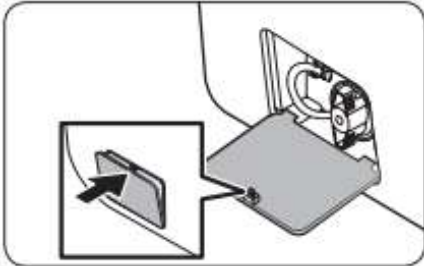


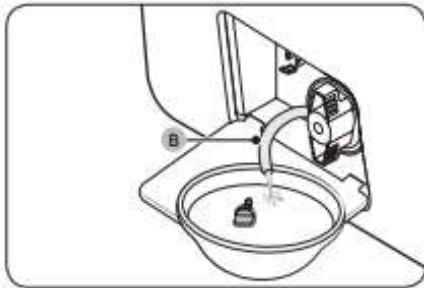
Washing Machine – Filter Maintenance Guide

Tenants must carry out drain filter maintenance every two months to maintain the unit's longevity. Failure to do so may result in liability for any resulting damages.



1.) Turn off the washer and unplug the power cord.

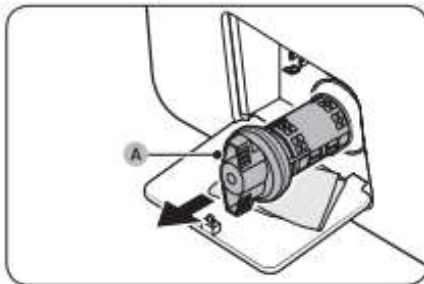
2.) Press the top of the filter cover to open it, located at the bottom of the washer.



3.) Pull out the emergency drain tube while holding the tube cap.

4.) Place a **large** empty container on the floor next to the opening (be prepared for water).

5.) Remove the tube cap and allow the water to drain into the container, then replace cap.



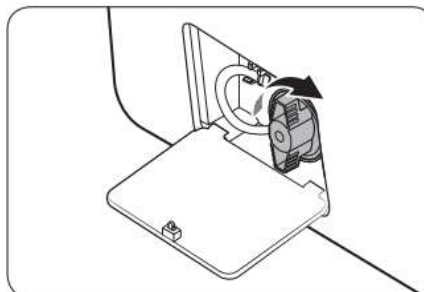
6.) Turn the drain filter knob counterclockwise to remove the filter.

**** We recommend keeping the container close as there could be more water inside of the housing.**



7.) Clean the filter using a soft brush.

8.) Check inside the drain pump for any debris and ensure the filter area is clear.



9.) Re-insert the drain filter and turn the knob clockwise.

10.) Close filter cover.



Dryer – Troubleshooting / Cleaning Guide

To ensure the longevity of the unit, tenants are required to clean the lint trap before each use, as this helps prevent potential issues. Failure to comply may result in damages for which tenants will be held responsible.

COMMON TROUBLESHOOTING

Problem: Dryer Won't Start

Action:

- Check if the power cord is plugged in properly.
- Look at your unit's circuit breaker to ensure they have not tripped.

Problem: Clothes Are Not Drying Properly

Action:

- Check the exhaust system and clear out any lint buildup.
- Confirm that your washer is properly draining, as excess water in the clothes will affect drying performance.
 - Empty Test: Run a quick spin and drain cycle with an empty drum to see if the water is draining.
 - Pump Operation: During the drain cycle, you should hear the drain pump activating. If the pump is silent or making unusual noises, it might not be working properly.
 - Check for Kinks or Clogs: Ensure the drain hose is not kinked, twisted, or blocked.
 - Proper Hose Height: Make sure the drain hose is at the correct height, usually between 24 and 36 inches above the floor.

Problem: Has Odors

Action:

- Try using the **Refresh** cycle, and if odors persist, wash, and dry the items again. Try **Steam Sanitize+** feature.

Common Error Codes: Voltage Issues (9C1, 9E1, 2E, FE), Door or Latch Issues (dC, dE, dF), Heating Problems (HC, HE), Communication Errors (E3, AC, Et), Temperature Sensor Errors (tS, tC), Vent Blockage (Clg, C80, C90)

- When necessary, use a soft cloth with mild detergent and warm water to wipe down the interior drum, avoid harsh chemicals like bleach that could damage the drum surface. Check the vent system regularly for any lint buildup and clean it at least once a year to prevent blockages.

- Additionally, use the **Steam Sanitize+** feature to naturally sanitize the drum and remove odors. For the exterior, simply wipe it down with a slightly damp cloth to remove dust and residue. Make sure to keep the dryer door seal clean to ensure efficient operation.

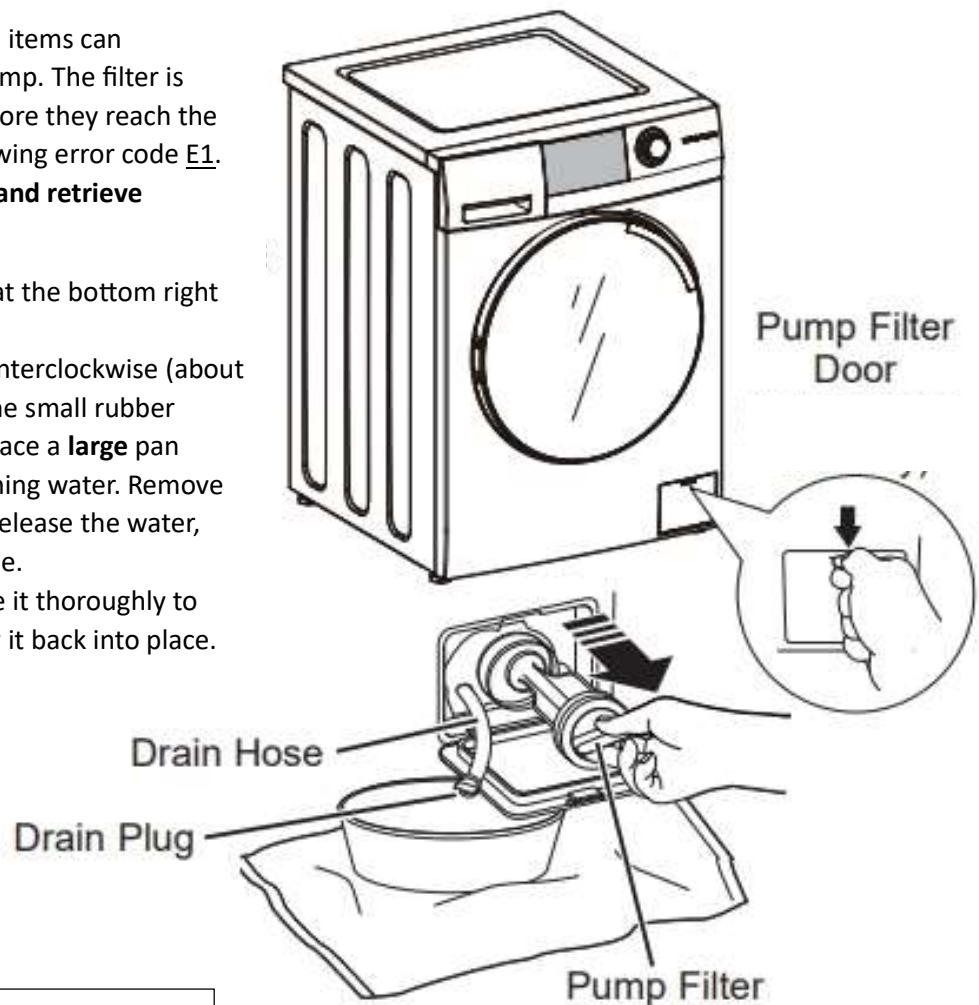


Washer & Dryer Combo – Maintenance Guide

Tenants must clean the pump filter every month to remove any debris or items that may have accumulated in the filter or housing, ensuring longevity of the unit. Failure to do so may result in liability for any damages caused.

Since this is a front-load washer, small items can occasionally make their way to the pump. The filter is designed to catch these lost items before they reach the drain. This issue can be shown as showing error code E1. **Here is how to clean the pump filter and retrieve anything that may have been caught:**

1. Open the small door located at the bottom right of the washer.
2. Twist the small white cap counterclockwise (about a quarter turn) and unhook the small rubber hose. Pull the hose out and place a **large** pan underneath to catch any draining water. Remove the white drain hose plug to release the water, then replace the plug and hose.
3. Unscrew the pump filter, rinse it thoroughly to remove any debris, and screw it back into place.
4. Finally, close the access door.



Common Troubleshooting

Problem: Machine Won't Start

- **Unplugged or no power:** Ensure the machine is plugged in and the power is on.
- **Tripped breaker:** Check your circuit breaker and reset it for 1 minute.

Problem: Washer/Dryer Not Draining or Spinning

- **Kinked or blocked drain hose:** Make sure the drain hose isn't twisted, blocked, or squashed under the machine.
- **Check the leveling feet:** Ensure that all four feet are touching the ground and the washer is level. Adjust the feet if needed.



Split Air Conditioning Unit – Air Filter Maintenance

A clogged air conditioner can significantly reduce the unit's cooling efficiency and pose potential health risks. For optimal performance, it is recommended to clean the filter every two weeks for best performance, or at an absolute minimum, every 60 days.

Before you start;

Important: Always turn off your air conditioner system and disconnect the power supply before doing any cleaning or maintenance.

Important: Only use a soft, dry cloth to wipe the unit clean. If the unit is very dirty, you can use a cloth soaked in warm water. These filters are not designed to be replaced, they should last the lifetime of the unit. It is the tenant's responsibility to provide a new one if broken.

1. Lift the front panel of the indoor unit to access the filter inside.
2. Hold the tab at the end of the filter, push it up slightly, and then pull it toward you to loosen it.
3. Pull the filter down and fully remove it from the unit.
4. Wash the large air filter in warm, soapy water, making sure to use a mild detergent to avoid any damage.
5. After rinsing the filter with clean water, give it a good shake to remove any excess water.
6. Let the filter dry completely in a cool, shaded spot—make sure it's out of direct sunlight.
7. Once the filter is dry, slide the filter back into the indoor unit.
8. Finally, close the front panel of the unit securely.

