

# **FISHER & PAYKEL**

## **FRONT LOADER WASHING MACHINE**

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WH9060D5, WH9060DG5, WH1060D5,  
WH1060DG5, WH1260D5 &  
WH1260DG5 models

**USER GUIDE**  
**NZ AU**



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### Registration

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

### **⚠ WARNING!**



#### **Electric Shock Hazard**

**Failure to follow this advice may result in electric shock or death.**

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

## **READ AND SAVE THIS GUIDE**

### **WARNING!**

**Read Safety Guide. Failure to follow all guides and rules could cause personal injury or property damage. Use this appliance only for the intended purpose as described in the user guide and installation guide of this appliance. When using this appliance, always exercise basic safety precautions including the following:**

#### **General**

- This product has been designed for personal, family or household use. This product is not designed for any commercial use.
- Do not touch or operate the appliance with wet hands or with bare feet.
- A damaged power cord must be replaced by a Fisher & Paykel trained and supported service technician or similarly qualified person in order to avoid a hazard. Do not use the machine until it has been repaired to avoid a risk of electric shock.
- Do not operate this appliance if it has been damaged during transport. Contact your Fisher & Paykel dealer or Fisher & Paykel trained and supported service technician.
- 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 are supervised or given instructions on how to use the appliance by someone responsible for their safety.
- Keep children away from the washing machine while it is in operation.
- Supervise children to ensure they do not play with the appliance or climb inside the drum.
- Do not swing on or put weight on the door.
- Check and remove all objects from pockets, e.g. lighters and matches.
- The washing machine should only be used for washing and rinsing of textiles where this is indicated on the care label.
- 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.
- 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. Never force the door open.
- Do not touch the door during a cycle as the door can become hot.
- Keep children away from the washing machine.

## SAFETY AND WARNINGS

- Read and follow the detergent manufacturer's instructions carefully. Instructions on how to use the detergent will be clearly indicated on the pack. Remember to store your detergents out of the reach of children.
- Do not wash an electric blanket in your washing machine unless the care label specifically states it is safe to do so.
- Do not wash curtains in this washing machine, as sunlight makes them brittle and they may disintegrate during washing.
- Do not put dripping wet clothes on top of the washer as this could create an electrical hazard.
- The only user-removable parts of the washing machine are the inlet hose(s), dispenser drawer and pump filters. No other parts are designed to be removed by anyone other than a Fisher & Paykel trained and supported service technician.
- Do not overload your washing machine beyond its rated capacity.

MODEL CODE	MAXIMUM CAPACITY* (KG)
WH9060D5, WH9060DG5	9kg
WH1060D5, WH1060DG5	10kg
WH1260D5, WH1260DG5	12kg

\*Capacity refers to the maximum dry weight of items the washing machine can wash at any one time

### Installation

- This clothes washer is heavy, we recommend two persons to move and install the appliance.
- Install the appliance on a solid and level floor surface. Ensure it has at least 12mm clearance on each side and at the top, and at least 30mm clearance at the rear.
- The appliance must not be installed on any textured floor coverings (e.g. carpet, rugs).
- This appliance can be installed on a compatible Fisher & Paykel plinth. To ensure stability, the plinth must be fitted correctly with the appliance. For installation instructions and compatible plinth models, refer to [fisherpaykel.com](http://fisherpaykel.com).
- Do not install or operate this appliance on any other plinth or structure.
- Ensure the installation provides accessibility to the plug or incorporate a switch in the fixed wiring in accordance with the wiring rules to allow disconnection of the appliance from the supply after installation.
- Do not attempt to lift appliance on your own as this could cause harm or injury. Always lift appliance with at least two people.
- Ensure any transit bolts have been removed before operating appliance.

### Water supply requirements:

- Inlet water pressure: Max. 1MPa (145psi), Min. 50kPa (7.3psi)
- Inlet water flow rate: Min. 6 litres/minute
- A pressure-reducing valve must be installed if pressure is higher than 1MPa.
- For optimum wash performance check the supply pressure is within the recommended range.
- New hose sets provided should be used to connect the appliance to the water mains.

## SAFETY AND WARNINGS

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Old hose sets should not be re-used.

- We recommend the inlet hose(s) are changed every 5 years. **WARNING:** Failure to do so may result in a flood and damage to property.
- The hot water temperature should not exceed 65°C and the cold water temperature should not exceed 35°C. Temperatures above these may cause the appliance to fault or cause damage to it.

### **Disposal**

- When disposing of this appliance, the door should be removed to avoid children getting trapped inside, and that the electrical cable is cut off close to the cabinet.

For more detailed information and comprehensive user and installation instructions, download the user and installation guides via [www.fisherpaykel.com](http://www.fisherpaykel.com)

## GET TO KNOW YOUR WASHER



### Get the app for a smarter experience

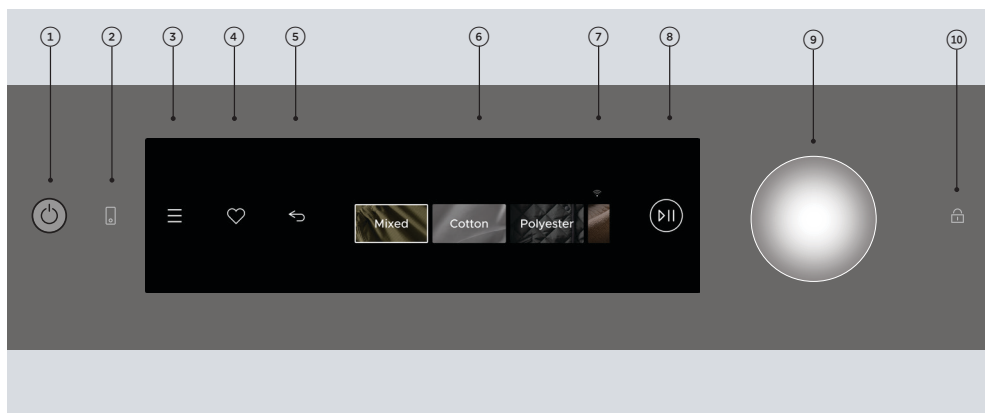
- Access extra features and information
- Track and run cycles from your phone
- Customise your favourite cycles
- Get the latest software updates
- Register your product for streamlined support















## FEATURES AND ACCESSORIES

- |                                       |                            |
|---------------------------------------|----------------------------|
| ① Detergent/Softener dispenser drawer | ③ Drum light (inside drum) |
| ② Control panel                       | ④ Pump filter              |

## CONTROL PANEL



① Power	Press and hold <b>POWER</b>  to turn the washer on/off.
② Remote	Press <b>REMOTE</b>  to connect to Wi-Fi and control your appliance via the app.
③ Menu	Press <b>MENU</b>  to access features and settings like display and audio. See 'Adjust settings'.
④ Favourites	Press <b>FAVOURITES</b>  to save cycles for quick access.
⑤ Back	Press <b>BACK</b>  to go back to the previous screen.
⑥ Display	Displays product features and settings.
⑦ Wi-Fi	Wi-Fi indicator  lights up when appliance is connected to Wi-Fi.
⑧ Start/Pause	Press <b>START/PAUSE</b>  to start or pause a cycle.
⑨ Control dial	<ul style="list-style-type: none"> <li>• Turn the dial to scroll.</li> <li>• Press to select.</li> <li>• Press to start a cycle after pressing <b>START/PAUSE</b> .</li> </ul>
⑩ Key lock	Press and hold <b>KEY LOCK</b>  to lock or unlock the controls. When locked, <b>KEY LOCK</b>  will be illuminated. <b>POWER</b>  and <b>START/PAUSE</b>  will still be available.

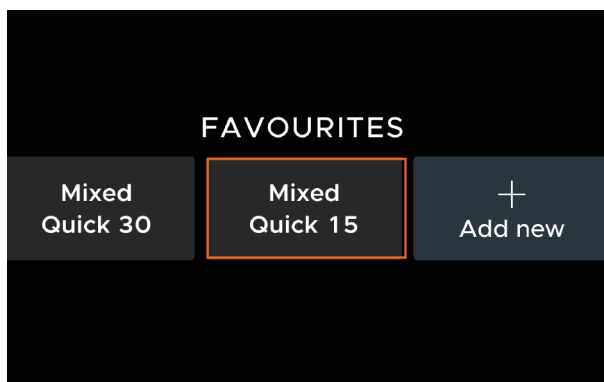



## FIRST USE

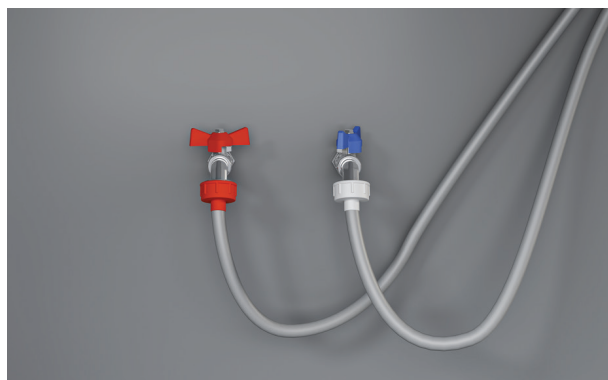
Before you wash your first load, we recommend running a **QUICK 15** cycle. This will prime the Auto Dose detergent dispenser and enable you to check that the hoses are connected properly and the washer is sitting level.



1. Add detergent to Tank 1.  
Skip this step if you are not using the Liquid Detergent Auto Dose tank. The manual dispenser does not need to be primed.



2. Press **FAVOURITES**  to access the Favourites menu, and use the dial to scroll and select **MIXED QUICK 15**.



### What to look for

- If the washer is leaking, check the hose connections.
- If the washer is moving around, adjust the feet to level it.

See the 'Installation guide' for instructions.

## ADD DETERGENT OR SOFTENER

Your washer has three dispenser tanks for automatic and manual dispensing, giving you the flexibility to use a combination of detergents or detergent and softener. See 'Set up Auto Dose' for how to switch between Auto Dose and Manual dispensing.



### Auto Dose tanks

Auto Dose tanks automatically dispense liquid detergent or fabric softener during a cycle. The dosage will adjust depending on the fibre, item type and treatment selected, as well as the load size and soil level.

- Tank 1** For everyday liquid detergent.
- Tank 2** Flexible tank. Can be used for softener (default), set to hold extra detergent as an extension of tank 1 or set for specialised detergent.

Each Auto Dose tank lasts for multiple cycles. Fill the Auto Dose tanks to the MAX line. When the tanks need to be refilled, a reminder will show on the screen.

See 'Set up Auto Dose' for how to set Auto Dose and adjust the dosage amount.

### Manual dose tank

The Manual dose tank dispenses liquid or powder detergent. The dosage is determined by the amount of detergent you add to the tank, so only add as much detergent to the Manual tank as you need for that load.

To select Manual dispensing, select **AUTO DOSE** in the cycle settings. See 'Set a cycle' for details.

### Select Manual for detergent pods

If using a detergent pod, set the dispenser to **MANUAL**. Add the pod directly to the washer drum and put your items on top of it.

## SORT YOUR ITEMS

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Sorting your items well is essential for taking care of your clothes and getting the best results from your appliance. Follow these steps every time you use the washer.



**1.** Check each care label to see the fibre composition and how each garment should be washed. See 'Understanding fibre types.'



**2.** Sort items into loads of similar fibre, item type and item colour.



**3.** Check pockets, close fasteners and zippers, and untangle items before loading. Use a small washbag for delicate items, and be careful not to overfill it.

## UNDERSTANDING FIBRE TYPES

### Every cycle starts with fibre type

Each fibre type responds differently to washing and drying. This appliance uses a fibre-led system and precision sensing to wash your items, so selecting the right fibre type for each load is key to setting the best cycle each time.

### Treat for the most delicate fibre

Items may be a blend of multiple fibres — some more delicate than others. The care label on an item will tell you what fibre or fibres the item is made of and how to care for it.

Select the fibre type on your washer that applies to the most sensitive or delicate fibre in the blend, even if it is only a small percentage.

### Identify delicate fibres

This table helps identify the most delicate or sensitive fibres commonly found on care labels. It also offers alternative cycle suggestions for most specialist fibres. Recommendations may not suit all items — always check your care label first. For best results, use a detergent designed for the most delicate fibre. See ‘Choose a detergent’ for more information.

SENSITIVITY	COMMON FIBRES	FIBRE TYPE	ITEM TYPE
<div>High</div> <div><div></div></div> <div>Low</div>	Cashmere	Not suited for machine washing in this model	Delicate
	Down	Down	
	Silk	Not suited for machine washing in this model	
	Wool, Merino	Wool	
	Elastane, Lycra	Elastane	
	Viscose, Bamboo, Rayon, Modal	Cotton	
	Lyocell, Tencel™	Polyester	
	Acrylic	Cotton	
	Linen	Polyester	
	Ramie	Polyester, Mixed	
	Nylon, Polyamide	Cotton, Mixed	
	Polyester		
	Cotton		

## LOAD THE WASHER

Your washer performs best when it has the right sized load for the item types. After sorting your load, place items carefully in the washer to ensure the load is balanced. Always wash small, delicate items in a wash bag, and wash large items on their own.

### Maximum load size

The maximum load size changes based on the type of items in a load. Follow the guide below to avoid overfilling the appliance and maintain good wash performance.



ITEM TYPES		MAX LOAD SIZE
Mixed, Cotton, Polyester	Delicate, Denim, Sports	Small
	Moderate, Durable	Large
	Sheets, Towels	Large
Wool	Delicate	Small
Elastane	Delicate	Small
	Moderate	Medium
Down	Delicate	Small
Other Treatments	Favourite - Quick 15	Small
	Quick 30	Medium
	Refresh	1 or 2 Items
	UV Sanitise	As per fibre/item type
	Hot Sanitise	As per fibre/item type

## SELECT A FIBRE TYPE

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Select the specific fibre type that matches the load or choose the fibre type that applies to the most delicate fibre. The wash cycle will adjust to suit. See 'Understanding fibre types' if you are not sure which fibre type to select for your load.

### Mixed

For everyday mixed loads with a variety of fibres, and for cotton-polyester blends.

### Cotton

For 100% cotton items, cotton blends and compatible fibre types.

### Polyester

For 100% polyester items and compatible fibre types.

### Elastane

For items containing 10-50% elastane fibre, also known as spandex.

### Down

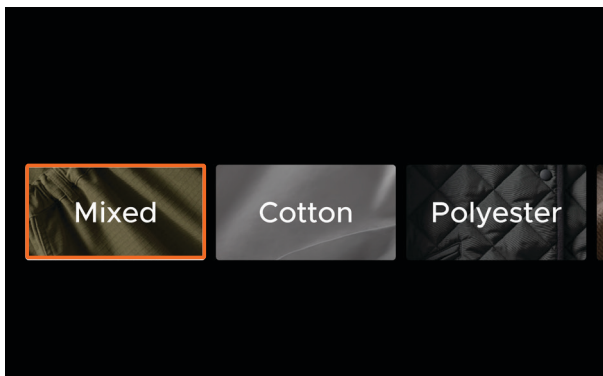
For items containing down fill.


### Wool

For 100% woollen items and wool blends. This cycle meets the Woolmark requirements for drying and washing items labelled 'Machine wash'.

Most woollen handcrafted garments are not made of machine washable wool and we recommend that you wash them by hand only. Hand-washed woollens may still be spun in your washer, but ensure they have been well wrung out before placing them in the washer.

Washing underlays and sheepskins is not recommended because they could produce excessive amounts of lint that may cause pump blockages.



1. Press and hold **POWER**  to turn the appliance on, then select a fibre type.

## SELECT AN ITEM TYPE

Item Type relates to the durability of items in your load. Wash garments and items of similar durability together.

**Delicate**

Light and easily damaged items like blouses, dresses and other items.

**Moderate**

Everyday items like t-shirts, shirts, shorts and pants.

**Durable**

Strong and resilient items like workwear and outerwear.

**Denim**

Denim or stretch denim items like jeans, jackets and skirts.

**Sports**

Durable sportswear items made from synthetic fibre blends.

**Sheets**

Items such as bed sheets, pillow cases and duvet covers.

**Towels**

High absorbency towelling fabric items like bath, beach and hand towels.



2. Select an item type.

## SELECT A TREATMENT

Treatment lets you select from a range of specialised wash treatments to suit your needs.

### Wash

A tailored wash, rinse and spin based on fibre and item type selection to remove soils. Detergent dose, water temperature, wash times, tumble patterns and spin speeds are optimised based on fibre type, item type and load size to ensure perfect results.

### Refresh

Designed to refresh dry items using steam and tumbling to reduce creases and odours. For best results use this cycle for one or two items at a time. Ideal for items like dress shirts to refresh before ironing.

### Sanitise

A low temperature sanitisation treatment that uses ultraviolet light to eliminate bacteria. Ideal for sanitising everyday items without exposing them to high temperatures.

### Hot Sanitise (access via the app)

An extra hot treatment designed to eliminate bacteria. Ideal for sanitising items that can handle high temperatures like towels and sheets, but unsuitable for delicate items.

### Rinse

A tailored rinse and spin based on fibre and item selection. Removes detergent and prepares items for drying.

### Spin

A tailored spin based on fibre and item selection. Items are spun at an optimised speed to remove excess moisture. Ideal for preparing clothes for drying.

### Allergy care

A tailored program that uses higher wash temperatures and additional rinse cycles to reduce detergent residue and allergens like dust mites and pollen. Ideal for helping to manage allergies or sensitive skin.



3. Select a treatment.



# SELECT A COLOUR

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Different colours require different care. Colour selection adjusts the wash temperature automatically to suit the items in the load.

## Mixed

Designed to care for loads with a mixture of colours. Ideal for everyday laundry loads, providing a balanced wash temperature to preserve vibrancy and help prevent colour transfer.

## Dark

Designed to care for dark-coloured items with a cooler wash to help preserve vibrancy and prevent fading.

## Light

Designed to care for light-coloured items with an optimised wash temperature to help maintain brightness.

## White

Designed to care for white items with an optimised wash temperature to help maintain whiteness.

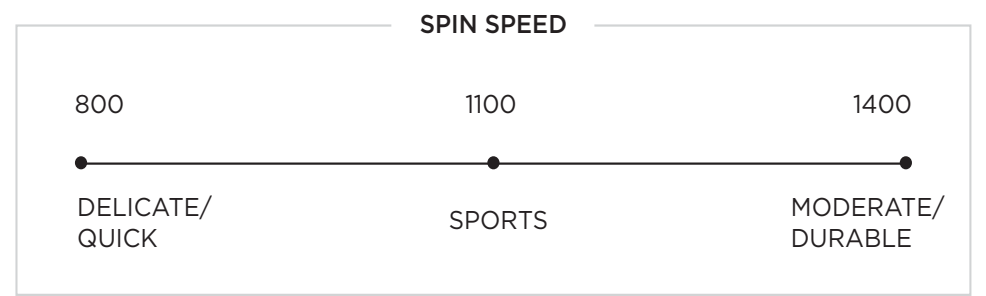
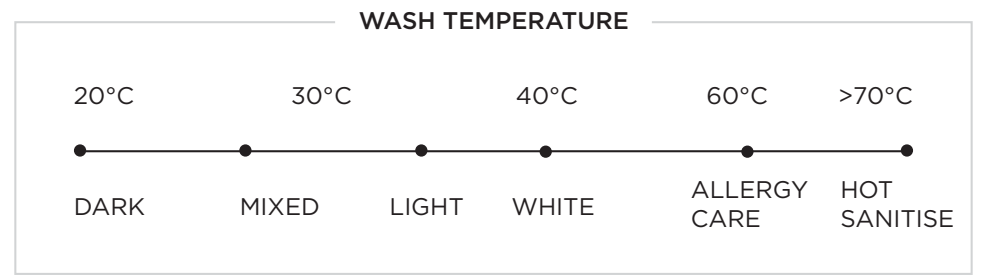


4. Select a colour.

## WASH TEMPERATURES AND SPIN TREATMENTS

Wash temperatures and spin speeds are set automatically based on your fibre, item type and colour selections. This ensures the best wash results for your items.

See below for how colour selection affects wash temperature and how item type affects spin speed.



## SELECT A SOIL LEVEL

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Soil Level adjusts the wash cycle based on how dirty or stained items are. Select a soil level to suit the load. The wash time and detergent dose will automatically adjust to suit your selection.

### Light

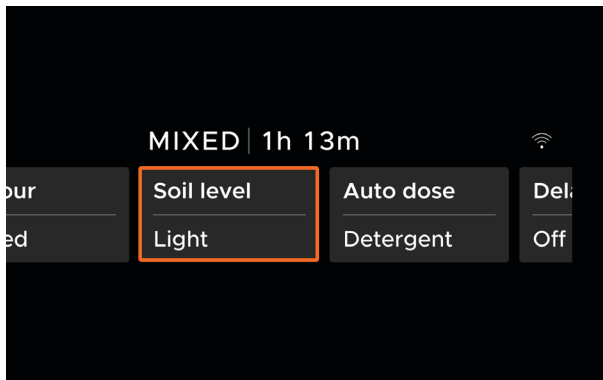
For items with low levels of soiling, reducing detergent dosage and wash time.

### Moderate

Ideal for everyday laundry loads, providing a balanced wash cycle with optimal detergent dosage and wash time.

### Heavy

For items with high levels of soiling, using higher detergent dosage and longer wash times.

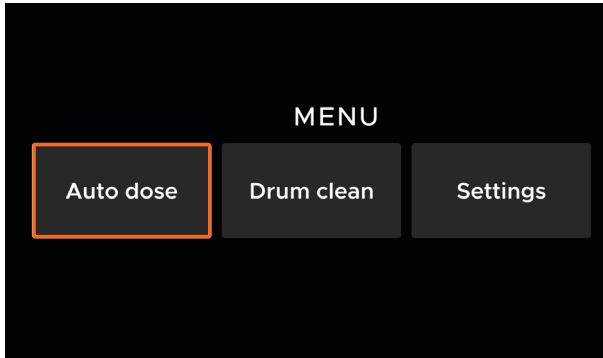



5. Select a soil level.

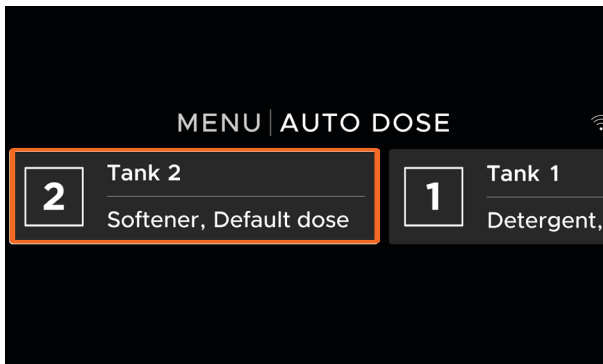
## SET UP AUTO DOSE

Use Auto Dose to set your preferences for everyday and specialised liquid detergents or fabric softener, and adjust the dose - Min, Low, Default, High Max.

Once filled, the Auto Dose tanks automatically dispense the right amount for each wash. When the tanks get low, a reminder will show on the screen.



6. Select **AUTO DOSE** during cycle setup to set Auto Dose or Manual dispensing, or go to **MENU**  to set up and adjust detergent type and dosage preferences.



7. Select a tank.

Tank 1 is fixed to Everyday detergent, but you can adjust the dosage level.

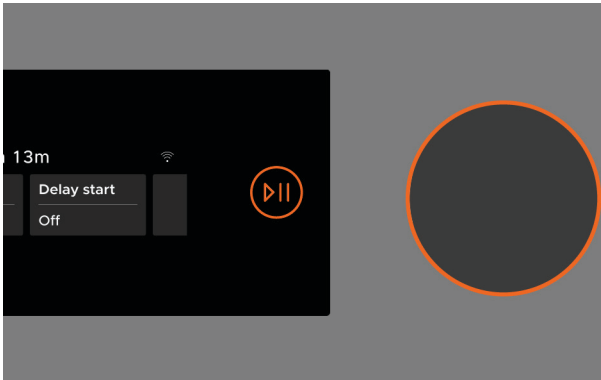
Tank 2 can be set to dispense Everyday detergent, softener or specialised detergent, and you can adjust the dosage level.




8. Scroll to assign a detergent or softener and dosage amount, then press the dial to select.

If Tank 2 is set to Everyday, the dosage will match the dosage set for Tank 1.

## SET THE CYCLE



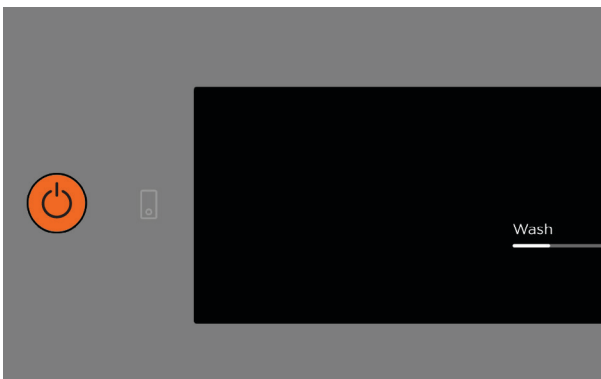
9. Press **START/PAUSE**  to start or pause the cycle.




### Other wash options

Select **DELAY START** if you want to delay the beginning of the wash cycle. See 'Set Delay Start' for details.

Select **MORE** to access further wash options. See 'More options' for details.



### Cancelling the cycle

Press and hold **POWER**  to cancel the cycle or turn the washer off.

## MORE OPTIONS

### Access extra wash options and optimisers in the app

- **COLD PRE-WASH** - Add a pre wash to remove excess soil and ensure optimal wash results.
- **SOAK** - Add extra time for items to soak halfway through the wash cycle. Ideal for helping to lift stubborn stains.
- **EXTRA RINSE** - Add an extra rinse to the cycle. Ideal for people with sensitive skin, or for heavily soiled items.
- Optimise the cycle as required to save energy, reduce wash time or reduce noise. Select from **BALANCED**, **ENERGY**, **TIME** and **SOUND**.



#### Cold Wash

Select **COLD WASH** to select a cool wash temperature.

This uses cold inlet water for the cycle to minimise energy usage. Not available on all cycles.

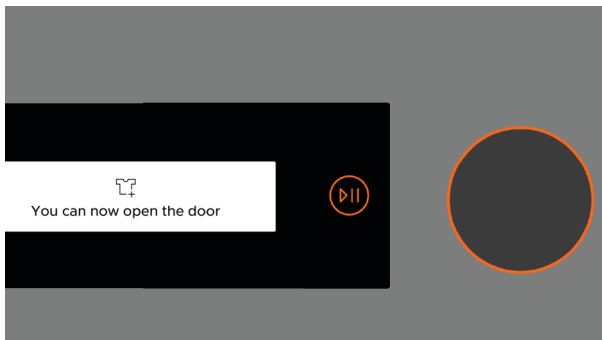


#### Crease free

Select **CREASE FREE** to turn Crease free on or off.

This tumbles the load periodically after the cycle to reduce creases in items.

Runs for 12 hours or until turned off.



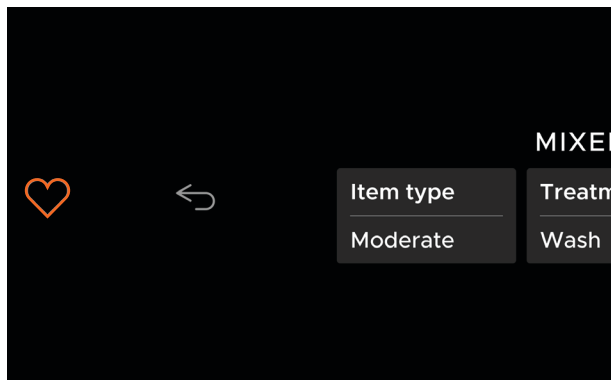
#### Add Item

Press **START/PAUSE** ⏮⏭ to pause the wash, then press the dial to add an item. For best results, add within 10 minutes of starting the cycle. The washer may drain slightly so door can open safely. Not available on all cycles.

To resume the cycle, press **START/PAUSE** ⏮⏭, then press the dial.

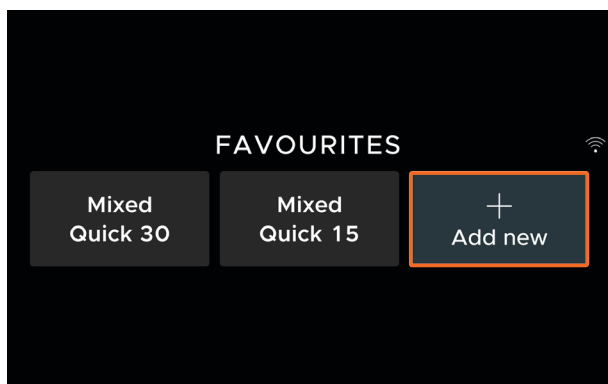
## SAVE FAVOURITE CYCLES

Save your favourite cycles for a quick start to your wash. Favourites comes with preset **QUICK 15** and **QUICK 30** cycles. You can save one more on the appliance and up to 14 in the app.



### Save a Favourite at cycle setup

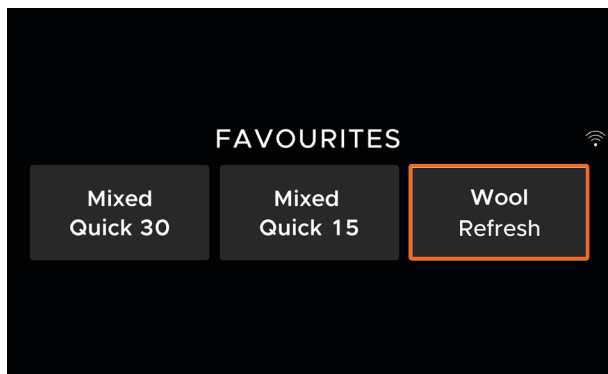
Select your cycle settings, then press and hold **FAVOURITES** ♥ to save the cycle.



### Add a Favourite

Press **FAVOURITES** ♥ on the home screen to go to Favourites menu.

Select **ADD NEW** and follow the onscreen prompts to set up and save a cycle.



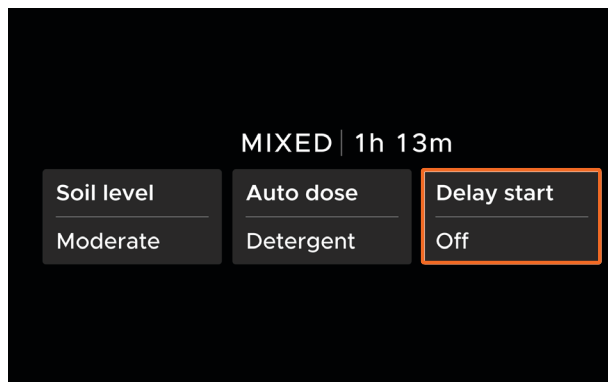
### Use a saved Favourite

Press **FAVOURITES** ♥ to access the Favourites menu. Scroll to saved cycle and press the dial to select.

Press **START/PAUSE** ⏸ to confirm, and press the dial to start the cycle.

## SET DELAY START

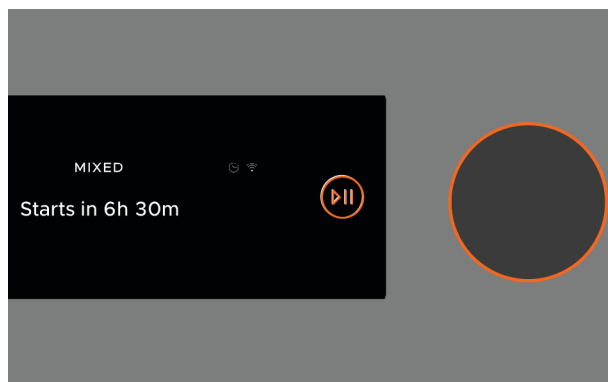
**DELAYED START** allows you to set a wash cycle to begin after a set duration from 15 minutes to 12 hours. The displayed duration is approximate.



1. After setting the wash cycle, select **DELAY START**.



2. Use the dial to set your preferred delay duration, then press the dial to confirm.

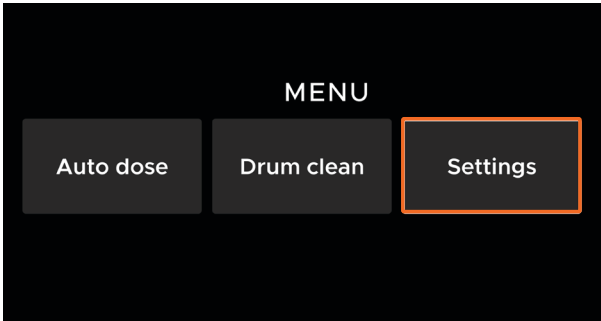



3. Press **START/PAUSE** ▶||, then press the dial to start the delay countdown. The wash cycle will begin when the countdown ends.

Press **START/PAUSE** ▶|| to pause or resume the countdown. Press **BACK** ↶ to cancel the delay.



## ADJUST SETTINGS

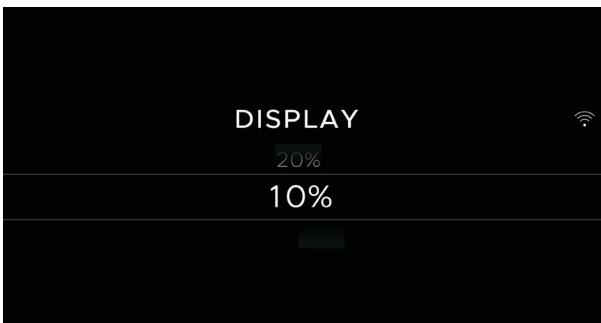


Go to MENU  and select **SETTINGS**.



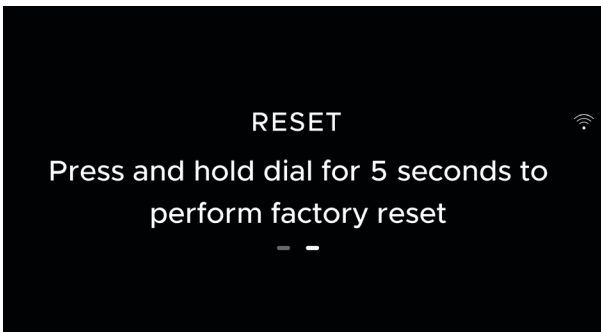
### Audio tones

Turn audio tones on or off.



### Display

Adjust the brightness of the display screen. Set a lower brightness to improve energy efficiency.



### Reset

Restore all settings to factory defaults.

This action cannot be undone.

## CHOOSE A DETERGENT

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Specialised detergents provide the best wash performance for different items. We recommend using a specialised detergent type where relevant.

If switching detergent types between loads, we recommend cleaning the dispenser drawer to remove unsuitable detergent before washing items with a specialised detergent. See 'Clean the dispenser drawer'.

### **Everyday**

For your everyday items that do not require specialised care.

### **Darks**

Dark detergents are specially designed to keep darks vibrant and prevent dye transfer during the wash. Avoid using darks detergents with white or light-coloured items.

### **Whites**

Whites detergents are designed to brighten your white items as they typically contain whitening agents. Avoid using darks detergents with white colour items.

### **Sensitive**

For items of users with sensitive skin. Sensitive detergents are typically free from fragrance and colourants, safer for those with allergies or asthma, and ideal for baby clothes.

### **Delicates**

For delicate and ultra-delicate fabrics. Delicate detergents preserve fibre while maintaining softness.

### **Wool**

Wool detergents are ideal for all types of woollen items to gently clean and maintain softness.

### **Down**

Down detergents are designed for gently cleaning filled down garments, restoring loft, removing odours and revitalising water repellency. Typically these detergents are also designed for synthetic filled garments.

### **Softener**

Softeners are for conditioning items, giving them a softer feel. Softeners are dispensed during the rinse phase to prevent mixing with detergents.

## WI-FI CONNECTION AND REMOTE MODE

Your appliance may be connected to your home wireless network and operated remotely using the app. Connect your appliance to ensure it stays up to date with the latest software and features.

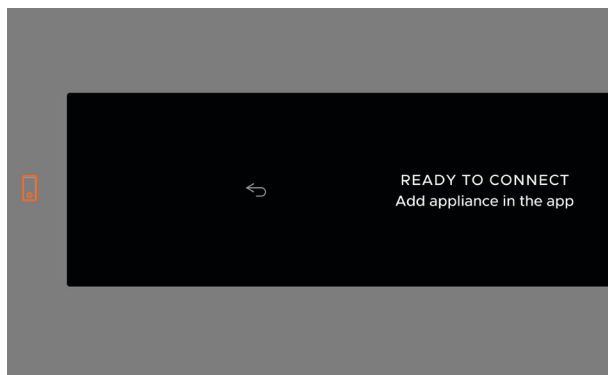
### Getting started

- Ensure your home Wi-Fi network and Bluetooth on your mobile device are turned on.
- You will be given step-by-step guidance on your mobile device.
- It may take up to 10 minutes to connect your appliance.
- For further guidance and troubleshooting, please refer to the app.



### On your mobile device:




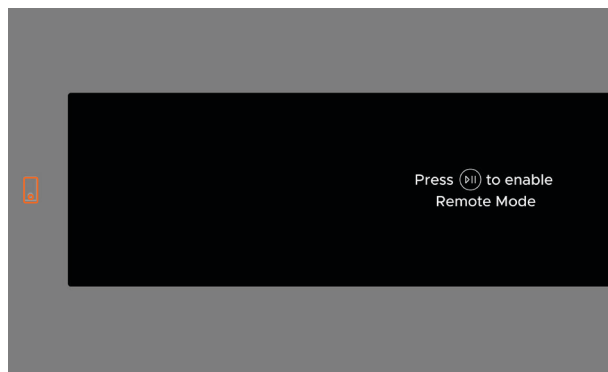
- ① Download the app. Scan the QR code or go to [www.fisherpaykel.com/connect](http://www.fisherpaykel.com/connect)
- ② Register and create an account.
- ③ Add your appliance.








### Connecting to Wi-Fi

Press and hold **REMOTE**  until **READY TO CONNECT** shows on the display and the Wi-Fi indicator  starts to flash. Follow the instructions in the app to complete the connection.

Once connected, the Wi-Fi indicator  will stop flashing and remain illuminated.



### Turning Remote mode on/off

When connected to Wi-Fi, press **REMOTE** , then press **START/PAUSE**  to enable. When in remote mode, **REMOTE**  will stay illuminated. To turn remote mode off, press **REMOTE**  or **BACK** .

## CLEAN AND MAINTAIN YOUR APPLIANCE

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### Surfaces and accessories

Wipe with a damp cloth and dishwashing liquid, then dry with a clean, lint-free cloth. We do not recommend using the following cleaning products as they may cause damage:

- Plastic or stainless steel scouring pads
- Abrasive, solvent, household cleaners
- Acid or alkaline cleaners
- Handwash or soap
- Stainless steel cleaners or polishes
- Laundry detergents or disinfectants

### Cleaning the drum and the door

- Run the Drum Clean cycle.
- Wipe the rubber seal around the door to prevent odours. Remove any items or lint and wipe out any water.
- Remove dirt or lint from the drum and wipe it clean. Do not leave metal objects in the drum as these may rust and cause staining.
- Leave the door open when not in use to prevent odours. Keep children and pets away from the washer so they cannot become trapped inside it.

### Cleaning the hose(s)

Each hose contains a filter to stop contaminants in the water from entering your washer. Occasionally, disconnect the hoses where they connect to the taps and wash out any dirt build-up.

### Moving your washer

- Remove the dispenser drawer and empty out any detergent or softener. Refer to 'Cleaning the dispenser drawer.'
- Clean the pump filter and ensure any water in the washer is drained. Refer to 'Cleaning the pump filter'.

### Products that might damage your washer

- Concentrated bleaches, laundry pre-soakers/sanitisers, stain removers and hydrocarbon solvents (eg petrol and paint thinners) can cause damage to the surfaces eg control panel, and components of your washer.
- Be careful when washing items stained with solvents as they are flammable. DO NOT put them in your washer.
- Use of dyes in your washer may cause staining of the plastic components. The dye will not damage the washer but we suggest you thoroughly clean your washer afterwards. We do not recommend the use of dye strippers in your washer.
- Nappy sanitisers and bleach are very corrosive to metal surfaces. DO NOT tip the contents of a nappy bucket into your washer. Rinse and wring items out thoroughly before placing them in the washer.

## CLEAN THE DISPENSER DRAWER

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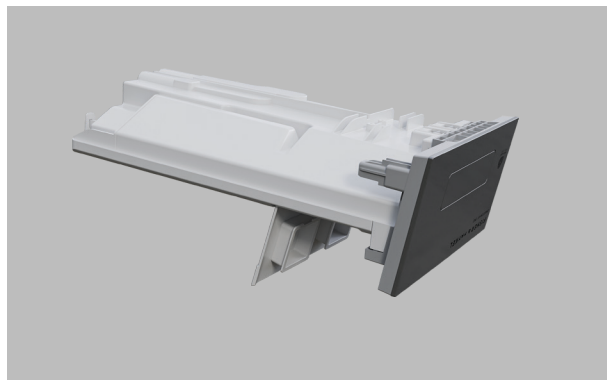
Check and clean the dispenser drawer regularly to remove build-up.



1. Pull the dispenser drawer towards you and push down on the tab to the left of the **MANUAL DOSE** compartment. Remove the drawer from the washer.



2. Drain residual detergent, then fill the compartments with warm water and shake the dispenser drawer lightly to remove residue.



3. Drain all water from the compartments before refitting the dispenser drawer to the washer.

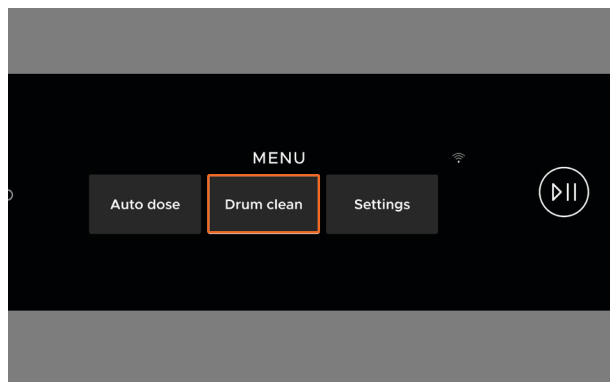
## RUN THE DRUM CLEAN CYCLE


**DRUM CLEAN** is a hot water cycle designed to be used with Washing Machine Cleaner to remove any buildup and odours. A reminder will display after 100 cycles.

Run the drum clean cycle when you see the reminder or more frequently if you use Eco or liquid detergents and low-temperature cycles.



1. Ensure the drum is empty, then add washing machine cleaner directly into the drum. Follow the manufacturer's instructions for recommended dosage.

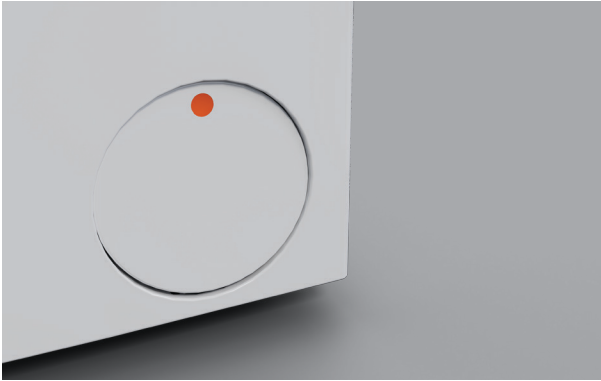


2. Go to **MENU**  and select **DRUM CLEAN**. Follow the onscreen instructions to start the cleaning cycle.

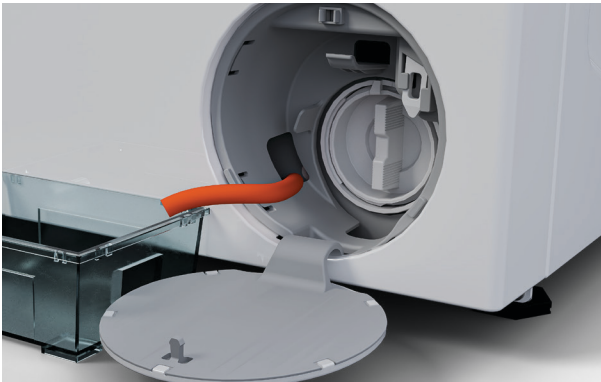
## UNLOCK THE DOOR

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In a power failure, you can use the door release tab to unlock the washer door and remove items. Disconnect the washer from the power supply before you remove any parts.



**1.** Push the centre of the filter cover to open.



**2.** Drain the appliance to ensure it is safe to open the door. See 'Clean the pump filter' for details.



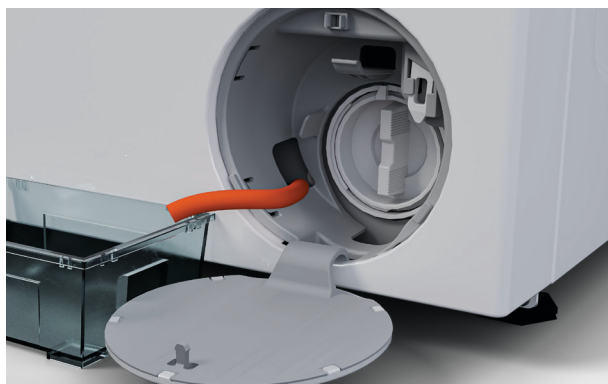
**3.** Use a tool to pull the tab down and release the door.

## CLEAN THE PUMP FILTER

Check and clean the pump filter if you notice the washer is not draining. Disconnect the washer from the power supply before you remove any parts.



1. Push the centre of the filter cover to open, then unhook the hose and pull it out.



2. Remove the hose plug, and drain water into a shallow dish.  
**After draining, replace the plug and refit the hose in the housing.**

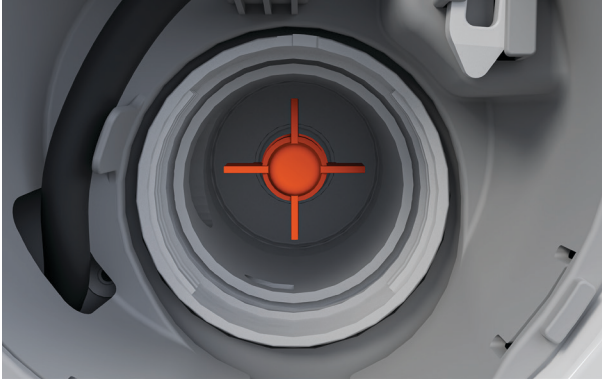


3. Turn the filter anti-clockwise to remove. Some water may leak from it.  
Clean and rinse the filter.



## CLEAN THE PUMP FILTER

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**4.** Check and clear the cavity behind the filter, and check that the impeller behind the filter moves freely.



**5.** Refit the filter and turn it clockwise until the handle is in the vertical position.


## TROUBLESHOOTING

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### General use

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#### Why will the appliance not turn on?

- No power. Check the appliance is connected to the power supply. Press and hold **POWER**  to turn the appliance on.
- 

#### Why is the display not responding?

- The controls are locked. Press and hold **LOCK** .
  - Appliance needs to be reset. Press and hold **POWER**  to turn the appliance off. Wait a few seconds, then turn it back on. If the problem persists, disconnect from power supply, wait a few seconds, then reconnect. Press and hold **POWER**  to turn on.
  - Appliance may require a software update. Connect it to Wi-Fi and check for updates in the app.
- 

#### Why is the washer not starting?



- Door not closed. Check nothing is obstructing the door, and close it firmly.
  - Cycle confirmed but not started. Press the **START/PAUSE**  button, then press the dial, to start the cycle.
  - Washer is overloaded. Remove some items and restart the cycle.
  - Delay start is set. See 'Set Delay start'.
  - The controls are locked. Press and hold **LOCK** .
  - There is a fault. See 'Fault codes'.
- 

#### Why is the washer stopping and starting?



The **CREASE FREE** setting is turned on. Select **CREASE FREE** to turn off.

---

#### Why did the washer stop mid-cycle?

- Cycle has been paused. Press **START/PAUSE**  then press the dial to resume the cycle.
  - The door is open. Close the door and press **START/PAUSE**  then press the dial to resume the cycle.
- 

#### Why is the washer vibrating or making noises?

- Transit bolts may still be in place. Refer to installation guide for how to remove them.
  - Washer overloaded. Press **START/PAUSE**  to pause the cycle and remove some items.
  - Washer not level. Refer to installation guide for instructions about levelling the washer.
  - Load out of balance. Press **START/PAUSE**  to pause the cycle and redistribute items.
  - Washer has a fault. See 'Faults and alerts'.
-

## TROUBLESHOOTING

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### Why is the wash cycle taking so long?

- Washer is overloaded. Pause the cycle and remove some items.
  - Items are tangled. Untangle the items and resume the cycle.
  - Incorrect settings for the load. Check the selected fibre type, item type and treatment and adjust if required.
  - Washer is not draining. Check the drain hose for blockages and correct if possible. If the problem persists contact Customer Care.
- 

### Why is the fabric damaged after a wash cycle?

- Cycle settings not appropriate for the load type. Follow instructions on care labels and sort items accordingly. See 'Sort your items'.
  - Metal parts on the items or in the load may catch on fabric. Always fasten zips, velcro and other clasps before placing items in the washer.
- 

### Why do items keep getting tangled?

- Loads not separated before going in the washer. Load items individually and try separating larger items from smaller items.
  - Load size is too large. Try washing smaller loads. See 'Load the washer'.
  - Wash big items like sheets and duvet covers separately and use the **Sheets** item type.
  - Cycle settings not the best option for the load type.
  - Delicate items not separated. Wash pantyhose, bras and stockings in a small washbag.
- 

### Why do items keep getting creased?

- Items have been left in the washer after the cycle ended. Turn **CREASE FREE** on at the start of the cycle to minimise creasing.
  - Washer is overloaded. Press **START/PAUSE** ▷|| then press the dial to pause the wash and remove some items.
  - Select the **Delicate** item type. This will reduce spin speed and minimise creases.
- 

### Why is dye transferring between my items?

- Items not sorted before going in the washer. Separate white and coloured items into separate loads.
  - Cycle settings not appropriate for load type. Select the relevant **COLOUR** option for your load.
- 

### Why is the washer not draining?

- Pump filter needs to be cleaned. See 'Clean the pump filter.'
  - Drain hose not connected correctly. See the installation guide for instructions.
  - Drain hose or drain is blocked. Check the drain hose and drain for blockages and correct if possible. If the problem persists contact Customer Care.
-

## TROUBLESHOOTING

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### Why is the washer beeping?

- The cycle has ended. Items can be removed.
  - Washer has a fault. See 'Faults and alerts'.
- 

### Why is water coming from under the washer?

- Door not closed. Check nothing is obstructing the door, and close it firmly.
  - Dispenser drawer not closed. Close it firmly.
  - Drain hose or drain is blocked. Check the drain hose and drain for blockages and correct if possible. If the problem persists contact Customer Care.
  - Drain hose not connected correctly. See the installation guide for instructions.
- 

### Why is my washing wetter than I expect at the end of the cycle?

- Out of Balance load affecting spin speed. Redistribute the load and run a spin treatment to remove excess water.
  - Quick or delicate cycles have lower spin speed and can result in wetter washing at the end of the cycle. Select Moderate and Durable treatments as these have faster and longer spin times.
- 

### Why are my clothes not as clean as I expected?

- Incorrect settings for the load. Select a higher **SOIL LEVEL** or more durable item type.
  - Not enough detergent. Increase detergent amount by increasing **SOIL LEVEL** or adjusting **AUTO DOSE** amount.
  - Washer overloaded so can't wash items properly. See 'Load the washer' for maximum load capacity guidance.
  - Ineffective detergent. Use a good quality detergent for best results.
  - Washer still has residual dirt from previous wash. After washing particularly soiled clothing, empty the washer and run a **RINSE** cycle to remove residual dirt.
- 

### Why is the remaining cycle time not accurate?

Cycle time is an estimate based on load size and water flow rates. It adjusts throughout the cycle to give you an estimation of minutes remaining. The time shown is not the Declared Program Time.

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### Why does my item have wet patches on after a REFRESH cycle?

This is normal and helps remove wrinkles. Remove the item from the washer immediately at the end of the cycle and hang up to dry for a few minutes before wearing.

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### Why does my washer smell after a cycle?

- Drum and door need to be cleaned. See 'Clean and maintain your appliance'.
  - Try using a different detergent.
  - Leave the washer door open slightly after a cycle so it can dry out.
-


## FAULTS AND ALERTS

### How do I know if there is a problem?

Your washer will beep and an alert will show in the display. Press the dial to stop the beeping.



### How to fix

First try to fix the issue and clear the alert according to the onscreen instructions or the steps in the following table.

ALERT	WHAT TO DO
OVERSUDSING	No action. The cycle will resume when the suds have dissipated.
WATER LEVEL TOO HIGH	No action. The cycle will resume when the water has drained.
FILTER BLOCKED	Check and clean the pump filters. Press the dial to dismiss the alert.
CHECK PUMP FILTERS	Check and clean the pump filters. Press the dial to dismiss the alert.
NO WATER	Check taps before resuming the cycle. Press the dial to dismiss the alert.
OUT OF BALANCE	Press the dial or open the door to dismiss.
DRUM CLEAN	Press the dial to dismiss the alert, then run a <b>DRUM CLEAN</b> cycle
HIGH TEMP	Press the dial to dismiss the alert. Door will unlock when drum has cooled, so you can add or remove an item.
CYCLE PAUSED	Due to lost power. Press <b>START/PAUSE</b>  then press the dial to resume the cycle.

### 'E' fault codes

You may be able to clear the fault by resetting the washer. Follow the steps below:

- ① Press and hold **POWER**  to turn the appliance off.
- ② Wait a few seconds, then press and hold **POWER**  to turn the appliance back on.

If the fault code has disappeared, you can continue to use your washer.

### If the problem persists

- ③ Note down the fault code.
- ④ Contact Customer Care or a Fisher & Paykel trained and supported service technician. Refer to the Service and Warranty booklet for contact details.

## COMPLIANCE INFORMATION

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### Registration cycle

The cycle for energy and water labelling in accordance with AS/NZS: 2040.2 and AS/NZS:6400 is as follows: Cotton, Item: Durable, Colour: White, AutoDose: Manual. This cycle is the recommended energy and water saving for normally soiled everyday washing, equal to the rated capacity.

**Note for Testing Laboratories:** The powder detergent is placed directly into the bottom of the drum. The maximum amount of anti-foaming agent is then placed into the bottom of the drum followed by the PBIS solution. The load is then added as per AS/NZS2040.1 requirements.

### UV Sanitise (20°C)

This cycle complies with the bacterial removal requirements of GB 21551.5-2010 Average elimination rate for the following bacteria, Staphylococcus aureus & Escherichia coli >99.9%  
Fibre: COTTON, Item Type: DURABLE, Treatment: SANITISE, Colour: DARK, Soil Level: MODERATE, AutoDose: MANUAL

### Hot Sanitise (available through the app)

This cycle complies with the bacterial removal requirements of GB 21551.5-2010. Average elimination rate for the following bacteria, Staphylococcus aureus & Escherichia coli >99.9%  
Fibre: MIXED, Item Type: MODERATE, Treatment: SANITISE, Colour: MIXED, Soil Level: MODERATE, AutoDose: MANUAL, More Options: SANITISE METHOD - HOT WATER

### Allergy Care

This cycle complies with the dust removal requirements of QB/T 5958-2023. Average elimination rate for the following allergen Dermatophagoides farinae =100%  
Fibre: COTTON, Item Type: MODERATE, Treatment: ALLERGY, Colour: MIXED, Soil Level: MODERATE, AutoDose: MANUAL

### Woolmark

The wool wash cycle of this machine has been approved by The Woolmark Company for the washing of machine washable wool products provided that the products are washed according to the instructions on the garment label and those issued by the manufacturer of these washing machines M2528 (WH1060D5, WH1060DG5, WH1260D5, WH1260DG5 = 4kg). M2529 (WH9060D5, WH9060DG5 = 2kg).

Fibre: WOOL, Item Type: DELICATE, Treatment: WASH, Colour: WHITE, Soil Level: LIGHT, AutoDose: MANUAL.



**NZ**



**To access your Warranty and Service Guide**

Scan the QR code with your smartphone to access your warranty and book a service, or view online at <https://www.fisherpaykel.com/nz/help-and-support/warranty-information>

**AU**



**To access your Warranty and Service Guide**

Scan the QR code with your smartphone to access your warranty and book a service, refer to your separate warranty and service book or view online at <https://www.fisherpaykel.com/au/help-and-support/warranty-information>

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

**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 guide apply to the specific products and  
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improvement, these specifications may change at any time.

For current details about model and specification availability in your country,  
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