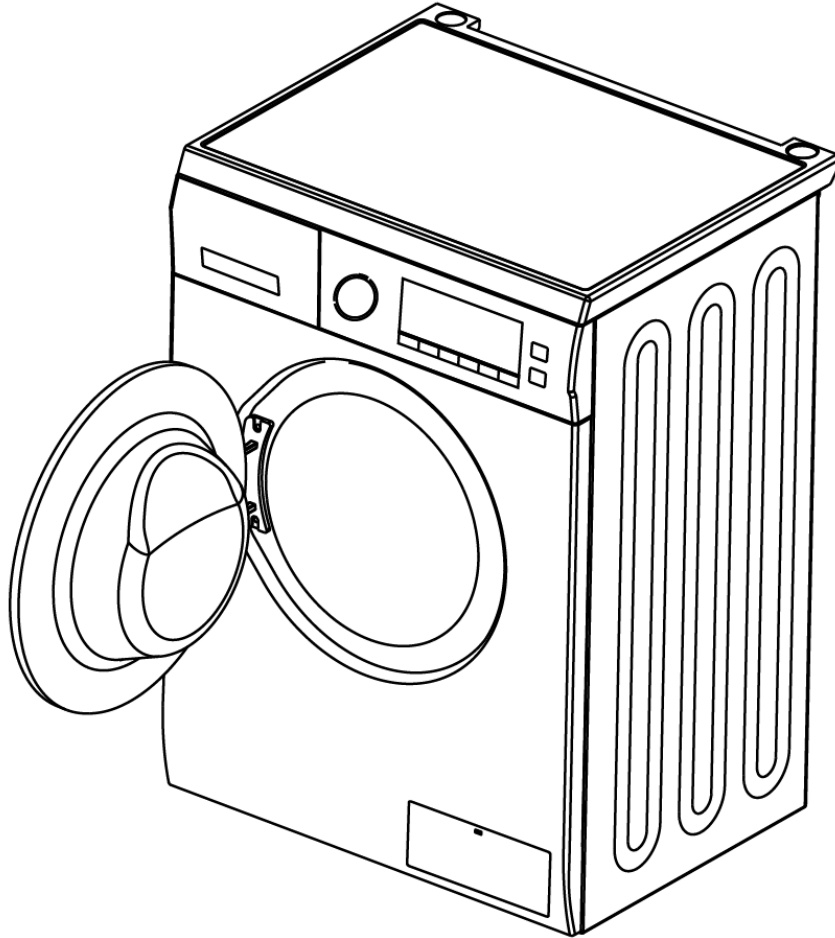


# EDGESTAR<sup>®</sup>

## Combo Washer/Dryer



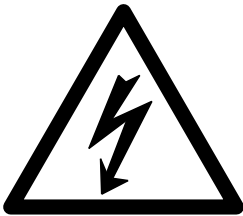
CWD1550BL-1 / CWD1550S-1 / CWD1550W-1

Owner's Manual

*For more information on other great EdgeStar products on the web, go to <http://www.edgestar.com>  
V1.0 03192020*

# IMPORTANT SAFETY INFORMATION

Improper handling can cause serious damage to the EdgeStar combo and/or injury to the user. This combo washer/dryer is designed for residential indoor use only. Do not use the unit for industrial or commercial use. Any other use may invalidate the warranty. Please review the rating label located on the rear panel of the unit for electrical and other technical data related to this unit. The unit must be used in a properly grounded wall outlet. Please read and follow the safety information listed below to reduce the risk of fire, electric shock, or injury.



## Electrical Safety

- Do not exceed the power outlet ratings.
- It is recommended that the Combo Washer / Dryer be connected on its own circuit.
- A standard electrical supply (115 V, 60Hz), that is properly grounded in accordance with the National Electrical Code and all state and local codes and ordinances is required.
- Do not use outlets that can be turned off by a switch or pull chain.
- Always turn the unit off and unplug it from the outlet when cleaning.
- Unplug the unit if it is not going to be used for an extended period of time.
- Do not operate the unit with a power plug missing the ground plug, a damaged cord, or a loose socket.
- Be sure the appliance is properly grounded.
- Do not bypass, cut, or remove the grounding plug.
- If the power cord is damaged, it must be replaced by the manufacturer or a qualified technician.
- Do not use extension cords or power strips with this unit. You may need to contact an electrician if it is necessary to use a longer cord or if you do not have a properly grounded outlet. Do not modify the power cord's length or share the outlet with other appliances.
- Do not start or stop the unit by switching the electrical circuit's power on and off.
- Immediately unplug the unit if it makes strange sounds, emits an odor or smoke and contact customer service.
- Do not remove any part of the casing unless instructed by an authorized technician.
- You should never attempt to repair the unit yourself.
- Contact EdgeStar Support if the unit needs repair service.
- Before the appliance is removed from service or discarded, remove the door and cut off the power cord.

## Note:

- The Important Safeguards and Warnings indicated in this manual do not cover all possible conditions which may occur. Common sense, caution, and care must be exercised when installing, maintaining, or operating the Combo Washer/Dryer.
- Contact the seller or manufacturer about any problems you experience or instructions that you do not fully understand.

## General Safety



- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances, as they 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.
- 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 this appliance, 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.
- Always unplug an appliance from the power supply before attempting any service. Disconnect the power cord by grasping the plug, not the cord.
- To reduce the risk of fire: clothes, cleaning rags, mop heads and the like which have traces of any flammable substance, such as vegetable oil, cooking oil, petroleum based oils or distillates, waxes, fats, etc., must NOT be placed in this appliance. These items may contain flammable substances which, even after washing, may smoke or ignite in the dryer mode.
- Do not allow children to play on or in the appliance.
- Do not allow pets and children to climb into the machine. Check the machine and tub before every operation.
- Glass door or protector may be very hot during operation. Keep children and pets far away from the machine during the operation.
- This machine 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 machine by a person responsible for their safety.
- Do not wash fiberglass materials in this unit (such as curtains and window coverings that use fiberglass materials). Small particles may remain in the unit and may stick to fabrics in subsequent wash loads causing skin irritation.
- Do not reach into the appliance if the tub or agitator is moving.
- Do not install or store this appliance where it will be exposed to the weather.
- Do not tamper with controls.
- Do not repair or replace any part of the appliance unless you have been specifically instructed to do so by an EdgeStar Service representative.
- Always allow the unit to complete the cool down cycle to prolong the life of the unit.
- Disconnect from the power socket before cleaning or maintenance.
- Make sure that all pockets are emptied. Remove all foreign objects from pockets of clothing. Sharp and rigid items such as coins, nails, screws, stones etc. may cause serious damage to this machine.

- If the plug (power cord) is damaged, it must be replaced by the manufacturer or an authorized service representative.
- This machine shall be repaired only by an authorized service representative. Only genuine replacement parts should be used.
- To reduce the risk of fire, do not dry articles containing foam rubber or similarly textured materials.
- If connected to a circuit protected by fuses, use time-delay fuses with this appliance.
- Do not climb up and sit on the top cover of the machine.
- Do not lean against the machine door.
- Please do not close the door with excessive force. If it is found difficult to close the door, please check for obstruction.
- Before washing clothes for the first time, this unit should be operated in cotton cycle with hot water to remove any contaminants.
- This appliance is for indoor use only.
- **When you plan to dispose of this machine in the future, please comply with the local waste disposal regulations. Remove the door so that children and pets will not be trapped in the machine.**



**RISK OF CHILD ENTRAPMENT. CHILD SUPERVISION IS NECESSARY. THIS APPLIANCE IS TO BE USED ONLY FOR ITS INTENDED PURPOSE AS DESCRIBED IN THIS MANUAL.**

**IMPORTANT:**

Before use, please make sure all packaging labels and materials are all removed from the unit. Be sure to keep track of all included parts and pieces before discarding packaging materials. It is important that you keep the original box and packaging materials, including Transport "Shipping" Bolts in case you are ever required to move or ship the appliance, for servicing, return/exchange or for general purposes in the future.

Storage of the packing materials: The packing materials of this machine may be dangerous to children. Once you have inspected machine and find it satisfactory, please store all packaging materials in a safe manner.

# Table of Contents

|  |           |
|--|-----------|
| <b>IMPORTANT SAFETY INFORMATION</b> .....                | <b>I</b>  |
| <b>INTRODUCTION</b> .....                                | <b>1</b>  |
| <b>PARTS IDENTIFICATION</b> .....                        | <b>2</b>  |
| FRONT VIEW.....  | 2         |
| BACK VIEW .....  | 3         |
| <b>DETERGENT DISPENSER</b> .....                         | <b>3</b>  |
| <b>PREPARATION FOR INSTALLATION</b> .....                | <b>4</b>  |
| ELECTRICAL REQUIREMENTS .....                            | 5         |
| LOCATION REQUIREMENTS.....                               | 5         |
| SPACE REQUIREMENTS .....                                 | 6         |
| TOOLS AND PARTS.....                                     | 7         |
| REMOVE TRANSPORT SHIPPING BOLTS.....                     | 7         |
| <b>INSTALLATION</b> .....                                | <b>7</b>  |
| CONNECT SUPPLY LINES / INLET HOSES TO MACHINE.....       | 8         |
| CONNECT SUPPLY LINES / INLET HOSES TO WATER SUPPLY ..... | 8         |
| CONNECT DRAIN HOSE .....                                 | 9         |
| LEVEL THE WASHER.....                                    | 10        |
| CONNECT POWER CORD .....                                 | 11        |
| COMPLETE INSTALLATION .....                              | 11        |
| <b>OPERATING INSTRUCTIONS</b> .....                      | <b>12</b> |
| CONTROL PANEL DIAGRAM.....                               | 12        |
| CYCLE GUIDE CHART .....                                  | 14        |
| CYCLE GUIDE CHART CONTINUED .....                        | 15        |
| TIPS BEFORE WASHING .....                                | 16        |
| OPERATING THE WASHER .....                               | 18        |
| <b>CARE AND MAINTENANCE</b> .....                        | <b>19</b> |
| CLEANING THE DETERGENT DISPENSER .....                   | 19        |
| CLEANING THE EXTERIOR OF THE UNIT .....                  | 19        |
| CLEANING THE INTERIOR OF THE UNIT.....                   | 19        |
| CLEANING THE INLET FILTER .....                          | 20        |
| REMOVING FOREIGN OBJECTS FROM COIN TRAP .....            | 20        |
| <b>TROUBLESHOOTING TIPS</b> .....                        | <b>20</b> |
| <b>ERROR CODE REFERENCE</b> .....                        | <b>22</b> |
| <b>CARE LABEL APPENDIX</b> .....                         | <b>22</b> |
| <b>TECHNICAL SPECIFICATIONS</b> .....                    | <b>23</b> |
| <b>EDGE STAR WARRANTY INFORMATION</b> .....              | <b>24</b> |

This owner's manual is provided for reference use only. Specifications may change without prior notice. Refer to the product label on the back of your Combo Washer/Dryer for the latest technical information.

# INTRODUCTION

Thank you for purchasing this EdgeStar Combo Washer/Dryer. We are glad you chose us. We believe that your purchase of this product opens a relationship between you and EdgeStar. We will provide the customer support needed to nurture that relationship.

This manual contains important information regarding the proper installation, use and maintenance of your Combo Washer/Dryer. Following this manual will ensure that your product will work at its peak performance and efficiency.

**Please save the original product packaging in case you need to safely transport your Combo Washer/Dryer.**

### **For Your Records:**

Please write down the model number and serial number below for future reference. Both numbers are located on the ratings label on the back of your unit and are required to obtain warranty service. You may also want to staple your receipt to this manual as it is the proof of your purchase, and is also needed for service under your warranty.

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

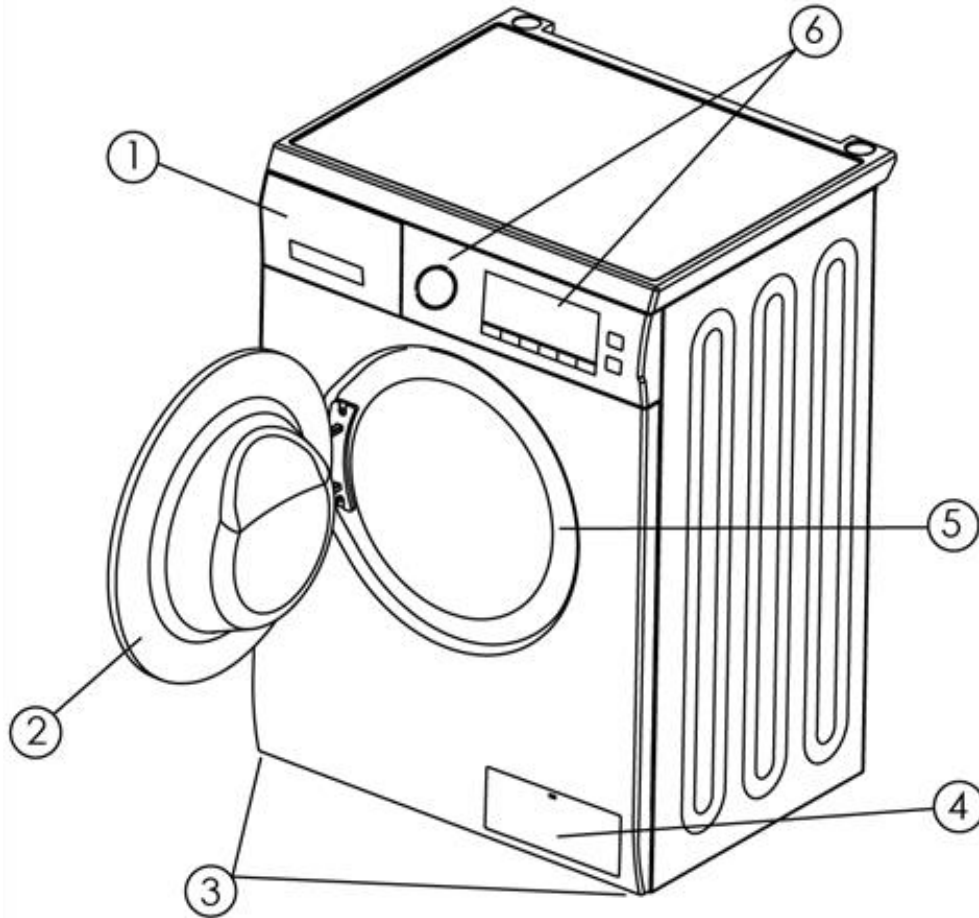
Date of Purchase: \_\_\_\_\_

To better serve you, please do the following before contacting customer service:

- If you received a damaged product, immediately contact the dealer that sold you the product.
- Read and follow this instruction manual carefully to help you install, use and maintain your Combo Washer/Dryer.
- Read the troubleshooting section of this manual as it will help you diagnose and solve common issues.
- Visit us on the web at <http://www.edgestar.com> to register your product, download product manuals, and access additional troubleshooting resources and up-to-date information.
- If you need warranty service, our friendly customer service representatives are available via email at [service@edgestar.com](mailto:service@edgestar.com)

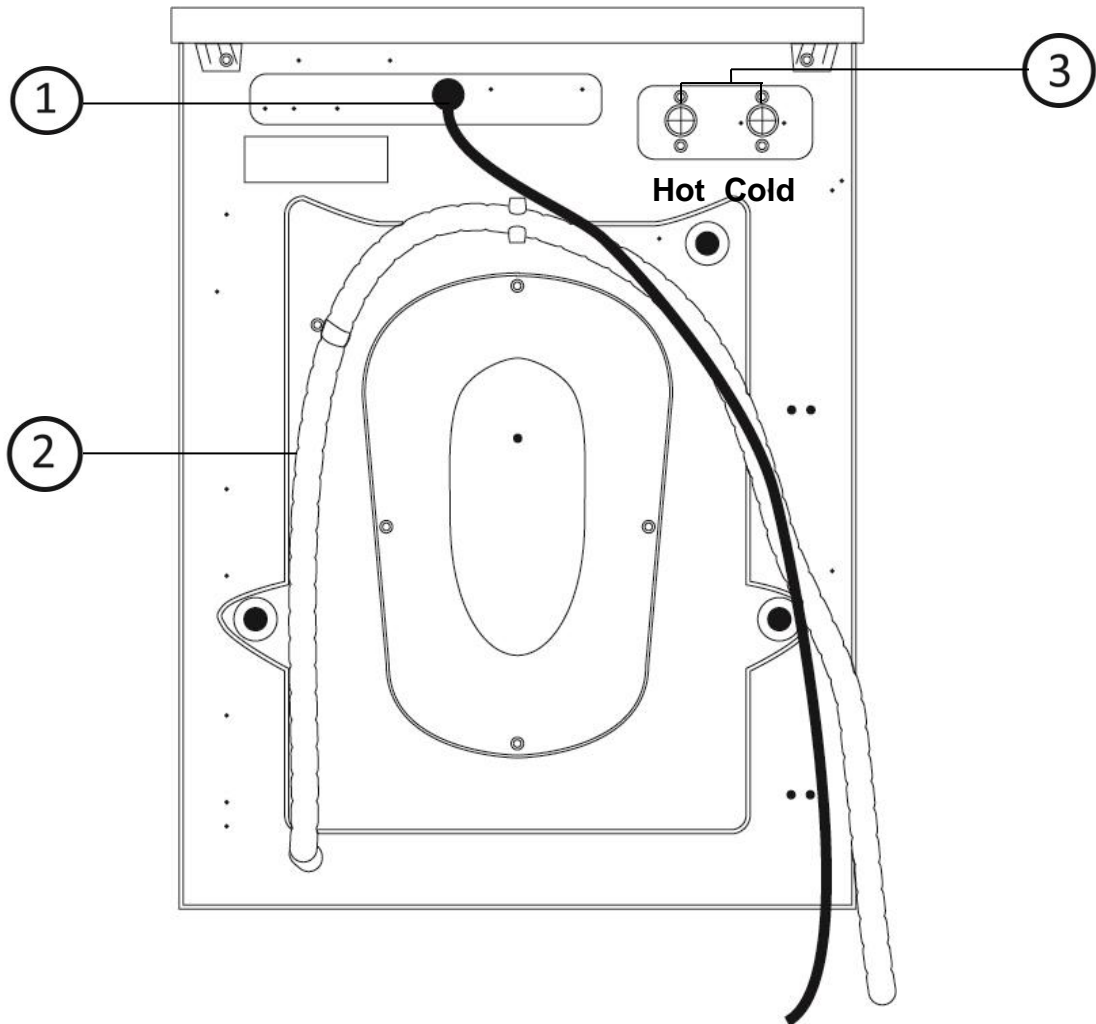
# PARTS IDENTIFICATION

## Front View



- ① **Detergent Dispensing Drawer** – The detergent dispensing drawer has three compartments that are designed to be used with prewash and main wash detergents as well as fabric softener.
- ② **Glass Door** – Extra-large door with lock. Door automatically locks during operation to prevent door opening before water level has lowered.
- ③ **Leveling Feet** – The unit comes with four adjustable leveling feet for spaces with uneven floors. The unit should always be level in order to operate most efficiently.
- ④ **Coin Trap** – The Coin Trap can collect small objects from the wash cycle. Clean out the coin trap regularly to ensure normal operation of this unit. *NOTE: Please allow unit to cool sufficiently before opening the coin trap knob as hot water may be present.*
- ⑤ **Large Capacity Stainless Steel Drum** – Extra-large capacity drum to efficiently wash and dry. Note: To properly wash and dry, the unit should not be overloaded.
- ⑥ **Control Panel and Control Knob** – The Control Panel and Control Knob allows you to choose the appropriate wash/dry settings and to customize your wash cycle.

## Back View



- ① **Electrical Plug** - This unit comes with a three prong 115V AC plug. Please check electrical requirements before connecting the unit.
- ② **Drain Hose** - The drain hose connects to a suitable drainage port and allows the unit to drain waste water after the wash cycle is complete. The drain hose should always be properly secured to avoid risk of flooding and/or property damage.
- ③ **Water Inlet Valves** - There are two water inlet valves: when facing the back of the unit, the left side is for hot water supply and the right side is for cold water supply. Connect the two inlet hoses (included) to the corresponding water sources.



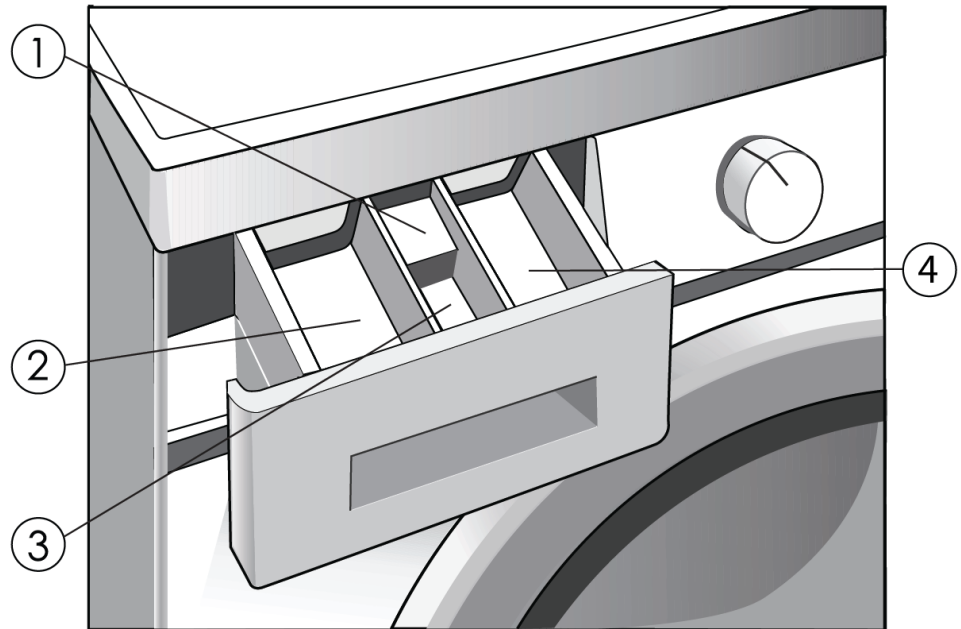
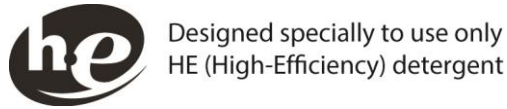
**IMPORTANT:** Do not use extension cords or power strips with this unit. You may need to contact a certified electrician if it is necessary to use a longer cord or if you do not have a grounded outlet. Do not modify the power cord's length or share the outlet with other appliances.



# DETERGENT DISPENSER

Your washing machine is designed for use with only High-Efficiency (HE) detergents. They are formulated specifically for front-load washers and contain suds-reducing agents.

Using a regular detergent that is not High-Efficiency may cause over-sudsing and may affect the unit's performance.



- ① **Release Tab** - To remove the dispenser drawer from unit, push down on the release tab and gently pull drawer out.
- ② **Main Detergent and Bleach Compartment**
- ③ **Fabric Softener Compartment**
- ④ **Pre-Detergent and Washing Powder Compartment**

# PREPARATION FOR INSTALLATION

## Electrical Requirements

Failure to follow electrical requirements can cause personal injury, fire, or electrical shock. Install the Combo Washer/Dryer according to the manufacturer's instructions and follow and state or local building codes that may apply. To reduce the risk of severe injury or death, follow all installation instructions. Save these instructions even after installation is complete for future reference.



**WARNING:** Connecting this appliance to an improperly grounded outlet can result in risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the outlet is properly grounded. Do not modify the plug provided with this appliance - if it does not fit the outlet, have a proper outlet installed by a qualified electrician.

Refer to the "Electrical Safety" section found at the beginning of this user manual for additional considerations related to the electrical connection required to operate this appliance.

- This unit must be connected to a properly grounded outlet in accordance with all local codes and ordinances. If there is a short circuit, proper grounding can reduce the danger of electrical shock.
- It is the responsibility and obligation of the product owner to have a proper outlet installed by a qualified electrician.
- This washer is equipped with a grounded 3 prong plug.
- Do not remove ground prong. Do not use an adapter or extension cord. Plug into a grounded 3 prong outlet.
- Do not overload the outlet with more than one appliance.

## Location Requirements

Selecting the proper location for your washer improves performance, minimizes noise, and helps prevent possible washer "walk". Your washer can be installed under a custom counter, or in a basement, laundry room, closet, or recessed area. Proper installation is your responsibility.

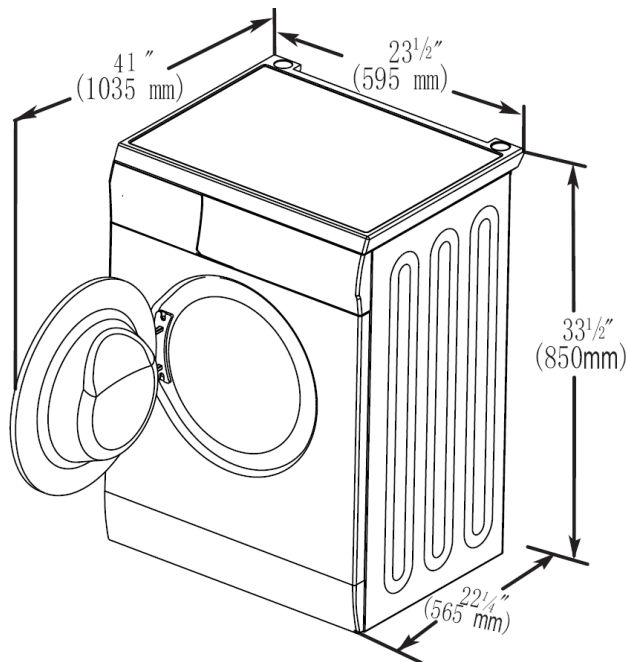
You will need:

- A water heater set to deliver 120°F (49°C) water to the washer.  
**NOTE: This appliance will heat water to the appropriate temperature if a hot water source is unavailable; however, this will increase the energy consumption by this appliance.**
- A grounded electrical outlet located within 6 ft. (1.8 m) of where the power cord is attached to the back of the washer.
- Hot and cold water faucets located within 4 ft. (1.2 m) of the hot and cold water fill valves, and water pressure of 20 - 120 psi (137.9 - 689.6 kPa).
- A level floor with a maximum slope of 1" (25 mm) under entire washer.
- Washer should be installed on a rigid, dry, and level surface. Soft floor surfaces such as carpets or surfaces with foam backing are not recommended.
- A sturdy and solid floor to support the washer with a total weight (washer, water, and load) of 320 lbs.
- Store and install the washer where it will not be exposed to outdoor weather conditions.
- Do not operate your washer in temperatures below 32°F (0°C). Some water can remain in the washer and can cause damage in low temperatures.
- Avoid direct sunlight and make sure there is sufficient ventilation.
- Keep far away from heating fuel sources such as propane or natural gas.

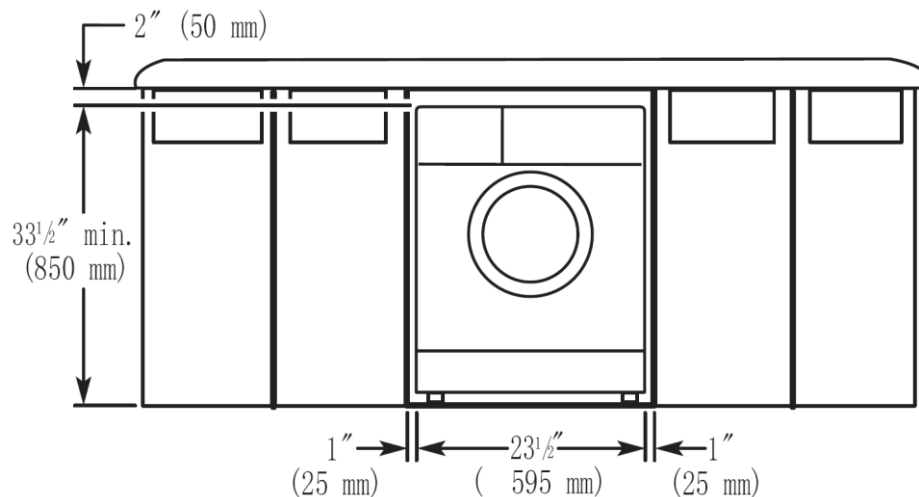
## Space Requirements

- The location must be large enough to allow the washer door to be fully opened.
- Additional spacing should be considered for ease of installation and servicing. The door opens more than 90°, and it is not reversible.
- Additional clearances might be required for wall, door, and floor moldings.
- Additional spacing of 1 inch on all sides of the washer is recommended to reduce noise transfer.
- Make sure the unit is installed in a location where you are able to access the electrical outlet.

## Washer Dimensions:



The below dimensions shown are for recommended spacing and custom undercounter installation.



## Tools and Parts

Gather the required tools and parts.

### Tools you'll need:

- 1/2" socket with ratchet or adjustable wrench
- Channel-lock adjustable pliers
- Carpenter's level

### Provided Parts (located in washer drum):

- Water Supply Hoses (2)
- Transport Shipping Hole Plugs (4)

**Note:** An optional set of caster wheels may be purchased to add mobility to this unit. Please visit [www.edgestar.com](http://www.edgestar.com) for more info.

### Water Hoses (2)



### Transport Shipping Plugs



## Unpacking the washing machine

Unpack your Combo Washer/Dryer and inspect for damage that may have occurred during transportation. If there is any damage to the unit or any part is missing, please contact your dealer immediately.

**Important:** You will need all of your packaging materials, including the Transport Shipping Bolts, if you need to send back to manufacturer for servicing, return, or exchange.

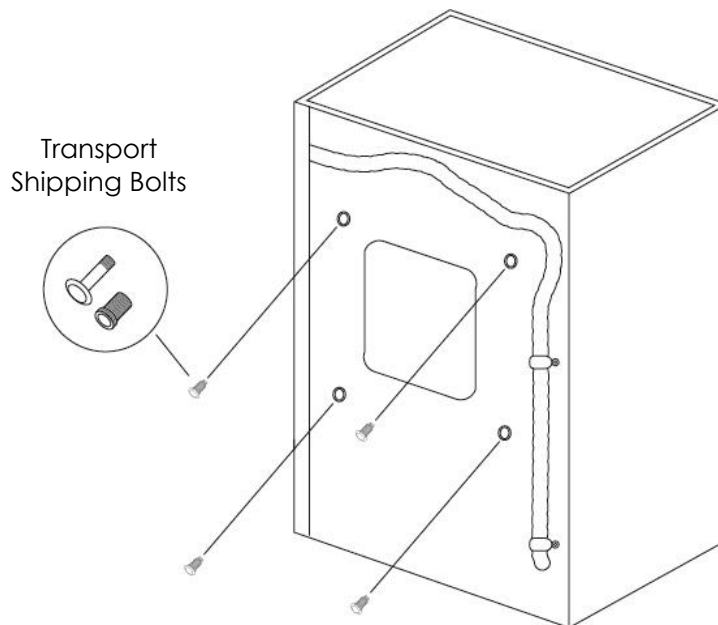
**Storage of the packing materials:** Packing materials may be dangerous to children. Once you have inspected machine and find it satisfactory, please store all packing materials in a safe manner.

## Remove Transport Shipping Bolts

Before using this Combo Washer/Dryer, the Transport Shipping Bolts **MUST** be removed from the backside of this machine. Please follow the steps below to remove the Transport Shipping Bolts:

1. Loosen all bolts and completely remove them along with the rubber / plastic bushings.
2. Cover the holes with Transport Shipping Hole plugs.
3. **Important** – Please save the Transport Shipping Bolts for future use.

**NOTE:** As you unpack your unit you may find some residual water in the drum and/or coin trap. This is the result of product testing that is performed at the conclusion of the manufacturing process.



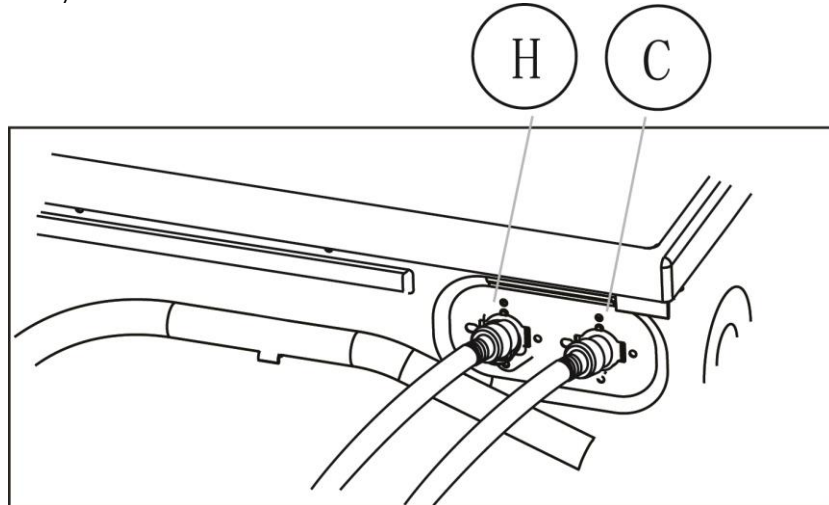
# INSTALLATION

## Connect supply lines / inlet hoses to machine

1

Connect both water inlet hoses to the back of the Combo Washer/Dryer as indicated in the figure below. The hot and cold water input ports are color coded, red for hot and blue for cold. Use adjustable pliers to tighten firmly.

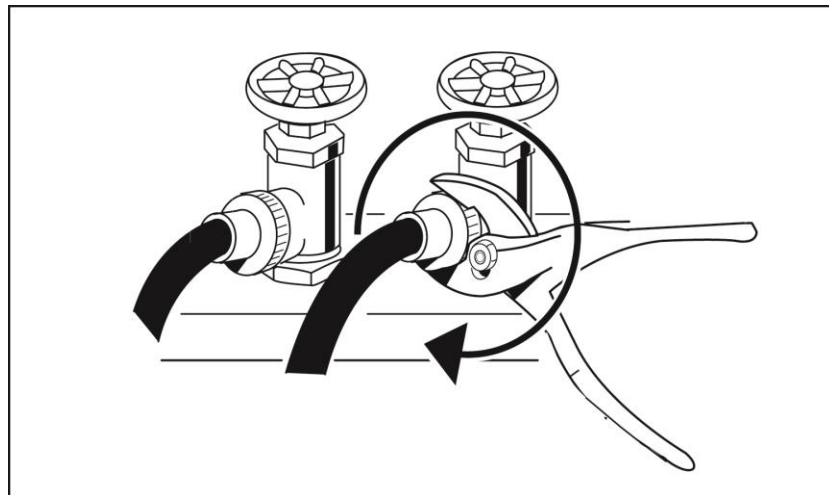
**NOTE:** There may be residual moisture in the drum of your new combo washer/dryer. EdgeStar runs every unit through a series of performance tests during the quality control process.



## Connect supply lines / inlet hoses to water supply

2

Connect each of the water inlet hoses to the corresponding water supply valve (hot or cold) and tighten securely by turning the connector clockwise. Use adjustable pliers to tighten firmly.



**IMPORTANT:** Check for leaks! Open both water supply valves and ensure that all 4 connections are sealed tightly. If not, close the supply valves and repeat the steps to connect inlet hoses and ensure that you have threaded the hose connections properly. Once you are satisfied that the hoses have been connected properly, please close both water supply valves and continue the installation process.

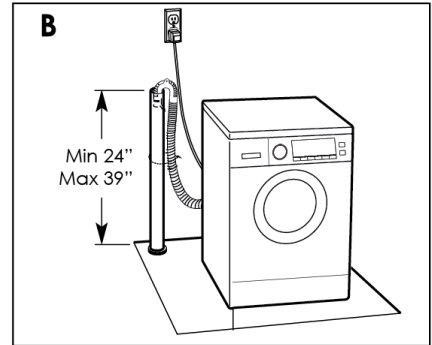
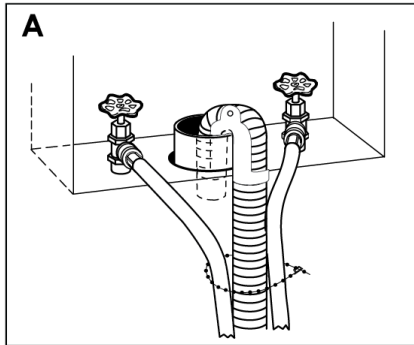
**NOTE:** This appliance will heat water to the appropriate temperature if a hot water source is unavailable. Increased energy consumption will occur.

3

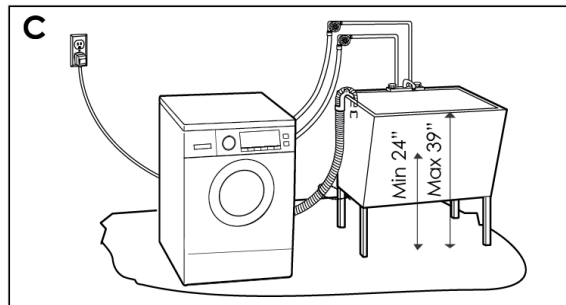
### Connect Drain Hose

There are 3 setup options for connecting the drain hose. Please refer to the below options and determine which option is most suitable. Please consult with a certified plumber if you are unsure of how to proceed.

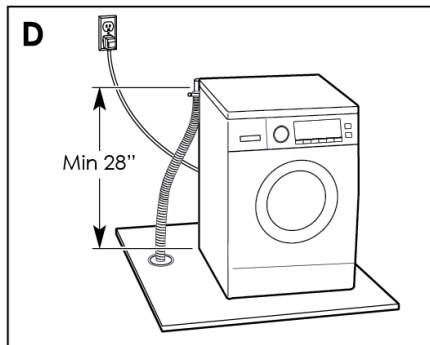
**Standpipe drain system** - wall or floor (views A & B) - The standpipe drain requires a minimum diameter standpipe of 2" (50 mm). The minimum carry-away capacity can be no less than 17 gal. (64 L) per minute. The top of the standpipe must be at least 24" high and no higher than 39" from the bottom of the washer.



**Laundry tub drain system** (view C) - The laundry tub needs a minimum 20 gal. (76 L) capacity. The top of the laundry tub must be at least 24" (610 mm) above the floor.



**Floor drain system** (view D) - The floor drain setup requires that a siphon break be installed a minimum of 28" (710 mm) from the bottom of the washer. The siphon break kit along with any additional hoses must be purchased separately.



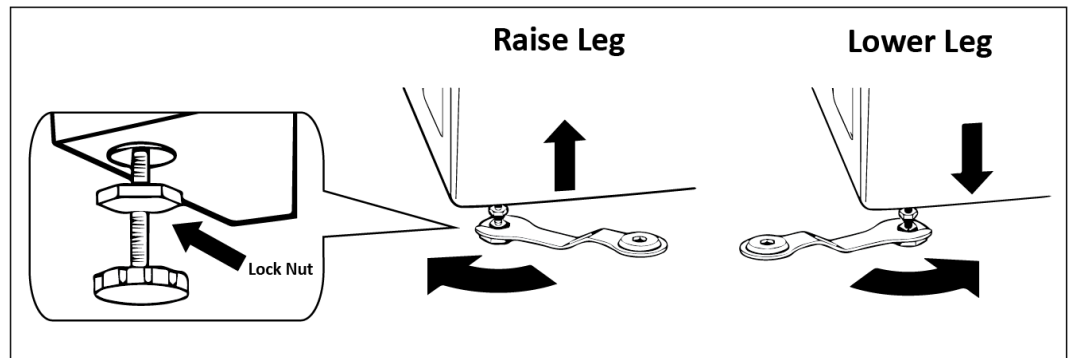
**IMPORTANT:** Properly securing the drain hose will help eliminate leaks and the potential for water damage. Please consult with a certified plumber if you need assistance with this installation.

### Level the washer

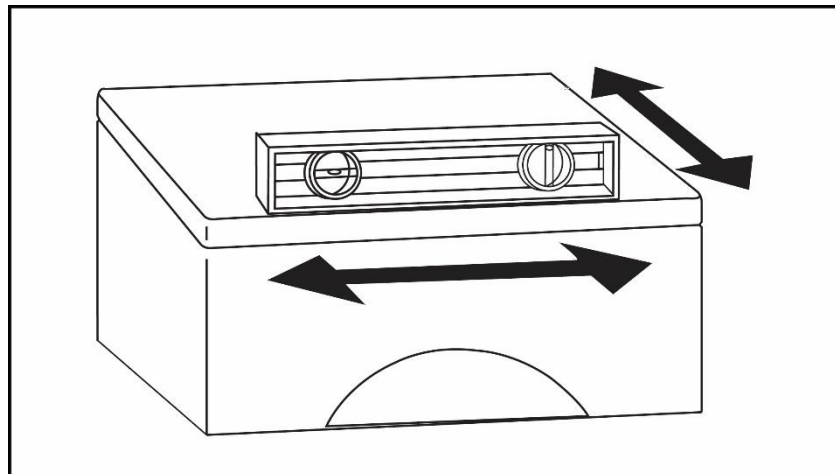
4

Properly leveling the appliance will help prevent excessive noise and vibration. Please install the appliance on a solid and level floor surface. If minor adjustments are needed, this machine is equipped with leveling legs that can be adjusted on each corner.

- Before positioning the appliance in its final location, check first to see if the leveling legs are in their original position and tightened upwards towards the base of the cabinet. If not, loosen the locking nuts (as needed) and turn legs clockwise until in the upright position.
- Position the appliance and apply pressure on each top corner to test for stability. If the unit is unstable, the legs will need to be adjusted.
- To adjust the legs, loosen the locking nut with a wrench and adjust the legs by turning counter-clockwise until the foot of the leg comes in contact with the floor surface. Tighten the locking nut by hand and then with a wrench. Adjust each leg as necessary and test for stability by pressing down on each corner of the appliance.



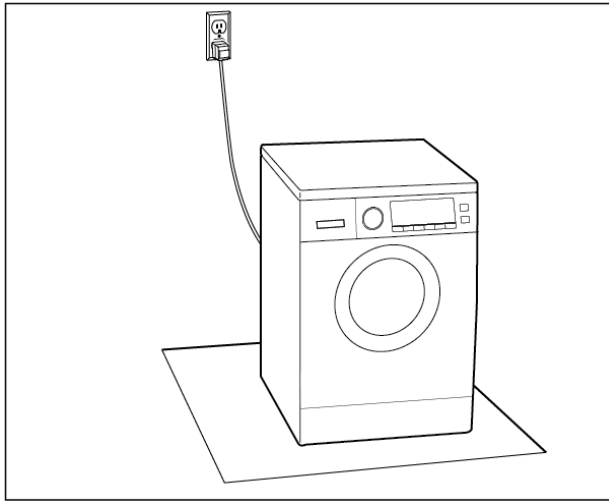
Use a carpenter's level to ensure that the appliance is level. Repeat above steps as necessary until appliance is stable and level.



### **Connect Power Cord**

5

Connect the power cord on the back of the unit to a properly grounded 3-prong outlet. Please consult a qualified electrician if you are unsure if your power outlet can meet the power requirements for this unit.



#### **Electrical Connection Notes**

- Please connect the power to a socket which is correctly installed and properly grounded in accordance with local electrical and building codes.
- Make sure the power supply voltage is compatible with the machine's rating label.
- Power plug must match the socket and cabinet must be properly and effectively grounded.
- As the maximum current through the unit is 12A when you are using its heating function, please make sure the power supply system (current, power voltage, and wire) at your home can meet the normal loading requirements of this appliances.
- Do not use a multi-purpose plug or socket as an extension cord.
- Do not touch the electrical cord or plug with wet hands.
- When disconnecting the plug, hold the plug tightly by the base and pull out. DO NOT pull the power cord forcibly.
- If the plug (power cord) is damaged, it must be replaced by the manufacturer or an authorized service representative.

### **Complete Installation**

6

Ensure all connections are secure, and that tools used during setup as well as all packing materials have been safely stored. You may now open the water supply valves and proceed to use your new Combo Washer / Dryer.

Before washing clothes for the first time, the washing machine should be run through a full cycle with detergent without articles of clothing.

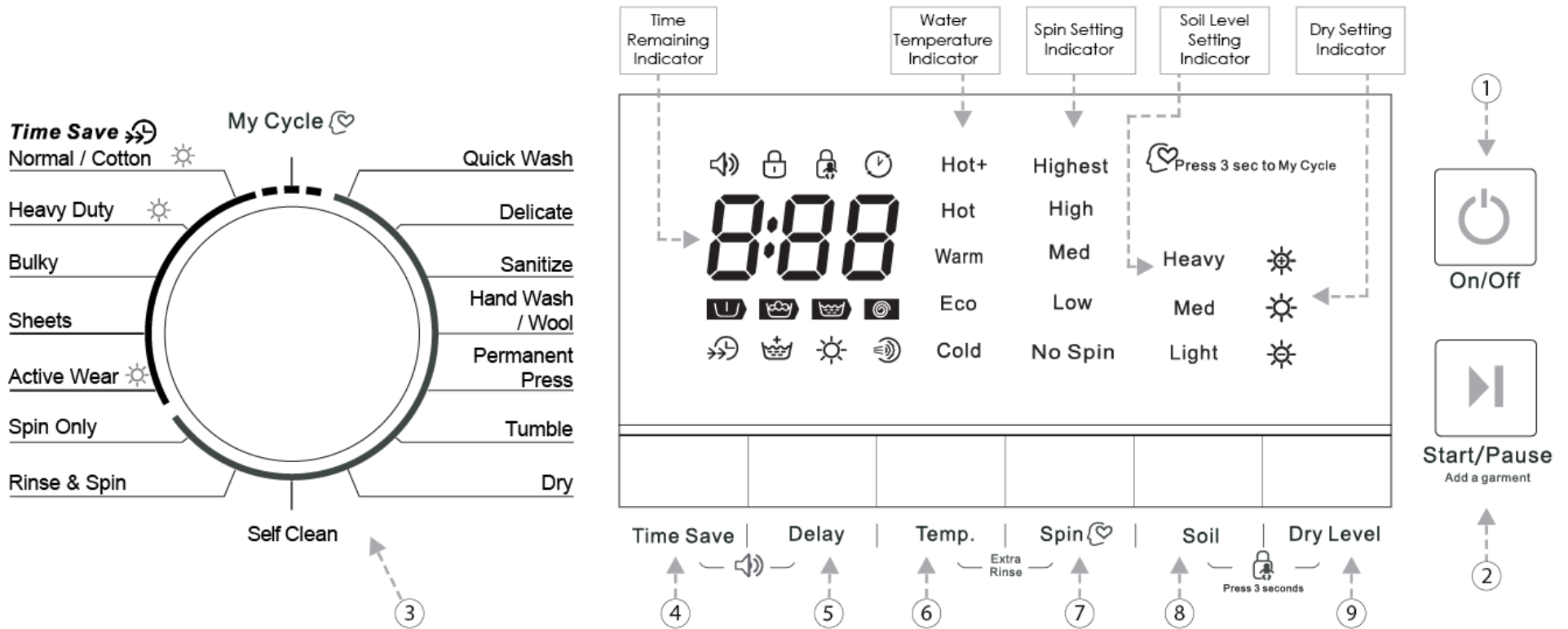


# OPERATING INSTRUCTIONS

Please read all operating instructions found in this manual in order to avoid actions that may result in damage to the Combo Washer / Dryer or to your washables and to avoid unnecessary service calls.

## Control Panel Diagram

The Control Panel consists of the Cycle Knob and the Control Panel LED and Buttons. Please refer to the below diagram and description on the following page for details on each setting, button, and function.



Control Panel Symbol Quick Reference

|        |            |             |       |         |          |       |
|--------|------------|-------------|-------|---------|----------|-------|
|        |            |             |       |         |          |       |
| Sounds | Door Lock  | Child Lock  | Delay | Prewash | Wash     | Rinse |
|        |            |             |       |         |          |       |
| Spin   | Quick Wash | Extra Rinse | Dry   | Tumble  | My Cycle |       |

## Control Panel Details

The chart below provides details on each setting, button, and function available on the Control Panel. The numbers on the left correspond with the number references from the Control Panel diagram on the previous page.

|   |   |
|---|---|
| ① | <b>On / Off</b> - Press once to turn unit on and activate the display panel. If the display is active, press once to turn the display panel off.  |
| ② | <b>Start/Pause</b> - Press to start desired wash cycle. If the washer is running, pressing it once will pause the washer. Press again to restart the wash cycle. <i>NOTE: If the washer is paused and the cycle is not restarted within 10 minutes, the current wash cycle will be cancelled.</i> |
| ③ | <b>Control Knob</b> - Use the control knob to select the desired cycle. Refer to the Cycle Guide Chart for additional information.  |
| ④ | <b>Time Save</b> - Press to select the Time Save mode. Selecting Time Save will reduce the wash cycle time and will adjust the estimated time shown on the control panel display. Refer to the Cycle Guide Chart for additional information.  |
| ⑤ | <b>Delay</b> - Press to adjust the timer delay in increments of 1 hour up to 24 hours. You may cancel the timer delay by adjusting the hours back to 0. The Delay setting will be shown on the control panel display.   |
| ⑥ | <b>Temp.</b> - Press to select the desired water temperature level – Cold, Eco, Warm, Hot, Hot+. The Temp. setting will be shown on the control panel display.  |
| ⑦ | <b>Spin Speed</b> - Press to select the desired spin speed level - No Spin, Low (600 rpm), Med (800 rpm), High (960 rpm) and Highest (1120 rpm). The Spin Speed setting will be shown on the control panel display.   |
| ⑧ | <b>Soil Level</b> - Press to increase time for heavier soiled items. There are three soil levels, Light, Med and Heavy. The Soil Level setting will be shown on the control panel display.  |
| ⑨ | <b>Dry Level</b> - Press to select the desired drying level - Less, Normal, More (☀ ☀ ☀). The Dry Level setting will be shown on the control panel display.   |

### Additional Control Panel Functions:

**Sounds:** Pressing the Time Save and Delay buttons at the same time will turn on / off the sounds that are played during startup, power down, and end of cycle. Please note that disabling sounds will also disable the sounds that are played when buttons are pressed.

**Child Lock:** The child lock can be activated by pressing the Soil and Dry Level buttons at the same time and holding for 3 seconds. When engaged, the control panel becomes locked and no settings can be altered. The On/Off button remains active. If the unit is turned off and back on while the Child Lock is engaged, the Child Lock must be turned off to restart the cycle. **\*\* Note:** If sounds are turned on, the button sounds will be muted when the Child Lock is active.

**My Cycle:** The My Cycle feature allows you to create and save a custom wash cycle (temperature, spin, soil etc) that can be easily saved for future use. To save your custom settings as My Cycle, adjust the cycle settings according to your preference and press and hold the Spin button for 3 seconds. To start a My Cycle wash, adjust the dial to My Cycle and press the Start/Pause button.

## Cycle Guide Chart

The below Cycle Guide indicates options that are available with each cycle. Default settings have been underlined.

| Cycle Name      | Water Temp                              | Spin Speed   | Soil Level                   | Drying                                  | Extra Rinse      | Cycle Time | Time Saver       | Time Saver Time | Cycle Description  |
|-----------------|---|--|------------------------------|---|------------------|------------|------------------|-----------------|--|
| Normal / Cotton | Hot + Hot<br><u>Warm</u><br>Eco<br>Cold | Highest<br><u>High</u><br>No Spin                  | Heavy<br>Med<br><u>Light</u> | Heavy<br>Normal<br>Light<br><u>None</u> | Yes<br><u>No</u> | :42        | Yes<br><u>No</u> | :30             | Select this option for normally soiled cottons and mixed fabrics. Recommended fabric types - Cotton, jeans, linen, towels, shirts, sheets, etc.      |
| Heavy Duty      | Hot<br><u>Warm</u><br>Eco<br>Cold       | <u>Highest</u><br>High<br>Medium<br>Low<br>No Spin | <u>Heavy</u><br>Med<br>Light | Heavy<br>Normal<br>Light<br><u>None</u> | Yes<br><u>No</u> | 1:34       | Yes<br><u>No</u> | 1:12            | Select this option for heavily soiled items that require extra wash time.  |
| Bulky           | Hot<br>Warm<br><u>Eco</u><br>Cold       | Highest<br><u>High</u><br>Medium<br>Low<br>No Spin | <u>Heavy</u><br>Med<br>Light |   |                  | 1:04       | Yes<br><u>No</u> | :48             | Select this option for larger items such as blankets and comforters. The washing period is longer for this cycle.                                    |
| Sheets          | Hot<br>Warm<br>Eco<br><u>Cold</u>       | High<br><u>Medium</u><br>Low<br>No Spin            | Heavy<br>Med<br><u>Light</u> |   |                  | :57        | Yes<br><u>No</u> | :52             | Select this option for items such as bed sheets that are lightly soiled.   |
| Active Wear     | Hot<br>Warm<br><u>Eco</u><br>Cold       | Highest<br><u>High</u><br>Medium<br>Low<br>No Spin | <u>Heavy</u><br>Med<br>Light | Heavy<br>Normal<br>Light<br><u>None</u> | Yes<br><u>No</u> | :51        | Yes<br><u>No</u> | :38             | Select this option clothing used for exercise or sports that have been heavily soiled.   |
| Spin Only       |   | Highest<br><u>High</u><br>Medium<br>Low<br>No Spin |                              |   |                  | :11        |                  |                 | Select this option to spin a load separately from a regular cycle.   |
| Rinse & Spin    |   | Highest<br><u>High</u><br>Medium<br>Low<br>No Spin |                              |   | <u>Yes</u><br>No | :16        |                  |                 | Select this option to rinse and spin a load separately from a regular cycle. This can be helpful in preventing fresh stains from setting in fabrics. |

## Cycle Guide Chart Continued

| Cycle Name       | Water Temp                        | Spin Speed   | Soil Level                   | Drying                                  | Extra Rinse      | Cycle Time | Time Saver       | Time Saver Time | Cycle Description   |
|------------------|-----------------------------------|--|------------------------------|---|------------------|------------|------------------|-----------------|---|
| Self Clean       |                                   |  |                              |   |                  | 1:27       |                  |                 | Run the self-clean regularly to remove detergent buildup and other residue from wash drum. This setting will utilize extra high water temperature. <b>** Do not use this cycle with clothes, and do not add detergent or fabric softener.</b>           |
| Dry              |                                   |  |                              | Heavy<br><b>Normal</b><br>Light<br>None |                  | 3:50       |                  |                 | Select this option for a drying only cycle.   |
| Tumble           |                                   |  |                              |   |                  | :31        |                  |                 | Select this cycle for items that are not soiled but can be freshened up with a short, warm air only cycle.  |
| Permanent Press  | Hot<br>Warm<br>Eco<br><b>Cold</b> | Highest<br><b>High</b><br>Medium<br>Low<br>No Spin | Heavy<br>Med<br><b>Light</b> |   | Yes<br><b>No</b> | 1:21       | Yes<br><b>No</b> | 1:00            | Select this option for articles that have been treated with a chemical to reduce wrinkles that must be washed with less agitation. Recommended article types- Dress shirts/pants, wrinkle free clothing, poly/cotton blend clothing, table cloths, etc. |
| Hand Wash / Wool | Warm<br><b>Eco</b><br>Cold        | High<br><b>Medium</b><br>Low<br>No Spin            | Heavy<br>Med<br><b>Light</b> |   | Yes<br><b>No</b> | 1:05       | Yes<br><b>No</b> | 1:01            | Select this option to wash the wool textiles labeled with "Hand Wash" only. It is suggested to wash only small loads and with wool-safe detergent.  |
| Sanitize         | <b>Hot +</b>                      |  | <b>Heavy</b><br>Med<br>Light |   | Yes<br><b>No</b> | 1:52       |                  |                 | Select this cycle for items that require the hottest water setting.   |
| Delicate         | Warm<br><b>Eco</b><br>Cold        | High<br><b>Medium</b><br>Low<br>No Spin            | <b>Heavy</b><br>Med<br>Light |   | Yes<br><b>No</b> | :54        | Yes<br><b>No</b> | :41             | Select this option for fabrics/articles that are more delicate. Recommended fabric types - Dress shirts/blouses, nylons, sheer, or lacy garments.   |
| Quick Wash       | Hot<br><b>Warm</b><br>Eco<br>Cold | Highest<br><b>High</b><br>Medium<br>Low<br>No Spin | Heavy<br>Med<br><b>Light</b> |   | Yes<br><b>No</b> | :36        |                  |                 | Select this option for small wash loads that are lightly soiled.  |

**NOTE: Cycle times shown are estimated and can vary depending on fabric type, wash load, and other factors. This machine will sense current conditions of the wash cycle process and display approximate times accordingly. Please use the times listed as a general reference only.**

## ***Tips Before Washing***

### **Check for colorfastness:**

Before washing any new garment you should always check to see if the color will bleed to avoid damaging other items in the same wash cycle. Checking for colorfastness is simple. Just wet one corner of the fabric and let it set for a few minutes. Get a white cloth and press down on the wet part of the garment/item. If any color comes off onto the white cloth, you know the item is not colorfast and will run in the wash cycle. This garment/item should be washed separately.

### **Certain clothes should not be washed in washer:**

These include embossed items, resins, furs, fur decorations, clothes that easily wrinkle such as silk, clothes with decorations, handmade items, and fabrics that discolor easily. Never wash clothes that are stained with chemicals such as gasoline, petroleum, benzene, paint thinner, and alcohol. These items should be hand washed first. Waterproof items should not be washed such as car covers, ski suits, outside tablecloths, etc.

### **Please pay attention with regard to detergents:**

- Low sudsing detergent or washing powder specially formulated for front loading machines should be used according to fiber types (cotton, synthetic fiber, soft products, and wool products), colors, washing temperatures, degree of soil and types. Otherwise, excessive bubbles may be generated and overflow from the unit.
- Bleach can be harmful and damage clothes, so it is suggested to use as little as possible.
- Powder detergents can leave residues in the clothes and generate a smell. If using powder detergent an extra rinse is recommended.
- If there is too much detergent or water temperature is too low, detergent does not easily dissolve completely. Make sure to follow the recommended amount to avoid not rinsing properly from clothes and unit.
- Washing will depend on the weight of clothes, degree of soil level, local water hardness as well as the recommendations from the detergent manufacturers. Please consult the water company if you are not clear on your water hardness.

### **Keep in mind:**

- Do not leave soiled items in the washer for long periods of time before allowing a cycle to run. This will help prevent and avoid odors and/or mildew from forming.
- Clothes should always be removed after each wash/dry cycle to avoid odors and/or mildew from forming.
- Make sure clothes are washed according to the stated washing temperature to avoid color change/distortion.
- Keep detergents and additives in safe dry places out of reach from children.
- Only use detergents recommended for front loading machines, and do not use regular soap as the residue can remain in clothing items after wash.
- Powdered detergents are most effective when hot / warm water wash cycle is used. If detergent residue is found at the end of a

**NOTE: Do not overload the unit. Proper loading is 1/2 to 2/3 fill with similar items for most effective performance.**

wash cycle, it is recommended that you use a liquid detergent instead.

- Please take items out of your clothes pockets. Please check the pockets of the clothes to be washed, remove any loose items to avoid possible damage or unnecessary service call.
- Secure fasteners, zips should be zipped close and buttons or hooks should be fastened. Any loose ribbons or ties should be tied together.
- Clothes should always be washed/separated according to the following characteristics- fabric type, color, size, and sensitivity. Always wash according to label instructions.
- Clothes with buttons, embroideries, or fraying should be turned inside out before being washed.
- Remove all pins/hooks from article of clothing before being washed.
- It is recommended to put bras with wire hooks in sealed pillowcase to prevent the bra's steel wire from popping out and catching in the drum, causing possible damage.
- Delicates such as lace, nylons, handkerchiefs, ties, etc. should be washed in a mesh bag to avoid damage.
- In order to get the most effective wash, clean away dusts, stains, and pet hair from the clothes prior to loading.
- To protect baby's skin, baby articles should be washed separately from adult clothes.
- For heavily stained laundry, it is recommended that you pretreat items to maximize the effectiveness of the selected wash cycle.

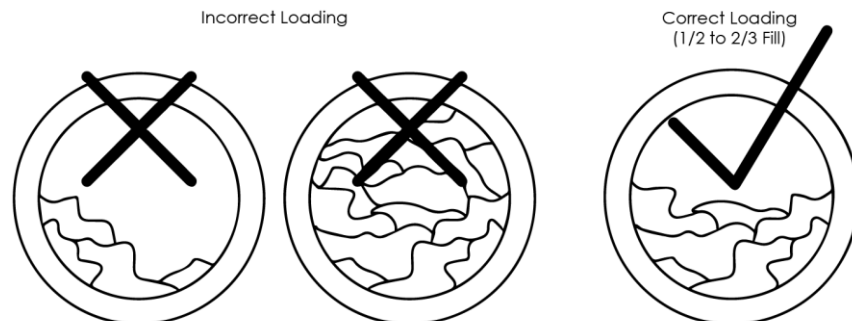
**NOTE: It is normal for your clothes to feel slightly damp to the touch when the drying cycle has been fully completed. This is entirely normal and is due to the self-condensing drying process that this machine utilizes. Simply shake your dried laundry out a little bit to allow any residual humidity to dissipate (it takes only a few seconds) and then fold or hang in a normal fashion.**

**Washing/drying capacity:**

Do not overload the unit; otherwise it may diminish the washing effects. Please confirm the maximum affordable washing quantity according to the following table.

| Fiber Type                    | Max. Wash Loading Capacity (15 lbs) | Max. Dry Loading Capacity (7 ½ lbs) |
|-------------------------------|-------------------------------------|-------------------------------------|
| Cotton                        | 15 lbs                              | 7 ½ lbs                             |
| Synthetic / Artificial Fibers | 8 lbs                               | 4 lbs                               |
| Wool                          | 5 ½ lbs                             | 2 ¾ lbs                             |

**DO NOT WASH ANY SINGLE LARGE ITEM AS IT WILL DAMAGE UNIT.**



## Operating the Washer

Now that installation is complete and you have read and fully understand the features of this machine, you are now ready to proceed with using your new Combo Washer / Dryer.

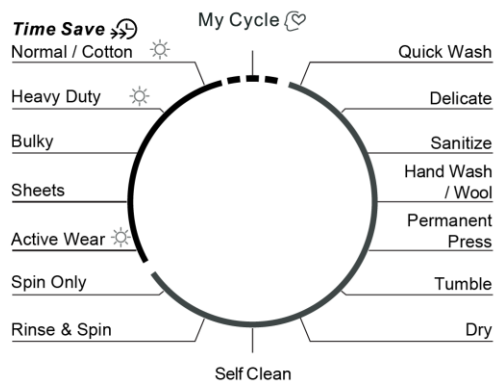
- 1 Make sure the unit is connected to power and ensure water lines are connected properly; the supply valves should be opened completely. Place your pre-sorted wash load into the drum.

- 2 Press the "On / Off" button. The control panel will illuminate.



On/Off

- 3 Turn the cycle selector knob to the desired cycle based on load. The LED display panel will reflect the preset features for that cycle.



- 4 If you would like to modify any of the preset settings for the chosen cycle you may adjust individual options until the display panel reflects desired settings.

*Please Note: Not all settings can be adjusted for each cycle. Refer to the Cycle Guide chart for default settings and available options for each specific cycle.*

- 5 Ensure that the door is properly closed and press the Start/Pause button to begin cycle. Once the cycle begins, the door will automatically lock and the wash cycle will begin. The display panel will change to reflect estimated time and stage of the cycle. At any time you can pause the cycle by pressing on the Start/Pause button again.



Start/Pause

The Pause button can be used in order to add or remove items from the wash tub once a cycle has started. When you press Pause, the unit will sense the water level in the tub and drain water if necessary prior to releasing the door lock so that you may open the door.

**Please Note: If the door is open and the Start button is pressed, the unit will attempt to engage the door lock for approx. 30 seconds during which time you may close the door and the cycle will proceed uninterrupted. If the door remains open and the door lock cannot engage, the unit will automatically drain (for up to 5 minutes) and will then display the open door error code. If this occurs, power the unit Off and back On and proceed as normal.**

## CARE AND MAINTENANCE

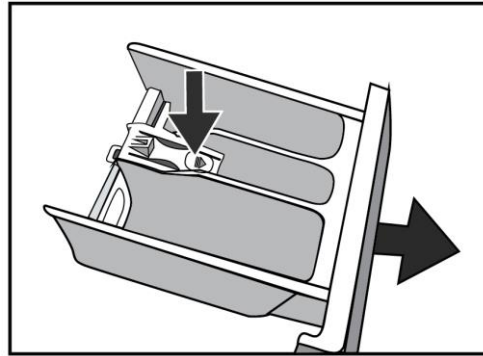
Periodic cleaning and proper maintenance can extend the working life of this machine.

You **MUST** disconnect the power plug from the power outlet and close both the hot and cold water valves before performing any cleaning/maintenance to your Combo Washer/Dryer.

### **Cleaning the detergent dispenser**

Never use solvent based, abrasive cleaners, harsh chemicals or steel wool.

1. Remove the detergent dispenser from the unit by pressing downward on the release tab (shown below) and gently sliding the dispenser drawer outward.
2. Once the dispenser drawer is removed, you can remove the fabric softener dispenser compartment by gently lifting upward.
3. Place drawer under warm tap water and dry with soft cloth.
4. Reinstall the fabric softener compartment and gently slide the dispenser drawer back into the unit.



### **Cleaning the exterior of the unit**

Never use solvent based, abrasive cleaners, harsh chemicals, or steel wool to clean your unit as they can damage the finish. The cabinet and door may be cleaned with a mild, non-abrasive detergent and lukewarm water solution. Use a soft sponge and rinse with clean water. Wipe with a soft clean towel to prevent water spotting.

During daily use it is recommended to wipe up any spills with dry soft cloth.

### **Cleaning the interior of the unit**

Never use solvent based, abrasive cleaners, harsh chemicals, or steel wool to clean the internal drum. During daily use, use a soft cloth to wipe around the door, opening, and rubber seal to remove any excess moisture and to maintain a water tight seal.

To clean the interior of the unit, all clothes must be removed from the drum. For liquid chlorine, add directly to the fabric softener section. For powder tub cleaner, add directly to the main detergent section. **Use only cleaners labeled as safe for washing machines.**

Select the cycle "Self Clean" and press "Start" to initiate the Self Clean cycle.

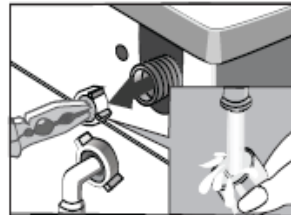
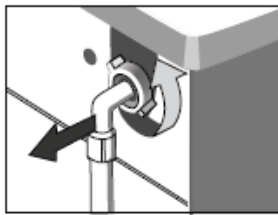
**NOTE: It is recommended that you run the Self Clean cycle regularly to help remove detergent buildup and other residue. Depending on how frequently the machine is used, you may need to run the Self Clean cycle every month.**



## Cleaning the inlet filter

If supply valve is fully opened and there is an insufficient amount of water coming through the hose you may need to clean the inlet filters. The inlet filters are wire mesh screens located immediately inside the hot and cold water line connections on the back of the unit. You will need a pair of needle nose pliers to remove the filters for cleaning.

1. Close the water valve(s) entirely.
2. Select any procedure on Control Knob and press the "Start/Pause" button and let run for about 40 seconds. This will draw existing water out of the supply lines and into the tub.
3. Unscrew the supply hose(s) from the backside of the unit.
4. Pull out the inlet filter(s) with needle nose pliers and wash under warm water to remove any debris.
5. Re-install inlet filter(s) and reconnect hose(s).
6. Open the water valve(s) and ensure there is no water leakage.



## Removing foreign objects from coin trap

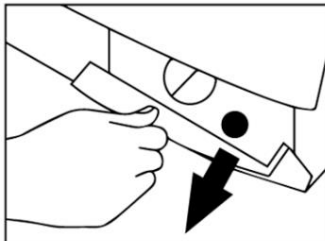
The Coin Trap can collect small objects from the wash cycle. Clean out the coin trap regularly to ensure normal operation of washing machine. Please allow the unit to cool down sufficiently before opening the coin trap knob as hot water may be present. The Coin trap door is located on the front, bottom right hand side of the machine. Follow the below instructions to clean out the coin trap:

**IMPORTANT:** A small amount of water may be present in the coin trap and will be released when knob is opened. Please have a towel and/or small drain pan to catch any water.

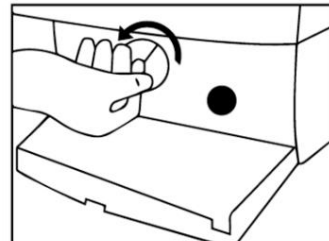


**WARNING:** Hot water may be present if machine has not been allowed to cool down sufficiently. Please allow unit to cool down prior to removing coin trap knob.

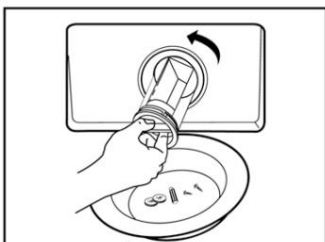
**Step 1:** Open coin trap door by pressing release tab and gently pulling door forward



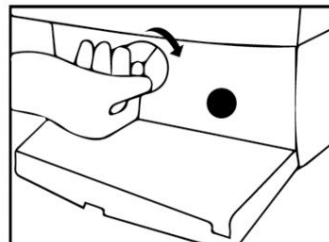
**Step 2:** Turn knob counter-clockwise



**Step 3:** Pull out coin trap and remove items



**Step 4:** Reinstall coin trap knob and tighten firmly



**Note:** Use a drain pan or a towel to collect excess water

# TROUBLESHOOTING TIPS

## **Before calling for service**

If the unit appears to be malfunctioning, the issue could be solved by following the suggestions in the "Solution" column.








































| Issue   | Possible Cause  | Solution   |
|---|---|--|
| Unit will not start up  | Improper installation or setup.   | Ensure the door is closed tightly.<br>Ensure power cord is plugged in properly.<br>Check to make sure the electrical outlet has power.<br>Check if water supply tap/valve is opened.<br>Press On/Off button to activate display panel.   |
| Door will not open  | The door lock is engaged.<br>Machine's safety protection design is working.   | Allow unit to cool to a safe temperature. The door lock will release when temperature is safe.<br>Turn unit Off / On or disconnect power if door lock does not release.  |
| Water leakage   | Hose connections are not tight.<br>Drain pipe is blocked.<br>Coin trap knob is loose.                                     | Check and properly fasten inlet hoses.<br>Clean the drain line / check for proper installation.<br>Check and tighten coin trap knob.   |
| Indicator or display does not light                             | Power is off or unit has become unplugged.<br>Control Board or wiring harness has a connection problem.                   | Check to see if the power is shut off and plug is connected properly.  |
| Detergent residue remains in detergent dispenser                | Washing powder has become damp and is clumped together.   | Thoroughly clean the detergent dispenser and dry with a cloth.<br>Use High Efficiency liquid detergent designed for use with front loading washing machines.   |
| Unsatisfactory washing results                                  | The clothes are too soiled for the selected wash cycle.<br>The wash drum is overloaded.<br>Water temperature is too cold. | Make sure you have selected the proper procedure / water temperature according to the wash label instructions.<br>Ensure that the wash drum has not been overloaded.   |
| Abnormal noise or excessive vibration                           | Improper Installation.<br>Heavy wash load.  | Check to make sure the Transport Shipping Bolts have been properly removed.<br>Ensure the unit is installed on a solid and level floor and that leveling legs are adjusted properly.<br>Check to make sure there are no loose articles left in the drum.<br>Ensure unit is not overloaded. Heavy loads may produce thumping sounds.            |
| Washer does not drain properly or drain cycle does not complete | Improper installation.  | Check that drain hose is not bent or obstructed to prevent proper flow.<br>If using a floor drain setup, ensure that a siphon break is installed properly at a minimum of 28" from the bottom of the washer.<br>Refer to the 'Connect Drain Hose' section of this manual for proper installation instructions for your particular drain setup. |
| My clothes are not dry when cycle complete                      | Wash load too large or too small.   | A heavy wash load will extend the amount of time required to fully dry.<br>A small load may reduce the ability of the unit to properly tumble and dry.   |
| Door is open and unit appears to be running                     | Start button was pressed when door not closed fully and safety protection mode engaged.                                   | Allow unit to complete its protect mode process. The unit will drain fully and after approximately 5 minutes, will display E30 error code (door open). You may now turn the unit Off and On and operate normally.  |
| Please contact an authorized technician if problem persists.    |   |  |

# ERROR CODE REFERENCE

Please refer to the below chart if your Combo Washer/Dryer is displaying one of the below error codes.

| Error Code  | Description  | Reason   | Solution   |
|---|--|--|--|
| E30   | Door Lock Problem                                      | Door is not closed properly.   | Turn unit Off and back On. Restart cycle after door is closed.                             |
|   |  | Please contact an authorized technician if problem persists.                   |  |
| E10   | Water supply is slow or insufficient (exceeds 5 mins.) | Water tap / valve is not opened all of the way. Inlet valve filter is clogged. | Open the tap fully and check to see if water supply problem is corrected.                  |
|   |  | Inlet hose may be twisted or crimped and water is not being supplied properly. | Check inlet filter for debris. Straighten water hoses to ensure there are no obstructions. |
|   |  | Please contact an authorized technician if problem persists.                   |  |
| E21   | Water is not draining properly (exceeds 9 mins.)       | Drain hose is blocked or twisted. Drain pump is blocked.                       | Wash and straighten drain hose.  |
|   |  | Please contact an authorized technician if problem persists.                   |  |
| Please contact an authorized technician for all other issues. |  |  |  |

# CARE LABEL APPENDIX

| <br>Wash   | Machine wash cycles<br> normal  permanent press  delicate/gentle  hand wash          | Warning symbols for laundering<br> do not wash  do not bleach   |   |        |        |           |        |           |     |     |     |     |     |     |  |           |      |     |    |   |  |  |
|---|--|---|---|--------|--------|-----------|--------|-----------|-----|-----|-----|-----|-----|-----|--|-----------|------|-----|----|---|--|--|
|   | Water temperatures<br><table border="1"> <thead> <tr> <th>(Maximum)</th> <th>(200F)</th> <th>(160F)</th> <th>(140F)</th> <th>(120F)</th> <th>(105F)</th> <th>(65F-85F)</th> </tr> </thead> <tbody> <tr> <td>95C</td> <td>70C</td> <td>60C</td> <td>50C</td> <td>40C</td> <td>30C</td> <td></td> </tr> <tr> <td>Symbol(s)</td> <td>••••</td> <td>•••</td> <td>••</td> <td>•</td> <td></td> <td></td> </tr> </tbody> </table>        | (Maximum)   | (200F)  | (160F) | (140F) | (120F)    | (105F) | (65F-85F) | 95C | 70C | 60C | 50C | 40C | 30C |  | Symbol(s) | •••• | ••• | •• | • |  |  |
| (Maximum)   | (200F)   | (160F)  | (140F)  | (120F) | (105F) | (65F-85F) |        |           |     |     |     |     |     |     |  |           |      |     |    |   |  |  |
| 95C   | 70C  | 60C   | 50C   | 40C    | 30C    |           |        |           |     |     |     |     |     |     |  |           |      |     |    |   |  |  |
| Symbol(s)   | ••••   | •••   | ••  | •      |        |           |        |           |     |     |     |     |     |     |  |           |      |     |    |   |  |  |
| <br>Bleach |  any bleach when needed  only non-chlorine bleach when needed  |  do not dry (used with do not wash)  do not iron  |   |        |        |           |        |           |     |     |     |     |     |     |  |           |      |     |    |   |  |  |
|   | Tumble dry cycles<br> normal  permanent press  delicate/gentle  line dry/hang to dry | Tumble dry Heat setting<br> any heat  high  medium  low  no heat/air  drip dry  dry flat | Additional Instructions (in symbols or words)<br> do not wring  do not tumble dry   |        |        |           |        |           |     |     |     |     |     |     |  |           |      |     |    |   |  |  |
| <br>Iron   | Iron-dry or Steam<br>Maximum temperature<br> 200C (390F) high  150C (300F) medium  110C (230F) low  |  in the shade (added to line dry, drip dry or dry flat)  no steam (added to iron)   |   |        |        |           |        |           |     |     |     |     |     |     |  |           |      |     |    |   |  |  |
|   | Dryclean-normal cycle<br> (A) any solvent  (P) any solvent except trichloroethylene  (F) petroleum solvent only   |  do not dryclean   | Dryclean-additional instructions<br> short cycle  reduce moisture  low heat  no steam finishing |        |        |           |        |           |     |     |     |     |     |     |  |           |      |     |    |   |  |  |

## TECHNICAL SPECIFICATIONS

|                                   |                                       |
|-----------------------------------|---------------------------------------|
| Description of Product            | Combo Washer/Dryer                    |
| Model                             | CWD1550BL-1 / CWD1550S-1 / CWD1550W-1 |
| Voltage/Frequency                 | AC 115V~60Hz                          |
| Rated Current                     | 12A                                   |
| Color                             | White / Silver / Black                |
| Dimensions (W*D*H)                | 23 ½ * 22 ¼ * 33 ½                    |
| Washing Capacity/<br>Dry Capacity | 15 lbs. / 7.7 lbs.                    |
| Drum Size                         | 2.0 cu. ft.                           |
| Standard Water Pressure           | 0.05MPa-1MPa                          |
| Weight                            | 174 lbs.                              |

Note: Technical data and performance information provided for reference only.

Specifications are subject to change. Check the rating label on the rear panel of your Combo Washer/Dryer unit for the most accurate information.

This product is warranted by EdgeStar and is subject to any conditions set forth as follows:

#### WHAT IS COVERED:

For a period of 90 DAYS from the date of original retail purchase, EdgeStar will repair or replace any part free of charge including labor that fails due to a defect in materials or workmanship. Labor will be performed free of charge at an authorized EdgeStar repair facility and EdgeStar will supply new, rebuilt, or refurbished parts free of charge. EdgeStar may request a defective part be returned in exchange for the replacement part. All replacement parts or products will be new, remanufactured, or refurbished. All products and parts replaced by EdgeStar under warranty service become the property of EdgeStar. After the 90 day period, EdgeStar will no longer be responsible for labor charges incurred or replacement parts. All defective products and parts covered by this warranty will be repaired or replaced on a mail-in basis to an EdgeStar authorized repair facility.

This warranty applies to the original purchaser only, and only covers defects in workmanship experienced during operation of the product under normal service, maintenance, and usage conditions. This warranty applies to the purchase and use of this product in residential settings within the United States of America.

#### WHAT IS NOT COVERED- The following limitations apply to the coverage of this warranty. This warranty does not cover:

- Labor charges for installation, setup or training to use the product.
- Shipping damage, and any damage caused by improper packaging for shipment to an authorized service center, and any damaged caused by improper voltage or any other misuse, including abnormal service, handling, or usage.
- Cosmetic damage such as scratches and dents.
- Normal wear and tear on parts or replacement of parts designed to be replaced, e.g. filters, cartridges, batteries.
- Service trips to deliver, pick-up, or repair, install the product, or to instruct in proper usage of the product.
- Damages or operating problems resulting from misuse, abuse, operation outside environmental specifications, uses contrary to instructions provided in the owner's manual, accidents, acts of God, vermin, fire, flood, improper installation, unauthorized service, maintenance negligence, unauthorized installation or modification, or commercial use.
- Labor, service transportation, and shipping charges for the removal and replacement of defective parts, beyond the initial 90 day period.
- Products that have been modified to perform outside of specifications without the prior written permission of EdgeStar.
- Products lost in shipment, or theft.
- Products sold AS IS or from an unauthorized reseller.
- Products that have had their serial numbers removed, defaced, or with serial numbers that have been invalidated.
- Damage from other than normal household use.
- Replacement or repair of household fuses, circuit breakers, wiring or plumbing.
- Damage to personal property from use of product.
- Damage from service other than from an authorized EdgeStar repair facility.
- Hoses, knobs, lint trays and all attachments, accessories and disposable parts.
- Any service charges not specifically identified as normal such as normal service area or hours.
- Any special or consequential damages arising out of the use of the product.

**OBTAINING WARRANTY SERVICE:** If you believe your product is defective, contact EdgeStar Customer Support for troubleshooting assistance and warranty service at [www.edgestar.com](http://www.edgestar.com) or call 1-866-319-5473. Before contacting Customer Support you are required to have your model number, serial number and proof of purchase available upon request. Once an EdgeStar authorized representative has confirmed that your product is defective and eligible for warranty service, the product must be returned to an EdgeStar authorized repair facility. EdgeStar is not responsible for damage resulting from shipper mishandling or improper packaging. Do not return a defective product to the place of purchase. Products received without a return authorization number will be refused.

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EdgeStar Products

Web: <http://www.edgestar.com>

E-mail: [service@edgestar.com](mailto:service@edgestar.com)

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