# Haier

User Manual Guide de l'utilisateur Manual del usuario HLP24E

**Top-Load Compact Clothes Washer** 

Laveuse à chargement par le haut

Lavadora de ropa con carga superior





Designed for High-Efficiency; use HE detergent.

Conçue pour haute efficacité; utiliser un détergent HE.

Diseñada para un alta eficiencia; use detergente HE (Alta eficiencia).

SMARTER LIFE BETTER PLANET

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#### **RECORD KEEPING**

Thank you for purchasing this Haier product. This user manual will help you get the best performance from your new washer.

For future reference, record the model and serial number located on back of the washer, and the date of purchase. Staple your proof of purchase to this manual to aid in obtaining warranty service if needed. Model number

Serial number

Date of purchase

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# **IMPORTANT SAFETY INSTRUCTIONS**

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To reduce the risk of fire, electric shock, or injury to persons when using your appliance, follow the basic precautions, including the following:

- Read all of the instructions before using this appliance.
- Use this appliance only for its intended purpose as described in this user manual.
- Do not use the washer for commercial clothes washing.
- Under certain conditions, hydrogen gas may be produced in a hot-water system that has not been used for 2 weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period, before using a washing machine, turn on all hot-water faucets and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.

## INSTALLATION SAFETY PRECAUTIONS

#### 

Before you throw away your old appliance, remove the door or lid so that children cannot hide or get trapped inside your old appliance.

- This appliance must be properly installed and located in accordance with the installation instructions before it is used.
- Do not store or install this appliance where it will be exposed to temperatures below freezing or exposed to weather, which can cause damage to the appliance.
- The appliance must be properly grounded to conform with all electrical codes and ordinances. See "Electrical Requirements" section.

# **GENERAL SAFETY PRECAUTIONS**

- Keep the area around your appliance free from combustible materials such as lint, paper, rags or chemicals.
- Close supervision is necessary if this appliance is used by or near children. Do not allow children to play on, with, or inside this appliance.
- Do not place articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents or other flammable or explosive substances in the wash water. These substances give off vapors that could ignite or explode.
- Do not add gasoline, dry-cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
- Do not reach into the appliance if the wash basket, tub or agitator is moving.
- Do not tamper with the controls.
- Never unplug your washer by pulling on the power cord. Always grasp the plug firmly and pull straight out from the outlet.
- To minimize the possibility of electric shock, unplug this appliance from the power supply before attempting any maintenance or cleaning.

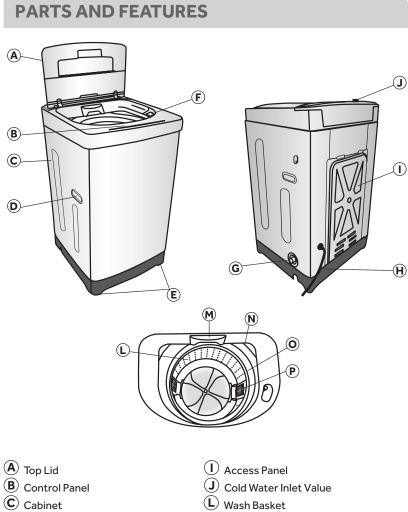
**NOTE:** Turning the cycle selector knob to the "Off" position does NOT disconnect the appliance from the power supply.

- Do not attempt to service, repair or replace any part of the appliance unless specifically recommended in this user manual or in published repair instructions that you understand and have the skills to carry out.
- Before discarding or removing from service, remove the washer door or lid.

# SAVE THESE INSTRUCTIONS HOUSEHOLD USE ONLY

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- - M Powdered Detergent Dispenser
  - N Outer Tub Cover
  - O Balance Ring
- Lint Filter

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(D) Cabinet Handle

(E) Leveling Feet (2)

G Drain Port

**(F)** Liquid Beach Dispenser

H Power Cord (120 Volt/ 60 Hz)

# **INSTALLATION INSTRUCTIONS**

# **TOOLS NEEDED**

- Pliers
- Wrench
- Flat-blade Screwdriver

### **PARTS SUPPLIED**



- Drain Hose Clamp
- Drain Hose Hook
- Drain Hose

Measuring Tape

Carpenter's Level

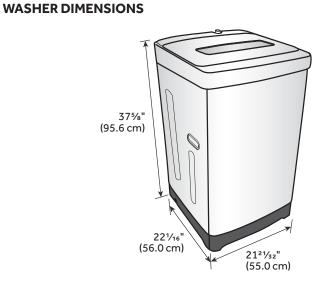
- Water Hoses (1) (flat washers pre-installed)
- User Manual

# LOCATION REQUIREMENTS

- The washer must be installed on a solid floor to minimize vibration during the spin cycle. A concrete floor is the best.
- The floor should be level with maximum slope of 1" (25 mm) under entire washer.
- A suitable location is protected from direct sunlight and heat sources such as radiators, baseboard heaters, or cooking appliances.
- Do not install on carpeting.
- The location must have a grounded electrical outlet located within 4 ft. (1.2 m) of power cord on the back of the washer.
- Hot and cold water faucets must be present within 3 ft. (0.9 m) of the hot and cold connections on the washer.
- A water heater must supply hot water with a temperature of at least 120°F (49°C).
- The water pressure should be between 20 and 100 psi (138 and 690 kPa).

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Do not install or operate the washer where it will be exposed to temperatures below  $32^{\circ}F$  (0°C). Water remaining in the washer will freeze and cause damage to the washer.



## **DRAIN SYSTEM REQUIREMENTS**

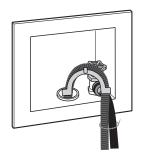
#### WALL OR FLOOR STANDPIPE

The height of the standpipe must be between 39" (99 cm) and 60" (153 cm) from the bottom of the washer. The minimum diameter of the standpipe must be 2" ( 5 cm).

Wall

ENGLISH

Floor





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#### LAUNDRY TUB

The laundry tub must have a minimum capacity of 20 gal. (76 L). The height of the laundry tub must be at least 39" (99 cm) and no more than 48" (122 cm).

39" – 48" (99 cm – 122 cm)



# ELECTRICAL REQUIREMENTS

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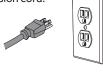
The washer must be connected to a properly grounded 120 volt, 60 Hz., AC only, 15- or 20-amp, fused electrical supply. A time-delay fuse or circuit breaker is recommended.

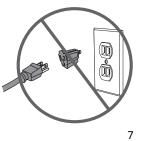
 If the electric supply provided does not meet the above requirements, contact a licensed electrician.

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Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the appliance is properly grounded.

- This appliance must be grounded. In the event of malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current.
- This appliance is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.
- Do not use a 3 prong plug adapter.
- Do not use an extension cord.





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# **STEP BY STEP INSTRUCTIONS**

### INSTALLING YOUR WASHER

We recommend that your new washer be installed by a qualified appliance technician. If you feel that you have the skills to install the washer, please read the installation instructions carefully before installing.

**CAUTION:** If, after completing these steps, you are unsure that the washer is properly installed, contact a qualified appliance technician.

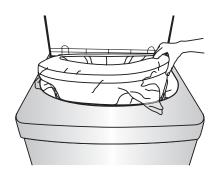
# 🛦 WARNING

If your washer was just delivered and the outside temperature was below freezing, do not operate until the washer warms up to room temperature.

### **STEP 1 - UNPACK THE WASHER**

- 1. Remove all packing materials. This includes the foam base and all adhesive tape holding the washer accessories inside and outside.
- 2. Open the top lid to remove the wash basket brace. Pull to remove.

NOTE: Save the wash basket brace to use when moving the washer in the future.



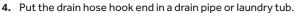
3. Inspect and remove any remains of packing, tape or printed materials before using the washer.

# 🛦 WARNING

To avoid danger of suffocation, keep plastic bag and other packing material away from babies and children. Do not use this bag in cribs, carriages and playpens. The plastic bag could block nose and mouth and prevent breathing. This bag is not a toy.

### **STEP 2 - CONNECT AND SECURE THE DRAIN HOSE**

- 1. Enlarge the opening by squeezing the ends of the drain hose clamp together. Slide the clamp over the end of the drain hose, and onto the flexible section of the hose.
- 2. Fit the end of the drain hose over the plastic drain port extending from the washer.
- **3.** Squeeze the ends of the clamp to enlarge the opening and slide the clamp over the connection of the drain hose and drain port. Release the clamp to tighten.



5. Secure the drain hose in place by fastening it to a water hose, the standpipe, or a leg on the laundry tub. See "Drain System Requirements" for illustrations.

# **STEP 3 - CONNECT THE WATER HOSES**

IMPORTANT: Only use new hoses when installing the washer.

**NOTE:** Periodically inspect hoses for cracks, cuts, leaks or wear. Replace with new hoses every 5 years.

**NOTE:** Hot water needs to be set at a temperature of at least 120°F - 140°F. (49°C-60°C) for the soap to dissolve and to avoid soap residue remaining on clothes.

1. Check that a flat washer is present and firmly in place in each end of the water inlet hoses. Flat washers are pre-installed at the factory.



(A) Washer



ENGLISH

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- ENGLISH
- 2. The hose couplers are color coded to assist you in making the proper connections. You may want to use gray for cold and red for hot. Thread the inlet hoses onto the water faucets by hand until snug. Then using pliers, tighten an additional two-thirds turn.

**IMPORTANT:** To avoid damage to the hose couplings, do not overtighten.

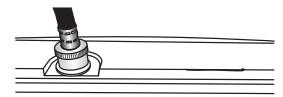
**NOTE:** To avoid damage to the faucets do not use plumber's tape or sealants on the valve threads.



3. Thread the other end of the inlet hoses by hand onto the inlet valves marked "H" (hot) and "C" (cold) on the back of the washer until snug. Then using pliers, tighten an additional two-thirds turn.

**IMPORTANT:** To avoid damage to the hose couplings, do not overtighten.

**NOTE:** To avoid damage to the washer inlet valves, do not use plumber's tape or sealants on the valve threads.



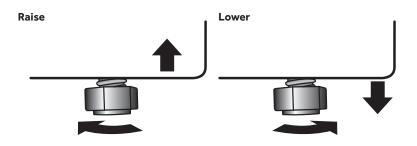


4. Turn on the hot and cold water faucets and check for leaks. If there is any leaking, check steps 1 through 3 again.

# **STEP 4 - LEVEL THE WASHER**

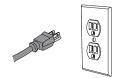
**IMPORTANT:** Proper leveling of the washer will help reduce noise and vibration.

- 1. Place washer in its final location. Check that the water and drain lines are not strained or pinched. Make sure that all four feet are firmly in contact with the floor and that the washer rests solidly in position.
- 2. Using a carpenter's level, check to make sure the washer is level from side to side and from front to back.
- **3.** If the washer is not level, adjust the leveling feet. Turn clockwise to extend (raise the washer) or counterclockwise to retract (lower the washer).



# **STEP 5 - COMPLETE INSTALLATION**

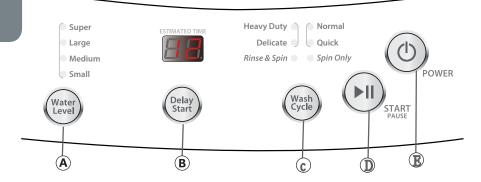
- 1. Plug the washer into a grounded 3 prong outlet.
- 2. Check that water faucets are turned on.
- 3. Dispose of/recycle all packaging materials.
- 4. Run a normal wash cycle using detergent to test and clean the washer. See the "Operating Instructions" section.



# **CONTROL PANEL AND FEATURES**

# **CONTROL PANEL**

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#### (A) WASH CYCLE BUTTON

- Use this button to select the desired cycle for your wash load.
- The standard default settings of each cycle will be displayed; the default settings can be changed by using the Setting buttons Wash Temp, Soil Level, and Water Level.
- There are 8 cycles to choose from:

**Heavy Duty -** Use this cycle for heavily soiled durable garments. This cycle can also be used for towels, sports gear, children's clothes, etc.

Whites - Use this hot water cycle for white and light colored clothing that is susceptible to transfer of dye.

Perm Press - Use this cycle for light to normally soiled garments.

Normal - Use this cycle for normally soiled cottons and mixed fabric loads.

**Delicate -** Use this cycle to wash lightly soiled garments and delicate clothes that need gentle washing.

 $\ensuremath{\textbf{Quick}}$  - Use this cycle to wash small, lightly soiled loads that are needed in a hurry.

 $\mbox{\bf Rinse}~\&~\mbox{\bf Spin}$  - Use this cycle for removing excess detergent and refreshing clean garments.

 $\ensuremath{\textbf{Spin Only}}$  - Use this cycle to extract water from sink washed or clean wet garments.

#### **(B) DELAY START BUTTON**

- Press this button to delay the start of your wash cycle between 1 24 hours in one hour increments.
- Use this button to select a delayed start of the washer. The number of hours will be shown in the Estimated Time Remaining Display. Each press of the Delay Wash Button will increase the time by 1 hour.
- One button press after 24 will cancel the delay wash feature. You can also cancel the Delay Wash feature by turning off power to the washer with the Power Button.
- The Start/Pause Button must be selected to begin the countdown.

#### **(C)** CYCLE STATUS INDICATORS

• The Cycle Status lights indicate the stages of the selected cycle.

#### **(D)** START/PAUSE BUTTON

• Press this button to start a selected cycle or to pause an operating cycle.

**NOTE:** After starting the wash cycle, you must pause the operating cycle to change the Wash Temp, Soil Level and Water Level settings.

#### **(E) POWER BUTTON**

• Press the power button to turn on the washer.

**NOTE:** If the washer is turned on, but START is not pressed, the power will automatically turn off after 5 minutes.

# **CYCLE GUIDE**

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**NOTE:** To protect your wash load, all options and settings are not available for all cycles. The shaded boxes indicate the default settings for each cycle.

<u> </u>	,							
CYCLE	FABRIC TYPE	WASH PROCESS	EST TIME	WASH TEMP	SOIL LEVEL	WATER LEVEL	EXTRA RINSE	
Heavy Duty	Heavily soiled, durable colorfast fabrics	12 Min Soak 25 Min Wash Rinse Spin	1:08	Warm	Normal	Medium	•	
				Hot Cold	Heavy Light	Super Large Small		
Normal	Cottons, linens and mixed garments	16 Min Wash Spray Rinse Spin	:40	Warm	Normal	Medium	•	
				Hot Cold	Heavy Light	Super Large Small		
Delicate	Lingerie, sheer fabrics with lace trim	10 Min Wash Rinse Spin	:37	Warm	Normal	Medium	•	
				Cold	Heavy Light	Super Large Small		
Quick	Cottons, linens and mixed garments	9 Min Wash Rinse Spin	:31	Warm	Normal	Medium		
				Hot Cold	Heavy Light	Super Large Small	•	
Rinse & Spin	Unsoiled garments	Rinse Spin	:29	Cold only	n/a	Medium	•	
						Super Large Small		
Spin Only	Clean soaking wet garments	Spin	:06	n/a	n/a	n/a		

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# **OPERATING INSTRUCTIONS**

# **STEP 1 - PREPARE AND SORT LAUNDRY**

#### **PREPARE LAUNDRY**

- Check garment labels for manufacturer's washing instructions.
- Empty pockets and turn them inside out.
- Turn down cuffs and remove any lint or dirt.
- Tie strings and sashes so they don't tangle.
- Close zippers, snaps and hooks to avoid snagging.
- Remove pins or other sharp objects from clothes to prevent scratching of the wash basket.
- Pretreat all stains and heavily soiled areas.
- Turn synthetic and wool knits inside out to avoid pilling.

#### SORT LAUNDRY

- Sort laundry by the type of wash cycle required (water temperature and wash action).
- Separate light colors from dark colors and colorfast items from non-colorfast items.
- Separate heavy duty fabrics from light weight fabrics.
- Separate fabrics that attract lint from fabrics that give off lint.
- Separate bulky items such as blankets or pillows.

# **STEP 2 - ADD FABRIC CARE PRODUCTS**

#### **ADD DETERGENT**

- Use only High Efficiency detergent. HE detergents are specifically formulated with ingredients to avoid problems caused by too many soap suds. Excess suds will prevent the complete rinsing of detergent residue from clothes.
- If you select the Quick cycle, it is recommended that you use a liquid laundry detergent to achieve optimum results. Powdered detergent may not dissolve fast enough to clean well in this cycle.
- Determine the amount of detergent. Follow the detergent use instructions on the container.

**NOTE:** The proper amount of detergent depends on the size of the load, the soil level of the clothes, and the softness of the water being supplied to the washer.

#### Liquid Detergent

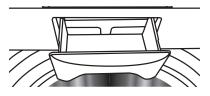
1. Fill washer with a small amount of water and add liquid detergent.

**NOTE:** For best results, add the detergent to the wash basket before loading with laundry.

2. Run washer for 30 seconds to dissolve detergent completely.

#### **Powdered Detergent**

1. Pour measured powdered detergent directly into the detergent dispenser.



#### **ADD BLEACH (IF DESIRED)**

• Pour measured liquid chlorine bleach into the liquid chlorine bleach dispenser.

**NOTE:** Use only liquid bleach in this dispenser.

**IMPORTANT:** Be careful not to spill undiluted bleach onto the washer cabinet or your clothes. Since it is a strong chemical, it may damage clothes or the finish of the washer.

 Follow manufacturer's directions on garment label for recommended use of liquid or powder bleach.



## **STEP 3 - LOAD THE WASHER**

- 1. Load garments loosely and evenly around the wash basket.
- 2. Do not place clothes directly over the center of the pulsator.
- **3.** Close the washer lid.

#### NOTES:

- Do not overload or stuff items into the wash basket. Overloading may reduce wash efficiency, cause excess wear and possibly cause creasing or wrinkling of the load.
- The washer will not pulsate or spin with the lid open.

## **STEP 4 - START THE WASHER**

- 1. Press the POWER button to turn the washer on.
- 2. Select a wash cycle.
- 3. Modify the default settings and options if desired.
- 4. Press the START/PAUSE button to start the wash cycle.

# **CARE AND CLEANING GUIDE**

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Always unplug your washer to avoid electric shock before cleaning.

Ignoring this warning may result in death or injury.

Before using cleaning products, always read and follow manufacturer's instructions and warnings to avoid personal injury or product damage.

## **CLEANING AND MAINTENANCE**

#### **GENERAL CARE**

- Only use a damp or sudsy cloth for cleaning the control panel.
- If you spill liquid/powdered softener, bleach or detergent on the cabinet, wipe the cabinet immediately to avoid damage to the finish.
- Do not use abrasive cleansers, harsh chemicals, ammonia, chlorine bleach, concentrated detergent, or solvents to clean the washer. These chemicals may dissolve, damage, or discolor the washer.
- After washing clothes, leave the lid open so that moisture inside the machine can evaporate and to prevent the growth of mold or mildew.

#### **DETERGENT DISPENSER**

- 1. Pull the dispenser drawer out to the stop and lift up slightly to remove.
- 2. Rinse the dispenser with warm water and dry it thoroughly with a soft cloth.
- 3. Insert the drawer at a slightly downward angle and push it back into place.

#### LINT FILTER

- 1. Push down on the tab at the top of the filter to release the filter from the wash basket.
- 2. Turn the filter over so the back side of the filter is facing upward.
- 3. While holding the filter firmly with one hand, lift up on the bottom of the filter to separate the front of the filter from the back, so you can access the filter screen.
- 4. Clean the filter screen and replace the back of the filter.
- 5. Slide the filter into the wash basket and firmly press it into place.

**IMPORTANT:** Both lint filters must be in place during the wash cycles. Clean the lint screens after each wash load.



## **VACATIONING PRECAUTIONS**

- Turn off both the cold water and hot water supply faucets. This will eliminate the potential for damage to your home if a water hose ruptures or leaks.
- Unplug the washer from the electrical outlet.
- Dry the wash basket.
- Leave the lid open so that moisture inside the machine can evaporate and to prevent the growth of mold or mildew.

## **MOVING OR STORAGE PREPARATION**

In addition to performing the "Vacationing Precautions," complete the following additional steps.

- Disconnect the water hoses and the drain hose and place them into the wash basket.
- Turn the leveling feet so that they are fully retracted into the washer cabinet.
- If moving the washer, place the wash basket brace from the original packing materials back into the top of the washer opening. Use masking tape to secure the washer lid.
- Move and store your washer in an upright position only.
- Do not store your washer in a cold environment where temperatures fall below freezing; store at room temperature.

# TROUBLESHOOTING

# WASHER DOES NOT OPERATE

- Check that the power cord is plugged into a grounded 3 prong outlet.
- Check that the electrical wall receptacle is of proper voltage.
- Check if the circuit breaker needs to be reset or if the fuse needs to be replaced.
- Check that the washer is not overloaded. Laundry may need to be redistributed to re-balance the load.
- Check that the washer lid is properly closed.
- The washer pauses in some cycles. This is normal in the Delicate cycle, which
  has short periods for laundry to soak. You will not hear the washer operating
  during that period of time. When the soak time ends, the washer will restart
  automatically.

## **PROBLEMS WITH WATER**

#### Water flow is slow or filling takes a long time:

- Check to make sure that the water faucets are fully turned on.
- Check the water hoses to make sure that they are not tangled, kinked, or pinched.

#### Water temperature is incorrect:

- Check your water heater temperature. Hot water needs to be at a temperature of at least 120°F -140°F (49°C - 60°C).
- Check that the inlet hoses are properly connected (hot to hot and cold to cold).

#### Water leaks:

- Check that the inlet hoses connections at the faucets and washer are tight.
- Check that the drain hose connection at the washer is secure and that the drain hose is properly positioned at the drain location.
- Check the plumbing or call a plumber.

#### Water will not drain:

- Check that the drain hose is properly connected to the washer.
- Check the position of the drain hose. In order to drain properly, the top of drain outlet must be at least 39" (99 cm) above the floor.
- Check that the sink or drainpipe is not clogged.

## WASHER IS MAKING NOISE

#### **Thumping Sound:**

• The wash load may be unbalanced. Pause the washer and redistribute items in the wash basket.

#### Rattling or clanking noises:

Foreign objects may be in the washtub. Stop the washer and check for foreign
objects such as keys or loose change.

#### Squealing Sounds:

• Wash basket may be overloaded. Stop the washer and remove part of the wash load.

#### Vibration Noises:

• Washer may not be level. Check that all 4 leveling feet are resting firmly on the floor and that the washer is level.

# **PROBLEMS WITH CLOTHING**

#### Wrinkling:

- Wrinkling can occur because of improper sorting, overloading or washing at the wrong water temperature.
- Avoid overloading and re-sort your load. Do not mix heavy clothes such as work clothes with light clothes such as blouses, light shirts and delicate items. You may need to wash them in warm or cold water.

#### **Detergent Residue:**

- Detergent may not completely dissolve in extremely cold water. Select a warm water wash temperature and check to make sure your hot water heater is providing hot water; at least 120°F (49°C).
- Add detergent before loading clothes. Do not pour detergent directly on garments.

#### **Clothes Are Grayed or Yellowed:**

- Separate darks from lights and whites to avoid the transfer of dyes.
- Large and heavily soiled laundry may need more detergent. Refer to detergent manufacturer's directions for recommended usage.

#### Garment Damage:

- Tearing and snagging Tie strings and sashes. Empty pockets, fasten belts, and close zippers, metal snaps or hook fasteners before loading.
- Bleach stains Do not pour or splash bleach directly on clothes. If you are using the dispenser and still notice stains, try using diluted bleach.
- Excessive wear and tear Follow manufacturer's instructions for garment care.

# LIMITED WARRANTY

# IN-HOME SERVICE

#### FULL ONE YEAR WARRANTY

For 12 months from the date of original retail purchase, Haier will repair or replace any part free of charge including labor that fails due to a defect in materials or workmanship.

#### LIMITED WARRANTY

After one year from the original retail purchase date, Haier will provide a part at no cost, as indicated below, to replace said part as a result of a defect in materials or workmanship. Haier is solely responsible for the cost of the part. All other costs such as labor, trip charge, etc are the responsibility of the owner.

#### Second through Fifth Year

Haier will provide the outer washtub and related outer tub assembly parts should the part fail to hold water.

#### Second through Seventh Year

Haier will provide the inner stainless steel wash basket if defective in material or workmanship.

**NOTE:** This warranty commences on the date the item was purchased, and the original purchase receipt must be presented to the authorized service representative before warranty repairs are rendered.

**Exceptions:** Commercial or Rental Use Warranty

90 days labor from date of original purchase

90 days parts from date of original purchase

No other warranty applies.

#### FOR WARRANTY SERVICE

Contact your nearest authorized service center. All service must be performed by a Haier authorized service center. For the name and telephone number of the nearest authorized service center, please call 1-877-337-3639.

Before calling please have available the following information:

Model number and serial number of your appliance. The name and address of the dealer you purchased the unit from and the date of purchase.

A clear description of the problem. A proof of purchase (sales receipt). This warranty covers home appliance services within the contiguous United States and Canada and where available in Alaska, Hawaii and Puerto Rico.

#### What is not covered by this warranty:

Replacement or repair of household fuses, circuit breakers, wiring or plumbing.

A product whose original serial number has been removed or altered.

Any service charges not specifically identified as normal such as normal service area or hours. Damage to clothing.

Damage incurred in shipping.

Damage caused by improper installation or maintenance.

Damage from misuse, abuse accident, fire, flood, or acts of nature.

Damage from service other than an authorized Haier dealer or service center.

Damage from incorrect electrical current, voltage or supply.

Damage resulting from any product modification, alteration or adjustment not authorized by Haier.

Adjustment of consumer operated controls as identified in the owner's manual.

Hoses, knobs, lint trays and all attachments, accessories and disposable parts.

Labor, service transportation, and shipping charges for the removal and replacement of defective parts beyond the initial 12-month period.

 ${\sf Damage\,from\,other\,than\,normal\,household\,use}.$ 

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The remedy provided in this warranty is exclusive and is granted in lieu of all other remedies.

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