

**FISHER & PAYKEL**

**FRONT LOADER  
WASHING MACHINE**

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WH1060S & WH1160S

**USER GUIDE**

**NZ AU**



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### Registration

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



### **⚠ WARNING!**



#### **Electric Shock Hazard**

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

- If you are using an extension cord or a portable electrical outlet device (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

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- 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.

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MODEL CODE	MAXIMUM CAPACITY* (KG)
WH1060S	10kg
WH1160S	11kg

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\*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

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### 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 **▶||** 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 **▶||**.

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:

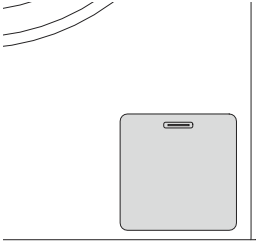
- Flood protection – turns off valves and turns pump on if a flood condition is detected.
- Out-of-balance protection – stops and redistributes the load if an unbalanced load condition is sensed, and/or slows the spin speed to compensate.
- Excess suds protection – pauses to allow suds to break down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

## SAFETY FEATURES

### Opening the door during a power failure

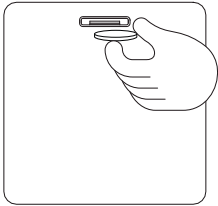
Do not attempt to do this if the water level in the washer is above the bottom of the door. If there is a power failure during a wash cycle your washer will stop and the door will remain locked.

①



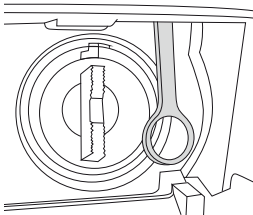
Locate the pump filter cover at the bottom right of your washer.

②



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

③

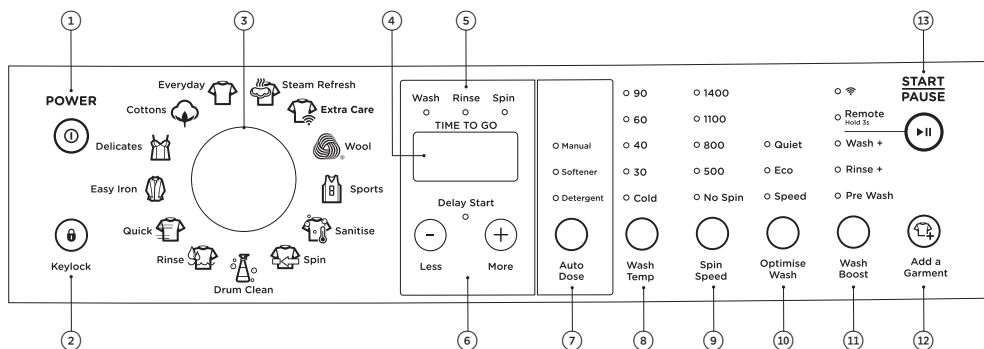


Pull the door release tab down from the ring. Use a screwdriver tip, pen or key to get a good grip.

When power is restored, your washer will resume the interrupted wash cycle. If the cycle doesn't resume automatically, simply press **POWER** ① to restart your washer.



## CONTROL PANEL



① <b>Power</b>	Press to turn the washer <b>ON/OFF</b> .
② <b>Keylock</b>	Press to disable all buttons on the control panel, except the <b>POWER</b> button. This prevents accidental button presses.
③ <b>SmartTouch™ Control Dial</b>	Rotate to select your desired wash cycle. <ul style="list-style-type: none"> <li>Red LED illuminates to indicate the selected wash cycle.</li> </ul>
④ <b>Digital display screen</b>	Shows the following: <ul style="list-style-type: none"> <li><b>TIME TO GO</b> - the remaining time in the cycle that is currently running.</li> <li>Delayed start time of wash cycle.</li> <li>Notifications if an error is detected or a warning is necessary.</li> </ul>
⑤ <b>Progress lights</b>	Indicate the current status of the wash cycle. <ul style="list-style-type: none"> <li>All lights are illuminated at the start of the wash cycle.</li> <li>The light of the current status flashes, and then turns off once completed.</li> </ul>
⑥ <b>Delay Start Less/More</b>	Press <b>MORE +</b> to increase and <b>LESS-</b> to decrease the delay start time.
⑦ <b>Auto Dose</b>	Press to select <b>MANUAL</b> or <b>AUTO DOSE</b> dispensing of detergent and softener.
⑧ <b>Wash Temp</b>	Press to increase or decrease wash water temperature.
⑨ <b>Spin Speed</b>	Press to increase or decrease spin speed.
⑩ <b>Optimise Wash</b>	Press to select <b>SPEED</b> , <b>ECO</b> or <b>QUIET</b> .
⑪ <b>Wash Boost</b>	Press to select <b>PRE WASH</b> , <b>RINSE+</b> or <b>WASH+</b> .
⑫ <b>Add a Garment</b>	Press to interrupt the wash part of the cycle to add or remove items.
⑬ <b>Start/Pause</b>	Press to start or pause the selected wash cycle. Press and hold this and <b>ADD A GARMENT</b> for three seconds to enable <b>REMOTE</b> (WiFi) mode.

## CONTROL PANEL

### 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  and the display will flash. Open the door and add or remove items. Close the door and press  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.

## CONTROL PANEL

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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 ▶||.

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

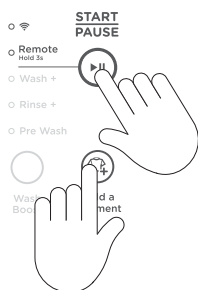
- Ensure your home Wi-Fi network and Bluetooth on your mobile device are turned on.
- You will be given step-by-step guidance on your mobile device.
- It may take up to 10 minutes to connect your appliance.

### On your mobile device:






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

### Connecting to your home Wi-Fi



Ensure your appliance is powered on.

Press and hold ►|| and  **ADD A GARMENT** until the  LED starts to flash.

Once connected, the  LED will stop flashing and remain illuminated. Follow the instructions in the app to complete the connection.

### Enabling remote mode



Once setup is complete, press and hold ►|| for three seconds.

**REMOTE MODE** is now enabled. 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**.

## WI-FI CONNECTION & REMOTE MODE

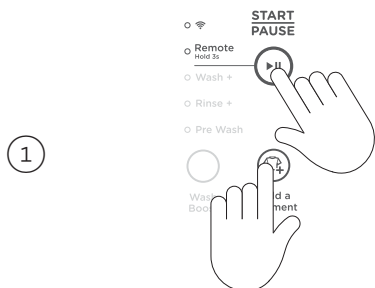
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### Disabling remote mode



Press and hold ►|| for three seconds.

### Turning off Wi-Fi



Press and hold ►|| and  **ADD A GARMENT** buttons for three seconds.

Once Wi-Fi is turned off you must reconnect to your home Wi-Fi and enable **REMOTE MODE** to access certain functions of your appliance via the app.

## 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.

<b>CYCLE</b>	<b>SUB-CYCLE</b>	<b>DESIGNED FOR</b>	<b>MAX. LOAD SIZE (kg)</b>	<b>WASH TEMP (°C)</b>	<b>SPIN SPEED (rpm)</b>
<b>Everyday</b>	n/a	A faster cycle designed for mixed loads with normal soil	10/11	30 (Cold-60)	1400 (0-1400)
<b>Cottons<sup>1</sup></b>	n/a	A cycle for normally soiled cotton garments	10/11	40 (Cold-90)	1400 (0-1400)
<b>Delicates</b>	n/a	A gentle wash with more water to care for lightly soiled delicate garments	4	30 (Cold-40)	500 (0-800)
<b>Easy Iron<sup>2</sup></b>	n/a	A cycle for normally soiled garments with lower spin speeds to reduce creasing	6	30 (Cold-60)	800 (0-800)
<b>Quick</b>	<b>Quick 15<sup>3</sup></b>	A cycle for freshening up of new or very lightly soiled garments	2	30 (Cold-40)	800 (0-1400)
	<b>Quick 30 (default)</b>	A cycle for cleaning lightly soiled loads quickly	6	40 (Cold-40)	1100 (0-1400)
<b>Rinse</b>	n/a	Items that require rinsing and spinning	10/11	Cold	1400 (0-1400)
<b>Drum Clean</b>	n/a	An extra hot cycle designed to clean your washer	n/a	90	1400 (1400)
<b>Spin</b>	n/a	Spinning wet items	10/11	n/a	1400 (500-1400)
<b>Sanitise</b>	n/a	An extra hot concentrated wash with multiple rinses	10/11	75	1400 (0-1400)
<b>Sports</b>	n/a	A cycle specifically designed for washing sports garments	6	40 (Cold-40)	1100 (0-1400)
<b>Wool<sup>5</sup></b>	n/a	An extra gentle wash action for machine washable woollen items that complies with Woolmark Apparel Care criteria	4	40 (Cold-40)	800 (0-800)

## WASH CYCLES

CYCLE	SUB-CYCLE	DESIGNED FOR	MAX. LOAD SIZE (kg)	WASH TEMP (°C)	SPIN SPEED (rpm)
Extra Care <sup>4</sup>	Heavy (default)	A longer, hotter wash for heavily soiled durable garments	10/11	60 (Cold-90)	1400 (0-1400)
	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)
	Soak	A normal wash action with an additional deep cleaning soak for your mixed everyday loads	10/11	40 (Cold-60)	1400 (0-1400)
Steam Refresh	n/a	A cycle designed to remove creases and light odours from up to two shirts	2 shirts	n/a	n/a

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

<sup>2</sup>The EASY IRON cycle includes WRINKLE FREE, the washer will tumble the clothes once every 15 minutes after the cycle has finished. To remove the load during WRINKLE FREE, press ►.

<sup>3</sup>To select QUICK 15, turn the dial to QUICK and select SPEED mode under OPTIMISE WASH.

<sup>4</sup>You can select a different sub-cycle from the default within EXTRA CARE by using the app. The cycle selected will become the default EXTRA CARE cycle for all future cycles, this can be changed at anytime by using the app.

### <sup>5</sup>Woolmark Apparel 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.



## DETERGENT AND SOFTENER

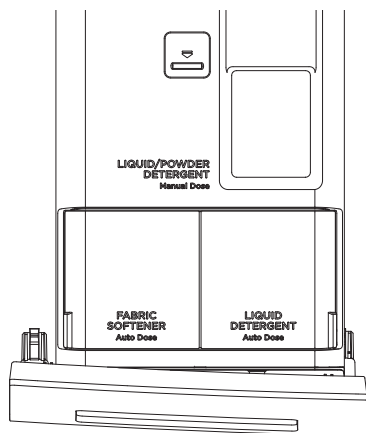
### Detergent

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 'Adjusting the amount of detergent or softener dispensed on Auto dose' for details on how to adjust the dosage.



## DETERGENT AND SOFTENER

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### 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** 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 **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 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

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### **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 **WOOL** and **DRUM CLEAN**).

### **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

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### 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 or Everyday, 1400 or 1100 rpm spin	30°C or 40°C
Sheets, pillowcases	Everyday, 1400 or 1100 rpm spin	30°C or 40°C
Bulky items – doonas, duvets, sleeping bags	Delicates, 800rpm	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	30°C
Extra delicate fabrics like lace	Delicates	30°C
Silk garments	Delicates	30°C
Jeans	Everyday or Extra Care – Heavy	Cold or 30°C
Highly coloured items	Everyday	Cold or 30°C
Whites, cotton items	Cottons, 1400 or 1100 rpm spin	40°C or 60°C
Sensitive skin or extra rinsing requirements	Cottons, Rinse+	40°C
Asthma/allergies	Cottons, Rinse+	60°C
Handkerchiefs, nappies, bedding and facemasks	Sanitise	75°C
Lightly soiled items	Quick – Quick 30 or 15	30°C
Muddy, sandy or linty items	Everyday	Cold
Unpleasant odour in the washer drum	Drum Clean	90°C
Items made of blended fibres (eg polyester cotton)	Everyday	40°C
Sportswear	Sports	30°C or 40°C
Soft toys	Extra Care – Soft Toys	40°C
Heavily soiled items	Extra Care – Heavy	40°C
Sneakers	Extra Care – Sneakers	40°C

# GETTING STARTED QUICKLY

1



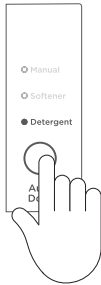
Press **POWER** ① to activate your washer.

2



Select your desired wash cycle by turning the Control Dial. The wash cycle icons will illuminate as you turn the dial showing which cycle is selected, along with the default wash cycle settings.

3



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

4

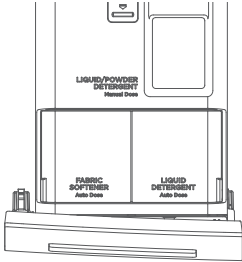


Customise your wash as needed by selecting specific temperature and spin speeds. Refer to 'Customising a wash cycle' for more information.

## GETTING STARTED QUICKLY

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5



Open the detergent drawer.

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

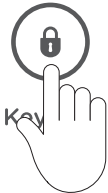
Only add detergent to the **MANUAL** dispensing compartment when using **MANUAL** dispensing.


6



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

7



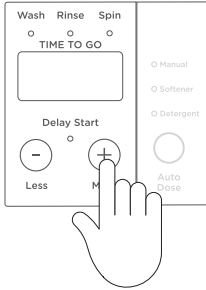
Press and hold  for three seconds to lock the buttons on the control panel, preventing them from being activated accidentally.

# 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 **MORE +** to increase the delay time, and **LESS -** to decrease the time, or turn **DELAY START** off.

2



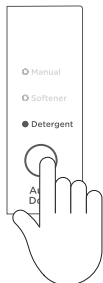
Press **▶||** to confirm your selection and start the countdown. The display screen will show the time until the cycle is set to begin.

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**.

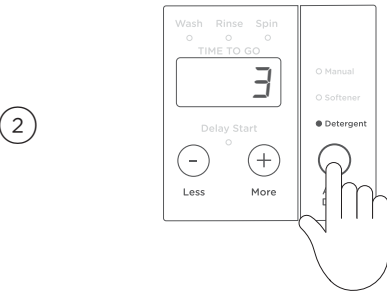
## CUSTOMISING A WASH CYCLE

### Adjusting the amount of detergent or softener dispensed on AUTO DOSE

The default amount of detergent or softener used for **AUTO DOSE**, for a given cycle, can be adjusted to any of the following levels: *1, 2, 3, 4* and *Hi*.

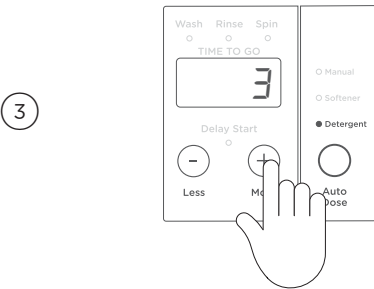


Turn the dial to select the wash cycle you want to adjust the **AUTO DOSE** level for, eg **EVERYDAY**.



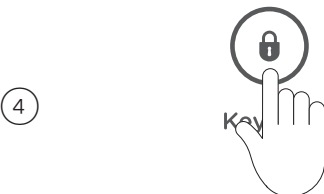
Press **AUTO DOSE** to select **DETERGENT** or **SOFTENER**, depending on which requires adjustment.

Press and hold **AUTO DOSE** for three seconds, **SEE** and then the default setting of **3** will be displayed.



Press **MORE +** or **LESS -** to increase or decrease the amount of detergent or softener used for **AUTO DOSE**.

If required, press **AUTO DOSE** again to adjust softener.



Once you have completed the adjustment, ensure the **AUTO DOSE** options you want saved as the default are selected, then press **Key** to store your adjustment for the selected cycle. A long beep will sound to confirm that your changes have been saved.

Refer to 'To save a customised cycle' for details on changing the default auto dose option for a cycle (**AUTO DOSE**, **MANUAL**, **SOFTENER**).



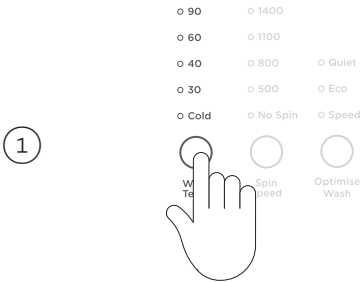
# CUSTOMISING A WASH CYCLE

## 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).

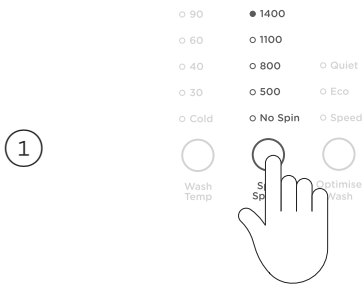
The washer will fill with both hot and cold water (if possible) to achieve the selected wash temperature. If required, ie for cold supply or cold connection only, the washer will heat the water to the selected temperature.



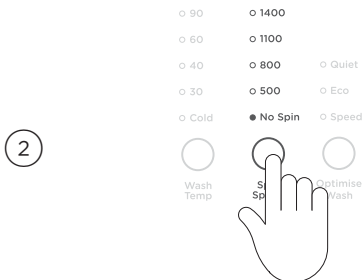
Press the **WASH TEMP** button to increase or decrease the wash temperature.

## Spin Speed

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



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



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

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### Optimise Wash

Your washer offers three 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**, **COTTONS**, **EXTRA CARE - 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.
- **ECO** will not be available if **PRE WASH** or **RINSE+** have been selected.

#### 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, but may increase the level of moisture remaining in the load. This mode includes **WRINKLE FREE**, the washer will tumble the clothes once every 15 minutes after the cycle has finished. The cycle icon and **▶II** will flash indicating **WRINKLE FREE** is operating, to remove the load during **WRINKLE FREE**, press **▶II**.

### Wash Boost

Your washer offers three wash boost modes – **PRE WASH**, **RINSE+**, **WASH+** – allowing you to add an extra short wash for extra dirty loads, an extra rinse to your cycle, or an increase to the wash time for dirty loads.

#### Pre Wash

Your washer will start with a short wash in cool water to remove excess soil. The washer will drain and then fill at the selected temperature for the main wash. **PRE WASH** cannot be selected after a wash cycle has been started or if **ECO** has been selected. Use liquid or powdered detergent in the **MANUAL** compartment. The compartment is flushed at the start of the cycle.

#### Rinse+

If you have a particularly dirty load, or you have sensitive skin and wish to give your clothes an extra rinse, select **RINSE+** from the **WASH BOOST** options. Your load will undergo an extra rinse to get rid of any residual detergent or soil in the items.

**RINSE+** will not be available if the **ECO** option has been selected.

#### Wash+

**WASH+** allows you to increase the wash time for heavy soiled items. The increase in wash time gives the load the right amount of tumbling to remove the soil from items that might need it.

# CUSTOMISING A WASH CYCLE

## To save a customised cycle

You can program your washer to remember the wash options you prefer for each wash cycle. For instance, you may want to set the **EVERYDAY** cycle to default to **40°C** or set the **EXTRA CARE - HEAVY** cycle to include **WASH+** or **RINSE+**.

1



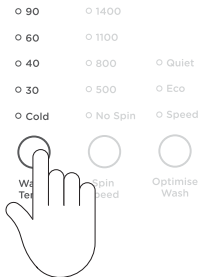
Press **POWER** ① to activate your washer.

2



Turn the dial to select the wash cycle you wish to customise, eg **EVERYDAY**.

3




Press and hold the button of the option you want to customise, eg **WASH TEMP** for three seconds. You will hear two quick beeps and the wash cycle icon will flash. The screen will display **SEt**.

## CUSTOMISING A WASH CYCLE

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4



Select your preferred setting for the option, then press  to save. A long beep will sound to confirm that your changes have been saved.

5



Continue to select any other options you wish to customise for this cycle. Press  to save your customised cycle.

To change your customised wash cycle simply repeat these steps.

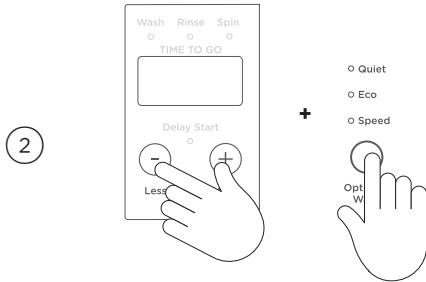
# FACTORY RESET

You can reset your washer to factory default settings by following the steps below.

To reset your washer to factory default settings:



Select the **SPIN** cycle.

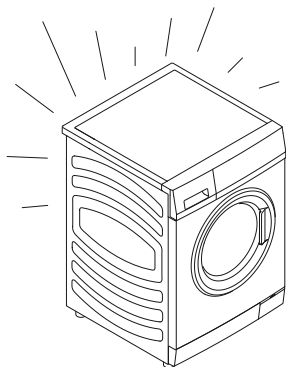


Press **MORE +** , **LESS -** and **OPTIMISE WASH** buttons together for three seconds, *dEF* will appear on the screen and the washer will beep.

Your washer will now be reset to factory default settings.

## CARING FOR YOUR WASHER

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### 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

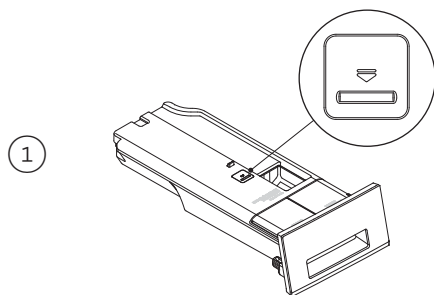
Before you start cleaning your washer, ensure that it is disconnected from the power (ie unplug the washer from the power socket).

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.

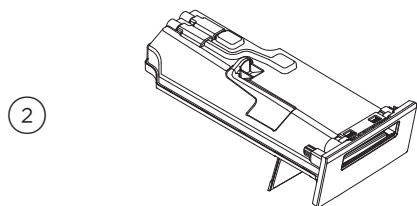
### Cleaning the control panel and outer surfaces of the washer

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



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

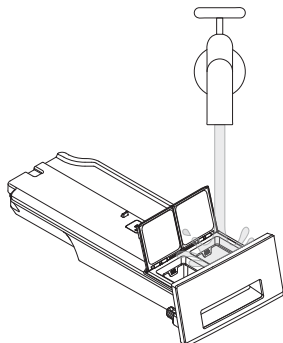


To empty the dispenser drawer, turn the dispenser drawer upside down in the sink and allow the leftover laundry liquid from the **AUTO DOSE** compartments to drain.

## CARING FOR YOUR WASHER

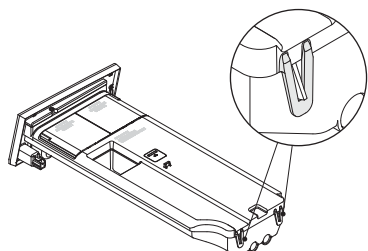
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3



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 to remove the cover.

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

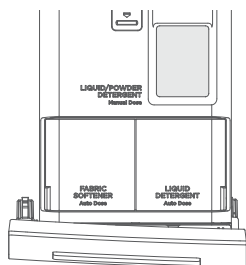
## CARING FOR YOUR WASHER

### 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** 1 to turn your washer on and select the **DRUM CLEAN** cycle.

3



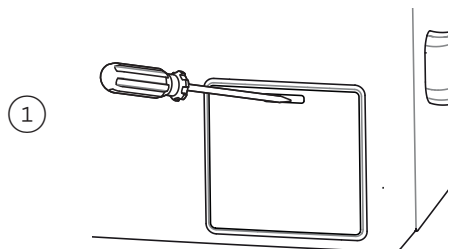
Press ►|| to start the cycle.



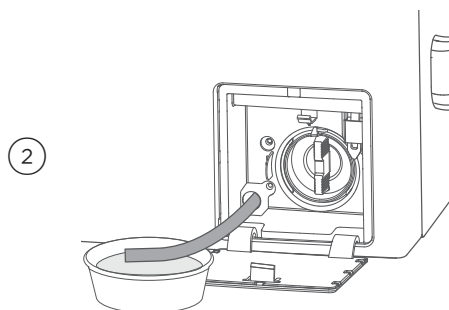
## CARING FOR YOUR WASHER

### 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.

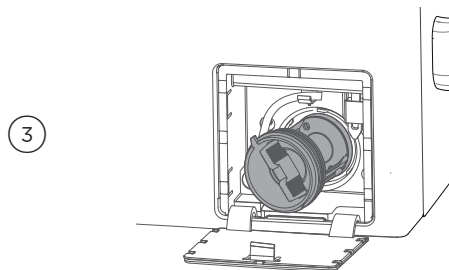


Insert a flathead screwdriver into the slot and lever the cover open.

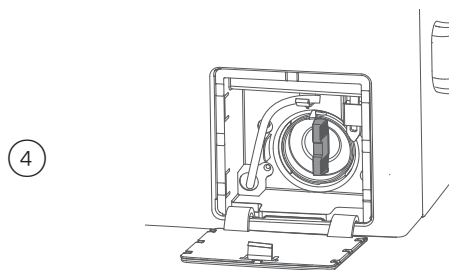


Unhook the outlet hose and pull it out (approximately 150mm). Remove the plug and allow any water (approximately 250ml) to drain into a shallow dish.

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



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.



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

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### Products that might damage your washer

- Concentrated bleaches, laundry pre-soakers/sanitiser, 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 sanitiser 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.

PROBLEM	DISPLAYED AS	WHAT TO DO
Keylock is activated	KEY LOC	Press and hold  for three seconds.
Pump filter is blocked	CLF FLTR	Clean the pump filter.
The washer is not getting any water	n0 ERR	<p>Check the tap(s) have been turned on.</p> <p>If there is no hot water connection the washer will heat the water itself, but there must be a cold water connection to the cold valve.</p> <p>Check the hose connections. If the cold water supply is connected to the hot valve and there is no connection to the cold valve the washer will not fill.</p> <p>Check the inlet hose(s) filters are not blocked, the hose(s) are not kinked and are attached correctly.</p> <p>Check that the drain hose is not too low or pushed into the standpipe too far. This will cause the water to siphon out of the washer.</p> <p>Check that the cold water temperature does not exceed the 35°C temperature requirement.</p> <p>Check the water flow rate. It maybe too low.</p>
The washer is out of balance	out OF BAL	<p>The wash load has gone out of balance at some point during the cycle. Press ►   to stop the message. You may notice the load feels wetter than usual, as the washer has adjusted the spin speed to compensate for the out of balance. If you want to improve the dryness of the load, manually re-distribute the load and remove items if necessary. Close the door, adjust the spin speed if necessary and press ►   to start the washer.</p> <p>Check the washer is level.</p>

## BEFORE YOU CALL FOR SERVICE

PROBLEM	DISPLAYED AS	WHAT TO DO
The washer has too many suds	<i>Sud LOC</i>	<p>Washer will stop and flash <i>Sud LOC</i> while waiting for suds to dissipate. The washer will not beep during this time. When the suds have dissipated the washer will automatically restart. If a suds event has occurred during a cycle the washer will also display this warning at the end of the cycle, to alert you that this has occurred. This may help to explain any reduction in performance.</p> <hr/> <p>Check you are using a detergent suitable for front loaders.</p> <hr/> <p>Check you are not overdosing the detergent.</p> <hr/> <p>Check the standpipe height for the drain is a minimum of 600mm.</p>
Door is locked	<i>door Locd</i>	<p>The temperature in the drum is over 60°C therefore it is not safe to open the door. Wait until the temperature drops below 60°C.</p> <hr/> <p>Check the water level in the drum. If the level is above the bottom of the door seal, the door cannot be opened. Use the <b>ADD A GARMENT</b> button if you wish to add or remove items</p> <hr/> <p>If the drum is still moving, wait for it to stop before attempting to open the door.</p>
Door is open	<i>door OPEN</i>	<p>Close the door fully and press ►II.</p> <hr/> <p>Try opening and closing the door again.</p> <hr/> <p>Reposition the load, make sure the load is correctly in the drum and that protruding items are not stopping the door from closing.</p>
Door is open	<i>close door</i>	<p>Close the door fully.</p> <p>This warning will appear you are attempting to enter <b>REMOTE MODE</b> and the washer door is open. The door must be closed for <b>REMOTE MODE</b> to be enabled.</p>

## FAULT CODES

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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 (refer to example shown here). 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 **POWER** ① .

## 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
<b>Washer not turning on</b>	Power not switched on at the wall.	Switch the power on at the wall. Press <b>POWER</b>  .
	Household power supply not working.	Try plugging in another electrical appliance.
<b>Pressing ►II does not start the fill</b>	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.
<b>Washer stops working mid cycle</b>	Delay start maybe set.	Refer to 'Delay Start'.
	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.
<b>Washer drains while filling</b>	Oversudsing.	Washer is waiting for suds to dissolve before continuing the cycle.
	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
<b>Washer is not draining</b>	Drain hose blocked.	Clear the drain hose.
	Pump filter blocked.	Clear the pump filter, refer to 'Cleaning the pump filter'.
<b>Filling continuously</b>	Drain hose higher than 1000mm above floor level.	Lower the level of the drain hose, refer to your installation guide.
	Drain hose not connected to standpipe, tub or spigot.	Connect drain hose correctly, refer to your installation guide.
<b>Poor rinsing</b>	Washer is siphoning.	Ensure standpipe or tub is at least 600mm from the floor level.
	Incorrect detergent used.	Use low sudsing, front loader detergent only.
<b>Not spinning properly</b>	Too much detergent used.	Ensure the correct dose of detergent is used for the load size and soil level refer to 'Detergent and softener'.
	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 <b>SPIN SPEED</b> , adjust the spin speed if necessary and press ►   to start the washer.
<b>Too many soap suds</b>	Suds build up.	Check the amount of detergent used, reduce if necessary.
	Incorrect type of detergent used.	Use low sudsing, front loader detergent only refer to 'Detergent and softener'.
<b>Small puddle of water from under the washer</b>	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.
<b>Small puddle of water from under the washer</b>	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
<b>Cycle time longer than usual / inaccurate adjustment of time remaining during cycle</b>	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.
<b>Detergent or fabric softener remaining in manual dose dispenser at the end of the cycle</b>	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 detergent dispenser drawer'.
	Liquid sitting at the <b>MAX</b> 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 detergent dispenser drawer'.
	Composition of the powder detergent makes it difficult to dispense.	Dissolve detergent with water to aid with dispensing.
<b>Washing very wet at the end of the cycle</b>	Cycle selected not appropriate.	Particularly short or delicate cycles have shorter spins which can result in wetter washing at the end of the cycle.
	Incorrect spin speed for load selected.	Select a faster spin speed.
	An out of balance load has occurred.	The washer compensates for the out of balance by using a lower spin speed, to reduce noise and potential damage to the product.
<b>Vibrating</b>	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
<b>Creasing</b>	Washer overloaded.	Do not overload the washer.
	Incorrect cycle for load type.	Use the <b>EASY IRON, DELICATES</b> or <b>STEAM REFRESH</b> 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. Do not leave wet washing sitting in a washing basket.
	Wash temperature too hot for load type.	Select a lower wash temperature. Check items care label for correct care. 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.
<b>Poor soil removal</b>	Incorrect wash cycle selected.	Select a wash cycle that is appropriate for the amount of dirt, refer to 'Wash cycles'.
	Insufficient detergent.	If using <b>MANUAL DOSE</b> ensure the correct dose of detergent is used for the load size and soil level, refer to 'Detergent and softener'. If using <b>AUTO DOSE</b> refer to 'Adjusting Auto Dose'.
	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 <b>WASH+</b> or <b>PRE WASH</b> option.
	Load was particularly dirty.	Select <b>PRE WASH</b> option for particularly dirty loads, refer to 'Customising a wash cycle'.
	Items not sorted correctly.	Wash heavily and lightly soiled garments separately.
	Washer dirty from previous wash.	After washing particularly dirty clothing, we recommend putting the washer through a <b>RINSE</b> 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 <b>COLD</b> wash temperature.
	Wet items have been left sitting for too long.	Remove items from washer as soon as the cycle is finished.
	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 <b>DRUM CLEAN</b> 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 <b>EASY IRON</b> or <b>STEAM REFRESH</b> 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 <b>DRUM CLEAN</b> 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 <b>STEAM REFRESH</b> 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

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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**

- Ⓐ 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.
- Ⓑ Defects caused by factors other than:
  - ① Normal domestic use; or
  - ② Use in accordance with the product's user guide.
- Ⓒ Defects to the product caused by accident, neglect, misuse or 'Act of God'.
- Ⓓ The cost of repairs carried out other than by a Fisher & Paykel trained and supported service technician or the cost of correcting such repairs.
- Ⓔ Normal recommended maintenance as set out in the product's user guide.
- Ⓕ 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.

## MANUFACTURER'S WARRANTY

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

Nothing in this Manufacturer's Warranty is intended to, 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

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

Check our website, [fisherpaykel.com](http://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](mailto:customer.care@fisherpaykel.com)

**Website:** [fisherpaykel.com](http://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](mailto:customer.care@fisherpaykel.com)

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

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### Registration

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

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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