

FISHER & PAYKEL

**FRONT LOADER
WASHING MACHINE**

WH1260H1 & WH1260HG1 models

USER GUIDE

CN

CONTENTS

Safety and warnings	4
First use	7
Setting a cycle	10
Loading suggestions	13
Wash cycles	14
Cycle settings	16
Cycle options	17
Detergent and softener	19
Wi-Fi connection and Remote Mode	21
Cleaning	23
Drum Clean	25
Cleaning the dispenser drawer	26
Cleaning the pump filters	27
Unlocking the door	28
Troubleshooting	29
Fault codes	34
Manufacturer's Warranty and Service Guide	36

⚠ 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

WARNING!

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

General

- This product has been designed for personal, family or household use. This product is not designed for any commercial use.
- Do not touch or operate the appliance with wet hands or with bare feet.
- A damaged power cord must be replaced by a Fisher & Paykel trained and supported service technician or similarly qualified person in order to avoid a hazard. Do not use the machine until it has been repaired to avoid a risk of electric shock.
- Do not operate this appliance if it has been damaged during transport. Contact your Fisher & Paykel dealer or Fisher & Paykel trained and supported service technician.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or given instructions on how to use the appliance by someone responsible for their safety.
- Keep children away from the washing machine while it is in operation.
- Supervise children to ensure they do not play with the appliance or climb inside the drum.
- Do not swing on or put weight on the door.
- The washing machine should only be used for washing and rinsing of textiles where this is indicated on the care label.
- Do not add petrol, dry-cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapours that could ignite or explode.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances as they give off vapours that could ignite or explode.
- The door will be locked from the start of the cycle until the cycle is complete for safety reasons. It is possible to open the door during the cycle under certain conditions. Never force the door open.
- Do not touch the door during a cycle as the door can become hot.
- 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 washing machine.
- Do not open the detergent dispenser during the cycle as hot water may come out of it.
- Read and follow the detergent manufacturer's instructions carefully. Instructions on how to use the detergent will be clearly indicated on the pack. Remember to store your detergents out of the reach of children.
- Do not wash an electric blanket in your washing machine unless the care label specifically states it is safe to do so.
- Do not wash curtains in this washing machine, as sunlight makes them brittle and they may disintegrate during washing.
- The only user-removable parts of the washing machine are the inlet hose(s), dispenser drawer and pump filters. No other parts are designed to be removed by anyone other than a Fisher & Paykel trained and supported service technician.

SAFETY AND WARNINGS

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

MODEL CODE	MAXIMUM CAPACITY* (KG)
WH1260H1 & WH1260HG1	12kg

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

Installation

- Install the appliance on a solid and level floor surface. Ensure it has at least 12mm clearance on each side and at the top, and at least 30mm clearance at the rear.
- The appliance must not be installed on any textured floor coverings (eg carpet, rugs).
- This appliance can be installed on a compatible Fisher & Paykel plinth. To ensure stability, the plinth must be fitted correctly with the appliance. For installation instructions and compatible plinth models, refer to fisherpaykel.com.
- Do not install or operate this appliance on any other plinth or structure.
- Ensure the installation provides accessibility to the plug or incorporate a switch in the fixed wiring in accordance with the wiring rules to allow disconnection of the appliance from the supply after installation.
- For more information refer to the installation guide. To access, go to fisherpaykel.com/ specify and search by appliance type, product name or model.

Water supply requirements:

- Inlet water pressure: Max. 1MPa (145psi), Min. 50kPa (7.3psi)
- Inlet water flow rate: Min. 6 litres/minute
- A pressure-reducing valve must be installed if pressure is higher than 1MPa.
- For optimum wash performance check the supply pressure is within the recommended range.
- New hose sets provided should be used to connect the appliance to the water mains. Old hose sets should not be re-used.
- We recommend the inlet hose(s) are changed every 5 years. WARNING: Failure to do so may result in a flood and damage to property.
- The hot water temperature should not exceed 65°C and the cold water temperature should not exceed 35°C. Temperatures above these may cause the appliance to fault or cause damage to it.

Disposal

- When disposing of this appliance, 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 washing machine.

FIRST USE

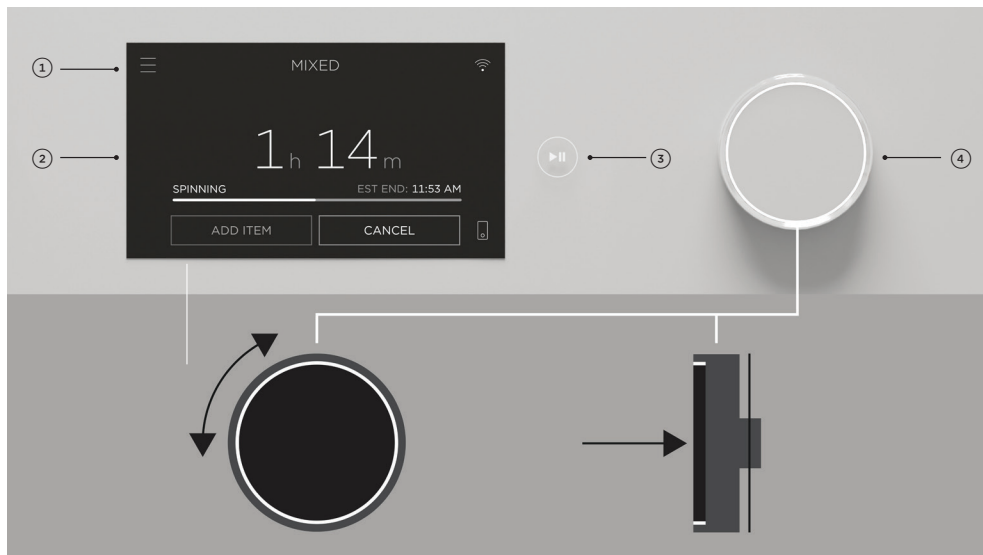


Features and accessories

- | | |
|---------------------------------------|----------------------------------|
| ① Detergent/Softener dispenser drawer | ④ Door seal |
| ② Washer controls | ⑤ Pump filters/Door release tab* |
| ③ Drum light | |

*Located behind filter cover.

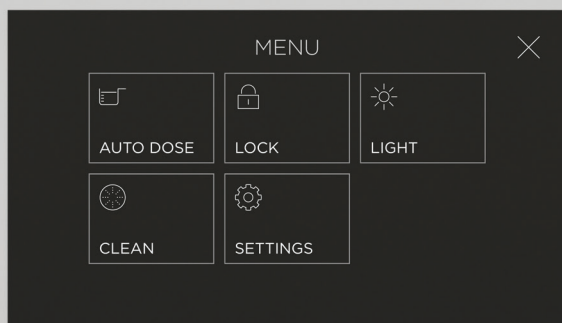
FIRST USE








Control panel

① Menu	Press to access additional features and settings.
② Touchscreen display	Use to navigate and select cycles, features and settings.
③ Start/Pause button	Press to start or pause a cycle.
④ Control dial	<ul style="list-style-type: none">• Press the dial to turn the display on.• Turn the dial to scroll.• Press to select or confirm.• Press and hold to go back or to turn the display off.

FIRST USE



Menu

AUTO DOSE		Adjust the detergent or softener dosage when using AUTO DOSE . The dosage level will apply across all cycles.
LOCK		Lock the controls to prevent accidental use. The controls can be locked at any time including while a cycle is running. When locked, the controls will be unresponsive except to pause a cycle. Press and hold the screen to unlock.
LIGHT		Turn the drum light ON/OFF .
CLEAN		Run the drum clean cycle regularly to clean your washer. Refer to 'Drum clean'.
SETTINGS		Adjust the appliance settings to suit your preferences or set up a Wi-Fi connection. Refer to 'Wi-Fi connection & Remote mode'.

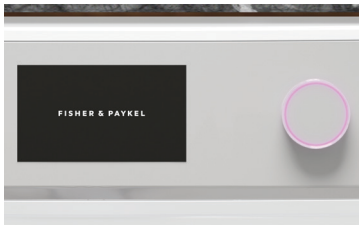
SETTING A CYCLE

1



Place items in the washer. For best results, wash similar items together and do not exceed the maximum capacity for the selected cycle.

2



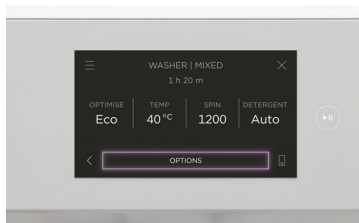
Press the dial to turn on the display.

3



Select a wash mode then select a wash cycle.

4



Adjust the settings as needed or press **OPTIONS** to access additional cycle options. For more information refer to 'Cycle settings.' and 'Cycle options.'

SETTING A CYCLE

5

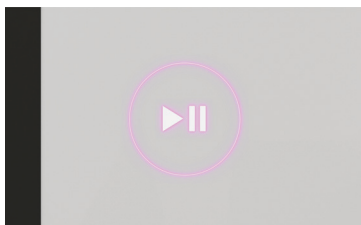


Check detergent and fabric softener and add if needed.

If detergent is set to **AUTO**, ensure that liquid detergent has been added to the auto dose compartment.

Do not add detergent to the manual detergent compartment if detergent is set to **AUTO**.

6



Press ►|| to start the cycle.

SETTING A CYCLE

Pausing a cycle



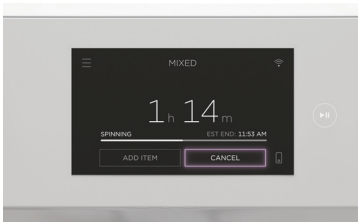
Press ►|| to pause the cycle.

Adding an item



Press **ADD ITEM** at any time during the wash phase of the cycle to add or remove an item. The door will unlock once water level has reduced, which may take a few minutes.

Cancelling a cycle



Press **CANCEL** and then **CONFIRM**. The door will remain locked if the water level is too high. You may need to run another cycle to drain the water.

LOADING SUGGESTIONS

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 items 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.

WASH CYCLES

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

CYCLE	DESIGNED FOR	MAX. LOAD SIZE (KG)	WASH TEMP ² (°C)	SPIN SPEED (RPM)
MIXED	An everyday cycle for mixed fabrics. Ideal for items like t-shirts and trousers.	12	30 (Cold-60)	1400 (0-1400)
COTTON ¹	A warmer cycle for natural cotton fabrics.	12	40 (Cold-90)	1400 (0-1400)
DELICATE	A gentle cycle for delicate items such as blouses and dresses.	4	30 (Cold-40)	500 (0-800)
TOWELS	Designed for washing thick and absorbent items such as towels.	6	40 (Cold-90)	1400 (0-1400)
SHEETS	An optimised wash cycle for bed linen. Ideal for washing sheets, covers and pillowcases.	6	40 (Cold-90)	1400 (0-1400)
STEAM REFRESH	Designed to refresh items by reducing creases and odours. For best results, use this cycle for one or two items at a time.	2 items	n/a	n/a
QUICK 15	A very quick wash cycle for freshening up new or lightly soiled items.	2	30 (Cold-40)	800 (0-1400)
QUICK 30	A quick wash cycle for small loads and lightly soiled items.	6	40 (Cold-40)	1100 (0-1400)
WOOL ³	An extra gentle cycle to care for woollen items. This cycle meets the Woolmark requirements for machine washable items.	4	40 (Cold-40)	800 (0-800)
HANDWASH	An extra gentle cycle for very delicate items such as lace.	1	30 (Cold-40)	500 (0-800)
SILK	An extra gentle cycle designed specifically for silk items.	1	30 (Cold-40)	500 (0-800)
ACTIVEWEAR	A gentle cycle optimised for activewear. Ideal for synthetic and elasticated items.	2	30 (Cold-40)	1100 (0-1400)
DENIM	An everyday cycle to care for denim fabrics.	3	Cold (Cold-40)	1400 (0-1400)
HEAVY	A stronger wash cycle for heavily soiled items. Suitable for more durable fabrics.	8	60 (Cold-90)	1400 (0-1400)
SANITISE	An extra hot cycle designed to eliminate bacteria. Ideal for sanitising items like towels and sheets.	12	70	1400 (0-1400)
ALLERGY	A hotter wash with multiple rinses to reduce allergens. Ideal for people with asthma or sensitive skin.	12	60 (40-90)	1400 (0-1400)
SPORTS	A stronger wash cycle designed for sportswear. Suitable for more durable fabrics.	4	40 (Cold-40)	1100 (0-1400)

WASH CYCLES

CYCLE	DESIGNED FOR	MAX. LOAD SIZE (KG)	WASH TEMP ² (°C)	SPIN SPEED (RPM)
SYNTHETICS	An everyday cycle for synthetic fabrics. Ideal for synthetic fabrics and polyester-cotton blends	4	40 (Cold-60)	1100 (0-1100)
BULKY	A gentle cycle for large or bulky items. Ideal for items like jackets, duvets and quilts.	6	40 (Cold-90)	800 (0-800)
EASY IRON	Designed to minimise creasing in items like shirts. Wrinkle Free is automatically enabled at the end of the cycle.	4	30 (Cold-60)	800 (0-800)
SOFT TOYS	A gentle cycle for looking after soft toys.	4 toys	40 (Cold-40)	500 (0-800)
SNEAKERS	A gentle cycle for refreshing sneakers and sports shoes. For best results, use this cycle for one or two pairs of shoes at a time.	2 pairs	40 (Cold-40)	500 (0-800)
RINSE	A quick cycle for rinsing items. This includes a spin cycle after rinsing.	12	Cold	1400 (0-1400)
SPIN	A quick cycle to remove excess water from items.	12	n/a	1400 (500-1400)

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

²Indicates the default temperature and range available for a cycle. For cycles using **ACTIVEINTELLIGENCE™** sensing the range is limited. If you require a different temperature select **WASH BY CYCLE**.

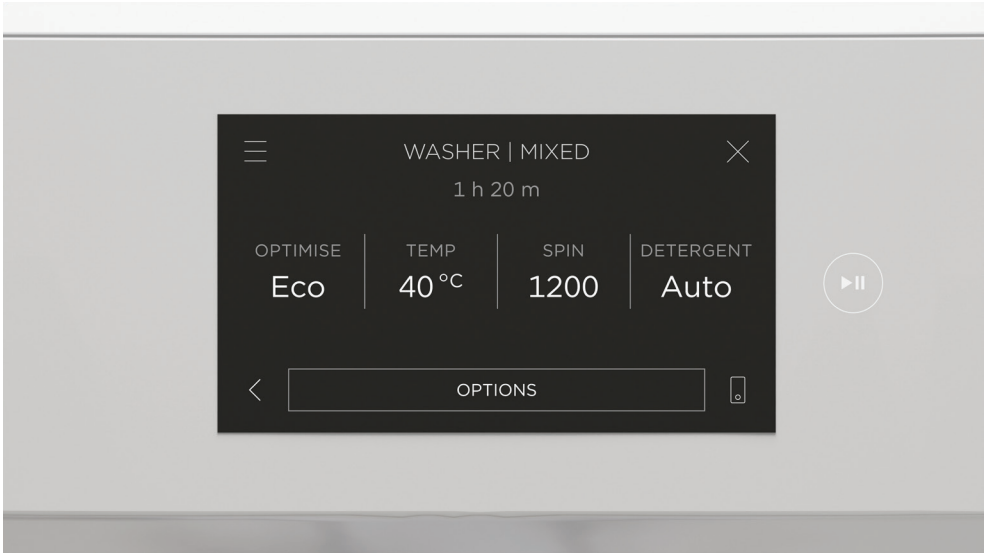
³Woolmark Wool Care

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.



CYCLE SETTINGS

Adjust the default cycle settings as needed to suit your preferences.



OPTIMISE

Optimise the cycle as required to reduce noise, save time, or save water and energy. Select from **SPEED**, **ECO**, **QUIET** and **QUIET ECO**. Some optimise options are not available on certain cycles to ensure optimal wash results.

TEMP

Select a temperature best suited to the items in the load. Some temperatures are not available on certain cycles to ensure optimal fabric care.

SPIN

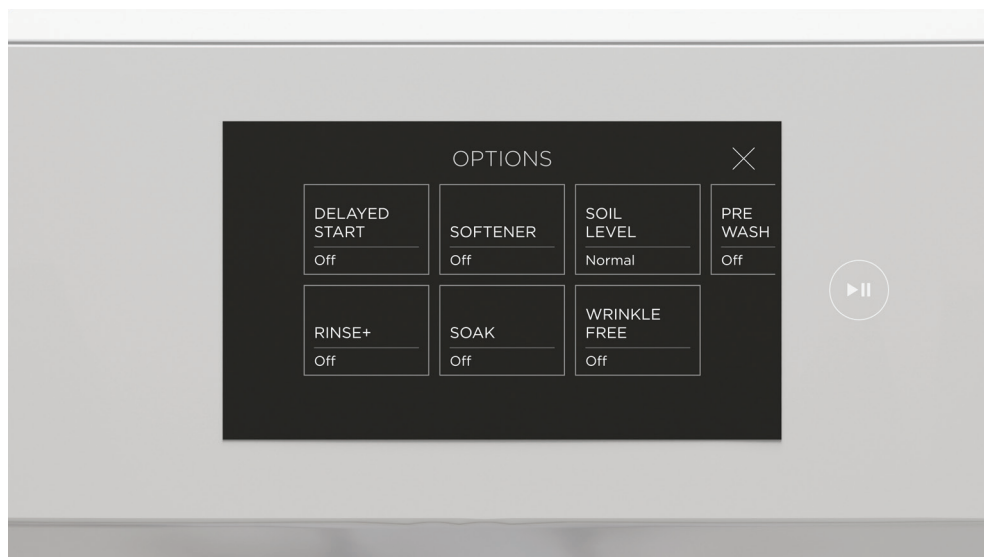
Select a spin speed best suited to the items in the load. Use a lower spin speed for more delicate items.

DETERGENT

When set to **AUTO**, detergent is automatically added during a cycle. Do not add extra detergent manually. When set to **MANUAL**, add detergent to the manual dose compartment before starting a wash. Detergent is not required for Steam Refresh. Refer to 'Detergent and softener'.

CYCLE OPTIONS

Adjust the default cycle settings as needed to suit your preferences.



DELAYED START

Set a time for the cycle to start. Avoid using **DELAYED START** for damp, non-colourfast items as this may cause dye run to occur.

SOFTENER

Fabric softener can be used to add softness to your laundry. When activated, softener is automatically added during a cycle. Not recommended for towels.

SOIL LEVEL

Adjust the soil level to suit your load. The wash time will be adjusted to suit.

PRE WASH

Add a pre wash to remove excess soil and ensure optimal wash results.

CYCLE OPTIONS

RINSE+

Add an extra rinse to the cycle. Ideal for people with sensitive skin, or for heavily soiled items.

SOAK

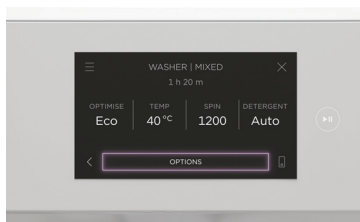
Add extra time for items to soak. Ideal for helping to lift stubborn stains.

WRINKLE FREE

After the cycle is complete the load will continue to tumble periodically to help reduce wrinkles. **WRINKLE FREE** will remain active for up to 8 hours or until cancelled. To cancel, touch the screen or open the door.

Accessing options

1



Select a cycle then press **OPTIONS** to access.

2



Select a cycle option and adjust as needed.

DETERGENT AND SOFTENER

Filling the dispensers



AUTO DOSE

If detergent is set to **AUTO**, ensure liquid detergent has been added to the auto dose detergent compartment.

Add softener to the fabric softener compartment.

Do not exceed the **MAX** levels indicated.

Do not add detergent to the manual detergent compartment if detergent is set to **AUTO**.



MANUAL DOSE

If detergent is set to **MANUAL**, add liquid or powder detergent to the manual dispensing compartment.

DISPENSER COMPARTMENT	CAPACITY
AUTO DOSE LIQUID DETERGENT	1100ml (max) liquid detergent. Suitable for several washes depending on load size.
AUTO DOSE FABRIC SOFTENER	540ml (max) fabric softener. Suitable for several washes depending on load size.
MANUAL DOSE LIQUID/POWDER DETERGENT	Liquid or powder detergent for a single wash.

DETERGENT AND SOFTENER

Detergent

Only use detergent designed for front loader washing machines. Your washer requires low-sudsing detergent to prevent oversudsing problems.

The washer has **AUTO DOSE** compartments for liquid detergent and fabric softener, and a **MANUAL DOSE** 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.

Ensure 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.

Detergent advice

If you notice unpleasant odours in your washer, you may not be using enough detergent for the soil level in your loads. Run a **DRUM CLEAN** cycle then try using a higher detergent dose.

If you find foam leaking from your washer, ensure you are using a low-sudsing or front loader type detergent.

If using **AUTO DOSE**, you may need to reduce or increase the standard dosage. To adjust the dosage press **≡** to open the menu, then select **AUTO DOSE**.

When using **MANUAL DOSE**, check the quantity you are using against the manufacturer's recommended dose on the label. You may need to adjust the amount you are using. If using manual detergent, ensure detergent is set to **MANUAL** to prevent double dosing and excessive foam.

Fabric softener

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

- 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 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 washer. If allowed to build up in the washer it can result in stains on clothes and an unpleasant smell in your washer.

WI-FI CONNECTION AND REMOTE MODE

Your appliance may be connected to your home wireless network and operated remotely using the app.

Connect your appliance to ensure it stays up to date with the latest software and features.

Getting started

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

On your mobile device:

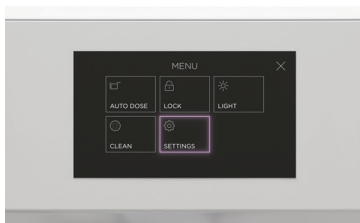



- ① Download the app. Scan the QR code or search “海尔智家” in your device's app store.
- ② Register and create an account.
- ③ Add your appliance and set up the Wi-Fi connection.



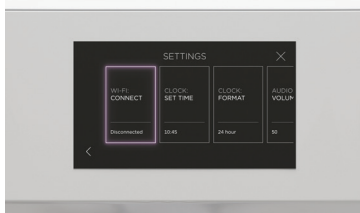
Connecting to your home Wi-Fi

①



Press  then select **SETTINGS**.

②

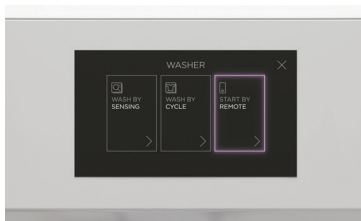


Select **WI-FI: CONNECT** then **WI-FI SETUP**, and follow the instructions onscreen.

WI-FI CONNECTION AND REMOTE MODE

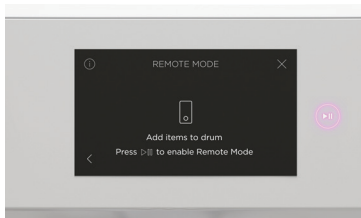
Enabling Remote Mode

1



Select **START BY REMOTE**.

2



Follow the instructions onscreen then press **▶II**.

Remote Mode is now enabled.

CLEANING

Turn the washer off at the wall before doing any cleaning or maintenance.

Surfaces

Wipe with a damp cloth and mild detergent, then dry with a clean, lint-free cloth.

We do not recommend using the following cleaning products as they may cause damage:

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

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

Cleaning the hose(s)

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

Moving your washer

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

CLEANING

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 items stained with solvents as they are flammable. DO NOT put them in your dryer.
 - Use of dyes in your washer may cause staining of the plastic components. The dye will not damage the washer but we suggest you thoroughly clean your washer afterwards. We do not recommend the use of dye strippers in your washer.
 - Nappy 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.
-

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 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 machine's grey water on the garden or for flushing your toilet – more information can be found on government websites promoting energy and water saving.

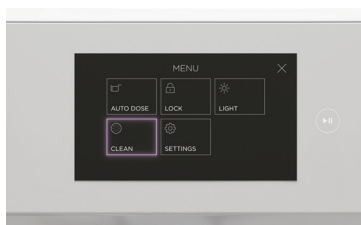
DRUM CLEAN

Run the drum clean cycle regularly to clean your washer.

- Ensure the drum is empty.
- Add washing machine cleaner directly into the washer drum.
- Follow the manufacturer's instructions for recommended dosage.

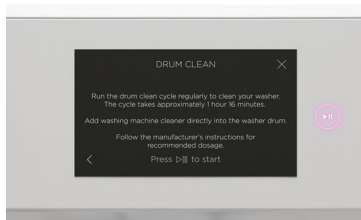
Setting Drum Clean

1



Press **≡** then select **CLEAN**.

2

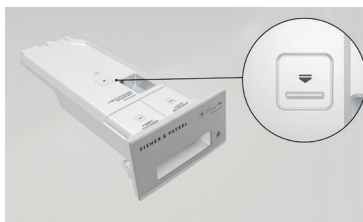


Follow the instructions onscreen then press **▶||**.

CLEANING THE DISPENSER DRAWER

Check and clean the dispenser drawer regularly to remove build-up. Turn the washer off at the wall before cleaning these parts.

①



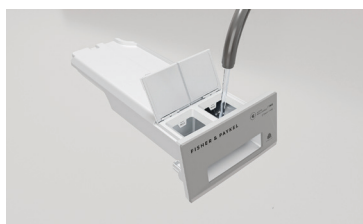
To remove the dispenser drawer from the washer, pull it open, push down on the tab to the left of the **MANUAL DOSE** compartment and pull it out from the washer.

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 refitting the dispenser drawer to the washer.

CLEANING THE PUMP FILTERS

Check and clean the pump filters regularly to maintain optimum performance. Some water may leak from the filters when they are removed. Turn the washer off at the wall before cleaning these parts.

1



Push the centre of the filter cover to open.

2



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

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

3



Turn the filters anti-clockwise to remove. Clean and rinse each filter. Check and clear the cavity behind each filter. Check the impeller behind each filter moves freely and remove any obstructions.

4



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

Ensure each filter is placed back into the correct slot and that both filters are correctly in place before running another cycle.

UNLOCKING THE DOOR

Use the door release tab to unlock the washer door during a power failure. The door release tab is located behind the filter cover.

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

①



Push the centre of the filter cover to open.

②



Pull the tab down to release the door.

When power is restored, the wash cycle will resume. If the cycle doesn't resume automatically, press ►II.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Display will not turn on	No power.	Ensure the dryer is plugged in and the power supply is turned on at the wall.
Display not responding	Washer needs to be reset.	Press the dial to turn the washer off. Wait a few seconds, then press the dial again to turn the washer back on. If the problem persists, try turning the washer off and on again at the wall. The display may take a few seconds to load.
	Software update may be required.	If the washer is connected to Wi-Fi, check if any updates are available.
Washer will not start	The controls are locked.	Press and hold the screen to unlock the controls.
	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.
	DELAYED START is set.	Refer to 'Cycle options'.
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 ► 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 filters'.
Filling continuously	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.
Poor rinsing	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.
Not spinning properly	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.	Redistribute the load and remove items if necessary. Close the door and press ►II to spin again. If issue occurs again, stop the cycle, select SPIN (adjust the spin speed if required) and press ►II .
Too many soap suds	Suds build up.	Check the amount of detergent used, and reduce if necessary.
	Incorrect type of detergent used.	Use low sudsing, front loader detergent only. Refer to 'Detergent and softener'.
Small puddle of water from under the washer	Too much detergent used.	Ensure you use the correct dose of detergent for the load size and soil level. Refer to 'Detergent and softener'. Adjust the amount of detergent used for AUTO DOSE . 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 'Cleaning'.
	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 laundry 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 immediately removing clothes from washer at end of cycle, select the WRINKLE FREE option. Do not leave wet washing sitting in a washing basket.
	Wash temperature too hot for load type.	Select a lower wash temperature. Check items care label for correct care. 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 'Cycle options'.
	Items not sorted correctly.	Wash heavily and lightly soiled items separately.
	Washer dirty from previous wash.	After washing particularly dirty clothing, we recommend running 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 temperature suitable for the type of soil, eg warm for greasy soils, cold for muddy soils. Increasing the temperature generally improves soil removal and overall wash performance. Ensure items 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 immediately from the washer, 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 'Drum clean'.
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.

FAULT CODES

How do I know if there is a problem?

Your washer will beep and an alert will show in the display.

What to do

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

If the problem persists

- ① Note down the fault code.
- ② Contact Customer Care or a Fisher & Paykel trained and supported service technician. Refer to the Service and Warranty booklet for contact details.

'E' fault codes

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

- ① Press the dial to turn the washer off.
- ② Wait a few seconds, then press the dial again to turn the washer back on.

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

ALERT	WHAT TO DO
LOCKED	Press and hold the screen to unlock the controls.
CLOSE DOOR	Ensure the door is firmly shut, then press ► to resume cycle. Try opening and closing the door again. Reposition the load, ensuring items are not in the way of the door.
DRUM CLEAN	Clean the drum. Go to the menu and select DRUM CLEAN . Add washing machine cleaner directly into the drum and press ► . The reminder will display after every cycle, until the cycle is performed.
OUT OF BALANCE	Redistribute items in the drum before resuming. If the warning persists, stop the cycle and adjust SPIN to a lower speed before resuming. If the problem persists, check that the washer is correctly levelled.
OVERSUDSING	Wait for the suds to dissipate. The cycle will resume when the suds have reduced. 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.

FAULT CODES

ALERT	WHAT TO DO
DOOR LOCKED	<p>The temperature in the drum is over 60°C therefore it is not safe to open the door. Wait until the temperature drops below 60°C.</p> <p>Check the water level in the drum. If the level is above the bottom of the door seal, the door cannot be opened. Use ADD ITEM if you wish to add or remove items.</p> <p>If the drum is still moving, wait for it to stop before attempting to open the door.</p> <p>REMOTE MODE is enabled, refer to 'Wi-Fi connection and Remote mode'</p>
AUTO DETERGENT LOW	<p>Refill AUTO DOSE DETERGENT compartment or switch to MANUAL. Take care to not fill beyond the MAX mark.</p>
AUTO SOFTENER LOW	<p>Refill AUTO DOSE SOFTENER compartment. Take care to not fill beyond the MAX mark.</p>
FILTER BLOCKED	<p>The pump filter is blocked and needs to be cleaned. Refer to 'Cleaning the pump filters'.</p>
HIGH TEMP	<p>Door may remain locked due to high temperature in drum. Wait for temp to reduce then try again.</p>
WATER LEVEL	<p>Water level is too high. If this occurs, disconnect power and water and contact Fisher & Paykel Customer Care.</p>
NO WATER	<p>Check taps have been properly connected and are turned on.</p>
ADD ITEM	<p>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.</p>

MANUFACTURER'S WARRANTY AND SERVICE GUIDE



To access your Warranty and Service Guide

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

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

Washing machine manufacturing address:

South of Tuanjie Road,
West of Zonger Road,
Huangdao District,
Qingdao,
Shandong Province,
China

Complete and keep for safe reference:

Model _____
Serial No. _____
Purchase Date _____
Purchaser _____
Dealer _____
Suburb _____
Town _____
Country _____

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

The product specifications in this guide apply to the specific products and
models described at the date of issue. Under our policy of continuous product
improvement, these specifications may change at any time.

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

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