machine (Household Use)

Model No. **NA-20VDR1**
NA-19VDG1
NA-18VDG1

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It is essential to read these instructions.

EN

Thank you for purchasing this product.
- Read these instructions carefully for optimum performance and safety before use.
- Keep this manual for future reference.

AWW9901CK7C0-0C0

Safety Precautions

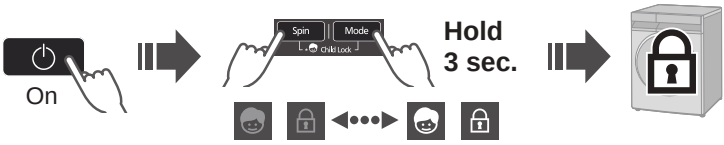
⚠ WARNING

May cause serious injury or death

Children must not use it alone.

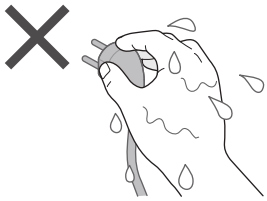
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

Setting the Child Lock. (P. 26)

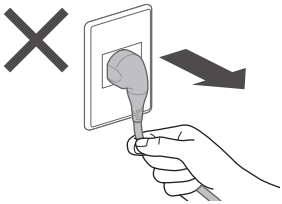


May cause fire or electric shock

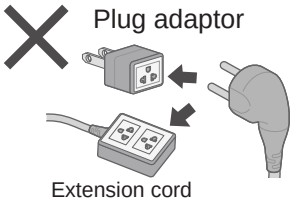
Do not touch it with wet hands.



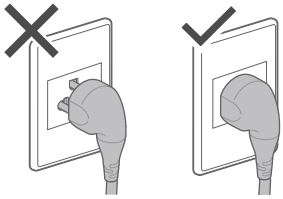
Do not hold or pull on the cord.



Do not use.



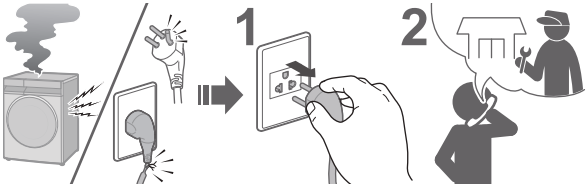
Fully insert it.



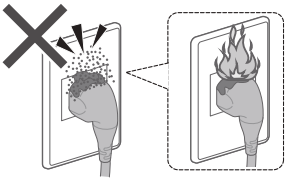
Do not use.

- **If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.**

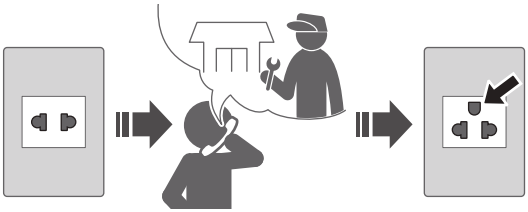
In case of failure or damaged power cord, stop use and ask the electrical technician.



Accumulated dust may cause fire.



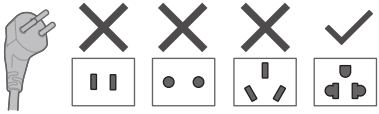
Securely insert the ground prong.
Ask the electrical technician for a new socket.



Wipe the power plug periodically.

Use a socket appropriate for this appliance.

e.g.)



- The plug shape, socket shape and rating requirement vary with the region.

Keep away from flammable materials.

May cause failure

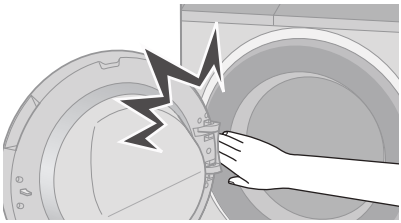
Do not disassemble, repair or modify it by yourself.

Safety Precautions (continued)

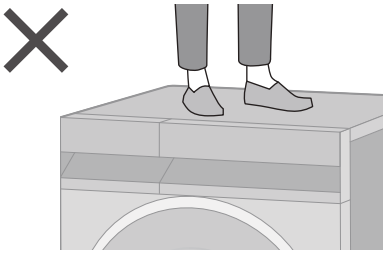
⚠ CAUTION

May cause injury

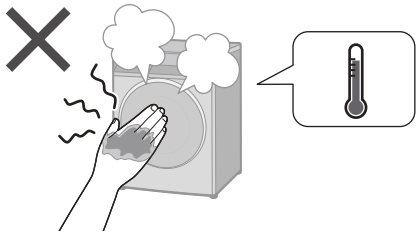
Be careful not to get your fingers caught.



Do not climb on the appliance.

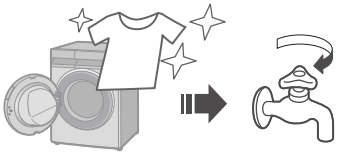


Do not touch when it is hot.

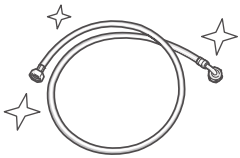


May cause water leakage

Turn off the water faucet.



Use new hose-sets.

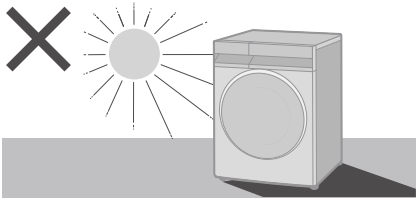


- New hose-sets supplied with the appliance are to be used and old hose-sets should not be reused.

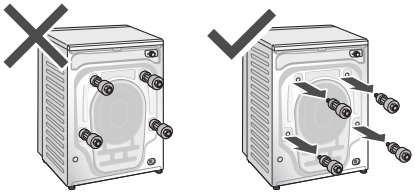
- For maximum mass of dry cloth and pressure of tap water, see P. 44.
- The installation shall be in accordance with the requirements of AS/NZS 3500.1.

May cause failure

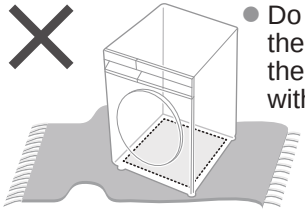
Keep away from heat and direct sunlight.



Remove anchor bolts before operation.

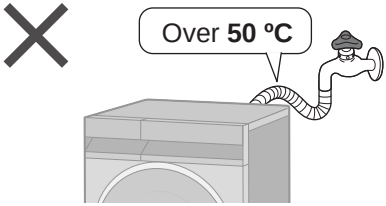


Do not obstruct.

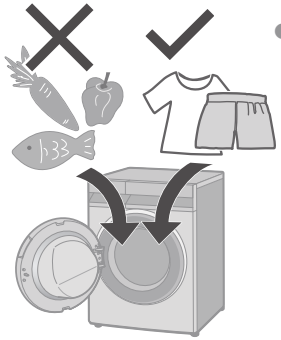


- Do not obstruct the openings of the bottom face with carpet, etc.

Do not use hot water.



For machine-washable items only.

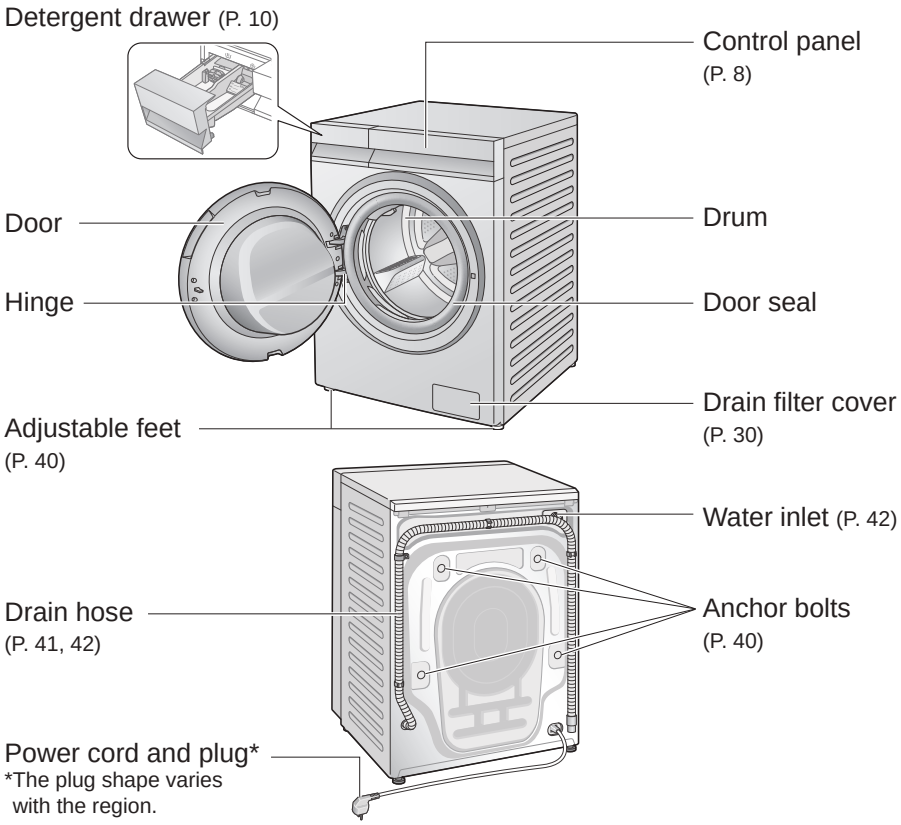


- This appliance is intended to be used in household. This appliance is not intended to be used in applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
  - areas for communal use in blocks of flats or in launderettes.

Do not wash excessively oily clothes.

Checking Your Washing Machine

Part names

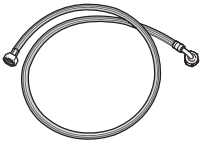


Accessories

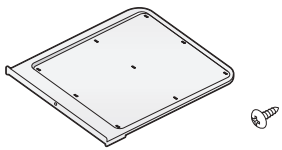
☐Elbow (1) (P. 42)

☐Cover caps (4) (P. 40)

☐Water supply hose (1) (P. 41, 42)



☐Bottom cover (1) / Screw (1) (P. 39)

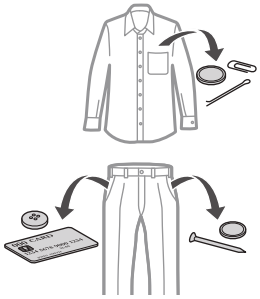


Before Washing

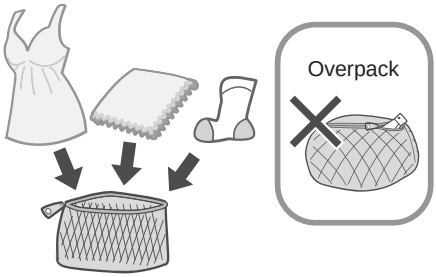
Preparing laundry

Before put clothes in drum

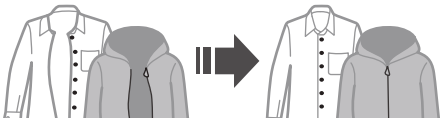
- Remove foreign objects.

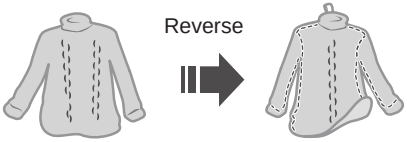


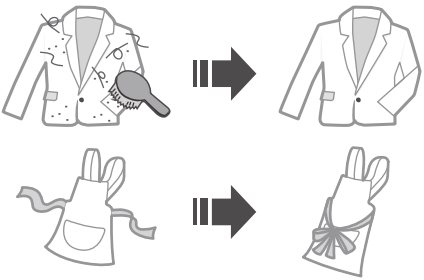
- Use laundry nets for delicates and small items.



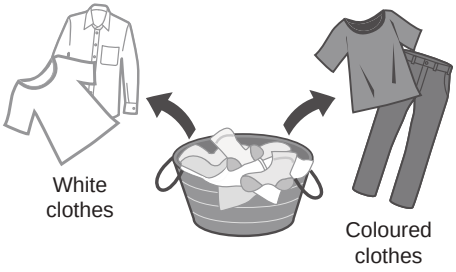
Pre-laundry check



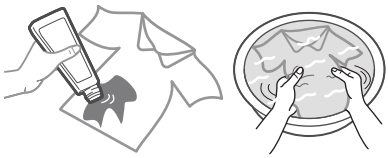




- Wash separately.



- Pretreat for heavily stains.

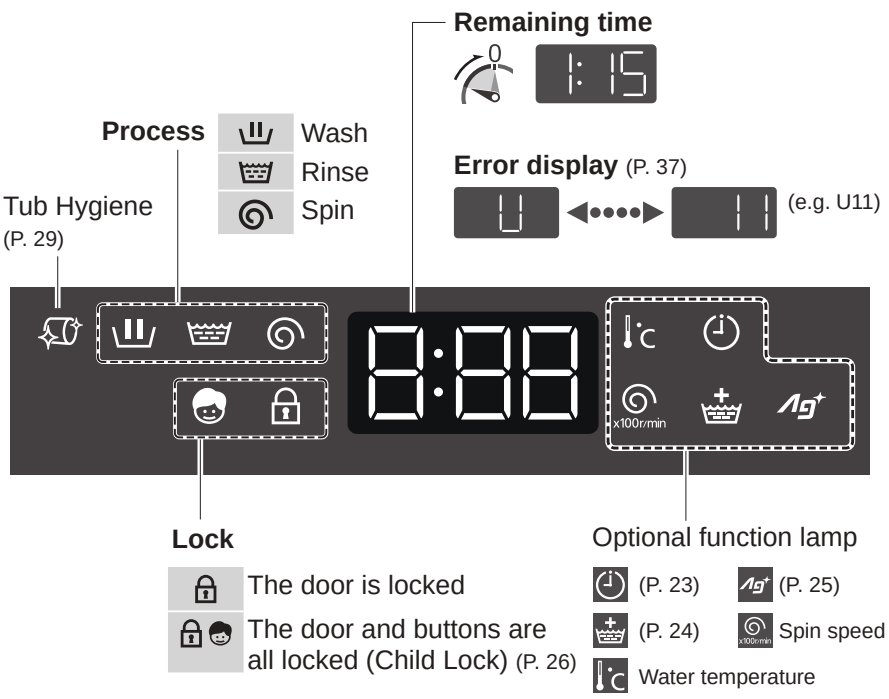


- Observe care labels.

Control Panel

- Images in these instructions are of the NA-20VDR1, unless otherwise indicated.

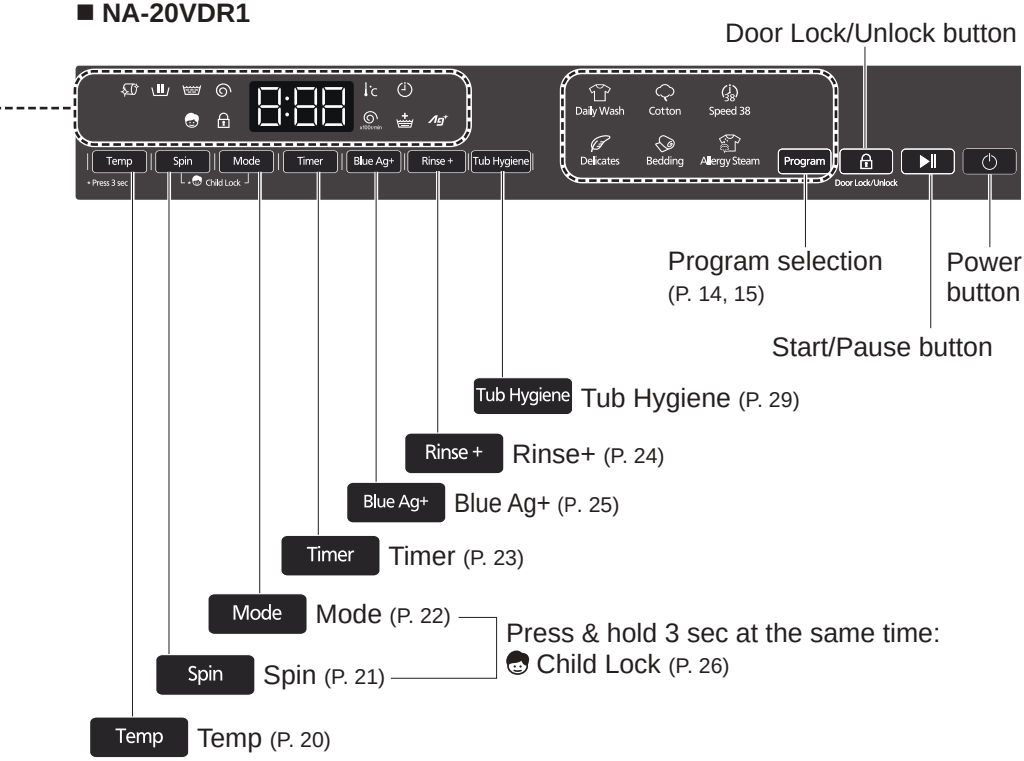
Display



■ **NA-19VDG1/NA-18VDG1**

Control buttons

■ **NA-20VDR1**

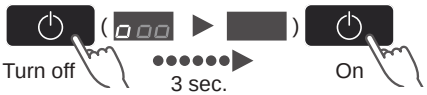


Touch operation

- If water, detergent or softener gets on, turn off and wipe off with a towel etc. immediately. (Cause of malfunction)

NOTE

- Turn off ➠ back on



- No operation ➠ auto power off

- In case of a power failure
  ➠ When the power recovers, operation resumes from where it stopped. (Auto Restart)

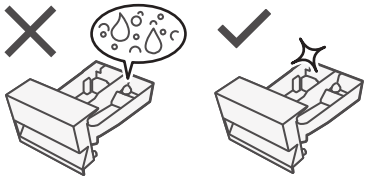
Detergent

- Follow the instructions on each package.

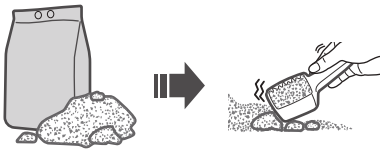
Detergent

Use a low foam detergent.

- To prevent powder detergent from remaining in the detergent drawer:



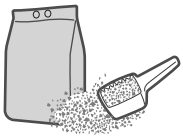
Wet Dry



Lumps Powder

Detergent

Powder detergent

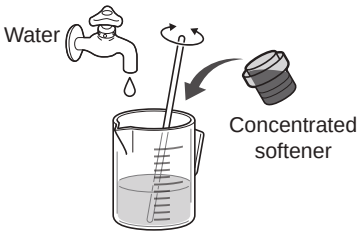


Liquid detergent

Bleach

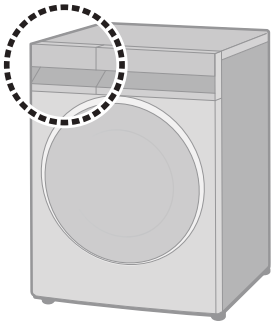
Fabric softener

Separated or solidified softeners

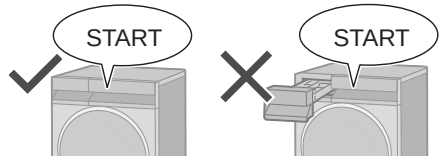


Water

Concentrated softener



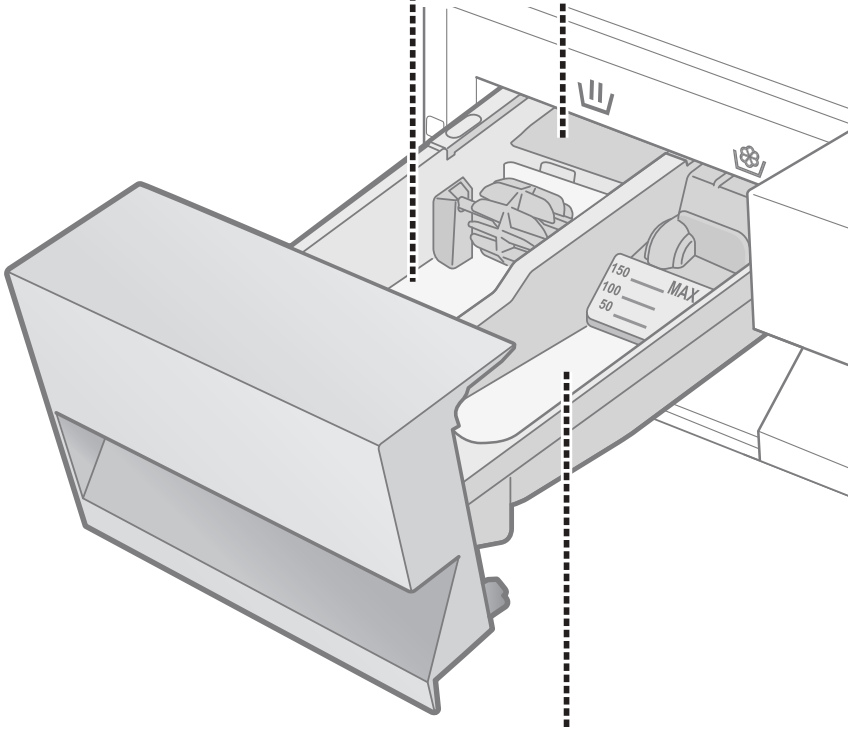
NOTE



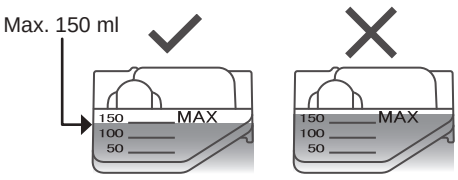
START START

Ag+ case (P. 25, 29)

20VDR1

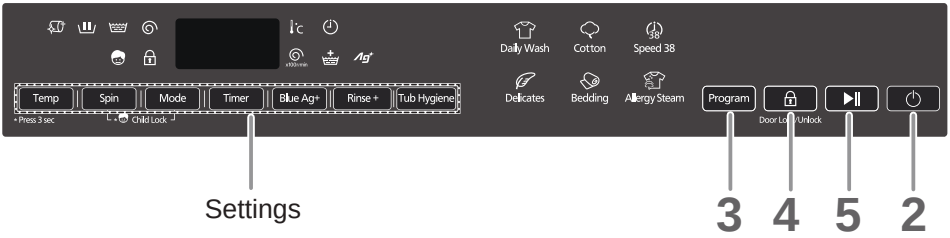


Fabric softener



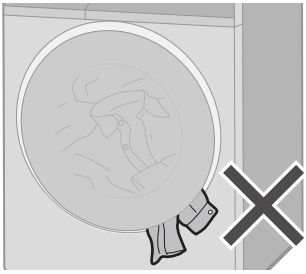
Washing

Basic Method

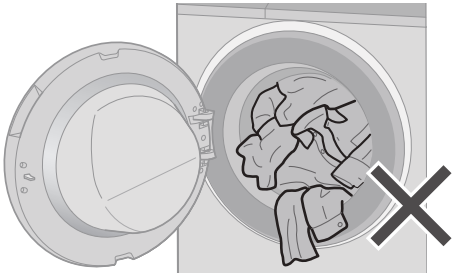


NOTE

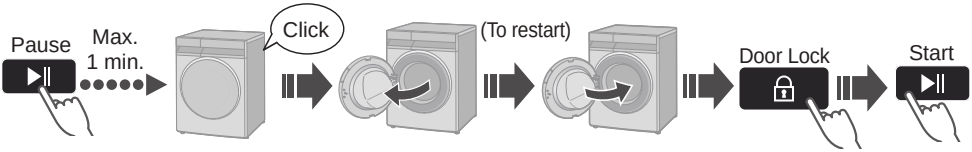
■ **Do not let laundry get caught in the door.**



■ **Do not overfill the drum with laundry.**



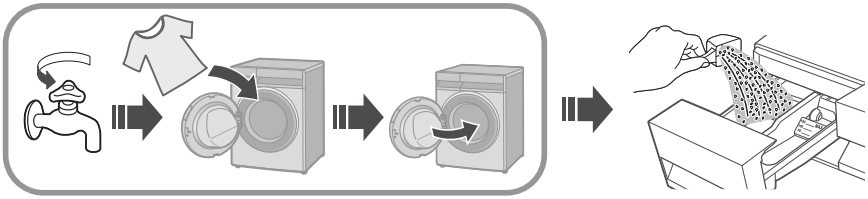
■ **To open the door during operation**



NOTE

- Door does not open ➠ (P. 32)

1



2

NOTE

The displayed program may vary depending on your washing history. (My Smart Memory) (P. 26)

3

Select a program. (P. 14)

■ **Changing the settings.**

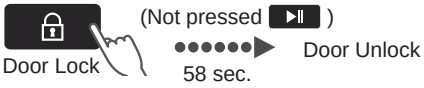
Settings

Temp	Spin	Mode
Temp (P. 20)	Spin (P. 21)	Mode (P. 22)
Timer	**Rinse +**	**Blue Ag+**
Timer (P. 23)	Rinse+ (P. 24)	Blue Ag+ (P. 25)

4

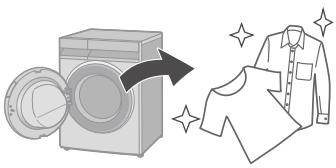
NOTE

- Door Lock but not start ➠ Door Unlock



- Start but not Door Lock ➠ Display U12 for 5 sec. After U12 error, proceed from Step 4.

5



Program List

Program	Description	Max load (kg)			Total time
		20VDR1	19VDG1	18VDG1	
Daily Wash	● Everyday clothes (Quicker than “Cotton” program)	10.0	9.5	9.0	1:30
Cotton	● Everyday clothes	10.0	9.5	9.0	(NA-20VDR1) 6:05 (NA-19VDG1・NA-18VDG1) 6:00
Speed 38	● Small loads	5.0			0:38
Bedding	● Large items	3.0			1:30

Program	Description	Max load (kg)			Total time
		20VDR1	19VDG1	18VDG1	
Delicates	● Washing gently	2.0			0:50
Allergy Steam	● For mites	5.0			2:05
Tub Hygiene	● Cleaning the drum.	None			3:45

● **Total time is approximate** (When the standard water supply rate is 15 L / min). For each program's default water temperature.

Details of Programs

Settings / Program	Auto setting		
	Temp (°C)	Spin (r/min)	
Daily Wash	40	1200	
Cotton	40	1400	
Speed 38	40	1200	
Bedding	Cold	700	
Delicates	30	500	
Allergy Steam	60	1400	
Tub Hygiene	40	1200	

NOTE

- “Cotton, 40 °C, 1400 r/min” is recommended for normally soiled cotton load as the most efficient energy and water saving program based on AS/NZS 2040.1, AS/NZS 2040.2, AS/NZS 6400.
- Actual water temperature may differ from the declared cycle temperature.
- These results depend on water pressure, water hardness, water inlet temperature, room temperature, type and amount of load, degree of soiling, utilized detergent, fluctuations in the main electricity supply and chosen additional options.

Setting range		Optional functions				
Temp (°C)	Spin (r/min)	Mode	Timer	Rinse+	Blue Ag+	Auto Tub Clean
Cold, 30, 40, 60	0, 500, 700, 1200, 1400	✓	✓	✓	✓	✓
Cold, 30, 40, 60	0, 500, 700, 1200, 1400	✓	✓	✓	✓	✓
Cold, 30, 40	0, 500, 700, 1200, 1400	✓	✓	–	✓	✓
Cold, 30	0, 500, 700	✓	✓	✓	✓	–
Cold, 30, 40	0, 500	✓	–	✓	✓	–
60	0, 500, 700, 1200, 1400	–	✓	–	–	✓
40	1200	–	–	–	–	–

Blue Ag+: NA-20VDR1

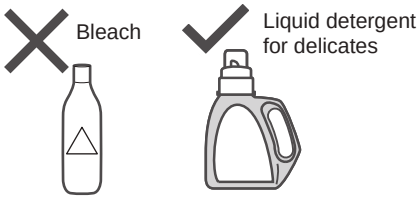
Washing Tips

Delicates

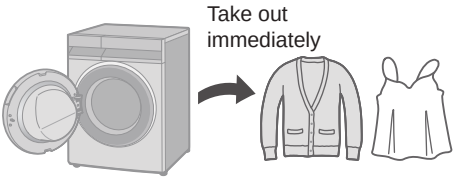
■ When washing

- To rinse fully, use the “Rinse+” function. (P. 24)

NOTE

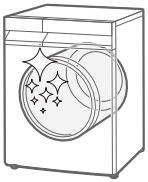


■ After operation ends

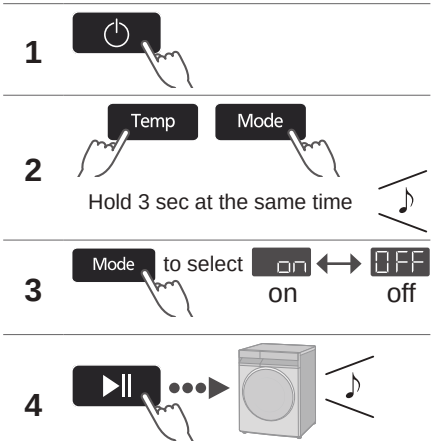


Auto Tub Clean

Automatically add a tub cleaning process to certain programs. (P. 17)



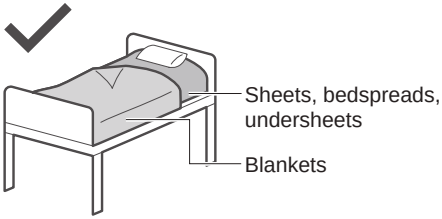
■ To turn on/off



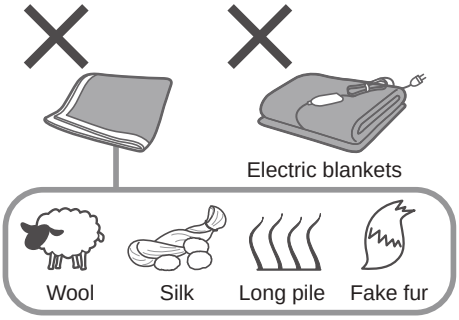
Bedding

■ Washable items

- 30 40 (Wash)
- (Handwash)
- 100 % cotton or 100 % synthetic



■ Not washable items



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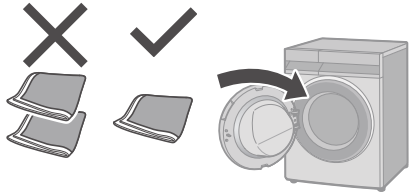
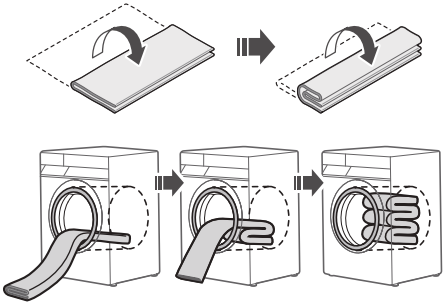


■ Putting blankets into the drum



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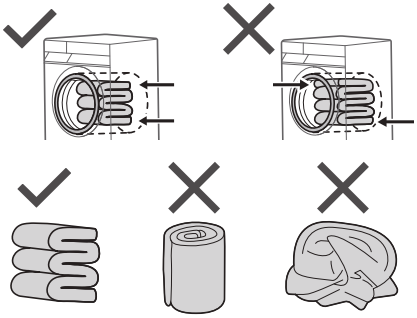


Changing Program Settings

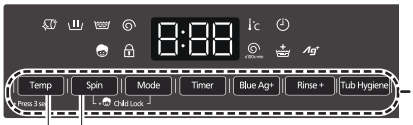
■ **Preparing**

- Sort the laundry and put it into the drum. (P. 7)
- Add the detergent. (P. 10)

1

2 Select a program. (P. 14)

3 **Change the program's settings.**



Spin Spin

Temp Temp

- Available options and setting ranges are different depending on the program. (P. 16)
- An alarm sounds if you select an option that is unavailable.

4

5

Temp

Change the washing temperature.

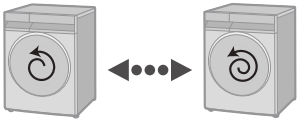
■ **Setting guide**

Low	High
● Colours	● White
● Lightly Soiled	● Heavily Soiled
● Easily shrinks	● Cotton

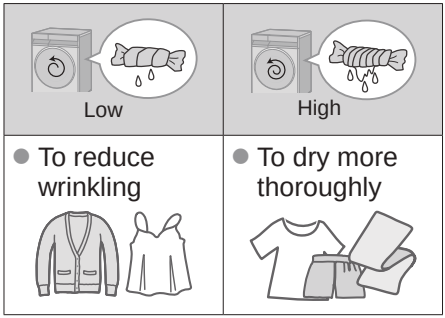
3 Temp (P. 17)

r/min Spin

Change the spin speed.



■ **Setting guide**



3 Spin (P. 17)

■ **To change the setting while washing**

1 ▶II Pause

2 Spin

3 Door Lock

4 ▶II Start

Changing Program Settings (continued)

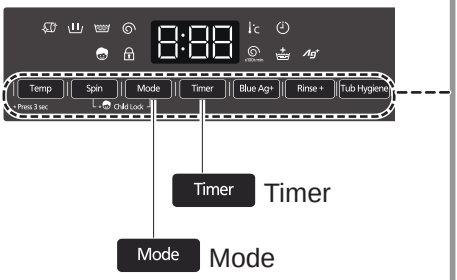
■ **Preparing**

- Sort the laundry and put it into the drum. (P. 7)
- Add the detergent. (P. 10)

1

2 Select a program. (P. 14)

3 **Change the program's settings.**



- Available options and setting ranges are different depending on the program. (P. 16)
- An alarm sounds if you select an option that is unavailable.

4

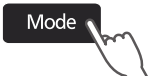
5

Mode

Select a combination of wash, rinse and spin.

(e.g.)

3



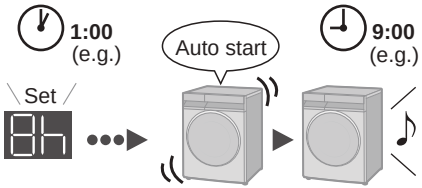
*1	Wash
*2	Rinse
*2	Spin
	Wash and rinse
	Wash and spin
*2	Rinse and spin

*1 Water is drained after wash process.

*2 Drains first if there is water in the drum.

Timer

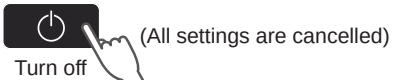
Set how many hours later to finish operation. (Up to 24 hours)



3

■ To check a preset time

■ To cancel settings



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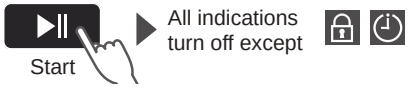


● Not available: P. 17

Changing Program Settings (continued)

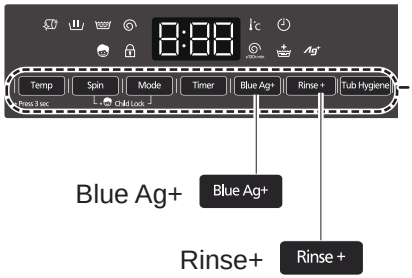
■ **Preparing**

- Sort the laundry and put it into the drum. (P. 7)
- Add the detergent. (P. 10)

1

2 Select a program. (P. 14)

3 **Change the program's settings.**



- Available options and setting ranges are different depending on the program. (P. 16)
- An alarm sounds if you select an option that is unavailable.

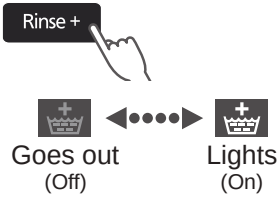
4

5

Rinse+

Add an extra rinse.

3



■ **To change the setting while washing**

1

2

3

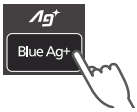
4

Ag+ Blue Ag+

20VDR1

Bacteria elimination function (Max. 3.0 kg).

3



Goes out (Off) — Lights (On)

■ Service life for Ag+ case

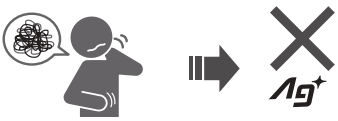
- "Blue Ag+" works for about 300 to 350 times (for about 7 years if used once a week).
- Replace the case when the contents are decreased.

- Replace ➠ (P. 29)
- Wash without "Ag+"

NOTE

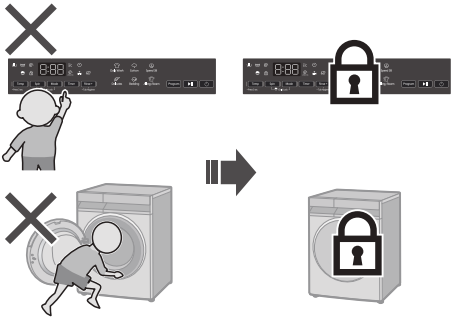
- Do not use the water for other purposes.

- The kind of clothes, detergent, softener, and water hardness may affect the result.
- Stop use if itchy, etc.

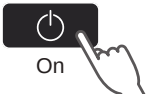


Changing Appliance Settings

Setting the Child Lock

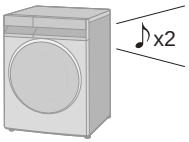


1



2

Hold 3 sec.



Lights
(On)

■ **To cancel:**

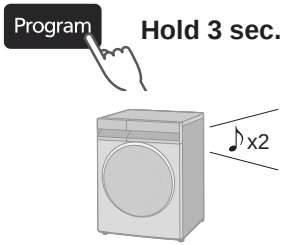
Same procedure

Goes out
(Off)

Cancelling the buzzer

1

2



■ **To reset:**

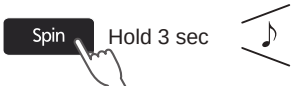
Same procedure

My Smart Memory

Automatically suggests the most frequently used program based on the last 10 wash cycles. When the power is turned on, the indicator of suggested program lights up.

■ **To turn on/off**

1

2 

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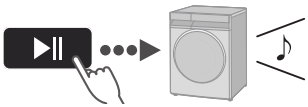
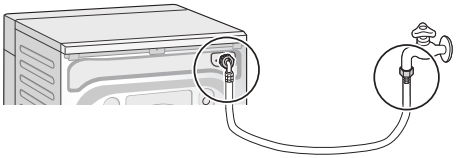
4 

Maintenance

Water supply filter

If water does not flow smoothly



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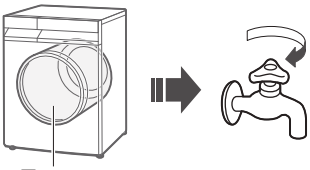


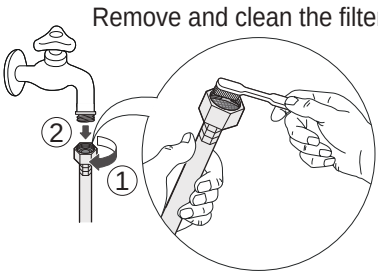
2

3

4

5

6



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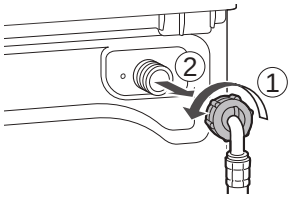

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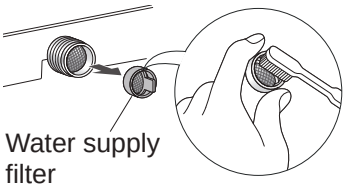

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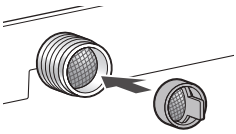

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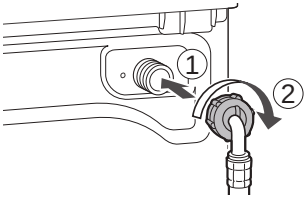

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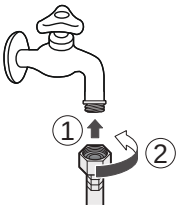
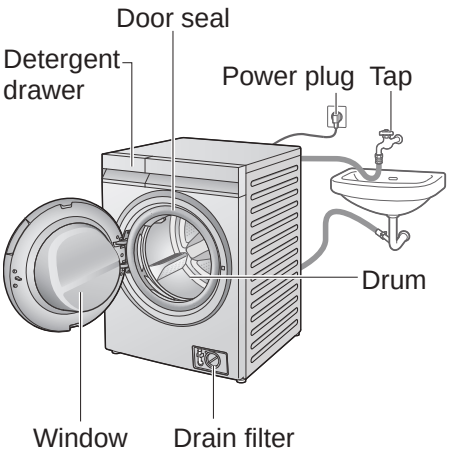
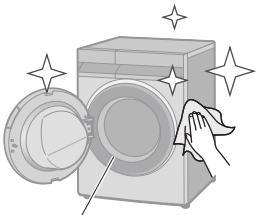
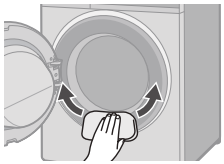


Maintenance (continued)



Appliance



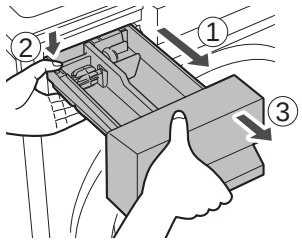


NOTE

- Do not use gritty cleaners or thinners, or products containing alcohol or paraffin oil.

Detergent drawer

1



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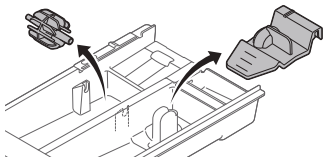

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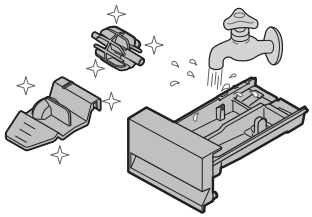

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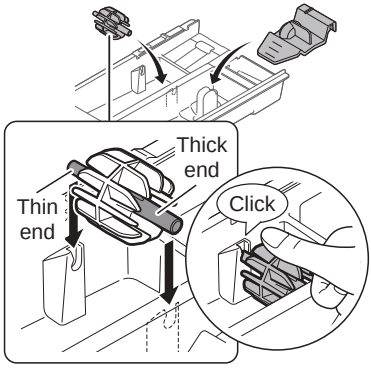

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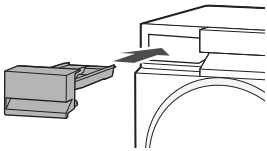
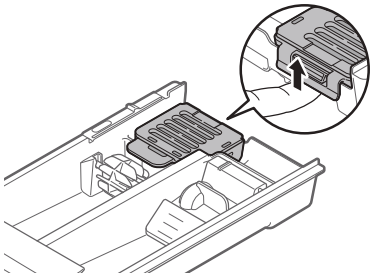


If the contents are decreased

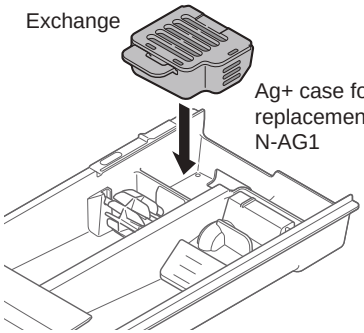
■ Change Ag+ case

20VDR1

1



2



NOTE

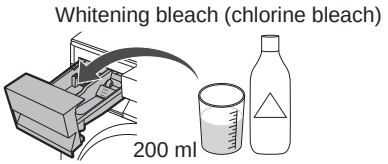
- You cannot open Ag+ case.

Drum

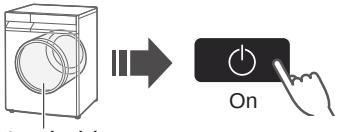
Once every 6 months or if flashes <Tub Hygiene>

1

2



3



4

5

6

NOTE

- If the “Tub Hygiene” program is not run, the indicator goes off when other program is run 3 times.

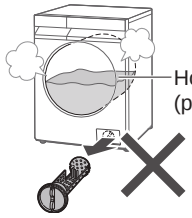
Maintenance (continued)

Drain filter

Once a month

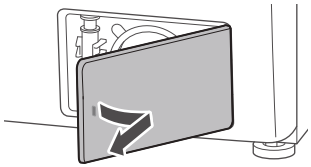
Be sure to drain water in the drum before this procedure.

⚠ CAUTION



1

2



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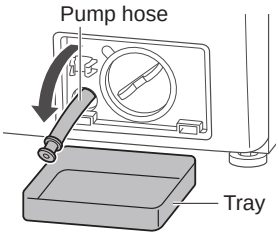

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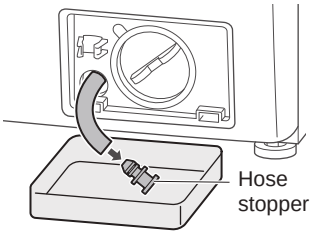
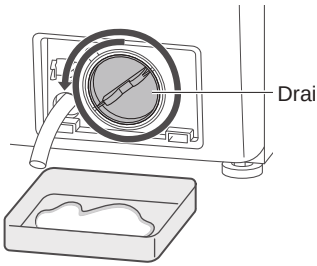
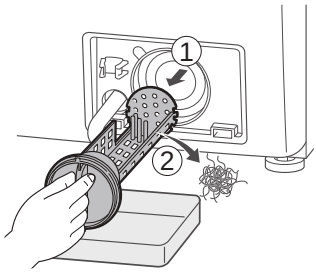


5

6

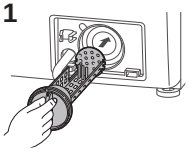


7

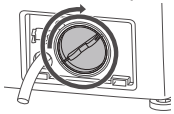


8 **Replace**

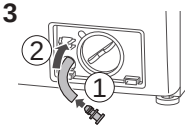
1



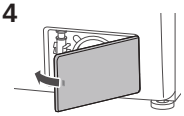
2 Until it is in place



3

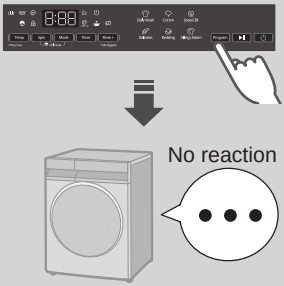
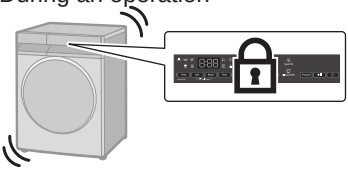
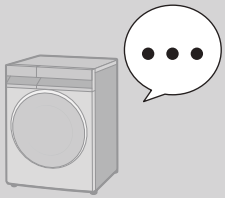
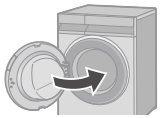
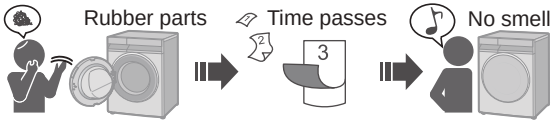


4

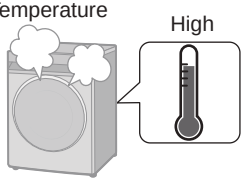
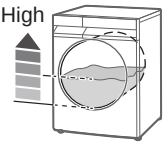
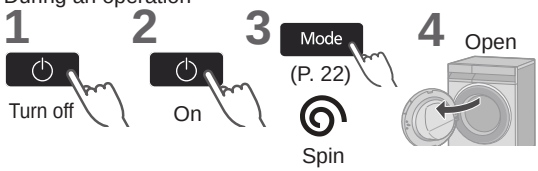
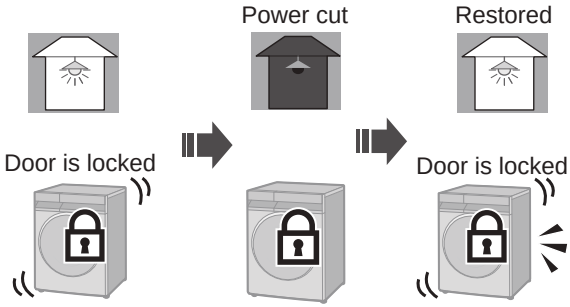


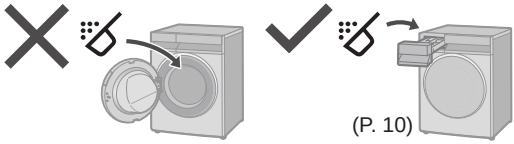
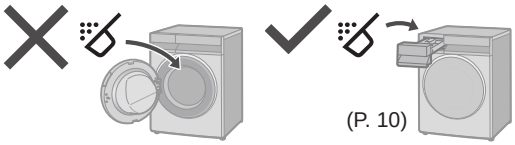
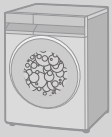
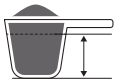
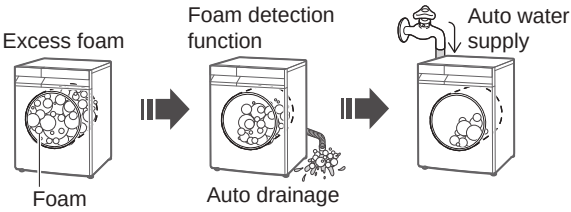
Troubleshooting

Main unit

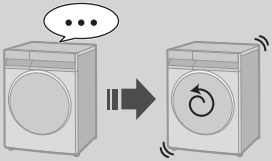
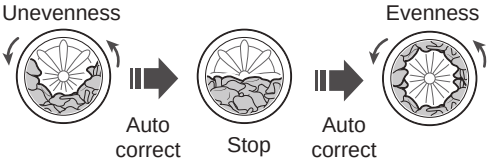
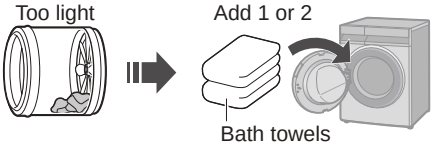
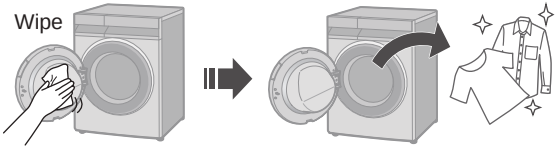
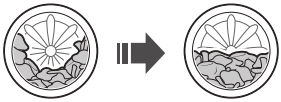
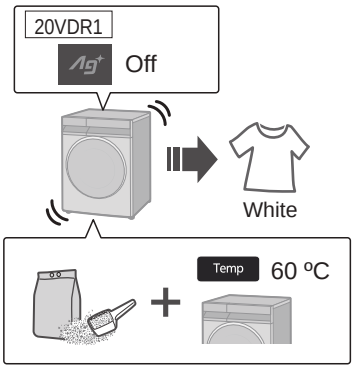
Symptoms	Points to be checked
Touch the buttons  No reaction	☐Possible cause ● During an operation  ☐Try ● Child Lock (P. 26) (Off)
No operation 	☐Check ● Power cut ● Timer ☐Try ● Close the door.  ● Turn on. ● Unplug and insert again. (30 sec.) ● Press “Door Lock” then “Start”. Door Lock ● Turn the breaker on.
Odour of rubber	☐Possible cause  Rubber parts Time passes No smell ☐Try Tub Hygiene (P. 29)

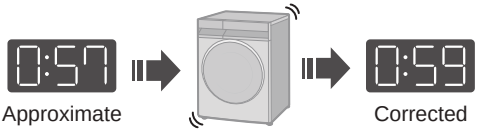
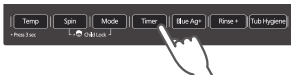
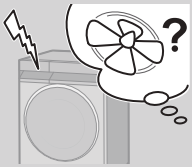
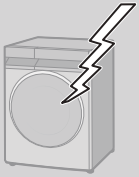
Troubleshooting (continued)

	Symptoms	Points to be checked
Main unit	**Door does not open**	☐Possible cause ● During an operation Door is locked. To open the door during operation (P. 12) ☐Check ● Temperature  ● Water level  ☐Try ● Child Lock (P. 26) ● Door Lock ➡ press to unlock door ● During an operation  NOTE 

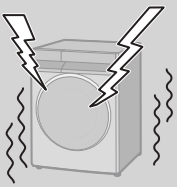
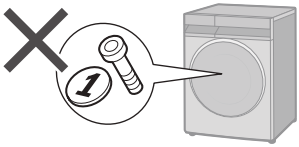
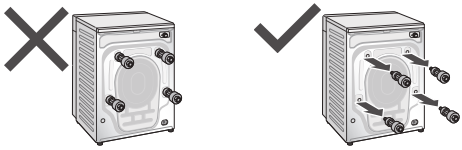
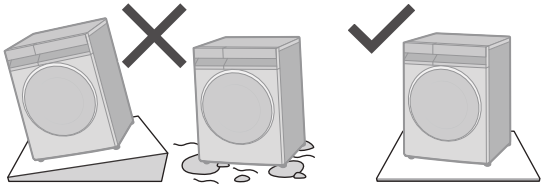
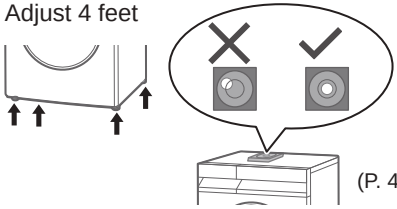
	Symptoms	Points to be checked
Detergent and foam	**After washing** 	☐Check  (P. 10)
	 Foam	☐Possible cause ● The amount of foam varies. ● Temperature ● Water level ● Water softness
	Not enough 	☐Check ● Powder detergent  (P. 10) ● Too little detergent ● Low foam detergent ● Heavily soiled ● Load too large
	Too much 	☐Check ● Too much detergent 
Wash	During a wash Wash **Water drainage**	☐Possible cause  Excess foam Foam detection function Auto water supply Foam Auto drainage

Troubleshooting (continued)

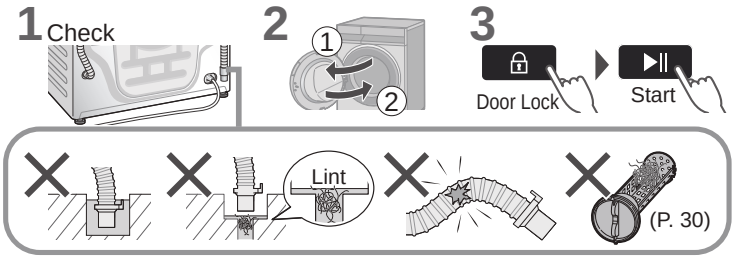
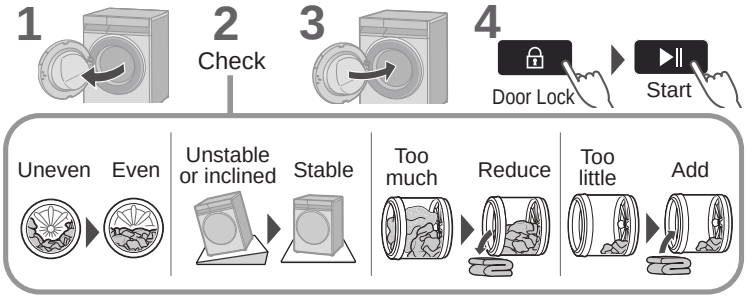
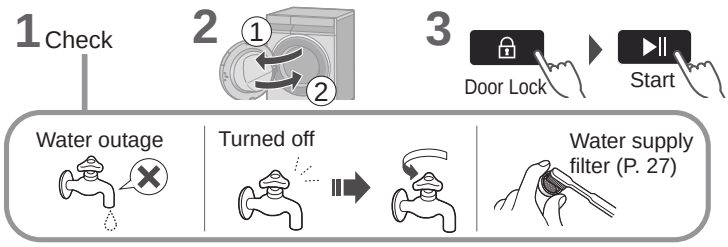
	Symptoms	Points to be checked
Rinse/Spin	During the spin process  **Stop** **Rotates several times**	☐Possible cause  Unevenness Auto correct Stop Auto correct Evenness ☐Try  Too light Add 1 or 2 Bath towels
	After washing **Foam or water**	☐Try  Wipe
	Spin changes to rinse Spin Rinse	☐Possible cause ● If clothes are uneven, this appliances automatically corrects unevenness using the rinse process. 
Laundry	**If the laundry yellows** Yellow	☐Try  20VDR1 Off White Temp 60 ºC

	Symptoms	Points to be checked
Time	**During a wash** Displayed time Changes	☐Possible cause ● Remaining time is corrected during operation.  Approximate Corrected ● If the settings changed  ● If clothes are uneven ➡ The remaining time may increase.
Noise	**During water drainage** 	☐Possible cause ● This is normal. The drain pump is working.
	Sound of fan rotating 	☐Possible cause ● This is normal. The fan cools electric parts.
	Motor emits a sound 	☐Possible cause ● This is normal. The motor will make a short sound when the drum engages.

Troubleshooting (continued)

	Symptoms	Points to be checked
Noise	**Unusual noise (or vibration)** 	☐Check ● Metal items  ● Anchor bolts (P. 40)  ● Slope or an unstable surface  ● Adjust 4 feet  (P. 40)
Others	Power cut Breaker	☐Check ● When the power recovers, operation resumes from where it stopped.

Error Display

Error Display	Points to be checked
U 11 **Unable to drain**	
U 12 **Door is open**	
U 13 **Unable to spin / dry**	
U 14 **Unable to supply water**	
U 17 **Unable to spin**	
H □□	

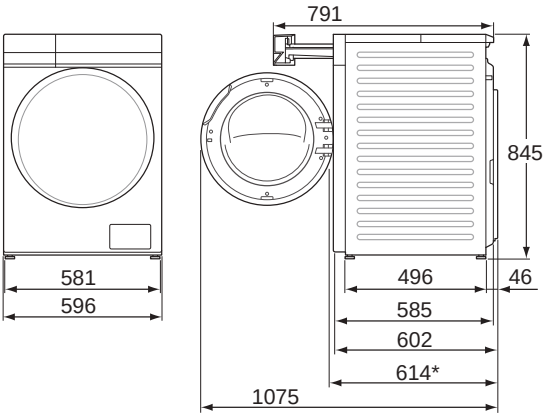
Choosing the Right Location

Make sure to ask a service person for installation.

- Do not install the appliance by yourself.
- Follow this installation method. If you do not, Panasonic will not be liable for any accidents or damages.

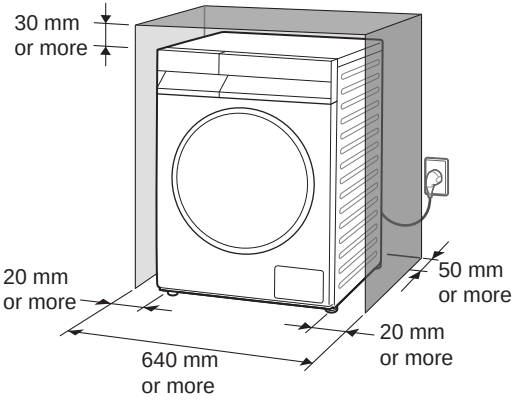
Appliance dimensions

(mm)



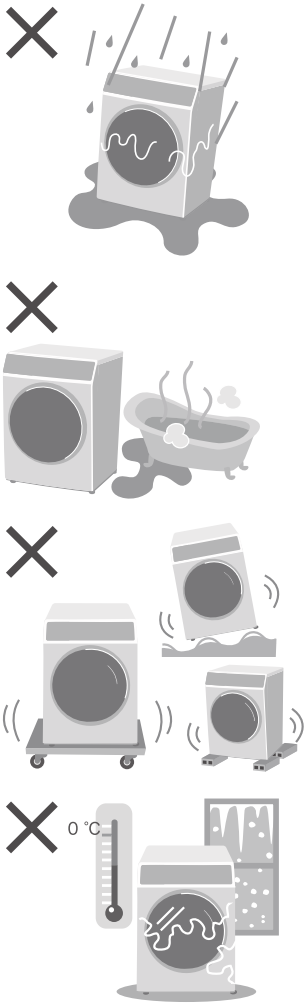
* 614 mm: Product depth, measured from the rear to the furthest protruding point of the door when closed.

■ Set-in installation



- Do not let the metallic portions of the appliance come into contact with metal sinks or other appliances.

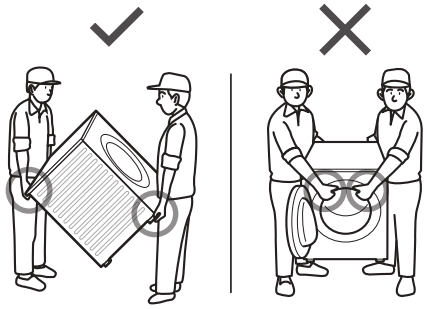
Check the location.

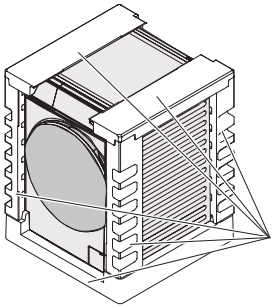


Moving and Installing

Carrying the appliance

Do not do it alone.

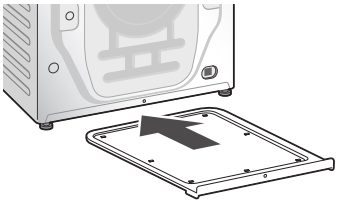




Remove all packing cushions before starting to use the appliance.

Installation of bottom cover

1



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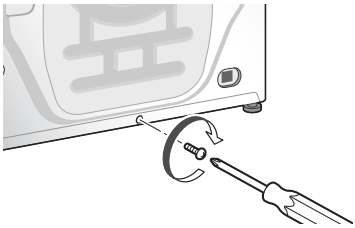
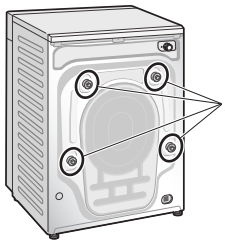
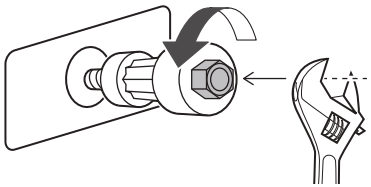


Moving and Installing (continued)

Removing the anchor bolts

1





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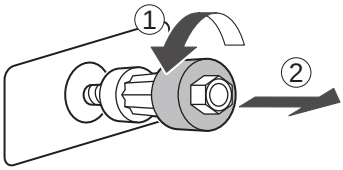

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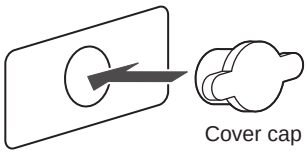
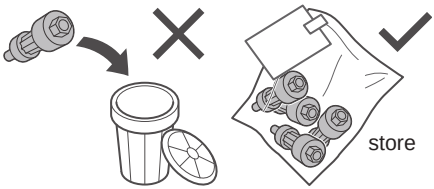
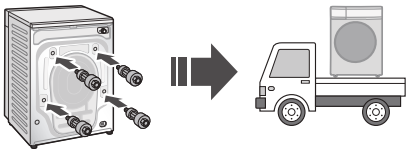


NOTE

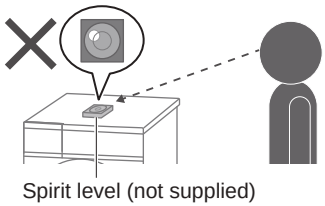


■ **Moving the appliance again**



Levelling the appliance

1



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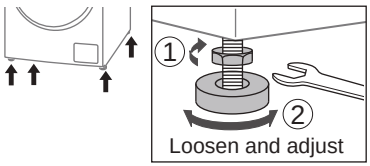

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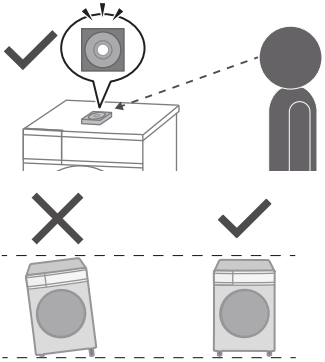

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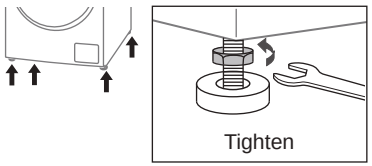
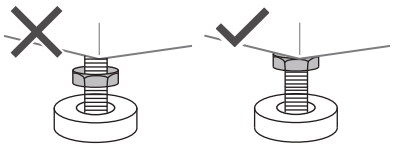


NOTE



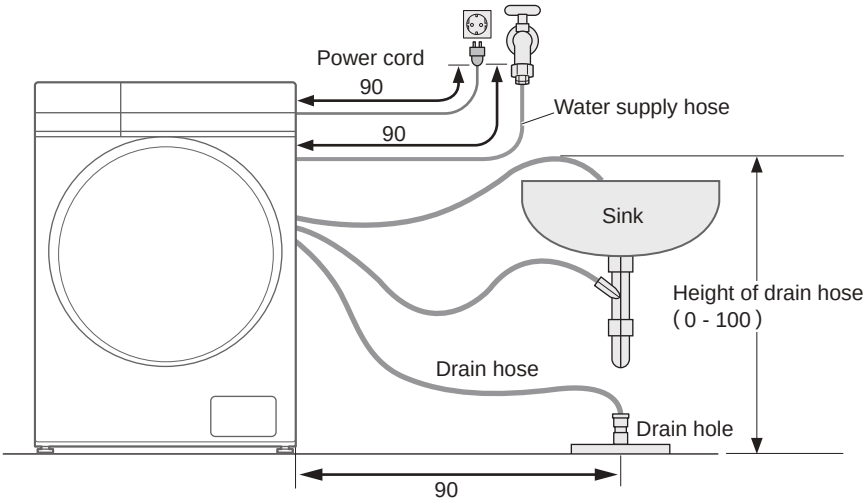
Connecting the Hoses

Connect the hoses properly to prevent water leaks.

Maximum connection distances for hoses and the power cord

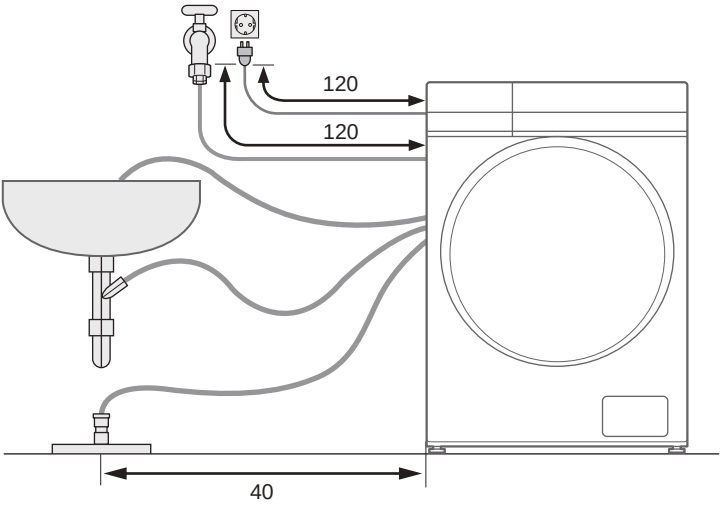
Right side connection

(cm)



Left side connection

(cm)



Connecting the Hoses (continued)

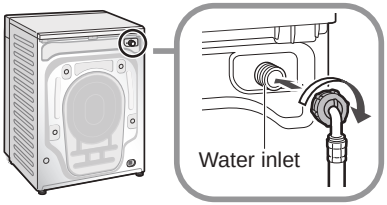
Water supply hose

■ Connecting the water supply hose

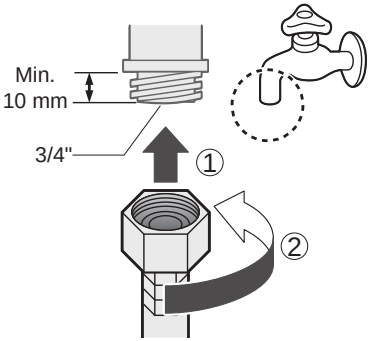
⚠ CAUTION

- Tighten the nut firmly.
- Do not twist, squash, modify or cut the hose.

1



2



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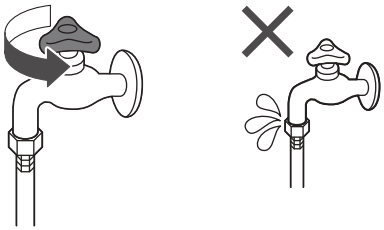
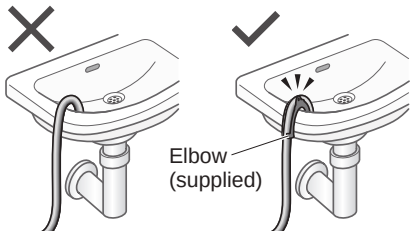


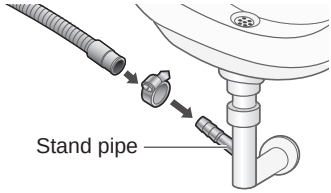
Drain hose

■ Draining to a sink or wash basin

NOTICE

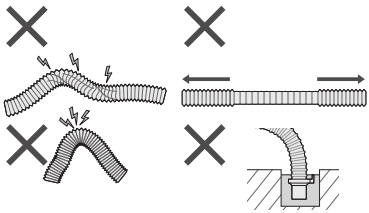


■ Draining to a stand pipe



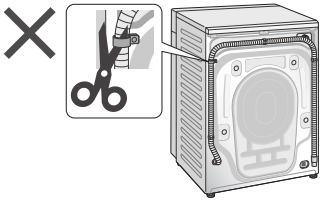
■ Draining to a drain hole

NOTE



NOTE

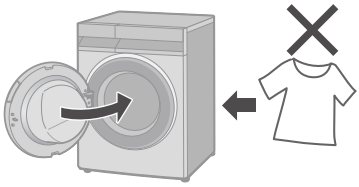
- Do not cut/remove this belt. Otherwise the machine will display U14. (P. 37)



Test Run

1

2



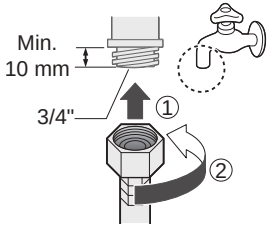
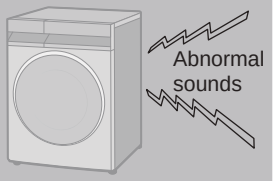
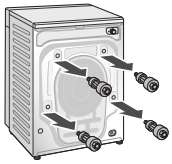
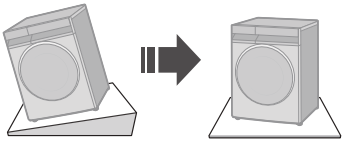
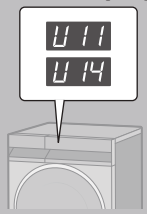
3

4

(38) **Speed 38**

5

Checking after test run

Problem	Causes and Measures
Water leaks 	Connect the water supply hose properly 
	● Remove the anchor bolts (P. 40)  ● Install stably 
Error display 	See P. 37.

Specifications

	NA-20VDR1	NA-19VDG1	NA-18VDG1
Rated voltage (V)	220 - 240		
Rated frequency (Hz)	50		
Maximum energy rated power input (W)	1600 - 1900		
Heating energy rates power input (W)	1445 - 1710		
Maximum spin speed (r/min)	1400		
Product dimensions (W x D x H) (mm)	596 × 585 × 845		
Product weight (kg)	68	66	
Maximum mass of dry cloth (Wash) (kg)	10.0	9.5	9.0
Pressure of tap water (MPa)	0.01 - 1		

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