

Panasonic®

Operating & Installation Instructions

Washing Machine (Household Use)

Model No. **NA-24VDW1**
NA-22VDW1
NA-20VDW1



It is essential to read these instructions.

EN

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



AWW9901CJCC0-0C0

Safety Precautions



WARNING

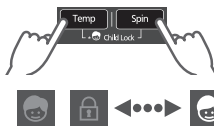
May cause serious injury or death

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. 28)



Hold
3 sec.

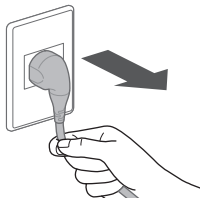


May cause fire or electric shock

Do not touch it with wet hands.



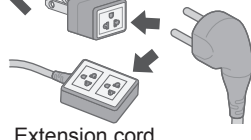
Do not hold or pull on the cord.



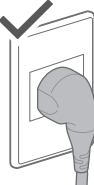
Do not use.



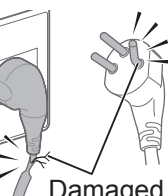
Plug adaptor



Fully insert it.

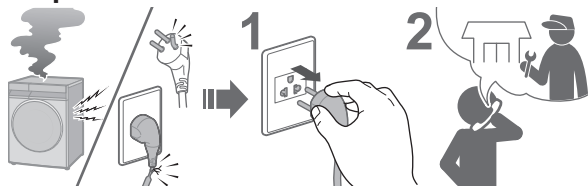


Do not use.

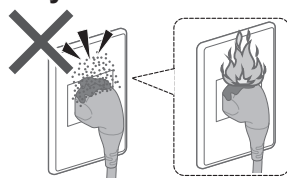


- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

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



Accumulated dust may cause fire.



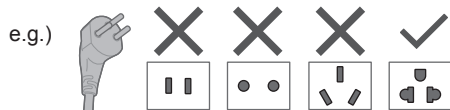
**Securely insert the ground prong.
Ask the electrical technician for a new socket.**



Wipe the power plug periodically.

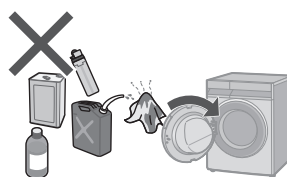


Use a socket appropriate for this appliance.



- 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.



When using the “MyPanasonic+” app
(Cause of malfunction due to radio waves from the appliance)

- Keep at least 15 cm away from the mounting part of the cardiac pacemaker.
- Keep away from medical equipment and automatic control equipment (automatic doors, fire alarms, etc.).

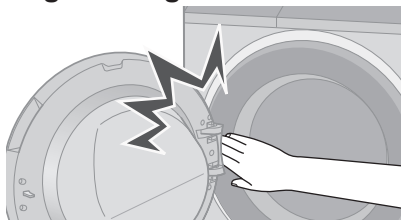
Safety Precautions (continued)



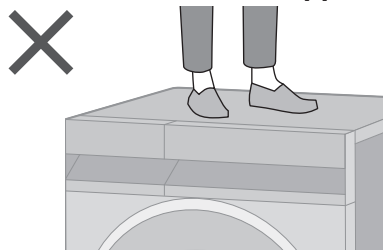
CAUTION

May cause injury

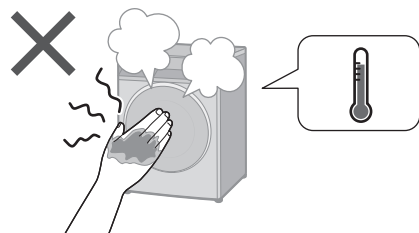
Be careful not to get your fingers caught.



Do not climb on the appliance.



Do not touch when it is hot.

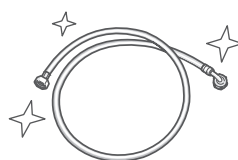


May cause water leakage

Turn off the water faucet.



Use new hose-sets.

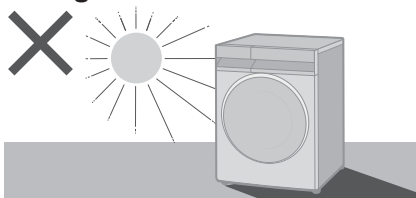


- New hose-sets supplied with the appliance are to be used and old hose-sets should not be reused.

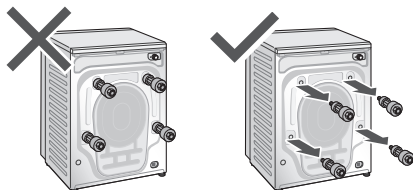
■ For maximum mass of dry cloth and pressure of tap water, see P. 66.

May cause failure

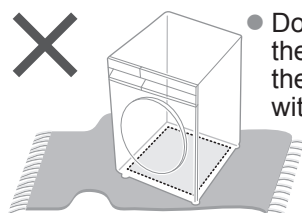
Keep away from heat and direct sunlight.



Remove anchor bolts before operation.

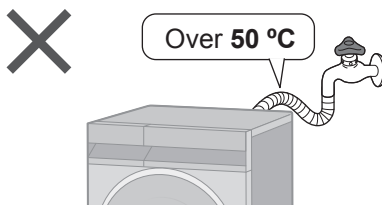


Do not obstruct.

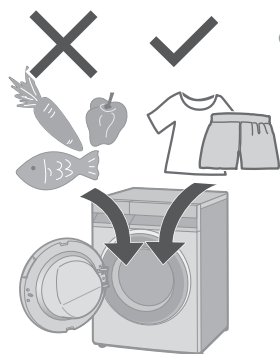


- Do not obstruct the openings of the bottom face with carpet, etc.

Do not use hot water.

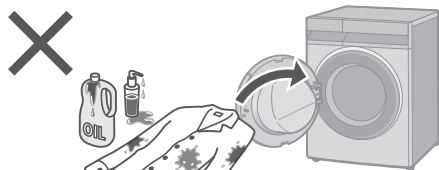


For machine-washable items only.



- 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.

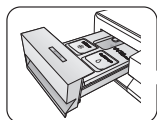
Do not wash excessively oily clothes.



Checking Your Washing Machine

Part names

Detergent drawer (P. 11)



Control panel
(P. 8)

Door

Drum

Hinge

Door seal

Adjustable feet
(P. 43)

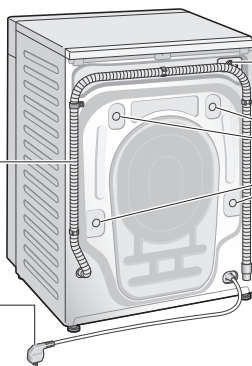
Drain filter cover
(P. 33)

Drain hose
(P. 44, 45)

Water inlet (P. 45)

Anchor bolts
(P. 43)

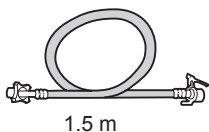
Power cord and plug*
*The plug shape varies
with the region.



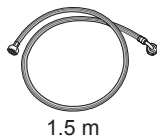
Accessories

☐ Water supply hose* (1) (P. 44, 45)

* The hose supplied depends on the region the unit is sold in.
(Joint type) (Screw type)

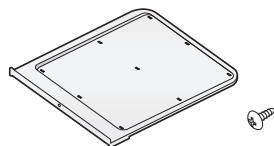


1.5 m



1.5 m

☐ Bottom cover (1)
/ Screw (1) (P. 42)



☐ Water tap adaptor* (1) (P. 44, 45)



☐ Elbow (1) (P. 45)



☐ Cover caps (4) (P. 43)



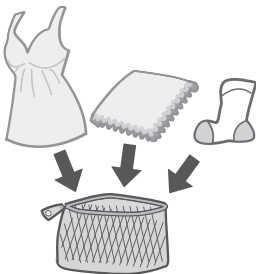
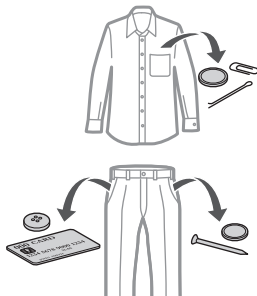
* For Joint type only

Before Washing

Preparing laundry

Before put clothes in drum

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

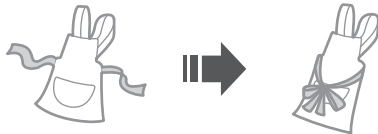
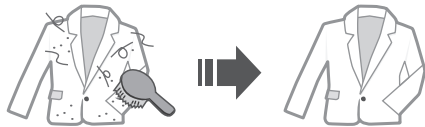


Pre-laundry check



Reverse

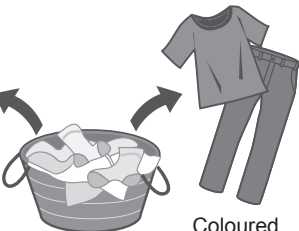
Clothes likely to pill



- Wash separately.



White clothes



Coloured clothes

- Pretreat for heavily stains.



- Observe care labels.



Control Panel

Display

Tub Hygiene lamp (P. 32)

Remote lamp (P. 50)

Process

Wash

Rinse

Spin

Remaining time

1:15

Error display (P. 40, 52)

U

◀...▶

||

(e.g. U11)

“My Favorite”
program lamp
(P. 47)

Auto Dose lamp (P. 9)

Lock

The door is locked

The door and buttons are all locked (Child Lock) (P. 28)

Optional function lamp

(P. 25)

(P. 26)

(P. 27)

Spin speed

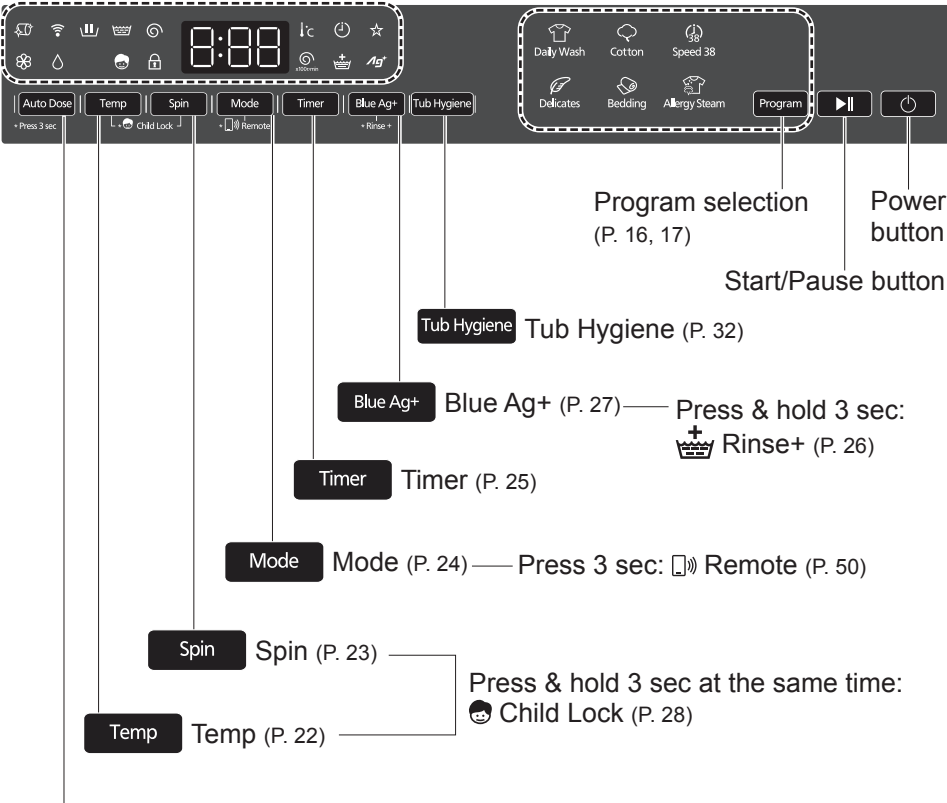
Water temperature

Touch operation

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



Control buttons



Auto Dose (P. 12)

Softener Detergent

Softener

Detergent

Disabled

NOTE

- Turn off back on

Turn off
 3 sec.
 On
- No operation auto power off

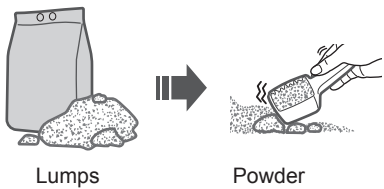
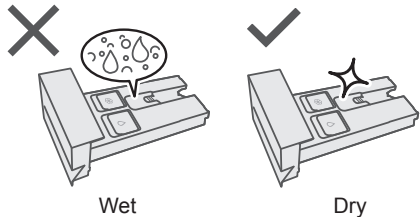
On
 (Not pressed 10 min.)
 Auto Power off
- In case of a power failure
 When the power recovers, operation resumes from where it stopped. (Auto Restart)

Detergent

Detergent

Use a low foam detergent.

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



Bleach

Whiten bleach
(chlorine bleach)



- Follow the instructions on each package.

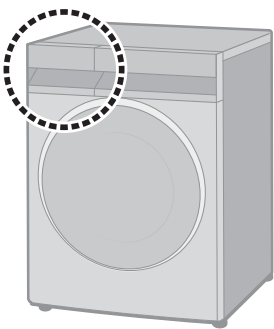
Manual Detergent tank

Powder detergent

Liquid detergent

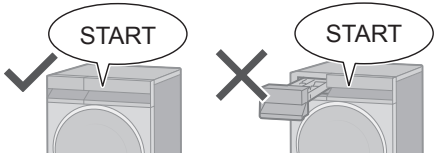


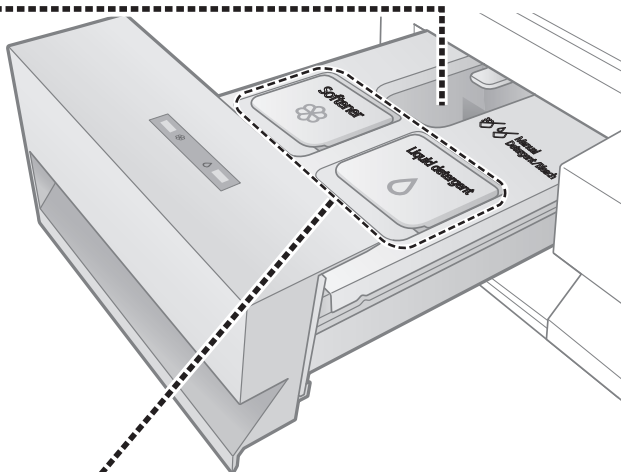
Bleach



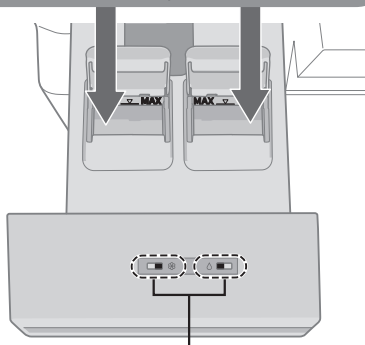
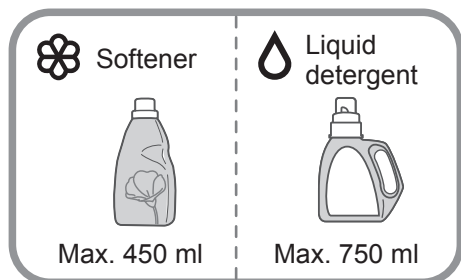
NOTE

- Close detergent drawer completely before use to prevent water leakage.





Auto Dose tank



When adding detergent/softener, the window turns from black to pink (softener) and blue (detergent). Add detergent/softener when the window appears black.

NOTE

- Liquid detergent/softener left for a long time may clump or solidify. In that case, clean detergent drawer. (P. 30)
- Do not use thick and highly viscous gel detergent/softener as they may reduce washing efficiency, cause unpleasant odors and damage the appliance.



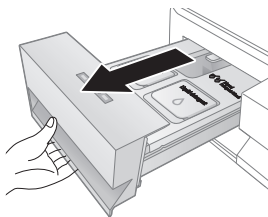
Do not use detergent/softener that have separated, solidified, gel-like or highly viscous.

Auto Dose

Detergent and softener will be automatically added depending on the amount of laundry and dose amount setting, available with all programs except "Tub Hygiene".

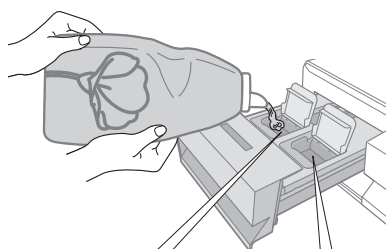
■ To supply detergent / softener

1



- Pull the drawer out.

2



Softener
Max. 450 ml

Liquid detergent
Max. 750 ml

3

Close tank lid and push the drawer in completely

■ To set "Auto Dose" function

1



2



(P. 9)



(Default setting)

3



(The setting is memorized.)

■ Standard amount

- Dry cloth: 4 kg
- Liquid detergent: 30 ml
- Softener: 30 ml

■ To change the dose amount

1



2



Hold 3 sec.



30

(e.g.)



softener



detergent

3

- To increase



- To decrease



- Range value
 - Detergent: 6 ml - 60 ml
 - Softener: 6 ml - 81 ml
 - Step change: 3 ml
- (The setting is memorized.)

4



x4

NOTE

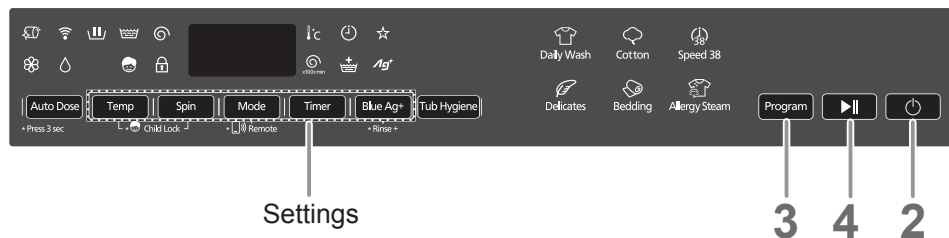
- If there is water in the tub before, detergent and softener will not be automatically supplied when washing.
- When the ambient temperature is low, operation time may be longer because the detergent/softener may solidify.

■ Q&A

	Questions	Answers
Detergent/Softener	What cannot be used with “Auto Dose” function?	The following cannot be used: ● Powder detergent ● Liquid soap ● Items that do not have a “Estimated amount to use” label on the package ● Bleach ● Powder soap ● Gel detergent/softener, thick and highly viscous Baking soda cannot be used for manual or auto dosing.
	Changing brand?	Follow the steps below: ① Empty the Auto Dose tank and clean it. (P. 30) (Mixing different brands can cause clogging) ② Add new detergent/softener. (P. 12)
	Can I add more before it runs out?	The same brand can be added as it is.
	What is the standard amount for detergent/softener?	● The standard amount is the amount of detergent/softener used per 4 kg of dry cloth. Check information on the package. ● If there is no information on the package or if you are unsure, contact the manufacturer.
How to use “Auto Dose” function	How many times can the laundry be washed with Auto Dose tank full?	● Detergent: about 22 times The number of times varies depending on the amount of laundry and dose amount setting.
	If the dose amount is not set?	● The standard amount is • 30 ml detergent per 4 kg of dry cloth • 30 ml softener per 4 kg of dry cloth ● If the settings are not appropriate for detergent/softener you are using, stains may not come off or the laundry may darken.
	What happens if put detergent in manual detergent tank while setting “Auto Dose” function?	Because it is put in twice, it will be too much.

Washing

Basic Method

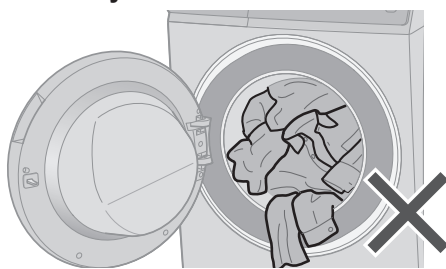


NOTE

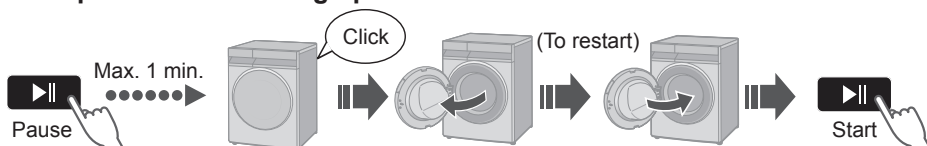
■ Do not let laundry get caught in the door.



■ Do not overfill the drum with laundry.



■ To open the door during operation

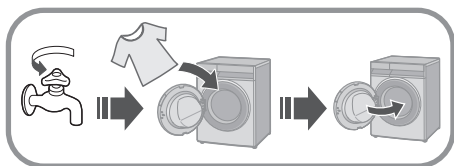


NOTE

● Door does not open ➡ (P. 35)

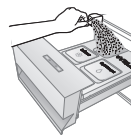


1

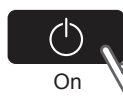


Checking
"Auto Dose"
setting
(P. 9, 12)

or



2



NOTE

The displayed program may vary depending on your washing history.
(My Smart Memory) (P. 28)

3

Program



Select a program. (P. 16)

■ Changing the settings.

Settings

Temp

Spin

Mode

Temp (P. 22)

Spin (P. 23)

Mode (P. 24)

Timer

Blue Ag+

Timer
(P. 25)

Blue Ag+;
Rinse+
(P. 26, 27)

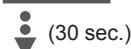
4



Start



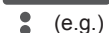
Measures the
amount of laundry



(30 sec.)



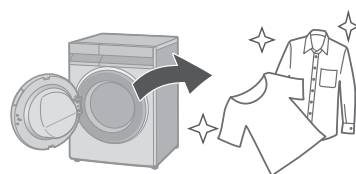
Displays the time required
(recalculated)



(e.g.)



5



Program List

Programs Available on Control Panel

Program	Description	Max load (kg)			Total time
		24VDW1	22VDW1	20VDW1	
 Daily Wash	Everyday clothes 	12.0	11.0	10.0	1:30
 Cotton	Everyday clothes with extra time (more water savings than "Daily Wash" program) 	12.0	11.0	10.0	3:00
 Speed 38	Small loads 	5.0			0:38
 Bedding	Large items 	3.0			1:30
 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.

Programs Available Only via “MyPanasonic+” app

Program	Description	Max load (kg)			Total time
		24VDW1	22VDW1	20VDW1	
 Rapid 15	Small loads of lightly soiled 	2.0			0:15
 Oily Sauce		12.0	11.0	10.0	3:00
 Collar/Sleeve		12.0	11.0	10.0	3:15
 Mud		12.0	11.0	10.0	3:35
 Baby Care	- Clothes for babies & sensitive skin - Rinsing thoroughly 	5.0			2:20

Details of Programs

Programs Available on Control Panel

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

Programs Available Only via “MyPanasonic+” app

 Rapid 15	Cold	1200	
 Oily Sauce	40	1200	
 Collar/Sleeve	40	1200	
 Mud	40	1200	
 Baby Care	40	1400	

NOTE

- For normally soiled laundry at the rated capacity, we recommend using the “Cotton, 60 °C, 1400 r/min” which is tested in accordance with IEC 60456 for the energy and water efficiency aspects.
- “Cotton, 40 °C, 1400 r/min” program is recommended for Philippines to achieve better energy efficiency.
- 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	Blue Ag+	Rinse+	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	—	—	—	—	—

Cold	1200	—	✓	—	—	—
40	0, 500, 700, 1200, 1400	—	✓	✓	✓	—
40	0, 500, 700, 1200, 1400	—	✓	✓	✓	—
40	0, 500, 700, 1200, 1400	—	✓	✓	✓	—
Cold, 30, 40, 60	0, 500, 700, 1200, 1400	—	✓	✓	✓	—

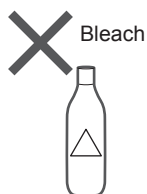
Washing Tips

Delicates

■ When washing

- To rinse fully, use the “Rinse+” function. (P. 26)

NOTE

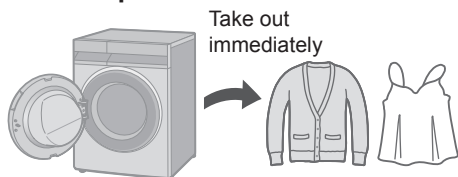


Bleach



Liquid detergent
for delicates

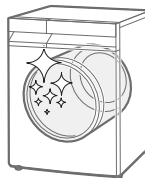
■ After operation ends



Take out
immediately

Auto Tub Clean

Automatically add a tub cleaning process to certain programs. (P. 19)

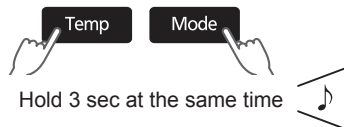


■ To turn on/off

1



2



3



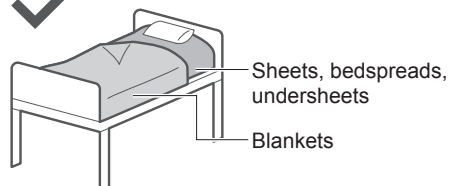
4



Bedding

■ Washable items

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



■ Not washable items



Electric blankets



Wool



Silk

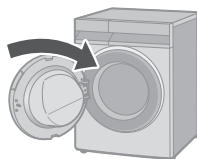


Long pile

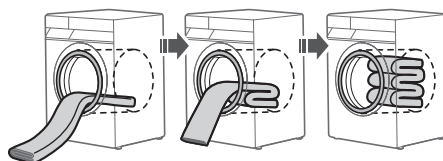
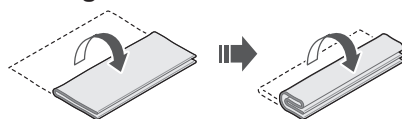


Fake fur

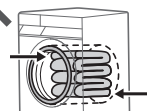
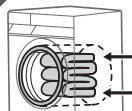
NOTE



■ Putting blankets into the drum



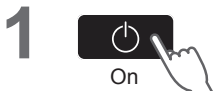
NOTE



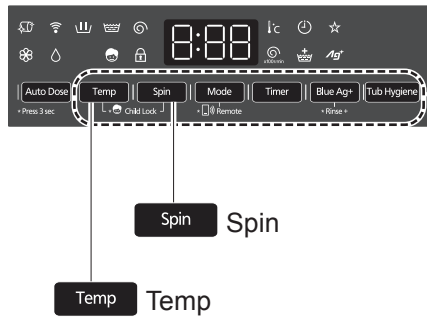
Changing Program Settings

■ Preparing

- Sort the laundry and put it into the drum. (P. 7)
- Checking “Auto Dose” setting or add detergent manually (P. 9, 10, 12)



3 Change the program's settings.



- Available options and setting ranges are different depending on the program. (P. 18)
- An alarm sounds if you select an option that is unavailable.



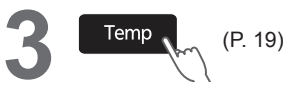
!c Temp

Change the washing temperature.



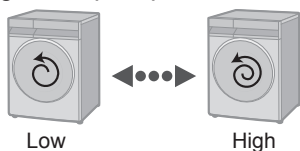
■ Setting guide

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



r/min **Spin**

Change the spin speed.



■ Setting guide

 Low	 High
● To reduce wrinkling 	● To dry more thoroughly 

3

Spin

(P. 19)

■ To change the setting while washing



1



Pause

2



Spin

3

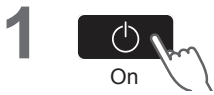


Start

Changing Program Settings (continued)

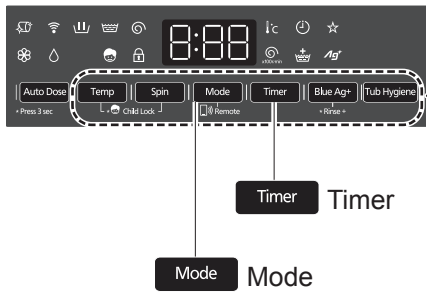
■ Preparing

- Sort the laundry and put it into the drum. (P. 7)
- Checking “Auto Dose” setting or add detergent manually (P. 9, 10, 12)



3

Change the program's settings.

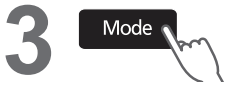


- Available options and setting ranges are different depending on the program. (P. 18)
- An alarm sounds if you select an option that is unavailable.



Mode

Select a combination of wash, rinse and spin.

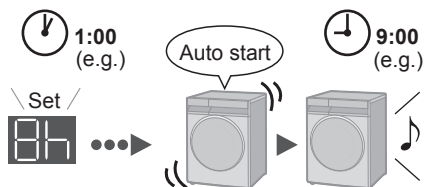


 *1	Wash
 *2	Rinse
 *2	Spin
	Wash and rinse
	Wash and spin
 *2	Rinse and spin

- *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

Timer



(e.g.)

Press or hold

■ To check a preset time

Timer

■ To cancel settings



Turn off

(All settings are cancelled)

NOTE



Start

All indications
turn off except

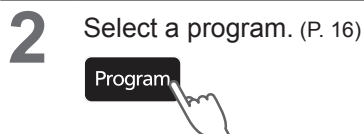


● Not available: P. 19

Changing Program Settings (continued)

■ Preparing

- Sort the laundry and put it into the drum. (P. 7)
- Checking “Auto Dose” setting or add detergent manually (P. 9, 10, 12)



Blue Ag+ Rinse+

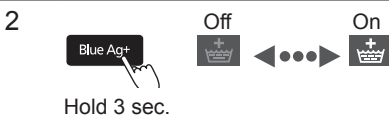
- Available options and setting ranges are different depending on the program. (P. 18)
- An alarm sounds if you select an option that is unavailable.



Add an extra rinse.

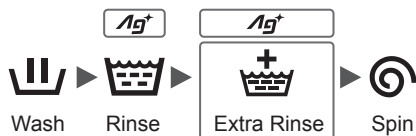


■ To change the setting while washing



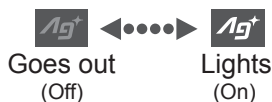
Ag+ Blue Ag+

Bacteria elimination function (Max. 3.0 kg).



3

Blue Ag+

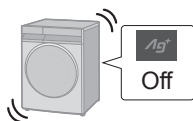


■ Service life for Ag+ case

- “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

• Wash without “Ag+”



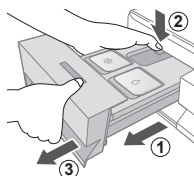
NOTE

- Do not use the water for other purposes.



■ Change Ag+ case

1 Take out the detergent drawer.



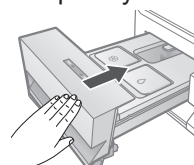
2 Remove Ag+ case



3 Exchange and attach Ag+ case



4 Attach detergent drawer completely

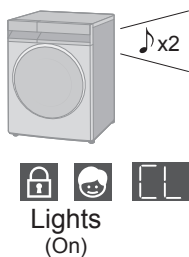
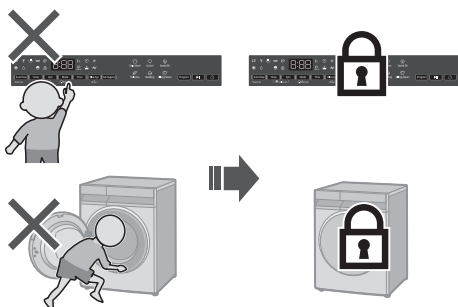


- The kind of clothes, detergent, softener, and water hardness may affect the result.
- Stop use if itchy, etc.



Changing Appliance Settings

Setting the Child Lock



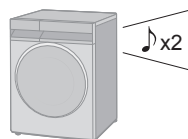
■ To cancel:

Same procedure  x4



Goes out
(Off)

Cancelling the buzzer



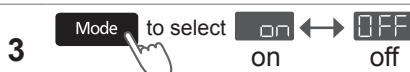
■ To reset:

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.

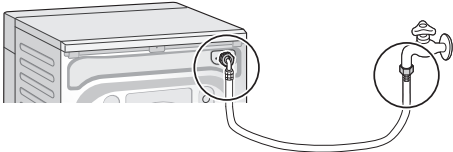
■ To turn on/off



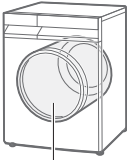
Maintenance

Water supply filter

If water does not flow smoothly



1



Empty

2



On

3



Select



Daily Wash

4



Start

1 min.



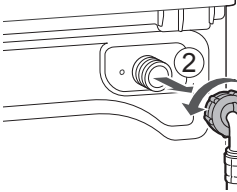
Turn off

5

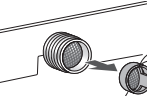
For Screw type only
Remove and clean the filter



6

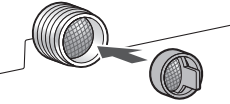


7

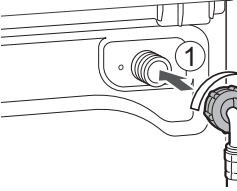


Water supply filter

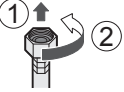
8



9



10



Maintenance (continued)

Detergent drawer

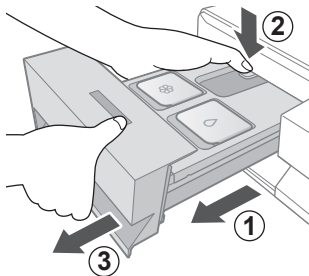
Once
every
3 months

When changing
detergent or
softener brand

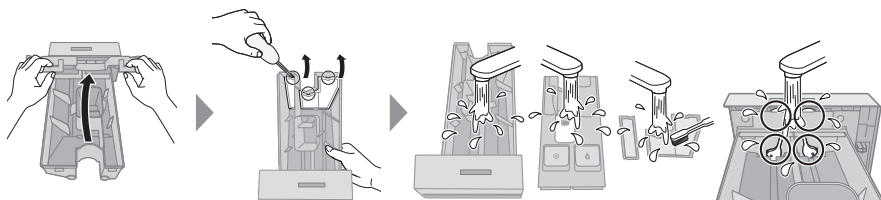
When not used
for more than 1
month

When the window
does not change
color during use

1 Take out the drawer.



2 Open the drawer lid, remove 2 filters, then wash with water.



Open the drawer lid

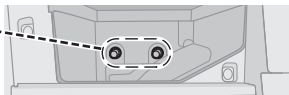
Remove filters

Wash with water

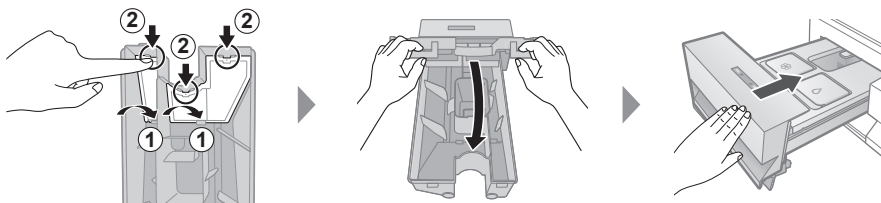
Clean the circled positions
to clean the window

NOTE

- Do not reuse leftover liquid detergent and softener.
- Do not wipe the joint.
(cause of clogging)



3 Attach filters, close the lid and attach the drawer.



4

- Fill the tank about halfway with water, then close completely.
- Close the door of washing machine and run “Auto Dose Tank Clean” function to clean (6-minute maintenance).



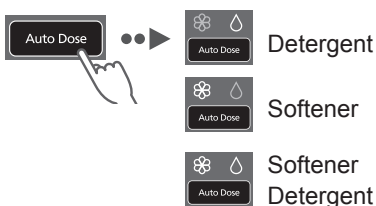
③ Select the tank to be cleaned



- If the joint is clogged, run “Auto Dose Tank Clean” function to deep clean (47-minute maintenance).

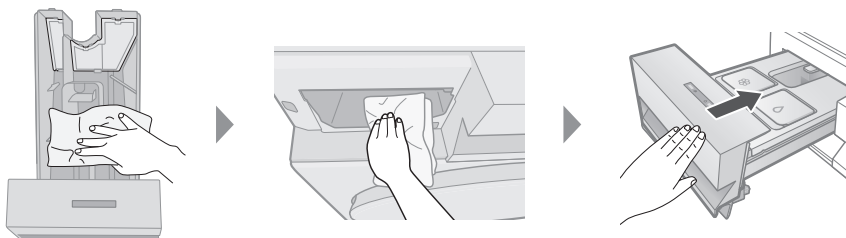


④ Select the tank to be cleaned

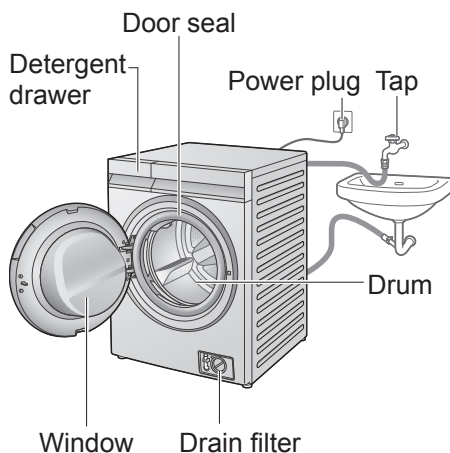


5

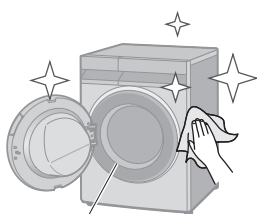
Take out the drawer, discard the remaining water and wipe off the water, then attach the drawer.



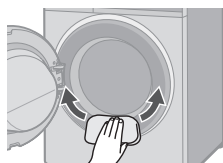
Maintenance (continued)



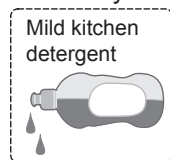
Appliance



Door seal



For heavy soil



NOTE



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

Drum

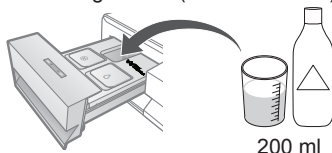
Once every 6 months or if flashes <Tub Hygiene>

1



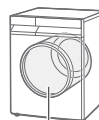
2

Whitening bleach (chlorine bleach)



200 ml

3



No clothing



4

Tub Hygiene

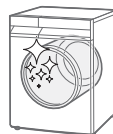


5



Start

Approx.
3:45



NOTE

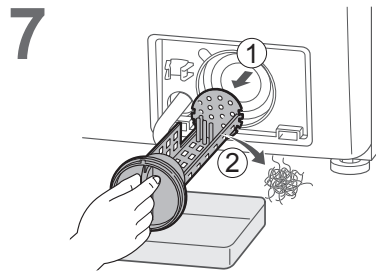
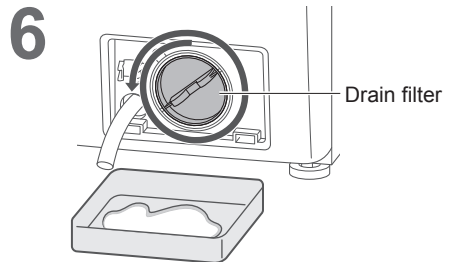
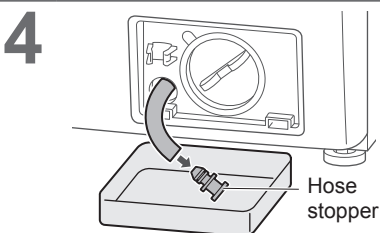
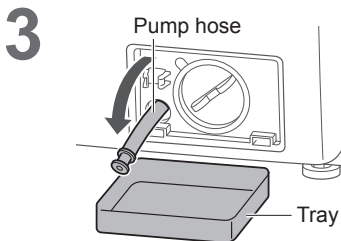
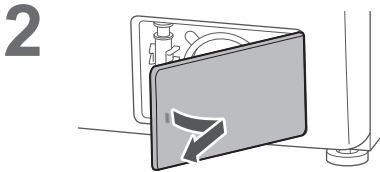
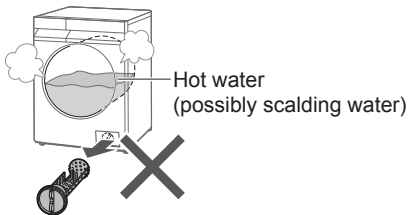
- If the "Tub Hygiene" program is not run, the indicator goes off when other program is run 3 times.

Drain filter

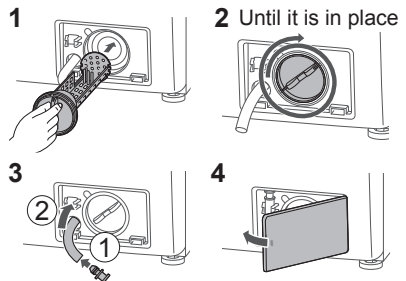
Once a month

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

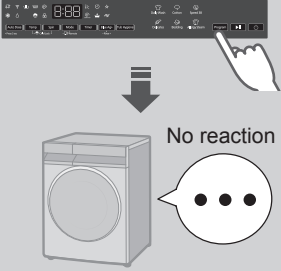
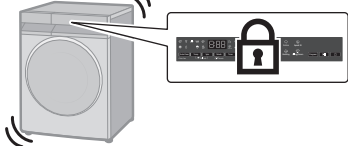
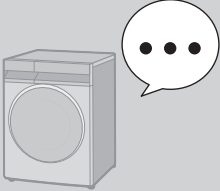
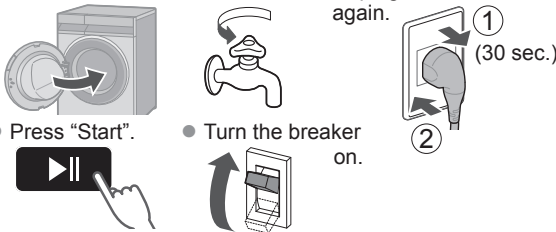
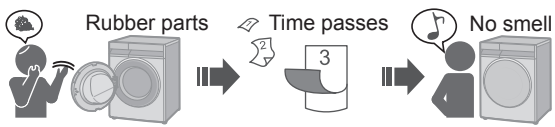
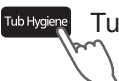
CAUTION

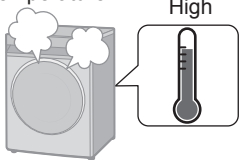
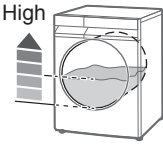


8 Replace

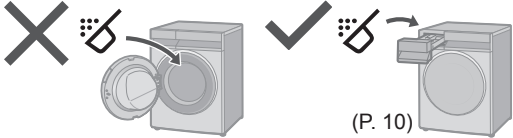
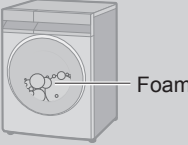
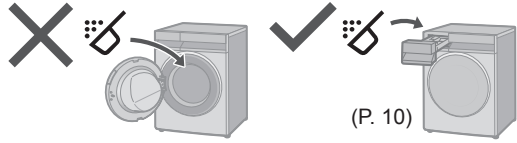
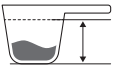
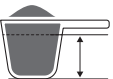
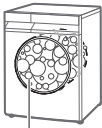
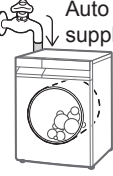


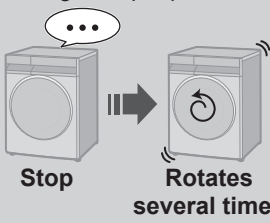
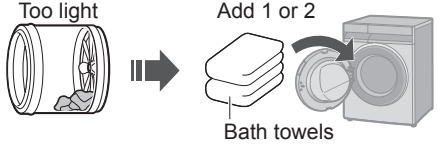
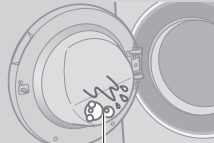
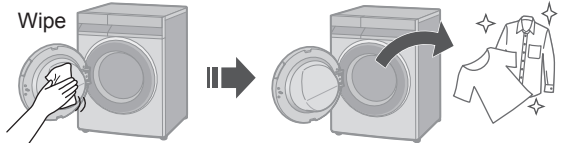
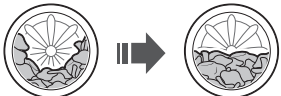
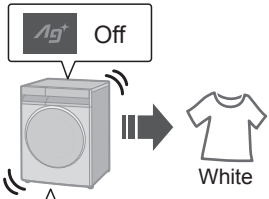
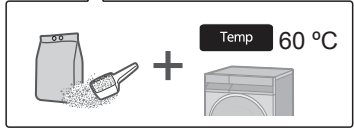
Troubleshooting

	Symptoms	Points to be checked
Main unit	Touch the buttons  No reaction	☐ Possible cause ● During an operation  ☐ Try ● Child Lock (P. 28) 
	No operation 	☐ Check ● Power cut ● Timer  ☐ Try ● Close the door. ● Turn on. ● Unplug and insert again. ● Press "Start". ● Turn the breaker on. 
	Odour of rubber 	☐ Possible cause  ☐ Try Tub Hygiene (P. 32) 

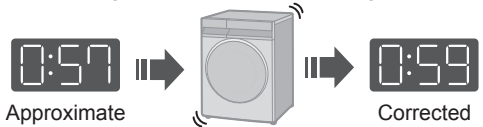
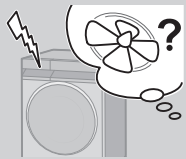
	Symptoms	Points to be checked
Main unit		□ Possible cause ● During an operation  Door is locked. To open the door during operation (P. 14) □ Check ● Temperature  ● Water level 
	Door does not open 	□ Try ● Child Lock (P. 28)  ● During an operation 1  Turn off 2  On 3  Mode (P. 24) Spin 4  Open NOTE  Door is locked  Power cut   Restored  

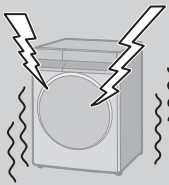
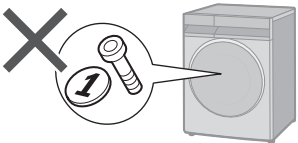
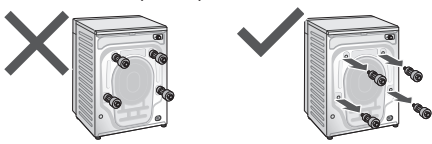
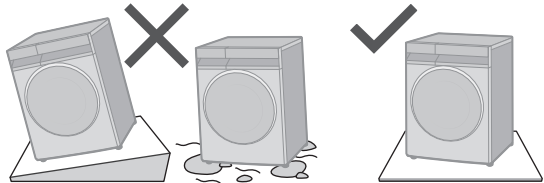
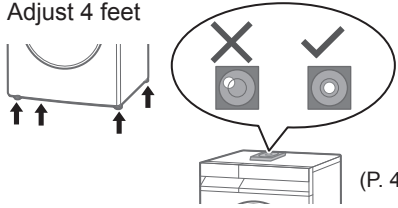
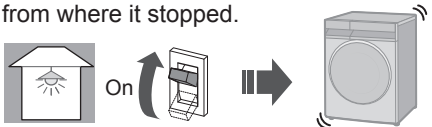
Troubleshooting (continued)

	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 or setting too little detergent in "Auto Dose" function  • Low foam detergent  • Heavily soiled  • Load too large 
	Too much 	☐ Check • Too much detergent or setting too much detergent in "Auto Dose" function 
Wash	During a wash  Water drainage	☐ Possible cause - Excess foam  Foam  Auto drainage  Auto water supply

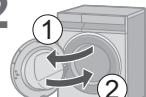
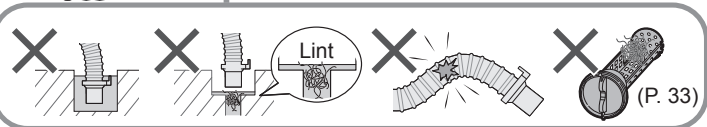
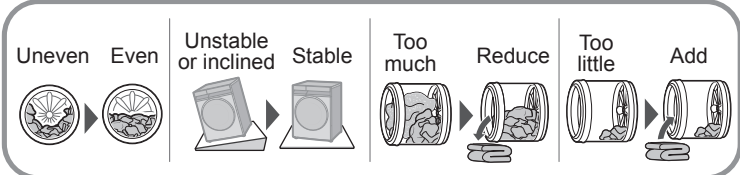
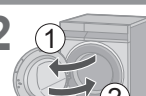
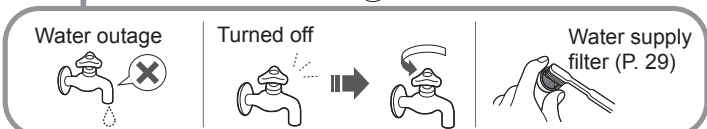
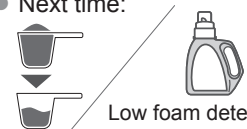
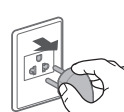
	Symptoms	Points to be checked
Rinse/Spin	During the spin process  Stop → Rotates several times	☐ Possible cause Unevenness  ☐ Try Too light  Add 1 or 2 Bath towels
	After washing  Foam or water	☐ Try  Wipe
	Spin changes to rinse  Spin → Rinse	☐ Possible cause ● If clothes are uneven, this appliances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

Troubleshooting (continued)

	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.
	Remaining time Does not decrease  or Suddenly decrease 	☐ Possible cause The displayed time is a guideline.
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.

	Symptoms	Points to be checked
Noise	Unusual noise (or vibration) 	☐ Check ● Metal items  ● Anchor bolts (P. 43)  ● Slope or an unstable surface  ● Adjust 4 feet  (P. 43)
Others	Power cut  Breaker Off 	☐ Check ● When the power recovers, operation resumes from where it stopped. 

Error Display

Error Display	Points to be checked		
 Unable to drain	1 Check 	2 	3  Start
			
 Door is open	1 	2  Start	
 Unable to spin / dry	1 	2 Check	3   Start
			
 Unable to supply water	1 Check	2 	3  Start
			
 Unable to spin	1 Restart  Turn off	2 Run Rinse and Spin of "Speed 38" program  On	• Next time:  Low foam detergent
	1 	2 	3 

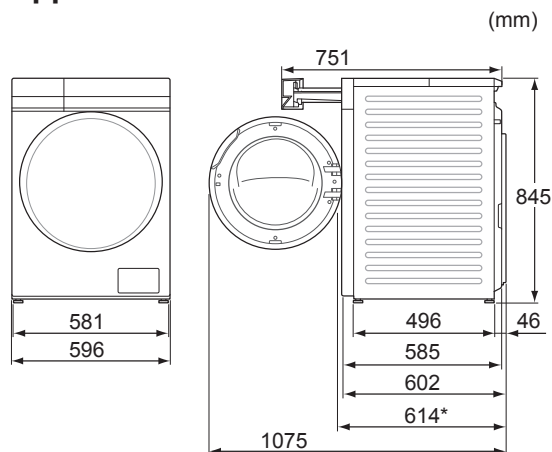
Choosing the Right Location



Make sure to ask a service person for installation.

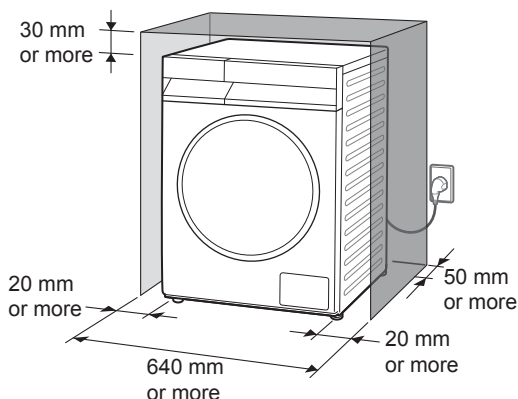
- Do not install the appliance by yourself.
- Follow this installation method. If you do not, Panasonic will not be liable for any accidents or damages.

Appliance dimensions



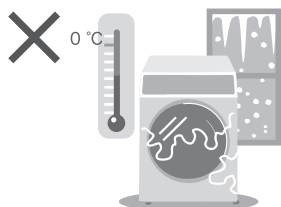
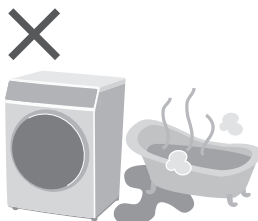
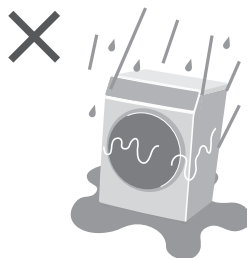
* 614 mm: Product depth, measured from the rear to the furthest protruding point of the door when closed.

■ Set-in installation



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

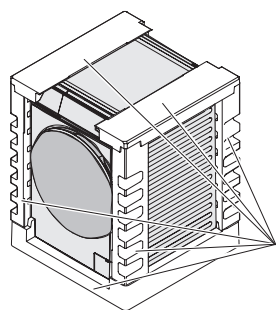
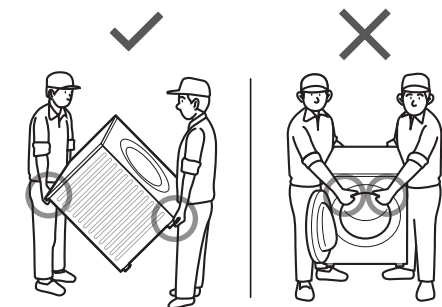
Check the location.



Moving and Installing

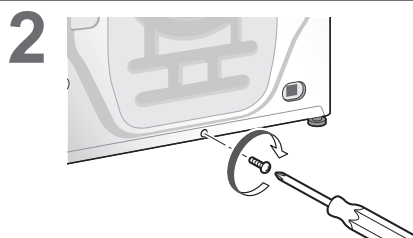
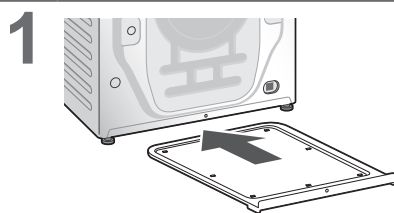
Carrying the appliance

Do not do it alone.

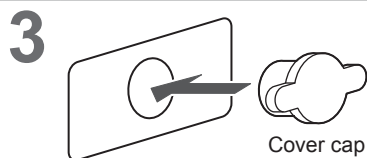
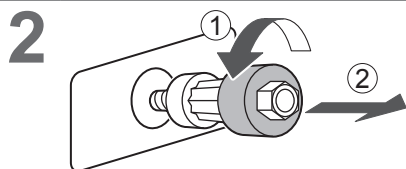
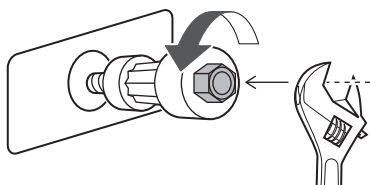
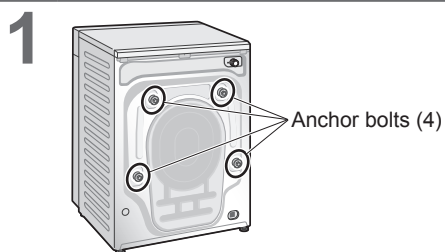


Remove all packing cushions before starting to use the appliance.

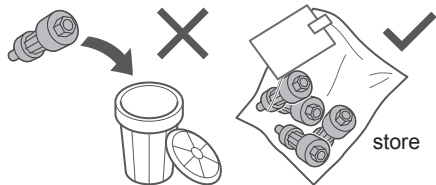
Installation of bottom cover



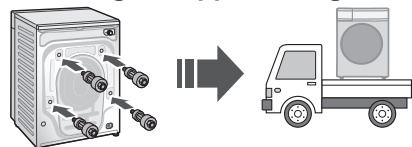
Removing the anchor bolts



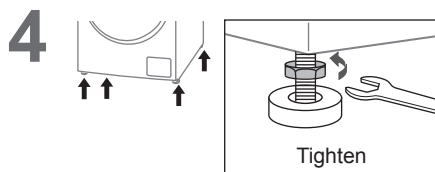
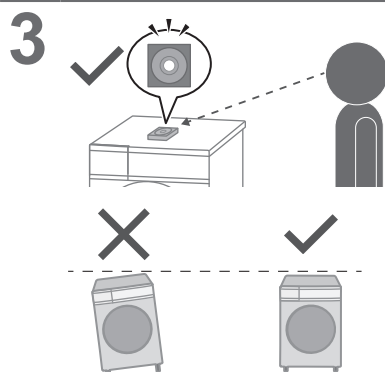
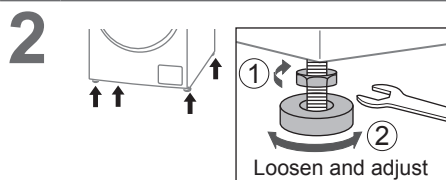
NOTE



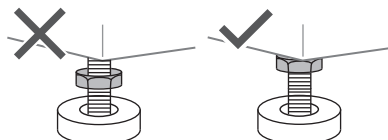
■ Moving the appliance again



Levelling the appliance



NOTE



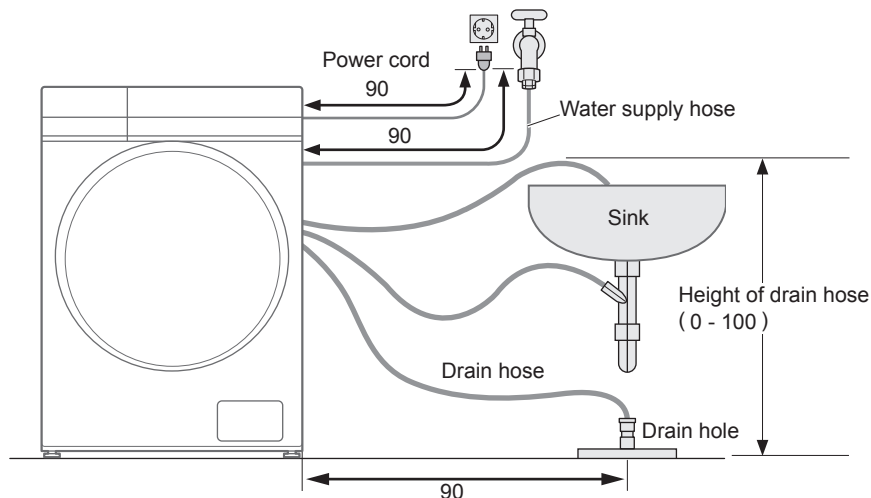
Connecting the Hoses

Connect the hoses properly to prevent water leaks.

Maximum connection distances for hoses and the power cord

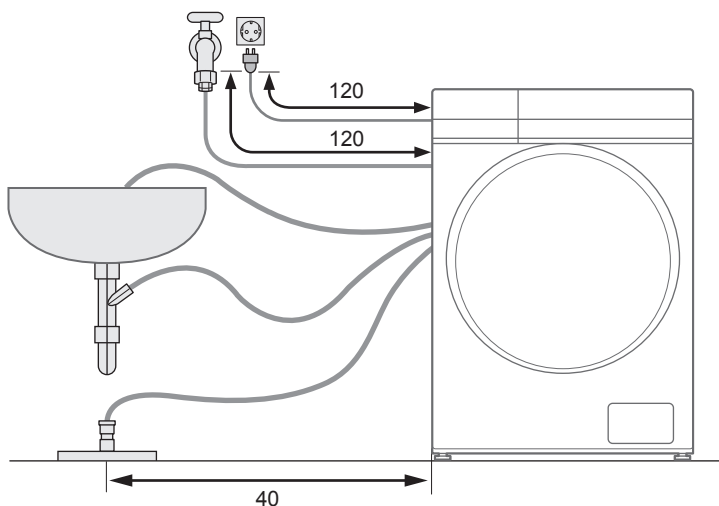
Right side connection

(cm)



Left side connection

(cm)



Water supply hose

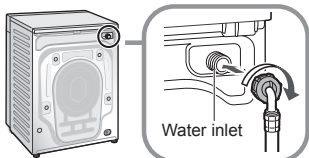
■ Connecting the water supply hose



CAUTION

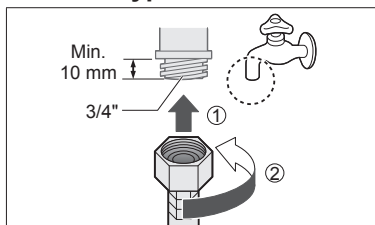
- Tighten the nut firmly.
- Do not twist, squash, modify or cut the hose.

1

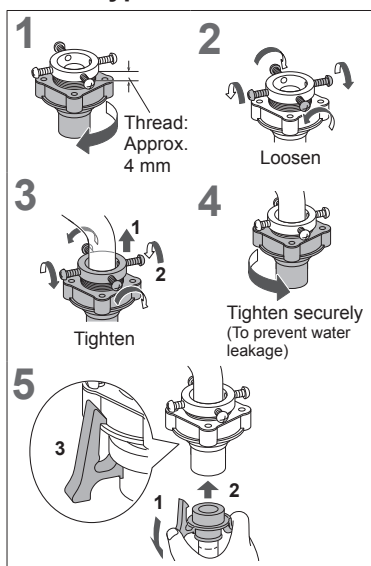


2

■ Screw type



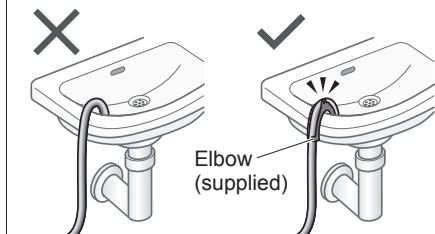
■ Joint type



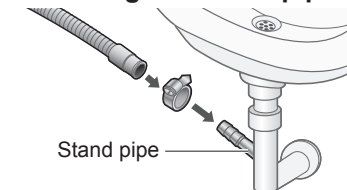
Drain hose

■ Draining to a sink or wash basin

NOTICE



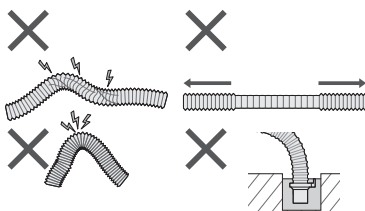
■ Draining to a stand pipe



■ Draining to a drain hole

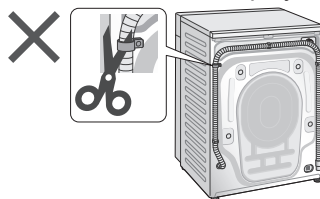


NOTE



NOTE

- Do not cut/remove this belt. Otherwise the machine will display U14. (P. 40)

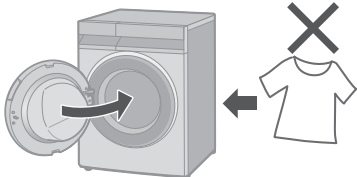


Test Run

1



2



3



4



Speed 38

5



Checking after test run

Problem

Causes and Measures

Water leaks

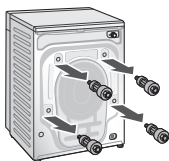


Connect the water supply hose properly (P. 45)

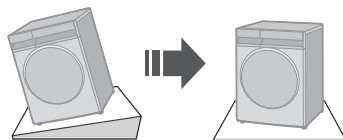


Abnormal sounds

● Remove the anchor bolts (P. 43)



● Install stably



Error display

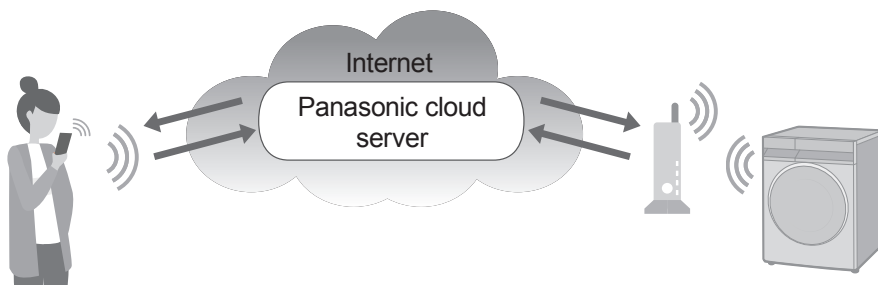


See P. 40.

MyPanasonic+

More convenient with your smartphone

You can use the service using the “MyPanasonic+”.

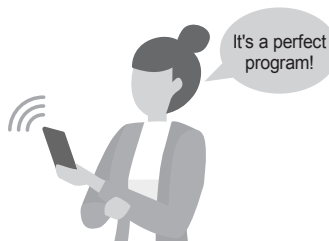


You can operate the washing machine or set the timer with application.

Support program selection from program history.

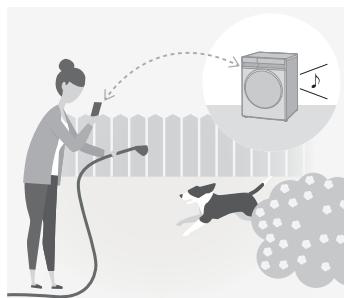
We have “My Favorite” program. You can create original programs with your favorite settings.

- Up to 10 programs.



Notification of washing status and end of operation.

Clothes can be taken out immediately after washing.



- The contents, functions and designs of this service are subject to change or termination without prior notice.

MyPanasonic+ (continued)

Required Equipment and Environment

Let's check the equipment required to use the app.

- Android or iOS (iPhone) smartphone

- About supported OS

<https://www.panasonic.com/global/consumer/smartapp/support.html>



Panasonic Website



- Internet environment

Please confirm that it is a broadband line.

Example) FTTH (optical fiber), ADSL, CATV (cable television), etc.

Internet communication charges will be borne by the customer.



- Wireless LAN router
Use a wireless LAN router to connect to the internet.



NOTE

- Make sure that the wireless LAN router has a communication standard of 2.4 GHz band. (Communication standards: IEEE802.11b, IEEE802.11g, IEEE802.11n) Other than the above cannot be used.
- Models that only support WEP cannot be used.
- As a security measure, be sure to use a wireless LAN router that can set the encryption method WPA3, WPA2, or WPA.
- We recommend WPA3 and WPA2 (AES) as the encryption method.
- We do not guarantee the operation of all wireless LAN routers. (Mobile router is not guaranteed to work.)

Initial Settings



Follow the settings on the screen of the app.

1 Install the “MyPanasonic+” (free)

- You can find the link to download the application from “Panasonic Website”.

<https://www.panasonic.com/global/consumer/smartapp/support.html>



Panasonic Website

- Alternatively, you can search for the “MyPanasonic+” app on Google Play (Android) or App Store (iOS) and install the app.
- You can also scan the link to install the app from the QR code pasted on the washing machine.

2 Follow instructions displayed on the screen of the app and register the washing machine.

- Operate in a position where you can check the display on the washing machine.
- It cannot be operated while the washing machine is running.



Use the app (P. 50)

MyPanasonic+ (continued)

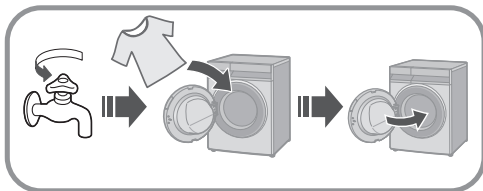
Using the “MyPanasonic+”

After initial setting is completed, you can use the app.

Preparing to use the “Remote” function

You need to prepare the washing machine before going out.

1



NOTE

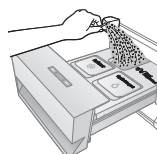
- Close the door completely.

2



Checking
“Auto Dose”
setting
(P. 11, 14)

or



3



**Hold
3 sec.**



Approx. 2 sec.

After 10 min.



All other indications
turn off, except:



NOTE

- To cancel the remote control mode and unlock the door → turn the power off.
- When there is no remote control from the app, the remote control mode is released after 23 hours. During remote control mode, all buttons on the appliance (except ) are disabled. You can only control the washing machine from the app. After 23 hours, the normal screen is displayed and the remote control is disabled.

To check the communication status with the lamp on control panel.

■ Lamp position



Light up Communicatable (Connected)



Blinking Trying to communicate
(Connecting to server)



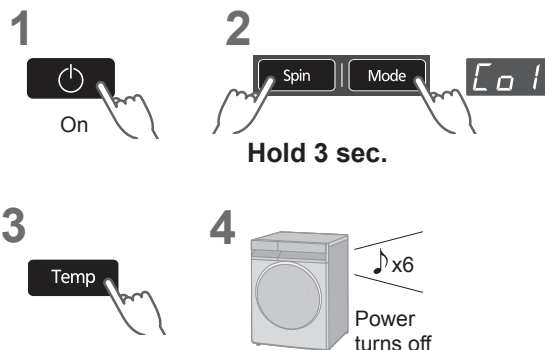
Off Not connected



Initializing

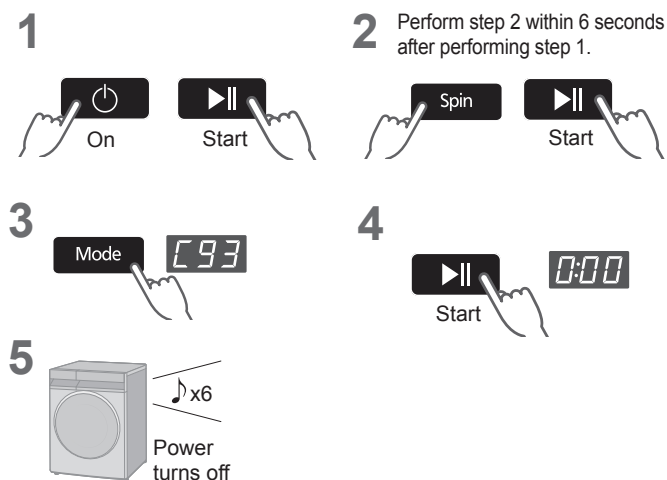
- When you stop using the “MyPanasonic+”
- Suspected use due to unauthorized access
- If the appliance is a pre-owned machine

Reset the wireless LAN settings to the default settings.
(Operate on the washing machine)
You should also stop using the service of the app.



Reset all the contents such as the wireless LAN settings, washing machine settings, operation history, etc. to the state at the time of purchase. The QR code behind the appliance door cannot be used for subsequent registrations.
(Full initialization)
(Operate on the washing machine)

When you dispose of or transfer the washing machine



MyPanasonic+ (continued)

Error Display

Error display	Causes & Measures
U81	● Failed to connect the washing machine and the wireless LAN router. Check the following. • The router is not turned on. → Turn on the power. • The distance between the router and the washing machine is too long. → Bring the router closer. • There is a device that uses radio waves, such as a microwave oven, nearby. → Keep a distance. → Stop using the device or wait a while and try again. • Multiple devices are connected to the router. → Turn off the power of the device you are not using.
U82	● Communication error with the server. ● There may be a problem with your internet connection. → If you do not know the cause, contact your provider, carrier, or router manufacturer.
U83	● In “Backup connection”, SSID or password of the router is incorrect. → Check the description of the router. ● Failed to connect the washing machine and the router. → Check the above “U81”.
U84	● “Scan connection” failed. Check the following. • The Bluetooth® setting on your smartphone is turned off. • The QR code cannot be read correctly. → Make sure that the Bluetooth® setting is ON, and then connect again. If you still cannot connect, please try “Backup connection”.
The app displayed the word like “Cannot communicate with the washing machine.”	● Communicate again after a while, or check the connection status by the following method. 1  Turn off 2  On 3 Spin Mode Hold 3 sec. 4 [0] Timer → If “U81”, “U82”, etc. are displayed, it is a connection error. Check the above.

Usage for wireless LAN/Bluetooth®

■ Usage restrictions

Please note that there are the following restrictions on use. Panasonic is not liable for any incidental damages resulting from the failure to comply with the restrictions and the use or inability to use the machine.

- Do not connect to a wireless network that you do not have permission to use. A wireless network (SSID*) that you do not have permission to use during automatic search of the wireless network environment may be displayed, but if you connect, it may be considered as unauthorized access.
- Do not use in a place where magnetic field, static electricity, or radio interference is generated. If you use it near the following devices, communication may be interrupted or the speed may slow down.
 - Microwave oven
 - Other wireless LAN / Bluetooth® devices
 - Other devices that use radio waves in the 2.4 GHz band (digital cordless phones, wireless audio devices, game consoles, PC peripherals, etc.)
 - Metal objects that easily reflect radio waves

* A name used to identify a specific network on a wireless LAN. If this SSID matches on both devices, communication is possible.

■ Security measures

- Since the wireless LAN uses radio waves to send and receive data, there is a risk of unauthorized access. Take security measures to ensure the safety of your data. (P. 48) Please note that we are not responsible for any problems that occur without taking security measures.
- For the password (encryption key) of the wireless LAN router, refer to the instruction manual of the wireless LAN router and set it in consideration of security.

■ About firmware

- This machine has a function to connect to our firmware update server via the Internet and automatically update its own firmware to the latest version. Since wireless communication is temporarily interrupted during the update, communication may be interrupted or the speed may slow down.
- Do not analyze or modify the firmware.

MyPanasonic+ (continued)

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- QR Code is registered trademark of DENSO WAVE INCORPORATED.
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=====

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*This file is part of the lwIP TCP/IP stack.

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easy-ecc

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Specifications

■ For Singapore

	NA-24VDW1	NA-22VDW1	NA-20VDW1
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)	69		
Maximum mass of dry cloth (Wash) (kg)	12.0	11.0	10.0
Pressure of tap water (MPa)	0.01 - 1		

■ For Philippines

	NA-24VDW1
Rated voltage (V)	230
Rated frequency (Hz)	60
Maximum energy rated power input (W)	1700
Heating energy rates power input (W)	1570
Maximum spin speed (r/min)	1400
Product dimensions (W x D x H) (mm)	596 × 585 × 845
Product weight (kg)	69
Maximum mass of dry cloth (Wash) (kg)	12.0
Pressure of tap water (MPa)	0.01 - 1

Complies with
IMDA Standards
DB01017