



# Portable Twin Tub Washing Machine

## USER MANUAL



MODEL: DGTWSHM02

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# WARNING & PRECAUTIONS

## BEFORE USING THIS PRODUCT PLEASE CAREFULLY READ THESE INSTRUCTIONS

### Install on a sturdy flat surface

This washing machine should be placed on a flat surface with a maximum allowable angle of 2 degrees. To prevent extra running noise, ensure the machine is at least 2 inches (~5 cm) from the wall.

1. DO NOT alter or tamper with any of the components of the washing machine
2. Ensure the power cord of the washing machine is properly protected and away from any kind of liquids. If there is any damage to the power cord, DO NOT use the machine or risk potential electric shock/fire.
3. After using this machine, do not wash the control panel and the dashboard – moisture may cause an electrical short circuit.
4. The power socket must be in accordance with electrical provision and should be reliably grounded. Phase L, zero-line N, ground wire pole E should be associated with the power supply plug, the heads L, L and E in the corresponding order.
5. Do not forcibly compress or stretch the drainage pipe to avoid the drainage pipe from any tear or irreversible damage.
6. The drainage tubes should be no higher than the column height of 15cm and placed away from the drainage orifice, which should be at a height not exceeding 3 cm.
7. To ensure safety, it needs to be made sure that their ground wire is fully connected with the main earthed electrode in your housing.

## IMPORTANT SAFETY INSTRUCTIONS

**Warning: To reduce the risk of fire, explosion, electric shock, or personal injury when using your appliance, follow necessary precautions, including the following.**

### Basic Precautions

1. Read all instructions before using the appliance.
2. Use this appliance only for its intended purpose that is described in this owner's manual.
3. This washer must be properly installed as described in this manual before use.
4. ALWAYS follow fabric care instructions supplied by the clothing manufacturer.

5. Do not wash or spin clothes that have been previously cleaned, washed, soaked, or spotted with gasoline, dry-cleaning agents, and other flammable or explosive substances – these give off vapors that could ignite or explode.
6. Do not allow children to play on or inside the appliance. Close supervision of children around the appliance is highly advised.
7. Before the appliance is removed from service or is being discarded, remove the washer's lid to prevent children from climbing inside.
8. Do not reach into the appliance if the tub or agitator is moving and is turned on.
9. Do not install or store the appliance where it will be exposed to the weather or freezing temperatures.
10. Do not tamper with controls.
11. Do not repair or replace any part of the appliance or any servicing unless it is specifically recommended to use maintenance instructions or published user-repair instructions that you understand and have the skills to carry out.
12. Do not add gasoline, dry-cleaning agents, and other flammable/explosive substances as they give off vapors that could ignite or explode.
13. Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for two weeks or more.
14. **HYDROGEN GAS IS EXPLOSIVE.** If the hot water system has not been used for two weeks or more, before using a washer-dryer combination or just the washer, 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.
15. Keep the area around and beneath your appliance free of any combustible material (lint, paper, rags, etc.), gasoline, chemicals, and other flammable vapors and liquids.
16. Do not place items exposed to cooking oil in your washer, objects contaminated with cooking oils may contribute to a chemical reaction that could cause a cloud to catch fire.
17. Turn on the water faucet and unplug the washer if the machine is left for an extended period of time, such as during vacations.
18. Packaging material can be dangerous for children. There is a risk of suffocation! Keep all packages away from children.
19. Always check the inside of the washer for foreign objects before loading the laundry, Keep the lid closed when not in use.

# INSTALLATION PRECAUTIONS

## INSTALLATION WARNINGS AND PRECAUTIONS

1. Plug the power cord into an AC 120V/60Hz outlet.
2. Do not use an extension cord. Sharing a wall socket with other appliances while using a power cord may result in electric shock or fire.
  - Do not use an electric transformer. It may result in electric shock or fire.
  - Ensure that the power voltage, frequency, and current match the product specifications.
3. Have this appliance installed by a qualified technician or service company. Failing to do so may result in electric shock, fire, explosion, problems with the product, or injury.
4. Remove all foreign substances such as dust or water from the power plug terminals and contact points using dry cloth regularly. Unplug the power plug and clean it with a dry cloth.
5. Plug the power plug into the wall socket in the right direction so that the cord runs towards the floor.
6. Plug the power plug into the wall socket firmly. Do not use a damaged power plug or loose wall socket.
7. Do not pull or excessively bend the power plug,
8. Do not twist or tie the power cord.
9. Do not hook the power cord over a metal object, place a heavy item over the power cord, insert the power cord between objects, or push the power cord into the space behind the appliance.
11. Do not pull the power cord when unplugging the power plug.
  - Unplug the power plug by holding the plug.
12. If the power plug or cord is damaged, contact your nearest service center.
13. This appliance must be properly grounded.
14. Do not ground the appliance to a gas pipe, water pipe, or telephone line.
  - Improper grounding may result in electric shock, fire, explosion, or problems with the product.
  - Never plug the power cord into a socket that is not grounded correctly. Make sure that the socket you are using is grounded in accordance with local and national codes.

15. Do not install this appliance near a heater or any other flammable material.
16. Do not install this appliance in humid, oily, or dusty locations or a location exposed to direct sunlight or water (rain).
17. Do not install this appliance at a place where gas may leak This may result in electric shock
18. If the washer is moved to a new location, have it checked or re-installed by a qualified service technician.
19. Do not install it on a carpet. Install the washer on a level and concrete floor that can support the weight of the machine properly. Failing to do so may result in abnormal vibrations, noise, or problems with the product.
20. The washer is heavy. To avoid the risk of injury, two or more people are needed to install or move the appliance.
21. Store and install the washer where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions.
22. Position the appliance so that the power plug is easily accessible. Failing to do so may result in electric shock or fire

## GENERAL SAFETY MEASURES

1. When pulling the plug, seize the plug and then pull out do not remove the power line. Do not place heavyweight n a power line and avoid extrusion caused by the washing machine.
2. Do not use hot water above 122° F (50C). This will cause the plastic to deform and reduce the material's life.
3. If the supply cord is damaged, the machine must be sent to the factory or repair department or similar full-time staff to replace it to avoid danger.

### **Precautions While Washing Clothes:**

1. Do not wash clothing with gasoline, kerosene, alcohol, or solvent (due to fire hazard)
2. Do not wash down (feather) products to prevent damage.
3. Ensure the pipe is tightly fastened to prevent leakage or use of excess water due to loss. **Never reach into the barrel during operation.**
4. Do not place the machine in the bathroom. Because the bathroom has a lot of steam, which can cause a hazard of insufficient insulation, leakage, and overheat.

# USAGE PRECAUTIONS

## USAGE AND MAINTENANCE PRECAUTIONS

1. The washing machine uses large quantities of water. If the appliance is flooded, cut the power immediately and contact your nearest service center.
2. If the appliance emits a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your nearest service center.
3. In the event of a gas leak (such as propane, liquid petroleum gas, etc.), ventilate the area immediately. Do not turn any appliance or light on or off. Do not use a ventilating fan as a spark may result in an explosion or fire.
4. Do not wash items contaminated with gasoline, kerosene, benzene, paint thinner, alcohol, dry cleaning detergent, or other flammable or explosive substances.
5. Do not force the washer lid open while the washer is operating (high-temperature washing/drying/spinning). Water flowing out of the washer may cause burns or cause the floor to be slippery and this may result in injury.
6. Make sure to remove the packaging attached to the bottom of the washer before use.
7. Do not insert your hand or a metal object under the washer.
8. Do not attempt to operate this appliance if it is damaged, malfunctioning, partially disassembled, or has missing or broken parts, including a damaged cord or plug.
9. DO NOT touch the power plug with wet hands.
10. Do not turn the appliance off by unplugging the power plug while the washer is in operation.
11. Keep all packaging material well out of the reach of children, as packaging materials can be dangerous to children.
12. Do not let children or infirm persons use this washer without supervision. Do not allow children to play on or in the washer. Close supervision of the children is necessary when the washer is used near children.
13. Do not attempt to repair, disassemble, or modify the appliance yourself.
14. If any foreign substance such as water enters the appliance in any point other than the tub, unplug the power plug.
15. If the water supply hose comes loose from the faucet and floods the appliance, unplug the power plug.
16. Do not mix chlorine bleach with ammonia or acids such as vinegar.



17. Do not reach into the washer while parts are moving. Before loading, unloading, or adding items, press the START/PAUSE button and allow the basket to come to a complete stop before reaching inside.
18. Keep laundry products out of the reach of children. Observe all warnings on the product labels and follow instructions
19. Disconnect this appliance from the power supply before attempting any user maintenance. Turning the controls to the OFF position does not disconnect it from the power supply.
20. Do not use benzene, thinner, or alcohol to clean the appliance. -This may result in discoloration, deformation, damage, electric shock, or fire.
21. Do not clean the appliance by spraying water directly onto it.
22. Unplug the power plug when the appliance is not being used for long periods of time or during a thunder/lightning storm.
23. Keep hands and foreign objects clear of the lid when closing the lid.
24. If the washer is contaminated by a foreign substance such as detergent, dirt, food waste, etc., unplug the power plug and clean the washer with a soft, damp cloth.
25. The clear portion of the lid can be broken by a strong impact. Take care when using the washer.
26. After a water supply failure or when reconnecting the water supply hose, open the faucet slowly.
27. Open the faucet slowly after a long period of non-use.
28. If a drain error occurs during an operation, check if there is a drainage problem.
29. Do not insert your hand or a metal object under the washer. -This may result in injury.
30. Insert the laundry into the washer completely so that laundry doesn't get caught in the lid.
31. Ensure the faucet is turned off when the washer is not being used.
32. Open the faucet and check if the water supply hose connector is firmly tightened and that there is no water leaking before using the product.
33. Do not stand on top of the appliance or place any objects such as laundry, lighted candles, lighted cigarettes, dishes, chemicals, metal objects, etc. on the appliance.

# USAGE PRECAUTIONS

## USAGE AND MAINTENANCE PRECAUTIONS CONT.

34. Do not operate the appliance with wet hands.
35. Do not spray volatile material such as insecticides onto the surface of the appliance.
36. Do not place any object that generates an electromagnetic field near the washer.
37. Do not wash, spin, or dry water-proof seats, mats, or clothing. Do not wash thick, hard mats even if the washer mark is on the care label. This may result in injury or damage to the washer, walls, floor, or clothing due to abnormal vibrations.
38. Do not add any non-laundry objects such as shoes, food waste, or animals into the washer.
39. Do not operate the washer when the inner inlet hose is removed.
40. Do not press the buttons using a sharp object such as pins, knives, fingernails, etc.
41. Do not wash laundry contaminated by oils, creams, or lotion usually found in skincare shops or massage clinics. These substances could deform the rubber seal and cause leaks.
42. Ensure that the water inlet pipe is connected, and the tap is opened before washing clothes.
43. Do not leave metal objects (safety pins, hairpins, etc.) or bleach in the tub for long periods of time. This may cause the tub to rust.
44. Do not use hot water from water cooling/heating devices.
45. Do not use natural hand-washing soap in the washer. Non-laundry soaps can harden and accumulate inside the washer and damage it.
46. Do not wash large laundry items such as bedding, sheets, comforters, etc. Smaller and delicate items should be cleaned in a washing net.
47. Do not wash or throw rugs or doormats. Dirt/sand could accumulate inside the washer and damage it.
48. Only use cold water in this washing machine.
49. In some cases, this washing machine will have a few droplets of water inside the machine. This is normal – each machine is tested before packing and is otherwise in perfect working order.

## WASHING PREPARATION

- Take out pins, coins, keys, and other items from pockets
- Clothes with chemical reagents are NOT to be used in this washing machine
- Turn clothes with fluff and loose material inside out when washing
- Clothes should be placed in a washing bag when it's expensive or delicate.

To reduce the risk of fire, electric shock, or injury to a person, read the IMPORTANT SAFETY INSTRUCTIONS before operating the appliance.

### **Important**

1. Wash cashmere, nylon, cotton clothes in separate batches. This prevents clothes from adhering to each other and helps achieve the best cleaning effect.
2. Check the pockets of clothes to ensure there is no sand or other debris. Make sure zippers are locked – open zippers can cut other clothes in the wash.

## WASHING OPERATION

1. Connect the water inlet on the machine to a faucet tap at one end using the pipe and fill water in the machine based on the quantity of clothes you want to wash.
  2. According to the number of clothes, add the proper amount of water - a suitable water level must reach the top surface level of clothes. Save water by avoiding overflow.
  3. Add the right amount of detergent (washing powder) into the washing machine barrel.
  4. Close the cover, connect the plug with the power socket, and then select the washing time by turning the wash timer knob clockwise.
  5. After the set washing time is finished the washing machine stops working automatically.
  6. For draining, lay the drainage pipe down to remove the wash water and rotate the Drain Selector knob to Drain. The excess water will drain out.
  7. For Rinsing, add water again and rinse by repeating steps 2-6.
- During washing time, DO NOT put your hand into the barrel to avoid accidents.

# OPERATION CONT.

## SPIN DRY OPERATION

The spin cycle at the end of a wash helps extract moisture from your clothes, leaving them damp instead of dripping wet. To dry clothes in this washing machine, follow these steps:

- Wash your clothes with a whitening or brightening washing powder following the above steps.
- Place the washed clothes in the Spin Dry Tub and rotate the Spin Timer knob clockwise to select the highest spin cycle suitable for your laundry load.
- After spin drying your clothes in the washing machine, air dry your clothes.
- Dry whites in the sunlight and colored fabrics in the shade
- Hang clothes to maximize drying speed

Select the highest spin speed suitable for the load to remove as much water as possible without damaging your clothes. Use low spin speeds for delicate fabrics.

## ROUTINE MAINTENANCE

Good maintenance will ensure proper performance and prolong the washing machine's service life. Before maintenance, be sure to unplug your washer.

### Washing machine cleaning

1. Wipe the washing machine often with a soft cloth.
2. When the washing machine is particularly dirty, please use a soft cloth dipped in neutral soap suds or diluents. In case of using the special cleaning agent please follow the safety instructions mentioned above.
3. When the impeller is tangled/blocked by small clothes, such as stockings and tape, the impeller's regular rotation will be affected. Therefore the washing effect will be affected, and the motor and reducer will also be damaged. Please follow the steps to remove the impeller:
  - a. Unscrew the screw counterclockwise with a screwdriver, lifting the impeller.
  - b. Clean it using hands or a dry cloth.
  - c. After maintenance, re-assemble the impeller in the opposite order. (DO NOT forget to tighten the screws)
4. Run the clean tub cycle with some bleach. Run the clean tub cycle once a month, or more often under heavy use conditions or if the odor is present

### What to do if water freezes?

1. If there is any water left in the machine, it will freeze in winter; therefore, the operation is likely to have a fault. Please REMOVE the water inlet pipe and completely drain the remaining water within the pipe and the barrel after every use.

### Cleaning the exterior

Leave the lid open to allow the inside of your washer to dry out. Use a soft cloth to wipe up all detergent, bleach, or other pills as they occur.

Clean the following as recommended: Control Panel - Clean with a soft, damp cloth. Do not use abrasive powders or cleaning pads. Do not spray cleaners directly onto the panel.

# TROUBLE SHOOTING

## **PROBLEM: MACHINE UNABLE TO RUN**

### POTENTIAL ISSUES:

- The power is cut off. Power socket connections or fuse are bad.
- The washing timer knob was not turned
- Triangle belt is too loose

### POTENTIAL SOLUTION:

- Check whether there is a power outage.
- Examine the electrical switch connector.
- Turn the washing timer knob and choose a suitable washing time.
- Open the cover and loosen the fastening screw of the machine's motor foot.
- Move the motor backward until the belt's tightness degree becomes suitable or mount a new triangle belt.

## **PROBLEM: UNABLE TO WASH CLOTHES**

### POTENTIAL ISSUE:

- Motor triangle belt is too loose
- Low voltage or there is water leakage.

### POTENTIAL SOLUTION:

- Tighten the belt. Use after the voltage is standard.
- Contact the local repair station for repair.

## **PROBLEM: POOR/NO DRAINAGE**

### POTENTIAL ISSUE:

- Drainage tube placed not low enough.
- The drainage tube is not linked.

### POTENTIAL SOLUTION:

- Reduce the height of the drainage tube and twist the tube

## **OTHER POTENTIAL ISSUES**

**ISSUE:** The impeller is not working

CHECK FOR THE FOLLOWING

- There is a power outage
- Contact between the power cord and socket is not complete
- The power fuse is disconnected. The washer timer is working (by sound)

**ISSUE:** No Drainage

CHECK FOR THE FOLLOWING

- Drainage pipe is laid down, folded, pressed, or unable to flow freely. This pipe feeds via gravity. Make sure it drains from high to low.

**ISSUE:** Loud Noise

CHECK FOR THE FOLLOWING

- The ground on which the washing machine is placed is uneven. Some objects twist the impeller.
- Adjust the washing machine's four supporting feet to clean dirt smoothly.

**ISSUE:** Electric Shock

CHECK FOR THE FOLLOWING

- The ground wire inside the washing machine is loose. The indoor socket is not linked with the ground wire. The damp environment makes the gadgets inside moist. The seals leak out water.
- Tighten the ground wire inside the washing machine. Take grounding measures of ground wire of the socket. Move the washing machine to a dry and ventilated place to use. Contact the local repair station to repair

## **WARNING**

When using the product, make sure to place it on a hard level ground surface. The surface should be dry without accumulated water to prevent damage to the motor. Not doing so will lead to poor insulation, leak electricity, and influence the motor's service life. Children must be under adult supervision to ensure they do not play with the machine. Do NOT place your hand in the barrel while the drum rotates to avoid finger injuries caught in clothing.



## Manufacturer's 1-Year Limited Warranty

The manufacturer warrants that all parts and components are defect free in materials and workmanship for 1 year. This warranty is valid only in accordance with the conditions set forth below:

1. The warranty extends only to the original consumer purchaser and is not transferable. In addition, proof of purchase must be demonstrated.
2. This limited warranty is the only written or express warranty given by the manufacturer. Any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
3. This warranty gives you specific legal rights. You may also have other rights which vary by state

### Procedure for Replacement or Return within the 1 Year:

To return the product for replacement or refund within the 1 year, the original purchaser must pack the product securely and send it postage paid with a description of the reason for replacement or refund, proof of purchase, and include your order number on the package, to the following address:

Deco Home  
80 Carter Drive  
Edison, NJ 08817

#### Other contact info

Phone: 844-413-2646

Customer Service Email: [customerservice@decogear.com](mailto:customerservice@decogear.com)