

Panasonic®

Operating & Installation Instructions

Washing Machine (Household Use)

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



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.

Contents

Safety Precautions	2	
Checking Your Washing Machine	6	
Before Washing	7	
Control Panel	8	
Detergent	10	
Washing	12	
Program List	14	
Details of Programs	16	
Washing Tips	18	
Changing Program Settings	20	
Changing Appliance Settings	26	
Maintenance	27	
Troubleshooting	31	
Error Display	37	
Installation	Choosing the Right Location	38
	Moving and Installing	39
	Connecting the Hoses	41
	Test Run	43
Specifications		44



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)



**Hold
3 sec.**

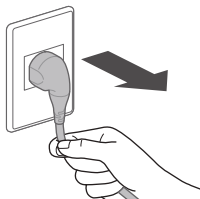


May cause fire or electric shock

**Do not touch it
with wet hands.**



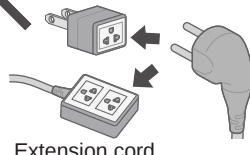
**Do not hold or
pull on the cord.**



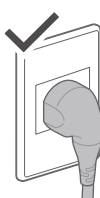
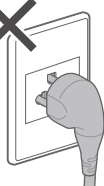
Do not use.



Plug adaptor



Fully insert it.

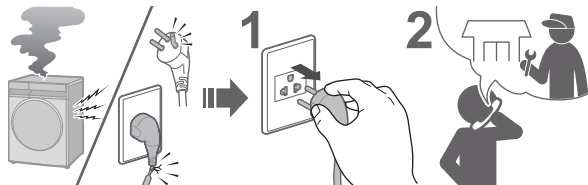


Do not use.

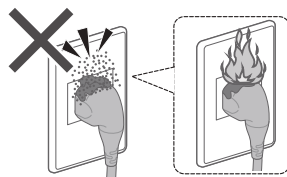


- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

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



Accumulated dust may cause fire.



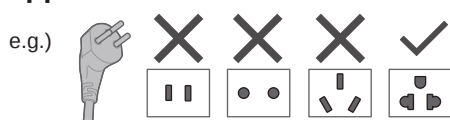
**Securely insert the ground prong.
Ask the electrical technician for a new socket.**



Wipe the power plug periodically.

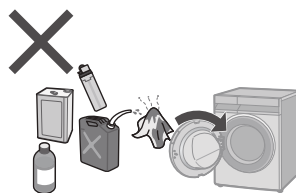


Use a socket appropriate for this appliance.



- 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.



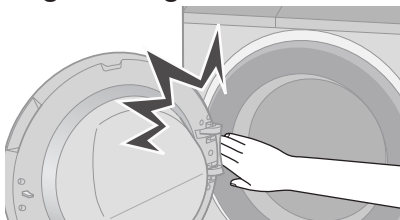
Safety Precautions (continued)



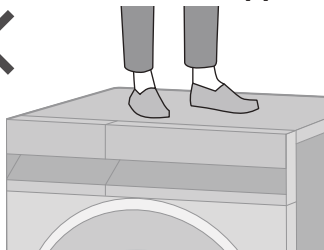
CAUTION

May cause injury

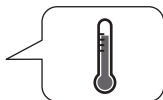
Be careful not to get your fingers caught.



Do not climb on the appliance.

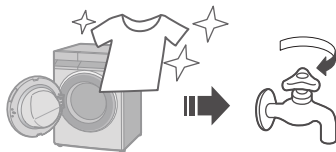


Do not touch when it is hot.

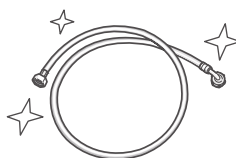


May cause water leakage

Turn off the water faucet.



Use new hose-sets.

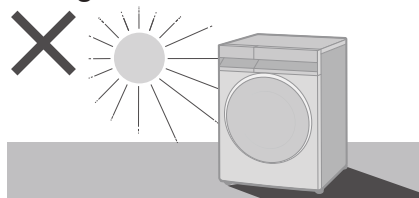


- New hose-sets supplied with the appliance are to be used and old hose-sets should not be reused.

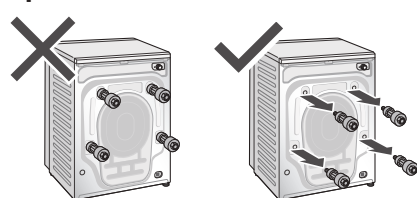
- For maximum mass of dry cloth and pressure of tap water, see P. 44.
- The installation shall be in accordance with the requirements of AS/NZS 3500.1.

May cause failure

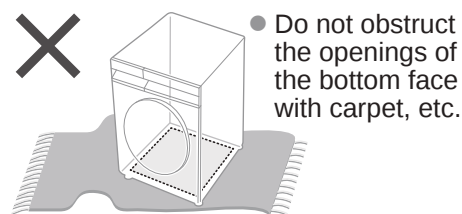
Keep away from heat and direct sunlight.



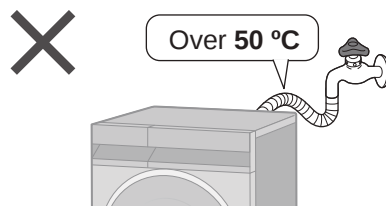
Remove anchor bolts before operation.



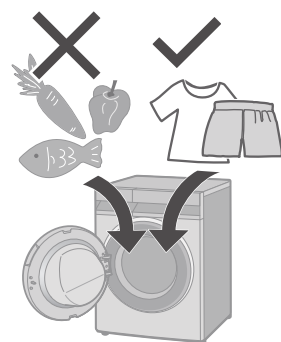
Do not obstruct.



Do not use hot water.



For machine-washable items only.



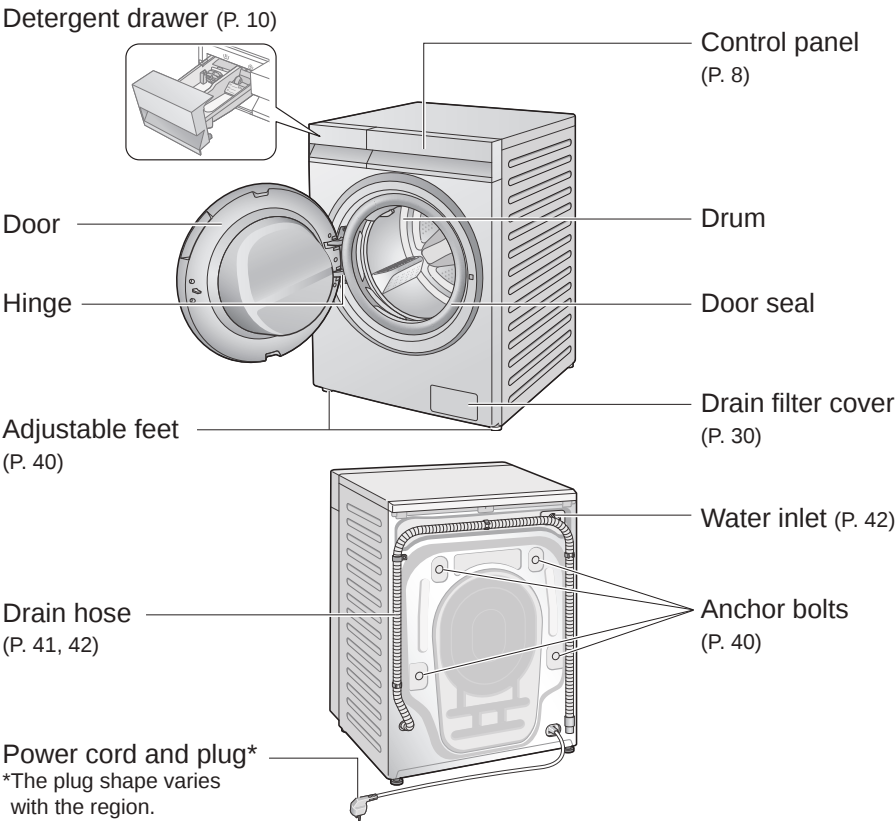
- This appliance is intended to be used in household. This appliance is not intended to be used in applications such as:
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses;
 - by clients in hotels, motels and other residential type environments;
 - bed and breakfast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

Do not wash excessively oily clothes.

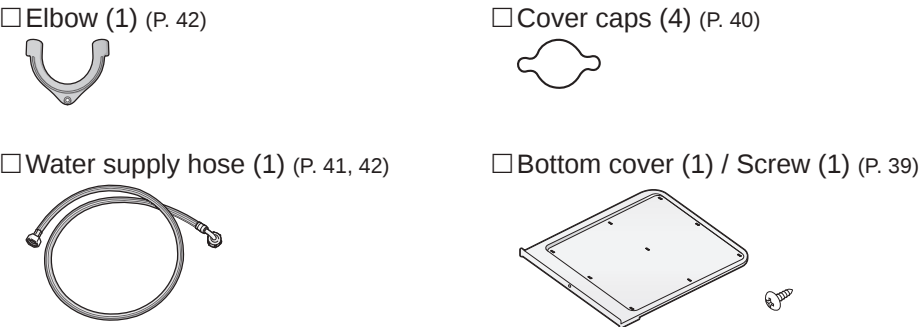


Checking Your Washing Machine

Part names



Accessories

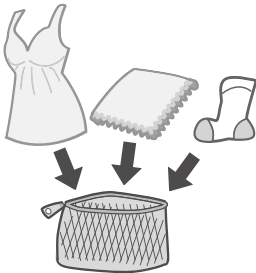
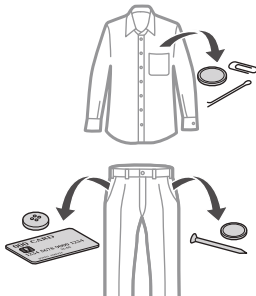


Before Washing

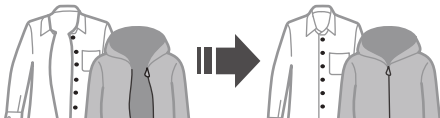
Preparing laundry

Before put clothes in drum

- Remove foreign objects.
- Use laundry nets for delicates and small items.

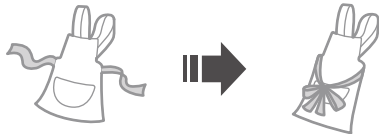
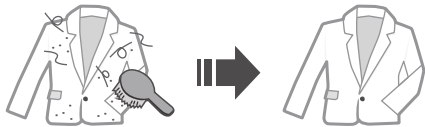


Pre-laundry check



Reverse

Clothes likely to pill



- Wash separately.



White clothes



Coloured clothes

- Pretreat for heavily stains.



- Observe care labels.



Control Panel

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

Display

Process

	Wash
	Rinse
	Spin

Tub Hygiene
(P. 29)

Lock

	The door is locked
	The door and buttons are all locked (Child Lock) (P. 26)

Remaining time

1:15

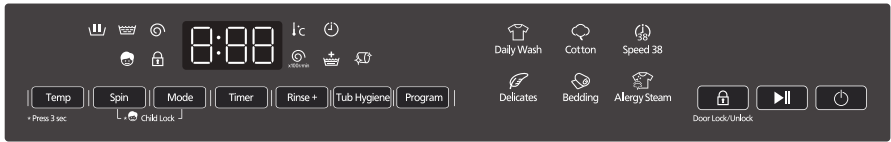
Error display (P. 37)

U **11** (e.g. U11)

Optional function lamp

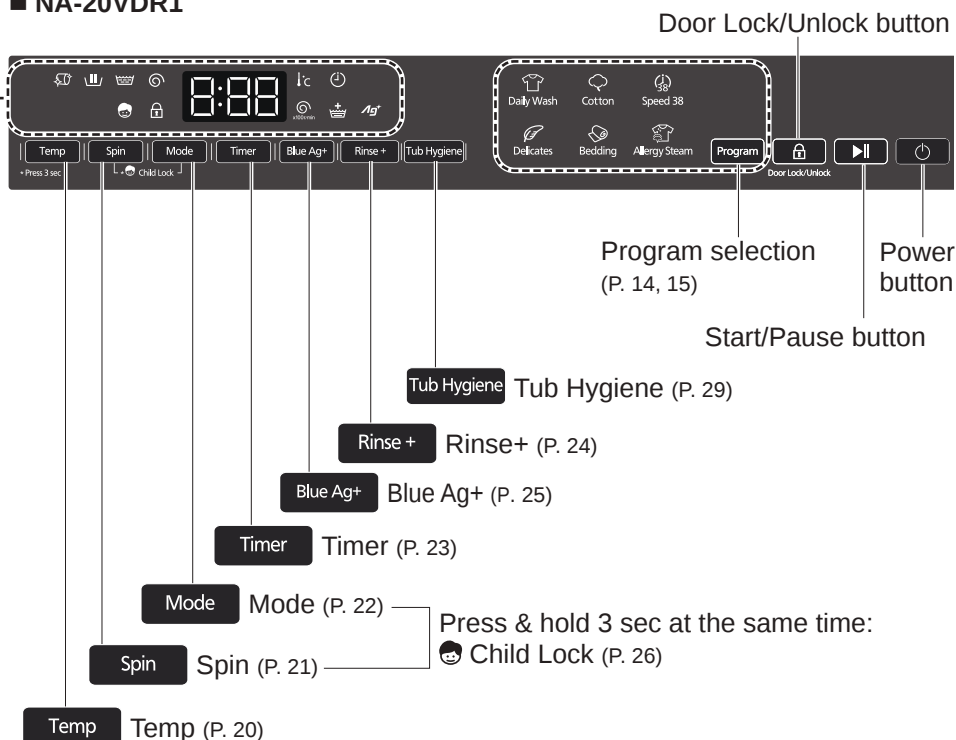
	(P. 23)		(P. 25)
	(P. 24)		Spin speed
	Water temperature		

■ 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)

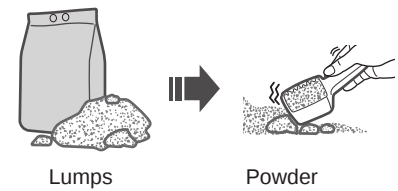
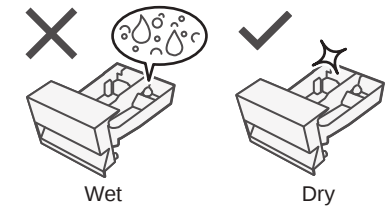
Detergent

● Follow the instructions on each package.

Detergent

Use a low foam detergent.

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



Detergent

Powder detergent

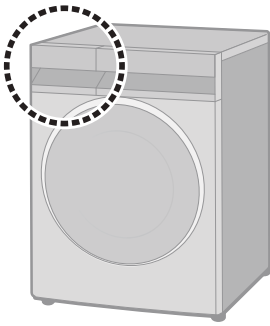
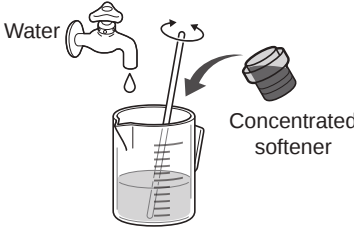
Liquid detergent



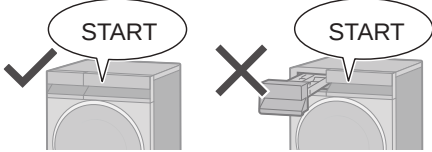
Bleach



Fabric softener

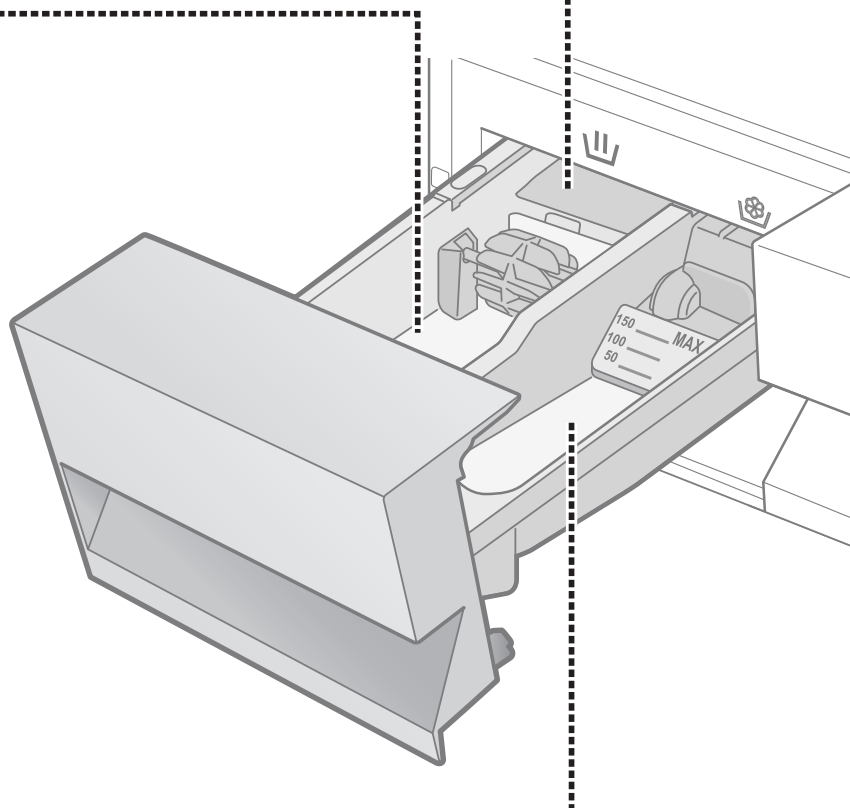


NOTE



Ag+ case (P. 25, 29)

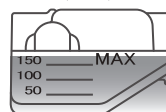
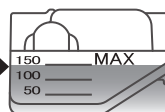
20VDR1



 **Fabric softener**

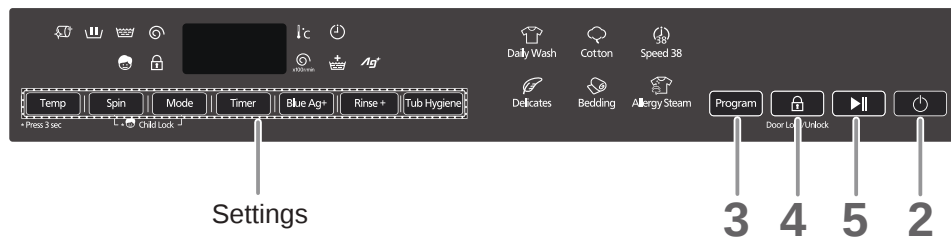


Max. 150 ml



Washing

Basic Method

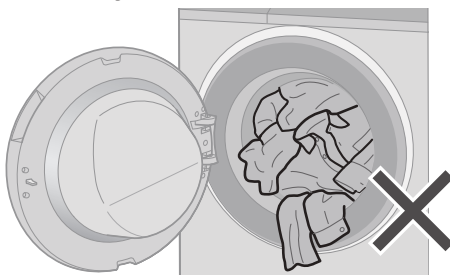


NOTE

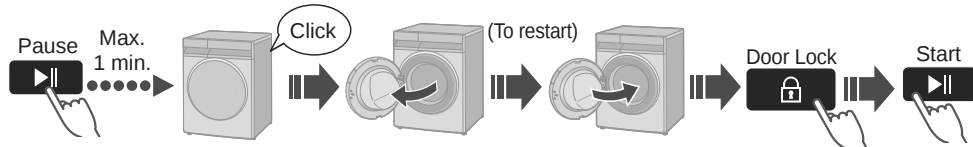
■ Do not let laundry get caught in the door.



■ Do not overfill the drum with laundry.



■ To open the door during operation

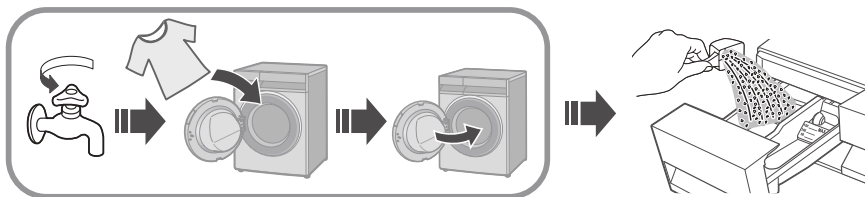


NOTE

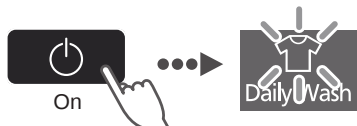
● Door does not open ➡ (P. 32)



1



2



NOTE

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

3



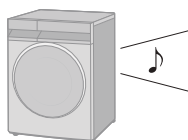
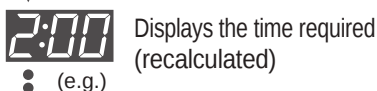
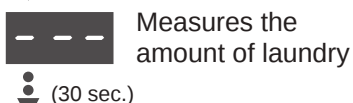
Select a program. (P. 14)

■ Changing the settings.

Settings

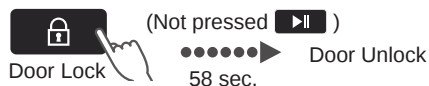
Temp	Spin	Mode
Temp (P. 20)	Spin (P. 21)	Mode (P. 22)
Timer	Rinse +	Blue Ag+
Timer (P. 23)	Rinse+ (P. 24)	Blue Ag+ (P. 25)

4



NOTE

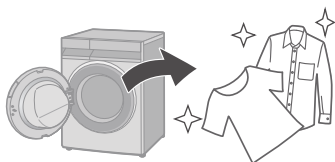
- Door Lock but not start ➡ Door Unlock



- 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



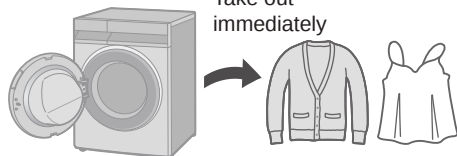
Bleach



Liquid detergent
for delicates

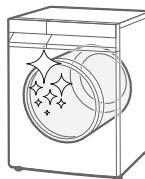
■ After operation ends

Take out
immediately



Auto Tub Clean

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

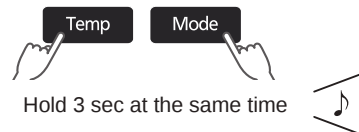


■ To turn on/off

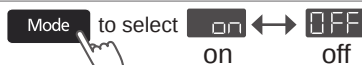
1



2



3



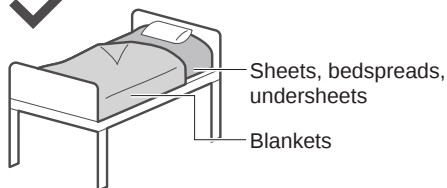
4



Bedding

■ Washable items

- (Wash) ● (Handwash)
- 100 % cotton or 100 % synthetic



■ Not washable items



Electric blankets



Wool



Silk

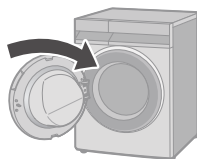


Long pile

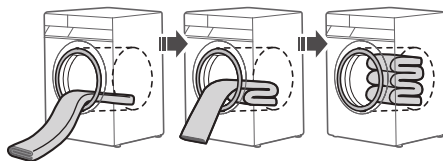
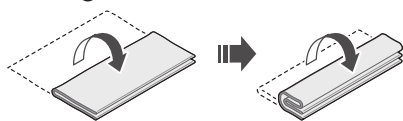


Fake fur

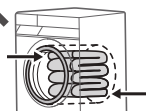
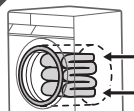
NOTE



■ Putting blankets into the drum



NOTE



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.



- 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

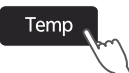
Change the washing temperature.



■ Setting guide

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

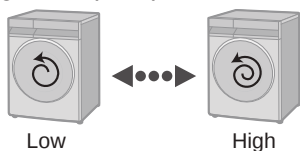
3



(P. 17)

r/min **Spin**

Change the spin speed.



■ Setting guide

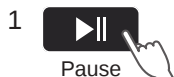
 Low	 High
● To reduce wrinkling 	● To dry more thoroughly 

3

Spin

(P. 17)

■ To change the setting while washing



Changing Program Settings (continued)

■ Preparing

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

1



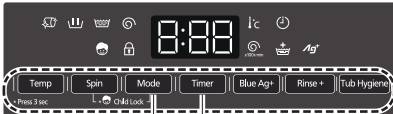
2

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.



3

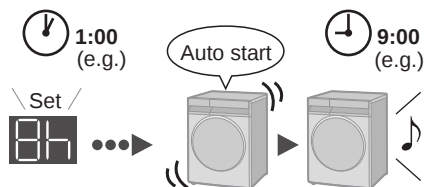


	*1	Wash
	*2	Rinse
	*2	Spin
		Wash and rinse
		Wash and spin
	*2	Rinse and spin

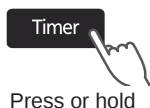
- *1 Water is drained after wash process.
- *2 Drains first if there is water in the drum.

⌚ Timer

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



3

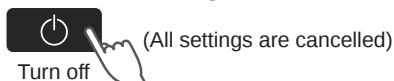


Press or hold

■ To check a preset time



■ To cancel settings



Turn off

NOTE



Start

▶ All indications
turn off except

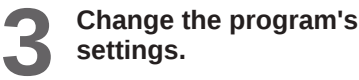
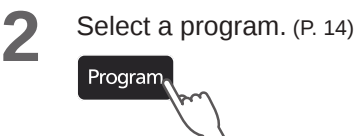


- Not available: P. 17

Changing Program Settings (continued)

■ Preparing

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

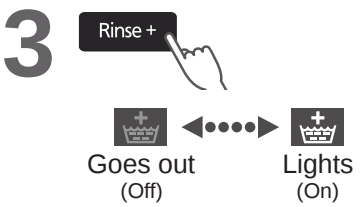


- Available options and setting ranges are different depending on the program. (P. 16)
- An alarm sounds if you select an option that is unavailable.



Rinse+

Add an extra rinse.



■ To change the setting while washing



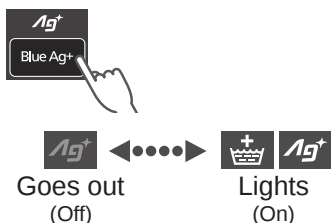
Ag⁺ Blue Ag⁺

20VDR1

Bacteria elimination function (Max. 3.0 kg).



3



■ Service life for Ag⁺ case

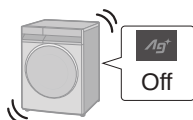
- “Blue Ag⁺” works for about 300 to 350 times (for about 7 years if used once a week).
- Replace the case when the contents are decreased.



- Replace
⇒ (P. 29)



- Wash without “Ag⁺”



NOTE

- Do not use the water for other purposes.



Drinking



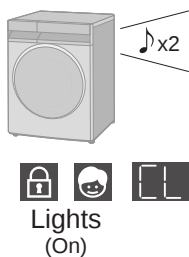
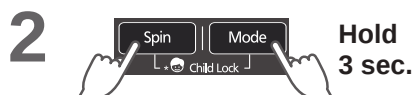
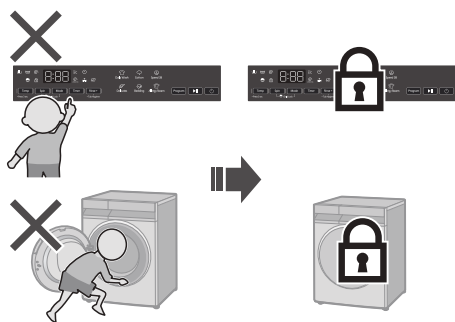
Cooking

- 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



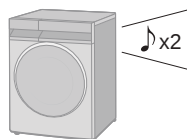
■ To cancel:

Same procedure  x4



Goes out
(Off)

Cancelling the buzzer



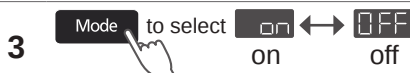
■ To reset:

Same procedure  x4

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.

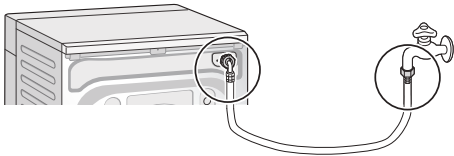
■ To turn on/off



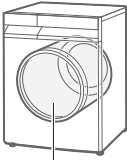
Maintenance

Water supply filter

If water does not flow smoothly



1



Empty

2



On

3



ProgramSelectDaily Wash

4



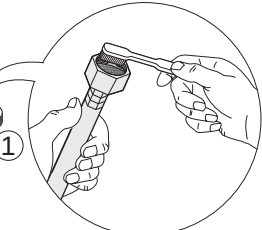
Door Lock

5



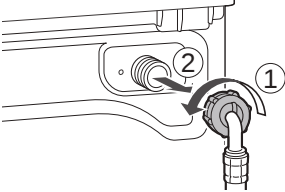
Start1 min. Turn off

6

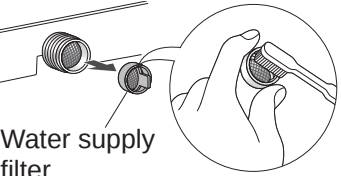


Remove and clean the filter

7

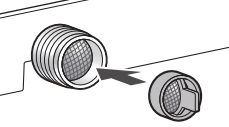


8

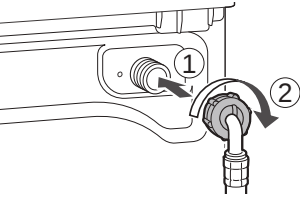


Water supply filter

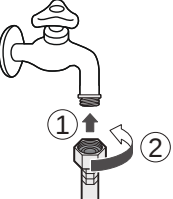
9



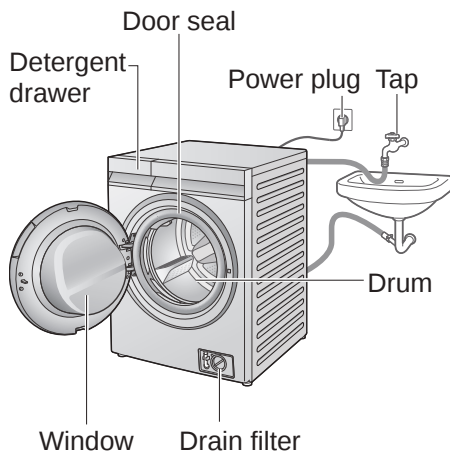
10



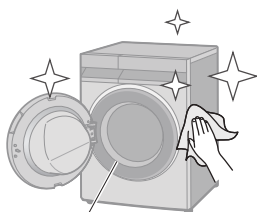
11



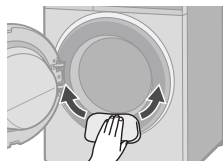
Maintenance (continued)



Appliance



Door seal

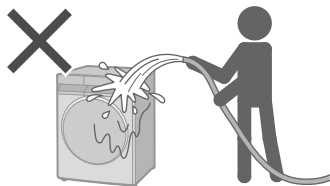


For heavy soil

Mild kitchen detergent

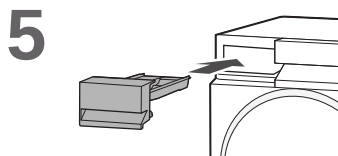
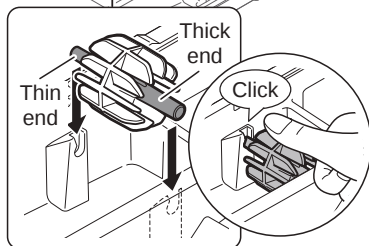
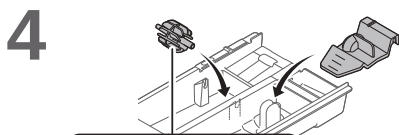
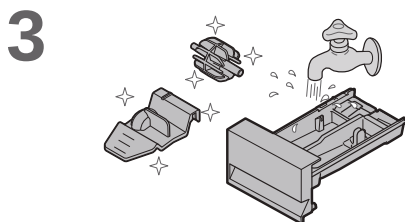
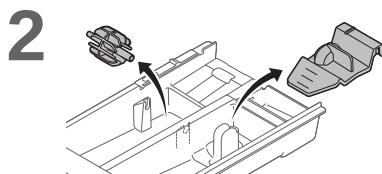
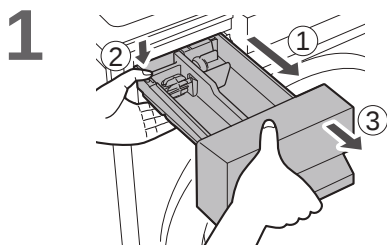


NOTE



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

Detergent drawer

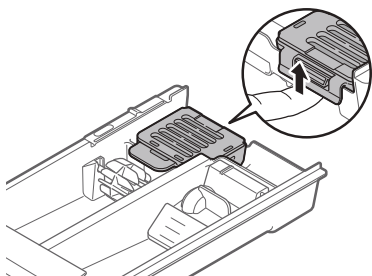


If the contents are decreased

■ Change Ag+ case

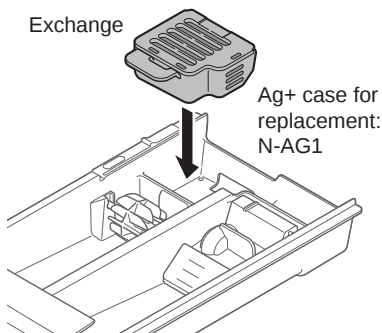
20VDR1

1



2

Exchange



NOTE

- You cannot open Ag+ case.

Drum

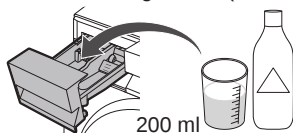
Once every 6 months or
if  flashes <Tub Hygiene>

1

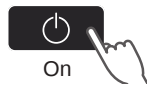
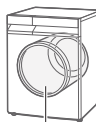


2

Whitening bleach (chlorine bleach)



3



No clothing

4

Tub Hygiene



5

Door Lock



6

Start

Approx.
3:45



NOTE

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

Maintenance (continued)

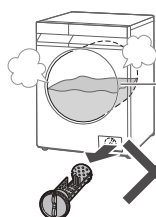
Drain filter

Once a month

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



CAUTION



Hot water
(possibly scalding water)

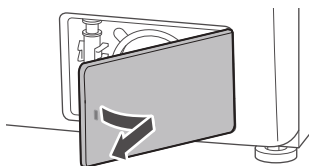


1

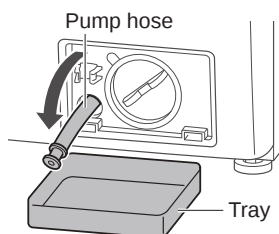


Turn off

2



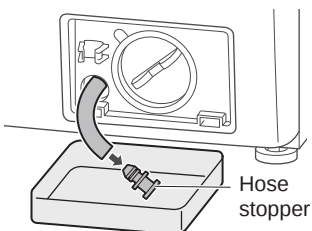
3



Pump hose

Tray

4

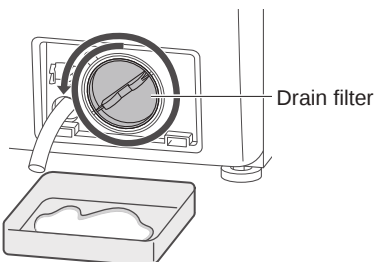


Hose
stopper

5

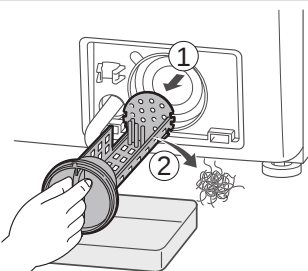


6



Drain filter

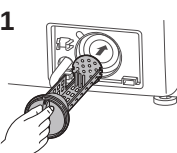
7



8

Replace

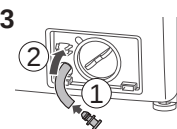
1



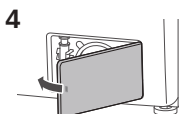
2 Until it is in place



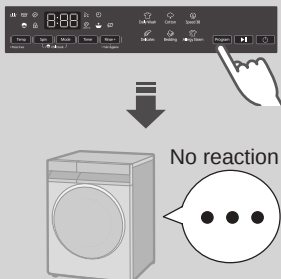
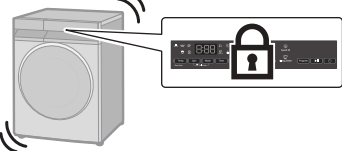
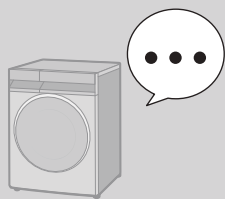
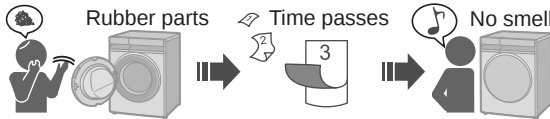
3



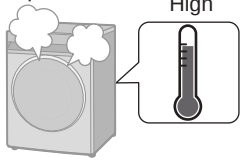
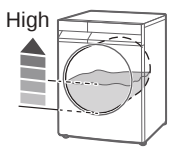
4

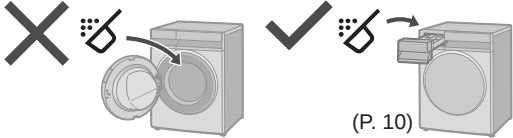
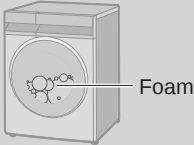
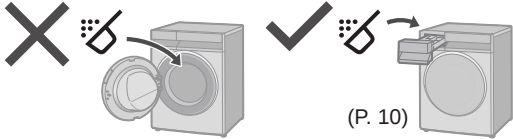
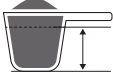
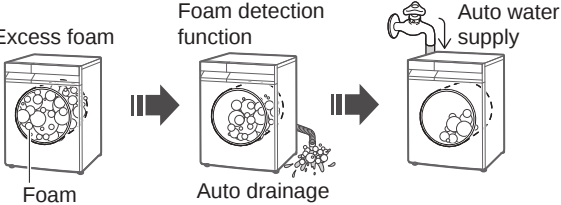


Troubleshooting

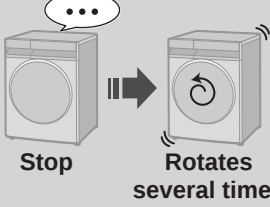
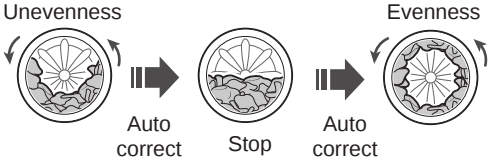
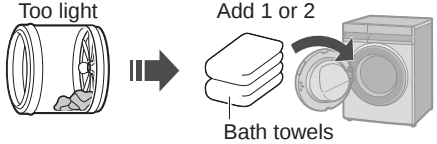
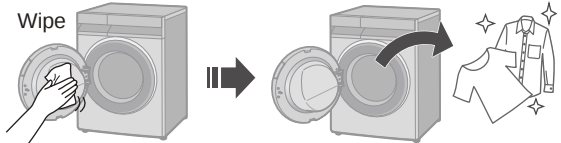
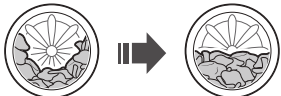
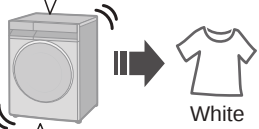
	Symptoms	Points to be checked
Main unit	Touch the buttons 	☐ Possible cause ● During an operation  ☐ Try ● Child Lock (P. 26) 
	No operation 	☐ Check ● Power cut ● Timer  ☐ Try ● Close the door. ● Turn on. ● Unplug and insert again.  ① (30 sec.) ② ● Press "Door Lock" then "Start". ● Turn the breaker on. 
	Odour of rubber 	☐ Possible cause  ☐ Try Tub Hygiene (P. 29) 

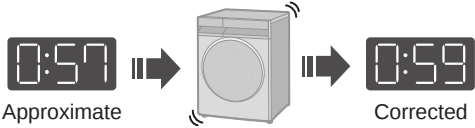
Troubleshooting (continued)

	Symptoms	Points to be checked
Main unit		□ Possible cause ● During an operation  Door is locked. To open the door during operation (P. 12) □ Check ● Temperature  ● Water level 
	Door does not open 	□ Try ● Child Lock (P. 26)  ● Door Lock  press  to unlock door  ● During an operation 1  Turn off 2  On 3 Mode (P. 22)  Spin 4 Open 
		NOTE  Door is locked  Power cut  Restored  Door is locked 

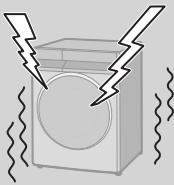
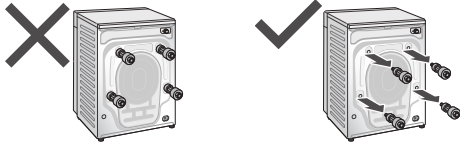
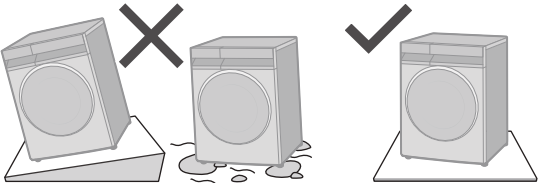
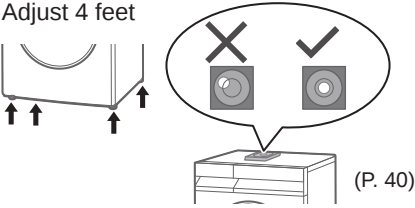
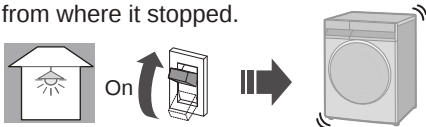
	Symptoms	Points to be checked
Detergent and foam	After washing 	☐ Check  (P. 10)
		☐ Possible cause • The amount of foam varies. • Temperature • Water level • Water softness 
	Not enough 	☐ Check • Powder detergent  (P. 10) • Too little detergent • Low foam detergent • Heavily soiled • Load too large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

Troubleshooting (continued)

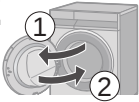
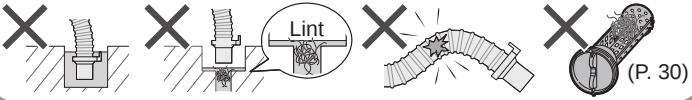
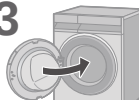
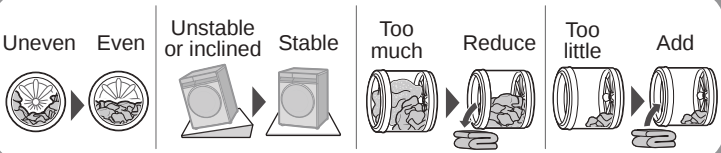
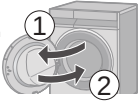
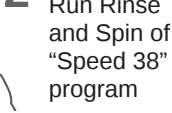
	Symptoms	Points to be checked
Rinse/Spin	During the spin process  Stop → Rotates several times	☐ Possible cause Unevenness  Auto correct → Stop → Auto correct Evenness ☐ Try Too light  Add 1 or 2 Bath towels
	After washing  Foam or water	☐ Try Wipe 
Laundry	Spin changes to rinse  Spin → Rinse	☐ Possible cause ● If clothes are uneven, this appliances automatically corrects unevenness using the rinse process. 
	If the laundry yellows  Yellow	☐ Try 20VDR1 15 Off  White  Temp 60 °C

	Symptoms	Points to be checked
Time	During a wash Displayed time  ... →  Changes	☐ Possible cause ● Remaining time is corrected during operation.  ● If the settings changed  ● If clothes are uneven  ➡ The remaining time may increase.
	During water drainage 	☐ Possible cause ● This is normal. The drain pump is working.
Noise	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 Off 	☐ Check ● When the power recovers, operation resumes from where it stopped. 

Error Display

Error Display	Points to be checked		
U 11 Unable to drain	1 Check 	2 	3 Door Lock Start 
			
U 12 Door is open	1 	2 Door Lock Start 	
U 13 Unable to spin / dry	1 	2 Check 	3 Door Lock Start 
	Uneven Even Unstable or inclined Stable Too much Reduce Too little Add 		
U 14 Unable to supply water	1 Check 	2 	3 Door Lock Start 
	Water outage Turned off Water supply filter (P. 27) 		
U 17 Unable to spin	1 Restart Turn off On 	2 Run Rinse and Spin of "Speed 38" program 	Next time: Low foam detergent 
H 00	1 	2 	3 

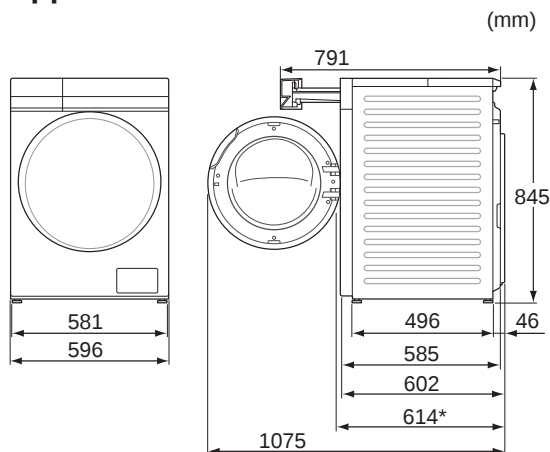
Choosing the Right Location



Make sure to ask a service person for installation.

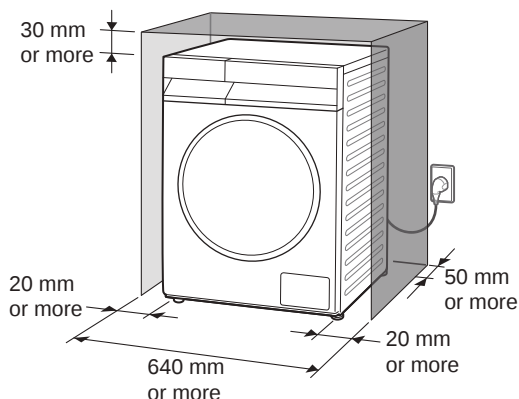
- Do not install the appliance by yourself.
- Follow this installation method. If you do not, Panasonic will not be liable for any accidents or damages.

Appliance dimensions



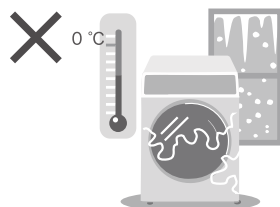
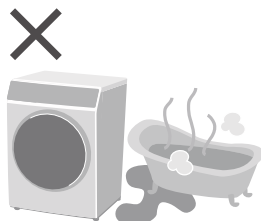
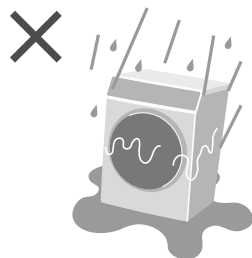
* 614 mm: Product depth, measured from the rear to the furthest protruding point of the door when closed.

■ Set-in installation



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

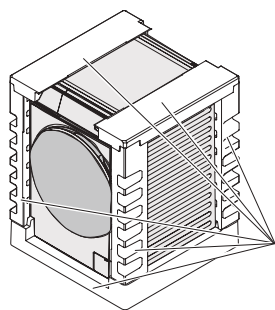
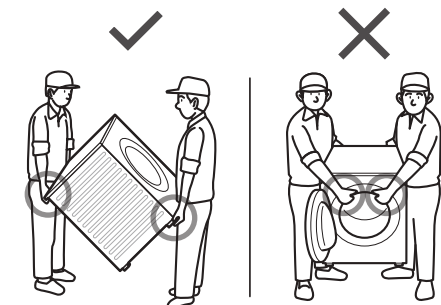
Check the location.



Moving and Installing

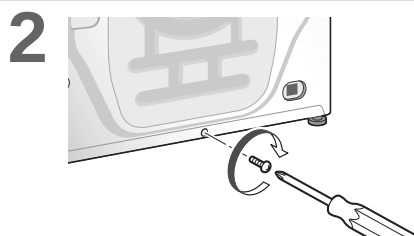
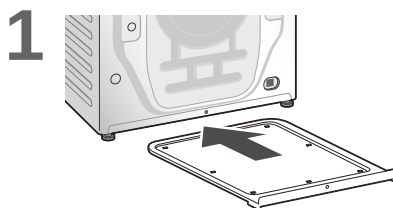
Carrying the appliance

Do not do it alone.

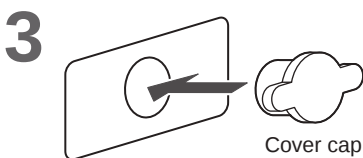
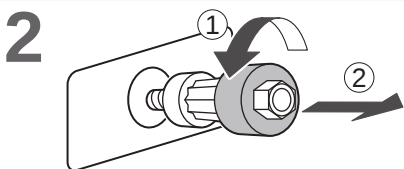
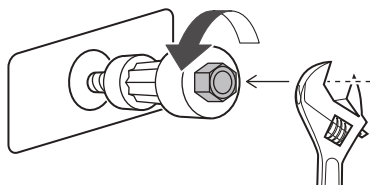
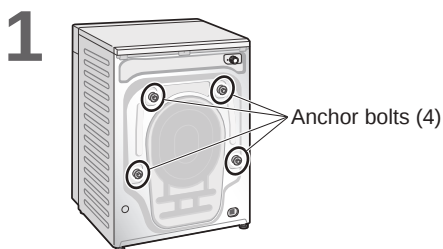


Remove all packing cushions before starting to use the appliance.

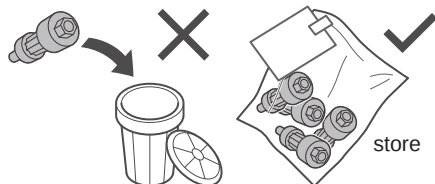
Installation of bottom cover



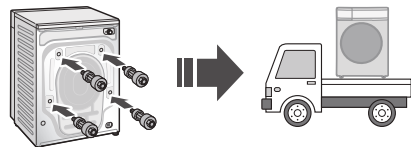
Removing the anchor bolts



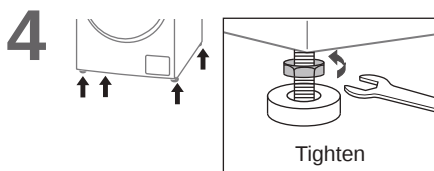
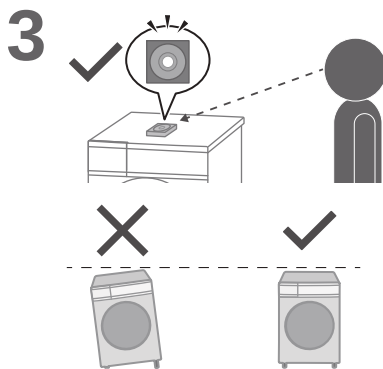
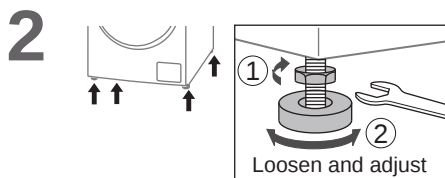
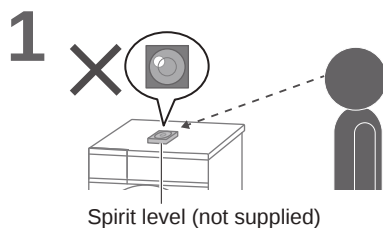
NOTE



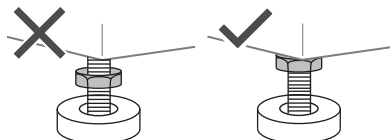
■ Moving the appliance again



Levelling the appliance



NOTE



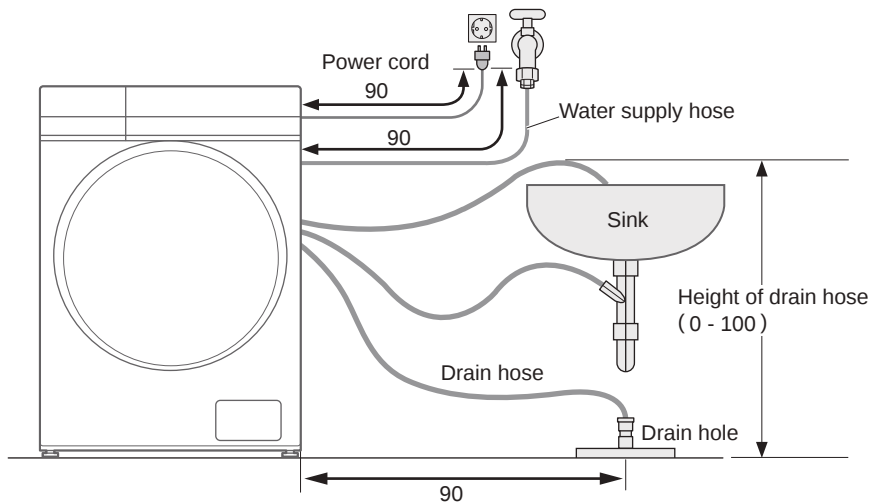
Connecting the Hoses

Connect the hoses properly to prevent water leaks.

Maximum connection distances for hoses and the power cord

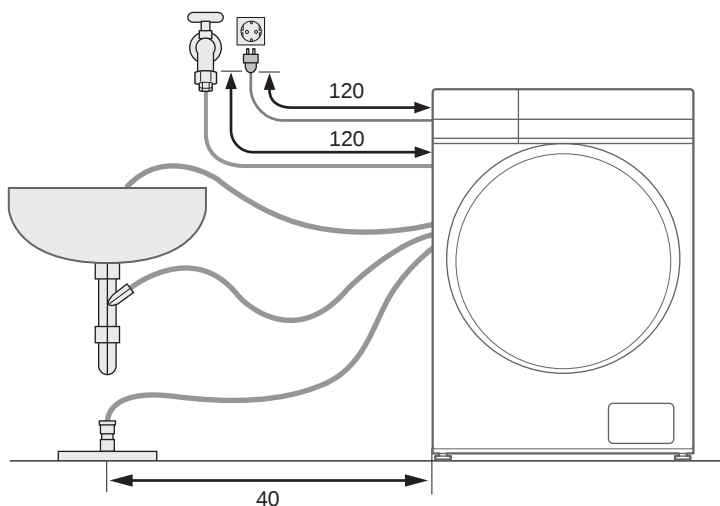
Right side connection

(cm)



Left side connection

(cm)



Connecting the Hoses (continued)

Water supply hose

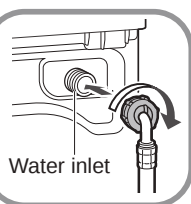
■ Connecting the water supply hose



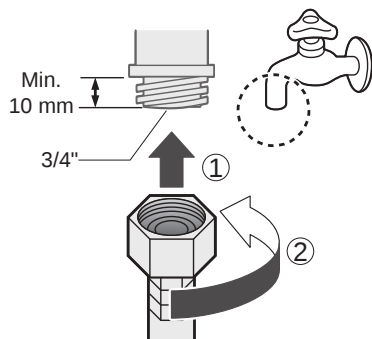
CAUTION

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

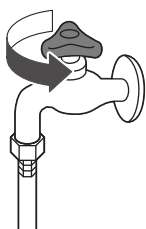
1



2



3



Drain hose

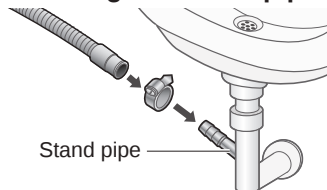
■ Draining to a sink or wash basin

NOTICE



Elbow
(supplied)

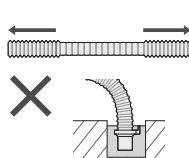
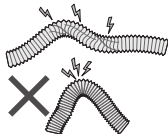
■ Draining to a stand pipe



■ Draining to a drain hole

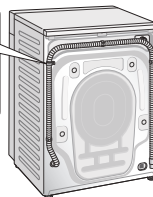


NOTE



NOTE

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

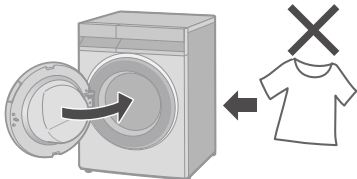


Installation **Test Run**

1



2



3



4



 **Speed 38**

5



Checking after test run

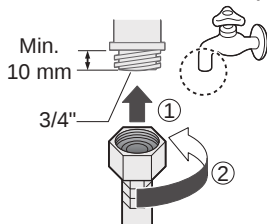
Problem

Causes and Measures

Water leaks

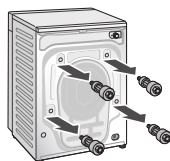


Connect the water supply hose properly

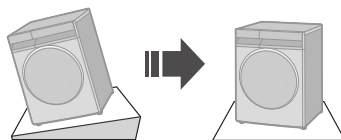


Abnormal
sounds

● 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		