Panasonic®

Operating & Installation Instructions

Washing Machine (Household Use)

Model No. NA-V115FW1

It is essential to read these instructions.

EN

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

Contents

This washing machine has "Dry Assist" function (P. 30).

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AWW9901CGFC0-0C0

Safety Precautions

⚠ WARNING

May cause serious injury or death

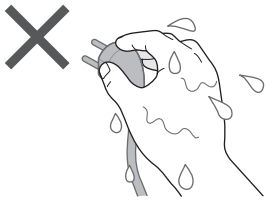
Children must not use it alone.

- 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.

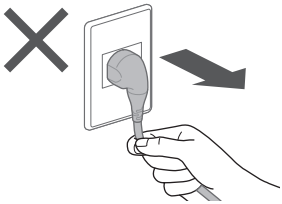
Setting the Child Lock. (P. 32)

May cause fire or electric shock

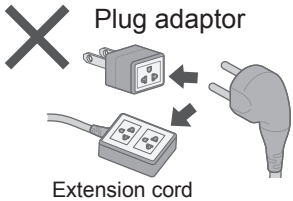
Do not touch it with wet hands.



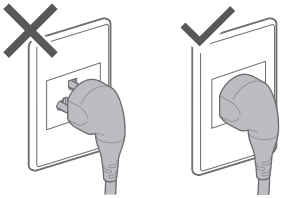
Do not hold or pull on the cord.



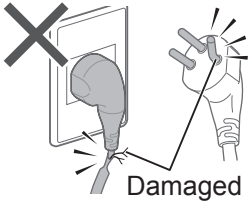
Do not use.



Fully insert it.

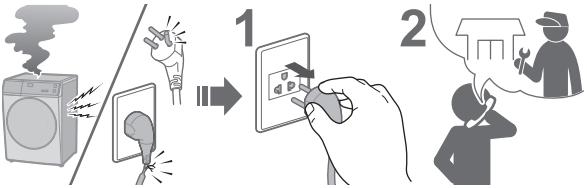


Do not use.

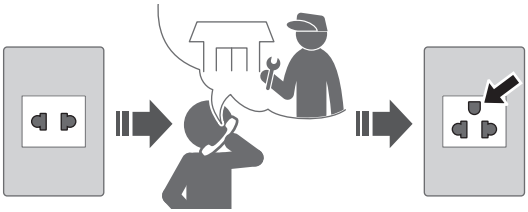


- **If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.**

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

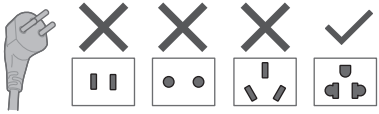


Securely insert the ground prong.
Ask the electrical technician for a new socket.



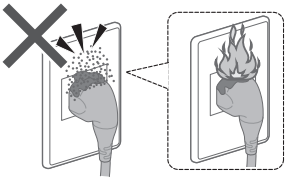
Use a socket appropriate for this appliance.

e.g.)



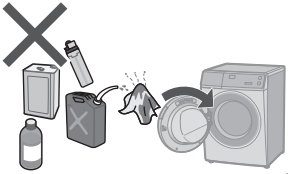
- The plug shape, socket shape and rating requirement vary with the region.

Accumulated dust may cause fire.



Wipe the power plug periodically.

Keep away from flammable materials.



May cause failure

Do not disassemble, repair or modify it by yourself.

When using the "Panasonic SmartApp+" 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)

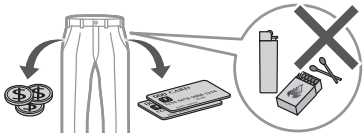
⚠ WARNING

May cause fire (For safety use of the dryer)

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.

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

Observe the following.

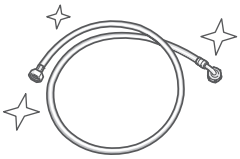
- Never stop the appliance before the end of the drying cycle unless all items are quickly removed and spread out so that the heat is dissipated.
- The appliance is not to be used if industrial chemicals have been used for cleaning.
- The appliance must not be supplied through an external switching device,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

⚠ CAUTION

May cause water leakage

Turn off the water faucet.

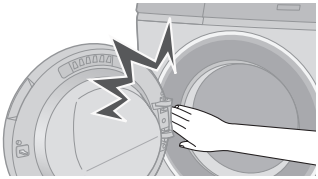
Use new hose-sets.



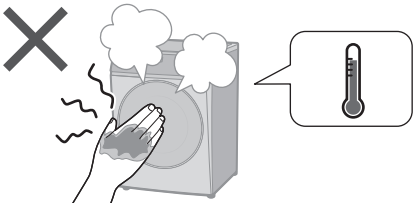
- New hose-sets supplied with the appliance are to be used and old hose-sets should not be reused.

May cause injury

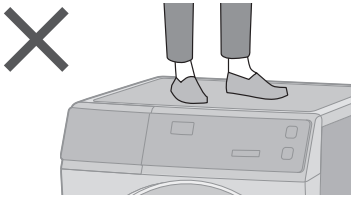
Be careful not to get your fingers caught.



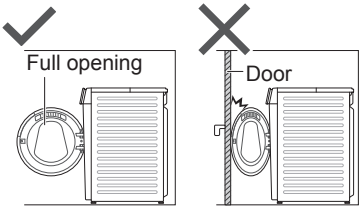
Do not touch when it is hot.



Do not climb on the appliance.



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.

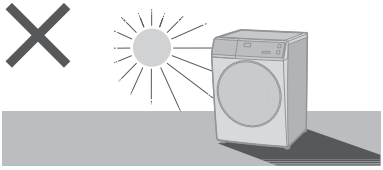
■ For maximum mass of dry cloth and pressure of tap water, see P. 71.

Safety Precautions (continued)

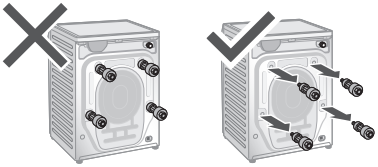
⚠ CAUTION

May cause failure

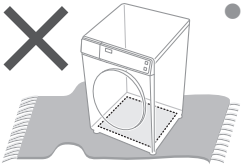
Keep away from heat and direct sunlight.



Remove anchor bolts before operation.

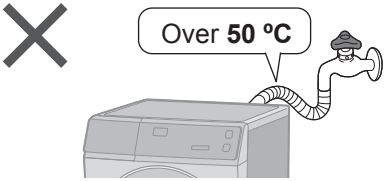


Do not obstruct.

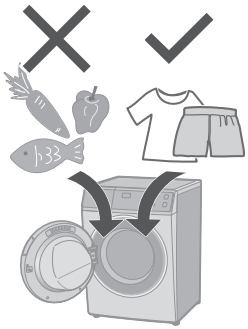


- Do not obstruct the openings of the bottom face with carpet, etc.

Do not use hot water.

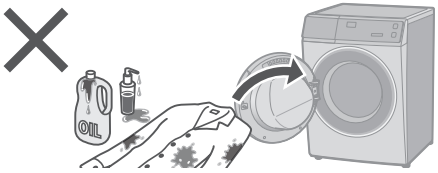


For machine-washable items only.

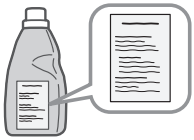


- This appliance is intended to be used in household.
  This appliance is not intended to be used in applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast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

Do not wash excessively oily clothes.



Follow the instructions.



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

Checking Your Appliance

Part names

Detergent drawer (P. 13)

Control panel (P. 10)

Do not block the exhaust port.

Door

Drum

Hinge

Door seal

Drain filter cover (P. 37)

Adjustable feet (P. 48)

Water inlet (P. 50)

Drain hose (P. 49, 50)

Anchor bolts (P. 48)

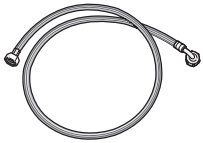
Power cord and plug*
*The plug shape varies with the region.

Accessories

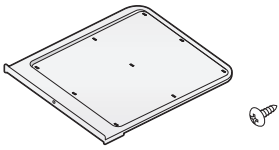
☐ Elbow (1) (P. 50)

☐ Cover caps (4) (P. 48)

☐ Water supply hose (1) (P. 49, 50)



☐ Bottom cover (1) / Screw (1) (P. 47)

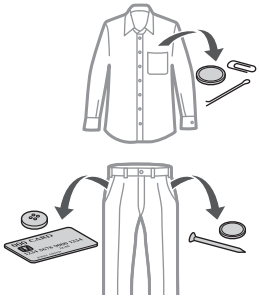


Before Washing/Drying

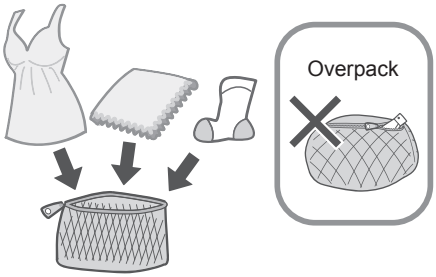
Preparing laundry

Before put clothes in drum

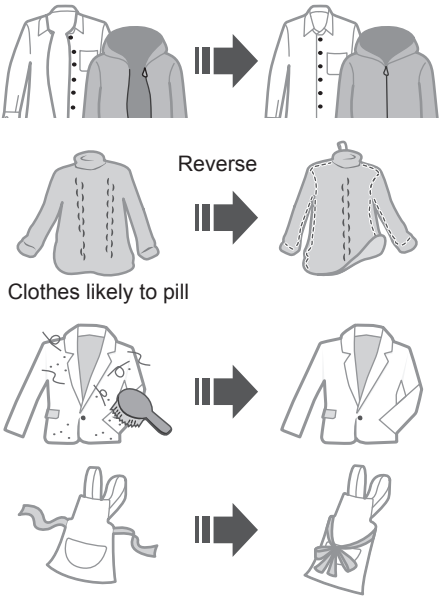
- Remove foreign objects.



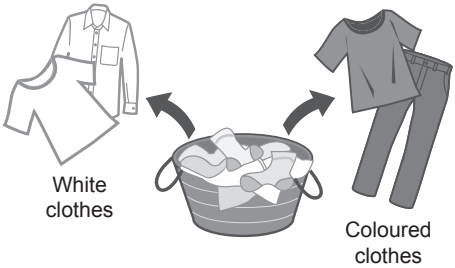
- Use laundry nets for delicates and small items.



Pre-laundry check



- Wash separately.



- Pretreat for heavily stains.

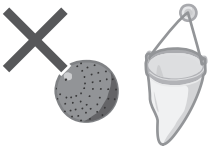
- Observe care labels.

Cannot wash or dry

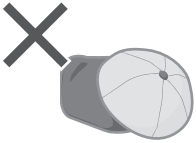
Cannot wash or dry

Leather / fur

Silk, rayon and cupro (Blended fabric)

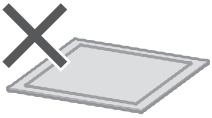


Commercially available washing aids



Cap with hard core materials

Cushion, Pillow, etc.



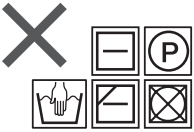
Urethane / rubber backed or thick mats

Paper diapers

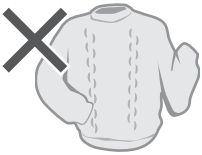
Others ...

- Wrinkled and embossed articles
- Crepe fabric
- Deformable clothing (blazers, ties, dresses, etc.)
- Velvet

Cannot dry

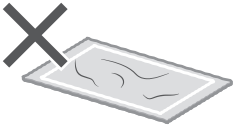


Any of the above marks

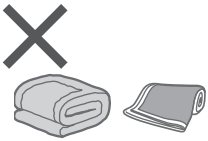


Woollen clothing

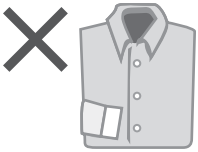
Tights or pantyhose



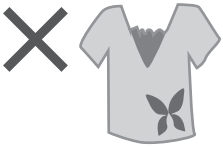
Mats and other items with hair of pets attached



Quilts



Starched clothing



Clothing with laces or embroidery, new synthetic fibres, etc.

NOTE

- May cause clothing deformation, damage and harm or malfunction to the appliance.

Control Panel

Display

Remaining time

1:15

Error display (P. 44, 45, 57)

U ◀••••▶ 11 (e.g. U11)

Lock

- The door is locked
- The door and buttons are all locked (Child Lock) (P. 32)

8:88

ECONAVI

x100r/min

Add Wash lamp: You can add clothes while lit. (P. 16)

Optional function lamp

- (P. 27)
- (P. 36)
- (P. 27)
- (P. 29)
- (P. 55)
- (P. 28)
- Water temperature
- Spin speed

ECONAVI lamp (P. 19)

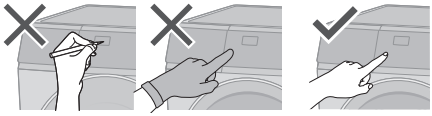
"My Favorite" program lamp (P. 52)

Process

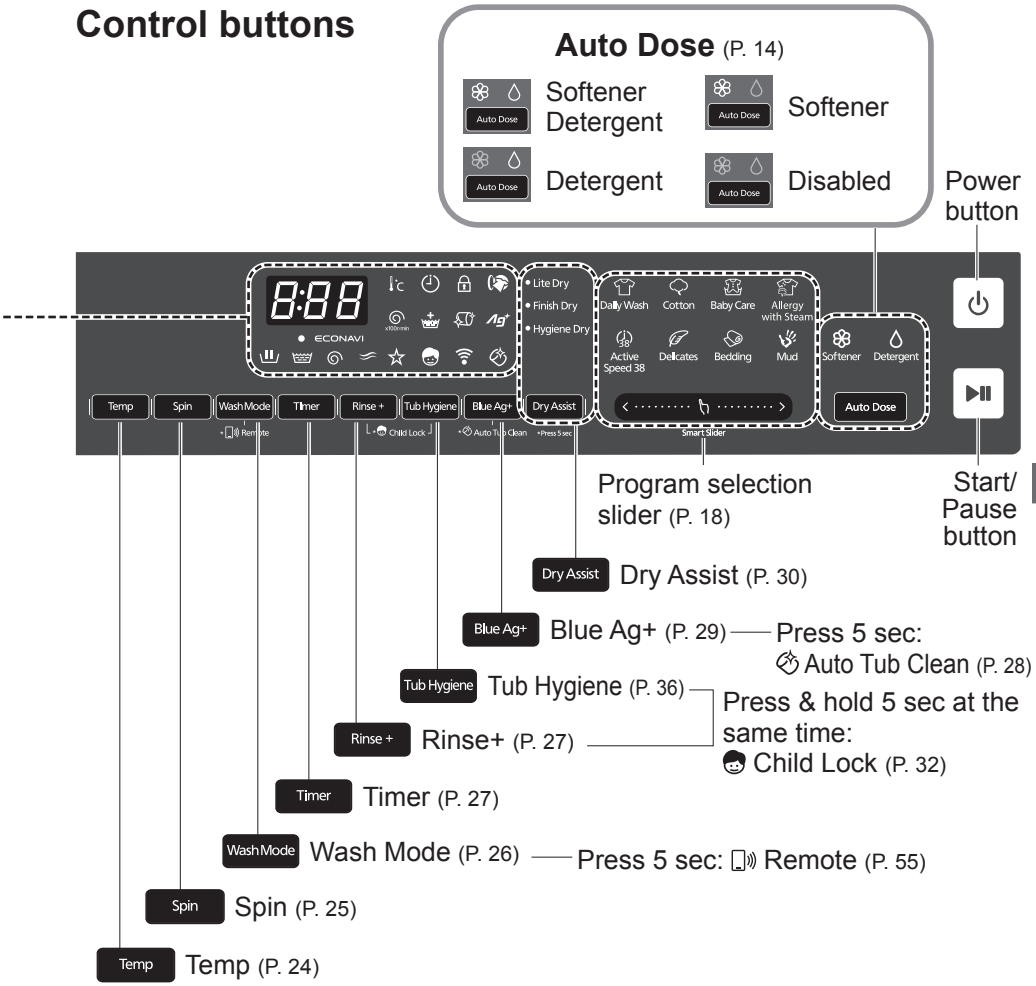
- Wash
- Rinse
- Spin
- Dry Assist

Touch operation

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



Control buttons



NOTE

- Turn off ➠ back on

- No operation ➠ auto power off

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

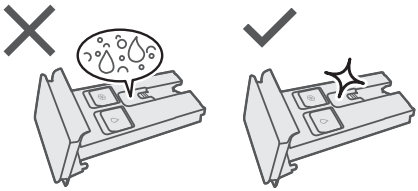
Detergent

- Follow the instructions on each package.

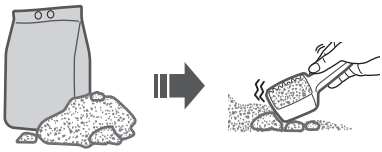
Detergent

Use a low foam detergent.

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



Wet Dry



Lumps Powder

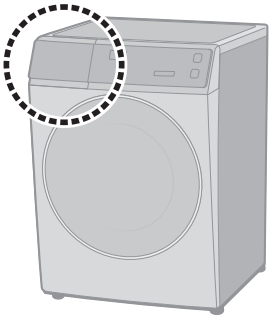
Bleach

Whiten bleach
(chlorine bleach)

Manual Detergent tank

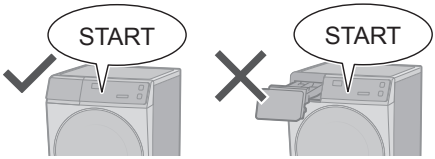
Powder detergent Liquid detergent

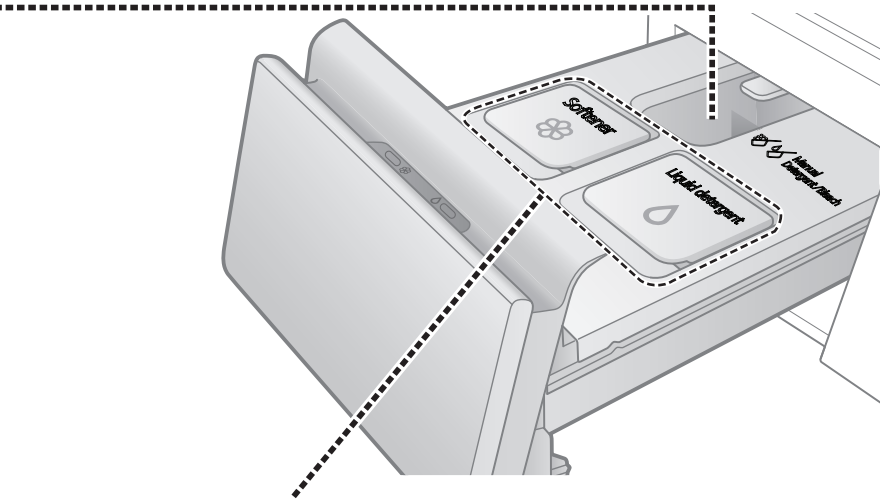
Bleach



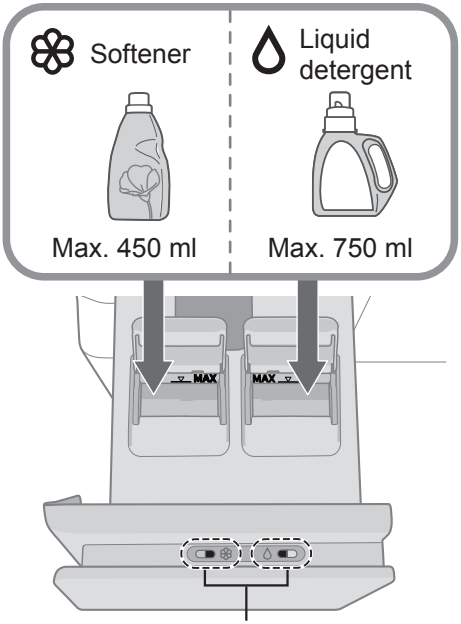
NOTE

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





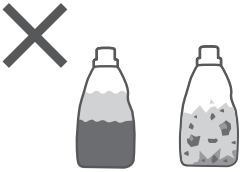
Auto Dose tank



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. 34)



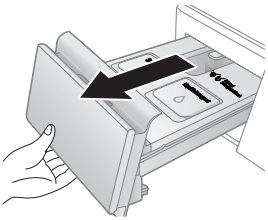
Do not use separated or solidified detergent/softener

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” and “Dry Assist (Dry only)”.

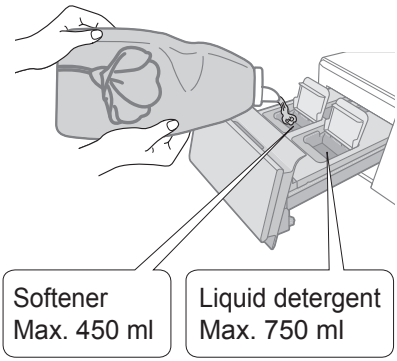
■ To supply detergent / softener

1



- Pull the drawer out.

2

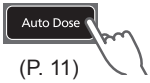


3 Close tank lid and push the drawer in completely

■ To set “Auto Dose” function

1

2



(P. 11)

(Default setting)

3

(The setting is memorized.)

■ Standard amount

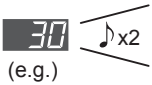
- Dry cloth: 4 kg
- Liquid detergent: 30 ml
- Softener: 30 ml

■ To change the dose amount

1

2

Hold 3 sec



(e.g.)

softener

detergent

3

- To increase or decrease

- Range value
  - Detergent: 6 ml - 60 ml
  - Softener: 6 ml - 81 ml
    Step change: 3 ml

(The setting is memorized.)

4

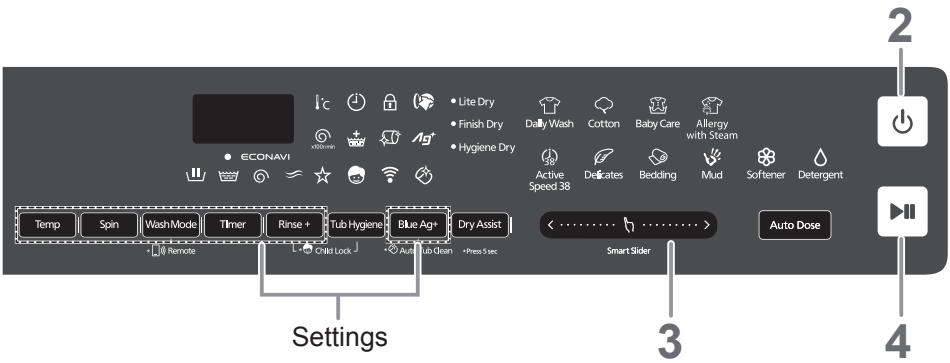
NOTE

- 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

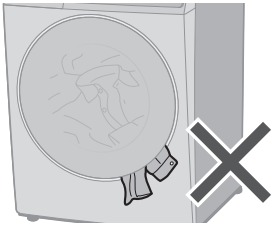
	Questions	Answers
Detergent/Softener	**What cannot be used with "Auto Dose" function?**	The following cannot be used: ● Powder detergent ● Liquid soap ● Items that do not have a "Estimated amount to use" label on the package ● Bleach ● Powder soap Baking soda cannot be used for manual or auto dosing.
	Changing brand?	Follow the steps below: ① Empty the Auto Dose tank and clean it. (P. 34) (Mixing different brands can cause clogging) ② Add new detergent/softener. (P. 14)
	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



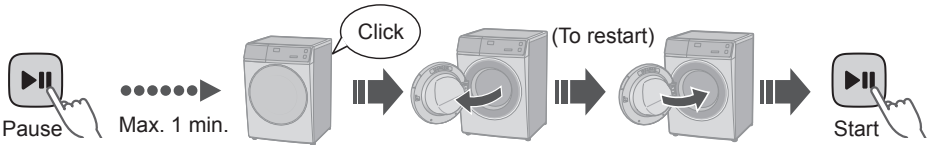
NOTE

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



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

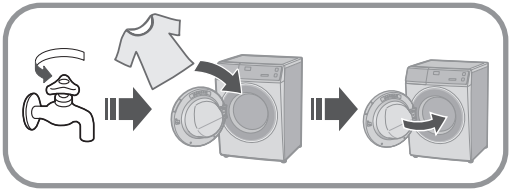
■ **To open the door during operation**
(You can add clothes when lit.)



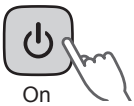
NOTE

● Door does not open ➠ (P. 39)

1

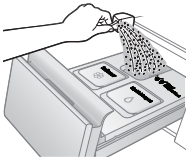


2



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

or



3

Select a program. (P. 18)

■ **Changing the settings.**

Settings

Temp Temp (P. 24)	Spin Spin (P. 25)	Wash Mode Wash Mode (P. 26)	Timer Timer (P. 27)
Rinse + Rinse+ (P. 27)	Tub Hygiene Tub Hygiene (P. 36)	Blue Ag+ Blue Ag+; Auto Tub Clean (P. 28, 29)	

4

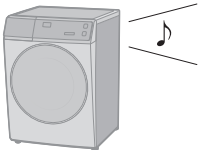
Start

Measures the amount of laundry

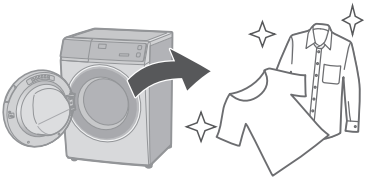
(30 sec.)

Displays the time required (recalculated)

(e.g.)



5



Program List

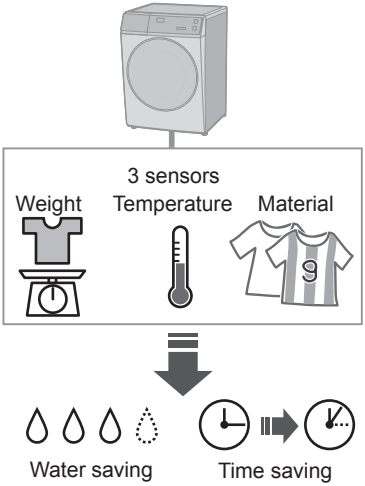
Program	Description	Max load (kg)	Total time
Daily Wash	● Everyday clothes	11.5	1:30
Cotton	● Everyday clothes with extra time (more water savings than “Daily Wash” program)	11.5	3:00
Baby Care	● Clothes for babies & sensitive skin Rinsing thoroughly	5.0	2:20
Allergy with Steam	● For mites	5.0	2:05
Tub 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.

Program	Description	Max load (kg)	Total time
Active Speed 38	● Small loads	5.0	0:38
Bedding	● Large items	3.0	1:30
Delicates	● Washing gently	2.0	0:50
Mud	● Mud stains	11.5	3:35

ECONAVI

● "Daily Wash" program



■ **Lamp indications**

Detecting

ECONAVI enabled

ECONAVI disabled

Details of Programs

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

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.
- 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)	Wash Mode	Timer	Rinse+	Blue Ag+	Auto Tub Clean
Cold, 30, 40, 60	⊘, 500, 700, 1200, 1400	✓	✓	✓	✓	✓
Cold, 30, 40, 60	⊘, 500, 700, 1200, 1400	✓	✓	✓	✓	✓
Cold, 30, 40, 60	⊘, 500, 700, 1200, 1400	✓	✓	✓	✓	✓
60	⊘, 500, 700, 1200, 1400	–	✓	–	–	✓
Cold, 30, 40	⊘, 500, 700, 1200, 1400	✓	✓	–	✓	✓
Cold, 30, 40	⊘, 500	✓	–	✓	✓	–
Cold, 30	⊘, 500, 700	✓	✓	✓	✓	–
40	⊘, 500, 700, 1200, 1400	✓	✓	✓	✓	✓
40	1200	–	–	–	–	–

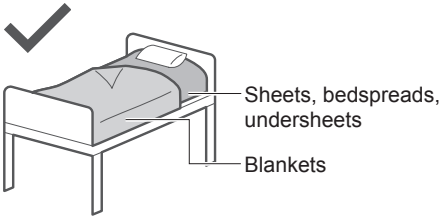
⊘ : Drain only (No spin)

Washing Tips

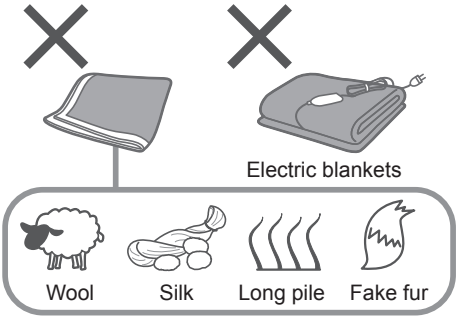
Bedding

■ Washable items

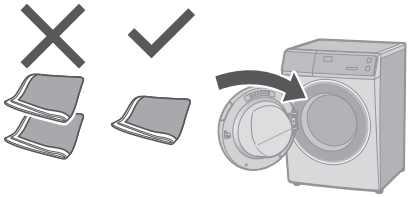
- 30 40 (Wash) ● (Handwash)
- 100 % cotton or 100 % synthetic



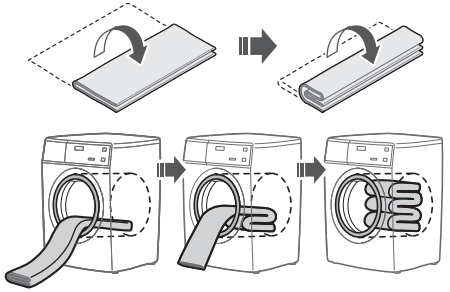
■ Not washable items



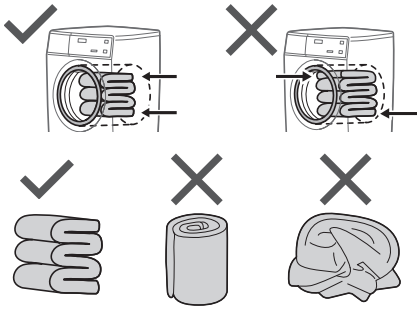
NOTE



■ Putting blankets into the drum



NOTE



Delicates

■ When washing

- To rinse fully, use the “Rinse+” function. (P. 27)

NOTE

■ After operation ends

Changing Program Settings

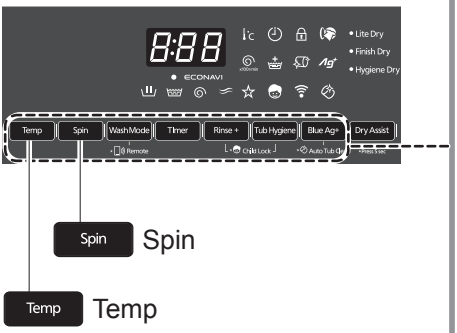
■ **Preparing**

- Sort the laundry and put it into the drum. (P. 8)
- Checking “Auto Dose” setting or add detergent manually (P. 11, 12, 14)

1

2 Select a program. (P. 18)

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



- Available options and setting ranges are different depending on the program. (P. 20)
- An alarm sounds if you select an option that is unavailable.

4

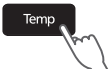
Temp

Change the washing temperature.

■ **Setting guide**

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

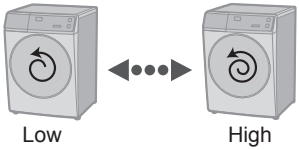
3



(P. 21)

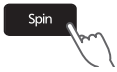
r/min Spin

Change the spin speed.



■ Setting guide

Low	High
● To reduce wrinkling	● To dry more thoroughly

3 

(P. 21)

■ To change the setting while washing

1

2

3

Changing Program Settings (continued)

■ **Preparing**

- Sort the laundry and put it into the drum. (P. 8)
- Checking “Auto Dose” setting or add detergent manually (P. 11, 12, 14)

1

2 Select a program. (P. 18)

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

Wash Mode

Timer

Rinse+

- Available options and setting ranges are different depending on the program. (P. 20)
- An alarm sounds if you select an option that is unavailable.

4

Wash Mode

Select a combination of wash, rinse and spin.

(e.g.) ☐ ☑ ☑

Wash ▸ Rinse ▸ Spin

3

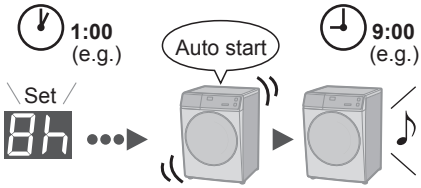
*1	Wash
*2	Rinse
*2	Spin
	Wash and rinse
	Wash and spin
*2	Rinse and spin

*1 Water is drained after wash process.

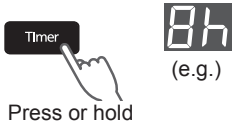
*2 Drains first if there is water in the drum.

Timer

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



3

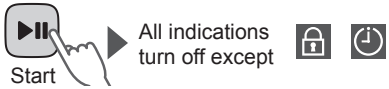


■ To check a preset time

■ To cancel settings

(All settings are cancelled)

NOTE

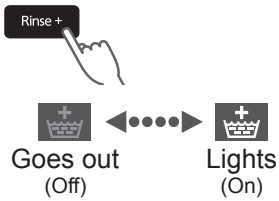


● Not available: P. 21

Rinse+

Add an extra rinse.

3



■ To change the setting while washing

1

2

3

Changing Program Settings (continued)

■ **Preparing**

- Sort the laundry and put it into the drum. (P. 8)
- Checking “Auto Dose” setting or add detergent manually (P. 11, 12, 14)

1

2 Select a program. (P. 18)

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

Blue Ag+
Auto Tub Clean

- Available options and setting ranges are different depending on the program. (P. 20)
- An alarm sounds if you select an option that is unavailable.

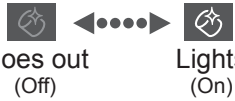
4

Auto Tub Clean

Add tub cleaning process.

3

Hold 5 sec.



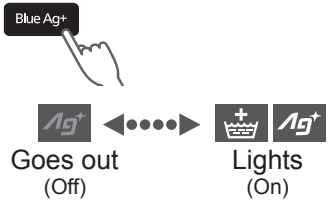
NOTE

- The setting is memorized.

Ag+ Blue Ag+

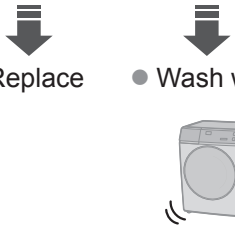
Bacteria elimination function (Max. 3.0 kg).

3



■ Service life for Ag+ case

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



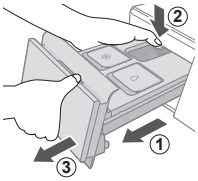
- Replace
- Wash without "Ag+"

NOTE

- Do not use the water for other purposes.

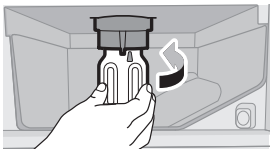
■ Change Ag+ case

1 Take out the detergent drawer.

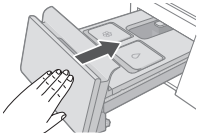


2 Remove Ag+ case

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.

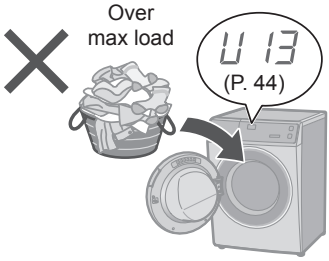
Dry Assist (Dry only)

This function cannot be set with other washing programs at the same time.

1 On

2 Dry Assist

3 Start

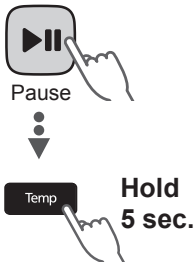


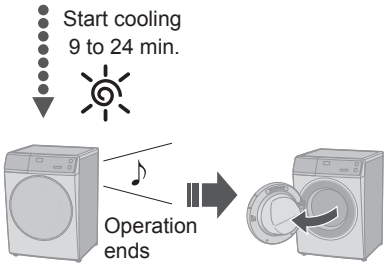
Dry Assist	Indicator (min)	Description	Max load (kg)
• Lite Dry	120	After spin at 1400 r/min e.g.) 5 shirts	1.0
	180		
• Finish Dry	30	Additional drying of clothes that are not dry enough	2.0
	120	After hang-dry e.g.) 1 long pants, 1 shorts, 1 T-shirt, 1 underwear, 1 towel	
	180		
• Hygiene Dry	120	After spin at 1400 r/min Bacteria Elimination e.g.) 1 shirt, 2 children's trousers, 1 pair of socks	0.5
	180		

NOTE

- The door is locked during drying.

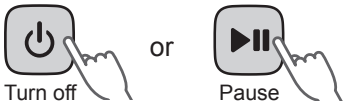
- To open the door





- After drying, the drum will rotate every 5 minutes for 40 seconds to prevent wrinkles caused by leaving the clothes unattended.

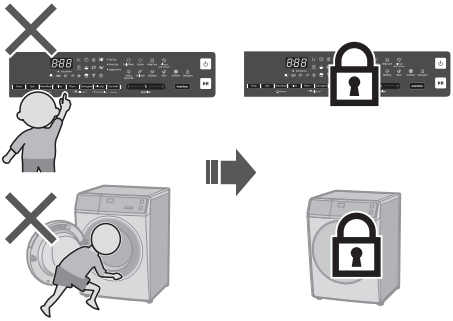
- To open the door:



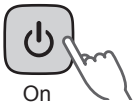
Symptoms	Tips for nice finish
• **Drying is insufficient** • **Drying is uneven** 	● Reduce clothing amount. ● Classify clothing. (P. 30) ● Adjust drying time to get your expected drying performance. ● Use “Finish Dry” 30 min for additional drying.

Changing Appliance Settings

Setting the Child Lock



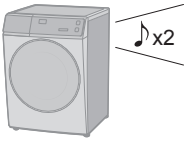
1



On

2

Hold 5 sec.



Lights
(On)

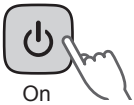
■ **To cancel:**

Same procedure ♪x4

Goes out
(Off)

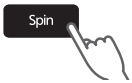
Cancelling the buzzer

1

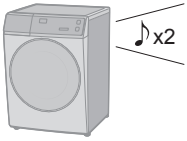


On

2



Hold 5 sec.



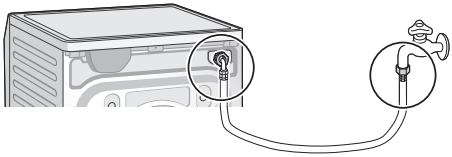
■ **To reset:**

Same procedure ♪x4

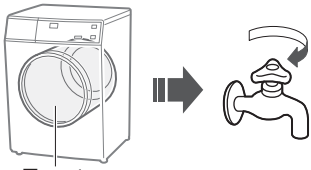
Maintenance

Water supply filter

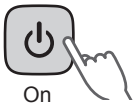
If water does not flow smoothly



1



2



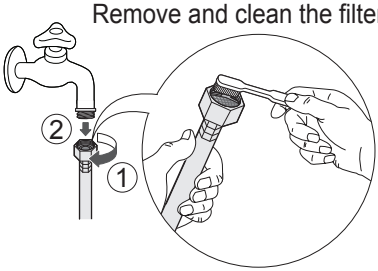
3

Daily Wash

4

5

Remove and clean the filter



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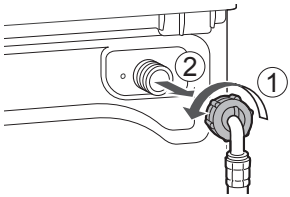

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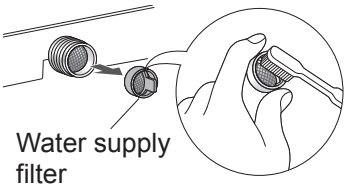

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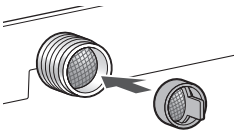

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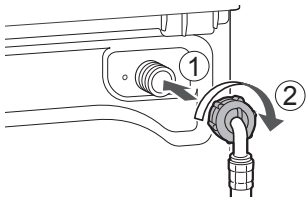

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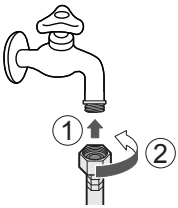
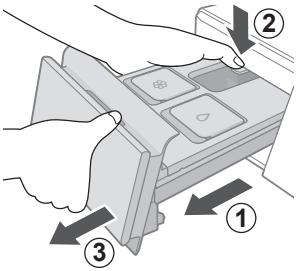


Maintenance (continued)

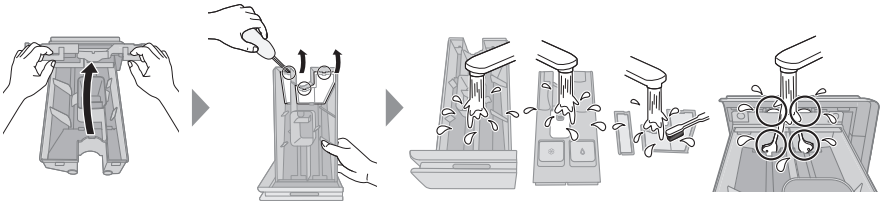
Detergent drawer

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.



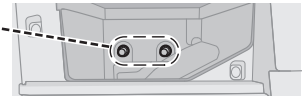
2 Open the drawer lid, remove 2 filters, then wash with water.



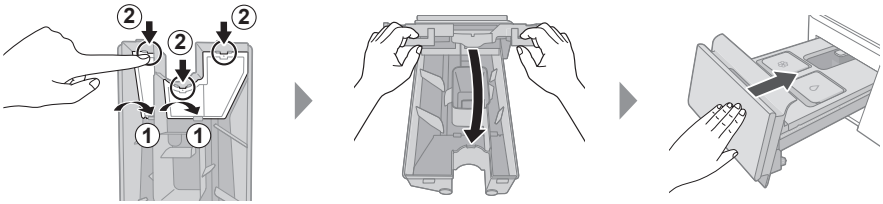
Open the drawer lid | Remove filters | Wash with water | Clean the circled positions to clean the window

NOTE

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

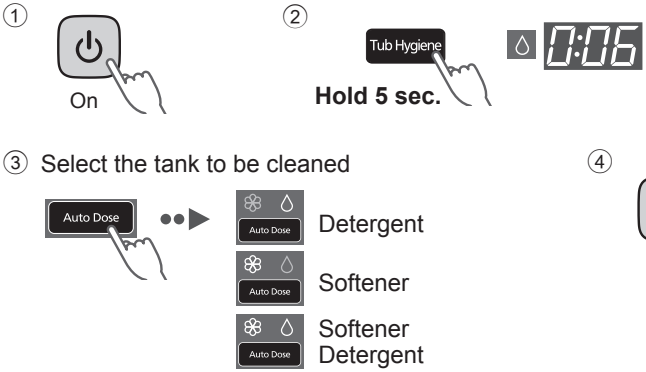


3 Attach filters, close the lid and attach the drawer.

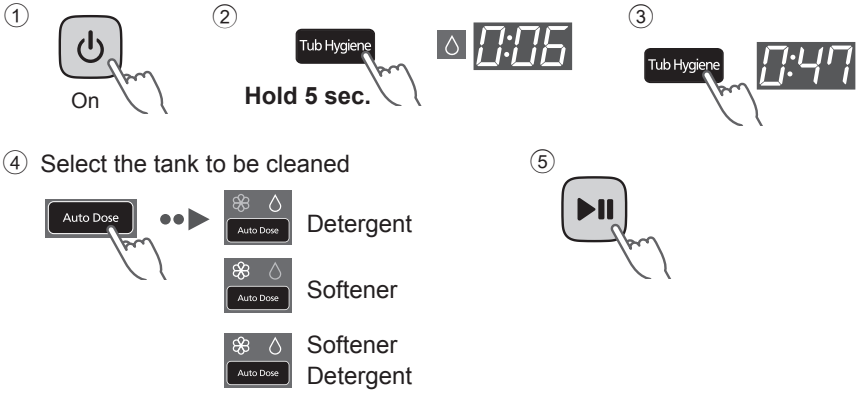


4

- 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).

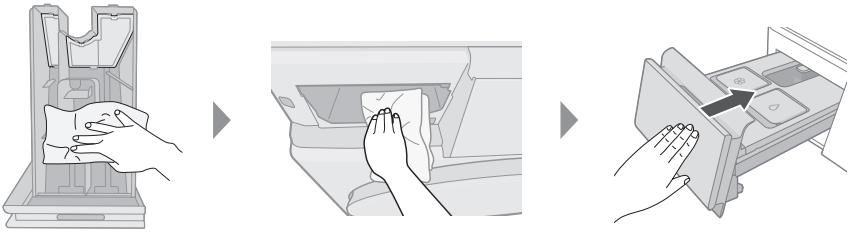


- If the joint is clogged, run “Auto Dose Tank Clean” function to deep clean (47-minute maintenance).

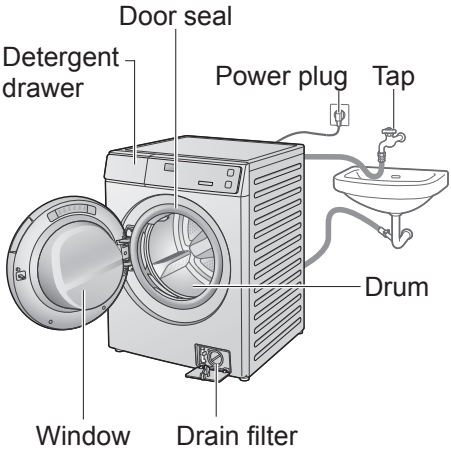


5

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

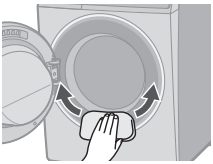


Maintenance (continued)



Appliance

Door seal



For heavy soil

Mild kitchen detergent

NOTE

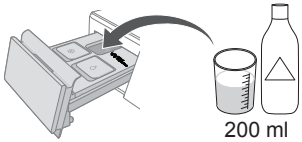
- Do not use gritty cleaners or thinners, or products containing alcohol or paraffin oil.

Drum

Once a month or if flashes <Tub Hygiene>

1

2 Whitening bleach (chlorine bleach)



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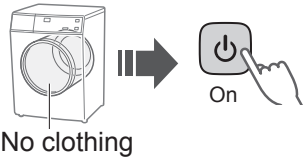


4

5

NOTE

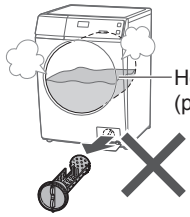
- If the “Tub Hygiene” program is not run, the indicator goes off when other program is run 3 times.

Drain filter

Once a month

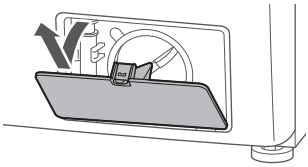
Be sure to drain water in the drum before this procedure.

⚠ CAUTION



1

2



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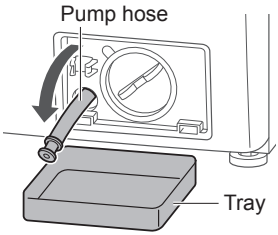

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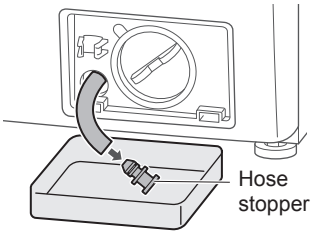

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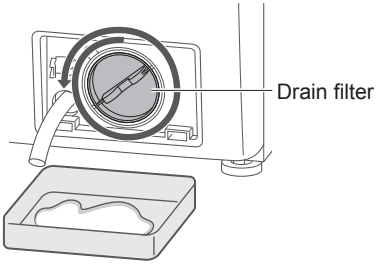

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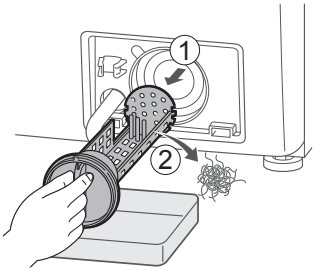
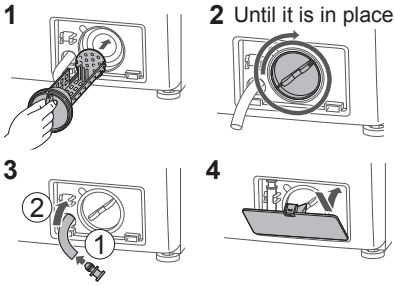
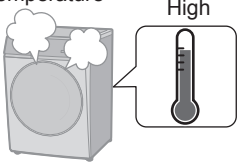
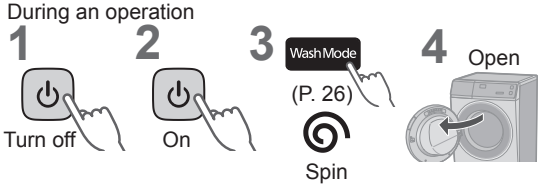
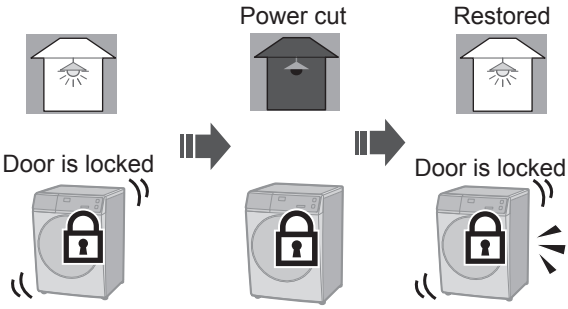


8 **Replace**



Troubleshooting

	Symptoms	Points to be checked
Main unit	Touch the buttons No reaction	☐Possible cause ● During an operation ☐Try ● Child Lock (P. 32) (Off)
	No operation	☐Check ● Power cut ● Timer ☐Try ● Close the door. ● Turn on. ● Unplug and insert again. (30 sec.) ● Press “Start”. ● Turn the breaker on.
	Odour of rubber	☐Possible cause Rubber parts Time passes No smell ☐Try Tub Hygiene (P. 36)

	Symptoms	Points to be checked
Main unit	**Door does not open**	☐Possible cause ● During an operation (washing or drying) Door is locked. To open the door: • washing (P. 16) • drying (P. 31) ☐Check ● Temperature  ● Water level ☐Try ● Child Lock (P. 32) ● During an operation  NOTE 

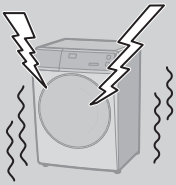
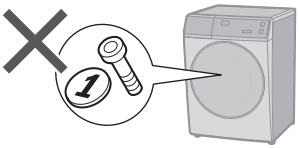
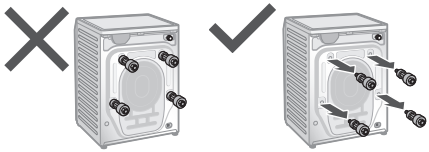
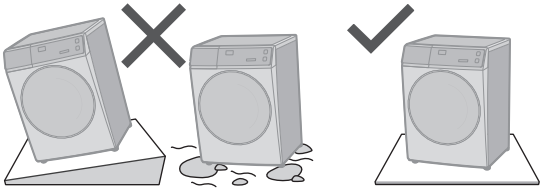
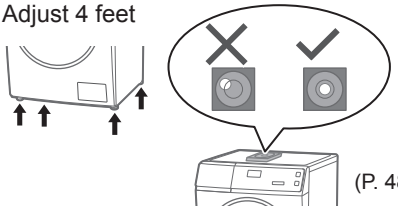
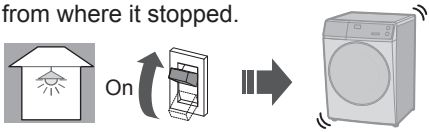
Troubleshooting (continued)

	Symptoms	Points to be checked
Detergent and foam	**After washing**	☐Check
	Foam	☐Possible cause ● The amount of foam varies. ● Temperature ● Water level ● Water softness
	Not enough	☐Check ● Powder detergent (P. 12) ● 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 Wash **Water drainage**	☐Possible cause Excess foam → Foam detection function → Auto water supply Foam Auto drainage

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

Troubleshooting (continued)

	Symptoms	Points to be checked
Time	**During a wash** Displayed time 0:57 ••• ▶ 0:59 Changes	☐Possible cause ● Remaining time is corrected during operation. 0:57 Approximate ➡ 0:59 Corrected ● If the settings changed ● If clothes are uneven ➡ The remaining time may increase.
	Remaining time Does not decrease 0:57 ••• ▶ 0:57 **or** Suddenly decrease 0:57 ••• ▶ 0:40	☐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. 48)  ● Slope or an unstable surface  ● Adjust 4 feet  (P. 48)
Others	Power cut Breaker	☐Check ● When the power recovers, operation resumes from where it stopped. 

Error Display

Error Display	Points to be checked
U 11 **Unable to drain**	1 Check 2 ① ② 3 Start Lint (P. 37)
U 12 **Door is open**	1 2 Start
U 13 **Unable to spin / dry**	1 2 Check 3 Start Uneven Even Unstable or inclined Stable Too much Reduce Too little Add <Dry Assist> Too wet Spin (1400 r/min)
U 14 **Unable to supply water**	1 Check 2 ① ② 3 Start Water outage Turned off Water supply filter (P. 33)

Error Display	Points to be checked
U 17 **Unable to spin**	**1** Restart Turn off → On **2** Run Rinse and Spin of “Active Speed 38” program ● Next time: Low foam detergent
H □□	**1** **2** **3**

■ Information

hot **Unable to open**	Hot During drying (P. 31) Temp **Hold 5 sec.** Start cooling 9 to 24 min.

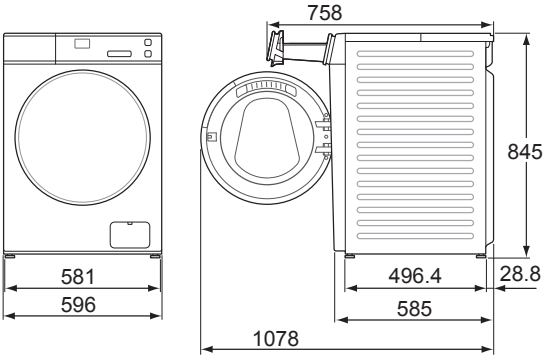
Installation Choosing the Right Location

Make sure to ask a service person for installation.

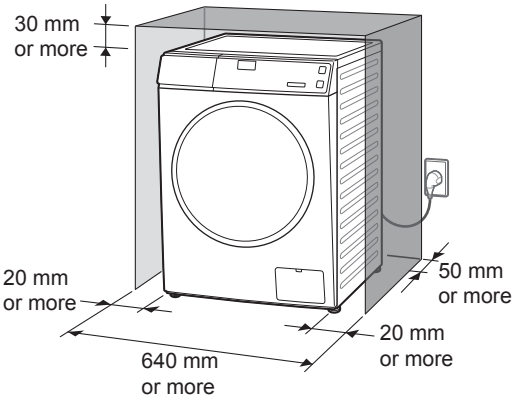
- Do not install the appliance by yourself.
- Follow this installation method. If you do not, Panasonic will not be liable for any accidents or damages.

Appliance dimensions

(mm)

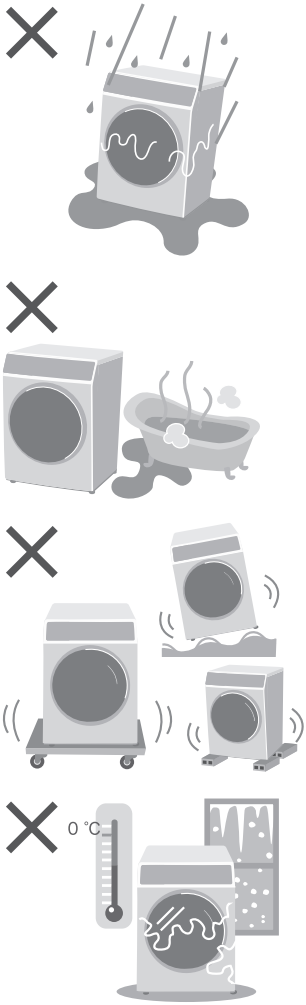


■ Set-in installation



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

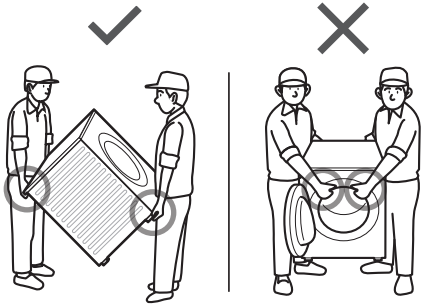
Check the location.

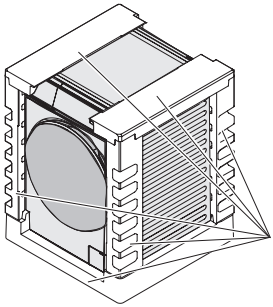


Moving and Installing

Carrying the appliance

Do not do it alone.

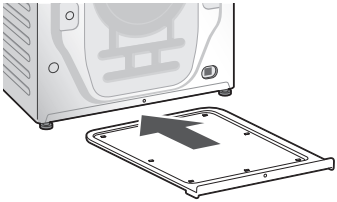




Remove all packing cushions before starting to use the appliance.

Installation of bottom cover

1



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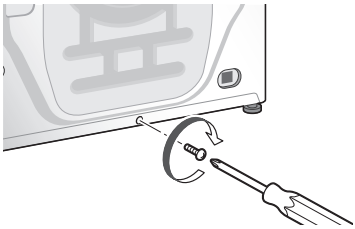
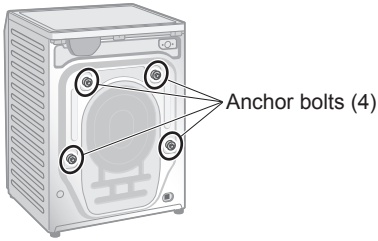
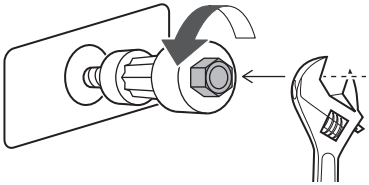


Moving and Installing (continued)

Removing the anchor bolts

1





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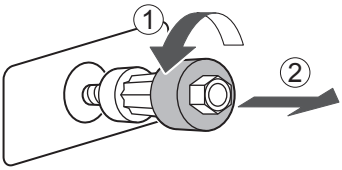

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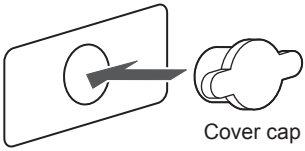
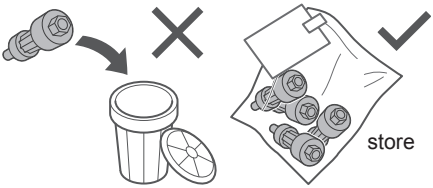
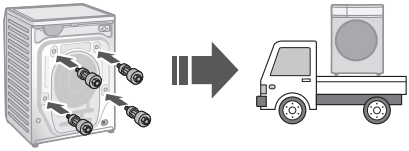


NOTE

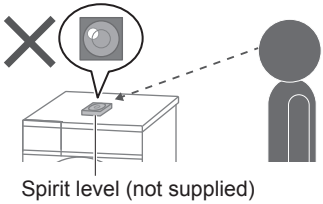


■ **Moving the appliance again**



Levelling the appliance

1



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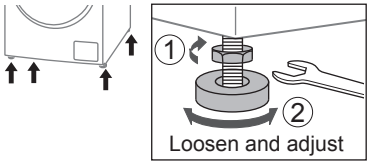

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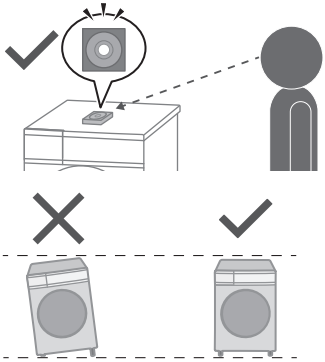

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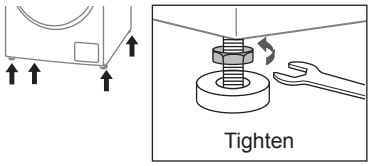
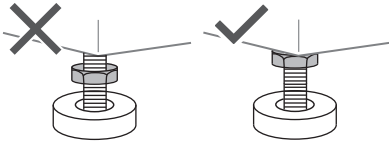


NOTE



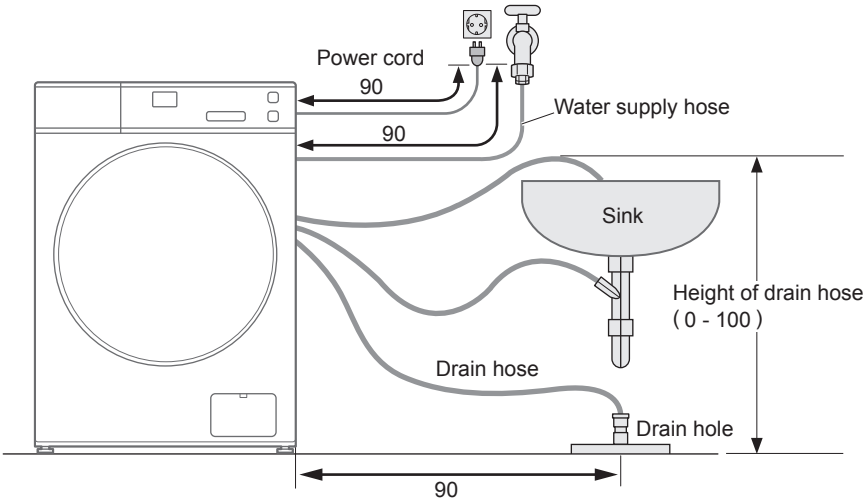
Connecting the Hoses

Connect the hoses properly to prevent water leaks.

Maximum connection distances for hoses and the power cord

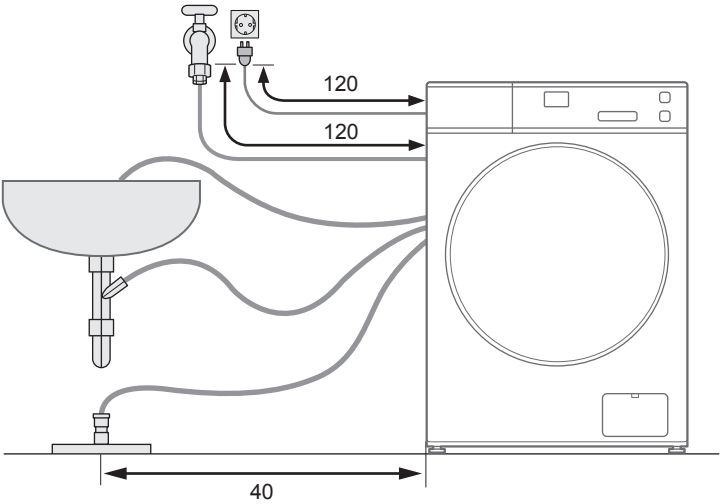
Right side connection

(cm)



Left side connection

(cm)



Connecting the Hoses (continued)

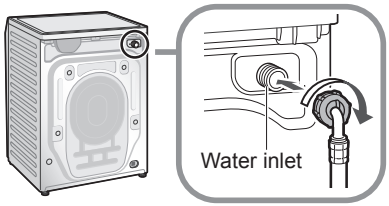
Water supply hose

■ Connecting the water supply hose

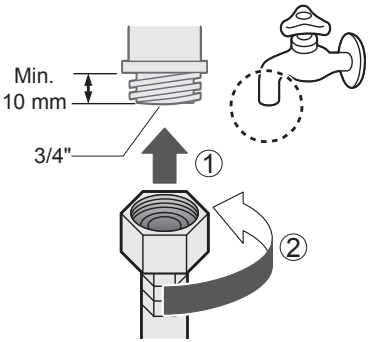
⚠ CAUTION

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

1



2



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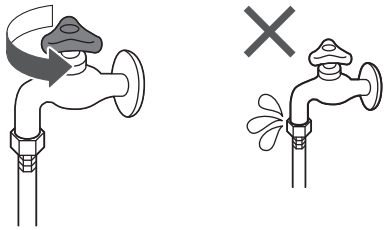
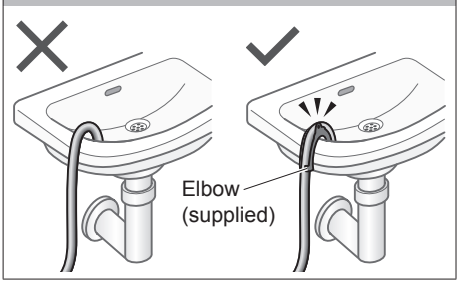


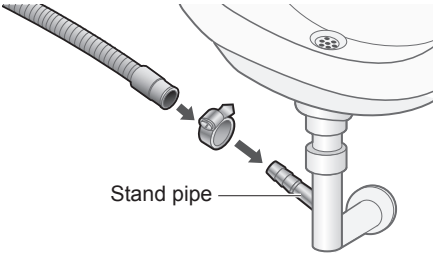
Drain hose

■ Draining to a sink or wash basin

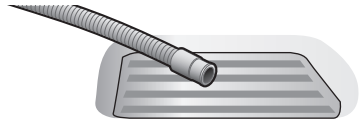
NOTICE



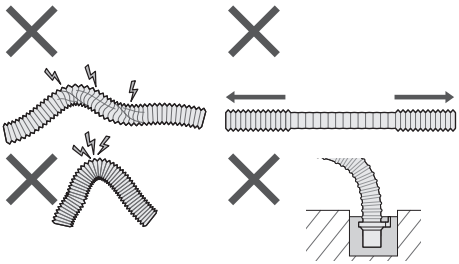
■ Draining to a stand pipe



■ Draining to a drain hole



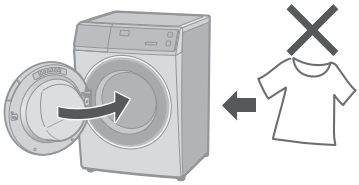
NOTE



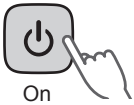
Test Run

1

2



3

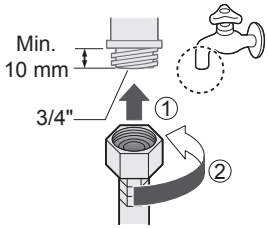
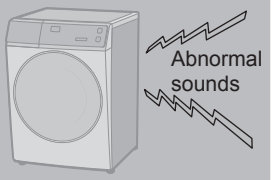
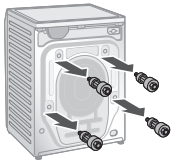
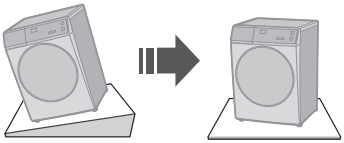
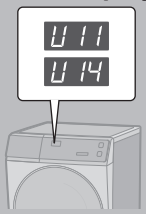


4

Active Speed 38

5

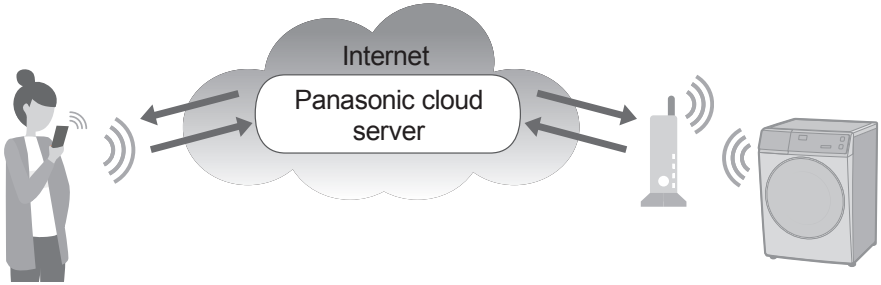
Checking after test run

Problem	Causes and Measures
Water leaks	Connect the water supply hose properly 
	● Remove the anchor bolts (P. 48)  ● Install stably 
Error display 	See P. 44.

Panasonic SmartApp+

More convenient with your smartphone

You can use the service using the “Panasonic SmartApp+”.

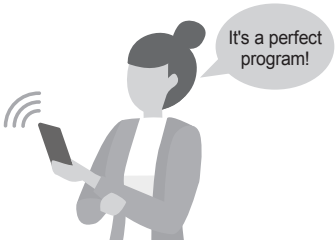


You can operate the washing machine or set the timer with application.

Support program selection from program history.

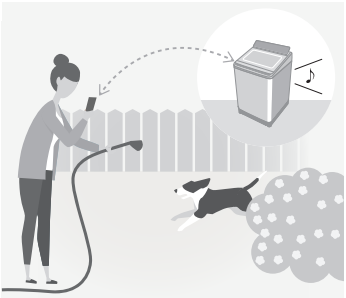
We have “My Favorite” program. You can create original programs with your favorite settings.

- 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.

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/fiot/wash/

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

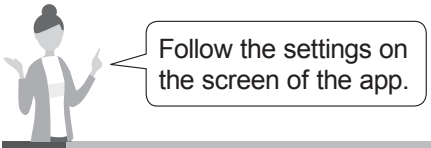
Use a wireless LAN router to connect to the internet.

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.)

Panasonic SmartApp+ (continued)

Initial Settings



1 Install the “Panasonic SmartApp+” (free)

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

  https://www.panasonic.com/fiot/wash/

  Panasonic Website

- Alternatively, you can search for the “Panasonic SmartApp+” 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. 55)

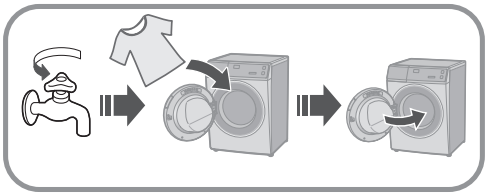
Using the “Panasonic SmartApp+”

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

Lights
(On)

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

or

3

Hold 5 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 disable.

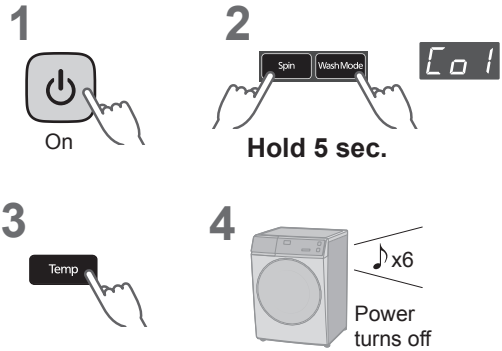
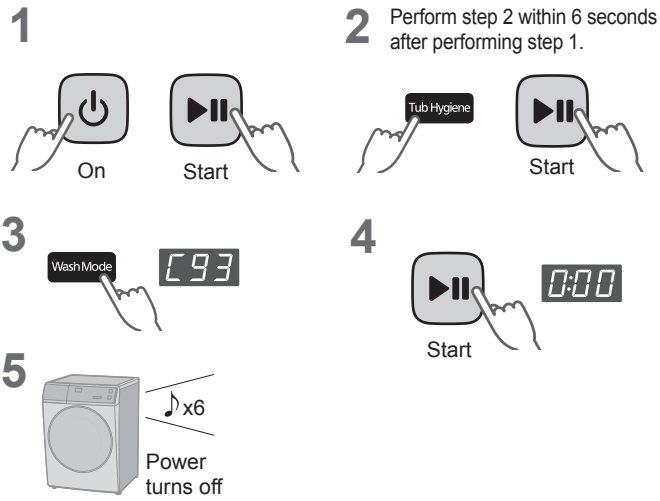
To check the communication status with the lamp on control panel.

	Light up	Communicatable (Connected)
	Blinking	Trying to communicate (Connecting to server)
	Off	Not connected

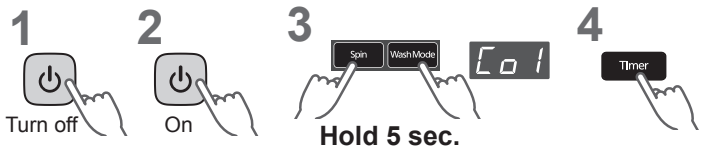
■ Lamp position

Panasonic SmartApp+ (continued)

Initializing

● When you stop using the “Panasonic SmartApp+” ● 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. 
When you dispose of or transfer the washing machine	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) 

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.  →If “U81”, “U82”, etc. are displayed, it is a connection error. Check the above.

Panasonic SmartApp+ (continued)

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. 53) 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.

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easy-ecc

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Specifications

■ For Singapore

		NA-V115FW1
Rated voltage (V)		220 - 240
Rated frequency (Hz)		50
Maximum energy rated power input (W)		1600 - 1900
Heating energy rates power input (W)	For washing	1445 - 1710
	For drying	300 - 350
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)		11.5
Maximum mass of dry cloth (Dry) (kg)		2.0
Pressure of tap water (MPa)		0.01 - 1

■ For Philippines

		NA-V115FW1
Rated voltage (V)		230
Rated frequency (Hz)		60
Maximum energy rated power input (W)		1700
Heating energy rates power input (W)	For washing	1570
	For drying	325
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)		11.5
Maximum mass of dry cloth (Dry) (kg)		2.0
Pressure of tap water (MPa)		0.01 - 1

Complies with
IMDA Standards
DB01017

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