

**FISHER & PAYKEL**

**FRONT LOADING CLOTHES WASHER**



**WH1060P model**

**INSTALLATION GUIDE / USER GUIDE**

**NZ AU**



# CONTENTS

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Introduction	3
Safety and warnings	4
Installation instructions	5
Before your first wash	13
Safety features	14
Control panel	15
Detergent and softener dispenser	17
Getting started quickly	18
Wash cycles	19
Wash preparation	20
Customising wash cycle	23
Caring for your washer	26
Before you call for service	29
Fault codes	31
Troubleshooting	32
Manufacturer's Warranty	37
Customer Care	39

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## IMPORTANT!

### SAVE THESE INSTRUCTIONS

The models shown in this User guide may not be available in all markets and are subject to change at any time. For current details about model and specification availability in your country, please go to our website [fisherpaykel.com](http://fisherpaykel.com) or contact your local Fisher & Paykel dealer.

## Registration

Register your product with us so we can provide you with the best service possible.

To register your product visit our website: [fisherpaykel.com](http://fisherpaykel.com)



# INTRODUCTION

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## Welcome

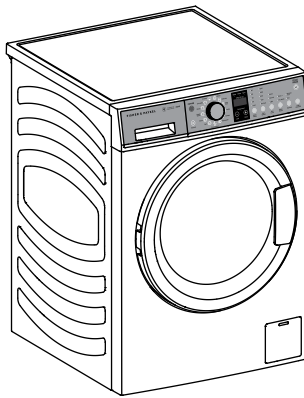
Thank you for buying a Fisher & Paykel clothes washer. We are proud of this washer and trust it will serve you well for many years.

At Fisher & Paykel, we aim to provide innovative products that are simple to use, ergonomic and environment-friendly. Your washer has numerous wash cycles and options so you can perform every wash task with ease and the knowledge your clothes are receiving the best possible care.

Please take the time to read these instructions carefully before you begin using your washer.

Follow the instructions in this User guide to ensure you get the performance you expect from your washer and the best possible wash results. Keep this manual for future reference.

We hope you enjoy your new washer. We have certainly enjoyed designing it for you.



Front loading washer model



### WARNING!



#### Electric Shock Hazard

If you are using an extension cord or a portable electrical outlet device (eg multi-socket outlet box), ensure that it is positioned so that it does not come into contact with water or moisture.

Failure to do so may result in death or electrical shock.

## IMPORTANT SAFETY INSTRUCTIONS

**WARNING!** When using your clothes washer, follow basic precautions, including the following:

- This clothes washer is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or given instructions on how to use the washer by someone responsible for their safety.
- The washer should only be used for washing and rinsing of textiles where this is indicated on the care label.
- The door will be locked from the start of the cycle until the cycle is complete for safety reasons. It is possible to open the door during the cycle under certain conditions (refer to page 14).
- Never force the door open.
- Keep children away from the washer while it is in operation.
- Supervise children to ensure they do not play with the washer or climb inside the drum.
- Do not touch the glass part of the door during a cycle as the door can become hot.
- Do not open the detergent dispenser during the cycle as hot water may come out of it.
- The only user-removable parts of the washer are the inlet hose(s), detergent dispenser and the pump filter. No other parts are designed to be removed by anyone other than a Fisher & Paykel trained and supported service technician.
- When disposing of the washer, it is recommended that the door is removed to avoid children getting trapped inside, and that the electrical cable is cut off close to the washer.
- Do not add petrol, dry-cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapours that could ignite or explode.
- 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 vapours that could ignite or explode.

# INSTALLATION INSTRUCTIONS

## Accessories

Please check if you received the following accessories with your Fisher & Paykel washer. You will find them inside the drum or attached to the packaging.

- 2 x Inlet hose(s)
- 1 x Inlet valve cap
- 1 x Drain hose guide
- 1 x Installation guide and User guide
- 1 x Spanner
- 1 x Installation leaflet (attached to the top of the washer)

## Unpacking

To ensure the best performance from your new washer please follow the instructions below.

### Removing the packaging

- ① Remove the outer packaging (including the expanded polystyrene packer and plastic wrapping). All packaging must be removed prior to use. Ensure these materials are kept out of reach of children. Note: a small amount of water may be seen inside the packaging and inside the washer. This is the result of factory testing and is normal.
- ② Tilt the machine backwards and 'walk' it off the base one foot at a time. Not doing so may cause damage to your floor and washer.
- ③ Remove all packaging and accessories from inside the drum.

### Removing transit safety bolts

The clothes washer is fitted with transit safety bolts at the rear to avoid possible damage to the interior during transportation.

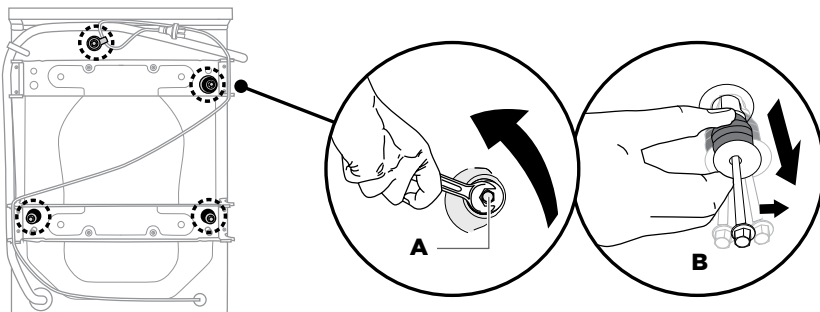
## IMPORTANT!

**The transit bolts MUST be removed prior to operation of the machine.**  
**Failure to remove these will result in damage to the machine.**

Note: the transit bolts MUST be removed in order to use the power cord.

### To remove the bolts

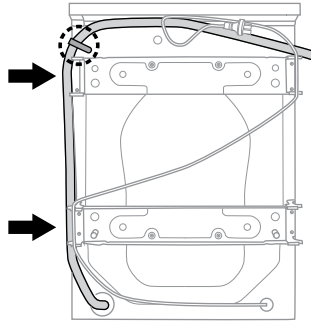
- ① Use a spanner or socket to unscrew and remove all 4 transit bolts at the back of the washer (**A**).
- ② Pull the black rubber grommets to remove the bolt, grommet and white plastic spacers from the machine (**B**). Retain these for future use.



Removing the transit safety bolts

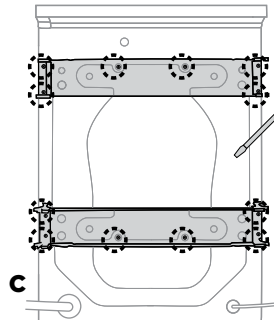
# INSTALLATION INSTRUCTIONS

- ③ Detach the drain hose from the plastic clasp, and remove the clasps on the side of the transit braces.

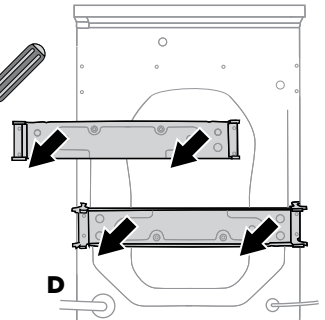


Removing the drain hose

- ④ Remove the 12 transit brace screws from the left and right sides, and near the centre of top and bottom braces (refer to **C**).
- ⑤ Remove the braces (refer to **D**). Keep the braces and screws for future use.

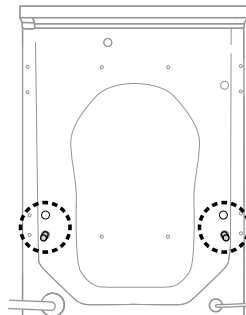


Removing the transit brace screws



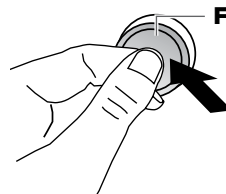
Removing the braces

- ⑥ Pull out the two transit rods located below the two lower transit bolt holes (refer to **E**).



Removing the transit rods

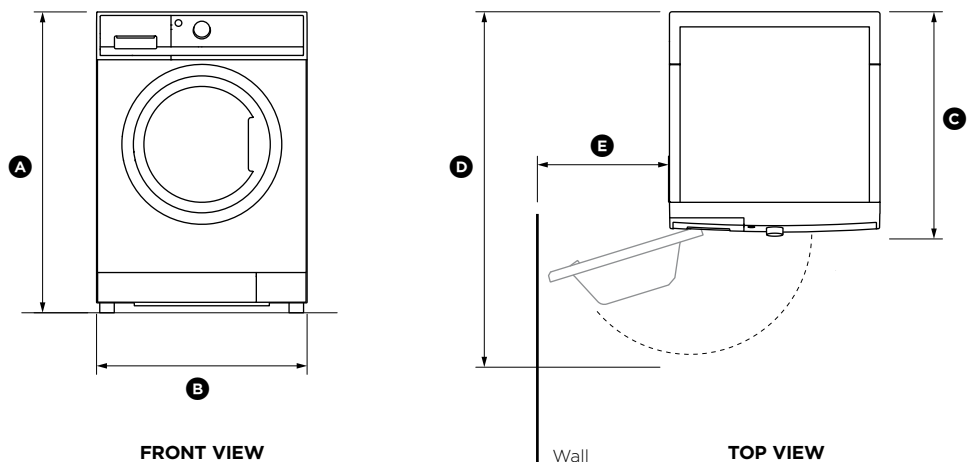
- ⑦ Remove the yellow safety clip from the power cord.
- ⑧ Cover the transit bolt holes with the plastic plugs (provided). Push to clip into place (refer to **F**).



Covering bolt holes with plastic plugs

# INSTALLATION INSTRUCTIONS

## Product dimensions



PRODUCT DIMENSIONS		mm
(A)	Overall height of product	850
(B)	Overall width of product	600
(C)	Overall depth of product (including dial and door when closed)	665
(D)	Depth with door open	1110
(E)	Minimum door clearance to adjacent wall	340
Standpipe height		min. 800 – 1200
MAXIMUM CAPACITY		kg
		10

Note: the exact height of your washer is dependent on how far the feet are extended from the base of the machine. The space where you install your washer needs to be at least 40mm wider and 20mm deeper than its dimensions.

- Electrical supply: 220 – 240V, 50Hz Sinusoidal, minimum 10A.
- Inlet water static pressure: Max. 1MPa (150psi), Min. 30kPa (4.5psi).
- Inlet water flow rate at tap: Min. 6 litres/min.

# INSTALLATION INSTRUCTIONS

## Location

### IMPORTANT!

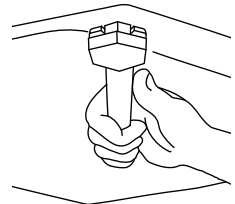
**Install the machine on a solid and level floor surface ensuring it has at least 20mm clearance on each side. The washer must not be installed on any soft or textured floor coverings (eg carpet, rugs).**

Note: This machine must not be installed and operated on a plinth.

## Levelling the machine

It is **IMPORTANT** to level the machine to ensure good spin performance, and to minimise noise, vibrations and wear and tear on the washer.

- ① Before positioning the machine in its final position, check that the machine is level, front to back and side to side.
- ② Adjust the product into its final position (we suggest a minimum clearance of 20mm each side).
- ③ Use a spirit level to check that the machine is correctly level. If needed, pull the machine out. Loosen the lock nut using the spanner provided and wind the feet up or down to correctly level the machine.
- ④ Using the spanner provided, tighten the lock nuts against the base of the machine to lock the feet in position.



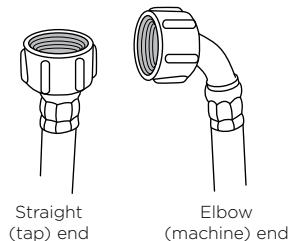
Locking the feet

## Connecting to the water supply

### Inlet hoses

### IMPORTANT!

- Use new hose sets provided with the washer to connect the washer to the water mains.
- Old hose sets should not be re-used.
- We recommend the inlet hoses are changed every 5 years.
- **WARNING: Failure to do so may result in a flood and damage to property.**



Inlet hose ends

- ① Connect the straight ends of the inlet hoses to the taps.
- ② Connect the elbow ends to the corresponding machine inlet valves. The hot valve is coloured orange to make this easier.
- ③ Tighten the inlet hose ends by hand until the hose seal just makes contact with the tap sealing face. Continue to tighten a further half-turn. Make sure there are no kinks in the hoses.
- ④ Turn the taps on and check for leaks. Check for leaks again after 24 hours.

### IMPORTANT!

**The hot water temperature should not exceed 65°C and the cold water temperature not exceed 35°C. Temperatures above these may cause the machine to fault or cause damage to the machine.**

# INSTALLATION INSTRUCTIONS

If you have an uncontrolled water heating source (eg a wet back or solar heating system) you should fit a Hot 'N' Safe Valve. This will ensure the hot water temperature remains within safe limits.

## **Hot 'N' Safe Valves available are:**

### **RMC TVA 50HF**

### **RMC TVA 75HFS**

Adjustable between 35°C–55°C

### **RMC TVA 50HP**

For instantaneous gas hot water supply

## **Water supply requirements:**

- Inlet water pressure: Maximum 1MPa (150psi), Minimum 30kPa (4.5psi)
- Inlet water flow rate: Minimum 6 litres/minute

## **Cold supply only:**

If you only have a cold water supply, the inlet valve cap (blanking cap) that came with your washer must be connected to the hot inlet valve. The cap prevents water leaking out of the hot valve. This appliance incorporates backflow protection complying with IEC61770. No further backflow protection is required for connection to the water supply.

Note: Your washer has an internal heater to heat water. If you do not connect a hot water inlet hose, your washer will automatically recognise there is no hot water supply and its internal heater will heat the cold water to the selected cycle temperature.

# INSTALLATION INSTRUCTIONS

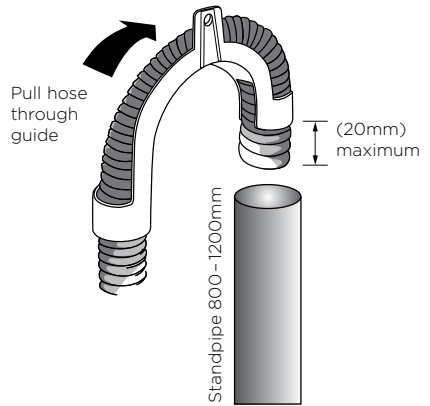
## Draining

### Placing the drain hose in a stand pipe or tub

- ① To guide the drain hose over the tub or standpipe, the hose guide must be fitted to the drain hose. The height of the standpipe or tub should be between 800-1200mm.
- ② Secure the hose guide so it cannot be dislodged from the standpipe or tub.

### IMPORTANT!

- If the drain hose is placed on the ground or if the standpipe or tub is less than 800mm high, the washing machine will continuously drain while being filled (siphon).
- Regularly check that your standpipe or tub is free from lint or other obstructions, which may affect how your machine works or may cause flooding.

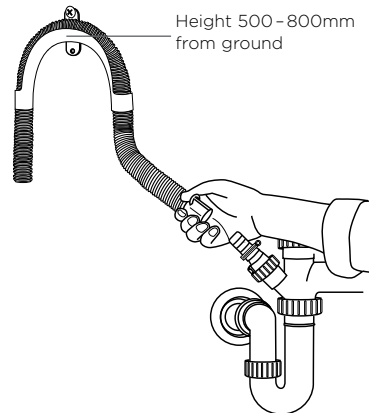


Fitting the drain hose guide

### Attaching drain hose to spigot

- ① Guide the drain hose through the hose guide.
- ② Secure the hose guide to the back wall of cupboard using a screw. The height of the drain hose should be between 500-800mm from ground level.
- ③ Attach the drain hose to the spigot and secure using a hose clamp to ensure the blanking insert is cleared from the spigot.
- ④ Check for leaks.

- The drain hose should be checked from time to time and replaced if any damage (eg wear, cuts, bulges, kinks, leaks, etc) is found. Do not bend the drain hose sharply, as this may cause it to split.
- In multi-storey apartments or any upper floor, the machine should be installed on a floor equipped with a drain.
- Draining must comply with local by-laws.



Attaching drain hose to spigot

# INSTALLATION INSTRUCTIONS

## Electrical connection

- ① This appliance must be connected to a 220V–240V, 50Hz, sinusoidal, minimum 10A electrical supply.
  - ② Release the power cord (transit bolts must be removed).
  - ③ Remove and discard the plastic pin cover and plug into a wall socket.
  - ④ Connect the appliance to an earthed outlet protected by a fuse of suitable capacity.
- Check the power cord for damage and make sure it is not squashed or twisted when installing the washer.
  - Always remove the power cord from a socket by the plug, not by the cord.

## IMPORTANT!

- **If you are using an extension cord or a portable electrical outlet device (eg multi-socket outlet box), ensure that it is positioned so that it does not come into contact with water or moisture. FAILURE TO DO SO MAY RESULT IN DEATH OR ELECTRICAL SHOCK.**
- **Do not touch or operate the machine with wet hands or with bare-feet.**
- **A damaged power cord must be replaced by a Fisher & Paykel trained and supported service technician, in order to avoid a hazard. The appliance must not be operated until it is repaired, as there is risk of electric shock.**
- **Do not operate this machine if it has been damaged during transport. Contact your Fisher & Paykel dealer or Fisher & Paykel trained and supported service technician.**

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## SPARE PARTS

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Available from your Fisher & Paykel dealer or a Fisher & Paykel trained and supported service technician.

Hose Inlet Long (2m)	Part No. 422680P
Hose Inlet Large Bore	Part No. 426123P
Drain Hose Extension (Not suitable for attaching to a spigot)	Part No. 425627P

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## Completing the installation

### Installation test cycle

#### **IMPORTANT!**

**Do this before you wash any items in your washer. This is to check that your washer is installed correctly and that it is functioning properly prior to use. We recommend to do an initial manual wash with a half dose of detergent.**

- ① Turn your washer on by pressing the 'POWER' button.
- ② Select the 'Quick' or 'Super Quick' cycle. Ensure the drum is empty and the door closed.
- ③ Touch the ►|| button. The machine will start to fill.
  - Observe the machine for any problems (eg leaking from the hoses, excess noise or vibrations).
  - The washer will beep and display any faults on the screen if there are any problems. Refer to the 'Before you call for Service' section at the back of this book.
- ④ Continue to observe until you see water in the bottom of the drum.
- ⑤ Touch ►|| to pause the cycle, then press 'POWER' to turn the machine off.
- ⑥ Press 'POWER' again, select the 'Spin' cycle and touch ►||.
  - Check that the drain hose is firmly secured to the standpipe or tub or spigot.
  - Observe that the machine pumps out the water and spins.

#### **IMPORTANT!**

**If there are any problems, you must address these before proceeding with normal use. The washer will automatically turn off at the end of the cycle if there are no problems.**

## BEFORE YOUR FIRST WASH

**Before you start, mark (✓) accordingly if you have gone through the checklist below:**



- |   |  |
|---|--|
| ① Have the packaging and transit bolts been removed?  |  |
| ② Is the drain hose threaded through the hose guide 'U bend' (with no more than 20mm extended) and hooked into your standpipe or tub, or attached to a spigot?  |  |
| ③ Is the hot water hose connected to the hot valve (colour-coded orange)?   |  |
| ④ Is the cold water hose connected to the cold valve (colour-coded grey)?   |  |
| ⑤ Have the taps been turned on?   |  |
| ⑥ Is the machine correctly levelled, feet are locked and cabinet corners clear of the floor and walls?  |  |
| ⑤ Has the power cord been connected to an appropriate power supply and the power turned on?   |  |
| ⑥ Have you performed the installation test cycle?   |  |
| ⑦ We recommend that you complete your first cycle of use without a load and only a half-dose amount of detergent in order to remove any residues remaining in the machine from the manufacturing process. |  |

### IMPORTANT!

**You must ensure all 4 transit bolts have been removed from your washer before you start using it. If the transit bolts are not removed, they will damage your washer and YOUR MANUFACTURER'S WARRANTY WILL BE COMPROMISED.**

## SAFETY FEATURES

### Door lock

The door of your washer will lock once you touch ►|| and will stay locked until the machine beeps at the end of the cycle, ensuring safety for you and your family while your machine is operating.

### Unlocking the door during the cycle

You can open the door to add or remove items during the wash simply by touching the ►|| button.

### IMPORTANT!

**The door will remain locked if the temperature inside the washer is above 60°C and/or the water level is above the bottom of the door seal (a warning will be displayed in these circumstances, refer to 'Before you call for service' (page 29)).**

### To open the door

- ① Press ►|| to pause the washer.
  - The door will automatically unlock if the conditions inside the washer are safe.
  - The ►|| button and time to go will flash on the screen while the washer is paused.
- ② Open the door to remove or add garments.
- ③ Close the door and press ►|| to resume the cycle.

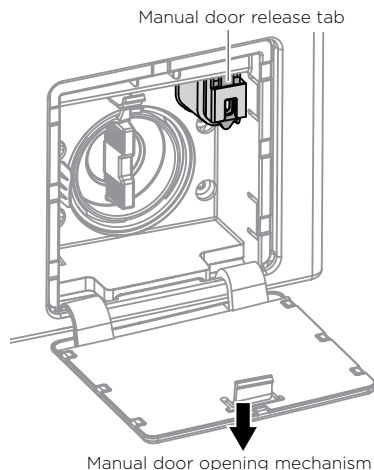
### Opening the door during a power failure

If there is a power failure during a wash cycle your washer will stop and the door will remain locked. You can unlock the washer door to remove your clothes by opening the pump filter cover at the bottom right of your washer. Simply place a coin or key in the slot and tilt it upwards to lever the cover open. Use a tool (ie key or screw driver) to pull the door release tab down.

### WARNING!

**Do not attempt to do this if the water level in the washer is above the bottom of the door.**

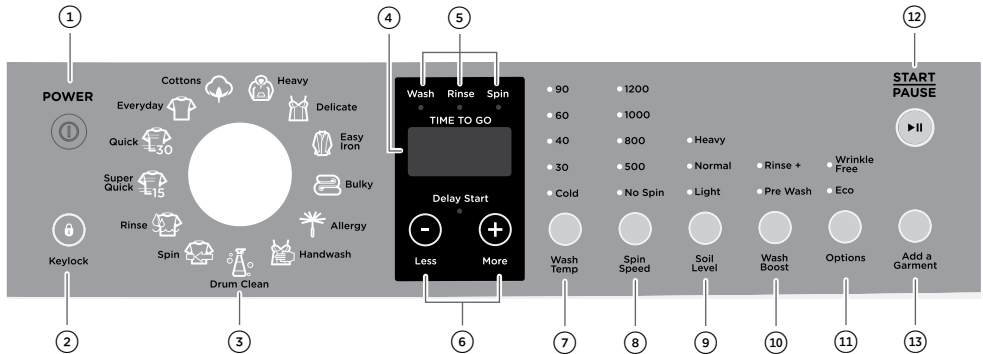
When power is restored, you will need to restart your machine by simply pressing 'POWER'. The washer will resume the interrupted wash cycle.



### Your washer also has the following protective measures:

- Flood protection—turns off valves and turns pump on if a flood condition is detected.
- Out-of-balance protection—stops and redistributes the load if an unbalanced load condition is sensed, and/or slows the spin speed to compensate.
- Excess suds protection—pauses to allow suds to break down before continuing the cycle.

## CONTROL PANEL



①	<b>POWER</b>	Press to turn the washer ON/OFF.
②	<b>Keylock</b>	Touch to disable all buttons on the display panel, except 'POWER' button. This prevents accidental button presses.
③	<b>SmartTouch™ Control Dial</b>	Rotate to select your desired wash cycle.
④	<b>Digital display screen</b>	Shows the following: <ul style="list-style-type: none"> <li>'Time to go' - the remaining time in the cycle that is currently running.</li> <li>Delayed start time of wash cycle.</li> <li>Notifications if an error is detected or a warning is necessary.</li> </ul>
⑤	<b>Progress lights</b>	Indicate the current status of the wash cycle. <ul style="list-style-type: none"> <li>All lights are illuminated at the start of the wash cycle.</li> <li>The light of the current status flashes, and then turns off once completed.</li> </ul>
⑥	<b>Less/More</b>	Touch to increase or decrease the delay start time.
⑦	<b>Wash Temp</b>	Touch to increase or decrease water temperature.
⑧	<b>Spin Speed</b>	Touch to increase or decrease washer spin speed.
⑨	<b>Soil Level</b>	Touch to adjust the wash setting to suit the amount of soil in your load.
⑩	<b>Wash Boost</b>	Touch before wash cycle starts to select 'Pre Wash' or 'Rinse+'.
⑪	<b>Options</b>	Touch to access wash cycle options and washer settings.
⑫	<b>START/PAUSE</b>	Touch to start or pause the selected wash cycle.
⑬	<b>Add a Garment</b>	Touch to interrupt the wash cycle at any time to add or remove a garment.

### Time to Go

'Time to go' shows approximately the time remaining of the cycle you are currently running. This allows the user to get a glance of when washing will be done.

The overall cycle time can vary depending on several factors, such as water flow rate, water pressure (whether hot water is used from tap or water is heated by an internal heater), load size, cycle and option selections. Other issues can also increase the cycle time, eg out of balance, oversudsing.

### Add a Garment



The 'Add a Garment' option enables you to add or remove items during the wash stage of the cycle, under certain conditions.

- Once the 'Add a Garment' button is touched, the ►|| button will flash and a notification will be shown on the display screen. Wait until you hear the door unlock.
- Open the door and add or remove items. Close the door and touch ►|| to restart the cycle.
- The 'Add a Garment' button will only operate during the wash part of the cycle and when the temperature selected is lower than 60°C. 'Add a Garment' can still be used if the water level is above the bottom of the door, as your washer will drain the water to a lower level so the door can be opened.


### Keylock

This option enables you to deactivate the buttons on the display panel, except for the 'POWER' and 'Keylock' buttons. This prevents accidental button presses.

#### To turn Keylock mode ON or OFF when the washer is powered on:

- Touch and hold  button for 2 seconds. You will hear a beeping sound and  button illuminated to indicate 'Keylock' is active.

#### If Keylock mode is activated and the machine is powered off:

- To turn your washer on, press 'POWER' button, then touch and hold the  button for 2 seconds. Select your wash cycle, options and then ►|| to start the cycle.
- To turn the washer off at anytime when keylock is activated simply press the 'POWER' button.

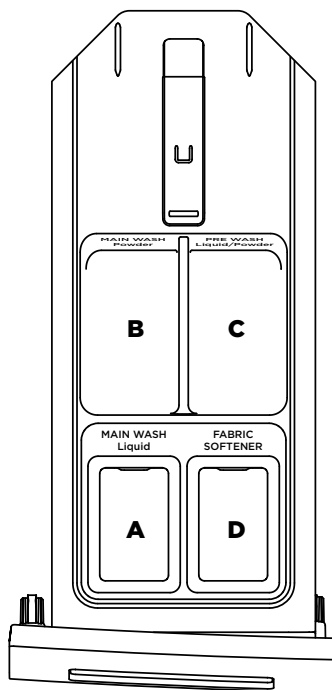
## DETERGENT AND SOFTENER DISPENSER

The washer has 2 main wash compartments for liquid and powdered detergents, a fabric softener compartment, and a pre wash compartment for liquid or powdered detergent.

- **MAIN WASH liquid detergent compartment (A)**  
Stores liquid detergent that mixes with water flushed into the compartment as the machine is filled.
- **MAIN WASH powdered detergent compartment (B)**  
Stores powdered detergent that mixes with water flushed into the compartment as the machine is filled.
- **PRE WASH liquid/powder compartment (C)**  
Stores liquid/powdered detergent used for 'Pre Wash' option. The detergent is flushed out of the compartment at the start of the cycle.
- **FABRIC SOFTENER compartment (D)**  
Stores fabric softener flushed automatically during the rinse part of the wash cycle.

### IMPORTANT!

**Make sure that the dispenser drawer is completely closed before starting the cycle. Do not open it again until the cycle is complete and the machine has stopped spinning.**



Dispenser drawer

## GETTING STARTED QUICKLY

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- ① Sort your wash load carefully.
  - Separate white/light colours from dark colours.
  - Wash new, highly coloured and dark coloured items separately to prevent dye transfer.
  - Refer to 'Sorting your load' (page 20).
- ② Load your clothes individually into the wash drum. Close the door.
  - Refer to 'Door lock' (page 14) for correct locking and unlocking of the door.
- ③ Press 'POWER' to activate your washer.
- ④ Select your wash cycle by turning the SmartTouch™ Control Dial.
  - Refer to 'Wash cycles' (page 19) for more details on options that suit your laundering needs.
- ⑤ If you wish to adjust the default settings of the wash cycle, refer to 'Customising wash cycle' (page 23).
- ⑥ Once the wash cycle is selected, the screen displays 'Time to go', indicating that wash is ready to start.
  - If you prefer to start the wash cycle at a later time, set a delay for the start time of your washer. Refer to 'Delay start' (page 23) for more information.
- ⑦ Fill the liquid/powdered detergent and fabric softener in their respective compartments. Refer to 'Adding detergent' (page 21) and 'Adding fabric softener' (page 22) for more information on the amount of detergent/softener to use.
- ⑧ Once ready, press ►|| to start the cycle.
  - If you make an invalid selection, the washer will beep to alert you.
  - When the cycle finishes, your washer will perform end of cycle beeps and then turn off automatically.
  - If you wish to stop your washer at any point during a cycle, simply touch ►|| to pause the cycle. There may be a slight delay while the drum comes to a stop, then the door will unlock. Under certain conditions however the door will remain locked for safety reasons. Refer to 'Safety features' (page 14).
  - If you wish to cancel or change the wash cycle once a cycle has started, simply touch the ►|| button then select the new cycle. Touch ►|| to restart the washer.

### IMPORTANT!

- **For the best fabric and colour care, remove your clothes as soon as the cycle is complete.**
- **Failure to follow the instructions in this guide can result in damage to your garments and wash performance may not be met.**

## WASH CYCLES

### Wash cycle guide

Your washer has a number of wash cycles to suit your laundering needs. Selecting the most appropriate cycle for each particular wash load will help ensure you get the best wash result.

CYCLE	DESIGNED FOR	DESCRIPTION	MAX. LOAD SIZE (kg)	DEFAULT WASH TEMP. (°C)	MAX. WASH TEMP. (°C)	DEFAULT SPIN SPEED (rpm)*	MAX. SPIN SPEED (rpm)*
Everyday	Normally or lightly soiled everyday items eg towels, sheets, sweatshirts, t-shirts.	A faster cycle designed for mixed loads with normal soiling.	10	40	90	1200	1200
Cottons*	Normally soiled everyday cotton loads, eg whites.	A comprehensive cycle specifically designed for cottons.	10	40	90	1200	1200
Heavy	Heavily soiled durable garments eg tea towels, rugby shorts.	A stronger, hotter wash for more durable items.	10	60	90	1200	1200
Delicate	Delicate, lightly soiled items, eg tops, blouses.	Gentler wash with more water to look after delicate items.	5	30	40	500	800
Easy Iron	Minimising creasing eg shirts, trousers.	Less spinning with 'Wrinkle Free' option to help minimise the need for ironing.	6	40	60	800	800
Bulky	Washing bulky items.	A warm, gentle wash and slow spin for special care of bulky items.	6	40	90	800	800
Allergy	Asthma sufferers and people with skin sensitivities.	Hot wash to kill dust mites and an extra rinse to remove all traces of detergent.	10	60	90	1200	1200
Handwash	Very delicate lightly soiled garments, eg woollens.	Very gentle wash action for extra special items.	3	30	40	500	800
Drum Clean	Maintaining the cleanliness of your washer.	A hot cycle to remove any residues inside the washer.	-	90	90	1200	1200
Spin	Spinning wet items.	Spin only.	10	N/A	N/A	1200	1200
Rinse	Items that require rinsing only.	Two rinses followed by a spin.	10	Cold	Cold	1200	1200
Super Quick	Freshening up small lightly soiled or musty items.	A quick cycle for small lightly soiled loads.	2	30	60	800	1200
Quick	Lightly soiled garments.	A quick cycle for lightly soiled loads.	6	40	60	800	1200

\* 'Cottons', '40°C', with 'Eco' selected is the recommended water and energy saving cycle for normally soiled, everyday washing.

## WASH PREPARATION

### Sorting your load

Sort items according to colour, fabric type, and soil type. Wash fine, delicate fabrics separately from thick, heavy fabrics. Always separate coloured items from whites, especially when they are new. Colour run could be an issue if you wash items at higher temperatures. Some soils, like mud and blood are best washed in cold water. Oily soils (eg some foods and marks on shirt collars) are best washed in warm water. The following are recommendations for what cycles and settings you may wish to wash different items on, and suggestions for special wash requirements.

ITEMS/WASH REQUIREMENTS	SUGGESTED CYCLE AND OPTIONS	SUGGESTED TEMPERATURE
Towels	Everyday, 1200 or 1000 rpm spin	30°C or 40°C
Sheets, pillowcases	Everyday, 1200 or 1000 rpm spin	30°C or 40°C
Bulky items – doonas, duvets, sleeping bags	Bulky	30°C or 40°C
Shirts, pants, other creasables	Easy Iron, 800 rpm	30°C or 40°C
Woollens, silks	Handwash, 500 rpm	30°C or 40°C
Delicates, fine fabrics	Delicate or Handwash	30°C
Jeans	Everyday or Heavy	Cold or 30°C
Highly coloured items	Everyday	Cold or 30°C
Whites, cotton items	Cottons, 1200 or 1000 rpm spin	40°C or 60°C
Have sensitive skin or require extra rinsing?	Allergy with Rinse+, 1200 or 1000 rpm spin	40°C
Asthma/allergies	Allergy with Rinse+	60°C
Lightly soiled items	Quick or Super Quick	30°C
Muddy, sandy or linty items	Everyday with Pre Wash and Rinse+	Cold
Smelly washer	Drum Clean	90°C

### Before you load

- Check pockets for items that could damage your clothes or get caught in the washer.
- Close zippers, hooks and eyes, and other fastenings (ie fasten the opening of duvet/doona covers) and remove loose bra wires. All these can damage both your washer and your clothes.
- Place delicate items, such as lingerie, in a mesh laundry bag before placing in the machine.
- Pre-treat any stains, taking care not to spray pre-treaters on your washer as they can cause damage to the plastic surfaces.

# WASH PREPARATION

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## Loading

Your washer will be more efficient when washing larger loads, so try to collect enough items to loosely fill the drum when the items are dry. Refer to 'Wash cycle guide' (page 19) for the recommended maximum load size of wash cycles.

## IMPORTANT!

- **Do not overload your washing machine beyond its rated capacity.**
  - **Please do not under any circumstances wash an electric blanket in your washer unless the care label specifically states it is safe to do so.**
- Do not wash curtains in this washer, as sunlight makes them brittle and they may disintegrate during washing.**

## Adding detergent

- Use '**Low Sudsing**' or '**Front Loader**' detergent, either **liquid, powder** or **Pods**.
- If using liquid detergent, place it in the compartment labelled 'MAIN WASH Liquid' of the dispenser drawer.
- If you wish to use powdered detergent, place it in the compartment labelled 'MAIN WASH Powder'.
- If you are using detergent pods place them at the back of the drum before you load your clothing.
- If you wish to use the 'Pre Wash' option, place liquid or powder in the compartment labelled 'PRE WASH Liquid/Powder'.

## Pods

Detergent pods are a 'no mess' alternative to powdered or liquid detergent. They must be placed at the back of drum prior to loading your clothes to ensure they are activated quickly in the wash. Do not place the pods in the drawer or on top of your clothes.

## How much detergent?

The correct detergent dosage varies depending on the amount of soil in your load, the size of the load and the water quality, so getting the correct dose takes some trial and error. Use the instructions stated on the detergent package as a guide, then alter the dosage according to the results.

If you overdose, you will get over foaming issues, but if you under-dose you will get poor performance and over time your washer will start to smell as scum builds up inside it.

## Detergent advice

- ① If your washer smells, you are probably not using enough detergent for the soil level in your loads. Run a 'Drum Clean' cycle and buy a better quality detergent or use a higher dose. If you are using an 'Eco' detergent, alternate the use with a mainstream detergent.
- ② Add the detergent BEFORE starting the cycle, close the dispenser and do not open it while the cycle is running.
- ③ If you find foam leaking from your washer, check you are using a low sudsing or front loader type detergent and check the quantity you are using against the detergent manufacturers recommendation. You may need to reduce the amount you are using.
- ④ If you find liquid detergent does not dispense completely from the 'MAIN WASH Liquid' compartment, try adding the liquid detergent to the 'MAIN WASH Powder' compartment for the next wash. (Note: only do this if 'Pre Wash' is not selected, otherwise all detergent will be used in the pre wash).

## WASH PREPARATION

---

### Adding fabric softener

- If you wish to use fabric softener, place it in the compartment labelled 'FABRIC SOFTENER'. The washer will automatically flush the fabric softener during the rinse part of the cycle.
- Use it sparingly. Measure it carefully and do not use more than 25ml (1/2 cap). Some thicker varieties may need diluting.

### IMPORTANT!

- **Fabric softener should not be used if you have selected the 'Quick' or 'Super Quick' cycles.**
- **Do not overfill the compartment to avoid premature dispensing of fabric softener into the bowl which can cause build up of scrud.**

### Fabric softener advice

- Clean your dispenser regularly.
- Clean your machine regularly using the 'Drum Clean' cycle.
- Complete wash cycles at a wash temperature of 40°C or above at regular intervals (eg every 5th wash) as washing in cold water increases the chance of scrud occurring (see below).

### Scrud

The waxy build-up that can occur within any washer when fabric softener comes in contact with detergent. This build-up is not brought about by a fault in the machine. If scrud is allowed to build up in the machine, it can result in stains on clothes and an unpleasant smell in your washer.

If you wash a particularly dirty load, we recommend putting the washer through a 'Rinse' cycle once the cycle has finished and the load has been removed, to clean out any remnants from that cycle.

### Delay start

The 'Delay Start' option enables you to delay the start of the wash cycle from between 5 minutes and 12 hours. Times you can select are 5 min, 15 min, 30 min, 1 hour, then hourly up to 12 hours. This can be useful to time your washing to finish when you arrive home from work, or to start once you have finished in the shower. Some stain removers also require you to spray them on then leave for several minutes, before washing. Your washer will wait for the selected time then start the cycle without any other inputs from you.

#### To programme a 'Delay Start' time:

- ① Touch the 'More' **+** button to increase the delay time. The delay time will increase from 15 minutes up to 12 hours.
  - If you hold the 'More' **+** button down, the time displayed on the screen will increase after every half second (more convenient than touching the button repetitively).
- ② Touch the 'Less' **-** button to decrease the time or turn 'Delay Start' off.

Once started, the time will count down on the display screen in 1 minute increments. The 'Delay Start' light will flash and the **▶||** light will stop flashing and be on constantly.

#### To cancel 'Delay Start' time:

If you want to remove 'Delay Start' after the countdown has begun,

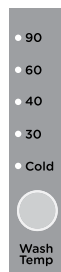
- ① Touch **▶||** to pause the countdown.
- ② Touch 'Less' **-** button to reduce the time to zero.
- ③ Touch **▶||** again to start the cycle immediately.

### Wash Temp

Your washer offers five wash temperatures:

Cold	30°C	40°C	60°C	90°C
------	------	------	------	------

- Touch the 'Wash Temp' button to increase or decrease the wash temperature.
  - The washer will fill with both hot and cold water (if possible) to achieve the selected wash temperature.
  - If required, ie for cold supply or cold connection only, the washer will heat the water to the selected temperature.
  - Some temperatures are not available on some cycles as a safeguard for your clothes (eg 60°C or 90°C on the 'Delicate' cycle).



### IMPORTANT!

**When 90°C temperature is selected, the door glass will become hot. Take care when touching the door. Keep children away from the washer.**

## CUSTOMISING WASH CYCLE

### Spin Speed

- Touch the 'Spin Speed' button repeatedly to select among four spin speeds (500 rpm, 800 rpm, 1000 rpm and 1200 rpm), plus an additional 'No Spin' option.
  - Select 'No Spin' to end the cycle after the rinse to remove items you wish to drip dry. The washer will complete the spins within the wash and rinse portions of cycle; only the final spin will not be completed.
  - After removing the items for drip dry and you wish to spin dry the remaining items, press 'POWER' and select the 'Spin' cycle. If necessary, modify the spin speed to best care for your load (ie spin delicate items at 500 rpm for best garment care).



Note: If an out of balance load occurs, your washer will compensate by using a lower spin speed.

### Soil Level

The 'Soil Level' option lets you adjust the wash to suit the amount of soil in your load.

- Touch the 'Soil Level' button repeatedly to select among 3 options: 'Heavy' (for dirty clothes); 'Light' (for items that are only lightly soiled), and 'Normal' (for normal soil level).
  - The wash time will be adjusted accordingly to give the load the right amount of agitation to remove the soil.



### Wash Boost

- Touch the 'Wash Boost' button repeatedly to select among 'Pre Wash' for extra dirty loads, and 'Rinse +' for adding an extra rinse to your clothes.

#### Pre Wash

Your washer will start with a short wash in cool water to remove excess soil. After this the machine will drain and then fill at the selected temperature for the main wash.

Note: 'Pre Wash' cannot be selected anymore once a wash cycle starts. 'Pre Wash' must be selected before the cycle starts.

Use liquid or powdered detergent in the PRE WASH liquid/powder compartments when using 'Pre Wash' option. When you select 'Pre Wash', the compartment is flushed at the start of the cycle.

#### Rinse+

Your washer gives your clothes an extra rinse if you have a particularly dirty load, or you have sensitive skin. Your load will undergo an extra rinse to get rid of any residual detergent or soil in the items.

Note: 'Rinse+' will not be available if the 'Eco' option has been selected.



### Options

- Touch the 'Options' button repeatedly to select between 'Wrinkle Free' and 'Eco'.

#### Wrinkle Free

We recommend you remove the clothes from the washer immediately after the completion of the cycle to minimise wrinkling and creasing of items and to prevent dye run. However, if you will not be present at the end of the wash you can select 'Wrinkle Free'.

When 'Wrinkle Free' is selected, the washer will tumble the clothes once every 15 minutes for up to 12 hours after the cycle has finished. The 'Wrinkle Free' light and ►|| button will flash, and the washer will beep at regular intervals to remind you to remove your load. To remove the load during this phase, press the ►|| button.



#### Eco

Use the 'Eco' option to save water and energy. Selecting 'Eco' will reduce the wash temperature slightly and alter the wash and rinse programming.

Note: 'Eco' cannot be selected after a wash cycle has been started, ie, if you touch ►|| and try to select 'Eco' it will be unavailable. 'Eco' must be selected before the cycle starts. This option will not be available if 'Rinse+' has been selected.

### IMPORTANT!

- If you wish to, you can select both 'Wash Boost' options of 'Pre Wash' and 'Rinse+' to perform on the same cycle. Likewise, you can select 'Eco' and 'Wrinkle Free' to perform on the same cycle. Touch the appropriate button until both options are selected. Repeat to deselect an option.
- For clothes care and performance reasons not all options are available on all cycles.

### Reset defaults

You can reset your washer to the default settings it left the factory with:

- ① Turn the dial to select 'Spin'.
- ② Touch and hold the 'Delay Start' 'More' +, the 'Delay Start' 'Less' - and 'Options' buttons together for 3 seconds DEF will appear on the screen and the machine will beep.
- ③ Your washer will now be reset to the default settings.

### When you have finished using your washer

- Unplug the machine from the power socket.
- Wipe around the door and in the rubber gasket to remove any remaining water and foreign matter.
- Turn off the taps to prevent the chance of flooding should a hose burst.

### Cleaning your washer

Before you start cleaning your washer, ensure that it is disconnected from the power (ie unplug the machine from the power socket).

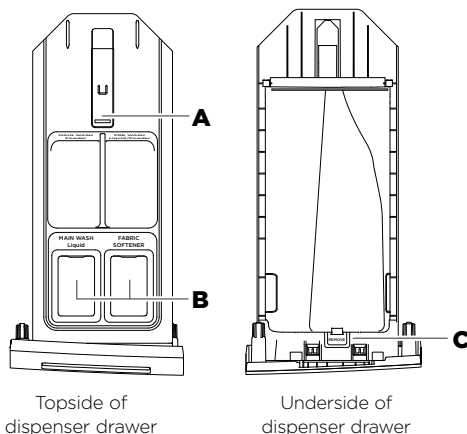
#### Cleaning the control panel and outer surfaces of the washer

Use a soft damp cloth to wipe all surfaces, then wipe dry. Avoid using chemical or scouring cleaners, as these will damage the paint and plastic surfaces of your washer.

#### Cleaning the dispenser drawer


It is recommended that you clean the dispenser drawer regularly, especially if you use fabric softener.

- ① To remove the drawer from the machine, pull it open, push down on the tab **(A)** behind the rear compartments and pull it out from the machine.
- ② To disassemble the drawer, first remove the compartment inserts for 'MAIN WASH Liquid' and 'FABRIC SOFTENER' **(B)**.
- ③ Turn the drawer upside down. Locate the tab labelled 'REMOVE' **(C)**. Press down on it and towards the drawer front while pulling the front of the drawer away from the tab.
- ④ These three parts can now be hand-washed in hot tap water and dried with a soft cloth. Reassemble and place back in the machine.



Note: The drawers are not dishwasher safe. Ensure the dispenser drawers are reassembled correctly to the machine. Any mis-assembly or damage to the parts could result in malfunction of the product.

### Cleaning the inside of your washer

It is important that you regularly clean the inside of your washer using the 'Drum Clean' cycle. After 100 cycles the  icon will flash every time you turn your washer on to remind you to do this. If your washer starts to smell this is a sign that you should complete a 'Drum Clean' cycle. We recommend that you do not have any items in the washer when you run this cycle.



'Drum Clean' cycle

#### To clean the inside of your washer:

- ① Add approximately 2 scoops of a good quality powdered detergent directly into the 'MAIN WASH Powder' compartment of the dispenser drawer or use a drum cleaning product specifically designed for front loading washing machines (follow manufacturer's instructions).
- ① Press 'POWER' to turn your washer on and select the 'Drum Clean' cycle.
- ③ Touch ►|| to start the cycle.

### Cleaning the drum and the door

- Use a soft damp cloth to wipe the door, cleaning any water marks or residue off it.
- Wipe the rubber seal around the door. Remove any items or lint accumulating in the bottom of the seal catchment and wipe out any water accumulated here. If this is not cleaned out, unpleasant odours will develop.
- If the drum has any residual dirt or lint stuck to it, remove this and wipe the drum clean. Do not leave any metal objects in the drum as these may rust and cause staining.

### Cleaning the hoses

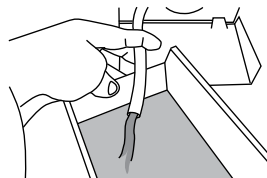
Each inlet hose has a filter in it, preventing any solid contaminants in the water from entering your washing machine. Occasionally you should disconnect the water inlet hoses where they connect to the taps, check these for any build up of dirt and wash the filters out.

### Cleaning the pump filter

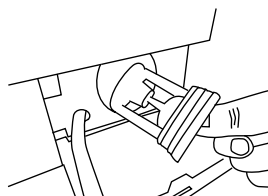
The pump has a filter to trap foreign objects that enter the washer along with clothing. The pump filter can be accessed from the front of the washer. This should be cleaned out approximately once a month.

#### To clean the filter:

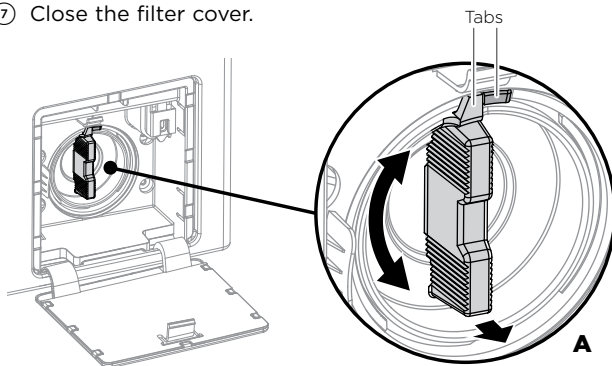
- ① Turn the power off and unplug the machine.
- ② Use a coin to open the filter cover. Place the edge of the coin into the slot and tilt upwards whilst levering the cover open.
- ③ Unhook the pump outlet hose and pull it out (about 150mm). Remove the plug and allow any water (approximately 250ml) to drain into a shallow dish.
- ④ After the draining process is complete, replace the plug into the hose and refit the hose back into the housing.
- ⑤ Remove the filter by turning anti-clockwise (A). Clean and rinse under a tap. Check the pump filter cavity for any further obstruction.
- ⑥ Replace the filter by turning clockwise until the turning handle stops in the vertical position, and cannot be turned further (A).
- ⑦ Close the filter cover.



Drain residual water



Removing/replacing filter



Turn filter clockwise until turning handle stops in vertical position and tabs meet

### Nappy sanitisers/bleach

Nappy sanitisers and bleach are very corrosive to metal surfaces. DO NOT tip the contents of a nappy bucket into your machine. Rinse and wring items out thoroughly before placing them in the machine.

### IMPORTANT!

- Leave the door of your washer open when it is not in use to allow the washer to dry out, otherwise it will develop unpleasant odours. Ensure that children and pets are kept away from the washer when the door is left open so they cannot be accidentally trapped inside.
- Do not attempt to remove any part of the machine aside from the detergent dispenser, water hoses, and the pump filter. No other parts are designed to be removed from the machine for cleaning.

## BEFORE YOU CALL FOR SERVICE

### User warnings

Your washer is capable of diagnosing a number of its own problems. In most cases, your washer will sound a continuous series of beeps and display a code when it has a problem that you can correct yourself. All control panel lights will turn off and the code will be displayed to inform you what the problem is. To stop the beeps, press any button on the control panel. Do not try to continue washing once you stop the noise. You must address the problem the washer is alerting you to.

Check this chart before you call for service.

USER WARNINGS AND DESCRIPTIONS	WHAT TO DO
<b>KEY LOC</b> Keylock is activated	Touch and hold the 'Keylock' button for 2 seconds.
<b>CLF FLER</b> Pump filter is blocked	Clean the pump filter (refer to page 28).
<b>no ERP</b> Water is not getting to the machine	<p>Check the taps have been turned on.</p> <p>If there is no hot water connection the machine will heat the water itself, but there must be a cold water connection to the cold valve.</p> <p>Check the hose connections. If the cold water supply is connected to the hot valve and there is no connection to the cold valve the machine will not fill.</p> <p>Check the inlet hose filters are not blocked, the hoses are not kinked and are attached correctly.</p> <p>Check that the drain hose is not too low or pushed into the standpipe too far. This will cause the water to siphon out of the machine.</p> <p>Check that the cold water temperature does not exceed the 35°C temperature requirement.</p> <p>Check the water flow rate. It maybe too low.</p>
<b>out OF BAL</b> Wash load is out of balance	<p>Touch ►   to try the spin again.</p> <p>If the out of balance persists, pause the cycle, manually redistribute the load and touch ►   to spin again. If necessary, stop the cycle, select 'Spin' and touch ►  .</p> <p>If the problem persists, check that the machine is correctly levelled.</p>

## BEFORE YOU CALL FOR SERVICE

USER WARNINGS AND DESCRIPTIONS	WHAT TO DO
<p><i>Sud</i> <i>LOC</i></p> <p>Too many suds</p>	<p>Machine will stop and flash <i>Sud LOC</i> while waiting for suds to dissipate. The machine will not beep during this time. When the suds have dissipated the machine will automatically restart. If a suds event has occurred during a cycle the machine will also display this warning at the end of the cycle, to alert you that this has occurred. This may help to explain any reduction in performance.</p> <p>Check you are using a detergent suitable for front loaders.</p> <p>Check you are not overdosing the detergent.</p> <p>Check the standpipe height for the drain does not exceed 1200mm.</p>
<p><i>door</i> <i>Locked</i></p> <p>Door is locked</p>	<p>The temperature in the drum is over 60°C therefore it is not safe to open the door. Wait until the temperature drops below 60°C.</p> <p>Check the water level in the drum. If the level is above the bottom of the door seal, the door cannot be opened. Use the 'Add a Garment' button if you wish to add or remove items.</p> <p>If the drum is still moving, wait for it to stop before attempting to open the door.</p>
<p><i>door</i> <i>OPEN</i></p> <p>Door is open</p>	<p>Close the door fully and touch ►II.</p> <p>Try opening and closing the door again.</p> <p>Reposition the load, make sure the load is correctly in the drum and that protruding items are not stopping the door from closing.</p>

## FAULT CODES

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**When you hear a series of beeps continuously, all the lights on the control panel are turned off and a number appears on the display display, a fault has occurred.**

The washer will automatically enter this mode if a fault occurs. The fault code will be displayed as *E r r* followed by a number on the digital display. To stop the sound, touch any button and perform the following steps:

- ① Turn your machine off at the power point.
- ② Wait one minute and turn it back on.
- ③ Check that your machine is correctly levelled (refer to page 8).
- ④ Remove your wash load.
- ⑤ Perform a 'Rinse' cycle.
- ⑥ If the fault re-occurs repeat steps ① and ②.
- ⑦ If the machine still does not work, you will be required to call a Fisher & Paykel service technician to arrange service (refer to the 'Customer Care' section).  
Record the fault code number displayed and the serial number of your washer (located on the rear of the machine, and/or above the drum opening when the door is open) before calling. The fault code will indicate to the Repairer what the problem could potentially be.

If a fault code is being displayed, you can still turn your washer off by pressing 'POWER'.

## TROUBLESHOOTING

The following is a list of problems you may encounter when using this appliance and some suggestions that may help to correct the problem. If you still have problems, please contact your Fisher & Paykel trained and supported service technician.

### Solving operating problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Washer not turning on.</b>	Power not switched on at the wall.	Switch the power on at the wall. Then press 'POWER'.
	Household power supply not working.	Try plugging in another electrical appliance.
	Keylock may be activated.	Touch and hold the 'Keylock' button for 2 seconds (refer to page 16) .
<b>Touching ►II does not start the fill.</b>	Washer door not closed properly.	Open and reclose door.
	The washer is waiting for a command from you.	If ►II is flashing then the washer is waiting for a command from you.
	The washer has detected a fault.	Check if a code is being displayed on the panel (refer to pages 29 – 30).
	Hot and cold taps not turned on.	Check that both hot and cold taps are turned on (if using cold inlet only ensure inlet valve cap is installed on the hot valve on the machine).
	Hot and cold taps not connected to the corresponding valve on the machine.	Check the cold tap is connected to the cold valve on the machine and the hot tap is connected to the hot valve.
	Blocked hose filters.	Check the tap end of the inlet hoses for blockages.
	Inlet hose leaking, twisted or damaged.	Check the inlet hoses for leaks or damage. Check that the inlet hoses are not twisted.
	Faulty water supply.	Check taps that aren't connected to the machine are working.
	Delay start maybe set.	Refer to page 23.
<b>Washer stops working mid cycle.</b>	The washer has detected a fault.	Refer to page 30.
	Power or water failure.	Check the power and/or water is working correctly.
	Washer has been paused.	Touch the ►II button to continue.
	Too many suds.	Washer is waiting for suds to dissolve before continuing the cycle.

## TROUBLESHOOTING

### Solving operating problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Washer drains while filling.</b>	Drain hose too low.	Ensure the height of the drain hose is at least 800mm from the floor level (refer to page 10).
	Drain hose sitting in water.	Clear the drain.
<b>Washer is not draining.</b>	Drain hose blocked.	Clear the drain hose.
	Pump filter blocked.	Clear the pump filter (refer to page 28).
	Drain hose higher than 1200 mm above floor level.	Lower the level of the drain hose (refer to page 10).
<b>Filling continuously.</b>	Drain hose not connected to standpipe or tub.	Connect drain hose correctly (refer to page 10).
	Machine siphoning.	Ensure standpipe or tub is at least 800mm from the floor level.
<b>Poor rinsing.</b>	Incorrect detergent used.	Use low sudsing, front loader detergent only (refer to page 21).
	Too much detergent used.	Ensure the correct dose of detergent is used for the load size and soil level (refer to page 21).
<b>Not spinning properly.</b>	Load has gone out of balance.	Open door and redistribute load, then restart the washer.
	Machine is not level.	Ensure machine is correctly levelled (refer to page 8).
	Suds build up.	Check the amount of detergent used, reduce if necessary.
<b>Too many soap suds.</b>	Incorrect type of detergent used.	Use low sudsing, front loader detergent only (refer to page 21).
	Too much detergent used.	Ensure the correct dose of detergent is used for the load size and soil level (refer to page 21).
<b>Small puddle of water from under the machine.</b>	Inlet hose or drain hose leaking.	Check inlet hoses and the drain hose are correctly attached and not damaged.
	Lots of suds.	Suds may have leaked and then dissolved.
	Dispenser compartments blocked.	Clean dispenser drawer (refer to page 26).
	Dispenser drawer not fully closed.	Close dispenser drawer fully and ensure it remains closed during the cycle.
	Damage to door seal.	Check seal inside door for damage. If it sustains any damage it will need to be replaced.

## TROUBLESHOOTING

### Solving operating problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Cycle time longer than usual/Inaccurate time reading/ Adjustment of time remaining during cycle.</b>	Cycle time is approximate.	Cycle time may be influenced by a number of factors (refer to page 16).
	Low water pressure or flow rate.	Ensure that inlet hose filters are not blocked.
	Out of balance or oversudsing.	Recovery from out of balance or oversudsing will extend cycle time (refer to page 29-30).
	Washing a large load.	Be aware that it will take longer for the machine to fill.
<b>Detergent or fabric softener remaining in dispenser at the end of the cycle.</b>	Selecting various options.	Be aware that some options will extend cycle time.
	Dispenser drawer not properly closed or was opened part way through the cycle.	Ensure the dispenser drawer is fully closed at the start of the cycle and remains closed throughout the cycle.
	Dirty or blocked dispenser.	Clean the dispenser drawer (refer to page 26).
	Liquid sitting at the 'Max' level at the end of the cycle indicates a blockage.	Clean the fabric softener dispenser compartment (refer to page 26).
	Dispenser over loaded with detergent.	Clean out remaining detergent and refer to pages 21 - 22 for dosing information.
	Composition of the detergent makes it difficult to dispense.	Add detergent to the 'MAIN WASH Powder' dispenser compartment instead (refer to page 21).
<b>Washing very wet at the end of the cycle.</b>	Cycle selected not appropriate.	Particularly short or delicate cycles have shorter spins which can result in wetter washing at the end of the cycle.
	Incorrect spin speed for load selected.	Select a faster spin speed.
	An out of balance load has occurred.	The washer compensates for the out of balance by using a lower spin speed, to reduce noise and potential damage to itself.
<b>Vibrating.</b>	Transit bolts left in place.	Ensure transit bolts are removed prior to use of the machine (refer to pages 5 - 6).
	Washer may not be level.	Ensure washer is installed on an appropriate surface and levelled correctly (refer to page 8).
	Load is out of balance.	Wash an average sized load rather than a smaller load or a single item. Washing one item at a time is not recommended as it is difficult for the washer to balance a single item during spin.

## TROUBLESHOOTING

### Solving wash problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Creasing.</b>	Washer overloaded.	Do not overload washer.
	Incorrect cycle for load type.	Use the 'Easy Iron' or 'Handwash' cycle for creasable items.
	Spin speed too fast.	Select a slower spin speed.
	Wet clothes left in washer or laundry basket.	Laundry left sitting wet is more likely to crease. If not removing clothes from washer immediately at end of cycle, select the 'Wrinkle Free' option. Do not leave wet washing sitting in a washing basket.
	Wash temperature too hot for load type.	Select a lower wash temperature. Check items care label for correct care.
	Items not sorted correctly.	Sort load so that items of similar weight are washed together (refer to page 20).
<b>Poor soil Removal.</b>	Incorrect wash cycle selected.	Select a wash cycle that is appropriate for the amount of dirt (refer to page 19).
	Insufficient detergent.	Ensure the correct dose of detergent is used for the load size and soil level (refer to page 24).
	Washer overloaded.	Ensure the washer is not overloaded in terms of its capacity or the cycle selected (refer to page 21).
	Items require a longer wash time.	Select a higher soil level option if available.
	Load was particularly dirty.	Select 'Pre Wash' for particularly dirty loads (refer to page 24).
	Items not sorted correctly.	Wash heavily and lightly soiled garments separately.
	Washer dirty from previous wash.	After washing particularly dirty clothing, we recommend putting the washer through a 'Rinse' cycle after the load has been removed, to wash away any remnants of dirt and to prevent it contaminating future washes.
	Incorrect wash temperature selected in relation to the type of soil.	Select a wash temperature suitable for the type of soil, eg warm for greasy soils, cold for muddy soils. Increasing the wash temperature generally improves soil removal and overall wash performance.
		Ensure garments can be washed at the increased temperature.

## TROUBLESHOOTING

### Solving wash problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Dye transfer.</b>	Coloured items not washed separately from white/light coloured items.	Remember to separate whites and colours.
	New or non-colourfast items not washed separately.	Wash non-colourfast items separately and select 'Cold' wash temperature.
	Wet items have been left sitting for too long.	Remove items from washer as soon as the cycle is finished, or if items are not to be removed from the washer immediately select 'Wrinkle Free'.
	Wash temperature.	Consider the wash temperature you select for your coloured items. Lower the temperature if you are concerned.
<b>Black or grey marks on clothes.</b>	Correct amount of detergent.	Ensure the correct dose of detergent is used for the load size and soil level (refer to page 21 and 24).
	Washer needs to be cleaned.	Empty the machine and complete a 'Drum Clean' cycle (refer to page 27).
<b>Tangling.</b>	Items not sorted correctly.	Separate larger items from smaller items.
	Washer loaded incorrectly.	Load items loosely and individually into the washer (ie not folded).
	Incorrect cycle for load type selected.	Use the 'Easy Iron' cycle to wash shirts.
	Washer overloaded in terms of its capacity or the cycle selected.	Try washing average to smaller load sizes.
	Delicate items.	Wash pantyhose, bras and any other delicate items prone to tangling in a mesh laundry bag.

Contact a Fisher & Paykel trained and supported service technician if a problem persists.

# MANUFACTURER'S WARRANTY

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For New Zealand and Australia only. You automatically receive a 2 year Manufacturer's Warranty with the purchase of this clothes washer covering parts and labour for servicing within the country of purchase.

## **Fisher & Paykel undertakes to:**

Repair or, at its option, replace without cost to the owner either for material or labour any part of the product, the serial number of which appears on the product, which is found to be defective within TWO YEARS of the date of purchase.

You also receive an additional EIGHT YEAR parts only Manufacturer's Warranty on your Direct Drive motor. This additional 8-year Manufacturer's Warranty commences on the day following the expiry of the 2-year Manufacturer's Warranty and excludes the motor controller and labour. Fisher & Paykel will repair (as to parts) or, at its option, replace any Direct Drive motor (but not the motor controller) which is found to be defective within this additional Manufacturer's Warranty period. You will be responsible for any labour costs.

Note: these Manufacturer's Warranties are an extra benefit and do not affect your legal rights.

## **These Manufacturer's Warranties DO NOT cover**

- Ⓐ Service calls which are not related to any defect in the product. The cost of a service call will be charged if the problem is not found to be a product fault.  
For example:
  - ① Correcting the installation, eg removal of bottom packer and transit bolts (front loading washers), levelling the washer, adjustment of the drain to correct siphoning, noises, crossed, kinked or leaking inlet hose connections, turning on water, noises caused by the waterhammer or power supplies.
  - ② Providing instruction on use of the product or changing the set-up of the product, eg instruction on correct use of detergents and fabric softeners.
  - ③ Replacing fuses in, or correcting house wiring or correcting house plumbing, eg unblocking drains.
  - ④ Correcting fault(s) caused by the user.
  - ⑤ Noise or vibration that is considered normal, eg spin sounds, user warning beeps.
  - ⑥ Correcting damage caused by pests, eg rats, cockroaches, etc.
  - ⑦ Water on the floor due to incorrect loading or excessive suds.
  - ⑧ Blocked pumps, removal of foreign objects/substances from the washer, including the pump and inlet hose filters, eg bra wires, bread tags, nails, grit, crud, etc.
  - ⑨ Correcting corrosion or discolouration due to chemical attack.
- Ⓑ Defects caused by factors other than:
  - ① Normal domestic use; or
  - ② Use in accordance with the product's User guide.
- Ⓒ Defects to the product caused by accident, neglect, misuse or 'act of God'.
- Ⓓ The cost of repairs carried out other than by a Fisher & Paykel trained and supported service technician or the cost of correcting such repairs.
- Ⓔ Normal recommended maintenance as set out in the product's User guide.

## MANUFACTURER'S WARRANTY

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- Ⓕ Repairs when the appliance has been dismantled, repaired or serviced by other than a Fisher & Paykel trained and supported service technician or the selling dealer.
- Ⓖ Pick-up and delivery.
- Ⓗ Transportation or travelling costs involved in the repair when the product is installed outside the Fisher & Paykel trained and supported service technician's normal service area.

Nothing in this Manufacturer's Warranty is intended to, or does limit, any rights you may have under law to recover the costs of inspecting or returning the goods to us.

This product has been designed for use in a normal domestic (residential) environment. This product is not designed for any commercial use (whatsoever). Any commercial use by a customer will affect this product's Manufacturer's Warranty.

Service under these Manufacturer's Warranties must be provided by a Fisher & Paykel trained and supported service technician (refer to the 'Customer Care' section at the back of this book). Such service shall be provided during normal business hours. This Manufacturer's Warranty certificate should be shown when making any claim.

### **For Australian customers**

This Manufacturer's Warranty is an extra benefit and does not affect your legal rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**Please keep this User guide in a safe place.**

### **Before you call for service or assistance...**

Check the things you can do yourself. Refer to your User guide and check:

- ① Your product is correctly installed.
- ② You are familiar with its normal operation.
- ③ You have read the 'Before you call for service', 'Fault codes' and 'Troubleshooting' sections at the back of the book.

If after checking these points you still need assistance or parts, please refer to your nearest Fisher & Paykel trained and supported service technician, Customer Care, or contact us through our website [fisherpaykel.com](http://fisherpaykel.com).

### **In New Zealand if you need assistance...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Toll Free:** 0800 FP CARE or 0800 372 273

**Fax:** (09) 273 0656

**Website:** [fisherpaykel.com](http://fisherpaykel.com)

**Postal address:** Fisher & Paykel Appliances Ltd, PO Box 58550, Botany, Auckland 2163

### **If you need service...\***

Fisher & Paykel has a network of Fisher & Paykel trained and supported service technicians that can carry out any service necessary on your appliance. Our Customer Care Centre can recommend a Fisher & Paykel trained and supported service technician in your area.

### **In Australia if you need assistance...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Toll Free:** 1300 650 590

**Fax:** (07) 3826 9298

**Website:** [fisherpaykel.com](http://fisherpaykel.com)

**Postal address:** Fisher & Paykel Appliances Australia Pty Ltd, PO Box 798, Cleveland QLD 4163

### **If you need service...\***

Fisher & Paykel has a network of Fisher & Paykel trained and supported service technicians that can carry out any service necessary on your appliance. Our Customer Care Centre can recommend a Fisher & Paykel trained and supported service technician in your area.

\*If you call, write or contact us via our website please provide: your name and address, model number, serial number, date of purchase and a complete description of the problem. This information is needed in order to better respond to your request for assistance.

**Product details can be found on the rear of the machine, and/or above the drum opening (when the door is open).**

## CUSTOMER CARE

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### Registration

Register your product with us so we can provide you with the best service possible.  
To register your product visit our website: **[fisherpaykel.com](http://fisherpaykel.com)**

Complete and keep for safe reference:

Model \_\_\_\_\_

Serial No. \_\_\_\_\_

Purchase Date \_\_\_\_\_

Purchaser \_\_\_\_\_

Dealer \_\_\_\_\_

Suburb \_\_\_\_\_

Town \_\_\_\_\_

Country \_\_\_\_\_



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The product specifications in this booklet apply to the specific products and models described at the date of issue. Under our policy of continuous product improvement, these specifications may change at any time. You should therefore check with your Dealer to ensure this booklet correctly describes the product currently available.

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