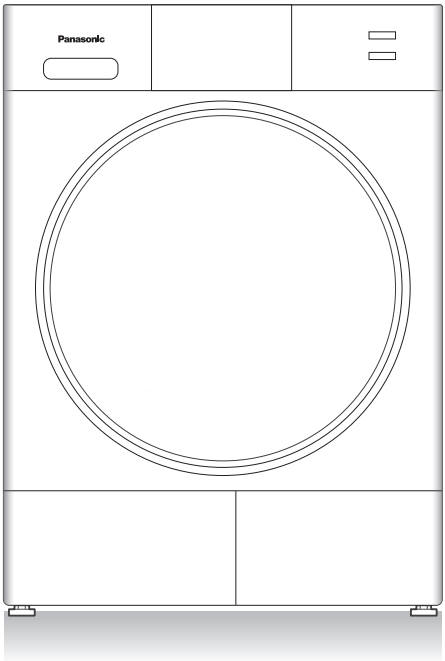
Panasonic

Operating & Installation Instructions

Heat Pump Tumble Dryer (Household Use)

Model No. NH-XE21R1



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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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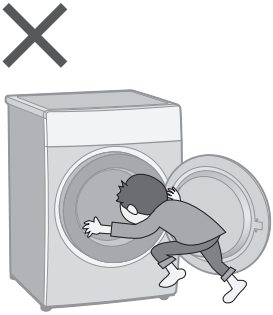
Safety Precautions

⚠ WARNING

May cause serious injury or death

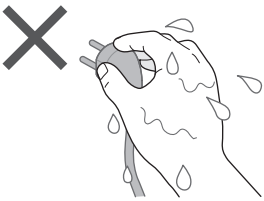
Children must not use it alone.



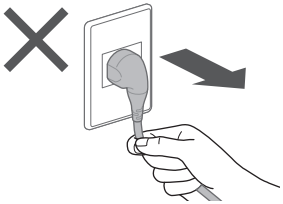
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children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

May cause fire or electric shock

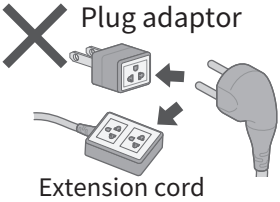
Do not touch it with wet hands.



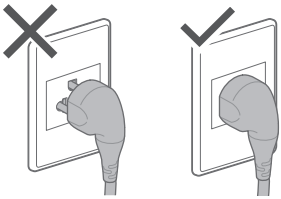
Do not hold or pull on the cord.



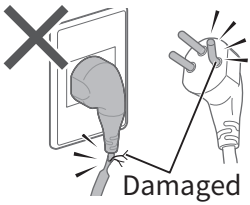
Do not use.



Fully insert it.



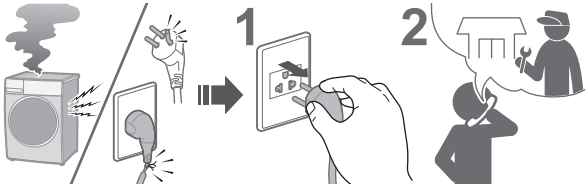
Do not use.



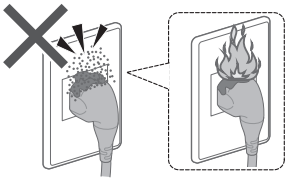
Do not bind, twist, or bend

- 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.

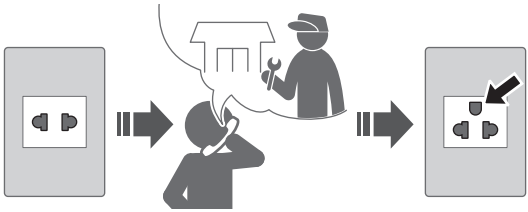
In case of failure or damaged power cord, stop use and ask the electrical technician.



Accumulated dust may cause fire.



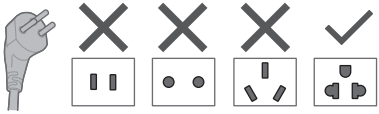
Securely insert the ground prong.
Ask the electrical technician for a new socket.



Wipe the power plug periodically.

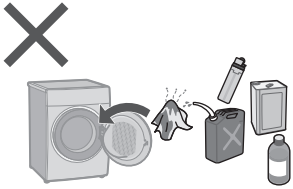
Use a socket appropriate for this appliance.

e.g.)



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

Keep away from flammable materials.



Observe the following.

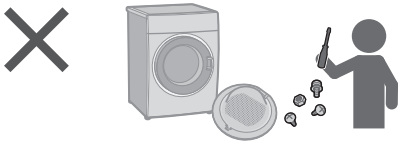
- Never stop the appliance before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.
- The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.

Safety Precautions (continued)

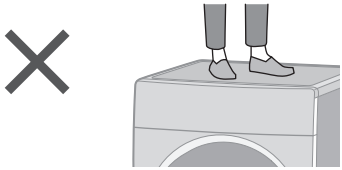
⚠ CAUTION

May cause failure or injury

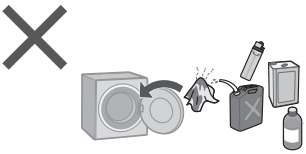
Do not disassemble, repair or modify it by yourself.



Do not climb on the appliance.

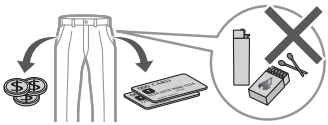


Do not dry items soiled with flammable materials.



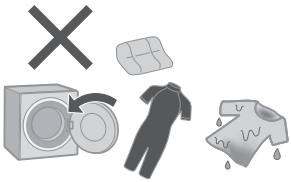
- Items that have been soiled with substances such as cooking oil, acetone, alcohol, petrol, kerosene, spot removers, turpentine, waxes, wax removers and cosmetic oils must not be dried in the appliance even after having been washed.

Empty all pockets.



- Make sure that no objects are left in any of the pockets. Pay particular attention to cigarette lighters and matches. They may cause fire.

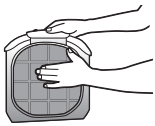
Do not dry items made of rubber, etc.



- Items such as foam rubber (latex foam), shower caps, waterproof textiles, airtight fabrics, rubber backed articles and clothes or pillows fitted with foam rubber pads should not be dried in the appliance. Such materials may be destroyed and thereby damage the appliance.
- Do not dry unwashed items in the appliance.
- Do not put in dripping wet clothing.

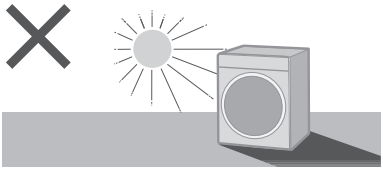
The lint must not be allowed to accumulate around the appliance.

Big Lint Catcher must be cleaned frequently.

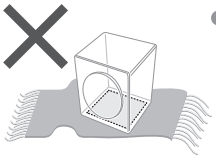


May cause failure or injury

Keep away from heat and direct sunlight.



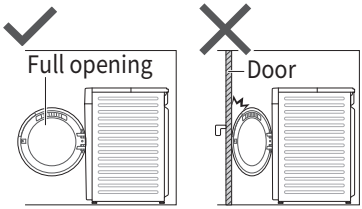
Do not obstruct.



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

For machine-dryable items only.

Install the appliance correctly.



- 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.

Do not touch when it is hot.

Be careful not to get your fingers caught.

Observe the following.

- The appliance is not to be used if industrial chemicals have been used for cleaning.
- Fabric softeners, or similar products, should be used as specified by the fabric softener instructions.

Checking Your Dryer

Part names

Control panel
(P. 14)

Condensate Pan
(P. 17)

Drum

Filter frame

Adjustable feet
(P. 9)

Door

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

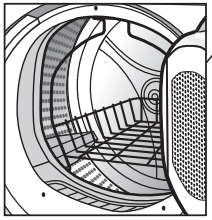
Front cover plate/
Dust Filter
(P. 27)

Drain hose connector
(P. 10)

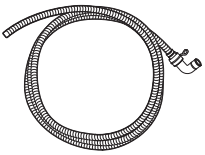
- Maximum mass of dry cloth: 10.5 kg

Accessories

Use the drying rack to dry clothes and footwear that are prone to fuzzing or are not suitable for rolling.



Drying rack ×1 (P. 16)



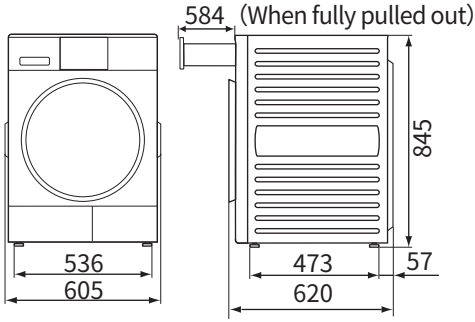
Drain hose and hoop ×1 (P. 10)

Choosing the Right Location

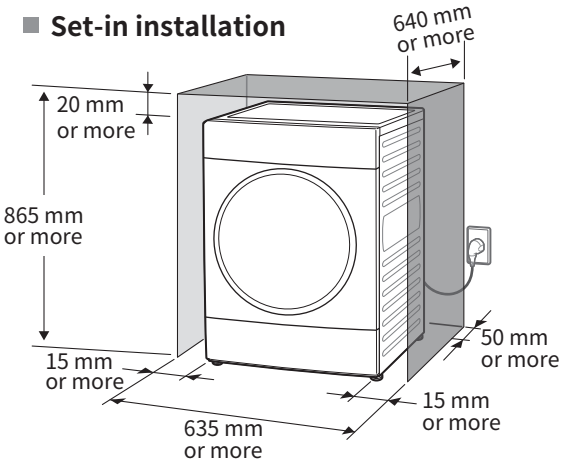
Make sure to ask a service person for installation.

- 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

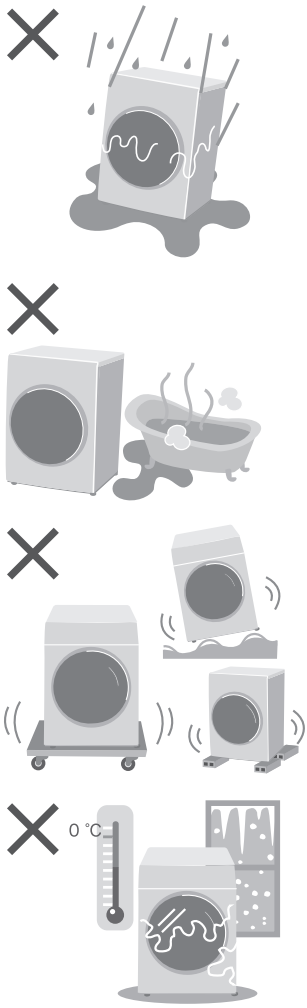


Set-in installation



- 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.

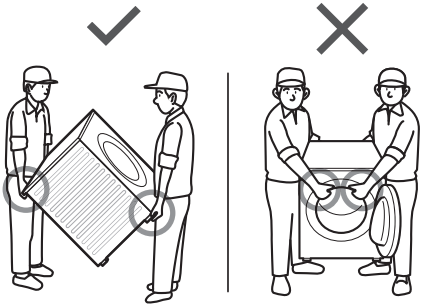
Check the location.

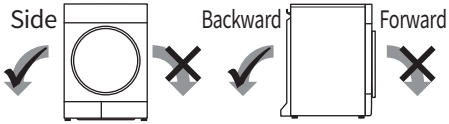


Moving and Installing

Carrying the appliance

Do not do it alone.



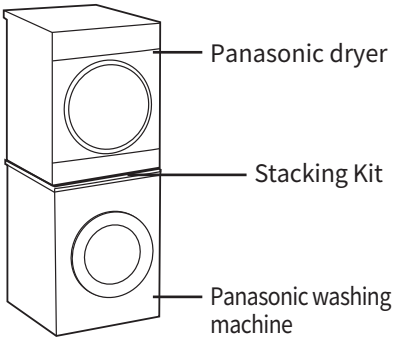


Note

- After handling, please let the unit stand for at least one hour before connecting the power supply, otherwise the heat pump may be damaged.

When stacked and installed

- This unit can be used in combination with some Panasonic washing machines.
- When stacking for use, a Stacking Kit is required. If you need to install it, please contact us for purchase.



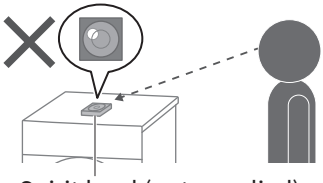
Note

- If Panasonic Stacking Kit is not installed, stacking for use is prohibited.
- During stacking installation, please do not put it on the platform above the ground to prevent it from falling.
- In order to prevent the danger caused by excessive wire load, please do not use high-power electrical appliances at the same time.

Moving and Installing (continued)

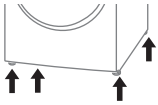
Levelling the appliance

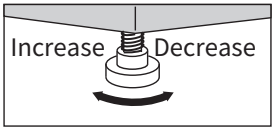
1



Spirit level (not supplied)

2





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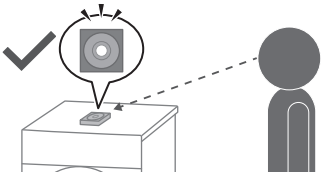
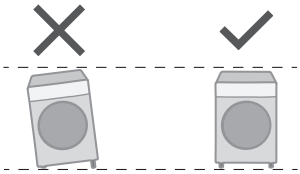




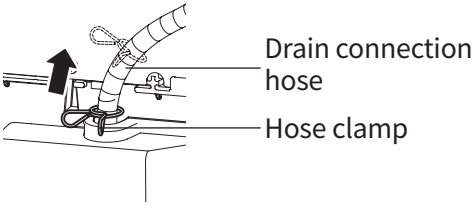
Connecting the Hoses

Installation of drain hose

- The unit is set to store condensate in the condensate pan by default(P.17). Users can also connect a drain hose according to their needs to discharge the condensate directly.
  After connecting the drain hose , make sure the drain outlet is inserted into the floor drain.
- Once the drain hose is connected, the condensate pan will no longer be needed.
- Follow the instructions below to avoid water leakage. For any question, please contact our customer service hotline.

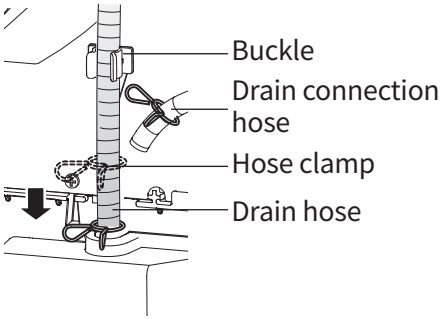
Connect the hoses properly to prevent water leaks.

1 Side the hose clamp upward, and then pull up the drain connection hose.



2 Insert the drain hose into the drain port and side the hose clamp to secure the connection part.

3 Secure the drain hose by snapping it into the buckle.



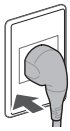
4 Insert the drain into the drain house, and the height of the drain hose shall not exceed the unit body. If the drain hose is too high, the water will not be discharged.

Note

- Do not twist, pull or bend the drain hose, which may lead to poor drainage.
- Do not block the drain and ensure smooth drainage.
- Do not immerse the drain in stagnant water, which may cause water to flow back into the unit or poor drainage.
- If the drain hose is not long enough, users can contact us to buy an extended hose.

Test Run

1



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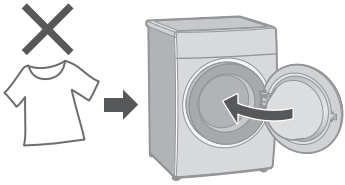

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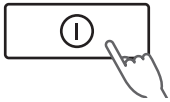


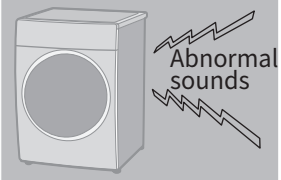
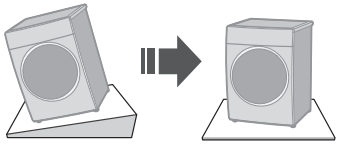
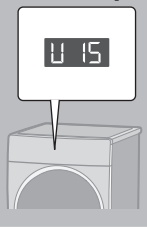
4

Select Quick Dry

5

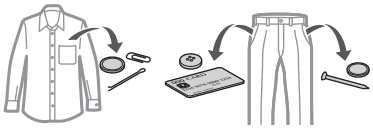
Test Run (continued)

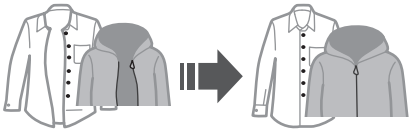
Checking after test run

Problem	Causes and Measures
	● Install stably 
Error display 	See P. 32

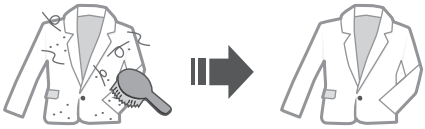
Before Drying

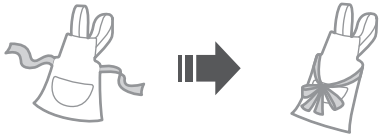
Preparing laundry



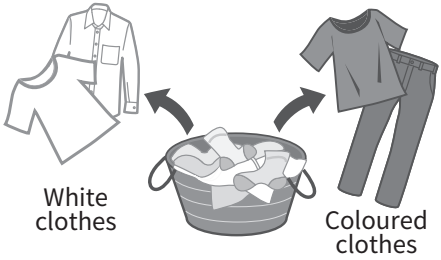


Clothes likely to pill





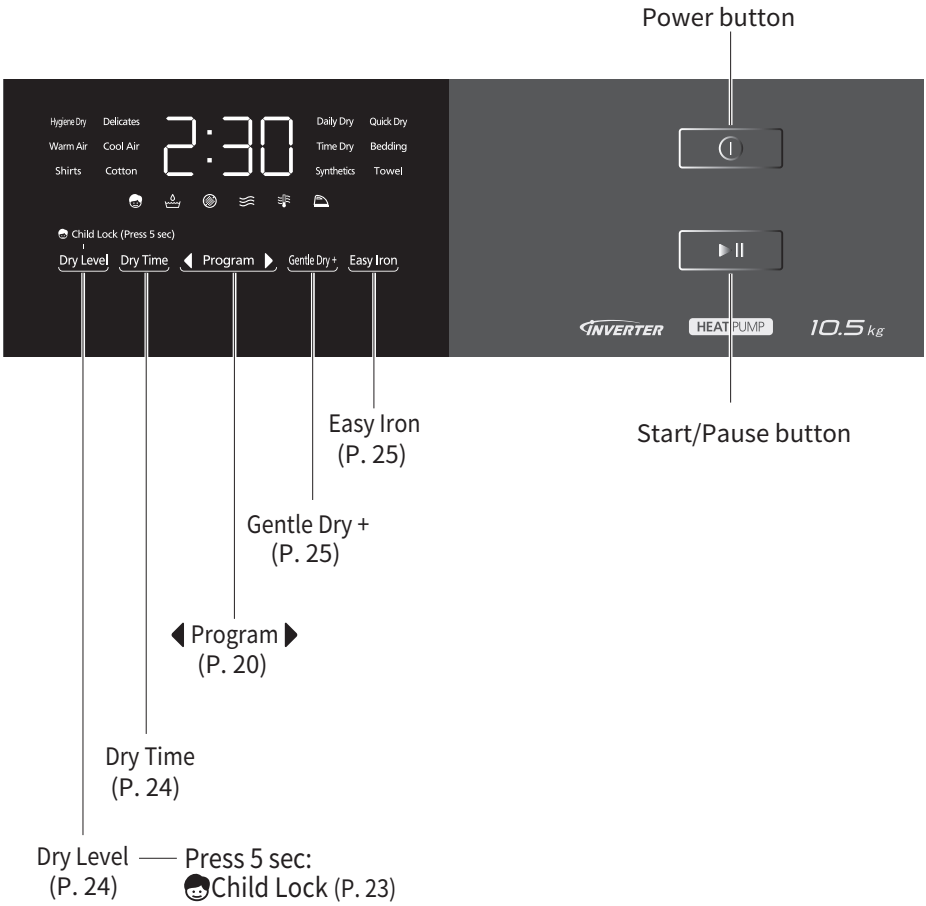
Dry separately



- Observe care labels.

Classify the clothes for care or dry them according to the fabric and texture to avoid clothes damage.
If clothes with different thicknesses or multi-layer fabrics are dried at the same time, the drying effect will be different.

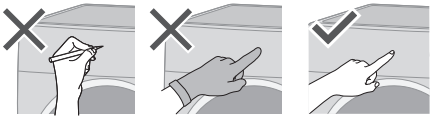
Control Panel



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)



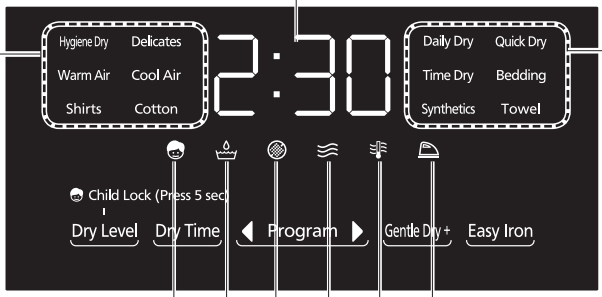
Display

Remaining time

Error display (P. 32)

(e.g. U12)

Program lamp



Program lamp

Child Lock (P. 23)

Condensate pan full (P. 17)

Drying

Filter blocked (P. 27-28)

Gentle Dry + (P. 25)

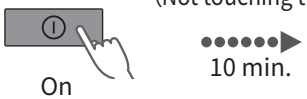
Easy Iron (P. 25)

NOTE

- Turn off ➠ back on

- No operation ➠ auto power off

(Not touching the panel)



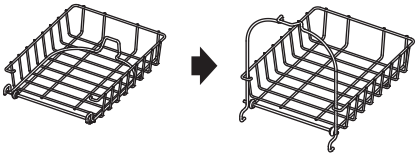
Auto Power off

- 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.

Drying rack

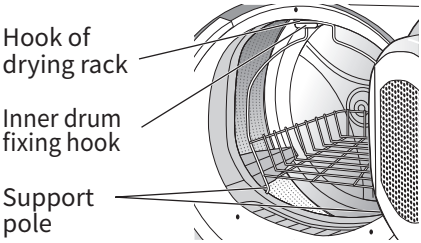
- When drying wool and wool blend clothes, please select the wool program and use it with the drying rack, otherwise it may cause fuzzing of wool products.
  (Spread the clothes as much as possible, otherwise the drying effect will be affected.)
- The drying rack can also be used to dry clothes and shoes that are prone to fuzzing and are not suitable for rolling, and can be used with the Time Dry program.

1 **Expand the drying rack as shown in the diagram.**



2 **Put the drying rack in tilt into the drum at an angle.**

3 **Hang the upper hook of the drying rack onto the Inner drum fixing hook. Make sure the two support pole are supported by the inner drum.**

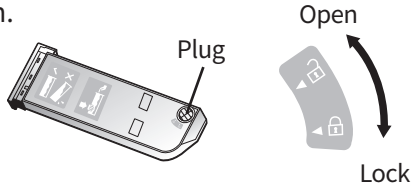


4 **Ensure it is properly installed without any wobbling.**

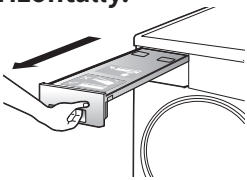
Condensate Pan

During the drying process, condensation water will be automatically collected in the upper condensate pan. If the indicator light turns on, it means the condensate pan is full, and the machine will stop. At this point, please turn off the power, remove the condensate pan, empty the water, then reinstall the pan and restart the machine.

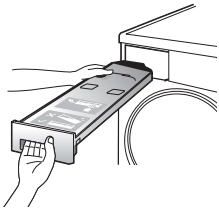
- After each use, clean the condensate pan.
- If the drain outlet of the condensate pan is blocked, refer to the diagram to remove the plug, clean it thoroughly, then reinstall and secure it.



1 **Slide the condensate pan out horizontally.**



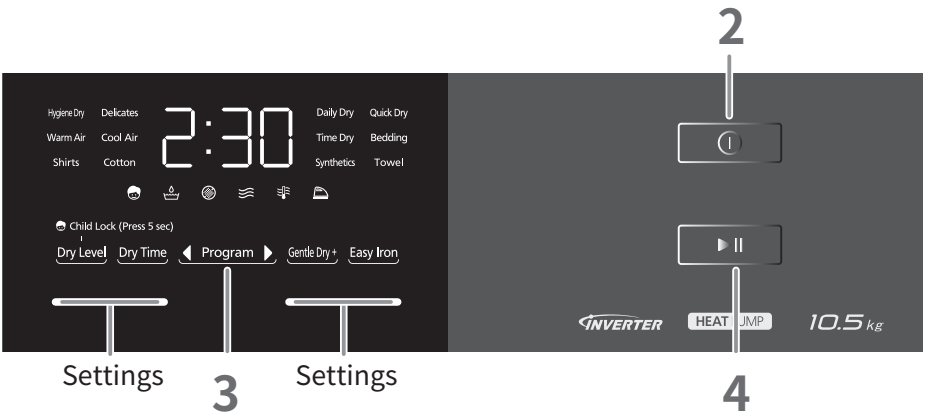
2 **Hold the back of the condensate pan and carefully remove it.**



3 **Empty the condensate water from the pan.**

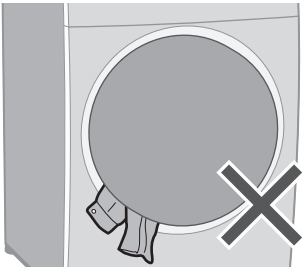
4 **Put the condensate pan back in its original position and make sure it is securely in place.**

Drying Basic Method

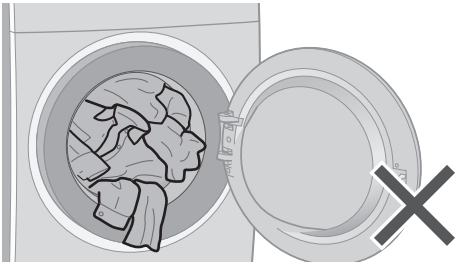


NOTE

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



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



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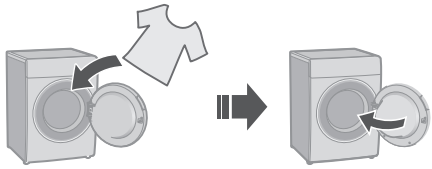

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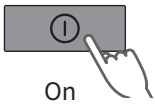
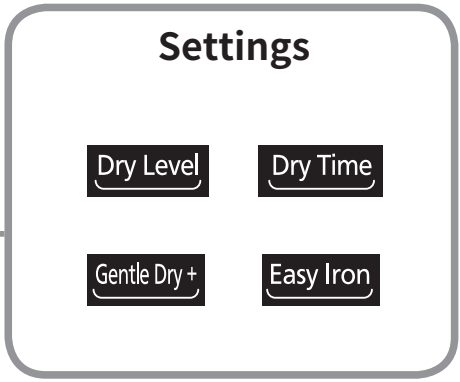


3

Select a program.
(P. 20)

■ **Changing the settings.**



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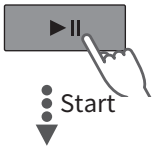

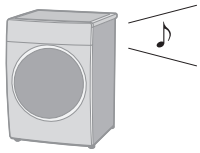

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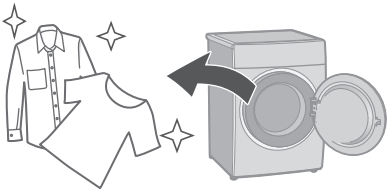


Program List

Program	Description	Max load (kg)
Hygiene Dry	● Cotton clothes, underwear, towels, baby clothes, etc.	6.0
Delicates	● Clothing made of silk fabrics.	1.0
Warm Air	● blanket, comforter, duvet Capacity: 1	4.0
Cool Air	● Cotton, linen and cotton mixed clothes.	4.0
Shirts	● Shirts and blouses.	3.0
Cotton	● Cotton, linen and cotton mixed clothes.	10.5
Daily Dry	● Cotton, linen and cotton mixed clothes.	10.5
Quick Dry	● Cotton, linen, synthetic fibers or mixed clothing in small quantities or in a semi-dry state.	1.5

Program	Description	Max load (kg)
Time Dry	● Cotton, linen and cotton mixed clothes.	10.5
Bedding	● Blankets, bedspreads and other large items.	4.5
Synthetics	● Cotton, linen, synthetic or blended non-ironing garments , clean the adhered hairs.	4.0
Towel	● Towels.	6.0

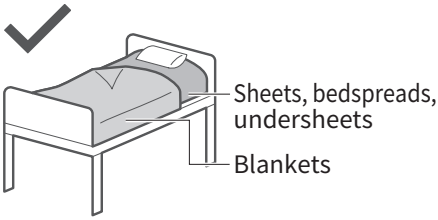
- It is recommended to put only one large piece of clothing. Excessive clothing will affect the drying and care effect.
- According to different clothing loads, fabrics, moisture content and ambient temperature, the actual dry time and display time are different.
- If wet clothing are dried by other means than timed drying, the running time may be extended.
- A small load of clothing (below 0.5 kg) is recommended to be dried by timed drying.

Drying Tips

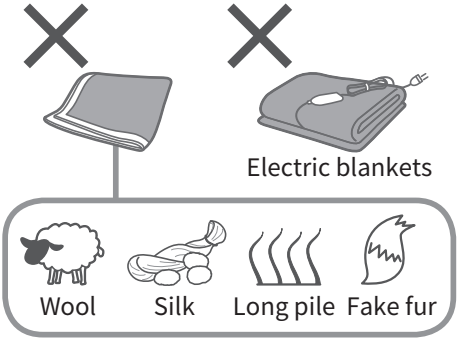
Bedding

■ Dryable items

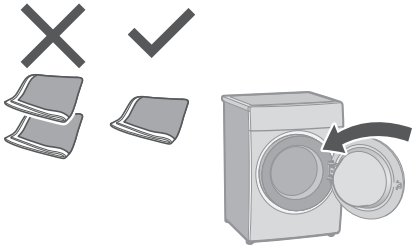
- 100 % cotton or 100 % synthetic



■ Not dryable items

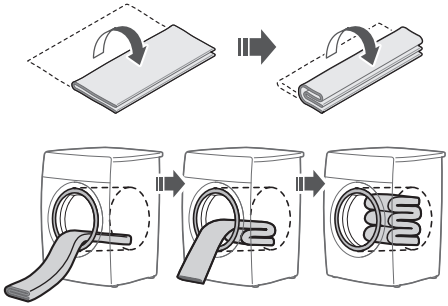


NOTE

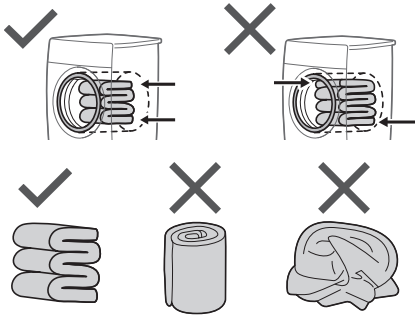


- When drying large items such as sheets, if the clothing are wrapped in balls and the inner core is wet, please shake them before drying.

■ Putting blankets into the drum

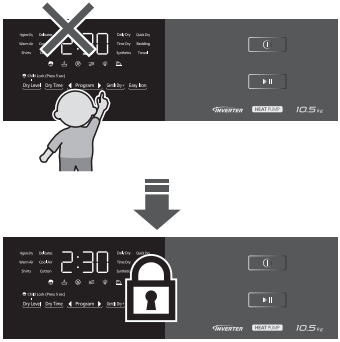


NOTE

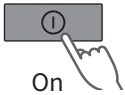


Changing Appliance Settings

Setting the Child Lock



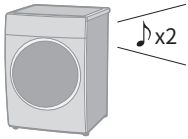
1



On

2

Hold 5 sec.



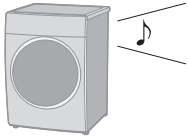
Lights (On)

■ **To cancel:**

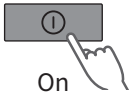
Same procedure

Extinguish (Off)

Cancelling the buzzer



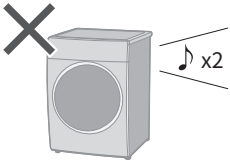
1



On

2

Hold 3 sec.



■ **To reset:**

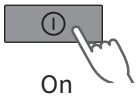
Same procedure

Changing Program Settings

■ **Preparing**

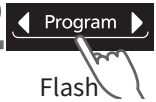
- Sort the laundry and put it into the drum. (P. 13)

1



On

2



(P. 20-21)

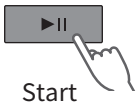
Flash

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

Dry Time
Easy Lron
Dry Level
Gentle Dry +

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

4



Start

Dry Level

Change the dry level.

3

It is displayed in cycles with numbers 1-5. The larger the number, the higher the dry level.

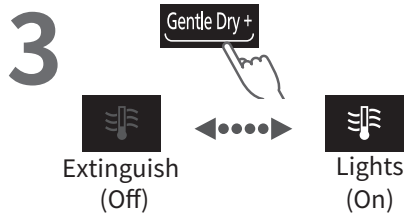
Dry Time

After selecting either the "Cool Air" or "Time Dry" program, press this button to set the dry time.In the "Cool Air" program, the time is increased in 10-minute increments, with a maximum settable duration of 2 hours. In the "Time Dry" program, the time is increased in 10-minute increments during the first hour and in 30-minute increments thereafter, with a maximum settable duration of 6 hours.

3

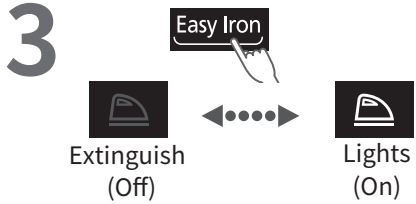
Gentle Dry +

Gently dry clothes using warm air. Activate the Gentle dry + function. The low-temperature drying function is enabled by default for the following programs: "Delicates","Warm Air". For the "Time Dry" and "Synthetics" programs, you can choose to enable the low-temperature drying function.



Easy Iron

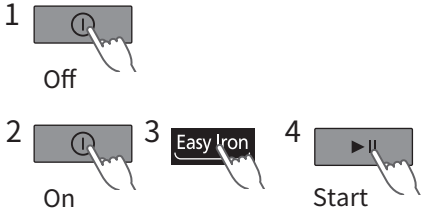
In order to reduce the wrinkles of clothing and the temperature in the drum, the drum will rotate intermittently for up to 10 hours.



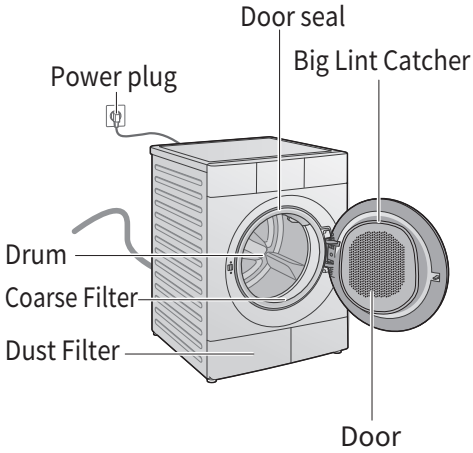
After drying, will flash to indicate that the unit is in iron-free and cooling state.

(You can open the door to take out the clothing at any time during this period)

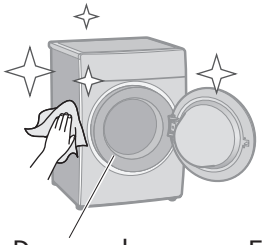
When the operation starts, all functions except the child lock can not be changed. If you need to change, please power off and reset.



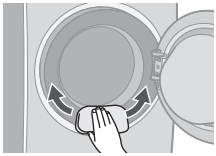
Maintenance



Appliance



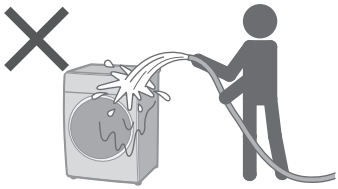
Door seal



For heavy soil

Mild kitchen detergent

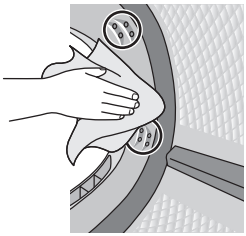
NOTE



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

Humidity sensor

It is recommended to clean the humidity sensor at least once a month.



1. Open the door.
2. Clean the surface of the humidity sensor with a damp sponge.

The humidity sensor is located inside the drum.

NOTE

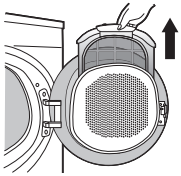
- Do not use wire sponge or other rough materials for cleaning.

Maintenance (continued)

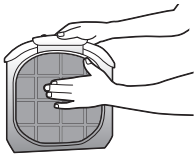
Big Lint Catcher

Clean the lint filter after each drying.

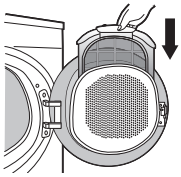
1 Open the door and Pull out the lint filter.



2 Clean up the lint adhered on the filter screen.



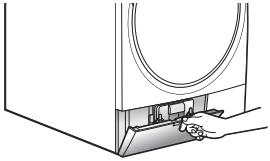
3 Restore the lint filter to its original position .



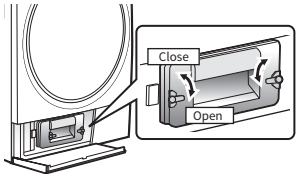
Dust Filter

Please clean the Dust Filter regularly every month.

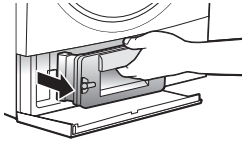
1 Gently press the upper part of the front cover to pop it open.



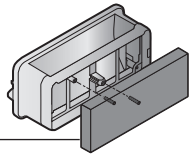
2 Turn the 2 levers respectively.



3 Pull out the Dust Filter horizontally.



4 Open the Dust Filter as shown in the figure, and clean the surface of the fine screen.

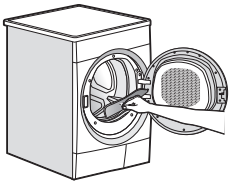


5 Restore all parts in their original positions.

Coarse Filter

Clean the foreign matters or particles accumulated on the filter frame, if any.

1 Open the door and remove the filter frame at the lower part of the door frame.



2 Clean the foreign matters on the filter frame.

3 Restore the filter frame to its original position.

Troubleshooting

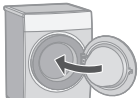
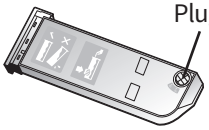
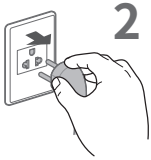
	Symptoms	Points to be checked
Main unit	**Touch the buttons** No reaction	☐ Possible cause ● During an operation ☐ Try ● Child Lock (P. 23) → Extinguish (Off)
	No operation	☐ Check ● Power cut ☐ Try ● Close the door. ● Unplug and insert again. ① (30 sec.) ② ● Press "Start". (Start) ● Turn the breaker on.
	Odour of rubber	☐ Possible cause Rubber parts → Time passes → No smell

	Symptoms	Points to be checked
Run	Intermittent operation.	- This is not a fault; After the "Easy Iron" function is set, the inner drum will rotate slowly intermittently.
	The filter is not blocked, but the warning light for filter blockage flashes.	- Even if the filter is cleaned, the indicator light may flash, which is not a fault; After the user uses the program for 10 times, the warning light for filter blockage will flash to remind the user to clean the filter.
	Running sound changes.	- This is normal; It is caused by the switch of compressor and drain pump.
	Display“ 0:00 ”.	- This is not a fault; It is used to remind the user that the drying has been completed, but the temperature of the inner drum is high, and the air supply will be cooled for up to 40 minutes; If the "Easy Iron " function is set, the drum will rotate intermittently for up to 10 hours. In the meantime, you can touch the "Start/ Pause" button at any time and then open the door to take out the clothing.
Lighting	The inner drum lighting goes out.	- When the door is opened, the inner drum lighting will light up for 5 minutes and then go out automatically. If you need to light it again, please close the door and open it again.

Troubleshooting (continued)

	Symptoms	Points to be checked
Time	**During a dry** Displayed time 0:57 ···▸ 0:59 Changes	☐ Possible cause ● Remaining time is corrected during operation. 0:57 Approximate ➡ 0:59 Corrected ● During the running of the program, the display time will vary with the change of clothing weight, humidity and ambient temperature until the end of the running. ➡ The remaining time may change.
Noise	**Unusual noise** (or vibration)	☐ Check ● Metal items ● 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

Error Display

Error Display	Points to be checked
U 12 **Door is open**	1  2 Start
U 15 **Condensate Overflow**	● Is the condensate pan full? → Empty the pan and restart the machine. (P.17) ● Is the drain pipe correctly installed? → Install the drain hose correctly and restart the machine. (P.10)  Plug Twist to Open / Twist to Lock
U 30 **Abnormal ambient temperature**	● Is the ambient temperature abnormal? →Please power off and operate the unit until the ambient temperature is 5 °C~35 °C.
H □□	※If "H86" and "H87" appear, please confirm whether the lint filter, Dust Filter and filter frame are blocked. If there is any blockage, please refer to the relevant instructions on pages 27 and 28 for cleaning. After cleaning, if the signs of "H86" and "H87" still appear, please unplug the power supply and contact us. 1  2

Specifications

■ For The Philippines

	NH-XE21R1
Rated voltage (V)	220 - 240
Rated frequency (Hz)	60
Rated power input (W)	700
Product dimensions (W x D x H) (mm)	605×620×845
Product weight (kg)	50
Maximum mass of dry cloth (kg)	10.5
Grade of waterproof	IPX4

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Printed in China
06-2025