FISHER & PAYKEL

FRONT LOADER WASHER

WH1260MZB5 models

USER GUIDE

CN

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⚠ 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!

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.
- This product is suitable for sale and use in mainland China only.
- This is a general guide only. For detailed information such as rated capacity, dimensions, Restriction of Hazardous Substances declaration and installation instructions refer to the website refer to fisherpaykel.cn
- If there is any inconsistency between this guide and the available version online, refer to the online version in the first instance.
- Do not touch or operate the appliance with wet hands or with bare feet.
- 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.
- Never allow small children, pets or dangerous items inside the drum, to prevent suffocation, death or other accidents.
- Prevent children and pets from approaching, playing with, or operating the appliance, including doors and detergent drawers.
- Supervise children to ensure they do not play with the appliance, climb inside the drum or inhale small parts.
- Do not place stools or similar climbing aids near the appliance.
- 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 open the detergent dispenser during the cycle as hot water may come out of it.
- 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 wash or dry foam rubber (latex foam), shower caps, waterproof fabrics, rubber-backed items, or items containing foam rubber, such as pillows. Follow garment care labels to avoid abnormal vibration or fabric damage.
- Do not wash or dry items contaminated with cooking oil, acetone, alcohol, gasoline, kerosene, stain removers, turpentine, paraffin, or paraffin removers. These substances are volatile or flammable.
- Never 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 unplug or switch off the power during operation. Do not open the drain filter door or detergent drawer during operation.
- During and shortly after high-temperature washing or drying, do not touch the drum, metal parts, door glass, control board, or metal parts of clothing. Do not touch the drain hose when draining hot water.
- Do not cover the appliance with plastic dust covers.
- After each wash, turn off the water tap and unplug the appliance. Check the door seal for small objects and clean it.
- Take care when opening the detergent drawer to avoid sharp edges and prevent children from being injured.
- If leakage, abnormal noise, odor, overheating, or malfunction occurs: turn off water supply, unplug, stop use, and contact customer service.
- Use detergents and fabric softeners according to manufacturers' instructions.
- Do not disassemble, repair, or modify the appliance. Use original spare parts only.
- Do not sit or lean on the open door. The appliance may tip over.
- Do not place items on the appliance, especially hot or heavy items.
- Do not climb onto the appliance.
- Avoid impact to glass parts to prevent injury.
- For models with circuit breakers or RCDs, do not change their settings.
- WARNING: Keep ventilation openings unobstructed, especially for built-in installation.
- Do not place flammable items inside or near the appliance. Do not use flammable sprays near the appliance.

- Do not overload your washing machine beyond its rated capacity.

MODEL CODE	MAXIMUM CAPACITY* (KG)
WH1260MZB5 CN	12kg

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

Installation:

- 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 www.fisherpaykel.cn
- Do not install or operate this appliance on any other plinth or structure.
- 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.
- Do not attempt to lift washer 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.
- Do not install machines from different manufacturers together.
- Do not lift or move the machine by protruding parts (e.g. door, plastic parts, dispenser). Components may loosen or be damaged. Wear protective gloves during installation and transport.
- Do not immerse the end of the drain hose in water. Ensure water can drain freely.
- Do not connect the inlet hose to a non-potable or dirty water supply.
- Use only the inlet hose supplied with the appliance. Do not reuse old inlet hoses.
- Do not install washer-dryer combinations on an inclined or unstable surface. The appliances may tip over.

Installation location:

- Insects (e.g. cockroaches) may damage the appliance. Keep the appliance and surrounding area clean.
- Install on a hard, level, stable surface. Do not install on sloped, uneven, or soft surfaces (e.g. rough concrete).
- Do not place the appliance on raised platforms or stands.
- Installation on wooden floors is not recommended. If unavoidable, reinforce the floor and install in a corner where possible.
- Do not place wood, cardboard, or similar materials under the appliance to level the floor.
- Do not install behind a door that may block full door opening.
- Do not place or operate microwave ovens, induction cookers, hair dryers, irons, ovens, or other electromagnetic heating appliances near the washing machine.
- Do not use the appliance at 0 °C or below.
- If moved from ≤0 °C to room temperature, let it stand for 2–4 hours before use to ensure hoses are not frozen.
- Do not install in direct sunlight or near heating devices.
- Do not use near biogas pits or environments containing flammable or explosive gases or liquids.
- Do not install in dusty environments (e.g. coal dust, flour).
- Do not allow lint to accumulate around the appliance.

- Do not place lit candles, cigarettes, mosquito coils, or other ignition sources on the appliance.
- Do not install outdoors or in wet environments.
- Do not install under a shower or allow water spray to directly hit the appliance.
- Maximum operating altitude: 2000m

Water supply requirements:

- Inlet water pressure: Max. 1MPa, Min. 30kPa
- 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. 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.

Electrical requirements

- Use a 220 V / 50 Hz AC power supply only. Do not replace the product or supply fuse with a conductor or a fuse exceeding the specified current rating. The electricity meter, wiring, and outlet must be rated for 10 A or higher and must be reliably grounded.
- The power outlet must be located within reach. 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.
- Use a dedicated power outlet only. Do not connect the appliance to a light fitting. Live, neutral, and earth wires must be correctly and securely connected. The outlet must be CCC-certified or equivalent.
- The grounding terminal must be reliably grounded and kept away from water and gas pipes. If grounding test results are abnormal, have a qualified professional inspect and rectify the issue to prevent damage, electric shock, or other serious hazards.
- Before and after installation, check that the power cord is not trapped, crushed, or damaged. If the power supply cord is damaged, it must only be replaced by a Fisher & Paykel trained and supported service technician.
- Do not remove or modify the grounding pin of the power plug under any circumstances.
- Do not bend, damage, modify, crush, twist, pull, tie or place heavy objects on the power cord or plug. Do not use extension cords or plug adapters.
- In the event of a gas leak, immediately close the gas valve, open doors and windows, and do not insert or remove the appliance power plug or any other electrical plug.
- WARNING: The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.
- Do not touch or insert/remove the power plug with wet hands. Do not unplug by pulling on the power cord.
- Ensure the plug is fully inserted into the outlet and maintains firm contact, and is cleaned of dust regularly, otherwise poor insulation and fire may result.

Cleaning

- Always disconnect the power before cleaning. Do not handle the plug with wet hands.
- Do not use organic solvents or corrosive liquids on the exterior or rubber parts.
- Use a neutral detergent and a soft damp cloth.
- Do not insert hands, feet, or arms under the appliance casing during cleaning.
- Do not use steam cleaners, high-pressure cleaners, hoses, or sprays. Do not spray water directly onto the appliance.

Disposal

- Packaging materials may cause injury. Keep all packaging out of children's reach.
- Dispose of the appliance responsibly at the end of its life or hand over to qualified professionals. Improper disposal may cause environmental harm or other hazards.
- 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.

Hazardous Substances Declaration Table and Marking

1. Information on the Hazardous Substances declaration for this product is available online. Go to www.fisherpaykel.com/cn/zh_CN/specify and search by appliance type, product name or model.

2. The RoHS mark and the Environment-Friendly Use Period (EFUP) can be identified on the rating label affixed to the product.

Product Quality Certificate

Fisher & Paykel Appliances Ltd hereby declares that:

All models listed in the User Guide are designed in compliance with the applicable Chinese GB product safety standards and manufactured under an established factory quality management system. The model number and manufacture date can be identified on the product rating label. Accordingly, the listed models comply with the requirements of the People's Republic of China Product Quality Law.

Energy Efficiency Label Notice

This product complies with the currently applicable mandatory national energy efficiency standard: GB12021.4. Scan the QR code on the energy efficiency label to view the product's energy efficiency label registration information.

Download 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

FEATURES AND ACCESSORIES

① Touchscreen display

② Power button

③ Detergent/Softener dispenser drawer

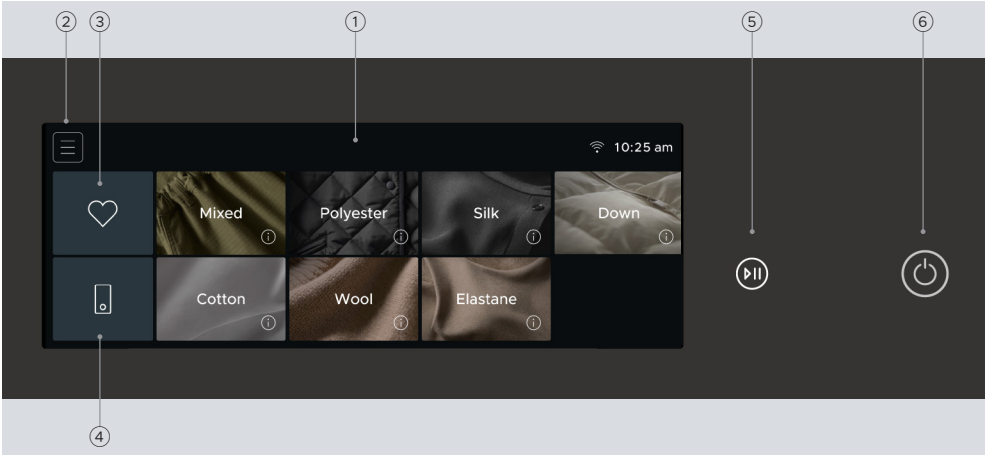
④ Manual door-release tab (for use during power failure)

⑤ Pump drain hose

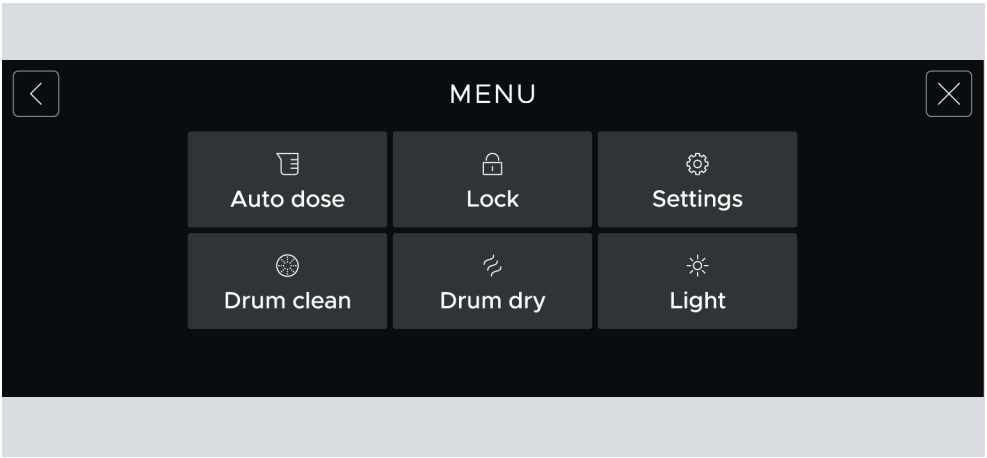
⑥ Pump filter

⑦ Drum light (inside drum)

CONTROL PANEL



①	**Touchscreen display**	Use to navigate and select cycles, features and settings.
②	**Menu**	Press **MENU** ☰ to access additional features and settings.
③	**Favourites**	Press **FAVOURITES** ♡ to access saved favourite and preset cycles (**QUICK 15** and **QUICK 30**). You can save before, during or at the end of a cycle.
④	**Remote**	Press **REMOTE** to connect appliance to your mobile device and operate it via the app.
⑤	**Start/Pause**	Press to start or pause a cycle or enable Remote mode.
⑥	**Power**	Press and hold to turn the appliance **ON/OFF**.

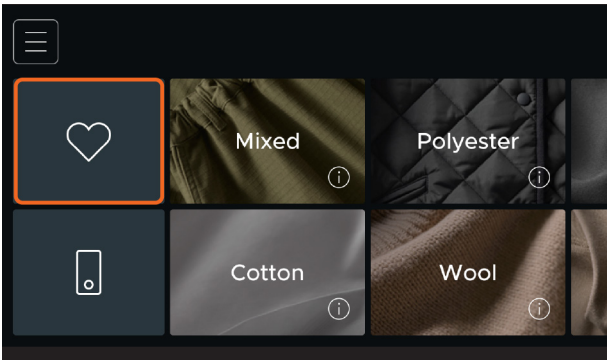


	AUTO DOSE	Set or adjust detergent and softener dispensing tanks and dosage. See ‘Set up Auto Dose’.
	LOCK	Lock the controls at any time to prevent accidental use.
	LIGHT	Turn the drum light off or set it to turn on automatically.
	DRUM CLEAN	Run **DRUM CLEAN** to clean the washer.
	DRUM DRY	Set **DRUM DRY** as a default to dry the washer after a cycle.
	SETTINGS	Set and adjust clock, display, volume and other settings to suit your preferences. See ‘Adjust settings’.
	BACK	Go back one level.
	EXIT	Return to the home screen.

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

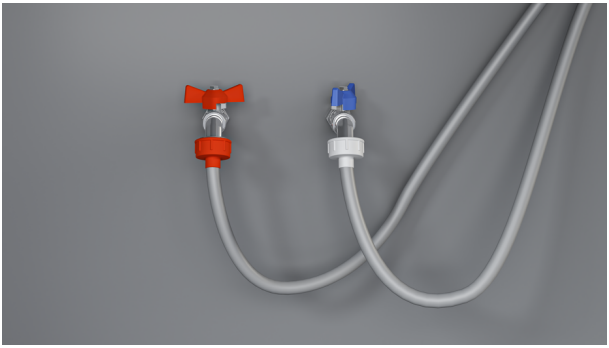
1. Push dispenser drawer to open, then add detergent to Tank 1.

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 **FAVOURITE** ♡ and select **QUICK 15**.

FAVOURITE ♡ is preset with **QUICK 15** and **QUICK 30** cycles. See 'Save Favourite cycle' for information about adding new favourite cycles.



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 and softener.

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 **DISPENSING** 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** and add the pod directly to the washer drum and put your items on top of it.

SORT YOUR ITEMS

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

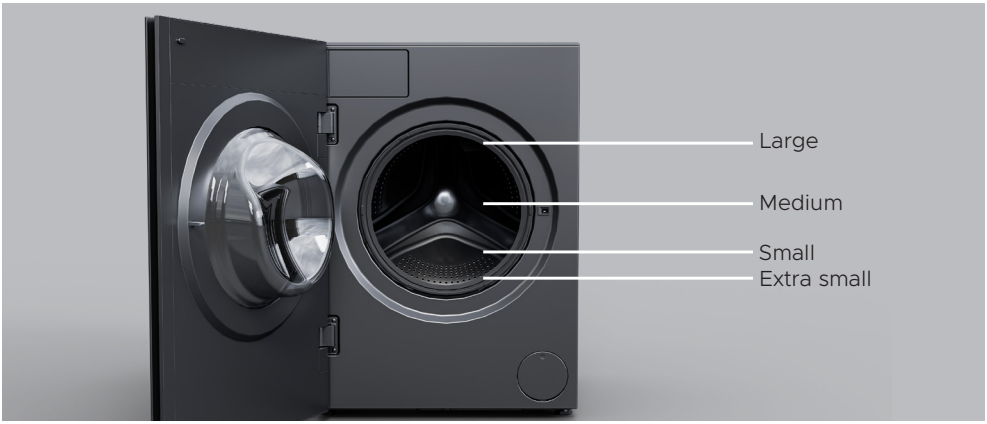
This table helps identify the most delicate or sensitive fibres commonly found on care labels. It also offers alternative cycle suggestions for most specialist fibres. Recommendations may not suit all items — always check your care label first.

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
High	Cashmere, Angora, Mohair	Not suited for machine washing in this model	
	Down	Down	
	Silk	Silk	
	Wool, Merino, Lambswool	Wool	
	Elastane, Spandex, Lycra	Elastane	
	Viscose, Bamboo, Rayon, Modal	Cotton	Ultra delicate
	Lyocell, Tencel™		
	Acrylic	Polyester	Ultra delicate
	Linen	Cotton	Ultra delicate
	Ramie		
	Nylon, Polyamide	Polyester	Ultra delicate
	Polyester	Polyester, Mixed	
Low	Cotton	Cotton, Mixed	

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 washer and maintain good wash performance.



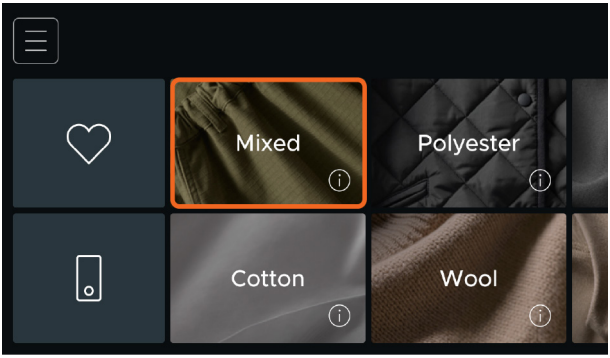
ITEM TYPES		MAX LOAD SIZE
Mixed, Cotton, Polyester	Ultra delicate	Extra small
	Delicate, Denim, Sportswear	Small
	Moderate, Durable	Large
	Sheets, Towels, Bulky	Large
Wool	Ultra delicate, Delicate	Small
Elastane	Ultra delicate	Extra small
	Delicate	Small
	Moderate	Medium
Down	Ultra delicate	Extra small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

SET A CYCLE

Your washer has specialised cycles for specific fibre types. Start by selecting a fibre type, then select an item type based on durability or specific items, such as sheets or towels, and the required treatment. You can adjust settings for soil level, colour and dispensing. The available cycle options may vary depending on the fibre type you select.

Automatic cycle settings

Cycle settings like temperature and spin speed no longer need to be set manually. These settings will all adjust automatically based on your cycle selections. Press **INFORMATION** ⓘ or see 'Cycle selections' for details about which fibre to choose.

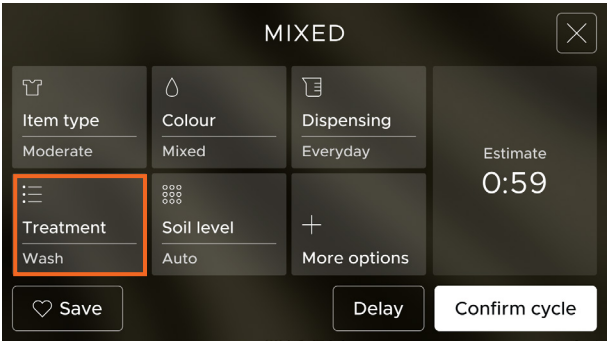


1. Press and hold **POWER** ⏻ to turn the washer on, then select a fibre type.

Press **INFORMATION** ⓘ for a description of each fibre.

2. Press **ITEM TYPE** to access the options and see a description and examples for each type.

Scroll to select an item type.



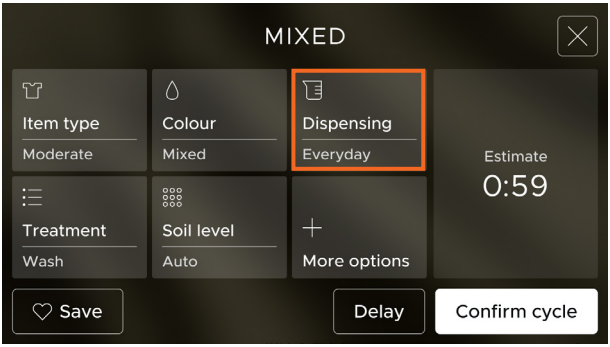
3. Press **TREATMENT** to access the options and descriptions.

Scroll to select a treatment.

4. Press **COLOUR** to access the options.

Press to select a colour option.

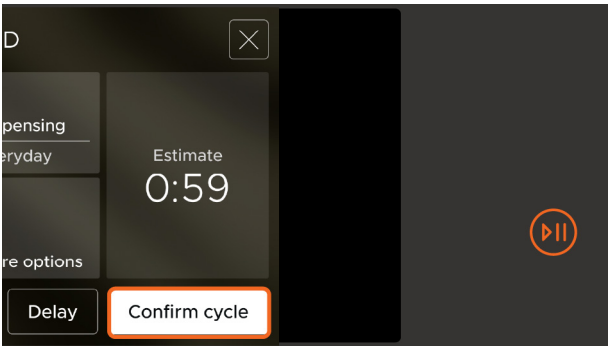
5. Press **SOIL LEVEL** to select a soil level option, or use **AUTO.** **AUTO** senses the soil level and adjusts the wash time and detergent dose to suit.



6. Select a dispensing option for detergent and softener.

You can select the Auto Dose tanks or the Manual tank.

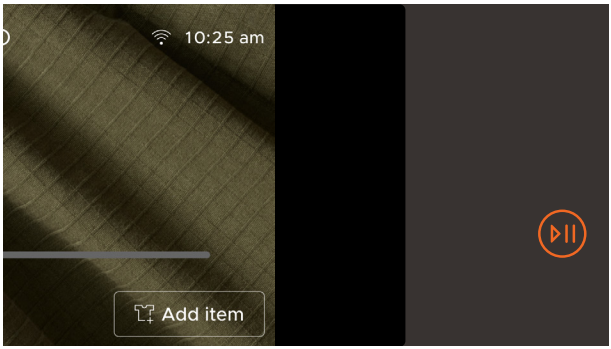
See 'Add detergent and softener' and 'Set up Auto Dose' for details.



7. Press **CONFIRM CYCLE** then press the **START/PAUSE** button to begin the cycle. The cycle progress will show on the display.

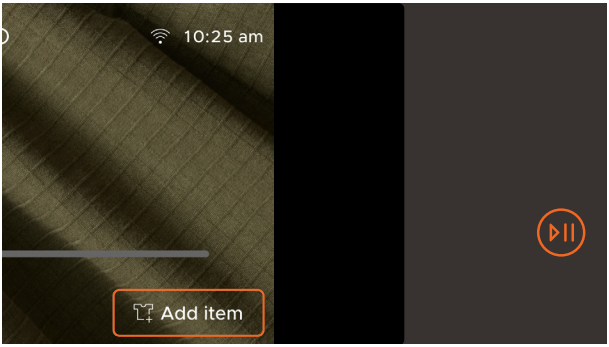
See 'More options' for details about more wash options.

See 'Set Delayed start' for how to schedule your wash to start at a later time.



Pausing the cycle

Press the **START/PAUSE** button to pause the cycle.



Add Item

Press **ADD ITEM** to pause the wash and 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.

Press **RESUME**, then press the **START/PAUSE** button to resume the cycle.

Cancelling the cycle

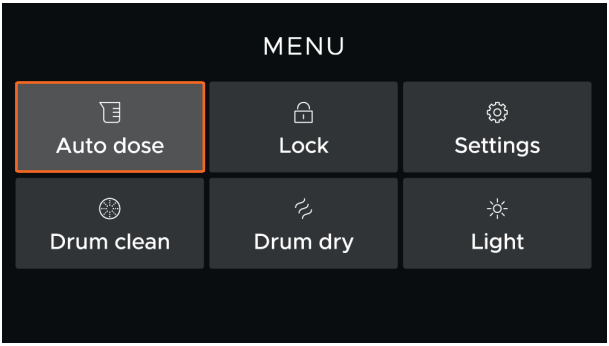
Press **CANCEL** and follow the prompts to cancel the cycle.

The door will remain locked until the water level has drained below the door.

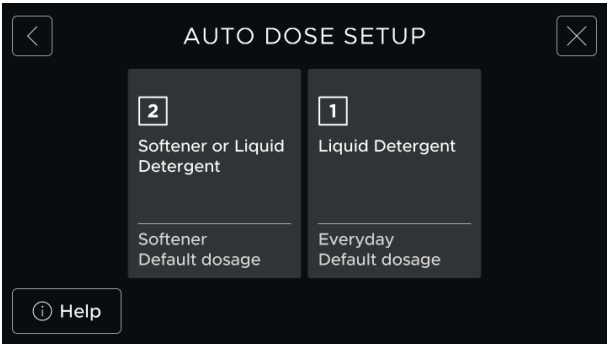
SET UP AUTO DOSE

Use Auto Dose to set your preferences for everyday and specialised liquid detergents or fabric softener, and adjust the dose to suit your needs.

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.



1. Go to **MENU** and select **AUTO DOSE** or access it from **DISPENSING** during cycle setup.



2. 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.

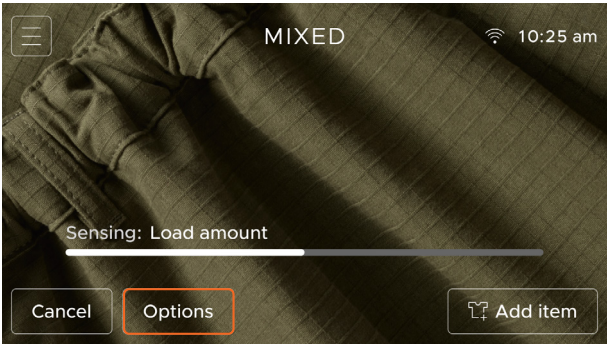
3. Scroll to assign a detergent or softener and dosage amount, then press **CONFIRM**.

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

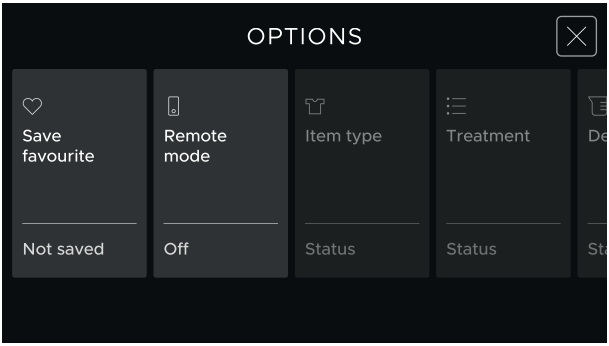
Optimise	Optimise the cycle as required to save energy, reduce wash time or reduce noise. Select from Balanced, Energy, Time and Sound. Some optimise options are not available on certain cycles to ensure optimal wash results.
Pre wash	Add a pre wash to remove excess soil and ensure optimal wash results. To prevent fading, we recommend using a cold pre wash for dark and coloured items.
Crease free	After the cycle is complete, the load will continue to tumble periodically to help reduce creases. Crease free will remain active for up to 12 hours or until cancelled. To cancel, touch the screen or open the door.
Drum dry	Drum dry reduces dampness in the washer by drying the drum after a cycle. At the end of the cycle after laundry is removed, the fan will run for up to 12 hours or until cancelled. To activate remove laundry, close the door and press start.
Cold wash	Use cold wash to minimise energy usage. If you live in a colder climate, you can change the temperature to a controlled 20°C so wash performance is not affected. See 'Adjust settings.'
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.
Sanitise method	Select your preferred method when treatment is set to Sanitise. • UV uses ultraviolet light to eliminate bacteria without high temperatures. UV sanitise is not recommended for light sensitive fibre types such as silk, wool and cashmere. • HOT WATER is an extra hot treatment ideal for items that can handle high temperatures, like tea towels, dishcloths, towels and sheets.

1. Press **MORE OPTIONS** to access extra wash options.

2. Select a wash option and follow the onscreen instructions to set it. Press **DONE** to confirm.



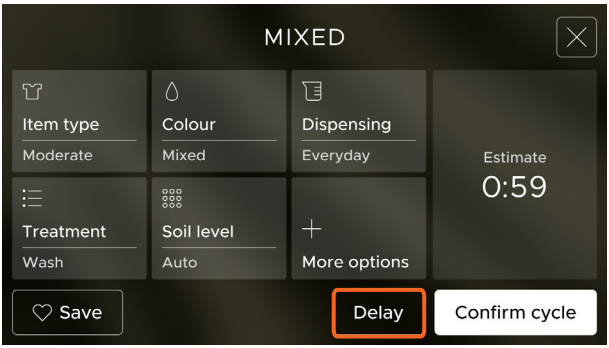
3. Press **OPTIONS** from the cycle screen to review your settings.



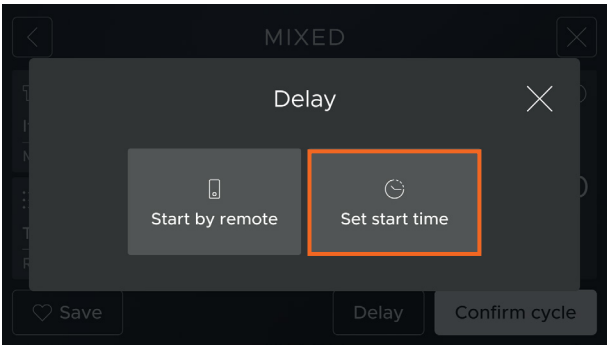
4. From the **OPTIONS** menu, you can also save your settings as a favourite and access remote mode.

SET DELAYED START

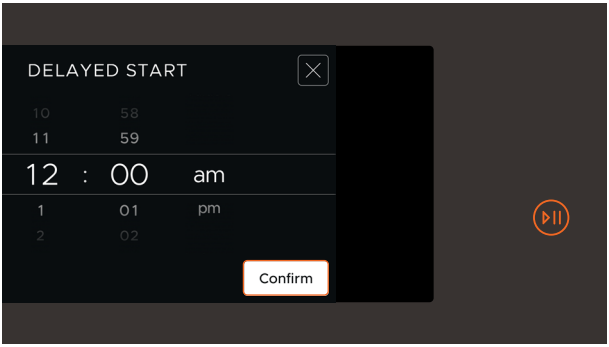
DELAY allows you to schedule a cycle to begin at a later time. You can set a time on the washer or start a cycle remotely through the app.



1. After setting the cycle, press **DELAY** to open the Delay screen.



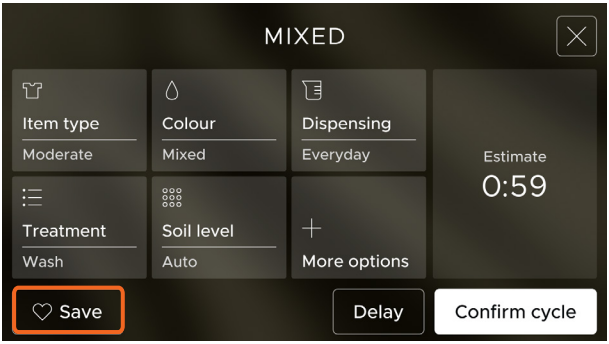
2. Press **SET START TIME** and follow the onscreen instructions to set a delayed start time.



3. Press **CONFIRM** to save the new start time, then press the **START/PAUSE** button.

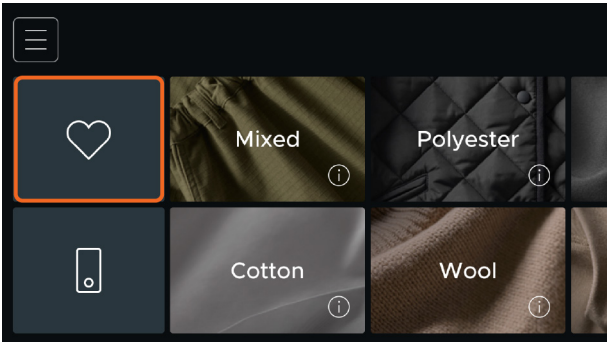
SAVE FAVOURITE CYCLES

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



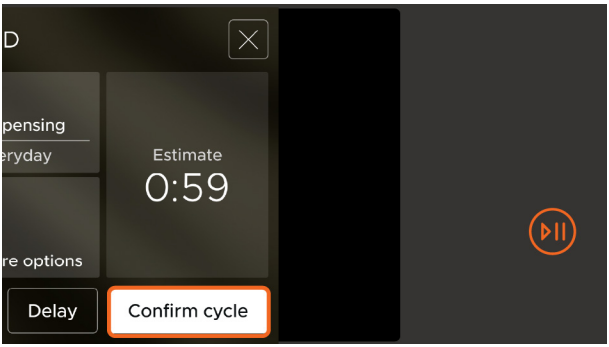
1. Press **SAVE** ♡ from the cycle settings screen, from the Options menu or at the end of a cycle to add the cycle to Favourite.

2. Create a custom name for your cycle, or skip that step and save it with a default name.

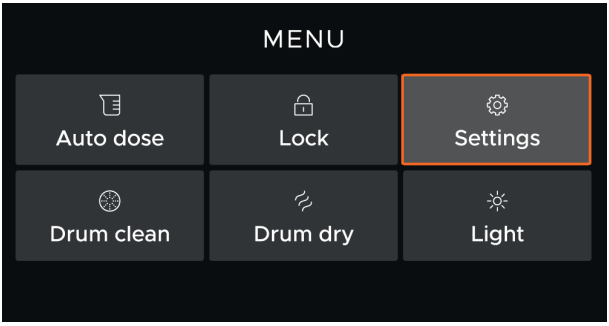


3. Press **FAVOURITE** ♡ on the home screen to access your saved favourite cycles.

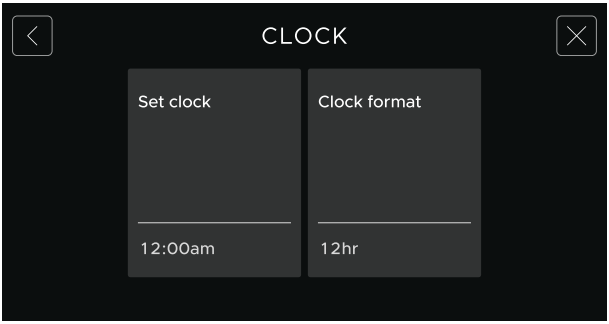
4. Select a favourite cycle from the Favourites menu.



5. Press **CONFIRM CYCLE**, then press the **START/PAUSE** ▷|| button to start the wash cycle.



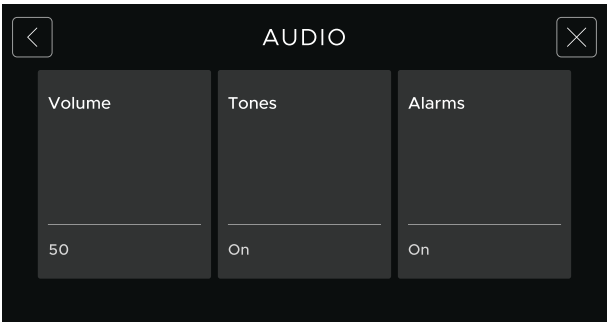
Go to **MENU** ☰ and select **SETTINGS**.



Clock

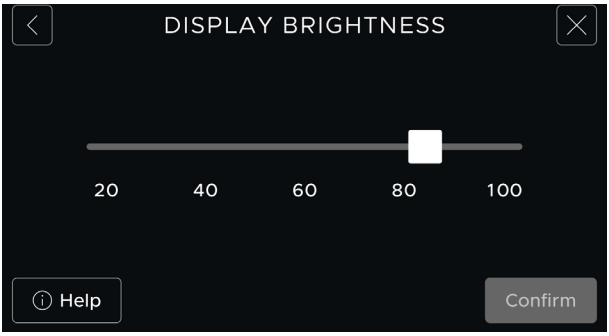
Set time and format.

Time updates automatically when connected to Wi-Fi.



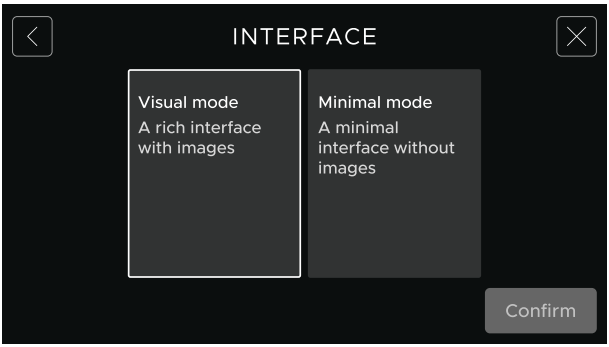
Audio

Set volume or turn sounds on or off.



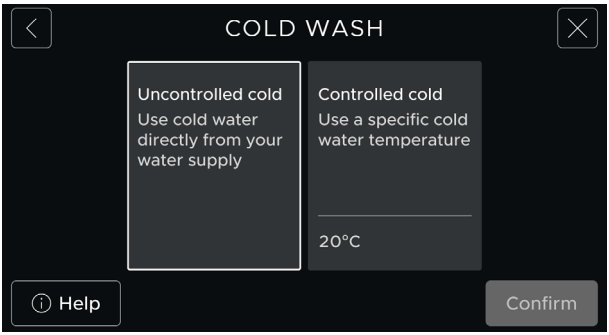
Display

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



Interface

Set visual or minimal modes on the display.



Cold wash

Set the temperature for Cold wash. Use Controlled 20°C for colder climates if you notice changes in performance.

Factory default reset

Restore all settings to factory defaults.

This action cannot be undone.

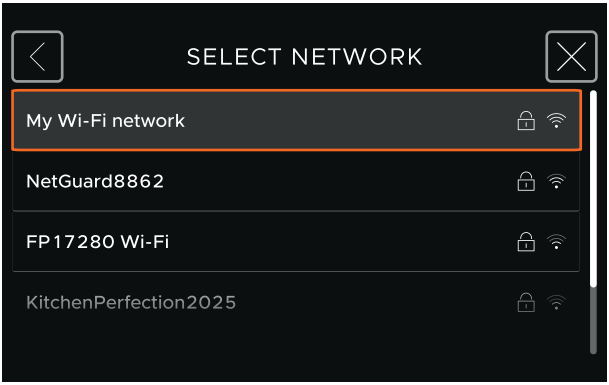
WI-FI CONNECTION AND REMOTE MODE

Connect your appliance to your home wireless network to access extra features, receive updates and operate the appliance remotely using the app.

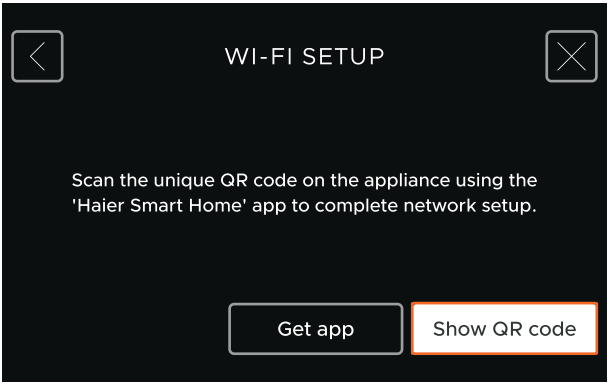
Connect to Wi-Fi

1. Go to the menu and select **SETTINGS**, **WI-FI**, then **WI-FI SETUP**.

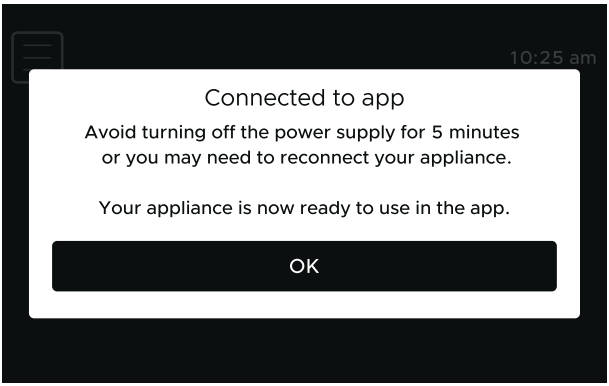
2. Scan the QR code or search “海尔智家” in your device’s app store to download the app. Once you have downloaded the app or if you already have it installed press **NEXT**.



3. Select a Wi-Fi network and enter the password, then press **DONE** to connect to the network.



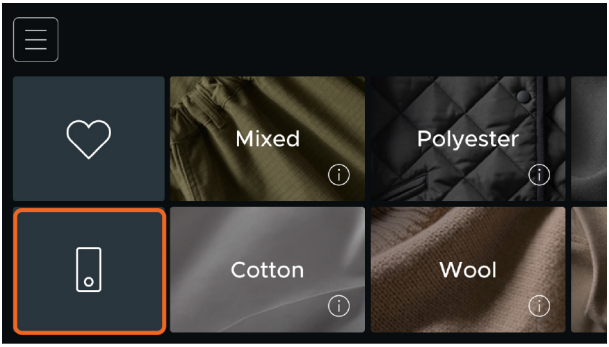
4. To complete the connection, press SHOW QR CODE and scan the unique code using the app.



After you have finished connecting your appliance, avoid turning the power supply off for 5 minutes or you may need to reconnect your appliance.

WI-FI CONNECTION AND REMOTE MODE

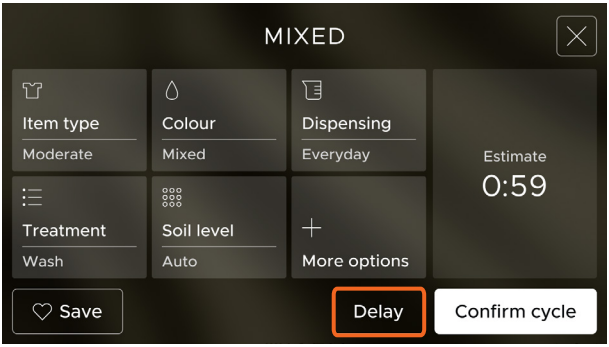
After connecting your appliance to Wi-Fi, you can use Remote mode to manage cycles in the app. Add items to the drum before enabling Remote mode and ensure the door is fully shut. For safety reasons, opening the appliance door will cancel Remote mode.



Enable Remote mode from the home screen

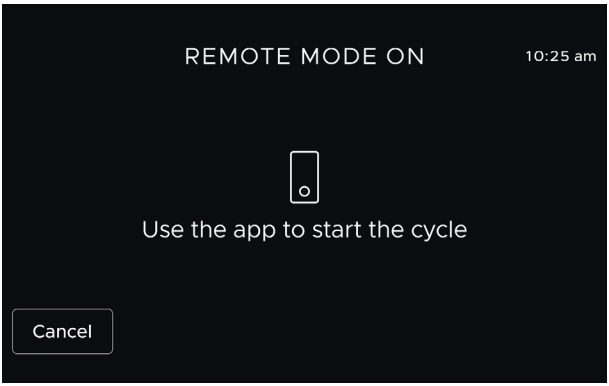
Press **REMOTE**, then **ENABLE**.

Press the **START/PAUSE** button to enable Remote mode and manage cycles in the app.

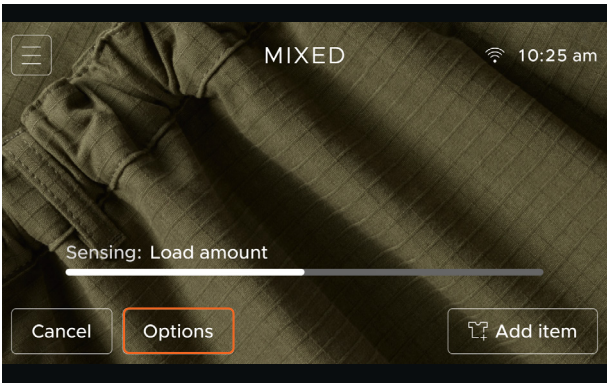


Enable Remote mode during cycle setup

1. Press **DELAY** in the cycle setting screen.



2. Press **START BY REMOTE**, then press the **START/PAUSE** button to enable Remote mode and manage cycles in the app.



Enable Remote mode while the cycle is running

After starting a cycle, press **OPTIONS**, then **REMOTE MODE** to turn Remote mode on or off.

Cancel Remote mode

If the cycle is already running, press **OPTIONS**, then **REMOTE MODE** to turn Remote mode on or off.

Opening the appliance door at any point before or after starting a cycle will also cancel Remote mode.

Reset Wi-Fi to disconnect your appliance or to restart the setup process. This is useful for troubleshooting connectivity issues or if you change your home Wi-Fi network or password.

Reset Wi-Fi

Go to **SETTINGS** and select **WI-FI**, then **WI-FI RESET** to disconnect.

FIBRE TYPE

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.

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.

Silk

For 100% silk items and silk blends.

Wool

For 100% woollen items and wool blends. This cycle meets the Woolmark requirements for drying and washing items labelled “hand wash only”.

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

ITEM TYPE

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

Durable

Strong and resilient items like workwear and outerwear.

Moderate

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

Delicate

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

Ultra delicate

For items that are very fragile, needing extra gentle care. Ideal for lace, lingerie and fine knitwear.

Available via More items:

Sportswear

Durable sportswear items made from synthetic fibre blends.

Denim

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

Sheets

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

Towels

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

Bulky

For items that are thick and insulating, such as blankets, quilts, comforters, and duvet or doona inners.

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.

Steam 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

Designed to eliminate bacteria and sanitise items using either ultraviolet light or high temperatures. Hot Sanitise is ideal for sanitising items, like tea towels, dishcloths, towels and sheets, that can handle high temperatures. We recommend UV Sanitise for delicate items.

Rinse & Spin

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

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.

COLOUR

Different colours require different care. Colour selection adjusts the wash temperature automatically to suit the items in the load. Always separate dark colours from white and light colours.

Dark

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

Mixed

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

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.

SOIL LEVEL

Soil Level adjusts the wash cycle based on the soil level of items. Leave on Auto or select a soil level to suit the load. The wash time and detergent dose will automatically adjust to suit your selection.

Auto (default)

Senses the dirt levels in a load. The wash time and detergent dose will adjust automatically for optimal cleaning efficiency.

Heavy

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

Moderate

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

Light

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

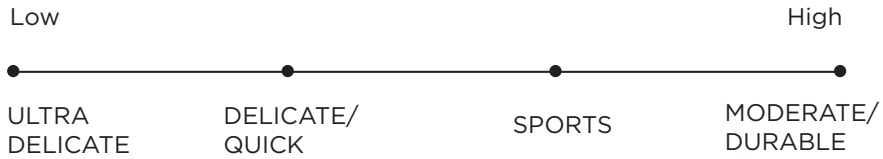
WASH TEMPERATURES AND SPIN TREATMENTS

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 a general guide to how colour selection affects wash temperature and how item type affects spin speed. Not applicable to all fibre types.

WASH TEMPERATURE

SPIN SPEED



CHOOSE A DETERGENT

Specialised detergents provide the best wash peformance 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 whites detergents with coloured or dark 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 fibres while maintaining softness.

Wool

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

Silk

Silk detergents are ideal for washing item types containing silk fibres, preserving fibres while maintaining softness and lustre.

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.

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 ‘Clean the dispenser drawer.’
- Clean the pump filter and ensure any water in the washer is drained. Refer to ‘Clean the pump filter’.

Products that might damage your washer

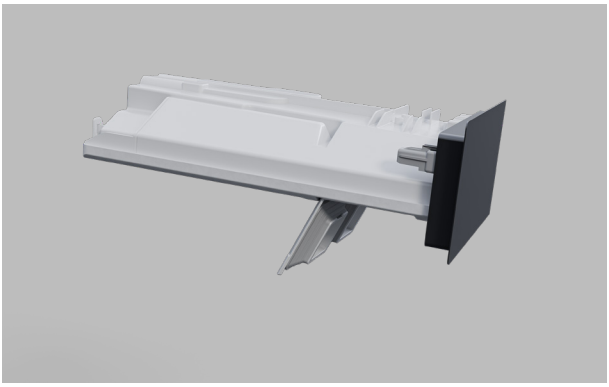
- Concentrated bleaches, laundry pre-soakers/sanitisers, stain removers and hydrocarbon solvents (eg petrol and paint thinners) can cause damage to the surfaces eg control panel, and components of your washer.
- Be careful when washing items stained with solvents as they are flammable. DO NOT put them in your dryer.
- 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

Check and clean the dispenser drawer regularly to remove build-up and when switching between detergents or softener in Tank 2.

1. Push the dispenser drawer to open it, 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 lightly to clear residue.



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

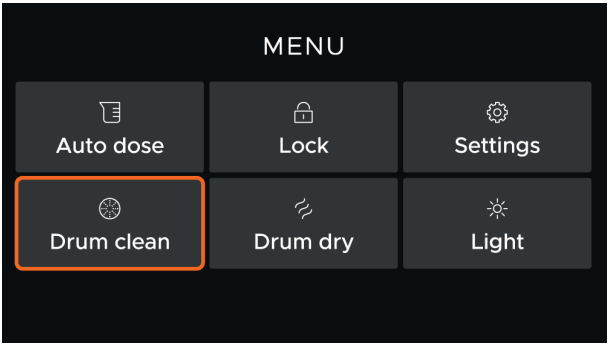
RUN THE DRUM CLEAN CYCLE

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.



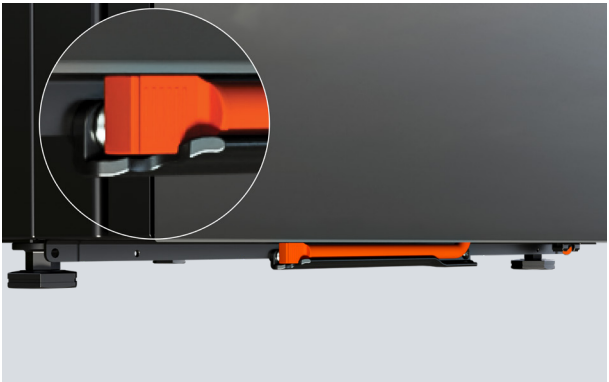
2. Go to **MENU** ☰ and select **DRUM CLEAN**.

Press **START,** then press the **START/PAUSE** ▷II button to begin the cycle.

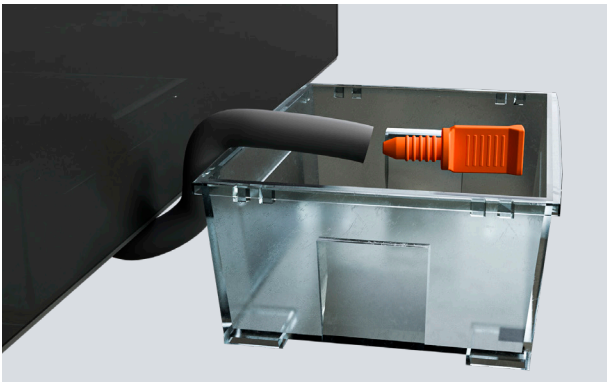
3. The cycle progress will show on the display. Press **CANCEL** to cancel the cycle.

UNLOCK THE DOOR

In a power failure, you can use the door-release tab to unlock the washer door and remove items, but you must drain the washer first.



1. Use your fingers to lift the drain hose at the plug end and unhook it from under the washer.



2. Position the hose over a shallow container, and remove the hose plug. Drain water from the washer so it is safe to open the door.

Replace the plug after draining, and refit the hose in its housing.

3. Use a suitable tool to pull down the door-release tab and unlock the door.

Place your hand on top of the tool, hold it parallel to the floor, and push downward to lower the tab.

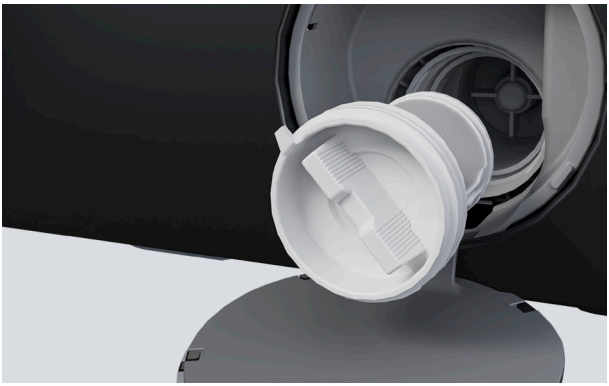
Do **not** use the door as a lever point.

CLEAN THE PUMP FILTER

Check and clean the pump filter when you see an onscreen alert or you notice the washer is not draining. Turn the washer off at the wall before you remove any parts.

1. Unlock and open the door, then push on the filter cover to access the filter.

See ‘Unlock the door’ for door-opening instructions.



2. Turn the filter anti-clockwise to remove it, then clean and rinse it.
Some water may leak out when you remove the filter.

3. Check and clear the cavity behind the filter, and check that the impeller in the cavity moves freely.

4. Refit the filter, and turn it clockwise until the handle is in the vertical position.

TROUBLESHOOTING

General use

Why will the appliance not turn on?

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

Why can't I see all the cycle settings and features on my washer?

- Software needs to be updated. Connect your washer to the app to get the latest updates and access extra features. See 'Wi-Fi connection and remote mode'.

Why is the display not responding?

- Appliance needs time to start up when first powered on. This can take 30 seconds.
- Appliance needs to be reset. Press **POWER** ⏻ to turn the appliance off. Wait a few seconds, then turn it back on. If the problem persists, disconnect from the power supply, wait a few seconds, then reconnect to turn it on.
- Controls are locked. Press and hold the screen to unlock.

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 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 the screen to unlock.
- Hot and cold taps not turned on. Turn on the hot and cold water and resume cycle.
- There is a fault. See 'Faults'.

Why is the washer stopping and starting?

- **CREASE FREE** is turned on. Press options, then **CREASE FREE** to turn off.

Why did the washer stop mid-cycle?.

- Cycle has been paused. Press **RESUME** then **START/PAUSE** ▷|| to resume the cycle.
- The door is open. Close the door and press **START/PAUSE** ▷|| to resume the cycle.
- Washer may have detected suds and is waiting for them to dissolve before continuing the cycle.

Why is the washer vibrating or making noises?

- Transit bolts may still be in place. Refer to the online 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'.

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 **ADD ITEM** to pause the wash and remove items.
- Select the **Delicate** or **Ultra 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.

Why is the washer beeping?

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

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 residue 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.

Why does my item have wet patches on after a STEAM 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.

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.

How do I know if there is a problem?
Your appliance will beep and an alert will show in the display.

What to do

First try to fix the issue and clear the alert according to the onscreen instructions.

If the problem persists

① Note down the fault code.

② Contact Customer Care or a Fisher & Paykel trained and supported service technician. For more details go to www.fisherpaykel.cn

This product complies with the following standard: Q/0212HRE 009

This equipment contains a radio transmitter module with CMIIT ID: 26J44B72E189.

Standard Washing Program

COTTON, Item Type: DURABLE, Treatment: WASH, Colour: WHITE, Soil Level: MODERATE, Dispensing: MANUAL DOSE. Total cycle time: 3:34.

UV Sanitise (20˚C)

Under test conditions.
Average elimination rate for the following bacteria, Staphylococcus aureus & Escherichia coli >99.99%.

COTTON, Item Type: DURABLE, Treatment: SANITISE, Colour: DARK 20C, Soil Level: MODERATE, Dispensing: MANUAL DOSE.

Hot Sanitise

Under test conditions.
Average elimination rate for the following bacteria, Staphylococcus aureus & Escherichia coli >99.99%

MIXED, Item Type: MODERATE, Treatment: SANITISE, Colour: MIXED, Soil Level: MODERATE, Dispensing: MANUAL DOSE, 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%

COTTON, Item Type: MODERATE, Treatment: ALLERGY CARE, Colour: MIXED, Soil Level: MODERATE, Dispensing: MANUAL DOSE.

Woolmark Wool Care

Woolmark Black

The wool wash cycle of this machine has been tested and 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 this washing machine. M2540.

WOOLMARK
WOOL CARE

WOOL, Item Type: DELICATE, Treatment: WASH, Colour: WHITE, Soil Level: LIGHT, Dispensing: MANUAL DOSE.

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/cn/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.

If you need assistance:

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

Telephone: 4006 408 777
Website: www.fisherpaykel.cn

Manufacturing address:

Tianjin Haier Washing Electric Appliance Co. Ltd.

No.6 Keda 4 Road, Ba Li Tai Town, Jinnan District, Tianjin, P.R. China

Complete and keep for safe reference:

Model _____

Serial No. _____

Purchase Date _____

Purchaser _____

Dealer _____

Suburb _____

Town _____

Country _____

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The models shown in this guide may not be available in all markets and are subject to change at any time.

The product specifications in this guide 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.

For current details about model and specification availability in your country, please go to our website or contact your local Fisher & Paykel dealer.

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