

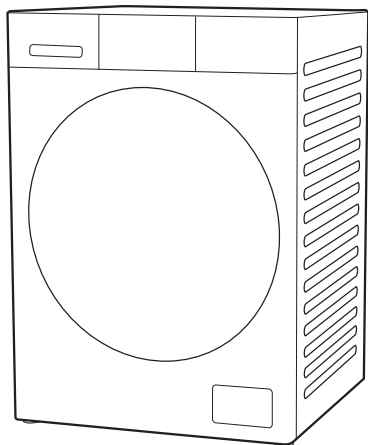


Panasonic®

Operating & Installation Instructions

Washing Machine
(Household Use)

Model No. **NA-21CER1 NA-21CEN1**



EN



It is essential to read these instructions.

Thank you for purchasing this product.

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

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AWW9901BV8B0-0B0

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. 30)



On



**Hold
5 sec.**

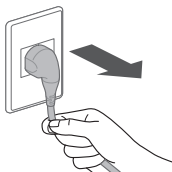


May cause fire or electric shock

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



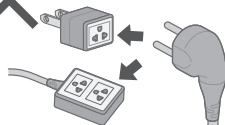
**Do not hold or
pull on the cord.**



Do not use.

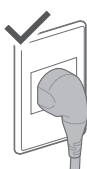


Plug adaptor



Extension cord

Fully insert it.



Do not use.

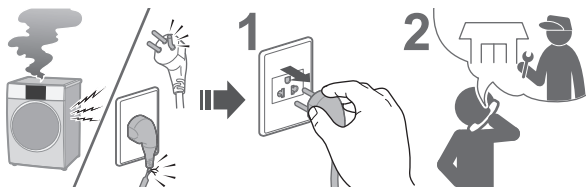


**Do not bind,
twist, or bend**

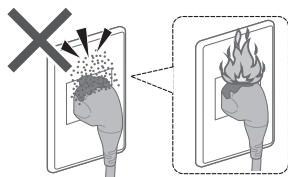


- If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

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.**



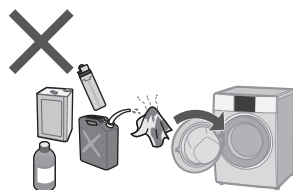
Wipe the power plug periodically.



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)



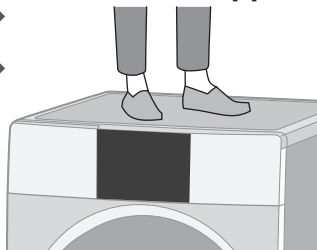
CAUTION

May cause injury

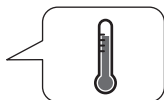
Be careful not to get your fingers caught.



Do not climb on the appliance.



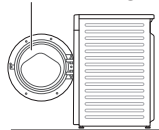
Do not touch when it is hot.



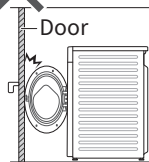
Install the appliance correctly.



Full opening



Door



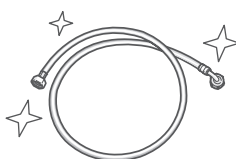
- The appliance must not be installed behind a lockable door, a sliding door or a door with a hinge on the opposite side to that of the appliance, in such a way that a full opening of the appliance door is restricted.

May cause water leakage

Turn off the water faucet.



Use new hose-sets.

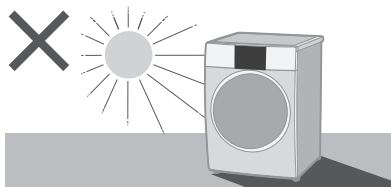


- New hose-sets supplied with the appliance are to be used and old hose-sets should not be reused.

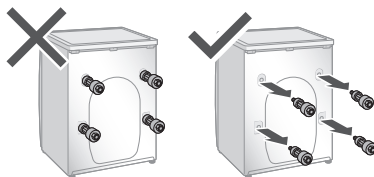
■ For maximum mass of dry cloth and pressure of tap water, see P. 43.

May cause failure

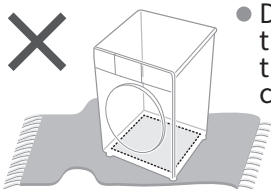
Keep away from heat and direct sunlight.



Remove anchor bolts before operation.

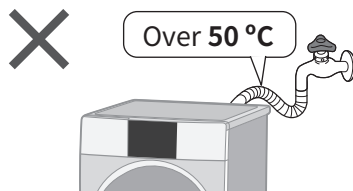


Do not obstruct.

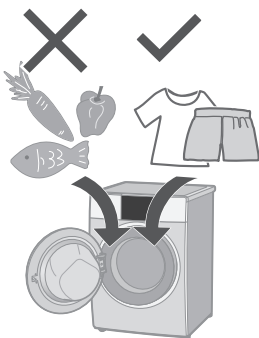


- Do not obstruct the openings of the bottom with carpet, etc.

Do not use hot water.

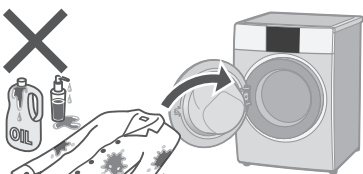


For machine-washable items only.



- 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 laundrettes.

Do not wash excessively oily clothes.



Follow the instructions.

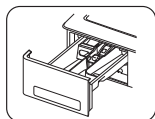


- Fabric softeners, or similar products, should be used as specified by the fabric softener instructions.

Checking Your Washing Machine

Part names

Detergent drawer (P. 16)



Control panel
(P. 14)

Door

Drum

Hinge

Door seal

Adjustable feet
(P. 9)

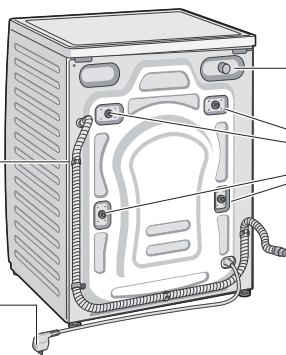
Drain filter cover
(P. 32)

Drain hose
(P. 10,11)

Water inlet
(P. 11)

Anchor bolts
(P. 9)

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



Accessories

☐ Elbow (P. 11)



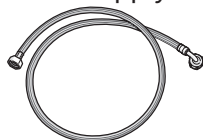
☐ Spanner (P. 9)



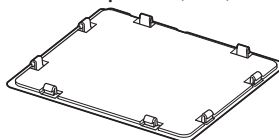
☐ Cover caps (4) (P. 9)



☐ Water supply hose (P. 10, 11)



☐ Bottom plate (P. 8)



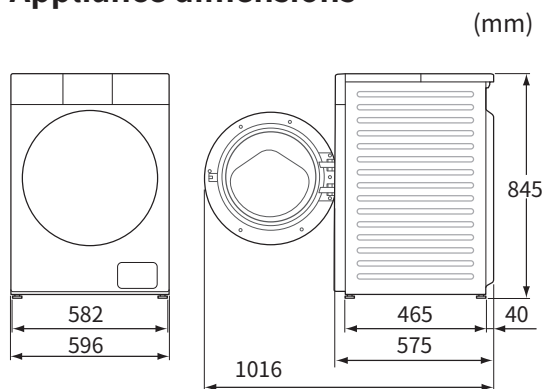
Choosing the Right Location



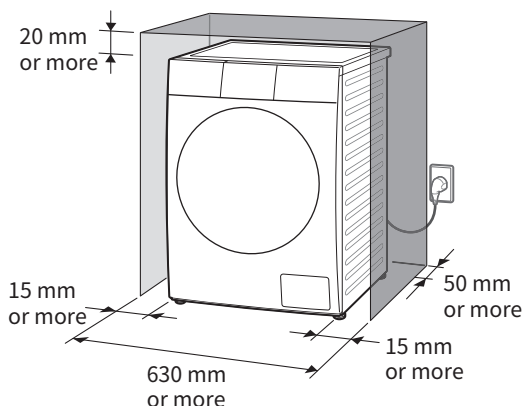
Make sure to ask a service person for installation.

- 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

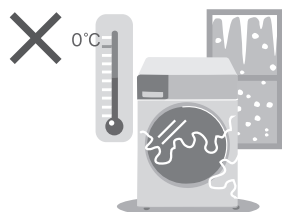
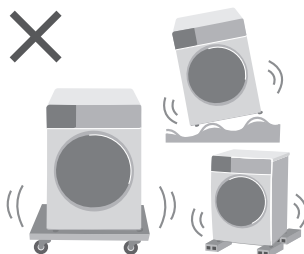
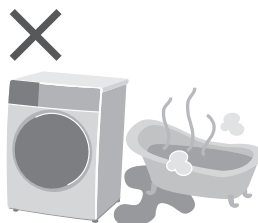


■ Set-in installation



- Install the appliance with easy access to the power plug and socket.
- Do not let the metallic portions of the appliance come into contact with metal sinks or other appliances.

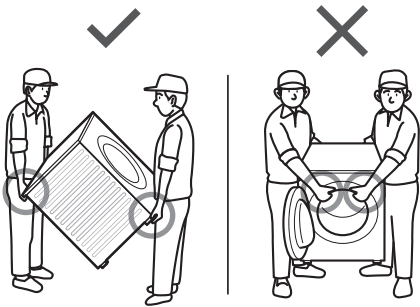
Check the location.



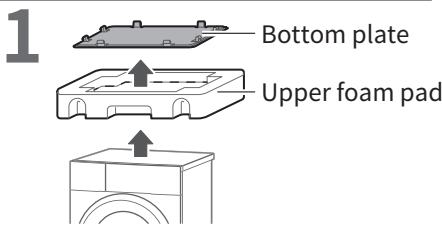
Moving and Installing

Carrying the appliance

Do not do it alone.

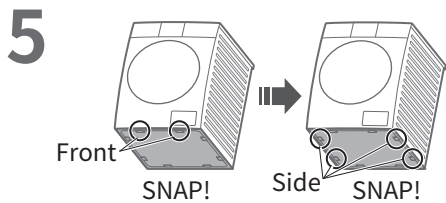
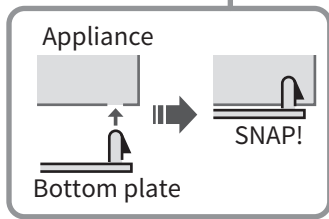
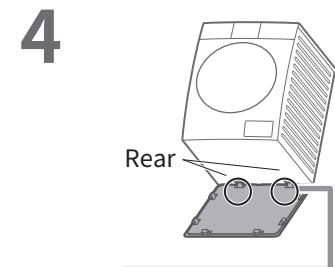
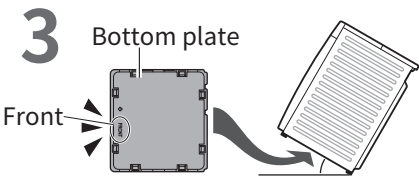
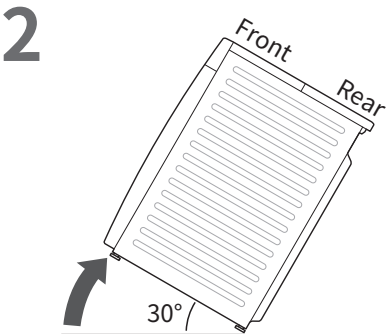
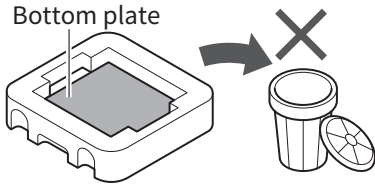


Installation of bottom plate

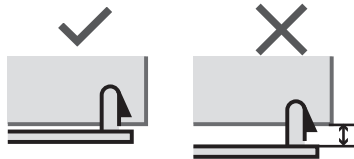


NOTE

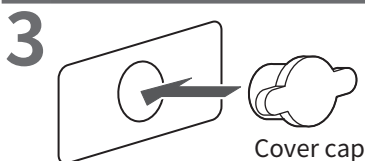
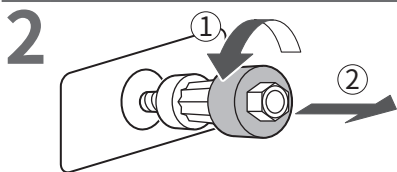
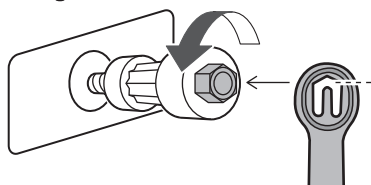
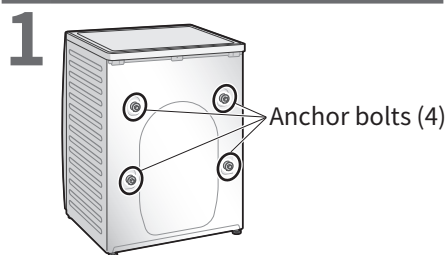
Bottom plate



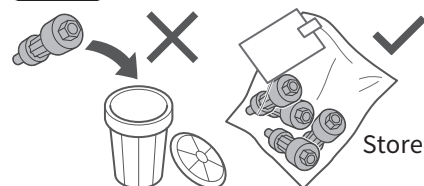
NOTE



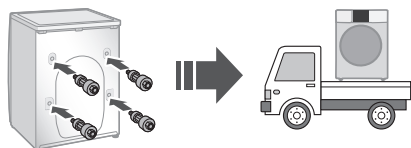
Removing the anchor bolts



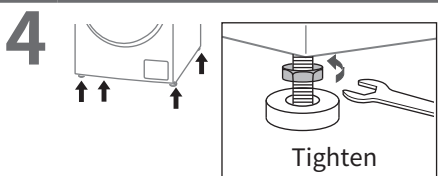
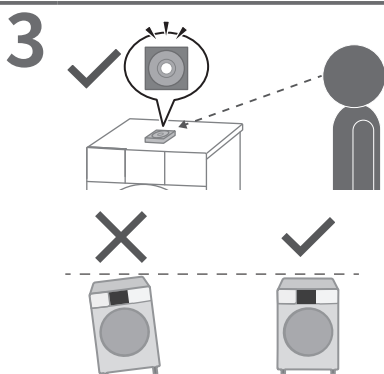
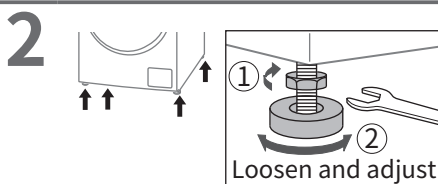
NOTE



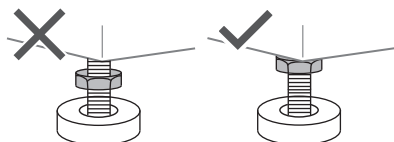
■ Moving the appliance again



Levelling the appliance



NOTE



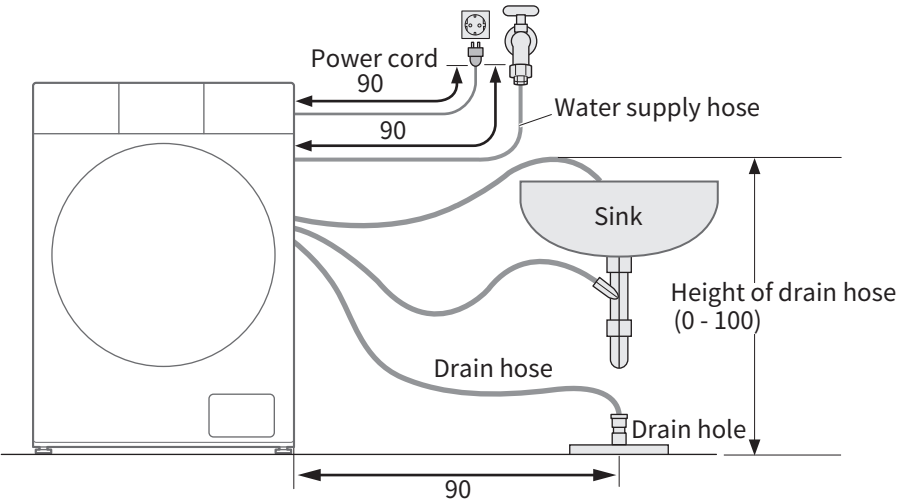
Connecting the Hoses

Connect the hoses properly to prevent water leaks.

Maximum connection distances for hoses and the power cord

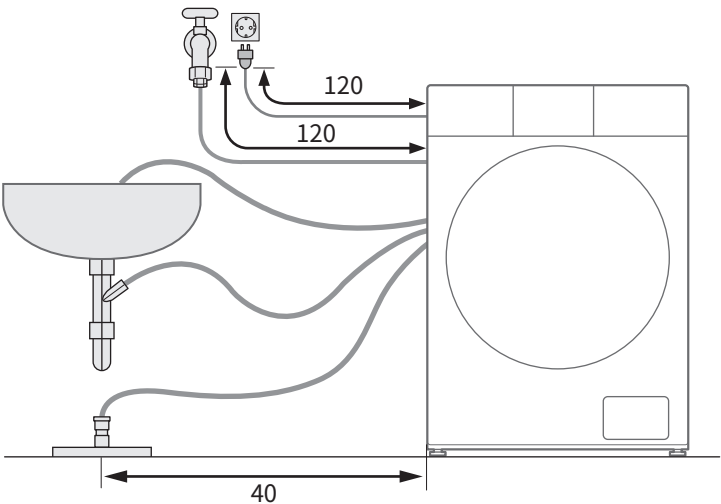
Right side connection

(cm)



Left side connection

(cm)



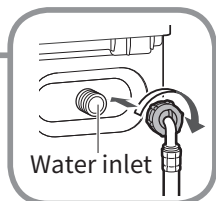
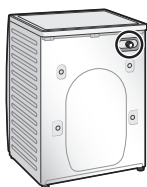
Water supply hose

■ Connecting the water supply hose

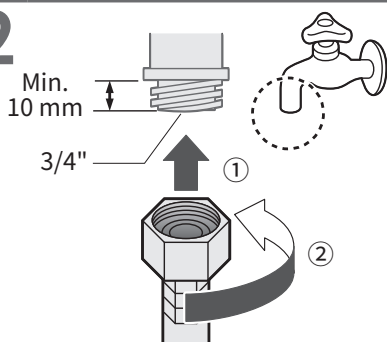
⚠ CAUTION

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

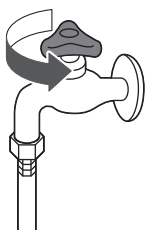
1



2



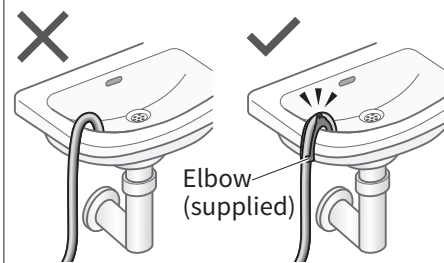
3



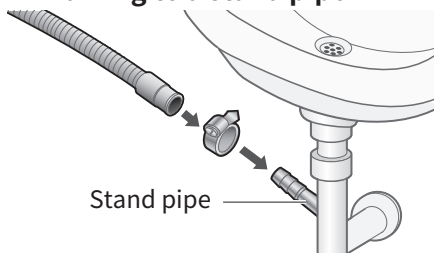
Drain hose

■ Draining to a sink or wash basin

NOTICE



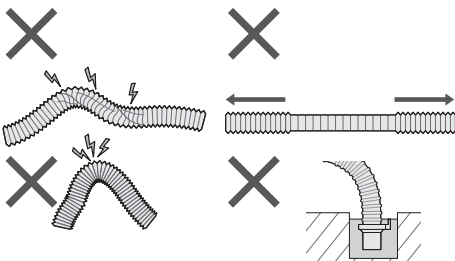
■ Draining to a stand pipe



■ Draining to a drain hole



NOTE

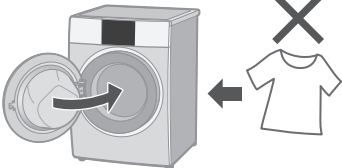


Test Run

1



2



3



On

4



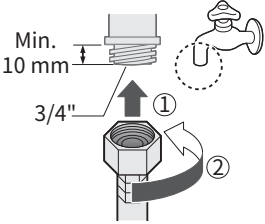
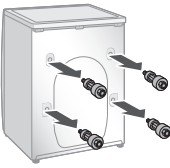
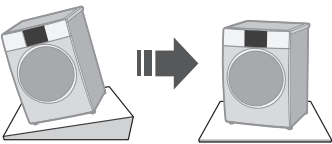
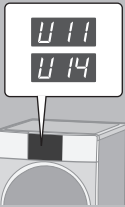
Select Rapid 25

5



Start

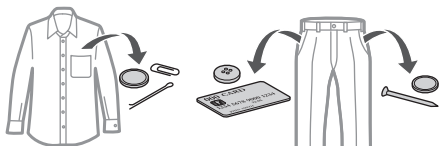
Checking after test run

Problem	Causes and Measures	
Water leaks 	Connect the water supply hose properly 	
 Abnormal sounds	● Remove the anchor bolts (P. 9) 	● Install stably 
Error display 	See P. 41	

Before Washing

Preparing laundry

Pre-laundry check



- Observe care labels.

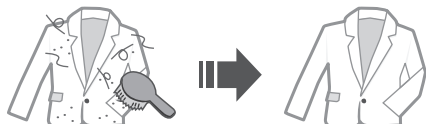


- Pretreat for heavily stains.



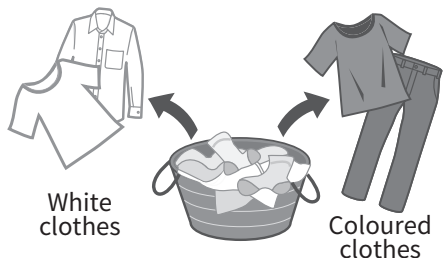
Reverse

Clothes likely to pill

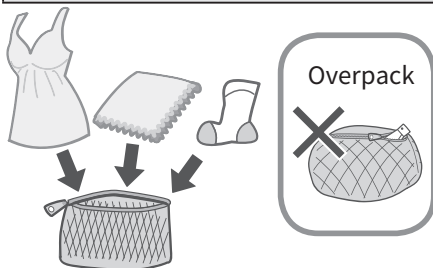


Paper diapers

Wash separately

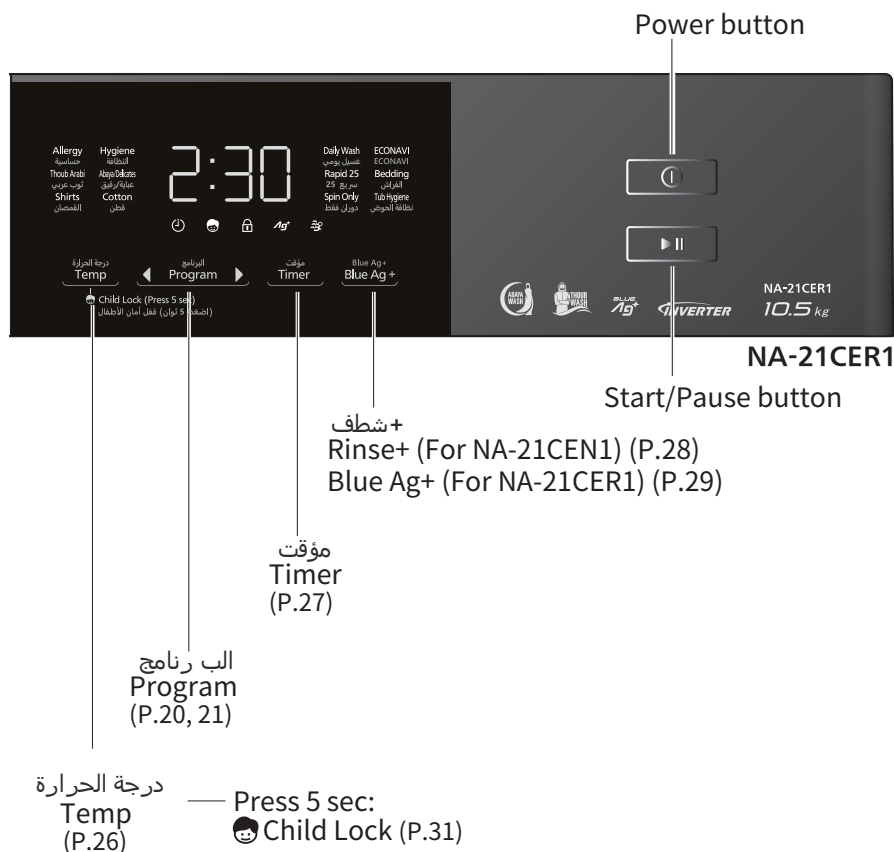


Use laundry nets for delicates and small items



Control Panel

Control buttons



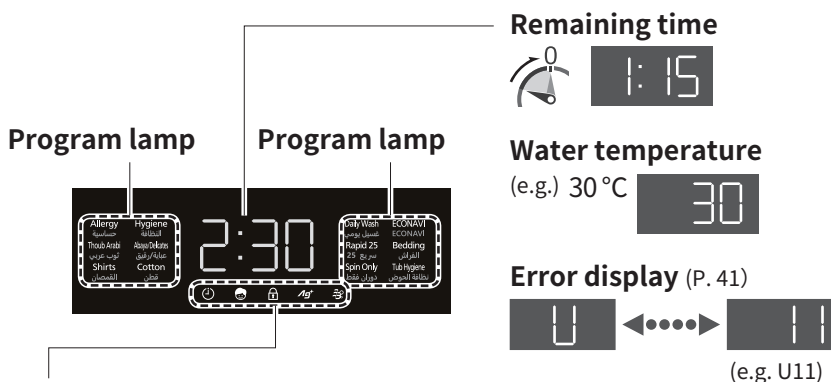
Touch operation

Operation buttons are capacitive.

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



Display



-  **Timer:** Delay start is set.
-  **Child Lock:** The door and buttons are all locked.
-  **Lock:** The door is locked.
-  **Rinse+lamp** (For NA-21CEN1)
-  **Blue Ag+lamp** (For NA-21CER1)
-  **ActiveFoam SYSTEM lamp**

- Turn off back on



- No operation  auto power off
(Not touching the panel)



- In case of a power failure

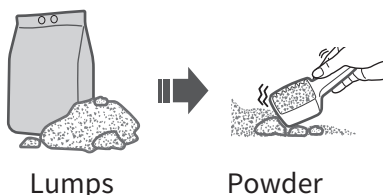
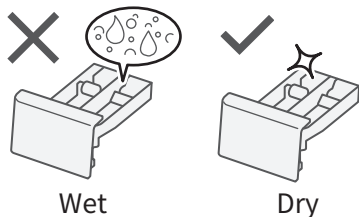
⇒ The appliance stops running. Even if the power supply is recovered, the appliance will not run again. Switch on the power and restart the appliance.

Detergent

Detergent

Use a low foam detergent.

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



Detergent

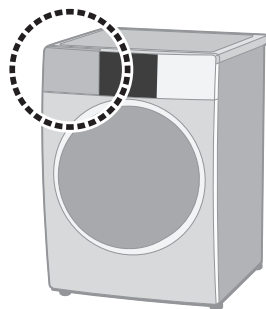
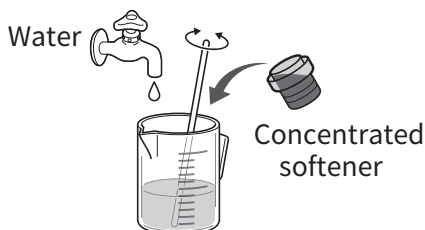
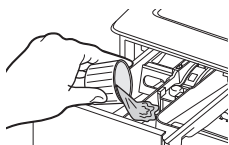
Powder detergent



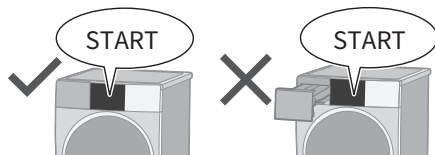
Liquid detergent



Fabric softener

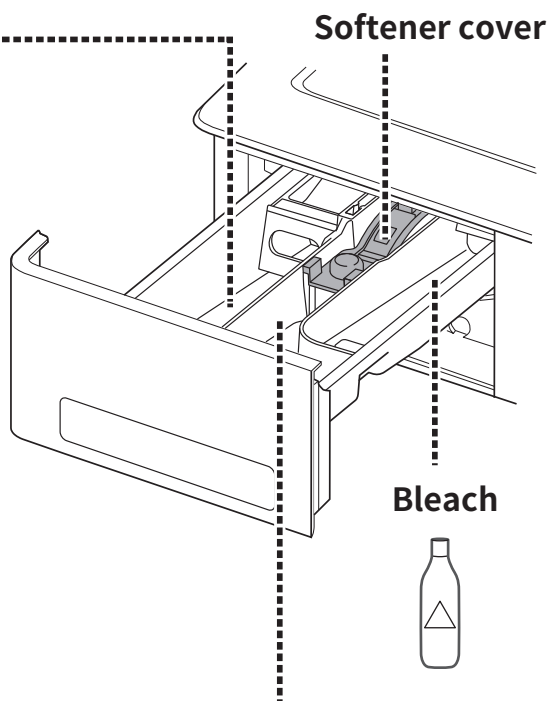


NOTE



NOTE

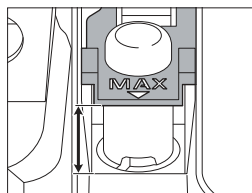
- For use of detergents, please refer to the instructions of the purchased product.
- For solid detergents difficult to dissolve in water quickly, such as laundry pods, please fill them in the drum. Filling them into the detergent drawer directly may cause water leakage.



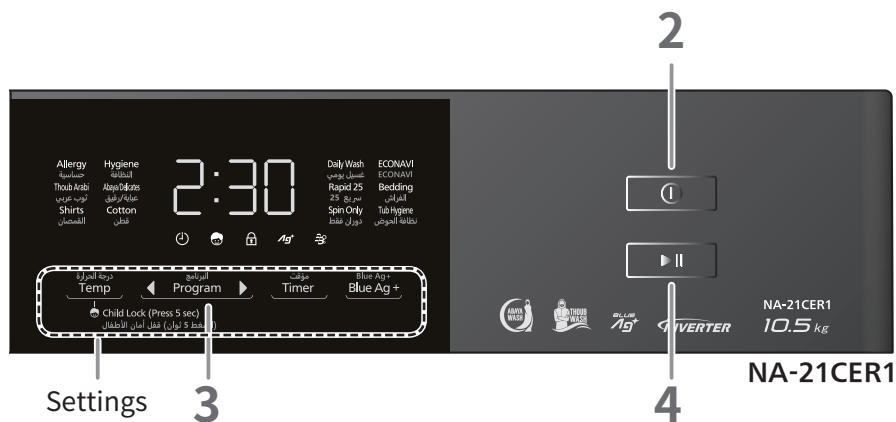
Fabric softener



- It is automatically added to laundry during final rinsing.
※The softener cover should be in the correct position; otherwise, it will affect add.
- Do not let it exceed “MAX” line.

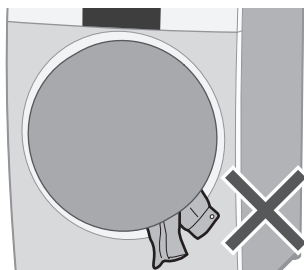


Washing Basic Method

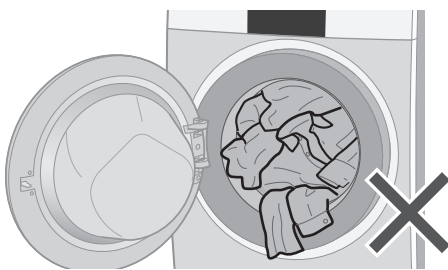


NOTE

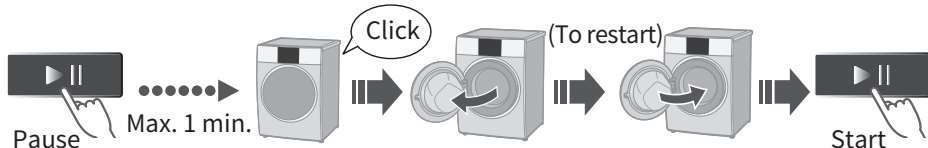
■ Do not let laundry get caught in the door.



■ Do not overfill the drum with laundry.



■ To open the door during operation
(You can add clothes when  goes off.)

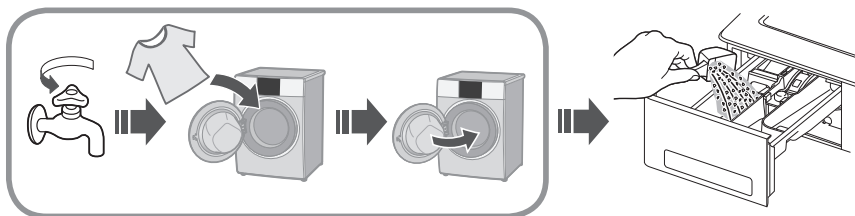


NOTE

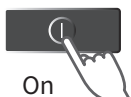
● Door does not open ➡ (P. 36)



1



2



On

3



Select a program.

(P. 20, 21)

■ **Changing the settings.**

Settings

Temp

Temp
(P. 26)

Timer

Timer
(P. 27)

Rinse+

Rinse+
(For NA-21CEN1)
(P. 28)

Blue Ag+

Blue Ag+
(For NA-21CER1)
(P. 29)

4



Start



Measures the amount of laundry



(30 sec.)

Except programs that do not weigh



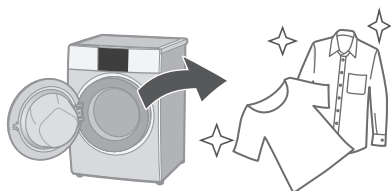
Displays the time required
(recalculated)



(e.g.)



5



Program List

Program	Description	Max load (kg)	Total time
Daily Wash غسيل يومي	● Everyday clothes 	10.5	1:14-1:34
ECONAVI	● Automatically adjusting to save energy and water ● Mixed fabrics 	10.5	1:18-2:23
Rapid 25 سريع 25	● Small loads of lightly soiled 	3.0	0:25
Bedding الفرش	● Large items 	3.0	1:21
Spin Only دوران فقط	● Spin the washed clothes 	10.5	0:10
Tub Hygiene نظافة الحوض	● Cleaning the drum. 	None	3:36

- **Total time is approximate** (When the standard water supply rate is 15 L / min). For each program's default water temperature.
- Above table states the "Max load" at which sufficient performance can be expected. If the actual load exceeds "Max load" in above table, total time and washing performance may be various or affected.

Program	Description	Max load (kg)	Total time
Allergy حساسية	● Removing allergens such as mites ● Cotton sheets, pillowcase and nightclothes 	5.0	1:38
Hygiene النظافة	● Sanitizing items with hot water ● Infant and toddler clothes, underclothes and flat sheets 	10.5	1:43-2:48
Thoub Arabi ثوب عربي	● Removing sebum stains on collar & sleeve 	4.0	1:47
Abaya/Delicates عباية/رقيق	● Washing gently 	2.0	0:41
Shirts القمصان	● Shirts and blouses 	2.0	1:11
Cotton قطن	● Cotton, linen and cotton mixed clothing 	10.5	0:47-0:57

Details of Programs

Program	Settings	Auto setting	Setting range
		Temp (°C)	Temp (°C)
Daily Wash غسيل يومي		40	Cold, 30, 40
ECONAVI		30	30
Rapid 25 سريع 25		Cold	Cold
Bedding الفرش		Cold	Cold, 30
Spin Only دوران فقط		—	—
Tub Hygiene نظافة الحوض		40	40
Allergy حساسية		60	60
Hygiene النظافة		95	60, 95
Thoub Arabi ثوب عربي		40	Cold, 30, 40
Abaya/Delicates عباية/رقيق		30	Cold, 30, 40
Shirts القمصان		40	Cold, 30, 40, 50, 60
Cotton قطن		30	Cold, 30, 40, 50, 60

NOTE

- Actual water temperature may differ from the declared cycle temperature.
- The test 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.

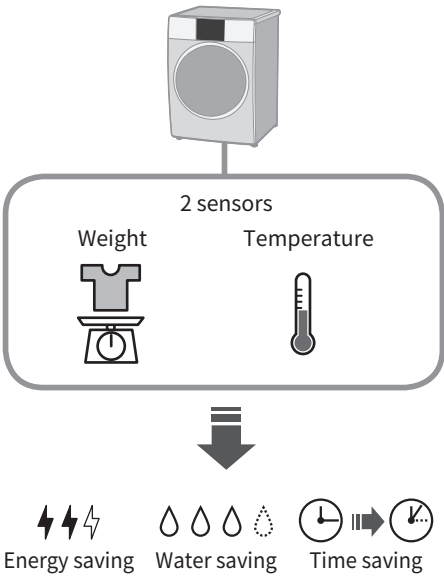
	Optional functions			
	Timer	Rinse+ (for NA-21CEN1)	ActiveFoam SYSTEM* ¹	Blue Ag+ (for NA-21CER1)
	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	—	✓	—
	✓	✓	✓	✓
	—	—	—	—
	—	—	—	—
	✓	✓	—	✓
	✓	✓	—	✓
	✓	✓	✓	✓
	—	✓	—	✓
	✓	✓	✓	✓
	✓	✓	✓	✓

- *1: The ActiveFoam SYSTEM setting cannot be changed.
- The energy Label specifications have been determined by using the following program according to SASO 2885.
 - Set program “Cotton, 60 °C, Full” “Cotton, 60 °C, Half” “Cotton, 40 °C, Half”

Washing Tips

ECONAVI

- Automatically set optimum parameters



Delicates

■ When washing

NOTE



Bleach

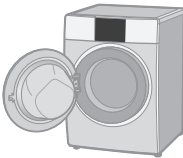


Liquid detergent
for delicates



■ After operation ends

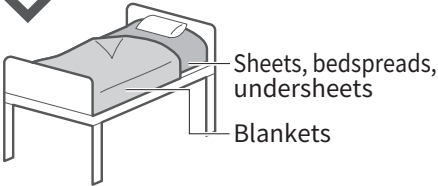
Take out
immediately



Bedding

■ Washable items

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



■ Not washable items



Electric blankets



Wool



Silk

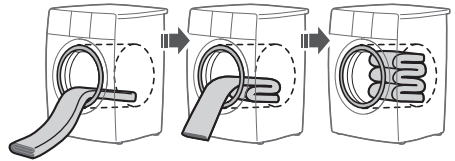
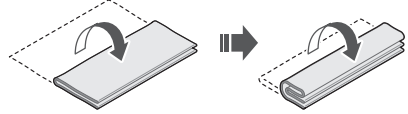


Long pile

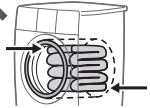
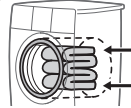


Fake fur

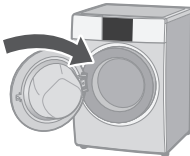
■ Putting blankets into the drum



NOTE



NOTE



Changing Program Settings

■ Preparing

- Sort the laundry and put it into the drum. (P. 13)
- Add the detergent. (P. 16)

1



On

2



(P. 20)

3

Change the program's settings.



Temp

Timer

- Available options and setting ranges are different depending on the program. (P. 22, 23)
- An alarm sounds if you select an option that is unavailable.

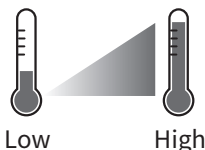
4



Start

Temp

Change the washing temperature.



Low

High

■ Setting guide

Low Temp	High Temp
● Colours 	● White 
● Lightly soiled 	● Heavily soiled 
● Easily shrinks	● Cotton

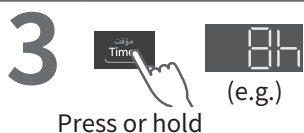
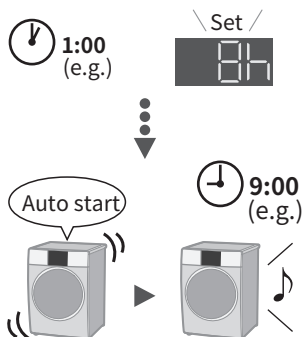
3



(P. 22)

Timer

Set timer for completion of wash.
(Up to 24 hours)



■ To check a preset time



■ To cancel settings



Turn off
(All settings are cancelled)

NOTE



► All indications
turn off except



Changing Program Settings (continued)

■ Preparing

- Sort the laundry and put it into the drum. (P. 13)
- Add the detergent. (P. 16)



3 Change the program's settings.

NA-21CER1BSA



NA-21CEN1LSA



- Available options and setting ranges are different depending on the program. (P. 22, 23)
- An alarm sounds if you select an option that is unavailable.



Rinse+

Add an extra rinse.
For NA-21CEN1 only.

Wash ▶ Rinse ▶ **Extra Rinse** ▶ Spin



 Goes out (Off)  Lights (On)

■ To change the setting while washing



Blue Ag+

Bacteria elimination function. For NA-21CER1 only.



3



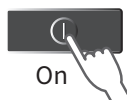
 Goes out (Off)



 Lights (On)

■ Service life for Ag+ case

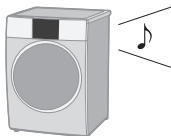
- “Blue Ag+” works for about 300 to 350 times (for about 7 years if used once a week).
- When the case need to replace



On



Flash



Approx 10 sec
(Only the first time)

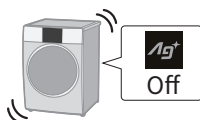
- Replace the case when the contents are decreased.



- Replace



- Wash without “Ag+”



NOTE

- Do not use the water for other purposes.



Drinking



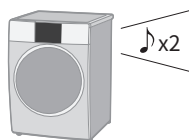
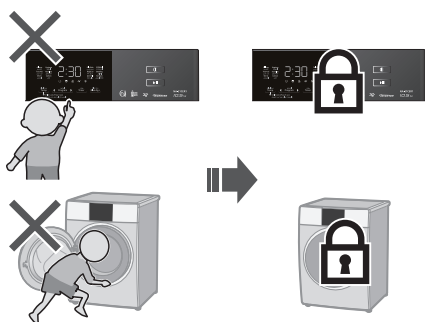
Cooking

- 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



Lights
(On)

■ To cancel:

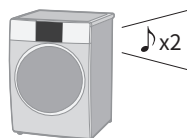
Same procedure  x4



Goes out
(Off)

Cancelling the buzzer

Cancel the buzzer at the end of the program.



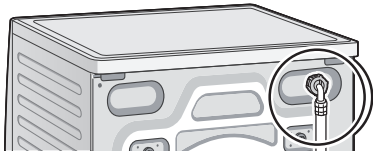
■ To reset:

Same procedure  x4

Maintenance

Water supply filter

If water does not flow smoothly



1

Empty

2

On

3

Select Rapid 25.

4

Start 1 min. Turn off

5

6

Water supply filter

7

8

9

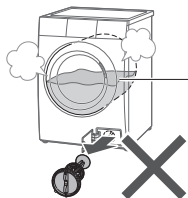
Maintenance (continued)

Drain filter

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



CAUTION



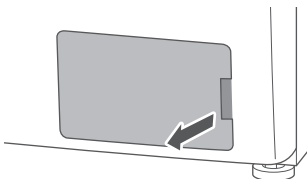
Hot water
(possibly scalding
water)

1



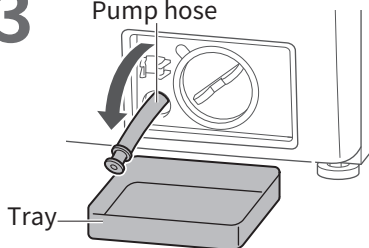
Turn off

2



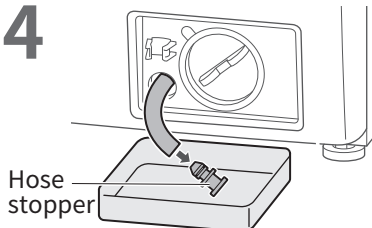
3

Pump hose



Tray

4

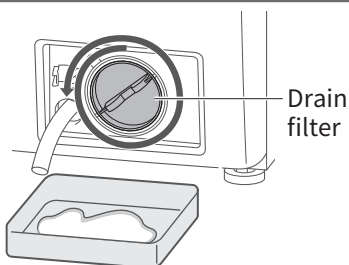


Hose
stopper

5



6



Drain
filter

7



8

Replace

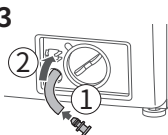
1



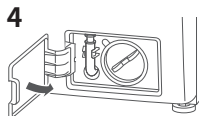
2 Until it is in
place

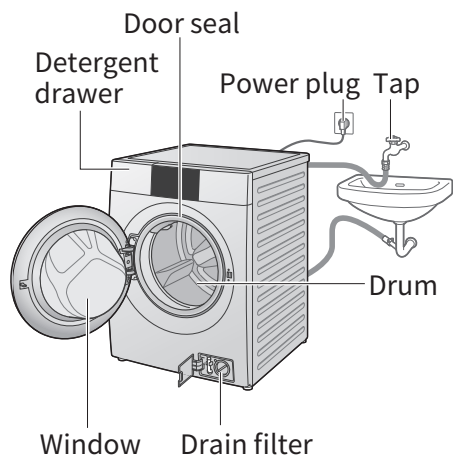


3

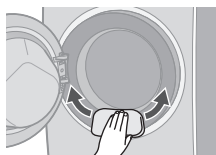


4

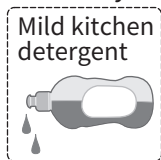




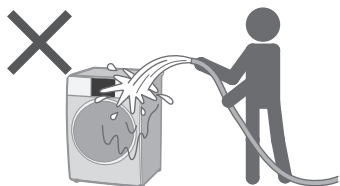
Door seal



For heavy soil



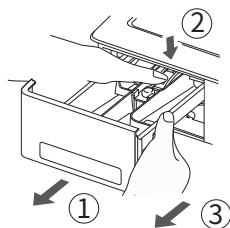
NOTE



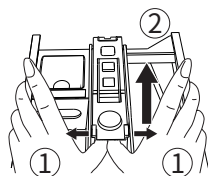
- Do not use gritty cleaners or thinners, or products containing alcohol or paraffin oil.

Detergent drawer

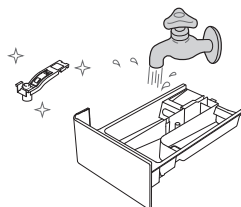
1



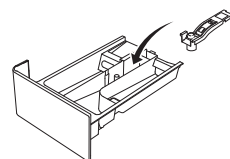
2



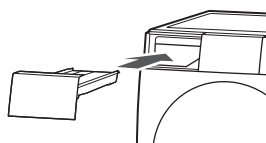
3



4



5



Maintenance (continued)

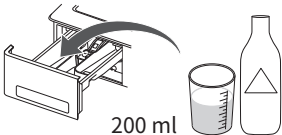
Drum

Once a month

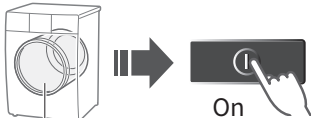
- 1


- 2

Whitening bleach (chlorine bleach)



200 ml
- 3



No clothing

On
- 4



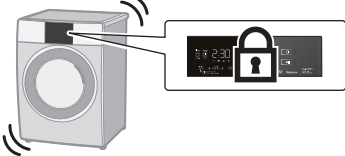
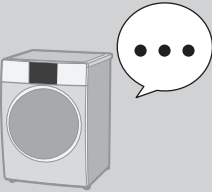
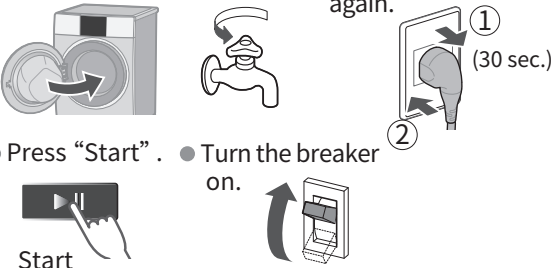
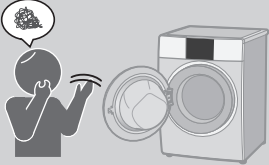
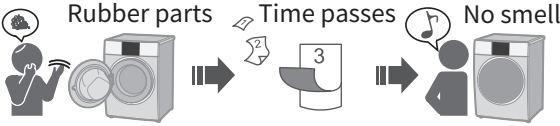
Select Tub Hygiene
- 5



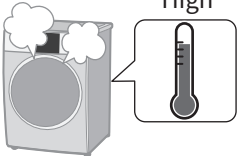
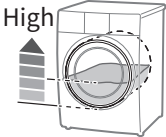
Start

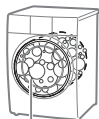
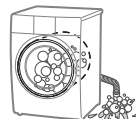
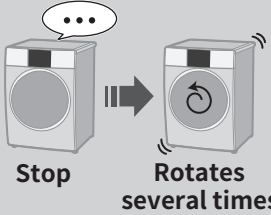
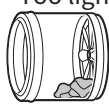
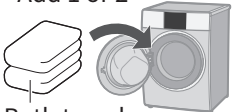
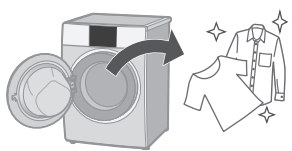
Approx.
3:36

Troubleshooting

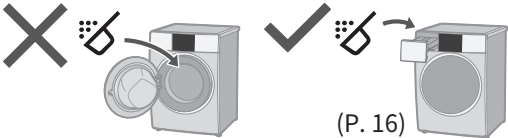
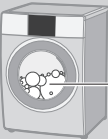
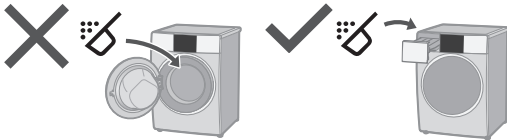
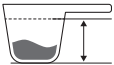
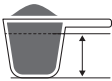
	Symptoms	Points to be checked
Main unit	Touch the buttons 	☐ Possible cause ● During an operation  ☐ Try ● Child Lock (P. 30) 
	No operation 	☐ Check ● Power cut ● Timer  ☐ Try ● Close the door. ● Turn on. ● Unplug and insert again. ● Press “Start” . ● Turn the breaker on. 
	Odour of rubber 	☐ Possible cause ● Rubber parts ● Time passes ● No smell  ☐ Try ● Tub Clean (P. 34)

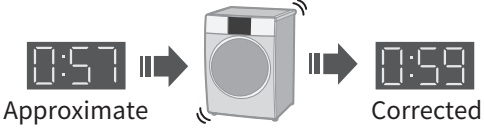
Troubleshooting (continued)

	Symptoms	Points to be checked
Main unit	Door does not open 	☐ Possible cause ● During an operation  Door is locked (P. 18) ☐ Check ● Temperature  ● Water level  ☐ Try ● Child Lock (P. 30)  ● During an operation 1  Turn off 2  On 3  Select Spin Only 4  Open NOTE  Power cut  Restored Door is locked  Door is locked  Door is locked 

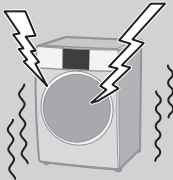
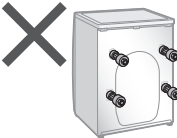
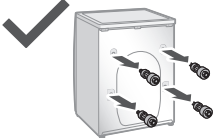
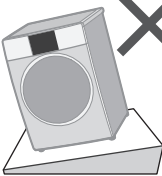
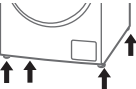
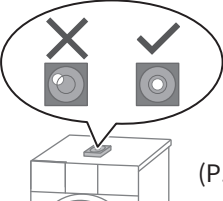
	Symptoms	Points to be checked
Wash	During a wash 	☐ Possible cause Excess foam  Foam Foam detection function  Auto drainage  Auto water supply
	During the spin process 	☐ Possible cause Unevenness  Auto correct  Stop Evenness  Auto correct ☐ Try Too light  Add 1 or 2  Bath towels
Rinse/Spin	After washing  Foam or water	☐ Try Wipe  

Troubleshooting (continued)

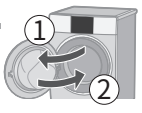
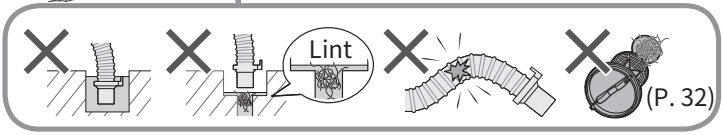
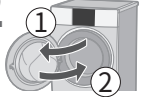
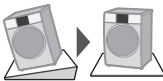
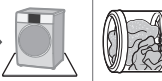
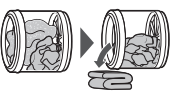
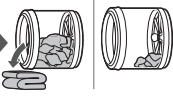
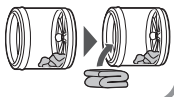
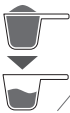
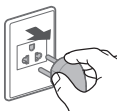
	Symptoms	Points to be checked
Detergent and foam	After washing 	☐ Check  (P. 16)
	 Foam	☐ Possible cause ● The amount of foam varies. ● Temperature  ● Water softness 
	Not enough 	☐ Check ● Powder detergent Put it in the detergent drawer. (P. 16)  ● Too little detergent  ● Low foam detergent  ● Heavily soiled  ● Load too large 
	Too much 	☐ Check ● Too much detergent 

	Symptoms	Points to be checked
Time	During a wash Displayed time  ...  Changes	☐ Possible cause ● Remaining time is corrected during operation.  ● If clothes are uneven  ⇒ The remaining time may increase.
Noise	During water drainage 	☐ Possible cause ● This is normal. The drain pump is working.

Troubleshooting (continued)

	Symptoms	Points to be checked
Noise	Unusual noise (or vibration) 	☐ Check - Metal items   - Anchor bolts (P. 9)   - Slope or an unstable surface    - Adjust 4 feet   (P. 9)
Others	Power cut Breaker  Off 	☐ Check Even if the power supply is recovered, the appliance will not run again.  On    Not run

Error Display

Error Display	Points to be checked		
U11 Unable to drain	1 Check 	2 	3  Start
			
U12 Door is open	1 	2  Start	
U13 Unable to spin-dry	1 Check 	2  Start	
	Uneven  Even  Unstable or inclined  Stable  Too much  Reduce  Too little  Add 		
U14 Unable to supply water	1 Check 	2 	3  Start
	Water outage  Turned off  Water supply filter (P. 31) 		
U17 Unable to spin-dry	1 Restart  Turn off	2 Run "Rapid 25"  On	● Next time:   Low foam detergent
	1 	2 	3 

Other

Packing & unpacking

■ Packing

- 1. Put the washing machine on the bottom cushion.
- 2. Put the packing box over the machine.
- 3. Insert the 4 side cushions in the packing box, one for each corner.
- 4. Insert the top cushions on the top of the machine.
- 5. Close the top cover of the box.
- 6. Wrap up the box with straps.

■ Unpacking

- 1. Cut the straps to untie.
- 2. Hold the packing box with both hands, and raise the box to remove.
- 3. Remove the washing machine from the bottom cushion.

NOTE

The number of cushions and straps may vary depending on the model.

Product Fiche

information of main washing programmes

Course (Program)	Cycle	a number of cycle	Water consumption [L]	Time [min]
Cotton 60 °C Full	Washing	1	28	122
	Rinsing	1	0	6
		1	13	9
	Spinning	1	3	33
Cotton 60 °C Half	Washing	1	17	62
	Rinsing	1	0	6
		1	12	9
	Spinning	1	3	33
Cotton 40 °C Half	Washing	1	17	47
	Rinsing	1	0	6
		1	12	9
	Spinning	1	3	33

Specifications

	NA-21CER1 / NA-21CEN1
Rated voltage (V)	220 - 240
Rated frequency (Hz)	60
Maximum energy rated power input (W)	1700
Maximum spin speed (r/min)	1200
Product dimensions (W x D x H) (mm)	596×575×845
Product weight (kg)	65
Maximum mass of dry cloth (kg)	10.5
Pressure of tap water (MPa)	0.03-1
Grade of waterproof	IPX4
Annual Energy Consumption (kWh)	180
Annual Water Consumption (L)	10120

Standby/Off power consumption

Power consumption	Standby/Off mode	0.50 W
	Time to standby/off mode	10 min

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Panasonic Corporation

<https://www.panasonic.com>

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