

# electriQ

## USER MANUAL



### 12KG HEAT PUMP DRYER

#### **eiQTDHPFS12**

Thank you for choosing electriQ  
Please read this user manual before using this heat pump dryer and  
keep it safe for future reference

## SETTLING IN OK?

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We hope this has been helpful to you.

We would love to see how you're getting on with your new purchase, so please share any snaps you have on the platform of your choice below.

Our community awaits your uploads - Snap, tag and hashtag away!



**@electriQUK**

**#electriQUK**

## WE'RE HERE TO HELP

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Should you have any problems or questions with your purchase, please contact a member of our customer service team.

☎ 0330 390 3061

✉ [support@electriQ.co.uk](mailto:support@electriQ.co.uk)

Mon-Fri | 9am to 5pm

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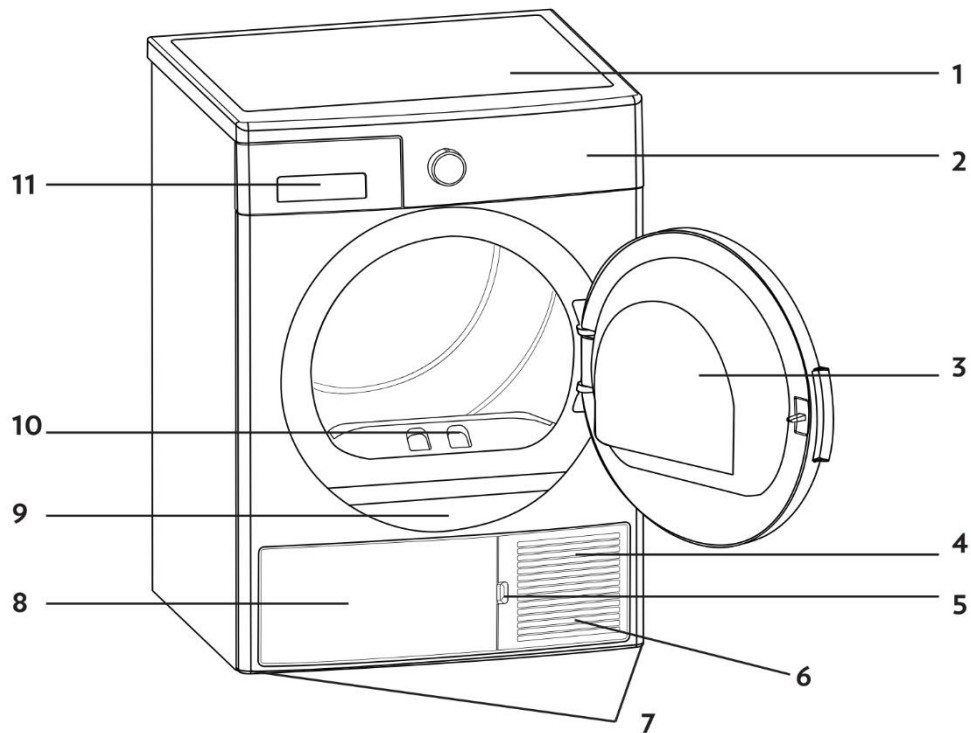
## **SAFETY INSTRUCTIONS**

- Keep these instructions for use with the appliance. If the appliance should be sold or passed on to others, make sure that the instructions are passed on with it.
- This appliance 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 appliance by a person responsible for their safety.
- This dryer is intended for normal domestic use only.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Children of less than 3 years should be kept away unless continuously supervised.
- It is not recommended that the dryer is placed directly next to ovens or cookers as the performance of the dryer may be affected.
- Do not stack the dryer on top of other appliances without the correct stacking kit.
- Any electrical work required to install the appliance should be carried out by a qualified person.
- It is important to clean the lint filter after each drying cycle or the restrictions to airflow will extend drying times and could cause the safety cut-out to trip.
- Under no circumstances should anything other than the recommended articles be placed in the dryer.
- The dryer should be serviced by an appointed service organisation and only genuine parts used.
- It is dangerous to alter or modify the product in any way other than which is stated in this manual.
- We recommend that the appliance is unplugged each time after use. It should always be disconnected from the mains.
- The rear of the dryer will get quite hot during use. Position the dryer so that the back is not accessible while in operation, but ensure that the sides have space available to allow adequate airflow

- The mains cable and plug assembly must only be replaced with a genuine part by the manufacturer or his service agents in order to avoid a hazard.
- It is important to clean fluff from the window of the dryer and around the door seal after each drying cycle. Failure to do so could result in water leaking and the door sealing properly.
- If you need to stop the dryer before the end of a drying cycle, ensure that the load and appliance are cooled before opening the door.
- Once the load is removed, all items need to be quickly spread out so that any residual heat is dissipated.
- Remove all objects from pockets such as lighters and matches.
- DO NOT block the air inlets at the base and side of your dryer.
- DO NOT allow fluff to accumulate around the dryer.
- DO NOT exceed the recommended maximum load.
- DO NOT place articles in the dryer if anything other than a water solution has been used in the cleaning process.
- DO NOT use the dryer if you suspect that it is damaged or faulty in any way. Under no circumstances should you attempt to repair the appliance yourself. Repairs carried out by inexperienced persons can result in serious injury.
- Consult your local appointed service engineer and insist on genuine spare parts.
- The dryer must be installed by a competent person and following the instructions in this manual.
- Any electrical work required to install the appliance should be carried out by a qualified person.
- The dryer should be serviced by an appointed service organisation and only genuine parts used.
- It is recommended that the dryer be serviced annually by a person competent to service dryers.
- The mains cable and plug assembly must only be replaced with a genuine part available from the manufacturer or service agent.
- Packaging should be responsibly disposed of and kept away from children and pets.
- Keep pets away from the appliance.
- It could be possible for a child or pet to gain access to the dryer through the door. Therefore, please check the drum before loading or starting the appliance.
- DO NOT use a two-way adaptor, or extension lead. The dryer must be connected to its own socket.

- DO NOT dry unwashed items in the dryer.
- DO NOT attempt to dry dripping wet articles.
- The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.

## PRODUCT OVERVIEW



1. Top of unit
2. Control panel
3. Loading door
4. Plinth
5. Plinth opening slot
6. Ventilation grills
7. Adjustable feet
8. Plinth cover
9. Type plate
10. Lint filter
11. Water tray

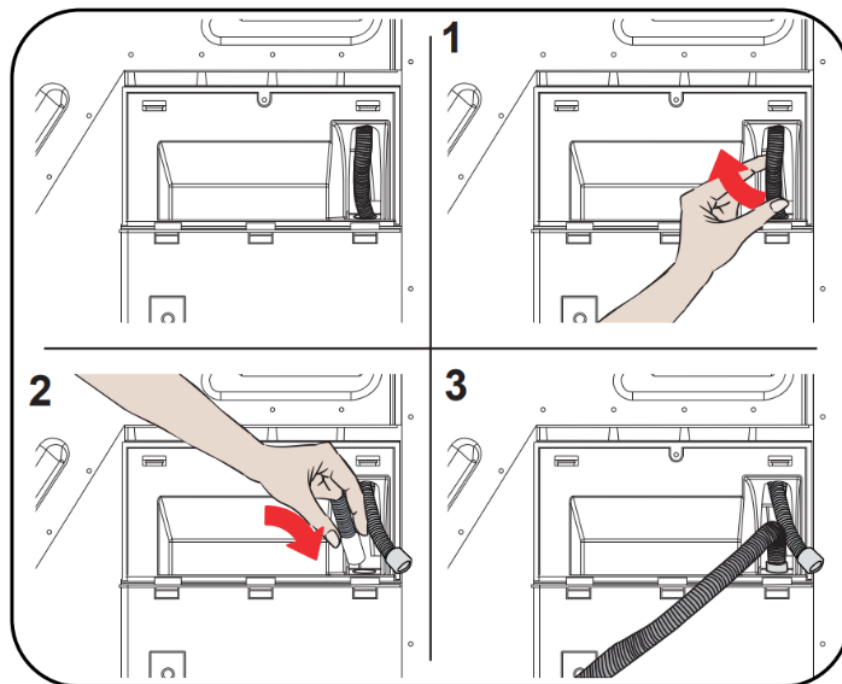
## INSTALLATION

- The dryer must be installed in a clean dry place. Air must be able to circulate freely around the appliance.
- Do not obstruct the front air inlet or the air inlet grilles at the back of the machine.
- The dryer should be placed on a firm level surface to avoid unwanted noise and improve performance.
- The feet must never be removed.
- Once the dryer is in its permanent position check that the dryer is level with the aid of a spirit level. If not, adjust the feet with a screwdriver.
- Ensure that the voltage of the power supply is the same as the electrical specifications of the appliance.
- A minimum of clearance of 25mm at the top, 20mm at the sides and 50 mm at the back of the unit must be allowed.
- Please install the dryer in a working environment between 5°C - 35°C.
- Do not place the dryer next to other items such as an oven or refrigerator.

## DRAIN PIPE INSTALLATION

If you are stacking your dryer, or do not wish to use the water box, you can install to a drainage pipe (included) to remove water from the unit.

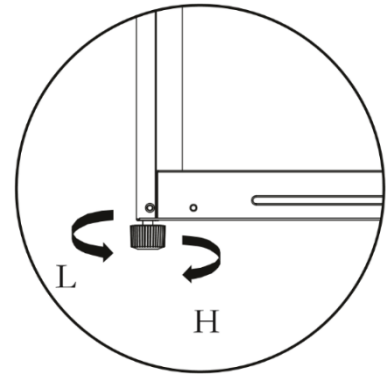
1. Remove the connecting pipe at the rear of the water box and install the drainage pipe. Ensure that it is securely connected.
2. Without twisting or crimping the pipe, insert the other end into a suitable drainage system. Ensure that the pipe is not higher than the dryer, or the water will not drain.



## LEVELLING THE FEET

Once the appliance has been positioned, the feet must be adjusted to ensure it is level.

- Twist the feet clockwise to raise the appliance.
- Twist the feet anti-clockwise to lower the appliance



## LOAD CAPACITY

It is not recommended to load the dryer with more laundry than the amount shown in the table below.

















When overloaded, the drying performance of the dryer will decrease and the dryer and laundry might become damaged overtime.

LAUNDRY	DRY LOAD WEIGHT (GR)
DOUBLE BEDSHEET	725
PILLOWCASE	240
BATH TOWEL	700
HAND TOWEL	225
SHIRT	190
COTTON SHIRT	200
JEANS	650
T-SHIRT	120

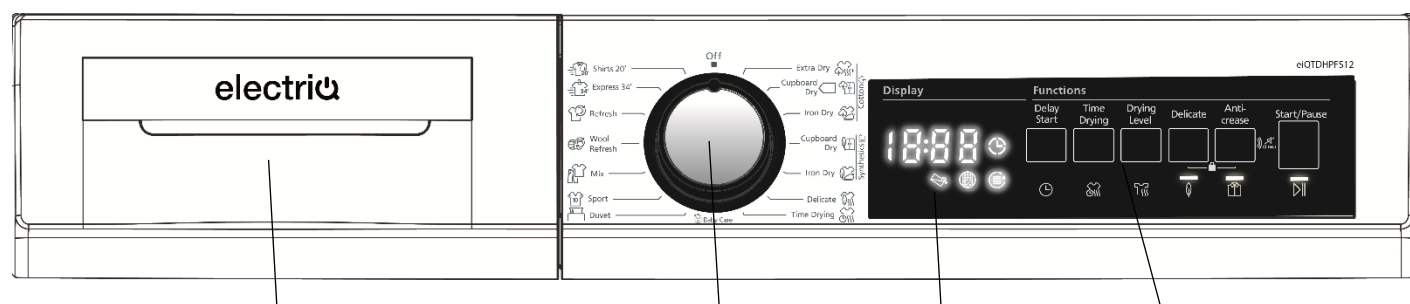


## LABEL INFORMATION

Please check the labels of the clothing items you intend to dry before drying them to prevent damage. The below table explains the different meanings of the symbols found on clothing labels.

 <p>Suitable for drying in a dryer</p>	 <p>Does not need ironing</p>	 <p>Sensitive/Delicate drying</p>	 <p>Not suitable for drying in a dryer</p>
 <p>No drying</p>	 <p>Do not dry-clean</p>	 <p>At any temperature</p>	 <p>At high temperatures</p>
 <p>At medium temperatures</p>	 <p>At low temperatures</p>	 <p>Heatless</p>	 <p>Hang to dry</p>
 <p>Spread to dry</p>	 <p>Hang wet to dry</p>	 <p>Spread in shadow to dry</p>	 <p>Suitable for dry cleaning</p>

## OPERATION



### WATER TRAY

Collects the water from the drying cycle. Please see page 15 for more information. The drawer is not needed if using the drain pipe extraction method.

### PROGRAM DIAL

Use the dial to choose the program or turn the unit off.

### DISPLAY

Displays program information.

### FUNCTIONS

Access the dryer's extra functions. Please see page 11.

PROGRAM DIAL	
Program	Description
<b>Cotton extra dry</b>	This programme dries thick and multi-layer fabrics, such as cotton towels, bedsheets, pillowcases, bathrobes, at a high temperature to allow you to place them in a closet.
<b>Cotton cupboard dry</b>	This programme dries cotton pyjamas, underwear, tablecloths etc. to allow you to place them in a closet.
<b>Cotton iron dry</b>	This programme dries cotton laundry to prepare it for ironing. Laundry removed from the machine will be damp.
<b>Synthetics cupboard dry</b>	This programme dries synthetics, such as shirts, t-shirts, blouses, at a lower temperature compared to the cottons programme to allow you to place them in a closet.
<b>Synthetics iron dry</b>	This programme dries synthetics, such as shirts, t-shirts, blouses, at a lower temperature compared to the cottons programme to prepare them for ironing. Laundry removed from the machine will be damp.
<b>Delicate</b>	This programme dries thin clothes like shirts, blouses and silk garments at a low temperature to make them ready to wear.
<b>Time drying</b>	Press to set the dryer to work at low heat for a specific time period from 10 min. to 180 min. The program will automatically stop at the chosen time, regardless of how dry the laundry is.
<b>Baby care</b>	This programme dries delicate infant clothes at a low temperature to make them ready to wear.
<b>Duvet</b>	This programme is used to dry duvets.
<b>Sport</b>	Sport program is used for synthetic sport laundries like shorts, t-shirts at low temperature.
<b>Mix</b>	This programme dries cotton-synthetic mixed garments that do not discolour to make them ready to wear.
<b>Wool refresh</b>	Wool refresh helps wool textiles to remove excess water after washing by applying low temperature and gentle movements of drum.
<b>Refresh</b>	Use the Time drying option in the refresh program to set a working time between 10 minutes to 120 minutes. No heat will be produced in refresh.
<b>Express 34'</b>	1 kg cotton shirts spun at a high speed in the washing machine are dried in 34 minutes.
<b>Shirts 20'</b>	2 to 3 shirts are ready for to be ironed in 20 minutes.




## FUNCTIONS

<b>Start/pause</b>	After choosing the program with the dial, press start to start the program. During operation, press the button again to pause the program. The program can't be changed when paused.
<b>Anti-crease</b>	Press the anti-crease button to make the drum rotate intermittently, to prevent the creasing of clothes. Press any button or open the door to cancel this.
<b>Dry level</b>	The humidity level obtained after drying can be increased by 3 levels. The levels that can be selected other than the standard setting: 1, 2, 3. After selection, the LED of the relevant drying level will turn on.
<b>Delay start</b>	Use the delay start button to delay the start time of the selected program. After the program has been selected, press the delay start button to set an appointment time of up to 24 hours in increments of 1 hour. The time set will indicate when the program will finish. The appointment time must be longer than the running time of the program.
<b>Child lock</b>	When a program is selected, press and hold the "Delicate" and "Anti-crease" buttons together until the child lock symbol illuminates. All other functions are now locked until child lock is exited. To exit child lock, repeat the steps to enter child lock until the child lock symbol is no longer illuminated.
<b>Time drying</b>	When the program dial is positioned to the Time Drying programme, press the Time Drying option button and then press the Start/Pause button. Long pressing on time drying button will change the time continuously.
<b>Mute</b>	The dryer gives an audible warning when the program selection dial is turned, buttons are pressed and at the end of programme. To cancel these warnings, press and hold the "Delicate Drying Option" button for 3 seconds. When you press the button, you will hear an audible warning that the option has been cancelled.
<b>Display</b>	Displays program information.

## DISPLAY

The display shows the current program information, including the remaining program time, fault codes, and other information.

The remaining time on the display may be different from the actual remaining time due to a number of factors including weight and clothing type. The actual drying time will be automatically adjusted.

Water tank warning indicator	
Lint filter cleaning warning indicator	
Heat exchanger cleaning warning indicator	

## PROGRAM INFORMATION

**NOTE:** As part of the energy saving process, heat pump dryers run longer cycles than non-heat pump dryers.

Programme	Load (kg)	Washing machine spin speed	Approximate amount of remaining humidity	Duration (minutes)
Cotton Extra Dry	12	1000	60%	365
Cotton Cupboard Dry	12	1000	60%	356
Cotton Iron Dry	12	1000	60%	253
Synthetics Cupboard Dry	6	800	40%	120
Synthetics Iron Dry	6	800	40%	88
Delicate	2	600	50%	74
Time drying	-	-	-	-
Baby Care	3	1000	60%	95
Duvet	2,5	800	60%	158
Sport	4	800	40%	85
Mix	4	1000	60%	136
Wool Refresh	-	-	-	5
Refresh	-	-	-	10
Express 34'	1	1200	50%	34
Shirts 20'	0.5	1200	50%	20
Energy consumption values				
Programme	Load (kg)	Washing machine spin speed	Approximate amount of remaining humidity	Energy consumption values (kWh)
Cotton Cupboard Dry	12	1000	60%	2,81
Cotton Iron Dry	12	1000	60%	2,14
Synthetics Cupboard Dry	6	800	40%	1,05
Power consumption in the "off mode" P <sub>o</sub> (W)				0.5
Power consumption in the "on mode" P <sub>L</sub> (W)				1



The Cotton Cupboard Dry programme is the standard drying programme that can be run with a full or half load and for which the information is given on the label and product receipt. This programme is the most energy efficient programme to dry normal wet cotton clothes.

\*Energy labelling standard programme (EN 61121:2013)

\* For standard tests, the water drain hose must be connected to the water drain according to the relevant installation instructions.

All values in the table were determined in accordance with the EN 61121:2013 standard. Consumption values may vary from the values in the table depending on the fabric type, spin speed, environment conditions and voltage values.

PROGRAMMES	OPTIONS						
	Delay Start	Buzzer Cancel	Child Lock	Delicate	Time Drying	Drying Level	Anti-crease
Cotton Extra Dry	✓	✓	✓	✓	X	✓	✓
Cotton Cupboard Dry	✓	✓	✓	✓	X	✓	✓
Cotton Iron Dry	✓	✓	✓	✓	X	✓	✓
Synthetics Cupboard Dry	✓	✓	✓	✓	X	✓	✓
Synthetics Iron Dry	✓	✓	✓	✓	X	✓	✓
Delicate	✓	✓	✓	✓(default)	X	X	✓
Time drying	✓	✓	✓	X	✓	X	✓
Baby Care	✓	✓	✓	✓	X	✓	✓
Duvet	✓	✓	✓	✓	X	X	✓
Sport	✓	✓	✓	✓	X	✓	✓
Mix	✓	✓	✓	✓	X	✓	✓
Wool Refresh	✓	✓	✓	X	X	X	✓
Refresh	✓	✓	✓	X	✓	X	✓
Express 34'	✓	✓	✓	X	X	X	✓
Shirts 20'	✓	✓	✓	X	X	X	✓
X	Not selectable						
✓	Selectable						

## BEFORE DRYING

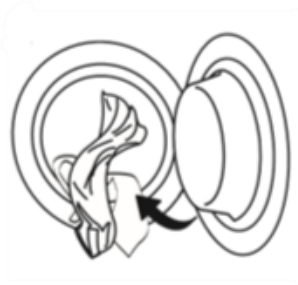
Leave the dryer to stand for 2 hours before first use.

Use a soft fabric cloth to clean inside the drum.

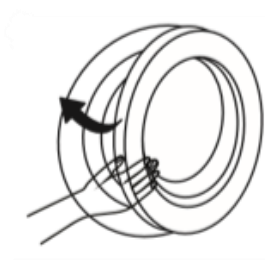
- Before drying, thoroughly spin the laundry in the washing machine.
- Sort the laundry according to fabric type and drying programme.
- Before drying, close zips, hooks, and eyelets, button up and tie fabric belts.
- Do not dry articles containing rubber or small elastic materials.



Plug in the dryer

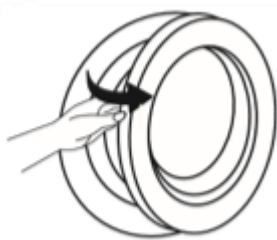


Load the dryer, taking care to not overload to drum.

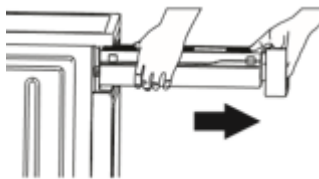


Close to door ensuring that it makes a click.

## AFTER DRYING



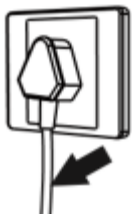
Open the door and remove the dry clothes



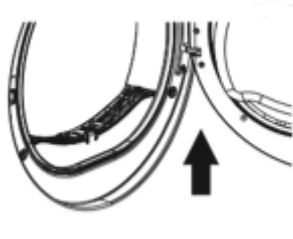
Empty the water from the drawer



Slide out the water collection drawer



Turn the power off and unplug the appliance



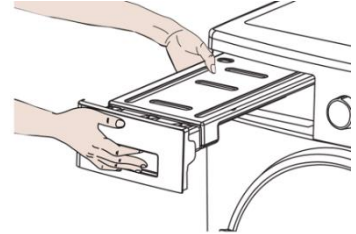
Clean the filter

## EMPTYING THE WATER CONTAINER

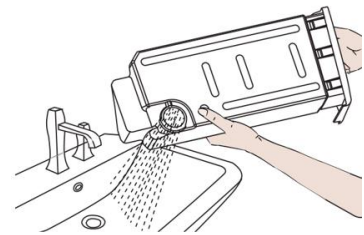
Empty the water container after each use, when the container is full, the programme will be paused and the FULL indicator will be illuminated.

After emptying the container, press the start/pause button to resume the drying cycle. Do not use the dryer without the water container in place.

Hold and slide out the water container with two hands.



Tilt the water container and pour the water into the sink. When all the water has drained, place the water container back into the tumble dryer.

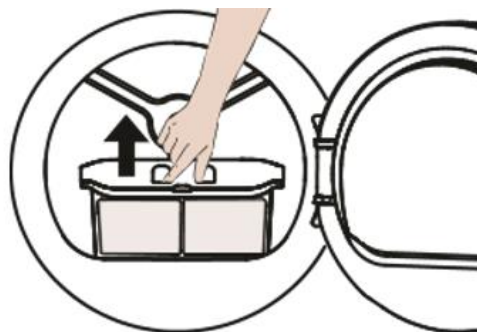


## CLEANING THE DOOR FILTER

Disconnect the power before cleaning.

Do not operate the dryer without the filter.

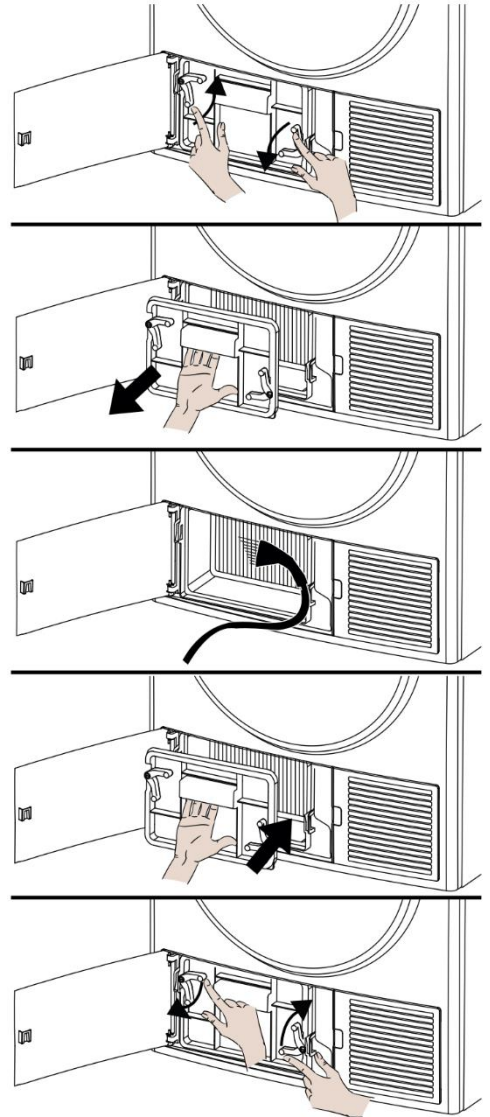
1. Open the door.
2. Remove the filter tray.
3. Clean the filter tray by wiping off the lint and fluff that has been accumulated. If using water to clean the tray, ensure that it is thoroughly dried using a soft cloth before reinstalling.
4. Reinstall the filter tray.



## CLEANING THE FILTER BASE

1. Open the cover.
2. Twist both locking levers towards each other.
3. Remove the filter base.
4. Clean the filter base completely.
5. Reinsert the filter base and ensure that the two locking levers are in place.
6. Close the cover until it locks into position.

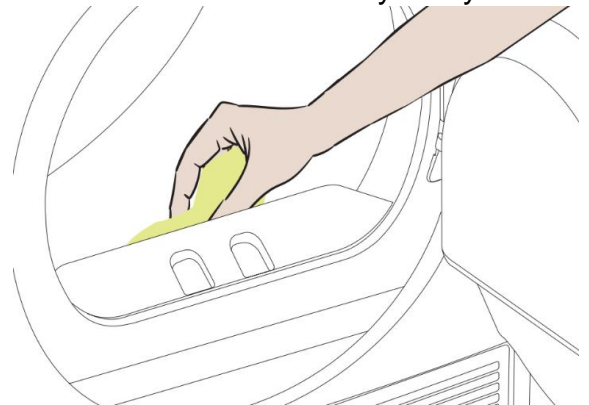
Approximately every 2 months remove fluff from the heat exchanger using a sponge or soft brush. Use gloves when cleaning.



## CLEANING THE HUMIDITY SENSORS

Inside the machine there are humidity sensors that detect whether the laundry is dry or not. To clean the sensors:

1. Open the loading door of the machine.
2. If the machine is still hot due to the drying process, wait for it to cool down.
3. Using a soft cloth soaked in vinegar, wipe the metal surfaces of the sensor and dry them.



## REPLACING THE DISPLAY LED

Any replacement or maintenance of the units LED lighting is intended to be made by the manufacturer, its service agent or similar qualified person.



## TROUBLESHOOTING


PROBLEM	SOLUTION
Dryer doesn't start	Check the power supply. Confirm the start/pause button has been pressed. Confirm the door is closed.
Dryer doesn't start and displays "END"	Is the program setting correct? Confirm the dryer is not empty.
Excessive drying time	Check the program setting is correct. Is the dryer too full? Clean the filter. Drain the water box.
Water is leaking	Make sure the dryer is level. Check that the door is not blocked.
Poor drying	Check the program setting is correct. Is the dryer too full? Clean the filter. Drain the water box. Load is not properly sorted.
Clothes are wrinkled	Clothes have dried too long. Clothes have been left in the appliance for too long.
Dryer is too loud	Look for debris in the drum. Check the lint filter. Make sure the unit is level. Some noise is normal when in use.
Clothes are shrinking	Care instructions on the clothing label has not been followed. Use a lower heat setting.
Lint is left on clothes	Clean the lint filter. Clothes have not been sorted properly. Some fabrics cause lint and should be dried separately. Tissue has been left in pockets.
Odour	Some odour upon first use is normal. Use the detergent you are using following the manufacturer's recommendation. If clothes have an odour, they may have been left in for too long after drying. It's recommended to empty the drum as soon as the clothes are dry. Clean the inside of the dryer. Clean the lint filter.

# PRODUCT FICHE

Complying Commission Delegated Regulation (EU) No 392/2012	
Supplier name or trademark	electriQ
Model name	eiQTDHPFS12
Rated capacity (kg)	12
Type of Tumble Dryer	Heat Pump
Energy efficiency class <sup>(1)</sup>	A++
Annual Energy Consumption (kWh) <sup>(2)</sup>	326
Automatic or Non-automatic	Automatic
Energy Consumption of the standard cotton programme at full load (kWh)	2,81
Energy Consumption of the standard cotton programme at partial load (kWh)	1,39
Power consumption of the off-mode for the standard cotton programme at full load $P_o$ (W)	0,5
Power consumption of the left-on mode for the standard cotton programme at full load $P_L$ (W)	1
The duration of the left mode on (min)	n/a
Standard cotton programme <sup>(3)</sup>	-
Programme time of the standard cotton programme at full load, $T_{dry}$ (min.)	356
Programme time of the standard cotton programme at partial load, $T_{dry1/2}$ (min.)	171
Weighted programme time of the standard cotton programme at full and partial load ( $T_i$ )	254
Condensation efficiency class <sup>(4)</sup>	B
Average condensation efficiency of the standard cotton programme at full load $C_{dry}$	81%
Average condensation efficiency of the standard cotton programme at partial load $C_{dry1/2}$	81%
Weighted condensation efficiency of the standard cotton programme at full load and partial load $C_t$	81%
Sound power level for the standard cotton programme at full load <sup>(5)</sup>	65
Built-in	No

- 1) Scale from A+++ (most efficient) to D (least efficient)
- 2) Energy consumption based on 160 drying cycles of the standard cotton programme at full and partial load, and the consumption of the low-power modes. Actual energy consumption per cycle will depend on how the appliance is used.
- 3) "Cotton cupboard dry programme" used at full and partial load is the standard drying programme to which the information in the label and the fiche relates, that this programme is suitable for drying normal wet cotton laundry and that it is the most efficient programme in terms of energy consumption for cotton
- 4) Scale from G (least efficient) to A (most efficient)
- 5) Weighted average value - L wA expressed in dB(A) re 1 pW

## ERROR CODES

CODE	Solution
E03/ 	Empty the water tank, if problem is not solved, contact supplier
E04	Contact the supplier
E05	Contact the supplier
E06	Contact the supplier
E07	Contact the supplier
E08	There may be voltage fluctuation in mains. Wait until voltage is appropriate for working range.

## electriQ UK SUPPORT

[www.electriQ.co.uk/support](http://www.electriQ.co.uk/support)

Call: 0330 390 3061

Office hours: 9AM - 5PM Monday to Friday

[www.electriQ.co.uk](http://www.electriQ.co.uk)

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Neptune Way, Leeds Road, Huddersfield, HD2 1UA



Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centers.