FISHER & PAYKEL

# FRONT LOADER WASHING MACHINE

WH1160F

**USER GUIDE**

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To register your product visit our website: 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 (eg 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

**When using your clothes washer, follow basic 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. Any commercial use will terminate this products manufacturer's warranty.
- 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 appliance until it has been repaired to avoid a risk of electric shock.
- Do not operate this machine if it has been damaged during transport. Contact your Fisher & Paykel dealer or Fisher & Paykel trained and supported service technician.
- This clothes washer is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or given instructions on how to use the washer by someone responsible for their safety.
- Keep children away from the washer while it is in operation.
- Supervise children to ensure they do not play with the washer or climb inside the drum.
- The washer 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.
- When 90°C temperature is selected, the door glass will become hot. Do not touch the glass part of the door. Keep children away from the washer.
- Do not touch or operate the machine with wet hands or with bare-feet.
- Do not open the detergent dispenser during the cycle as hot water may come out of it.

## 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 washer unless the care label specifically states it is safe to do so.
- Do not wash curtains in this washer, as sunlight makes them brittle and they may disintegrate during washing.
- The only user-removable parts of the washer are the inlet hose(s), dispenser drawer and pump filter. 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) |
|---|---|
| WH1160F | 11kg |

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

**Disposal**

- When disposing of the washer, it is recommended that the door is removed to avoid children getting trapped inside, and that the electrical cable is cut off close to the washer.

# SAFETY FEATURES

**Keylock**

KEYLOCK can be used to lock the buttons on your washer when not in use. This will avoid accidental button pushes. Refer to 'Control panel' for more information.

**Add a Garment**

The ADD A GARMENT button can be used to interrupt the cycle to add or remove a garment at any time during the wash part of the cycle (provided the wash temperature selected is lower than 60°C). Water in the washer will be drained to a level where the door can be opened, if necessary. Refer to 'Control panel' for more information.

**Drum light**

Your washer has a drum light to help assist you when loading and unloading your washer. When you press POWER ⏻, the LED light in the drum will turn on. At the end of the cycle, the drum light will turn on again for five minutes to help facilitate unloading.

**Door lock**

The door of your washer will lock when in REMOTE MODE and when you press ▶II and will stay locked until the washer beeps at the end of the cycle, ensuring safety for you and your family while your washer is operating.

To unlock the door during a cycle

You can open the door to add or remove items during the wash by pressing ▶II.

The door will remain locked if the temperature inside the washer is above 60°C and/or the water level is above the bottom of the door seal (a warning will be displayed in these circumstances).

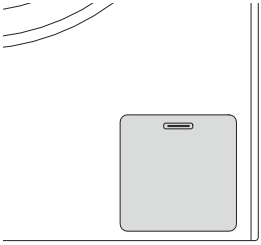
Your washer also has the following protective measures:

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

**Opening the door during a power failure**

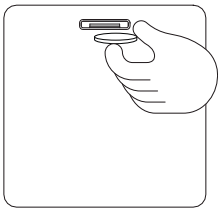
Do not attempt to do this if the water level in the washer is above the bottom of the door.
If there is a power failure during a wash cycle your washer will stop and the door will remain locked.

1



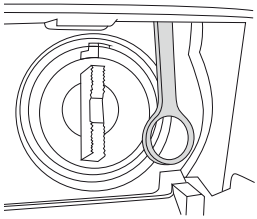
Locate the pump filter cover at the bottom right of your washer.

2



Place a coin or key in the slot and tilt it upwards to lever the cover open.

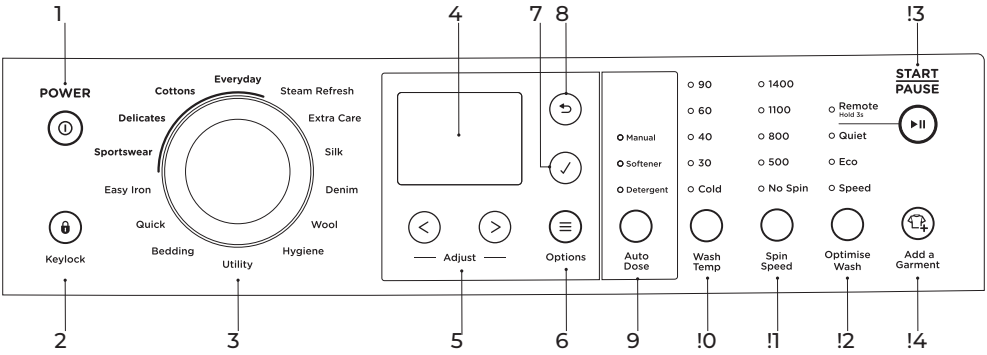
3



Pull the door release tab down from the ring. Use a screwdriver tip, pen or key to get a good grip.

When power is restored, your washer will resume the interrupted wash cycle. If the cycle doesn't resume automatically, simply press POWER ⏻ to restart your washer.

# CONTROL PANEL




| | | |
|---|---|---|
| 1 | Power | Press to turn the washer ON/OFF. |
| 2 | Keylock | Press to disable all buttons on the control panel, except the POWER ⏻ button. This prevents accidental button presses. |
| 3 | SmartTouch™ Control Dial | Rotate to select your desired wash cycle.<br>• Red LED illuminates to indicate the selected wash cycle. |
| 4 | Digital display screen | Shows the following:<br>• Wash cycle icons and information based on dial selection.<br>• Wash cycle options and machine settings.<br>• Wash progress.<br>• Delayed start time of wash cycle.<br>• Notifications if an error is detected or a warning is necessary. |
| 5 | Adjust | Press to navigate through the wash cycle options and settings, and to increase or decrease the delay start time. |
| 6 | Options | Press to access wash cycle options and washer settings. |
| 7 | Select | Press to accept the selected option or any changes made, and then return to the main screen. |
| 8 | Back | Press to exit current display and return to the main screen. Changes will not be saved if the ✓ button is not selected first. |
| 9 | Auto Dose | Press to select MANUAL or AUTO DOSE dispensing of detergent and softener. |
| !0 | Wash Temp | Press to increase or decrease water temperature. |
| !1 | Spin Speed | Press to increase or decrease spin speed. |
| !2 | Optimise Wash | Press to select SPEED, ECO or QUIET. |
| !3 | Start/Pause | Press to start or pause the selected wash cycle.<br>Hold for three seconds to enable REMOTE (WiFi) mode. |
| !4 | Add a Garment | Press to interrupt the wash part of the cycle to add or remove items. |

**Add a Garment**

Enables you to add or remove items during the wash stage of the cycle, under certain conditions.

1

Press ADD A GARMENT, wait until you hear the door unlock.

2

Press ▶II. Open the door and add or remove items. Close the door and press ▶II to restart the cycle.

**Keylock**

To turn **KEYLOCK ON** or **OFF** when the washer is powered on:

Press 🔒 for three seconds.

When activated, the 🔒 is illuminated.

To turn your washer on if **KEYLOCK** is **ON** and the washer is powered **OFF:**

Press POWER ⏻, then press and hold 🔒 for three seconds. This will activate the control panel. Wash cycles and options can now be selected.

If a button is pressed while KEYLOCK is activated, beeps will be heard and 🔒 will flash.

If **KEYLOCK** is **ON** and you want to pause your washer:

To pause your washer at any time during the cycle, press and hold 🔒 for three seconds then press ▶II.

If **KEYLOCK** is **ON** and you want to power **OFF** your washer at any time:

Press POWER ⏻.

# WI-FI CONNECTION & 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

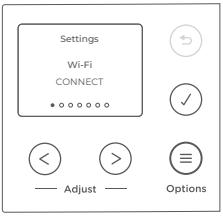
- Ensure your home Wi-Fi network is turned on.
- You will be given step by step guidance on both your appliance and mobile device.
- It may take up to 10 minutes to connect your appliance.

On your mobile device

1 Download the app. Scan the QR code to go to www.fisherpaykel.com/connect
2 Register and create an account.
3 Add your appliance and set up the WiFi connection.

**Connecting to your home WiFi**

1

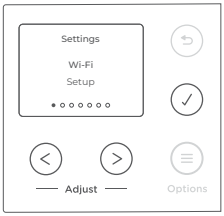



Ensure your appliance is powered on.

Press OPTIONS ☰ to access the menu, then ADJUST < or > to scroll to SETTINGS.

Press ✓ to select SETTINGS and again to select WI-FI CONNECT.

2




Press < or > to scroll to WI-FI SETUP, then press ✓ to select it.

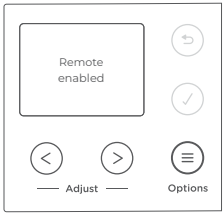
Follow the onscreen instructions, and select NEXT.

Press ✓ at 'Ready to connect' or 'Password'.

Once connected, will show solid on the display.

# WI-FI CONNECTION & REMOTE MODE

## Enabling remote mode

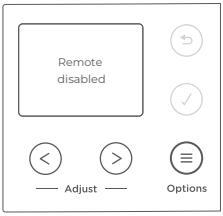



Once connected, press and hold ▶II until REMOTE ENABLED shows on the display.

Certain functions of your appliance can now be accessed via the app.

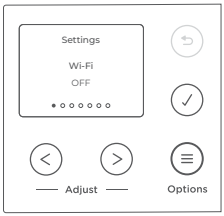
For safety reasons, when REMOTE MODE is enabled the door will be locked. To open the door, disable REMOTE MODE.

## Disabling remote mode




Press and hold ▶II until
REMOTE DISABLED shows on the display.

## Turning Wi-Fi off




Press OPTIONS ☰, then < or > to scroll to SETTINGS.

Press ✓ to select SETTINGS, and again to select WI-FI.

Press < or > to scroll to WI-FI OFF, and press ✓ to select.

# WASH CYCLES

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

| CYCLE | SUB-CYCLE | DESIGNED FOR | MAX. LOAD SIZE (kg) | WASH TEMP[2] (°C) | SPIN SPEED (rpm) |
|---|---|---|---|---|---|
| Everyday | Everyday | A faster cycle designed for mixed loads with normal soil | 11 | 30 (Cold-60) | 1400 (0-1400) |
| | Heavy | A longer, hotter wash for heavily soiled durable garments | 11 | 60 (Cold-90) | 1400 (0-1400) |
| Cottons | Cotton[1] | A cycle for normally soiled cotton garments | 11 | 40 (Cold-90) | 1400 (0-1400) |
| | Towels | A cycle specifically designed for washing towels | 6 | 40 (Cold-90) | 1400 (0-1400) |
| Delicates | Delicate | A gentle wash with more water to care for lightly soiled delicate garments | 4 | 30 (Cold-40) | 500 (0-800) |
| | Handwash | A very gentle wash for extra special items | 1 | 30 (Cold-40) | 500 (0-800) |
| Sportswear | Activewear | A cycle specifically designed for washing elasticated sports garments | 2 | 30 (Cold-40) | 1100 (0-1400) |
| | Sports | A cycle specifically designed for washing sports garments | 6 | 40 (Cold-40) | 1100 (0-1400) |
| Easy Iron | n/a | A cycle for normally soiled garments with lower spin speeds to reduce creasing | 6 | 30 (Cold-60) | 800 (0-800) |
| Quick | Quick 15 | Freshening up of new or very lightly soiled garments | 2 | 30 (Cold-40) | 800 (0-1400) |
| | Quick 30 | Cleaning lightly soiled loads quickly | 6 | 40 (Cold-40) | 1100 (0-1400) |
| Bedding | Sheets | A cycle specifically designed for washing sheets | 6 | 40 (Cold-90) | 1400 (0-1400) |
| | Bulky | A warm gentle wash and slow spin for special care of bulky items | 6 | 40 (Cold-90) | 800 (0-800) |
| Utility | Rinse | Items that require rinsing and spinning | 11 | Cold | 1400 (0-1400) |
| | Spin | Spinning wet items | 11 | n/a | 1400 (500-1400) |
| | Drum Clean | An extra hot cycle designed to clean your washer | n/a | 90 | 1400 (1400) |

# WASH CYCLES

| CYCLE | SUB-CYCLE | DESIGNED FOR | MAX. LOAD SIZE (kg) | WASH TEMP[2] (°C) | SPIN SPEED (rpm) |
|---|---|---|---|---|---|
| Hygiene | Sanitise | An extra hot concentrated wash with multiple rinses | 11 | 75 | 1400 (0-1400) |
| | Allergy | A hot concentrated wash with multiple rinses | 11 | 60 (40-90) | 1400 (0-1400) |
| Wool[3] | n/a | An extra gentle wash action for machine washable woollen items that complies with Woolmark Wool Care criteria | 4 | 40 (Cold-40) | 800 (0-800) |
| Denim | n/a | A normal wash action with low temperatures to care for stretch denim and reduce fading | 3 | Cold (Cold-40) | 1400 (0-1400) |
| Silk | n/a | An extra delicate wash action with slow spin speed | 1 | 30 (Cold-40) | 500 (0-800) |
| Extra Care | Soft Toys | A gentle wash action with a slow spin for soft toys | 3-4 toys | 40 (Cold-40) | 500 (0-800) |
| | Sneakers | A gentle wash action designed to spruce up fabric sneakers. Add towels to cushion shoes during the wash | 1-2 pairs | 40 (Cold-40) | 500 (0-800) |
| | Synthetics | A normal wash action for your everyday synthetics and poly-cotton blends | 4 | 40 (Cold-60) | 1100 (0-1100) |
| Steam Refresh | n/a | A cycle designed to remove creases and light odours from up to two shirts | 2 shirts | n/a | n/a |

[1]COTTONS, MANUAL, 40°C , 1400 rpm with ECO selected is the recommended water and energy saving cycle for normally soiled, everyday washing.

[2]Indicates the default temperature and range available for a cycle. For ACTIVEINTELLIGENCE ™ cycles the range is limited, if you require a different temperature ACTIVEINTELLIGENCE ™ must be turned off.

[3]Woolmark Wool Care

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 M1766.

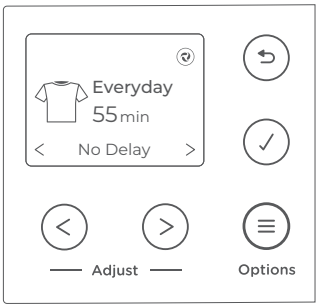
WOOL CARE

# ACTIVEINTELLIGENCE™

Your washer has ACTIVEINTELLIGENCE™ technology that optimises the wash cycle to clean your laundry more effectively and efficiently.

ACTIVEINTELLIGENCE™ technology allows the washer to:

- Sense both the size and soil level of your wash load.
- Dispense the right dose of detergent for each load.
- Determine the length of wash time best suited to individual wash loads.




ACTIVEINTELLIGENCE™ is activated by default for the following wash cycles:

- COTTON
- EVERYDAY
- HEAVY
- DELICATE
- SPORTS

The display screen will show the icon to indicate that the selected wash cycle is an ACTIVEINTELLIGENCE™ cycle.

For other wash cycles, ACTIVEINTELLIGENCE™ is not available, the icon will not appear.

# DETERGENT AND SOFTENER

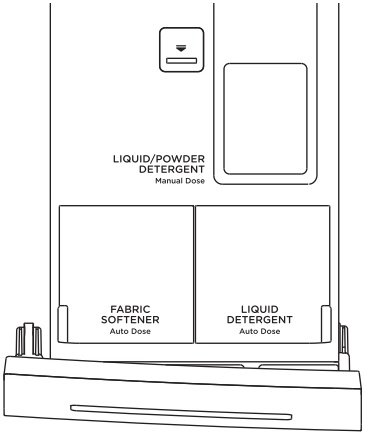
**Detergent**

Your washer requires low-sudsing detergent to prevent oversudsing problems. Low sudsing detergent comes in powder or liquid and is labelled front loading, low suds, high efficiency or HE. Using top loader detergent in your front loader washer may lead to excessive suds formation, which will lengthen the cycle time as the washer waits for the suds to dissolve.

The washer has auto dosing compartments for liquid detergent and fabric softener, and a manual dosing compartment for powder or liquid detergent. Ensure that detergent and softener are filled correctly into their respective compartments.

Do not overfill the detergent compartment. Too much detergent could result in water and detergent spilling onto the floor.

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




**AUTO DOSE LIQUID DETERGENT COMPARTMENT**

Stores up to 1100ml (max) of liquid detergent suitable for several washes depending on load size.

**AUTO DOSE FABRIC SOFTENER COMPARTMENT**

Stores up to 540ml (max) of fabric softener suitable for several washes depending on load size.

**MANUAL DOSE LIQUID/POWDER DETERGENT COMPARTMENT**

For liquid or powder detergent used for a single wash and when PRE WASH is selected.

Detergent advice

If unpleasant odours are noticeable from your washer, it is possible that not enough detergent is being used for the soil level in your loads. Run a DRUM CLEAN cycle and either buy a better quality detergent or use a higher dose.

If you find foam leaking from your washer, check if you are using a low sudsing or front loader type detergent. When using MANUAL DOSE, check the quantity you are using against the manufacturer's recommended dose on the label. You may need to reduce the amount you are using.

If using AUTO DOSE you may need to reduce or increase the amount used. Refer to 'Wash cycle options' for details on how to adjust the dosage.

# DETERGENT AND SOFTENER

**Fabric softener**

The washer will automatically flush the fabric softener during the rinse part of the cycle.

If you wish to use fabric softener we recommend:

- If you fill beyond the MAX mark, the fabric softener will be dispensed into the drum prematurely and contribute to a waxy built-up.
- Fabric softener cannot be selected on SNEAKERS, STEAM REFRESH, SILK or the QUICK 15 cycles.
- The amount of softener dispensed depends on load size.

Fabric softener advice

- Clean your dispenser regularly.
- Clean your washer regularly using the DRUM CLEAN cycle.
- Complete wash cycles at a wash temperature of 40°C or above at regular intervals (eg every 5th wash) as washing in cold water increases the chance of a waxy build-up occurring.

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

**Auto Dose**

AUTO DOSE DETERGENT is the default setting for all wash cycles (except SILK, WOOL and DRUM CLEAN). Only liquid detergent can be used for AUTO DOSE. AUTO DOSE will automatically dispense the right amount of liquid detergent and fabric softener (optional) per wash cycle.

If you select a wash cycle with ACTIVEINTELLIGENCE™, AUTO DOSE will dispense the right amount of detergent based on soil level and load size. If you turn off ACTIVEINTELLIGENCE™, AUTO DOSE will dispense the right amount of detergent based only on load size.

If you wish to add fabric softener, you need to select SOFTENER using the AUTO DOSE button.

- Auto dosing of fabric softener can be used in combination with both auto and manual dosing of detergent.

We do not recommend storing laundry wash products containing acetic acid, eg vinegar, in the AUTO DOSE compartments.

If using Auto Dose

Fill the LIQUID DETERGENT compartment up to the MAX level indicated.

Fill the FABRIC SOFTENER compartment up to the MAX level indicated.

If softener is selected, the washer will automatically dispense the fabric softener during the rinse part of each cycle.

## DETERGENT AND SOFTENER

**Manual Dose**

Liquid or powder detergent can be used for MANUAL DOSE.

Where a detergent for a certain fabric and/or cycle is recommended, MANUAL DOSE is the default setting (eg SILK, WOOL, DRUM CLEAN). When MANUAL DOSE is selected ACTIVEINTELLIGENCE™ is disabled.

If using Manual Dose

MANUAL DOSE can dispense powder or liquid detergent for washing.

Follow the instructions stated on the detergent label as a guide when determining the correct dosage of detergent suitable for your wash load.

The detergent dosage needed may vary depending on the amount of soil, size of the load and the water quality.

# WASH PREPARATION

**Sorting**

Sort items according to colour, fabric type, and soil type. Wash fine, delicate fabrics separately from thick, heavy fabrics. Always separate coloured items from whites, especially when they are new. Colour run could be an issue if you wash items at higher temperatures. Some soils, like mud and blood are best washed in cold water. Oily soils (eg some foods and marks on shirt collars) are best washed in warm water. The care label will advise on how the garment should be washed.

**Before you load**

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

**Loading**

Your washer will be more efficient when washing larger loads, so try to collect enough items to loosely fill the drum when the items are dry.

## WASH PREPARATION

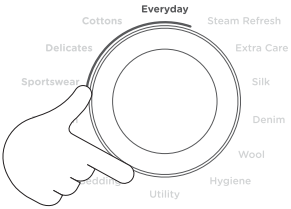
| ITEMS/WASH REQUIREMENTS | SUGGESTED CYCLE AND OPTIONS | SUGGESTED TEMPERATURE |
|---|---|---|
| Towels | Cottons – Towels, 1400 or 1100 rpm spin | 30°C or 40°C |
| Sheets, pillowcases | Everyday - Everyday, 1400 or 1100 rpm spin | 30°C or 40°C |
| Bulky items – doonas, duvets, sleeping bags | Bedding – Bulky | 30°C or 40°C |
| Shirts, pants, other creasables | Easy Iron, 800 rpm | 30°C or 40°C |
| Woollens | Wool, 500 rpm | 30°C or 40°C |
| Delicate garments – blouses & dresses | Delicates – Delicate | 30°C |
| Extra delicate fabrics like lace | Delicates – Handwash | 30°C |
| Silk garments | Silk | 30°C |
| Jeans | Everyday – Everyday or Everyday – Heavy | Cold or 30°C |
| Highly coloured items | Everyday - Everyday | Cold or 30°C |
| Whites, cotton items | Cottons – Cotton, 1400 or 1100 rpm spin | 40°C or 60°C |
| Sensitive skin or extra rinsing requirements | Hygiene – Allergy, 1400 or 1100 rpm spin | 40°C |
| Asthma/allergies | Hygiene – Allergy | 60°C |
| Handkerchiefs, nappies, bedding and facemasks | Hygiene – Sanitise | 75°C |
| Lightly soiled items | Quick – Quick 30 or 15 | 30°C |
| Muddy, sandy or linty items | Everyday – Everyday | Cold |
| Unpleasant odour in the washer drum | Utility – Drum Clean | 90°C |
| Items made of blended fibres (eg polyester cotton) | Everyday – Everyday | 40°C |
| Sportswear | Sportswear – Sports | 30°C or 40°C |
| Activewear | Sportswear – Activewear | 30°C |
| Soft toys | Extra Care – Soft Toys | 40°C |
| Synthetics | Extra Care – Synthetics | 40°C |
| Heavily soiled items | Everyday – Heavy with additional soak if required | 40°C |
| Sneakers | Extra Care – Sneakers | 40°C |

## GETTING STARTED QUICKLY

1

Press POWER ⏻ to activate your washer.

2

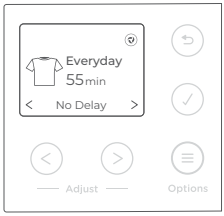



Select your desired wash cycle by turning the cycle dial. A red LED will illuminate as you turn the dial showing which cycle is selected.

The screen will display the information specific to the selected cycle.

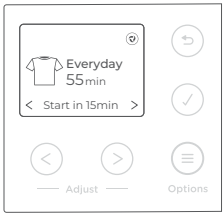
To select a sub-cycle use ADJUST < or > to scroll through the cycles.

3



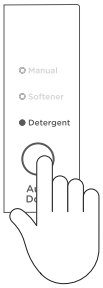

Once the wash cycle is selected, the screen will display NO DELAY, indicating the wash is ready to start.

4



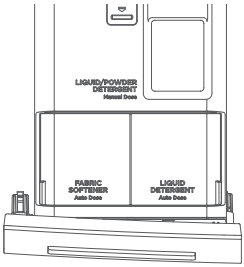

If you prefer to start the wash cycle at a later time, set a delay for the start time by using the ADJUST >.

5




Select your desired detergent/softener dosing mode by pressing AUTO DOSE.

6




Open the detergent drawer.

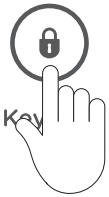
Fill the liquid dispenser compartment, or if using MANUAL dispensing, add detergent to the manual dispensing compartment.

Only add detergent to the MANUAL dispensing compartment when using MANUAL dispensing.

7

Press ▶II to start the cycle. The washer will start to fill with water and select the correct wash action for your load.

8



Press and hold 🔒 for three seconds to lock the buttons on the control panel, preventing them from being activated accidently.

## WASH CYCLE OPTIONS

All wash cycles default to the recommended settings for that cycle based on the average expected load to be washed. You can adjust and customise the wash options to create your desired cycle.

### ACTIVEINTELLIGENCE™

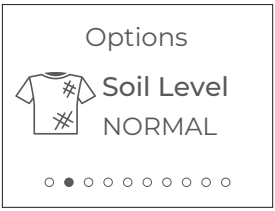
This technology allows the washer to:

- Sense both the size and soil level of your wash load.
- Dispense the right dose of detergent for each load.
- Determine the length of wash time best suited to individual wash loads.

Sensing progress and the optimised time and detergent that has been calculated will be shown in the display.

Other options that are not available on ACTIVEINTELLIGENCE™ cycles are disabled and shown in grey.

**Options:** ON (Default), OFF



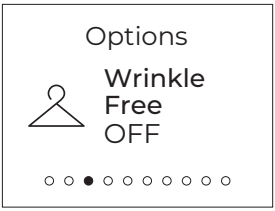

### SOIL LEVEL

Enables you to adjust the wash to suit the amount of soil in your load (eg select HEAVY for dirty clothes; select LIGHT for items that are only lightly soiled).

- Adjusts the wash time accordingly to give the load the right amount of agitation to remove the soil.
- Automatically sensed for all ACTIVEINTELLIGENCE™ cycles.

**Options:** LIGHT, NORMAL, HEAVY

The default SOIL LEVEL will change depending on the cycle selected.



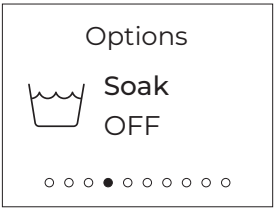

### WRINKLE FREE

The washer will tumble the clothes once every 15 minutes after the cycle has finished for up to 12 hours. The main display screen will show an animation and beep at regular intervals to remind you to remove your load.

- For best results remove the load from the washer immediately after the wash cycle is complete, this will reduce wrinkling and prevent colour run.
- To remove the load during WRINKLE FREE, press ▶II.

**Options:** OFF (Default), ON

If QUIET mode or EASY IRON cycle is selected WRINKLE FREE will default to ON



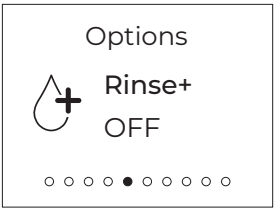

### SOAK

The washer will tumble and soak clothes to help lift stubborn stains.

- SOAK is available on all cycles except ACTIVEINTELLIGENCE™ , HANDWASH, SILK, STEAM REFRESH, WOOL, QUICK, UTILITY cycles.

**Options:** OFF (Default), 30 MINS, 1 HOUR, 2 HOURS

## WASH CYCLE OPTIONS




### RINSE+

Your load will undergo an extra rinse to remove any residual detergent or soil.

- Use RINSE+ if you have a particularly dirty load, or you have sensitive skin and wish to give your clothes an extra rinse.
- RINSE+ is always COLD
- Not available on ACTIVEINTELLIGENCE™ cycles.
- To use turn ACTIVEINTELLIGENCE™ OFF.

Options: ON, OFF (Default)

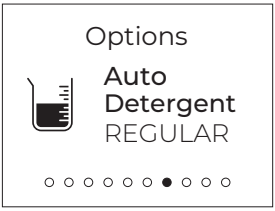
### PRE WASH

Your washer will start the wash with a short wash in cool water to remove excess soil before begining the selected cycle.

- For extra dirty loads.
- Not available on ACTIVEINTELLIGENCE™ cycles.
- To use turn ACTIVEINTELLIGENCE™ OFF.

Options: AUTO, OFF (Default)

Must be selected before the wash cycle starts, once the wash cycle has started PRE WASH is locked ad cannot be adjusted.

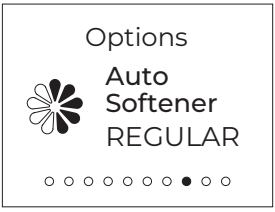



### AUTO DETERGENT

Enables you to modify the default amount of detergent preferred for auto dosing.

- Not available for MANUAL DOSE.

Options: LESS-, LESS, REGULAR (Default), MORE, MORE+




### AUTO SOFTENER

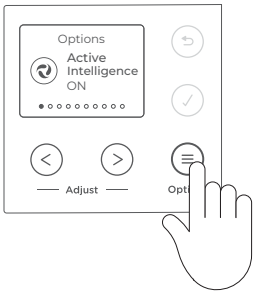
Enables you to modify the default amount of softener preferred for auto dosing.

Options: LESS-, LESS, REGULAR (Default), MORE, MORE+

## WASH CYCLE OPTIONS

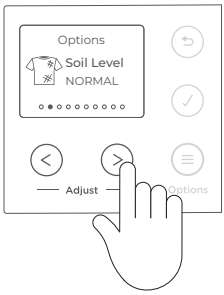
To change a wash cycle option

1



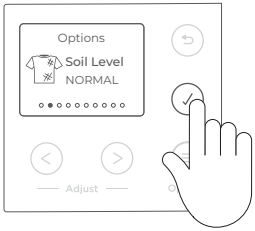

Press OPTIONS ☰, the screen will show the default option ACTIVEINTELLIGENCE™ .

2



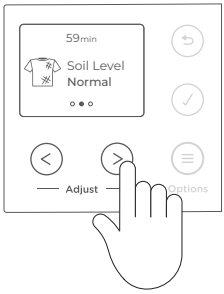

Press ADJUST < or > to scroll through other options.

3




Press ✓ to select the option and enable editing.

4



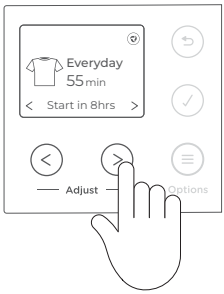

Press < or > to edit the selected option and then press ✓ to confirm.

## CUSTOMISING A WASH CYCLE

**Delay Start**

You can delay the start of the wash cycle between 15 minutes and 12 hours. This can be useful to time your washing to finish when you arrive home from work, or to start once you have finished in the shower.

1




Press the ADJUST > button to increase the delay time, and < button to decrease the time, or turn DELAY START off.

2

Press ▶II to confirm your selection.

The display screen will show STARTING for a few seconds and then change to show the time until the cycle is set to begin.

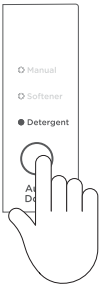
Note: You may hear the pump start, this is normal.

Avoid using DELAY START for damp, non-colourfast items as this may cause dye run to occur.

**Auto Dose**

A red LED will illuminate to indicate which AUTO DOSE options have been selected.

1




Press AUTO DOSE to activate your preferred option: DETERGENT, DETERGENT and SOFTENER, MANUAL, or MANUAL and SOFTENER.

# CUSTOMISING A WASH CYCLE

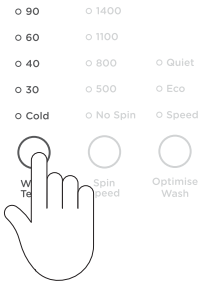
**Wash Temp**

Your washer has five wash temperatures ( COLD, 30°C, 40°C, 60°C and 90°C ).

Some temperatures are not available on some cycles as a safeguard for your clothes (eg temperatures above 40°C on the DELICATE cycle).

The washer will fill with both hot and cold water (if possible) to achieve the selected wash temperature. If required, ie for cold supply or cold connection only, the washer will heat the water to the selected temperature.

1




Press the WASH TEMP button to increase or decrease the wash temperature.

**Spin Speed**

Your washer offers five spin speeds: 500 rpm, 800 rpm, 1100 rpm and 1400 rpm, NO SPIN.

1

Press SPIN SPEED to select the required spin speed for your load.

2

Selecting NO SPIN will end the cycle after the rinse, allowing you to remove items you wish to drip dry.

The washer will complete the spins that are within the wash and rinse portions of the cycle; only the final spin will not be completed.

# CUSTOMISING A WASH CYCLE

**Optimise Wash**

Your washer offers you optimise wash modes – SPEED, ECO and QUIET – allowing you to reduce noise, save water and energy or save time. For clothes care reasons not all options are available on all cycles.

Speed

A special feature designed to offer a shorter cycle whilst maintaining wash performance.

This option can be selected on EVERYDAY, SHEETS, TOWELS, COTTON , HEAVY and EASY IRON cycles.

A number of factors can influence the amount of time saved on a cycle, including the load size, cycle chosen, water flow rate and load distribution during spin.

Eco

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

- SPEED and ECO cannot be selected together.

Quiet

Use QUIET mode when washing at night, if your washer is installed on a wooden floor, and/or when noise is a concern. This mode reduces the spin speed to limit the level of noise emitted.

- QUIET and SPEED cannot be selected together.

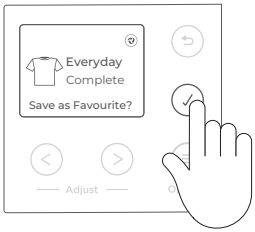
## CUSTOMISING A WASH CYCLE

**To set a favourite**

After using your washer a few times you may discover there are some options you prefer for some cycles. You can programme your washer to remember the wash options you prefer for each cycle. For instance, you may want to set the EVERYDAY cycle to default to a 40°C wash or set the HEAVY cycle to include QUIET or SPEED. There are two options for making a wash cycle FAVOURITE.

At the end of a cycle

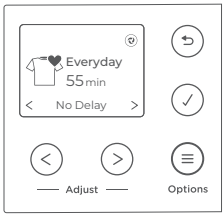
1




The display will show the cycle used and the status as complete with the question SAVE AS FAVOURITE?.

To accept, press ✓.

2

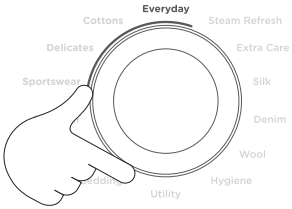



The display will show the setting has been saved. The cycle will now display with a ♡ icon.

# CUSTOMISING A WASH CYCLE

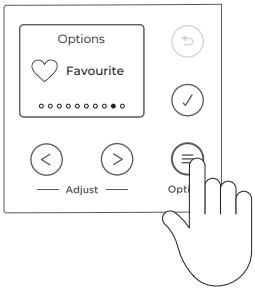
From options

1



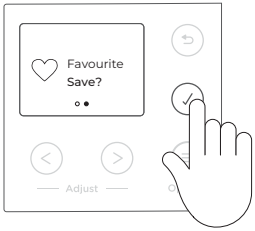

Select the cycle using the control dial.
Select the start time ( NO DELAY or DELAY START) time of your choice.

2



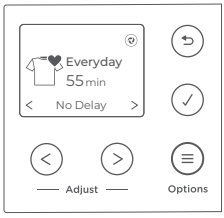

Scroll through OPTIONS ☰ using ADJUST < or > and select FAVOURITE. Press ✓ to edit.

3




Select SAVE and press ✓ to confirm.

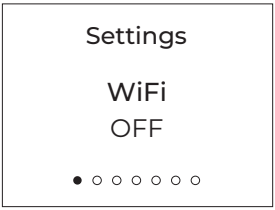
4




The display will show the setting has been saved. The cycle will now display with a ♡ icon to show cycle has been saved as a favourite.

Favourites can be removed by either choosing REMOVE FAVOURITE within the FAVOURITE OPTIONS menu or using RESET DEFAULT in the SETTINGS menu. When RESET DEFAULT is selected, the favourite cycle and all other saved favourites will be removed.

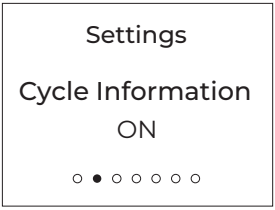
## WASHER SETTINGS




WiFi

Allows WiFi Setup and indicates if WiFi is on/off.

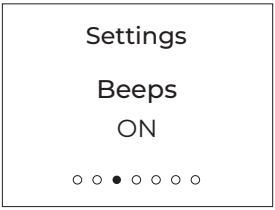
**Settings:** OFF (Default), ON, SETUP




Cycle information

Displays details of what the cycles are designed for.

**Settings:** ON (Default), OFF

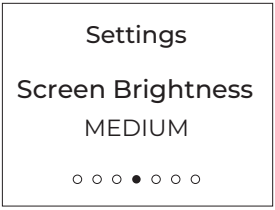



Beeps

Turns on/off sounds.

- The sound when touching the buttons.
- The series of beeps that sound at the end of a cycle to alert you that the washer has finished.

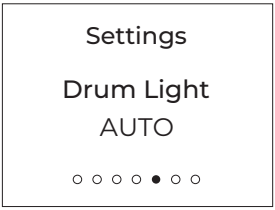
**Settings:** ON (Default), OFF




Screen brightness

Adjusts the brightness of the digital display screen.

**Settings:** LOW, MEDIUM (Default), HIGH

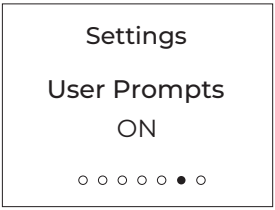



Drum light

Turns on/off drum light.

- LED light turns on when the washer is powered and turns off automatically.
- Turns on again at the end of the cycle to help facilitate unloading.

**Settings:** AUTO (Default), OFF




User prompts

Turns on/off the user-prompts that are not related to warnings or faults.

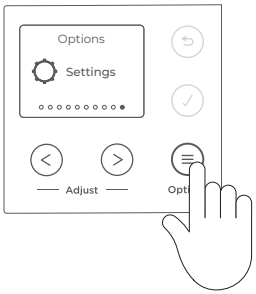
Settings: ON (Default), OFF

**Editing settings**

Washer SETTINGS within OPTIONS can be used to adjust default settings to your preference for beeps, drum light, screen brightness, user prompts and factory reset.

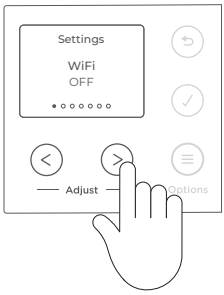
To change a setting

1




Press OPTIONS ☰, scroll to SETTINGS using the ADJUST < > buttons, press ✓ to confirm.

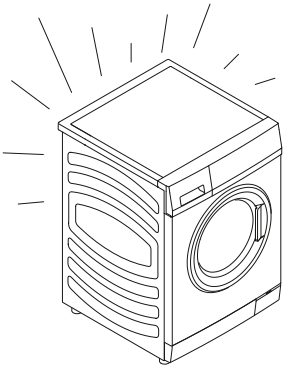
2




Press ADJUST < or > to scroll through the list of SETTINGS, press ✓ to select and edit.

Press ADJUST < or > to select and ✓ to confirm.

Selecting RESET DEFAULTS will reset all FAVOURITES and any other saved settings, such as WiFi details, back to the factory default settings.



**When you have finished using your washer**

- Turn off the taps to prevent the chance of flooding should a hose burst.
- Unplug the washer from the power socket.

**Cleaning your washer**

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

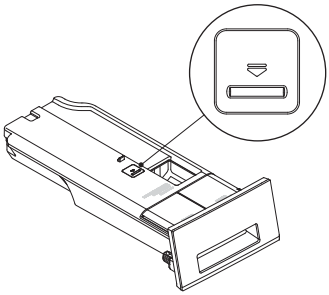
Aside from the detergent dispenser, water hose(s), and the pump filter, no other parts are designed to be removed from the washer for cleaning. Do not attempt to remove any other part of the washer.

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

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

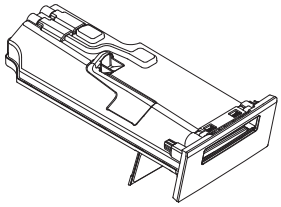
Cleaning the dispenser drawer

1



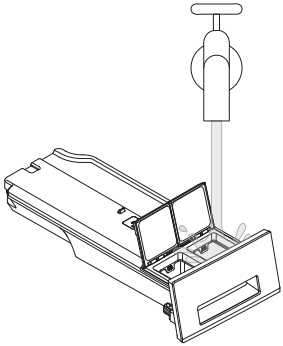
To remove the dispenser drawer from the washer, pull it open, push down on the tab to the left of the MANUAL DOSE compartment and pull it out from the washer.

2



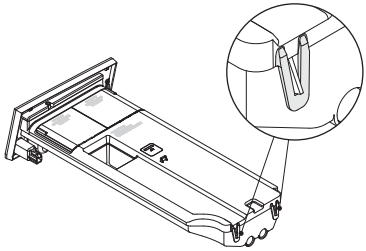
To empty the dispenser drawer, turn the dispenser drawer upside down in the sink and allow the leftover laundry liquid from the AUTO DOSE compartments to drain.

3



To clean the dispenser drawer, fill the compartments with warm water and shake lightly to clear residue. Drain all water from the compartments before re-fitting the dispenser drawer to the washer.

4



To disassemble the dispenser drawer further for cleaning, unhook the two clips at the rear of the dispenser drawer to remove the cover.

Ensure the dispenser drawer is correctly reassembled before re-fitting the dispenser drawer to the washer.

### Cleaning the drum and the door

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

Leave the door to your washer open when it is not in use to allow the washer to dry out, otherwise it will develop unpleasant odours. When leaving the door open like this, it is extremely important that children and pets are kept away from the washer so they cannot be accidentally trapped inside it.

### Cleaning the hose(s)

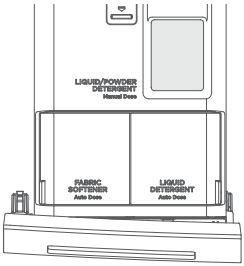
Each hose has a filter in it, preventing any solid contaminants in the water entering your washing machine. Occasionally you should disconnect the water inlet hose(s) where they connect to the tap(s), check these for any build up of dirt and wash this out.

**Cleaning the inside of your washer**

It is important that you regularly clean the inside of your washer using the DRUM CLEAN cycle. After 100 cycles, a notification will pop up on the display screen to remind you to clean your washer.

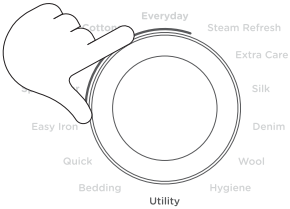
If your washer starts to smell this is a sign that you should complete a DRUM CLEAN cycle. We recommend that you do not have any items in the washer when you run this cycle.

1



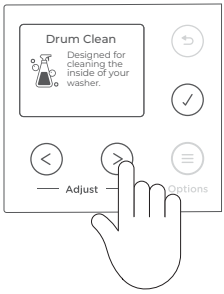

Add the washing machine cleaner directly into the MANUAL DOSE DETERGENT COMPARTMENT .
Follow the manufacturers instructions.

2




Press POWER ⏻ to turn your washer on, turn the dial to UTILITY .

3




Press ADJUST < or > to select DRUM CLEAN cycle and ✓ to confirm.

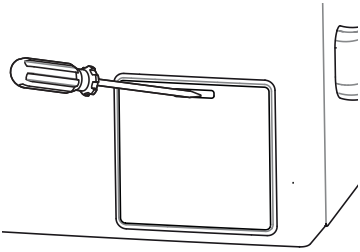
4

Press ▶II to start the cycle.

Cleaning the pump filter

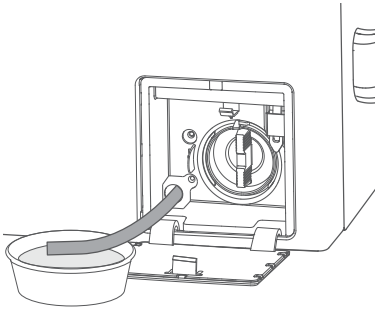
Check and clean the pump filter regularly to maintain optimum performance. Some water may leak from the filter when it is removed. Turn the washer off at the wall before cleaning this part.

1



Insert a flathead screwdriver into the slot and lever the cover open.

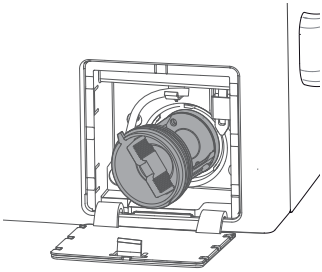
2



Unhook the outlet hose and pull it out (approximately 150mm). Remove the plug and allow any water (approximately 250ml) to drain into a shallow dish.

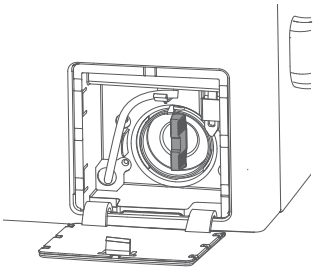
After draining, replace the plug and refit the hose into the housing.

3



Turn the filter anti-clockwise to remove. Clean and rinse under a tap. Check and clear the cavity behind the filter. Remove any obstructions and check the impeller behind the filter moves freely.

4



Refit the filter and turn clockwise to secure. The handles should be in the vertical position. Do not use excessive force to tighten.

To avoid leaks, ensure filter and hose are correctly in place before running another cycle.

# CARING FOR YOUR WASHER

**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 garments 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.

**Moving your washer**

Make sure any water in the washer is drained out. This can be done by cleaning out the pump filter, refer to 'Cleaning the pump filter'.

**Saving water, energy and the environment**

Water efficient washing machines will save you money, but it is also worth thinking about energy use, recycling water and the environment. Some options to consider are:

- Turn the washer off at the wall when not in use.
- Turn off the taps when not in use.
- Select cooler wash temperatures.
- Wash full loads rather than several smaller loads.
- Use the ECO wash function (where available).
- Follow instructions on the detergent packet or bottle – do not overdose.
- Use concentrated detergent – it costs less per wash.
- Consider re-using the washing machines grey water on the garden or for flushing your toilet – more information can be found on government websites promoting energy and water saving.

# BEFORE YOU CALL FOR SERVICE

**User warnings**

Your washer is capable of self diagnosis and may sound a series of beeps and display a notification or warning to inform you when there is a problem. In most cases you will be able to address the problem the washer is alerting you to. Check this chart before you call for service.

| NOTIFICATION | WHAT TO DO |
|---|---|
| DOOR OPEN | Close the door properly. Press ✓ to confirm, and then press ▶II to resume cycle. Try opening and closing the door again. |
| CLEAN DRUM | Clean the drum. Select the DRUM CLEAN cycle, add washing machine cleaner and press START/PAUSE. The reminder will display after every cycle, until the cycle is performed. |
| OUT OF BALANCE | Press ▶II to retry the spin. |
| | If the warning persists, pause the cycle, manually redistribute the load and press ▶II to spin again. If necessary, stop the cycle, select SPIN SPEED (change to a slower speed if needed) and press ▶II. |
| | If the problem persists, check that the washer is correctly levelled. |
| OVERSUDSING | Wait for the washer to automatically restart when suds have dissipated. When oversudsing occurs you may notice a reduction in performance. |
| | Check you are using a detergent suitable for front loaders. |
| | Check you are not overdosing the detergent. |
| | Check the drain hose height does not exceed 1000mm. |
| DOOR IS LOCKED | The temperature in the drum is over 60°C therefore it is not safe to open the door. Wait until the temperature drops below 60°C. |
| | Check the water level in the drum. If the level is above the bottom of the door seal, the door cannot be opened. Use ADD A GARMENT if you wish to add or remove items. |
| | If the drum is still moving, wait for it to stop before attempting to open the door. |
| | REMOTE MODE is enabled, refer to 'WiFi connection & Remote mode' |
| KEYLOCK ON | To disable, press and hold KEYLOCK for three seconds. |
| DETERGENT LEVEL LOW | Refill AUTO DETERGENT compartment or switch to MANUAL DOSE. Take care to not fill beyond the MAX mark. |
| SOFTENER LEVEL LOW | Refill AUTO SOFTENER compartment. Take care to not fill beyond the MAX mark. |
| CLEAN FILTER | The pump filter is blocked and needs to be cleaned. Refer to 'Cleaning the pump filter'. |
| HIGH TEMP | Door may remain locked due to high temperature in drum. Wait for temp to reduce then try again. |
| WATER LEVEL | Water level is too high. If this occurs, disconnect power and water and contact Fisher & Paykel Customer Care. |
| NO WATER | Check taps have been properly connected and are turned on. |
| ADD A GARMENT | Wait for the door to unlock. The washer may need to lower its water level and/or wait for a safer drum temperature before unlocking. |

## FAULT CODES

If a continuous series of beeps sounds, all the lights turn off on the control panel and a number appears on the display, a fault has occurred. The washer automatically enters this mode when there is a fault. The word 'Fault' will be shown in the control panel display followed by a number. To stop the beeps, touch any button then perform the following steps:

1. Turn your washer off at the power point.
2. Wait one minute and turn it back on.
3. Check your washer is correctly levelled. Refer to your installation guide.
4. Remove your wash load.
5. Perform a RINSE cycle.
6. If the fault re-occurs repeat steps 1 and 2 .
7. If the washer will still not work you will be required to call a Fisher & Paykel trained and supported service technician to arrange service, refer to 'Customer Care' for details. Record the fault code number displayed and the serial number of your washer (located above the door opening when the door is open) before calling. The fault code will indicate to the repairer what the problem could potentially be.

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

## TROUBLESHOOTING

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

| PROBLEM | POSSIBLE CAUSES | WHAT TO DO |
|---|---|---|
| Washer not turning on | Power not switched on at the wall. | Switch the power on at the wall. Press ⏻. |
| | Household power supply not working. | Try plugging in another electrical appliance. |
| Pressing ▶II does not start the fill | Keylock may be activated. | Press and hold 🔒 for three seconds. |
| | Washer door not closed properly. | Open and reclose door. |
| | The washer has detected a fault. | Check if a code is being displayed on the control panel, refer to 'Fault codes'. |
| | Hot and cold taps not turned on. | Check that both hot and cold taps are turned on (if using cold inlet only ensure inlet valve cap is installed on the hot valve on the washer). |
| | Hot and cold taps not connected to the corresponding valve on the washer. | Check the cold tap is connected to the cold valve on the washer and the hot tap is connected to the hot valve. |
| | Blocked hose filters. | Check the tap end of the inlet hose(s) for blockages. |
| | Inlet hose(s) leaking, twisted or damaged. | Check the inlet hose(s) for leaks or damage. Check that the inlet hose(s) are not twisted. |
| | Faulty water supply. | Check tap(s) that aren't connected to the washer are working. |
| | Delay start maybe set. | Refer to 'Delay Start'. |
| Washer stops working mid cycle | The washer has detected a fault. | Refer to 'User warnings' or 'Fault codes'. |
| | Power or water failure. | Check the power and/or water is working correctly. |
| | Washer has been paused. | Press ▶II to continue. |
| | Oversudsing. | Washer is waiting for suds to dissolve before continuing the cycle. |
| Washer drains while filling | Drain hose too low. | Ensure the height of the drain hose is at least 600mm from the floor level, refer to your installation guide. |
| | Drain hose sitting in water. | Clear the drain. |

## TROUBLESHOOTING

| PROBLEM | POSSIBLE CAUSES | WHAT TO DO |
|---|---|---|
| Washer is not draining | Drain hose blocked. | Clear the drain hose. |
| | Pump filter blocked. | Clear the pump filter, refer to 'Cleaning the pump filter'. |
| | Drain hose higher than 1000mm above floor level. | Lower the level of the drain hose, refer to your installation guide. |
| Filling continuously | Drain hose not connected to standpipe, tub or spigot. | Connect drain hose correctly, refer to your installation guide. |
| | Washer is siphoning. | Ensure standpipe or tub is at least 600mm from the floor level. |
| Poor rinsing | Incorrect detergent used. | Use low sudsing, front loader detergent only. |
| | Too much detergent used. | Ensure the correct dose of detergent is used for the load size and soil level refer to 'Detergent and softener'. |
| Not spinning properly | Load has gone out of balance. | The wash load has gone out of balance during the spin. If you want to improve the dryness of the load, manually re-distribute the load and remove items if necessary. Close the door and select SPIN SPEED, adjust the spin speed if necessary and press ▶II to start the washer. |
| | Suds build up. | Check the amount of detergent used, reduce if necessary. |
| Too many soap suds | Incorrect type of detergent used. | Use low sudsing, front loader detergent only refer to 'Detergent and softener'. |
| | Too much detergent used. | Ensure the correct dose of detergent is used for the load size and soil level refer to 'Detergent and softener'. |
| | Inlet water pressure/ flow rate too low. | Ensure correct inlet water pressure and flow rate as per the installation guide. |
| Small puddle of water from under the washer | Inlet hose(s) or drain hose leaking. | Check inlet hose(s) and the drain hose are correctly attached and not damaged. |
| | Lots of suds. | Suds may have leaked and then dissolved. |
| | Dispenser compartments blocked. | Refer to 'Cleaning the dispenser drawer'. |
| | Dispenser drawer not fully closed. | Close dispenser drawer fully and ensure it remains closed during the cycle. |
| | Damage to door seal. | Check seal inside door for damage. If it sustains any damage it will need to be replaced. |

# TROUBLESHOOTING

| PROBLEM | POSSIBLE CAUSES | WHAT TO DO |
|---|---|---|
| Cycle time longer than usual / inaccurate adjustment of time remaining during cycle | Cycle time is approximate. | Cycle time is influenced by a number of factors refer to 'Wash cycles'. |
| | Low water pressure or flow rate. | Ensure that inlet hose filters are not blocked. |
| | Out of balance or oversudsing. | Recovery from out of balance or oversudsing will extend cycle time. Refer to 'Caring for your washer'. |
| | Washing a large load. | Be aware that it will take longer for the washer to fill. |
| | Selecting various options. | Be aware that some options will extend cycle time. |
| Detergent or fabric softener remaining in dispenser at the end of the cycle | Dispenser drawer not properly closed or was opened part way through the cycle. | Ensure the dispenser drawer is fully closed at the start of the cycle and remains closed throughout the cycle. |
| | Dirty or blocked dispenser. | Clean the dispenser drawer. Refer to 'Cleaning the dispenser drawer'. |
| | Liquid sitting at the MAX level at the end of the cycle indicates a blockage. | Clean the fabric softener dispenser compartment, refer to 'Cleaning the dispenser drawer'. |
| | Dispenser over loaded with detergent. | Clean out remaining detergent, Refer to 'Cleaning the dispenser drawer'. |
| | Composition of the powder detergent makes it difficult to dispense. | Dissolve detergent with water to aid with dispensing. |
| Washing very wet at the end of the cycle | Cycle selected not appropriate. | Particularly short or delicate cycles have shorter spins which can result in wetter washing at the end of the cycle. |
| | Incorrect spin speed for load selected. | Select a faster spin speed. |
| | An out of balance load has occurred. | The washer compensates for the out of balance by using a lower spin speed, to reduce noise and potential damage to the product. |
| Vibrating | Transit bolts left in place. | Ensure transit bolts are removed prior to use of the washer, refer to your installation guide. |
| | Washer may not be level. | Ensure washer is installed on an appropriate surface and levelled correctly, refer to your installation guide. |
| | Load is out of balance. | Wash an average sized load rather than a smaller load or a single item. Washing one item at a time is not recommended as it is difficult for the washer to balance a single item during spin. |

# TROUBLESHOOTING

| PROBLEM | POSSIBLE CAUSES | WHAT TO DO |
|---|---|---|
| Creasing | Washer overloaded. | Do not overload the washer. |
| | Incorrect cycle for load type. | Use the EASY IRON, HANDWASH or STEAM REFRESH cycle for creasable items. |
| | Spin speed too fast. | Select a slower spin speed. |
| | Wet clothes left in washer or laundry basket. | Laundry left sitting wet is more likely to crease. If not removing clothes from washer immediately at end of cycle, select the WRINKLE FREE option. Do not leave wet washing sitting in a washing basket. |
| | Wash temperature too hot for load type. | Select a lower wash temperature.<br>Check items care label for correct care.<br>Check the hot and cold taps are connected to the correct valves, refer to your installation guide. |
| | Items not sorted correctly. | Sort load so that items of similar weight are washed together. |
| Poor soil removal | Incorrect wash cycle selected. | Select a wash cycle that is appropriate for the amount of dirt, refer to 'Wash cycles'. |
| | Insufficient detergent. | Ensure the correct dose of detergent is used for the load size and soil level, refer to 'Detergent and softener'. |
| | Washer overloaded. | Ensure the washer is not overloaded in terms of its capacity or the cycle selected, refer to 'Loading'. |
| | Items require a longer wash time. | Select a higher SOIL LEVEL or the PRE WASH option. |
| | Load was particularly dirty. | Select PRE WASH option for particularly dirty loads, refer to 'Wash cycle options'. |
| | Items not sorted correctly. | Wash heavily and lightly soiled garments seperately. |
| | Washer dirty from previous wash. | After washing particularly dirty clothing, we recommend putting the washer through a RINSE cycle once the load has been removed. This washes away any remnants of dirt that could affect future wash performance. |
| | Incorrect wash temperature selected in relation to the type of soil. | Select a wash temperature suitable for the type of soil, eg warm for greasy soils, cold for muddy soils. Increasing the wash temperature generally improves soil removal and overall wash performance. |
| | | Ensure garments can be washed at the increased temperature. |

## TROUBLESHOOTING

| PROBLEM | POSSIBLE CAUSES | WHAT TO DO |
|---|---|---|
| Dye transfer | Coloured items not washed separately from white/ light coloured items. | Remember to separate whites and colours. |
| | New or non-colourfast items not washed separately. | Wash non-colourfast items separately and select COLD wash temperature. |
| | Wet items have been left sitting for too long. | Remove items from washer as soon as the cycle is finished, or if items are not to be removed from the washer immediately select WRINKLE FREE. |
| | Wash temperature. | Consider the wash temperature you select for your coloured items. Lower the temperature if you are concerned. |
| Black or grey marks on clothes | Incorrect amount of detergent. | Ensure the correct dose of detergent is used for the load size and soil level, refer to 'Detergent and softener'. |
| | Washer needs to be cleaned. | Empty the washer and complete a DRUM CLEAN cycle, refer to 'Cleaning the drum and the door'. |
| Tangling | Items not sorted correctly. | Separate larger items from smaller items. |
| | Washer loaded incorrectly. | Load items loosely and individually into the washer, ie not folded. |
| | Incorrect cycle for load type selected. | Use the EASY IRON or STEAM REFRESH cycle for items that crease easily. |
| | Overloaded in terms of its capacity or the cycle selected. | Refer to wash cycles for recommended maximum load size. |
| | Delicate items. | Wash pantyhose, bras and any other delicate items prone to tangling in a mesh laundry bag. |
| Washer smells | Not using enough detergent for the soil level in your loads. | Run a DRUM CLEAN cycle. |
| | | Buy a better quality detergent or use a higher dose. |
| | | Different detergents have different cleaning chemicals, consider alternating detergents to help remove odour. |
| Wet patches on clothes/items | Clothes are slightly damp from the steam. | It is normal for items to be damp after using the STEAM REFRESH cycle, this helps to remove the wrinkles. Remove the items from the washer immediately at the end of the cycle and hang up to dry. |

# MANUFACTURER'S WARRANTY

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

**Fisher & Paykel undertakes to:**

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

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

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

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

A Service calls which are not related to any defect in the product. The cost of a service call will be charged if the problem is not found to be a product fault. For example:
   1 Correcting the installation, eg removal of bottom packer and transit bolts (front loading washers), levelling the washer, adjustment of the drain to correct siphoning, noises, crossed, kinked or leaking inlet hose connections, turning on water, noises caused by the waterhammer or power supplies.
   2 Providing instruction on use of the product or changing the set-up of the product, eg instruction on correct use of detergents and fabric softeners.
   3 Replacing fuses in, or correcting house wiring or correcting house plumbing, eg unblocking drains.
   4 Correcting fault(s) caused by the user.
   5 Noise or vibration that is considered normal, eg spin sounds, user warning beeps.
   6 Correcting damage caused by pests, eg rats, cockroaches, etc.
   7 Water on the floor due to incorrect loading or excessive suds.
   8 Blocked pumps, removal of foreign objects/substances from the washer, including the pump and inlet hose filters, eg bra wires, bread tags, nails, grit, scrud, etc.
   9 Correcting corrosion or discolouration due to chemical attack.

B Defects caused by factors other than:
   1 Normal domestic use; or
   2 Use in accordance with the product's user guide.

C Defects to the product caused by accident, neglect, misuse or 'Act of God'.

D The cost of repairs carried out other than by a Fisher & Paykel trained and supported service technician or the cost of correcting such repairs.

E Normal recommended maintenance as set out in the product's user guide.

F Repairs when the appliance has been dismantled, repaired or serviced by other than a Fisher & Paykel trained and supported service technician or the selling dealer.

G Pick-up and delivery.
H Transportation or travelling costs involved in the repair when the product is installed outside the Fisher & Paykel trained and supported service technician's normal service area.

Nothing in this Manufacturer's Warranty is intended to, nor limits, any rights you may have under law to recover the costs of inspecting or returning the goods to us.

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

Service under these Manufacturer's Warranties must be provided by a Fisher & Paykel trained and supported service technician. Such service shall be provided during normal business hours. This Manufacturer's Warranty certificate should be shown when making any claim.

**For Australian customers**

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

Keep this user guide in a safe place.

# CUSTOMER CARE

**Before you call for service or assistance:**

Check our website, fisherpaykel.com, for 'Product Help' to see the latest updates, hints and tips, and information about your product.

We recommend that you also refer to your user guide to ensure:

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

If after checking these points you still need assistance or parts, you can go online to our website and book a service with your nearest Fisher & Paykel trained and supported service technician. Our Customer Care team is also available to offer you assistance.

**In New Zealand if you need service or assistance:**

Go online to our website and book a service or call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Toll Free:** 0800 FP CARE or 0800 372 273
**Email:** customer.care@fisherpaykel.com
**Website:** fisherpaykel.com
**Postal address:** Fisher & Paykel Appliances Ltd, PO Box 58550, Botany, Auckland 2163

Fisher & Paykel has a network of Fisher & Paykel trained and supported service technicians who can carry out any service necessary on your appliance. Visit our website and book a service with a Fisher & Paykel trained and supported service technician in your area.

**In Australia if you need service or assistance:**

Go online to our website and book a service or call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Toll Free:** 1300 650 590
**Email:** customer.care@fisherpaykel.com
**Website:** fisherpaykel.com
**Postal address:** Fisher & Paykel Appliances Australia Pty Ltd, PO Box 798, Cleveland QLD 4163

Fisher & Paykel has a network of Fisher & Paykel trained and supported service technicians who can carry out any service necessary on your appliance.
Visit our website and book a service with a Fisher & Paykel trained and supported service technician in your area.

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

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

## CUSTOMER CARE

**Registration**

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

Complete and keep for safe reference:

Model _____

Serial No. _____

Purchase Date _____

Purchaser _____

Dealer _____

Suburb _____

Town _____

Country _____

FISHERPAYKEL.COM

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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.