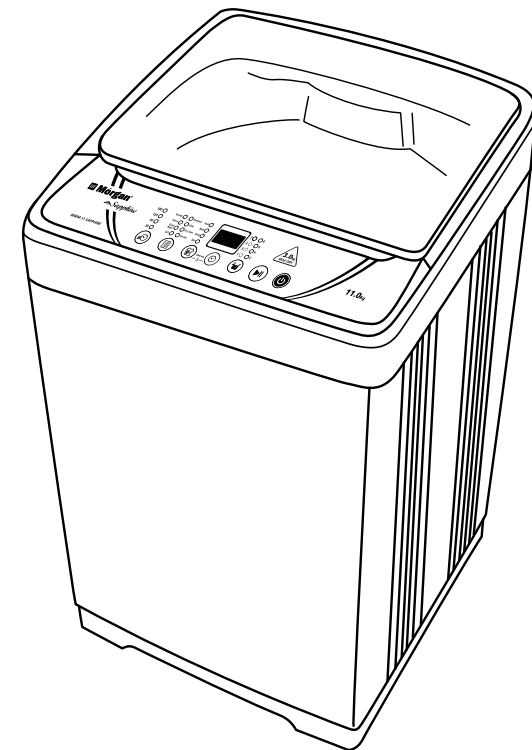


 **Mórgan®**

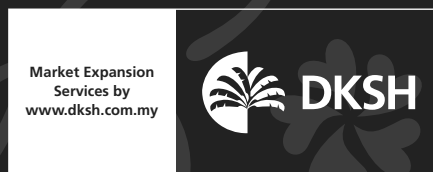
## USER MANUAL



# Automatic Washing Machine

**MWM-11 Sapphire**

 **Mórgan®**



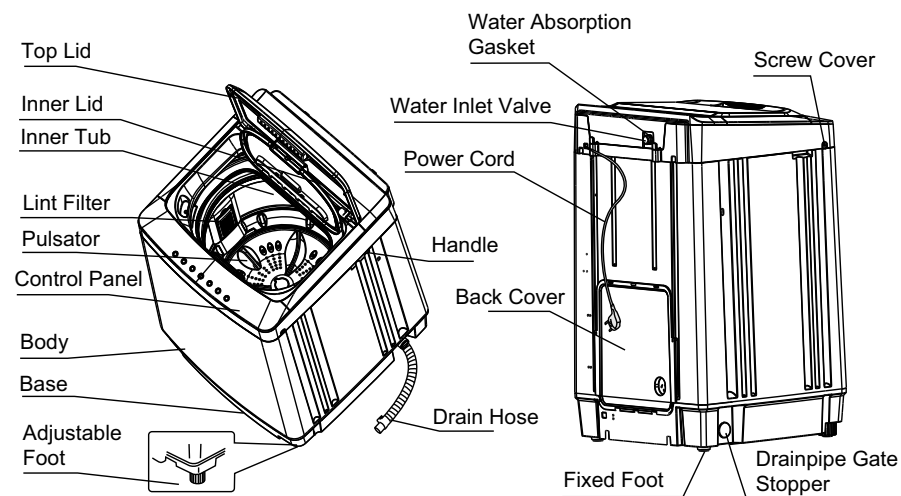
E-mail: [electrical.appliance@dksh.com](mailto:electrical.appliance@dksh.com)  
[www.morgan.my](http://www.morgan.my)

 [facebook.com/morganappliances](https://www.facebook.com/morganappliances)

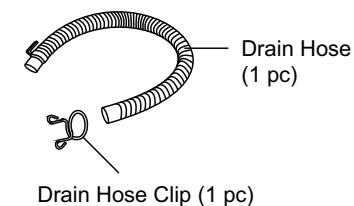
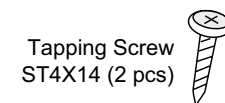
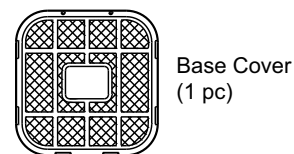
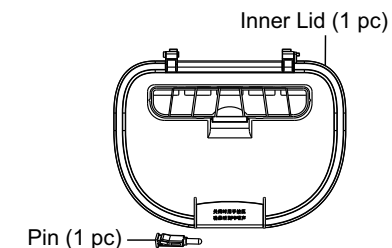
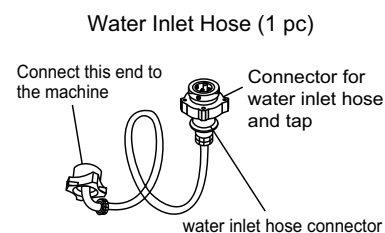
# C O N T E N T S

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## PARTS IDENTIFICATION



## ACCESSORIES



## ABOUT THE SAFETY SYMBOLS



### WARNING SYMBOL

Pay special attention to the warning symbols. There may be serious risks to personal body safety or damage to the appliance if warnings are not followed.

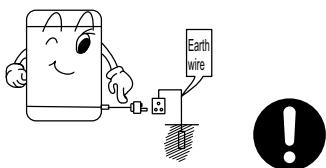


### PROHIBITION SYMBOL

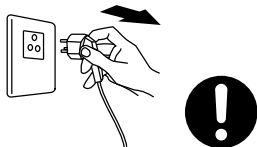
This symbol strictly prohibits action(s) that may be dangerous to your personal safety and/or may damage the appliance.

## SAFETY PRECAUTIONS

Insert power plug into an earthed rated 220-240V AC power supply.



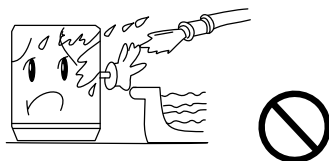
Always unplug from power supply & turn off water when not in use, or when cleaning or moving the appliance. Do not touch power plug with wet hands.



Do not bend or twist the power cord in any manner. Do not operate appliance with damaged power cord or power plug or after the appliance malfunctions. Contact your Authorized Service Centre for examination, repair, or adjustment. Ensure the pin of the power plug is clean & wipe with cloth if dirty.



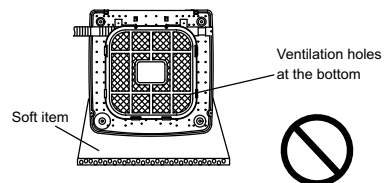
- Do not install the appliance in the bathroom or damp places.
- Do not splash water on it or place wet clothes on the control panel.



Do not wash with water hotter than 50°C.



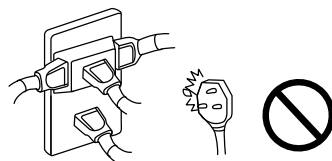
If placed on carpeted floor, adjust the fixing feet to allow air to flow freely.



Do not wash raincoat, motorcycle cover, feather dress or waterproof apparels as these may cause the appliance to vibrate abnormally during operation.

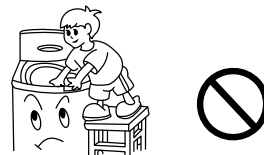


- Do not share the same power socket or use an extension socket.
- Do not use a damaged or loose power socket.

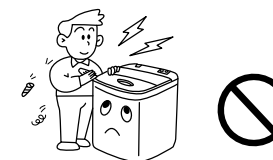


## SAFETY PRECAUTIONS

- Do not insert hands into the machine during operation, even during slow speeds.
- Never allow children to play on or near the machine during operation.



It is dangerous to alter the specifications or modify this appliance in any manner.



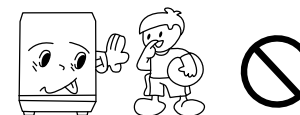
Do not overload the appliance or place any hot items such as hot kettle on the washing machine.



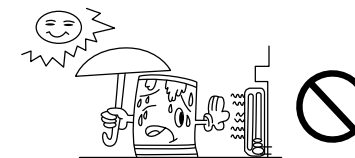
Do not wash garments which have been in contact with volatile petroleum products.



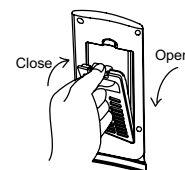
- Do not leave children unattended near the washing machine.
- Do not allow children to play with the washing machine.



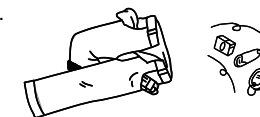
Keep the appliance away from direct sunlight and other heat sources which may damage it.



Always clean the lint filter to prevent lint from obstructing the cascade outlet during washing. Ensure proper installation after every clean.



Do not place hard objects such as coins, safety pins, nails, screws, or which can damage the machine.



- Ensure water tap is turned on and inlet hose is properly installed before washing.
- It is recommended to use low suds & high efficiency laundry detergent.

# INSTALLATION & ADJUSTMENT

**Important:** Ensure inner lid is installed prior to using the machine as it won't function without the inner lid in place.

## INSTALLATION STEPS

1. Remove the inner from the machine packing list.
2. Install the right hinge "d" into the round holder "c" (see Fig. 1). Then press left hinge "b" into the holder "a" in accordance to the direction of the arrows.

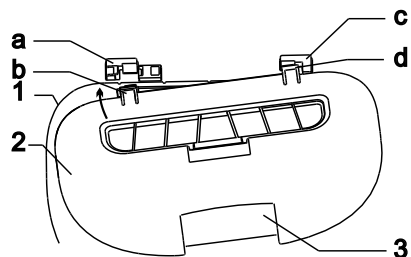


Fig. 1

3. After inserting left hinge "b" into holder "a", insert bolt 4 into the left holder "a" (see Fig. 2).

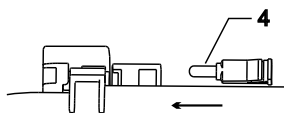


Fig. 2

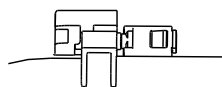


Fig. 3

4. Insert pin 4 into holder "a". A click can be heard once it is securely in place. Hold handle 3, open & close the inner lid a few times.

5. Once inner lid is correctly installed, the machine is ready for use.

# USING THE DRAIN HOSE

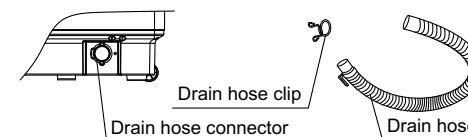
## INSTALLING THE DRAIN HOSE

- Set the drain hose clip into the drain hose to 2-3cm (from the end of the drain hose without the pot hook).
- Install the drain hose into the correct drain hose connector and fix the drain hose connector with the clip.
- Attach drain hose clip on the machine cabinet.

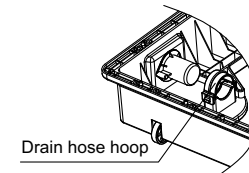
# USING THE DRAIN HOSE

## CHANGING THE DIRECTION OF THE DRAIN HOSE

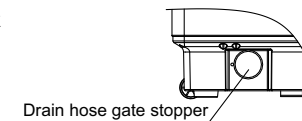
1. Detach the drain hose and clip from the connector. Place the machine front side down on a soft mat on the floor. Unmount the screws on the back cover using a screwdriver and detach the back cover. Unmount the screw fixed to the drain hose connector (on the right of washing machine) and loosen the drain hose connector.



2. Detach the drain hose using reasonable force and drain hose hoop (on the right of washing machine). Loosen the inner drain hose.



3. Detach the drain hose gate stopper (left side of the machine fixed on washing machine base with two clips).

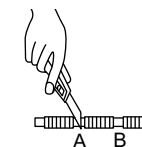
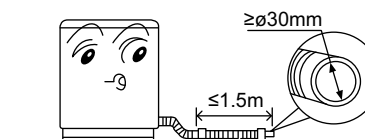
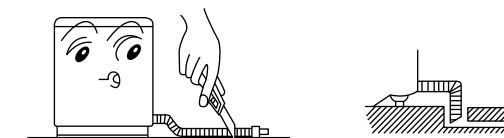
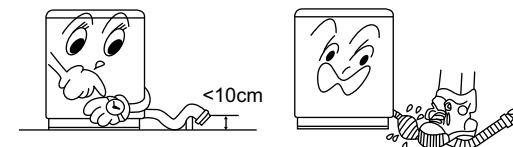


4. Place the inner drain hose to another side. Do not distort the inner drain hose. Fix inner drain hose with drain hose hoop and drain hose connector. Stand the washing machine gently and secure the back cover with screw and install the drain hose and clip into the drain hose connector.

## WATER DRAINAGE

**To ensure the drain hose drains smoothly:**

1. The height of the drain hose should be less than 10cm to ensure proper drainage.
2. Do not step on or distort the drain hose.
3. Cut the drain hose if it is too long. Cut the front end of the drain hose slant to ensure drainage is smooth.
4. Purchase a longer hose for longer drainage with diameter not less than 30mm and length not exceeding 1.5m.
5. Cut at Points A or B if the additional drain hose is too long.



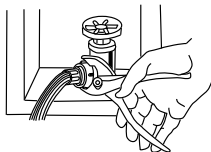
## WATER INLET INSTALLATION

Use the new hose supplied together with the machine. Do not reuse old hose.

1. Insert a new flat washer into each end of the inlet hoses. Firmly insert the washers into the coupling.

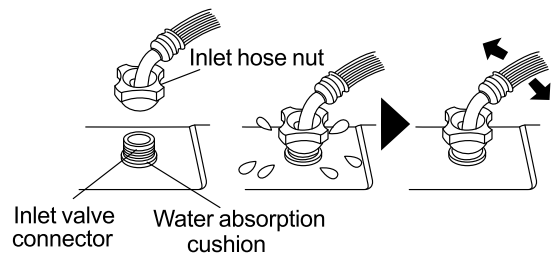
### NOTE:

- Use the new hose sets supplied with the machine.
- Do not reuse old hoses.
- Use pliers to tighten the coupling.
- Do not overtighten as this may damage the valve.



2. Connect water inlet hoses to faucet.

3. Connect other ends to their respective cold & hot water inlet valves located at the rear of the machine.



4. Fasten the nut. Gently swing it to ensure it is securely fastened.

### INSPECT CONNECTION BETWEEN WATER INLET HOSE & TAP

1. Gently swing the hose to ensure it is securely fastened.
2. After installation, turn on water to inspect for leaks.
3. Do not bend, twist or overstrain the hose.

4. Always inspect connection between water inlet hose and tap. Ensure connection between water inlet hose and washer is secure and that there is no leaking.



## PREPARATION BEFORE OPERATION

### PREPARATION BEFORE WASHING

1. Connect the inlet hose and turn on the tap.
2. This appliance must be properly earthed before connecting to the power supply. Do not link the earth terminal gas or tap pipeline, and so forth.
3. Lay down the drain hose.
  - Warning: Water temperature should not exceed 50°C!**
4. Machine must be placed horizontally on even and stable surface to prevent excessive noise and vibration.

### IT IS IMPORTANT TO NOTE THE FOLLOWING BEFORE LAUNDRYING:

<p>Check whether there are special requirements for laundrying.</p>	<p>Ensure all pockets are empty of small objects such as coins, keys, screws etc. as these may damage the drain pump.</p>	<p>Knot long bands, fasten buttons and zippers.</p>	<p>Do not overload machine. Load laundry loosely alternating larger items with smaller ones.</p>	<p>Sort laundry according to fabric type, colourfastness, and soil level. Place thin fabric, woollens and those prone to wear and tear into laundry bag.</p>

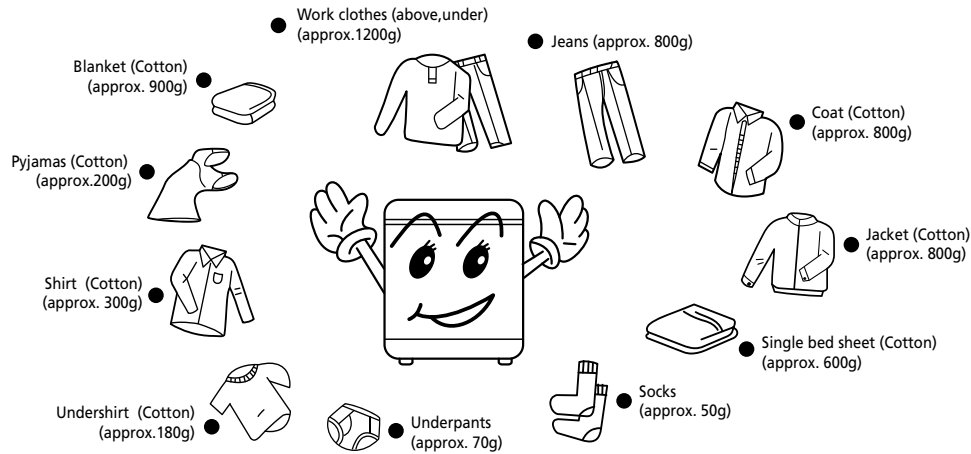
- Ensure laundry is washable.
- **IMPORTANT:** Wash new coloured clothing separately when washing for the first time and do not wash white clothing with coloured ones.
- Immerse non-absorbable laundry by hand.
- Treat stubborn stains such as fruit, wine, grass, rust etc. with specially formulated pre-wash detergent before laundrying.
- Overturn the nap fabric and long floss laundry before putting them into the machine.
- Do not place chemical-soaked laundry directly into the machine.
- Place small items such as handkerchiefs, ribbons, socks etc. into laundry bag or pillow case.

## LOADING LAUNDRY

- The machine's washing and spinning capacity refer to the largest weight of standard laundry under dry condition. Washing quantity shall be lower than the rated capacity.
- Different thickness, size and laundry type will influence the actual washing capacity. It is ideal that laundry can be overturned normally during washing.
- Do not select high water level when laundry is less than 1.0kg to avoid water splashing.



### LAUNDRY REFERENCE GUIDE

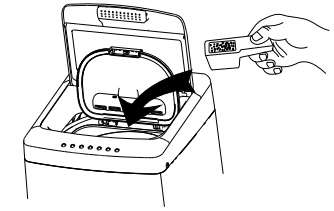


## DETERGENT GUIDE

### USING POWDERED DETERGENT

#### Dissolve powdered detergent directly in machine

- Select Low water level.
- Add powdered detergent, run for 30 seconds to dissolve it completely & press the START/PAUSE button.
- Place laundry & select suitable water level program.

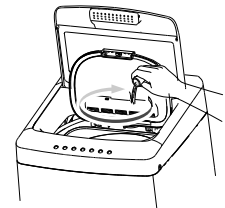


#### Quick dissolve

- Prepare warm water (30 °C) in a container.
- Pour powdered detergent while stirring to fully dissolve it.
- Add sufficient detergent according to laundry load & desired water level.
- It is recommended to use liquid detergent for "QUICK WASH" program for better results.
- It is not recommended to use detergent with excessive foam.
- Poor quality or expired detergent powder may get caked.
- Please clean the detergent box frequently.

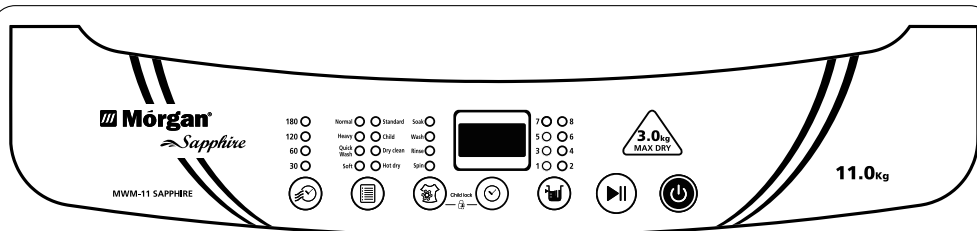
### USING BLEACH

- Fill water to the selected level, dilute the bleach in the container.
- Slowly pour into the washing tub.
- Do not use bleach for coloured or fragile clothing to avoid damage.
- Do not pour bleach to directly onto laundry.
- Always dissolve powdered bleach before use.



### CLOSE TOP LID

Ensure top lid is closed as machine will not function when it is opened.



## MODE & INDICATOR LIGHTS

**ON:** indicate selected mode

**FLASHING:** indicate the program is in operation. Under DELAY function before operation the digital timer shows delay time, unit is HOUR.

## POWER BUTTON

- Press POWER button to turn on power. Press again to turn power off.
- The machine will power off automatically if START/PAUSE button is not pressed 10 minutes after powering on.

## START/PAUSE BUTTON

- Press START/PAUSE button to begin operation.
- Press START/PAUSE during operation to pause the machine. Press START/PAUSE to resume operation after pause.

## WATER LEVEL BUTTON

- Digital timer will display “- -” if fuzzy logic is activated but water level is not selected. Select NORMAL or HEAVY to activate fuzzy logic, STANDARD to deactivate with water level at “6”. QUICK WASH will deactivate fuzzy logic & water level will be “2”.
- After pressing START/PAUSE, press “Water Level” to select desired water level without fuzzy logic. Select water level according to laundry load: 1-2 for low, 3-5 for middle, and 6-8 for high water level.
- During wash (including rinse), press water level button to add water. Release button to stop.
- During wash (including rinse), press START/PAUSE & press water level button to select higher water level. Press START/PAUSE again to resume operation & water will automatically fill to the preset level.

## DELAY BUTTON

- After pressing START, press DELAY button to select preset time from 2 – 24 hours.
- Press POWER button to cancel preset timer & enter default state.

## PROCESS BUTTON

- Press PROCESS button to select either cycles from “wash-rinse-spin”, “soak-wash-rinse-spin”, “wash”, “wash-rinse”, “rinse-spin”, “spin”. The default cycle is “wash-rinse-spin” after pressing START.

## PROGRAM BUTTON

- **Normal:** For general wash
- **Heavy:** For jeans & heavy clothes
- **Quick Wash:** For speedier general wash
- **Soft:** For delicate clothes
- **Standard:** Standard wash
- **Child:** Delicate was for children’s clothes
- **Dry Clean:** Removes odour & bacteria
- **Hot Dry:** Separate drying for wet clothes

## HOT DRY BUTTON

- Press “hot dry time” button to heat dry according to the following cycles: 30 points, 60 points, 120 points & 180 points.

## DISPLAY SCREEN

- Under delay & before wash, display shows DELAY time in HOURS.
- During wash, display will show process time in MINUTES.
- In the event of a malfunction, display will show trouble code.
- On START with fuzzy logic activated, display will show “- -”.

# OPERATING INSTRUCTIONS

- Press POWER button to power on machine.
  - Machine will be in standby mode.
  - The machine will enter FUZZY mode if there is no water inside the tub.
  - Press START/PAUSE button, Select PROGRAM and then HEAVY. The machine will enter FUZZY mode and sense the laundry load automatically to set the water level.
  - The machine will not be in FUZZY mode if there is water inside the inner tub.
- Press PROGRAM to select desired program.
- PRESS PROCESS to begin process selection.

Pressing PROCESS Button No. of Times	PROGRAM	APPLICATION	LIGHTING INDICATOR
0	Wash, Rinse & Spin	Standard Program	Wash, Rinse & Spin lights are lit
1	Soak, Wash Rinse & Spin	For soiled laundry	Soak, Wash, Rinse & Spin lights are lit
2	Wash	Adding detergent repeatedly	Wash light is lit
3	Wash, Rinse	No spinning to avoid creasing	Wash & Rinse lights are lit
4	Rinse & Spin	Hand Wash, Rinse & Spin	Rinse & Spin lights are lit
5	Spin	Hand Wash & Spin	Spin light is lit

**Note: Pressing PROCESS button continuously will repeat the process cycle again.**

- Select desired water level according to laundry load.
- Press HOT DRY TIME button to select heat drying time.
- At the beginning of START, press DELAY button if required to select delay time, which will be displayed on the screen indicating time to complete the wash process.
- To cancel DELAY, press POWER button for machine to enter STANDBY mode.
- To select "Air Dry" at the beginning of operation, press PROGRAM button to select AIR DRY. The machine will be in standby mode when air dry function is completed.
- Close the top lid, press START/PAUSE to begin operation.
- The buzzer will sound & power will automatically cut-off after operation is completed.
- It is recommended to select STANDARD program for normal wash at full load to conserve water.

# OPERATING INSTRUCTIONS

## HEAT DRYING FUNCTION & NOTES



### WARNING 1

- Do not heat dry laundry stained by food, oil, animal oil, machinery oil, solvent, petrol, benzene, thinner, alcohol and etc., as these may ignite and pose a fire hazard.
- Do not place flammable materials into the inner tub.
- Do not place machine near flammable sources of oil, petrol, benzene, thinner, alcohol & so forth as these may pose a fire hazard.











### WARNING 2

- Do not heat dry cushions as the materials inside them may leak, cause chemical reaction or may be flammable.
- Do not wash, rinse, spin & heat dry waterproof materials as they may damage the machine.

- Please refer to page 16 for heat dryable clothing list.
- Spin clothes well before heat drying.
- Lay laundry loosely piece by piece into the inner tub before heat drying.
- Upon completion of heat drying, clean air vents from any obstructions such as dirt, dust, paper to ensure drying efficiency.
- Water condensation may occur during heat drying. It is recommended to open the inner tub lid and allow tub to ventilate upon completion.
- Do not insert clothing into the inner tub when heat drying is in progress.
- Ensure inner tub lid is closed when heat drying.
- CAUTION:** Exercise caution when removing clothing after heat drying. Do not touch the walls of the inner tub as it is still hot!

## HEAT DRY CAPACITY & DRYING TIME

Capacity & Drying Time	Fabric Type (according to material, thickness & weight)		
± 1.0KG (±120 minutes)	 Towel x 2 pcs (100% cotton/±70g)	 Underwear x 2 pcs (100% cotton/±50g)	 Undergarment x 2 pcs (100% cotton/±130g)
± 2.0KG (±240 minutes)	 Suit/Shirt x 1 pc (Blend/±20g)	 Stockings x 4 pairs (100% cotton/±50g)	 Bath Towel x 2 pcs (100% cotton/±300g)
± 3.0KG (±300 minutes)	 Bath Towel x 2 pcs (100% cotton/±300g)	 Work Suit x 1 set (Blend/±800g)	



## AFTER EVERY WASH

- The machine stops automatically, and the buzzer will sound to remind you to remove the laundry or begin another wash.
- Always unplug machine from the power supply after every wash and turn off the water tap to prevent leaks.

## EXTERIOR CARE & CLEANING

- Clean the machine exterior using a soft, damp cloth.
- Do not use abrasive cleansers or chemicals to avoid damaging plastic parts and surface.



## CLEANING INLET GATE

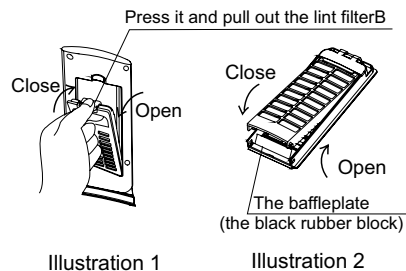
The inlet gate filter may be obstructed by dust. To clean:

- Turn off water tap and turn on the power switch.
- Start machine for 5 seconds & allow water in the inlet hose flow into the tub.
- Turn off power.
- Detach inlet hose, remove and clean the inlet gate valve and the inlet gate filter.
- Reassemble the inlet gate & filter.

## CLEAN LINT FILTER

It is recommended to clean the lint filter after every wash. To clean:

- Detach the lint filter (see Illustration 1).
- Open the lint filter and wash it (see Illustration 2).
- Close the lint filter and reassemble.



## MAINTENANCE TIPS

It is advisable to turn off the water tap after every wash & detach the inlet hose, if necessary. After every wash:

- Drain any remaining water in the tub immediately.
- Unplug power cord from the power supply.
- Store power cord and drain hose.
- Wipe the water on machine exterior & surface with soft cloth.
- Keep top lid open for a while to help prevent mould and stagnant smells from forming inside the appliance.

- Use this troubleshooting guide for a list of possible solutions if the machine does not perform as expected or malfunctions.
- If a solution cannot be found or the problem persists, please contact your authorized service center.
- Do not, under any circumstance, dismantle or attempt to repair the machine yourself.

PROBLEM	POSSIBLE CAUSES	SOLUTION
No display on control panel	<ul style="list-style-type: none"> <li>• Power Plug is not inserted correctly.</li> <li>• No power supply.</li> <li>• Power switch is not turned on.</li> </ul>	<ul style="list-style-type: none"> <li>• Reinsert power plug correctly.</li> <li>• Inspect the power socket or change to another power socket.</li> <li>• Press power switch.</li> <li>• Check power supply</li> </ul>
Water inlet hose leaking	<ul style="list-style-type: none"> <li>• Inlet hose connector (connecting with the tap) is not secure.</li> <li>• Inlet hose and washing machine connector is loose.</li> </ul>	<ul style="list-style-type: none"> <li>• Reinstall the inlet hose again.</li> <li>• Tighten the connector of the machine.</li> </ul>
Machine does not drain	<ul style="list-style-type: none"> <li>• Drain hose is not placed down on floor level.</li> <li>• Drain hose is bent/twisted or obstructed.</li> </ul>	<ul style="list-style-type: none"> <li>• Lay down the drain hose to floor level.</li> <li>• Straighten or clean the drain hose.</li> </ul>
No water supply	<ul style="list-style-type: none"> <li>• Tap is not turned on.</li> <li>• Water inlet hose is obstructed.</li> </ul>	<ul style="list-style-type: none"> <li>• Restart when water supply is resumed.</li> <li>• Turn on the tap.</li> <li>• Follow instructions "cleaning the water inlet filter".</li> </ul>
Spin function stops and water supply resumes during spin program	<ul style="list-style-type: none"> <li>• Excessive or insufficient laundry load.</li> <li>• Machine is not placed on stable surface.</li> </ul>	<ul style="list-style-type: none"> <li>• The machine will adjust itself automatically.</li> </ul>
Spin function not working even when spin button is selected	<ul style="list-style-type: none"> <li>• Top lid is open when drain function begins or when is completed.</li> </ul>	<ul style="list-style-type: none"> <li>• Close the top lid.</li> </ul>
Intermittent spin during spin function	<ul style="list-style-type: none"> <li>• Balance laundry load for best spin results.</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>
Water flows from drain hose during first use	<ul style="list-style-type: none"> <li>• Water remnant in the tub during factory quality check and test</li> </ul>	<ul style="list-style-type: none"> <li>• This is normal.</li> </ul>

**IMPORTANT: Detach power plug from power supply immediately if problem persists after following the above troubleshooting and contact your authorized service agent. It is dangerous to attempt to repair the machine yourself.**

## OTHER FUNCTION

### 1. WHEN ALARM GOES OFF

FAULT CODE DISPLAY	POSSIBLE CAUSES	SOLUTION
E0	Top lid opened when Delay is started.	Close top lid & clear fault code.
E1	Water does not drain within 5 minutes.	Ensure drain hose is laid down. Open top lid, follow troubleshooting guide, close top lid & clear fault code.
E2	Top lid opened during spin function.	Close top lid & clear fault code
E3	Imbalanced spin.	Open top lid, loosen laundry to balance weight. Close top lid & clear fault code.
E4	Water level does not reach preset level even after 50 minutes.	Open top lid, follow troubleshooting guide, close top lid & clear fault code.
E5 (Child lock light flashes synchronously)	Top lid still open after deactivating child lock.	Close top lid & clear fault code.
E6	Water level exceeds overflow level.	Drain water until water level reaches the maximum water level mark.
E7	Abnormal input & output memory.	Close top lid & clear fault code.
EA	Heat drying when inner tub is filled with water.	Heat dry after spin.
EB	Heat drying exceeds rated weight	Open top lid & remove some clothing.
F1	Water sensor malfunction	Power off, detach power plug from power supply & contact authorized service agent.

### 2. IMBALANCE ADJUSTMENT

- During spinning, violent vibrations may happen if laundry is not placed equally in the tub. This machine has an automatic imbalance adjustment function. Once vibration exceeds beyond a specified level, the adjustment system will start automatically to adjust the imbalance.

### 3. POWER SUPPLY IS CUT OFF AUTOMATICALLY

- If START/PAUSE button is not pressed within 10 minutes after pressing the POWER button, power supply will cut off automatically.
- Power supply will cut off automatically after washing is completed.

## OTHER FUNCTION

### 4. CHILD LOCK FUNCTION

**All buttons including POWER will be locked.**

- If top lid is open during operation, machine will stop and sound an alarm.
- If top lid is closed within 5 seconds, the machine operation will resume & fault code will be cleared.
- If top lid is not closed within 5 seconds, DRAIN process will begin if there is water in the inner tub & closing the top lid will not deactivate this process.
- During draining, an alarm will sound once every 10 seconds.
- When water in inner tub is 5cm higher, an alarm will sound once every 10 minutes.
- When draining completes, the machine will be in waiting mode.
- If top lid is closed, the machine will resume operation as in previous setting.

**Once child lock is activated & top lid is opened for over 5 seconds during WASH or RINSE (with water inside inner tub) – DRAIN function will activate & alarm will sound. If child lock function is deactivated during DRAIN, water will be added automatically to reach preset level and resume operation.**

## SPECIFICATIONS

<b>Model</b>	<b>MWM-11 Sapphire</b>
<b>Rated Voltage / Frequency</b>	<b>220-240V~ 50Hz</b>
<b>Washing Power</b>	<b>410W</b>
<b>Spinning Power</b>	<b>330W</b>
<b>Capacity</b>	<b>11.0kg</b>
<b>Weight</b>	<b>Approx. 36.5kg</b>
<b>Dimension (mm)</b>	<b>584W x 621D x 978H</b>