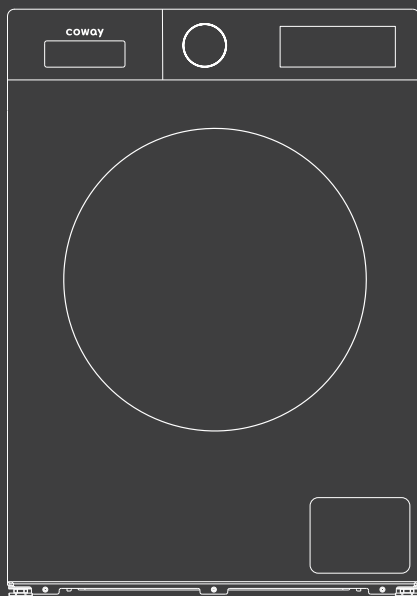


FRONT LOAD WASHER

coway

CFW12-ST01



USER MANUAL ►

This instruction manual contains important information and recommendations that we would advise you to comply with to obtain the best results from the washer.

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 WARNING

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

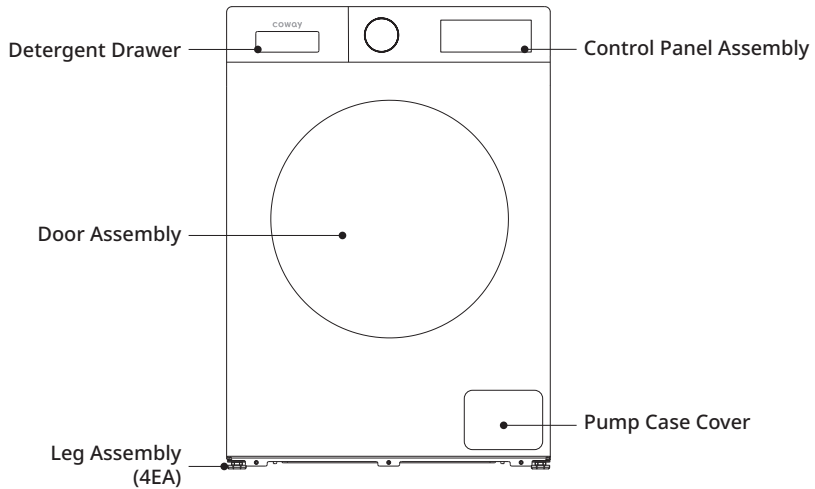
- If the power cord is damaged, it must be replaced by Coway to avoid a hazard.
- Use only the new hose-sets supplied with the washer. Do not reuse old hose-sets.
- This washer is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the washer by a person responsible for their safety. Children should be supervised to ensure that they do not play with the washer.
- Carpet does not obstruct the opening for washing machine with ventilation openings in the base.
- Children should be supervised to ensure that they do not play with the washer.
- This washer is intended to be used in household and similar 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 launderettes.
- To ensure that the power voltage and frequency match those specified for the washer.
- To ensure your safety, the power cord plug must be inserted into a properly grounded socket. Ensure the socket is in good condition and reliably grounded.
- Do not use a socket with a rated current less than the washer.
- Do not operate the washer if any parts are missing or broken.
- Never pull out the power plug with wet hands.

SAFETY PRECAUTION

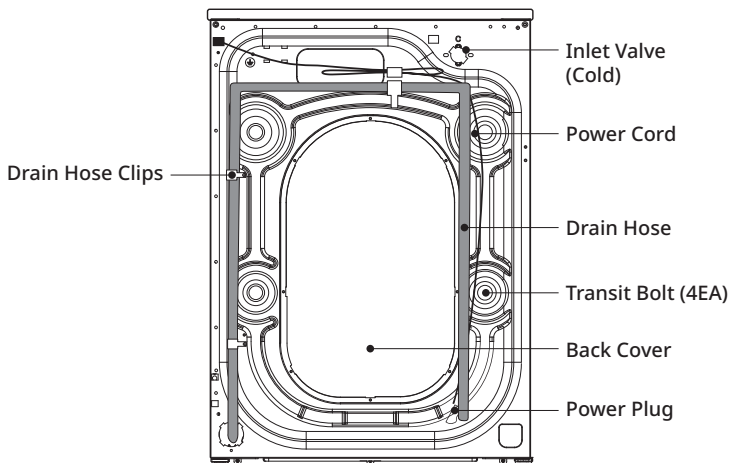
- Do not use the washer if the power cord or power socket shows signs of damage, such as fraying or looseness. Contact Coway Careline immediately for a replacement.
- Unplug the washer before cleaning or making any repairs.
- Before opening the door, please check that the water has drained from the drum. Do not open the door if there is any water visible. The door may be very hot during operation. Keep children and pets away from the washer during operation.
- Make sure that the water and electrical device must be connected by a qualified technician in accordance with the manufacturer's instruction and local safety regulations.
- Remove all packaging materials and transit bolts before operating the washer. Failure to remove them may result in serious damage during use.
- Do not use flammable, explosive, or toxic solvents. Gasoline and alcohol shall not be used as detergents. Use only detergents that are suitable for washing purpose.
- Be careful of scalding when the washer is draining hot water.
- Never unplug your washer by pulling on the supply cord. Always grasp the plug firmly and pull straight out from the outlet.
- Unplug the power cord when the washer is not being used for long periods of time.
- Keep packing materials like plastic bags and foam out of children's reach, as they can be dangerous.
- Do not climb up and sit on the washer.
- Pets and kids may climb into the washer. Check the washer before every operation.
- Do not lean against the door of the washer.
- Sufficient clearance is required for built in installation. This is to provide a good ventilation and servicing in future.
- This washer is for indoor use only.
- Ensure all pockets are empty before washing. Sharp and rigid items like coins, brooches, nails, screws, or stones can damage the washer.
- Please remember to disconnect water and power supply immediately after use.
- Do not install the washer in a bathroom, wet room, or room with explosive or caustic gases.
- Before washing clothes for the first time, run the washer through a complete cycle without clothes.
- Do not attempt to repair or replace any parts of the washer. Contact Coway Careline for repair or replacement service.
- Avoid washing carpets or items with rigid components, such as undergarments with steel wires, to protect the washer.
- After the wash cycle is complete, wait for two minutes before opening the door. This allows the water to drain completely and the door to cool down, preventing spills and burns. Do not open the door if water is visible.
- When handling the machine, the accumulated water shall be drained out of the machine firstly. Handle the machine carefully. Never hold each protruded part on the machine while lifting. Machine door can not be used as the handle during the conveyance.
- The washing machine, equipped with a single inlet valve, can only be connected to an ambient or cold water supply.

PRODUCT OVERVIEW

FRONT VIEW



REAR VIEW



- The illustration provides a general overview of the washer.
- Please refer to your actual washer for the exact layout and features.

NOTE

Ensure your washer is installed properly before use.

Before washing clothes for the first time, you must run a complete cycle without clothes.

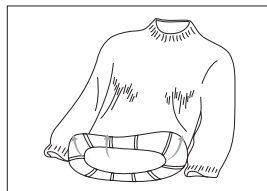
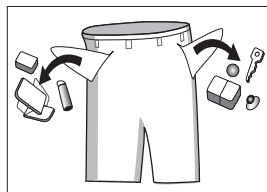
To do this:

1. Connect the power and water supply.
2. Use the amount of detergent recommended by the detergent manufacturer or brand, based on the weight of the laundry.
3. Press the  **On/Off** button.
4. Turn the knob to “ Cotton” program.
5. Press the  **Start/Pause** button.

■ Sorting Clothes

To protect your clothes and the washer, it's important to sort your laundry before each wash. Follow these guidelines:

1. Do not overload the washer. Kindly refer to the product specification at page 15 to understand the maximum load capacity.
2. Sort your laundry by color and always follow the washing instructions on your garment's care label. Wash dark and light-colored clothes separately to prevent colour bleeding between clothes.
3. Remove all items from pockets. Sharp objects can damage both your clothes and the washer.
4. Close zippers, hooks, and buttons to prevent snagging and damage.
5. Use a stain remover or liquid detergent on heavily soiled areas before washing.
6. Turn delicate garments inside out to prevent pilling and damage.

**NOTE**

To prevent damage to your clothes or the washer, ensure no clothing is caught between the door and the seal before closing it.

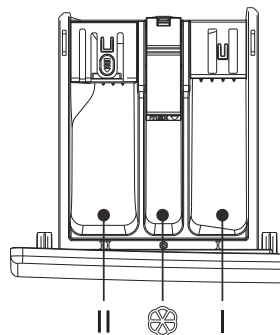
■ Adding detergent

1. Open the Drawer:

Pull out the detergent drawer. You'll see three compartments:

- I Pre-wash : Detergent can be added to this compartment only when the "+Prewash" program is selected.
- II Main Wash : Detergent can be added to this compartment for all programs except the "+Prewash" program.
- III Softener: This compartment is for fabric softener.

Warning : Detergent can only be added in one compartment at a time.



2. Choose the Right Detergent:

- Use a detergent that is suitable for the wash temperature you have selected.
This helps achieve the best washing results while saving water and energy.

3. Detergent Amount:

- Add the correct amount of detergent for your wash load.
Refer to the detergent manufacturer's instructions for dosage recommendations.
- Using too much detergent can cause problems like:
 - Excessive foaming
 - Suds overflowing from the machine.
 - Clothes not rinsing properly.
 - Detergent residue building up in the machine.

⚠ NOTE

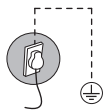
- I. For the best washing results and to save water and energy, choose a detergent that is appropriate for the wash temperature you select.
- II. Add the correct amount of detergent and/or fabric softener at the beginning of the wash cycle. Refer to the detergent/softener packaging for usage instructions.
- III. Do not open the detergent drawer while the washer is operating.
- IV. To prevent clogging, dilute concentrated fabric softeners or detergents with a small amount of water before adding them to the detergent drawer.
- V. Do not fill the detergent drawer above the MAX line.

■ Washing steps

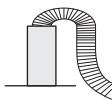
- ① Connect inlet hose and turn on the tap.



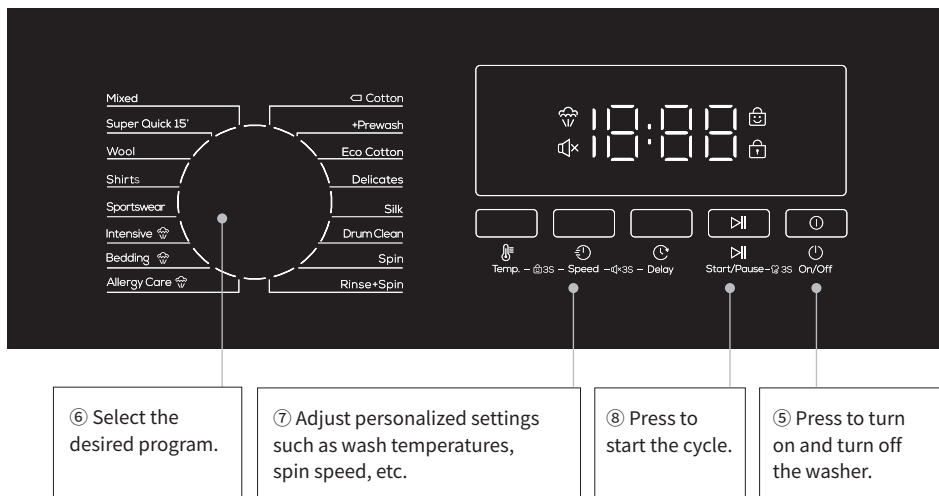
- ② Insert power plug.



- ③ Place drain hose.

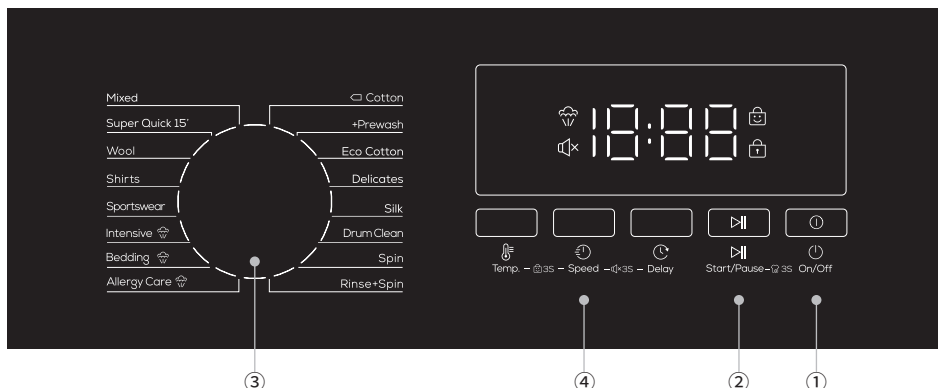


- ④ Open the door, put in clothes and shut it down; put detergent in detergent drawer and close the drawer.



CONTROL PANEL

The following image shows the control panel of washer. Please note that this is for reference only, and the actual control panel may look different.



① Power Button	- Press and hold the “Power” button for 2 seconds to turn on or turn off the washer. - The washer will automatically turn off if it is not used for 10 minutes after being powered on.
② Start / Pause Button	- Press this button to start or pause the washer operation. *Do not forcefully open the door during operation, as high water levels and temperatures may cause burns.
③ Default Programs	Turn the knob to select and start your desired program.
④ Customised Programs	When a function is selected, its associated settings will be displayed on the control panel. The chosen function will be fully illuminated, while available options will be partially lit and unavailable options will be hidden. Temp.: Choose water temperature (Cold, 20°C, 30°C, 40°C, 60°C, 95°C), based on the program. Speed: Set spin speed (No Spin, 400–1400 RPM), based on the program. Delay: Press “Delay” to set delay time (3–24 hours). Press again at 24h to cancel. Child Lock: Hold “Temp.” + “Speed” for 3 seconds to activate lock, then Child Lock icon will light up. Sound Off : Hold “Speed” + “Delay” for 3 seconds to activate Sound Off, then Sound Off icon will light up. Add Garment : Hold "Start/Pause" button for 3 seconds to activate Add Garment, then Add Garment icon will light up.

PROGRAM CYCLE

Program	Suitable Fabrics for Washing	Optional Temperature (°C)	Optional Speed (r/min)	Suggested Max. Wash + Spin Capacity (kg)
Mixed	For the mixed wash of cotton and chemical fiber clothes	Cold Water~40	No Spin~1000	6
Super Quick 15'	For the wash of lightly soiled clothes, light summer clothes and newly bought clothes	Cold Water	No Spin~1000	2
Wool	For the wash of wool fabrics	Cold Water~40	No Spin~600	2
Shirts	For the wash of shirts and light summer clothes	Cold Water~40	No Spin~1000	5
Sportswear	For the wash of sports attire	Cold Water~40	No Spin~800	5
Intensive	For heavily soiled items	Cold Water~60	No Spin~1400	12
Bedding	For the wash of bedding/ home textile	Cold Water~60	No Spin~1200	10
Allergy Care	For the wash of children's clothes	Cold Water~60	No Spin~1200	6
Cotton	For the wash of cotton fabrics	Cold Water~95	No Spin~1400	12
Prewash	A preliminary washing process before starting the Cotton cycle	Cold Water~95	No Spin~1400	10
Eco Cotton	For the wash of normally soiled cotton items that are declared to be washable at 40°C or 60°C within the same cycle	40	1400	12
Delicates	For the wash of underwear	20	No Spin~800	6
Silk	For the wash of silk and other delicate fabrics	Cold Water~40	No Spin~800	6
Drum Clean	For high-temperature cleaning of the drum	60/95	800	-
Spin	For the spin of clothes	-	No Spin~1400	12
Rinse+Spin	For the rinse and spin of clothes	Cold Water	No Spin~1400	12

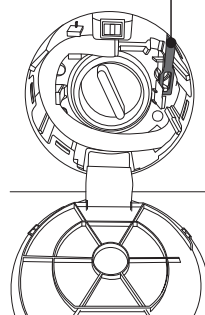
INTRODUCTION OF OTHER FUNCTIONS

Emergency Door Unlock

To remove or add clothes during a power outage, follow these steps:

- 1. Check Conditions:** Ensure that the water level in the drum is below the safe limit, the temperature is under 40°C, and the inner drum is not rotating.
- 2. Drain Water:** Detach the drain hose, lower it to release any remaining water, and then reattach the hose once the water has completely drained.
- 3. Unlock The Door:** Open the drain pump cover located at the bottom right of the front panel. Gently pull down the emergency latch until you hear a light click, indicating the door is unlocked. Open the door to remove or add clothes.
- 4. Close The Cover:** Close the drain pump cover securely.

Gently pull down the emergency latch



NOTE This procedure is for emergency use only.

Resume Function

- This machine features a power-down resume function. In the event of a power outage or disconnection, it retains its working status and seamlessly resumes operation once power is restored.

Unbalance Protection

- Before spinning, the washer will try to balance the clothes and it may take longer if unevenly distributed.
- If unbalanced, the washer will spin slowly to prevent excessive vibration.
- If there are too few clothes in the washer, it will not spin to avoid damage. Add more clothes to the drum to resolve.

Load Sensing

- A smart feature that uses sensors to detect the weight of your laundry load and automatically calibrates the water levels, amount of detergent needed and wash cycle time for optimal cleaning to achieve the goal of water saving.

MAINTENANCE

Proper maintenance on the washing machine can extend its work life.

WARNING

Before your maintenance starts, please do pull out the power plug or disconnect power and close the tap.

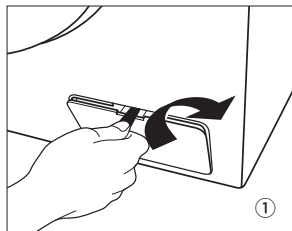
■ Clean Internal Drum

To prevent rust buildup, clean the inside of the drum immediately after use with a chlorine-free detergent. Avoid using steel wool, as it can damage the drum's surface.

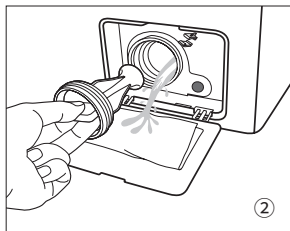
■ Clean Surface

1. Wipe away any water overflow immediately with a dry cloth. Avoid striking the washer with sharp objects.
2. Clean the surface with a mild, non-abrasive detergent as needed.

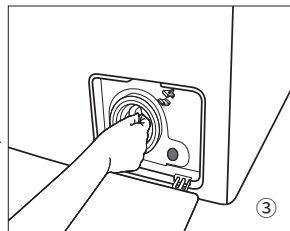
■ Clean the Drain Pump



Open the filter cover with tools such as coins according to the direction of the graphic;



Unscrew the filter and pay attention to the remaining water, taking out any foreign material from the drain pump filter;



Reinstall the filter.

■ Clean Inlet Valve Filter

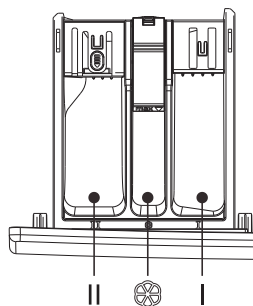
A clogged inlet filter may cause low or no water flow from the tap. Clean the filter to resolve this issue.

1. Reduce the water pressure:
 - a. Turn off the faucet.
 - b. Choose any wash cycle except “Spin”.
 - c. Start the cycle and let it run for about 40 seconds.
 - d. Unplug the washing machine.
2. Detach the water supply hose from the faucet.
3. Rinse the filter with water.
4. Reattach the water supply hose.

■ Cleaning Detergent and Softener Residue

The structure of detergent drawer varies from different machine models; please follow the steps below to clean the detergent drawer:

1. Pull out the drawer completely and press down on the release lever (↑) if necessary.
2. Lift up to open the detergent drawer.
3. Wash the drawer and compartments with warm water and a brush to remove any residue.
4. Reinsert the detergent drawer and slide the drawer inward to close it.



TROUBLES	SOLUTIONS
There is some remaining water in the machine	 This is normal and is the result of water tests performed at the factory.
The washer does not run	 Check if the power plug is inserted well. Check if the tap is opened. Check if the button “Power” is pressed. Check if the button “Start/Pause” is pressed. Check if the delay feature is activated.
Water leakage	 Check and fasten inlet hose. Clean up drain hose and ask a specialized person to repair it when necessary.
Abnormal noise and great vibration	 Check if the transit bolts has been removed. Check if the adjustable legs are adjusted level. Check if the washer is installed on the solid and level floor. Check if there are any barrettes or metal articles inside.
Washing efficiency is not satisfied	 Select a proper procedure. Add the proper detergent quantity according to the instructions in detergent package.
The machine take no answer after press buttons	 Check if the “Child-lock” feature has been activate. Press button “Start/Pause” first then press other buttons.
Actually running time of procedures is not corresponded to the display time	 Check if clothes in the drum is dispersive enough. Check if the water is drain out or inflow well.
The washer fills while draining	 Check if the max height of the drain hose is lower than 65cm. Check if the drain hose is immersed.

FABRIC CARE LABEL

	Resistant material		Can be ironed at 100°C max
	Delicate fabric		Do not iron
	Item may be washed at 90°C		Can be dry cleaned using any solvent
	Item may be washed at 60°C		Dry clean with perchloride, lighter fuel, pure alcohol or R113 only
	Item may be washed at 40°C		Dry clean with aviation fuel, pure alcohol or R113 only
	Item may be washed at 30°C		Do not dry clean
	Item may be hand washed		Dry flat
	Dry clean only		Can be hung to dry
	Can be bleached in cold water		Dry on clothes hanger
	Do not bleach		Tumble dry, normal heat
	Can be ironed at 200°C max		Tumble dry, reduced heat
	Can be ironed at 150°C max		Do not tumble dry

■ Electrical Warning

To avoid fire, electrical shock and other accidents, please remember the following reminding:

- Only the voltage indicated in power label can be used. If you are not clear of the voltage at home, please contact the local power bureau.
- When you are using the heating function, the maximum current through the washing machine will reach 10A. Therefore, please make sure the power supply units (current, voltage and cable) can meet the normal load requirements for the machine.
- Protect the power cord properly. Power cord shall be fixed well so that it will not trip the people or other things and be damaged. Special attention shall be paid to the plug location.
- Do not make the wall-mounted socket overloaded or cable extended.
Over loading of the wiring may cause fire or electrical shock. Do not pull out power plug with wet hand.
- To ensure your safety, power plug shall be inserted into an earthed socket. Carefully check and ensure that your socket is properly and reliably earthed.

■ Protecting the environment

- The washer is manufactured by recyclable materials. If you decide to dispose of this washer, please observe the local waste disposal regulations. Cut off the power cord so that the washer cannot be connected to power. Remove the door so that small animals and children cannot get trapped inside the washer.
- Do not exceed the detergent quantities recommended in the detergent manufacturers' instruction.
- Use stain removal products and bleaches before the wash cycle only when strictly necessary.
- Save water and electricity by only washing full loads (the exact amount depends upon the program used).



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. The can take this product for environmental safe recycling.



NOTE

Energy efficiency program:
Eco Cotton

1. When the washing machine gives error codes, make sure you contact our after sales team to repair. We shall not be responsible for any issue caused by unauthorized repair.
2. In case you need to order the accessories, we can send out within 15 working days after the request.
3. For the purpose of improving the performance of the whole washing machine, the appearance and specifications shall be changed without additional notice.
4. The display panel shall show "END" for 10 minutes after the cycle finish.

PRODUCTS SPECIFICATION

Model	CFW12-ST01
Rated Power	1950 W
Rated Voltage	220 - 240V~
Rated Frequency	50 Hz
Water Pressure	0.05 - 0.80 MPa
Washing Capacity	12.0 kg
Grade of Waterproof	IPX4
Product Dimension (W x D x H)	595 x 650 x 850 mm
Product Weight	70kg



NOTE All the pictures in this manual are for reference only.

