**Washing Machine Customer Service Booklet**

**Welcome to Washing Machine Customer Care**

Thank you for choosing our washing machine. This booklet provides essential information on setup, usage, troubleshooting, and customer support. Follow these guidelines to ensure smooth performance and longevity of your appliance.

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**1. Getting Started**

* **Types of Washing Machines:** Top Load, Front Load, Semi-Automatic, Fully Automatic
* **Key Features:** Different wash programs, energy efficiency, water level control, quick wash mode
* **Common Brands:** LG, Samsung, Whirlpool, Bosch, IFB, Haier, Panasonic

**2. Installation & Setup**

* Place the machine on a **flat, stable surface**.
* Connect the **water inlet hose** securely.
* Ensure the **drain pipe** is positioned correctly.
* Plug into a **proper power socket** with grounding.
* Run a **test wash cycle** before first use.

**3. Usage Instructions**

* **Load clothes evenly** to avoid imbalance.
* Use the **right detergent** (liquid for front load, powder for top load).
* Select the appropriate **wash cycle** based on fabric type.
* Do not overload the drum to prevent wear and tear.
* Leave the door open after washing to prevent odor buildup.

**4. Maintenance & Cleaning Tips**

* **Clean the detergent tray** monthly.
* **Run a drum clean cycle** using vinegar or washing machine cleaner.
* Check and clean the **lint filter** regularly.
* Inspect and replace **water inlet hoses** every 2-3 years.
* Avoid hard water buildup by using a **descaling agent** periodically.

**5. Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Possible Cause** | **Solution** |
| Machine not starting | Power issue | Check power supply, reset circuit breaker |
| Water not draining | Blocked drain hose | Clean or reposition the drain hose |
| Excessive vibration | Unbalanced load | Distribute clothes evenly, check surface level |
| Detergent residue on clothes | Using too much detergent | Reduce detergent quantity, run extra rinse cycle |
| Foul smell from machine | Mold/mildew buildup | Run a drum clean cycle with vinegar |
| Door not opening | Safety lock engaged | Wait for the lock to release, unplug and restart |

**6. Energy Efficiency & Safety**

* Use **cold water cycles** to save energy.
* Wash **full loads** to maximize efficiency.
* Unplug the machine when not in use.
* Do not open the door mid-cycle in front load models.
* Keep the machine away from direct sunlight and moisture.

**7. Warranty & Support**

* **Warranty Period:** Typically 2 years for product, 10 years for motor (varies by brand).
* Covers **manufacturing defects** but excludes physical damage or unauthorized repairs.
* Keep the original invoice for warranty claims.

**8. Customer Care Contact Details**

For brand-specific support, contact your washing machine manufacturer:

* **LG:** 1800-315-9999
* **Samsung:** 1800-407-267-864
* **Whirlpool:** 1800-208-1800
* **Bosch:** 1800-266-1880
* **IFB:** 1860-425-5678
* **Haier:** 1800-419-9999
* **Panasonic:** 1800-103-1333

For additional assistance, visit the official website of your washing machine brand.