

**FISHER & PAYKEL**

**WASHSMART™ CLOTHES WASHER**

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**WA1068G model**

**INSTALLATION GUIDE / USER GUIDE**

**NZ AU**



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### Registration

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

### **⚠ WARNING!**



#### **Electrical Shock Hazard**

**Failure to follow this advice may result in electrical 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 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 lid will be locked for some parts of the wash cycle for safety reasons. It is possible to open the lid during the cycle under certain conditions. Never force the lid open.
- Do not touch or operate the machine with wet hands or with bare-feet.
- 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.
- Read and follow the detergent manufacturers' 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.

## SAFETY AND WARNINGS

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MODEL CODE	MAX CAPACITY* (KG)
WA1068G	10

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

- Do not overload your washing machine beyond its rated capacity.
- 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) and agitator. No other parts are designed to be removed by anyone other than a Fisher & Paykel trained and supported service technician.

### Installation

- For guidance on how to install your product, please refer to installation instructions contained in this document.

### Water supply requirements:

- Inlet water pressure: Max. 1MPa (145psi), Min. 34kPa (5psi)
- Inlet water flow rate: Min. 8 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 with the washer should be used to connect the washer 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 not exceed 35°C. Temperatures above these may cause the machine to fault or cause damage to the machine.
- Install the machine on a solid and level floor surface ensuring it has at least 20 mm clearance on each side. The washer must not be installed on any textured floor coverings (eg carpet, rugs).

### Disposal

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

# INSTALLATION INSTRUCTIONS

## Accessories

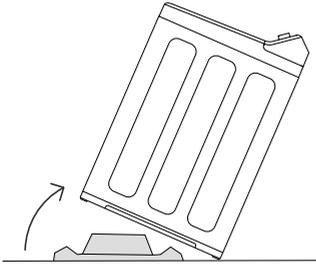
Check if you received the following accessories with your Fisher & Paykel washer. You will find them inside the drum or attached to the packaging.

- 1 hose guide
- 2 inlet hoses

## Unpacking

To ensure the best performance from your new washer please follow the instructions below.

### Removing the packaging

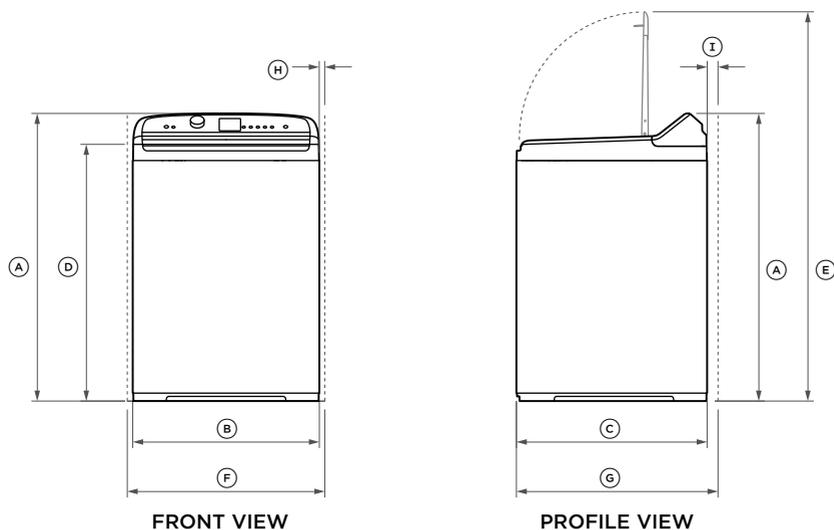


- ① Remove the outer packaging.
- ② Tilt the washer backwards and walk it off the base packer one foot at a time (ensure the lid is still taped down).
- ③ Remove the base packer from under the washer by tilting the washer backwards and pulling the packer out the front.
- ④ Remove the tape, lift the lid and remove the bowl packer from the bowl.
- ⑤ Remove the hoses and accessories.
- ⑥ Keep the base packer and bowl packer in case they are required for future transit.

**Ensure that the base packer has been removed before operating your machine.**

# INSTALLATION INSTRUCTIONS

## Product dimensions



PRODUCT DIMENSIONS	MM
(A) Overall height (to highest point on the console)	1060-1090
(B) Overall width of product	685
(C) Overall depth of product	700
(D) Height of product to top of lid closed (measured at front of product)*	950-980
(E) Height of product to top of lid* open	1440-1470
Standpipe or spigot height	850-1200
MINIMUM CLEARANCES	MM
(F) Minimum cavity width	725
(G) Minimum depth clearance (incl. inlet hoses and drain hose)	750
(H) Minimum clearance to adjacent product (dryer), side or wall#	20
(I) Minimum clearance at the rear of the product	50

\*The exact height of your washer is dependent on how far the feet are extended from the base of the washer.

# Applies either side.

# INSTALLATION INSTRUCTIONS

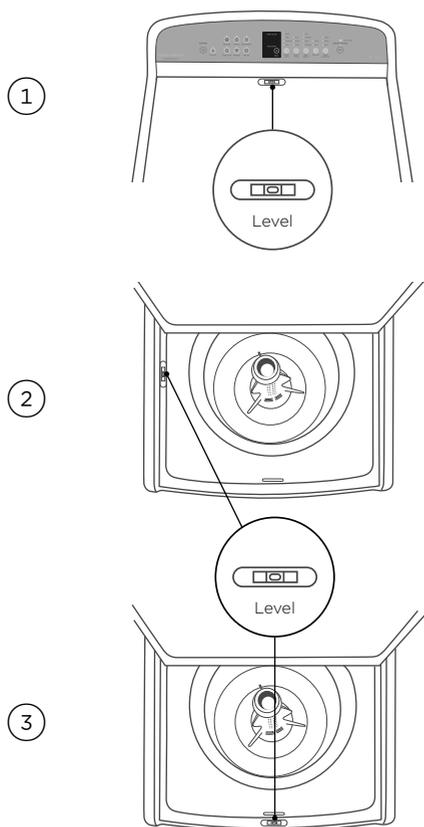
## Levelling instructions

It is **IMPORTANT** to level the washer to ensure good spin performance.

A level is provided with your washer. The washer is level when the bubble sits in the centre, within the two lines.

Your washer is equipped with self-locking feet at the front to ensure they do not move once you have levelled your washer. Move the washer using the top corners, do not push the centre front of the washer.

After levelling, the corners of the washer should be clear of the floor and the washer must not rock in any direction.



Move washer to its final position allowing for required clearances.

Level the washer side to side:

Close the lid and place the level at the centre back of the lid (near the control panel). Pull the machine out and adjust the rear feet until the machine is level side to side.

Level the washer front to back:

- Open the lid and place the level on the left side, in line with the centre of the bowl.
- Adjust the front left foot (wind down).
- Repeat the above steps for the right foot. There should be equal weight on both front feet.

Re-check the washer is level:

- Place the level at the centre front of the topdeck (forward of the lid lock slot)
- Ensure washer does not rock in any direction.
- If washer is not level repeat the above steps

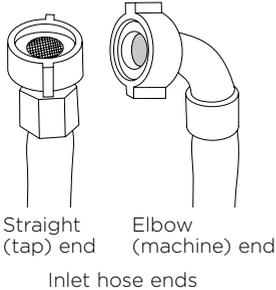
**Tap the lid down before moving washer.**

# INSTALLATION INSTRUCTIONS

## Water supply

### Inlet hoses

Failure to adhere to the following instructions may result in a flood and damage to property:



- ① Connect the straight ends of the inlet hoses to the taps (there are washers fitted in both ends). Connect the red connector hose to Hot, and the white connector hose to Cold.
- ② Connect the elbow ends of the inlet hoses to the corresponding washer inlet valves. Inlet valves are marked on the back of the washer. Ensure the Hot valve is connected to the hot tap and the Cold valve is connected to the cold tap.  
H = Hot C = Cold

Only use the new hose set provided with your washer.

### Water supply requirements:

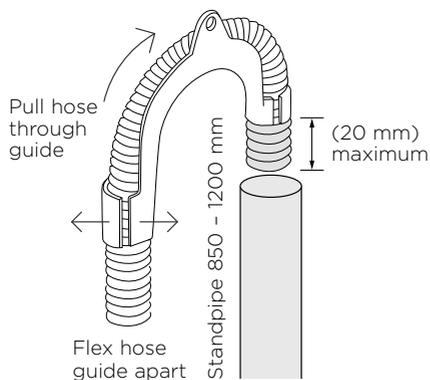
- If you have an uncontrolled water heating source (eg a wet back or solar heating system) you should fit a tempering valve. This will ensure the hot water temperature remains within safe limits. Contact your registered plumber to select and install the tempering valve.
- Your cold water should not exceed 35°C and your hot water should not exceed 65°C. Temperatures above these may cause the machine to fault or cause damage to the machine.
- Inlet water static pressure: Max. 1MPa (145psi) Min. 34KPa (5psi).
- Inlet water flow rate at tap: Min. 8 litres/min.

This clothes washer should be plumbed into both a hot and cold water supply otherwise some cycles may not function correctly.

Your washer does not have an internal heater to heat water.

# INSTALLATION INSTRUCTIONS

## Draining



Fitting the drain hose guide

### Placing the drain hose in a standpipe or tub:

- ① Carefully pull the drain hose out from the back of the washer by pulling the exposed part of the hose downward and outward.
- ② To guide the drain hose over the tub or standpipe the hose guide **MUST** be fitted to the drain hose.
- ③ Place the drain hose in the tub or standpipe. Do not fit the hose to a drain spigot. Drainage must not be airtight in order to prevent siphoning.

To prevent siphoning the drain hose should not extend more than 20 mm from the end of the guide. The height of the standpipe or tub should be between 850–1200 mm. The drain hose can be trimmed to length.

- Regularly check that your standpipe or tub is free from lint or other obstructions, which may affect how your washer works or may cause flooding.
- In multi-storey apartments or any upper floor, the washer should be installed on a floor equipped with a drain.
- Draining must comply with local by-laws.

## Electrical connection

- This appliance must be supplied with a 220–240 V, 50 Hz, sinusoidal, 10 A electrical supply.
- Check the power cord for damage, making sure it is not squashed or twisted.
- A damaged power cord must be replaced by a Fisher & Paykel Authorised Repairer, in order to avoid a hazard. The appliance must not be operated until it is repaired, as there is a risk of electric shock.

SPARE PARTS*	PART NO.
Inlet Valve Cap	388491P
Hose inlet long (2m)	422680P
Hose inlet large bore	426123P
Drain hose extension	425627P

\*Available from your Fisher & Paykel dealer or a Fisher & Paykel trained and supported service technician.

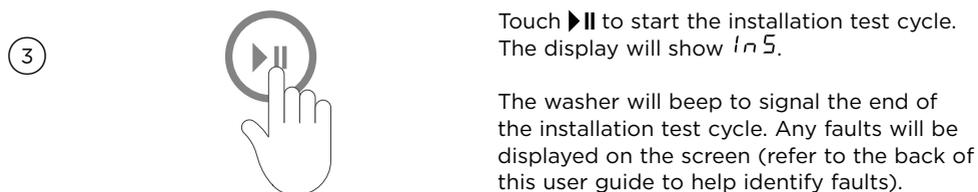
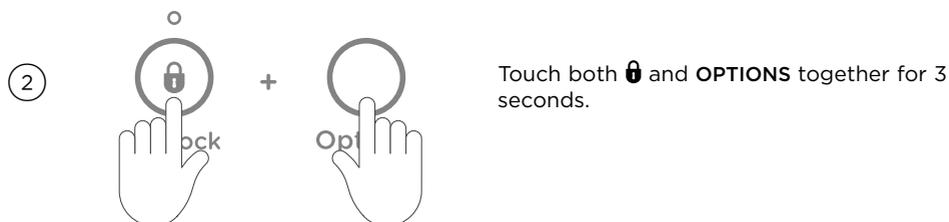
# INSTALLATION INSTRUCTIONS

## Completing your installation

- Turn on the water and check all hose connections for leaks. Make sure there are no kinks in the hoses. Check the hose connections for leaks again after 24 hours.
- Uncoil power cord, remove and discard the plastic pin cover, and plug into wall socket.
- Connect the appliance to an earthed outlet protected by a fuse of suitable capacity.

## Installation test cycle

Your washer must be correctly installed before use. Check the installation and operation of the washer using the following procedure:



**If there are any problems, you must address these before proceeding with normal use. The washer will automatically turn off at the end of the cycle if there are no problems.**

If you need further assistance, please contact a Fisher & Paykel trained and supported service technician or our Customer Care Centre. Refer to 'Customer care' section for contact details.

## BEFORE YOUR FIRST WASH

Before you start, mark ( ✓ ) accordingly if you have gone through the checklist below:



- ① Has the base space packer been removed?
- ② Is the drain hose threaded through the hose guide 'U bend' (with no more than 20mm extended) and hooked into your standpipe or tub, or attached to a spigot?
- ③ Is the hot hose connected to the Hot valve marked 'H'?
- ④ Is the cold hose connected to the Cold valve marked 'C'?
- ⑤ Have the taps been turned on?
- ⑥ Is the washer correctly levelled, feet are extended and cabinet corners are clear of the floor?
- ⑦ Has the power cord been connected to an appropriate power supply and the power turned on?
- ⑧ Have you performed the installation test cycle?

### WashSmart™ capacity

WashSmart™ offers a very generous 10 kg capacity. The list below outlines what is included in a 10 kg wash load (in accordance with AS/NZS 2040.1:2005).

WASH LOAD - 10 KG	QUANTITY
Sheets (double)	4
Bath towels	8
Tablecloths	3
Shirts	4
T-Shirts	6
Pillowcases	6
Shorts	6
Washcloths	4
Handkerchiefs	2

Note: The above load composition is indicative only. We recommend for everyday use that you separate out your sheets and towels and wash them separately on the **REGULAR** cycle.

## SAFETY FEATURES

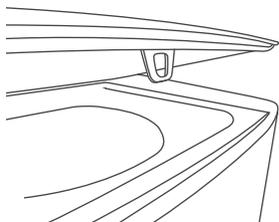
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### Lid lock

The lid of your WashSmart™ washer is locked for some parts of the wash cycle, ensuring safety for you and your family while it is operating.

The **LID LOCKED** light (above the ►|| button) is illuminated when the lid lock is activated, letting you know at a glance if you can open the lid or not.

To unlock the lid at any time during the cycle touch ►|| .



If the lid is left open, your WashSmart™ washer will be unable to lock the lid, and the cycle will be halted. The washer will beep to alert you and display a warning message on the screen. If this occurs, ensure that the lid is closed and touch ►|| .

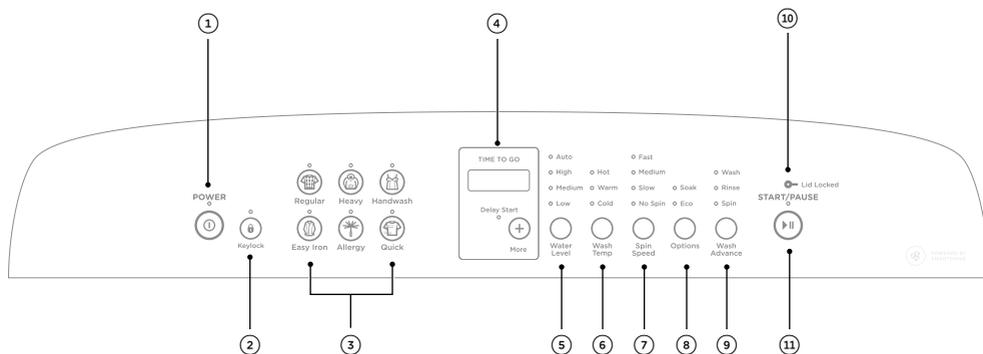
**Do not put anything down the lid lock slot in the top deck of your washer.**

**Do not try to disable the lid lock.**

### Auto drain

- Unsupervised clothes washers filled with water can present a drowning hazard to small children. In order to minimise any risk of this type of accident, your WashSmart™ has been pre-programmed to know when this potential hazard is created and drains the wash water to a safe level.
- If you pause your WashSmart™ at any time during the wash cycle when there is water in the bowl, the machine will activate the **AUTO DRAIN** function after 3 minutes. This will drain the water in the wash bowl to an acceptable level, minimising any potential hazard.
- A warning message *ADR* will be displayed on the digital display while **AUTO DRAIN** is in operation. The cycle can be restarted at anytime by touching ►||.

# CONTROL PANEL



① <b>POWER</b>	Touch to turn the washer ON/OFF.
② <b>Keylock</b>	Touch and hold to disable all buttons on the display panel, except <b>POWER</b> button. This prevents accidental button presses.
③ <b>Wash cycles</b>	Touch to select the desired cycle for your load.
④ <b>Digital display screen</b>	Shows the following: <ul style="list-style-type: none"> <li>• 'Time to go' - 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>Water level</b>	Touch to select the water level for your wash. If Auto is selected your wash will automatically select the most efficient water level for the load.
⑥ <b>Wash Temp</b>	Touch to select the water temperature.
⑦ <b>Spin Speed</b>	Touch to select the washer spin speed
⑧ <b>Options</b>	Touch to select Eco or Soak.
⑨ <b>Wash Advance</b>	Touch to advance the current cycle or to start a cycle at a particular stage.
⑩ <b>Lid Lock</b>	Illuminates to indicate the lid of the washer is locked. To open the washer pause the cycle.
⑪ <b>START/PAUSE</b>	Touch to start or pause the selected wash cycle.

## CONTROL PANEL

### Time to go

Your WashSmart™ washer displays approximately how many minutes the cycle has remaining, so that you can tell at a glance when your washing will be finished. Once you have selected your wash cycle and options, the time the cycle will take to complete will be displayed. Please be aware that a number of factors influence the overall cycle time, eg the water flow rate, load size and cycle selection, therefore times will vary.

### Keylock

Keylock can be used to lock the buttons on your WashSmart™ when not in use. This will avoid accidental button pushes from items left on the lid of the washer and also from any little fingers.

To turn Keylock mode ON or OFF:

①



Touch and hold the  button for two seconds.

When activated, the light above the  button is illuminated.

If Keylock is ON:

①



To turn your washer on, touch  for two seconds. This will activate the display panel. **KEYLOCK** will remain activated but let you select your wash cycle options and start the cycle.

②



To pause or stop your washer at any time during the cycle, touch  for two seconds, or touch the  twice in quick succession.

## WASH CYCLES

### Wash cycle guide

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

CYCLE	DESIGNED FOR	WASH TIME* (MIN)	WASH ACTION	WASH TEMP.	RINSE	SPIN SPEED
<b>Regular**</b>	Normally soiled, everyday washing, eg. sheets, towels, t-shirts.	13-15	Regular	Warm/ Cold	Sprays/ Deep rinse	Fast
<b>Heavy</b>	Heavily soiled durable garments, eg overalls, jeans, tea towels.	15-17	Heavy	Warm	Sprays/ Deep rinse	Fast
<b>Handwash</b>	Delicate, lightly soiled items, eg tops, blouses.	5	Handwash	Warm/ Cold	Sprays/ Deep rinse	Slow
<b>Easy Iron</b>	Items susceptible to creasing, eg shirts, dress trousers.	9	Regular	Warm/ Cold	Sprays/ Deep rinse	Slow
<b>Allergy</b>	Designed for those with skin and other sensitivities.	13-15	Regular	Hot	Sprays/ 2 Deep rinses	Fast
<b>Quick</b>	Lightly soiled garments requiring a freshen up.	3	Regular	Warm/ Cold	Sprays/ Deep rinse	Fast

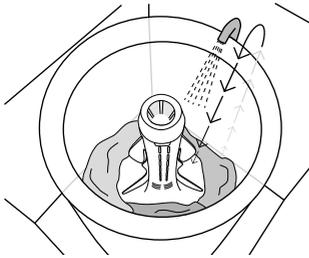
\* Refers to the agitation time in the “wash” part of the cycle, not the total time taken to complete a cycle.

\*\* The ‘Regular’ cycle, with ‘Eco’ selected is the recommended water and energy saving cycle for normally soiled, everyday washing.

Note: Some options may not be available on some cycles for garment care reasons.

## ECO ACTIVE™ WASH

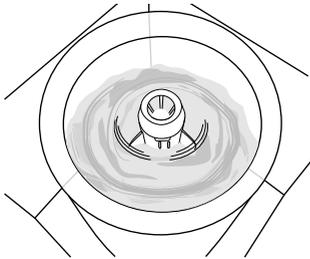
Your WashSmart™ uses a dual-action wash to give excellent wash performance while taking great care of your clothes. We call this the Eco Active™ wash. The two parts to the Eco Active™ wash are explained below:



### **Detergent activating wash (front-loader type wash)**

Your WashSmart™ washer fills the bowl at the selected temperature with just enough water so that your clothes are 100% saturated. This small amount of sudsy water flows down through the clothes, into the bowl base then up a specially designed portal and back onto the clothes in a cascade effect. This wash action thoroughly dissolves and activates the detergent.

The concentrated solution of detergent and water rapidly targets stains and soils at the fibre-level of fabrics, boosting soil removal and accelerating the wash process.



### **Agitation wash (top-loader type wash)**

After recirculating the sudsy water through your clothes for 4 minutes, your WashSmart™ washer will fill with just enough cold water to suspend the clothes in solution. Agitation will then begin, moving soil away from the clothes.

Note: The detergent activating wash is the only time during the cycle that hot water is used (when the machine is completely full the water will be lukewarm). If you need hot water during the agitation part of the wash, select the **ALLERGY** cycle.

## 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 tell you about the fabric of the garment and how it 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.

### Ensure the water level suits the load size

If manually selecting the water level, select the correct water level by using the mark on the agitator nearest to the top of the load. Ensure the load does not extend above the bottom of the fabric softener dispenser cup, as splashing may occur.

### For a balanced load

- Place unfolded clothes firmly and evenly around the agitator, no higher than the bottom of the fabric softener dispenser cup.
- Do not wrap large items, such as sheets, around the agitator.
- A mixture of small and large items will wash best.

Note: In the unlikely case of an out of balance load, refer to the 'Levelling instructions' to check the machine is correctly levelled.

# WASH PREPARATION

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## Selecting the right detergent

- We recommend using domestic laundry detergent. Use powder or liquid detergent for Top Loader machines.
- When washing wool items, remember to use a detergent specifically recommended for woollens.
- Soap flakes or granulated soap powders should not be used in your washer.

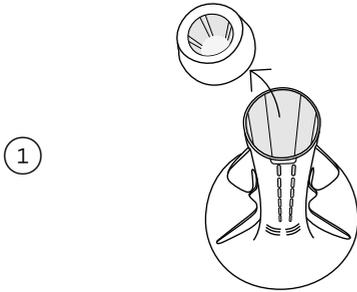
## How much detergent

Follow the instructions on the detergent packet as a guide to the correct amount of detergent to use. The correct amount of detergent will vary, depending on the amount of soil in your clothes and the size of your load. Jeans and work clothes may need more detergent, while towels usually need less. The larger your load, the more detergent you may have to add.

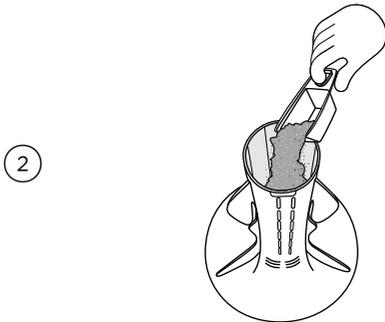
## Pods

Detergent pods are a 'no mess' alternative to powdered or liquid detergent. They should be placed down the centre of the agitator.

## Adding the detergent



Remove the fabric softener dispenser cup.



Place pod, pour liquid or powder detergent down the centre of the agitator. Pre-dissolving detergent in warm water (before adding it to the machine) when washing in cold water can improve the performance of the detergent.

Replace the fabric softener dispenser cup (this prevents small articles falling down the centre of the agitator).

## WASH PREPARATION

### How the fabric softener is dispensed

The fabric softener goes into the dispenser cup on the top of the agitator. During the rinse the machine spins to release the fabric softener, delivering it down the agitator stem as the machine fills for the final deep rinse.

If fabric softener is not added to the washer correctly, it may contribute to 'scrud' (described below).

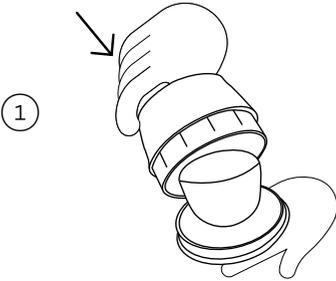
Note: The **QUICK** cycle and **ECO** option are not designed to be used with fabric softener. This cycle and option do not use a deep rinse so the machine cannot dispense fabric softener correctly.

### How much fabric softener?

Follow the manufacturer's recommendations on the fabric softener packaging for the correct dosage. The ring on the dispenser cup is a guide only for the maximum amount of fabric softener to add for a full load. Smaller loads require less fabric softener.

### Cleaning the dispenser

When using fabric softener, rinse your dispenser at the end of each wash.



Separate the cup from the dispenser body by pushing downward on the base of the cup.

Rinse both parts of the dispenser using warm soapy water.

### Scrud

Scrud is the name given to the waxy build-up that can occur within a washer when the fabric softener comes into contact with detergent. This can happen when fabric softener is not added to the machine correctly. This build-up is not brought about by a fault in the machine. If scrud is allowed to build up in the machine, it can result in stains on your clothes and/or an unpleasant smell in your washer.

If you wish to use fabric softener we recommend:

- Using fabric softener sparingly.
- When filling the dispenser, do not splash or overfill.
- Clean the dispenser as soon as the cycle has finished.
- Clean your machine regularly (refer to the 'Caring for your washer' section).
- Cold water washing increases the chance of a build-up of scrud occurring. We recommend a **WARM** or **HOT** wash at regular intervals, eg approximately every 5th wash.
- Fabric softener of a thinner consistency is less likely to leave residue in the dispenser and contribute to a build-up.

## GETTING STARTED QUICKLY

The buttons require only a gentle touch to activate.

1



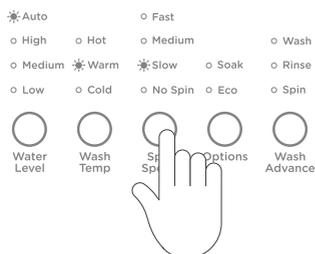
Touch **I** to activate your WashSmart™ washer.

2



Select your desired wash cycle by touching the corresponding button.

3



Choose your wash options, eg you may want a **WARM** wash temperature and a **SLOW** spin speed.

4



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

For best fabric and colour care, remove your clothes as soon as the cycle has finished.

## GETTING STARTED QUICKLY

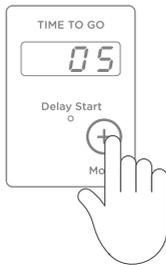
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5



Use  to lock the buttons on the display, which prevents them from being activated accidentally.

6



**DELAY START** allows you to delay the start of your wash by 5 mins up to 18 hours (refer to the 'Wash options' section).

If you wish to stop your FabricSmart™ washer touch ►||.

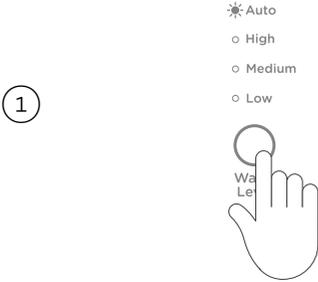
During a spray rinse or spin, there will be a slight delay while the bowl slows to a stop and the lid is unlocked.

# WASH OPTIONS

## Water Level

### Auto water level

Your washer has the ability to automatically select the most efficient water level for the load.



Place your clothes in the machine and select the wash cycle. Press **AUTO** water level if not automatically selected.

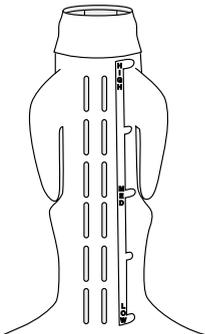


Touch ▶||. The machine will automatically fill to the correct water level for the load, for both phases of the wash.

When washing an unusual load, eg large bulky garments, items or pillows, we recommend you select the **HANDWASH** cycle. If there is already water in the bowl, it is best to manually select the water level.

### Manual water level selection

The agitator has five levels marked on its stem that can be used to help you select the correct water level. Select the correct water level by using the mark nearest to the top of the load.



- The levels marked on the agitator do not correspond exactly to the level of the water. They indicate the level of dry clothes suitable for the water level.
- Your washer may occasionally add water during agitation. This is to maintain the water level due to the release of air trapped in the garments.
- Out of balance loads, tangling or splash-over can be caused by selecting a water level that is too high.

## WASH OPTIONS

### Wash temp

WashSmart™ offers 5 wash temperatures, and an additional setting, **CONTROLLED COLD**.

COLD	CONTROLLED COLD	WARM/COLD	WARM	WARM/HOT	HOT
Incoming from tap	20°C	35°C	40°C	50°C	Incoming from tap

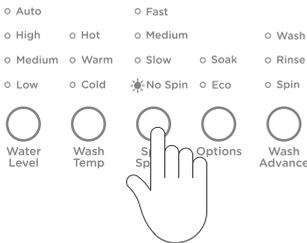
Note: These temperatures are approximate.

Touch the **WASH TEMP** button to increase or decrease the wash temperature selected. The wash temperature selected is used in the Eco Active™ part of the wash. The temperature will be lower for the remaining part of the wash.

The temperature of cold tap water varies widely depending on your location and the season. We have developed **CONTROLLED COLD**, which adds a small amount of warm water, when necessary, to raise your cold water wash to 20°C for a more effective wash. Refer to 'Controlled cold' for details on how to set **CONTROLLED COLD** as the default temperature for your cold water wash.

### Spin Speed

Your washer offers 3 spin speeds: **FAST** (1100 rpm), **MEDIUM** (670 rpm) and **SLOW** (330 rpm), plus an additional **NO SPIN** option. Simply increase or decrease your spin speed by touching the **SPIN SPEED** button.



Increase or decrease your spin speed by touching the **SPIN SPEED** button. **NO SPIN** will pause the washer at the end of the rinse, allowing you to remove drip-dry items before you proceed the washer to its final spin (touch **▶||** to start the spin). Some spin speeds are not available on some cycles for best clothes care (eg **HANDWASH** cycle).

## WASH OPTIONS

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**DO NOT** use your washer to soak items in bleach or sanitiser, and if you've soaked items in a bucket, do not tip the contents of the bucket into your machine. The chemicals in these products are very corrosive to metal surfaces and can damage your washer. Rinse and wring items out thoroughly before placing them in your machine.

### **Wash advance**

Sometimes you may not need to run a full wash cycle. Use **WASH ADVANCE** to advance the current cycle or to start a cycle at a particular stage, i.e. to complete a rinse and spin, or to perform a spin only.

### **Eco**

Use the **ECO** option to save water. The **ECO** option uses a spray rinse which has been specially designed to use at least 25% less water than a traditional rinse. Use this option when you want to use less detergent and less water. However, if you have low water pressure or sensitive skin it is better to use a traditional rinse.

The **ECO** option has not been designed to be used with fabric softener, as it does not have a second deep rinse to dispense the softener correctly. Fabric softener should not be used if this option is selected.

**ECO** option is only available on the **REGULAR** and **HEAVY** cycles. If you try to select this option on the **HANDWASH**, **ALLERGY**, **EASY IRON** or **QUICK** cycles, your washer will skip over the option. The wash cycle will take slightly longer when the **ECO** option is selected.

There are some wash loads that may not suit being washed using the **ECO** option. For example, loads that have a lot of sand or sawdust in them or garments where the colour still runs from them.

### **Soak**

Use the **SOAK** option to soak clothes at the end of the wash phase. Ensure items are colourfast before using **SOAK**.

When you select **SOAK** your washer will soak for a period of 2 hours before completing **RINSE** and **SPIN**. During **SOAK** your washer will agitate for a few seconds every minute.

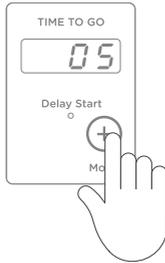
**DO NOT** use your washer to soak items in bleach or sanitiser, and if you've soaked items in a bucket, do not tip the contents of the bucket into your machine. The chemicals in these products are very corrosive to metal surfaces and can damage your washer. Rinse and wring items out thoroughly before placing them in your machine.

## WASH OPTIONS

### Delay Start

The **DELAY START** option can delay the start of the wash cycle between 5 minutes up to 18 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



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

2



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

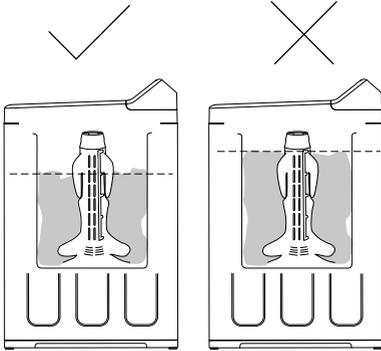
Avoid using **DELAY START** for damp, non-colourfast items as this may cause dye run to occur.

### Clothes care safeguards

To avoid accidentally damaging your clothes there are a few options that your washer will not accept. For example, you cannot select a **HOT** wash on the **HANDWASH** or **EASY IRON** cycles.

## WASH OPTIONS

### Washing bulky items



Forcing large items into the machine may result in them being damaged during washing. Make sure there is enough room in the machine for items to move when being washed.

Some items float up during the wash (eg duvets/duonas, water-proof and water-resistant items and pillows). If they sit too high they may touch stationary parts of the machine during agitate or spin. To minimise the chance of this happening, ensure bulky items are pushed back down into the water after fill, and pushed down again to sit below the medium high water level mark on the agitator before spinning. Select a **SLOW** spin.

**To prevent an out of balance load or splash-over we recommend washing all bulky items, including water-proof and water-resistant items, on the HANDWASH cycle.**

### Washing woollens

Many woollen items carry a “Machine Washable” care claim. The fibres of these woollens have been treated to prevent felting when they are machine washed.

- Check the care label.
- Use a wool detergent.
- Use the specially designed **HANDWASH** cycle. For your more durable woollens you may want to use the **EASY IRON** cycle.
- Hand washed woollens may be spun in your washer (select **SLOW** spin speed).
- To dry woollens lie them flat on a towel and pat into shape. Dry out of direct sunlight.

Most handcrafted garments are not made of machine washable wool and we recommend that you wash them by hand only.

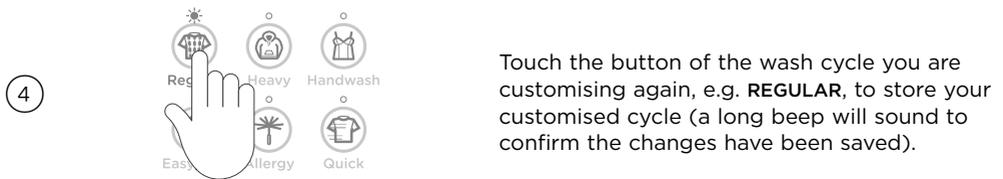
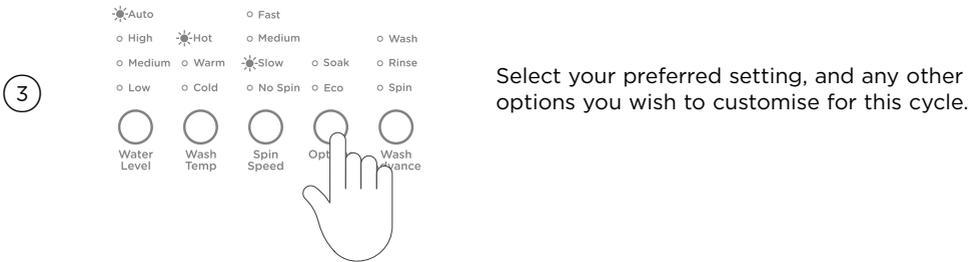
Some wool underlays and sheepskin products can be washed in a washing machine but could produce excessive amounts of lint that may cause pump blockages.

# CUSTOMISING A WASH CYCLE

## To customise a cycle

You can program your WashSmart™ washer to remember the wash options you prefer for each wash cycle. For instance, you may want to set the **REGULAR** cycle to default to a **WARM** wash or set **HEAVY** cycle to include a **SOAK**.

To change your customised wash cycle simply repeat these steps.



## CHANGING PRE-SET OPTIONS

ICON	DEFAULT	CUSTOMISED FUNCTION
	Regular	Wash Temp
	Heavy	OOB Recovery
	Easy Iron	EOC Beeps
	Allergy	Factory Reset

### Option Adjustment mode

After using your washer a number of times you may want to fine tune some of the options to suit your wash needs.

**There are a number of pre-set options, which can be changed:**

- ① The wash temperatures, including changing the COLD wash temperature to CONTROLLED COLD.
- ② The out of balance recovery routine.
- ③ The number of beeps at the end of the cycle.
- ④ Resetting to factory default settings.

### To enter Option Adjustment mode

To change or reset any of the options, repeat the below steps.



Turn machine on at the wall but do not touch ①.

Touch and hold the and together for 3 seconds. You will hear 3 quick beeps indicating you have entered Option Adjustment mode. The washer will show the default setting for the Cold wash temperature



Use the dial and buttons on the panel to make your changes to the pre-set options.



Touch ① to return to normal mode. Your washer will automatically remember your changes.

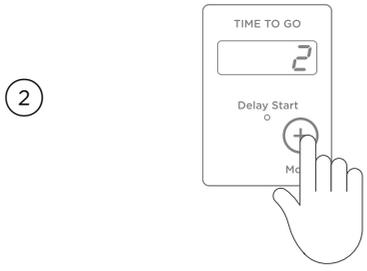
# CHANGING PRE-SET OPTIONS

## Adjusting your options



Enter the Option Adjustment mode, refer to the 'Option Adjustment mode' for instructions.

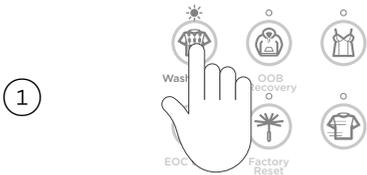
The display will change when you enter Option Adjustment Mode. Options you can change are accessible using the **REGULAR**, **HEAVY**, **EASY IRON** and **ALLERGY** cycle. Adjust the options, i.e. select the **REGULAR** cycle button to modify the wash temperature and **HEAVY** cycle button to change the out of balance (OOB) recovery process, and so on.



Use the **DELAY START**, **MORE +** button on the panel to scroll through the available settings of your selected option, e.g. to increase or decrease the temperature of your warm wash temperature, or to change the number of beeps at the end of the cycle.

## Wash temperatures

All wash temperatures can be individually adjusted if you think they are too hot or too cold. The hot temperature will be the same as the hot water supply temperature.



Enter the Option Adjustment mode, refer to the 'Option Adjustment mode' for instructions.

Select the **REGULAR** cycle.

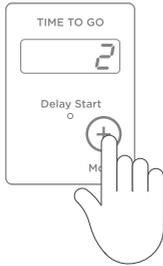
## CHANGING PRE-SET OPTIONS

2



Select the wash temperature you want to adjust, e.g. **WARM**, by touching the **WASH TEMP** button. The digital display screen displays the current setting.

3



Touch **MORE +** or **LESS -** to increase or decrease to the desired temperature. Each increment is equal to approximately 0.5°C.

### Controlled Cold

If the temperature of your cold water supply is very low and you choose to do a **COLD** wash, you will not get an effective wash. The **CONTROLLED COLD** option solves this problem by adding a small amount of hot water to raise the temperature of the wash to approximately 20°C.

1



Enter the Option Adjustment mode, refer to the 'Option Adjustment mode' for instructions.

Select the **REGULAR** cycle.

## CHANGING PRE-SET OPTIONS

2



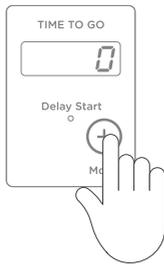
Select **COLD** wash temperature by touching the **WASH TEMP** button (if not already selected).

3



The digital display shows the temperature adjustment possible. The default setting is **LRP**, which is the same temperature as the incoming water from the cylinder for cold water.

4



Touch the **MORE +** button until **0** is displayed. Your washer will now adjust the cold temperature to approximately 20°C.

Each of the remaining settings equals an approximate 0.5°C temperature increase or decrease from this point.

If you always use **COLD** or **CONTROLLED COLD** water, we recommend that a **WARM** or **HOT** wash be used regularly, eg every 5th wash should be at least a warm one. Warm water is needed to help maintain the cleanliness of your machine.

### Out of balance recovery routine

When your washer is spinning it can sense if the wash load is out of balance. If an out of balance load is detected, the machine will stop and re-try spinning one more time. If it still senses an unbalanced load there are two options the machine can take.

### Automatic recovery **oFF** (the default setting)

Your washer will stop, beep, and show **oUt oF bAL** in three phases on the display screen. You must redistribute the load more evenly yourself. Use this option if you wish to conserve water.

## CHANGING PRE-SET OPTIONS

### Automatic recovery $\square n$

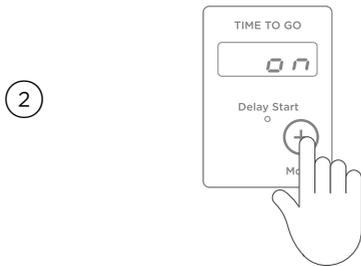
Your washer will try to automatically correct the out of balance load. It will fill with water and agitate to redistribute the load before trying to spin up again.

To change the out of balance (OOB) recovery option:



Enter Option Adjustment mode, refer to the 'Option Adjustment mode' for instructions.

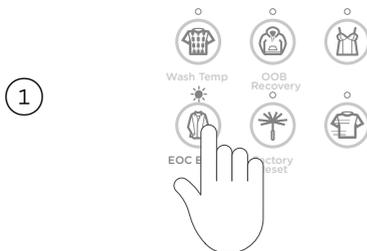
Select the **HEAVY** cycle.



Touch **MORE +** to turn **AUTOMATIC RECOVERY**  $\square n$  or  $\square FF$ .

### End of cycle beeps

The beeps signalling the end of the cycle can be increased or decreased. The default setting is 5 beeps

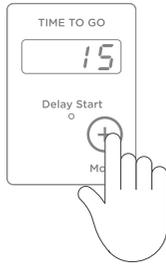


Enter Option Adjustment mode, refer to the 'Option Adjustment mode' for instructions.

Select the **EASY IRON** cycle.

## CHANGING PRE-SET OPTIONS

2



Touch the **MORE +** button to increase or decrease the number of beeps, or for no beeps to sound at the end of the cycle.

### Factory reset

You can reset your washer to the settings it left the factory with:

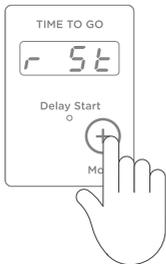
1



Enter Option Adjustment mode, refer to the 'Option Adjustment mode' for instructions

Select the **ALLERGY** cycle.

2



The display will show **r 5t**. Touch and hold **▶||** for 3 seconds to reset your washer to its factory settings.

This action will reset the washer to the default settings, exit Option Adjustment mode and restart the washer in normal operating mode.

3



Touch **ⓘ** to exit if you do not wish to reset your washer. To save changes and exit from the Option Adjustment mode at any time (ie to return to normal operating mode), touch **ⓘ**.

# CARING FOR YOUR WASHER

## When you have finished using your washer

- Turn off the taps to prevent the chance of flooding should a hose burst.
- Turn off the power at the wall.

## Cold water washing

If you always wash with cold water, we recommend that a **WARM** or **HOT** wash be used at regular intervals, eg every 5th wash should be at least a warm one.

## Cleaning your washer

Ensure the power is turned off at the wall before cleaning your washer.

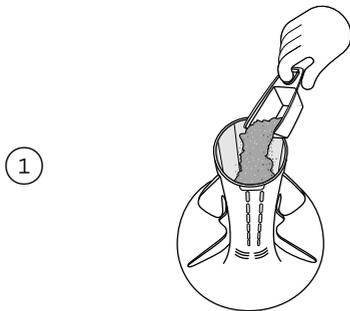
- Clean the surfaces of your washer with a soft damp cloth only and wipe dry. Do not use scouring or spray cleaners as they can damage the paint, plastic and panel surfaces.
- Clean the fabric softener dispenser after each cycle using warm soapy water.
- To remove the agitator for cleaning, unscrew the nut down the centre of the agitator by turning anti-clockwise.

**The agitator must be fully pushed onto the shaft when refitting. Tighten the nut firmly by hand. Ensure the agitator is not loose.**

## Cleaning the inside of your washer

If you use fabric softener or do regular cold water washing, it is important that you occasionally clean the inside of your machine. We recommend the use of commercial washing machine cleaners only and do not wash clothes during these procedures. Complete the following cycle 5 - 6 times a year.

Use commercial washing machine cleaners only. Ensure the cleaner used is compatible with your waste water system, i.e. safe for use if you have a septic tank. Follow the manufacturers instructions. We suggest not having any items in the washer during this cycle.



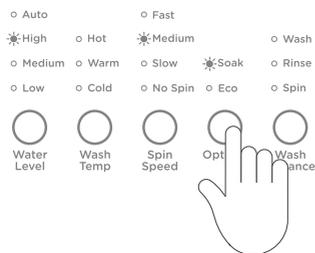
Add the washing machine cleaner directly down the centre of the agitator and follow the manufacturers instructions.



Press ① and select **ALLERGY** cycle.

## CARING FOR YOUR WASHER

3



Select **HIGH** water level, **MEDIUM** spin and the **SOAK** option.

4



Press ►||.

We do not recommend that you wash clothes during this procedure.

### 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. We do not recommend the use of dye strippers in your washer.

### Washer sounds and beeps

Your washer will make sounds that you will not have heard from other clothes washers.

- While draining, your machine may give several low thuds. Your machine is checking that the water has drained before spinning.
- Your washer will beep if you have used **NO SPIN** or **SOAK**, and at the end of the cycle.
- If your machine is beeping continuously or giving a musical series of beeps, refer to 'Before you call for service'.

### Automatic lint system

Your washer has a self-cleaning lint system. The machine automatically separates the lint from the wash water, traps the lint between the inner and outer bowls and flushes it out at the end of the wash.

## CARING FOR YOUR WASHER

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### **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.

- Turn the washer off at the wall when not in use.
- Use Eco option (where available).
- Follow instructions on the detergent packet - 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](#).

## BEFORE YOU CALL FOR SERVICE

### User warnings

Please read the following pages before you call for service.

Your washer is capable of diagnosing its own problems. If your washer gives a musical series of beeps every 5 seconds it is telling you that it has a problem which you can solve using the checklist below.

**Your machine sounds a musical series of beeps\* every 5 seconds and displays a user warning on the screen:**

PROBLEM	DISPLAYED AS	WHAT TO DO
The washer is not getting any hot water.	no hot	Hot water supply is not hot enough to maintain the wash temperature you have selected. Select a lower wash temperature.
		Inlet hose filters may be blocked and should be cleaned or replaced.
		There may be a kink in the hose. Undo the hose to remove the kink, and reattach. Damaged hoses should be replaced.
		Ensure hot tap has been turned on.
The washer is not getting any cold water.	no [Ld]	Check inlet hoses are connected to the correct taps.
		Ensure cold tap has been turned on.
		Inlet hose filters may be blocked and should be cleaned or replaced.
		There may be a kink in the hose. Undo the hose to remove the kink, and reattach. Damaged hoses should be replaced.
		Check inlet hoses are connected to the correct taps.
		Cold water temperature exceeds recommended limits (refer to 'Water supply').
The washer is not getting any water.	no tRP	The flow rate of the supply water is too slow. Refer to a registered plumber for advice.
		Ensure taps have been turned on.
		Inlet hose filters may be blocked and should be cleaned or replaced.
		There may be a kink in the hose. Undo the hose to remove the kink, and reattach. Damaged hoses should be replaced.
		The drain hose is too low or the drain hose is pushed into the standpipe too far and the water is siphoning out of the washer (refer to 'Draining').
The flow rate of the supply water is too slow. Refer to a registered plumber for advice.		

\* The beeps are the same sound your washer makes when you turn it on at the wall.

## BEFORE YOU CALL FOR SERVICE

PROBLEM	DISPLAYED AS	WHAT TO DO
The washer is out of balance.	oUt oF bAL	<p>Wash load is out of balance. Ensure the washer is stationary. Manually redistribute the load.</p> <hr/> <p>Check the washer is level, refer to 'Levelling instructions'.</p>
The washer has too many suds.	SUd LoC	<p>The washer has a suds build-up (too much detergent may have been used for the amount of soil in the load). Wait for suds to dissolve (about 20 min). Rinse clothes using a deep rinse.</p> <hr/> <p>Check the standpipe height does not exceed 1200 mm.</p> <hr/> <p>If using the <b>DUAL WASH</b> option, reduce the amount of detergent placed in the detergent dispenser.</p> <hr/> <p>If the symptom persists, call your Fisher &amp; Paykel dealer or Authorised Repairer.</p>
The lid can't lock or the lid is open.	Lid Lid LoC oPn	<p>Make sure the lid is closed.</p> <hr/> <p>Touch ►   . Refer to 'Lid lock'.</p> <hr/> <p>If the symptom persists call your Fisher &amp; Paykel dealer or Authorised Repairer.</p>
The washer is overloaded.	LoO FUL	<p>The washer is overloaded and cannot agitate. Ensure the washer is stationary. Remove items until the remaining ones can move freely.</p> <hr/> <p>Check that the washer is not siphoning, refer to 'Draining'.</p>
The washer has stopped.	pu- cut	<p>The power was cut to the washer. The washer will restart automatically. No action is required.</p>
The washer has stopped.	Rdr	<p>The ►   or ⓪ button was touched and the washer was inactive for 3 minutes. The washer will automatically drain to a safe level. Touch any button to stop auto draining then touch ►   to resume the wash cycle.</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 machine off at the wall.
- ② Wait for 60 seconds and turn it back on.
- ③ Check the machine is level, refer to 'Levelling'.
- ④ Remove load and retry.
- ⑤ Complete a deep **RINSE** and **SPIN**.
- ⑥ If the fault re-occurs repeat Step ①.

If the machine still will not work call your Fisher & Paykel Dealer or Fisher & Payel trained and supported service technician to arrange service.

## 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, please contact your Fisher & Paykel trained and supported service technician.

### Solving operating problems

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. Then press <b>1</b> .
	Household power supply not working.	Try plugging in another electrical appliance.
<b>Touching ►II does not start the fill</b>	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).
	Blocked hose filters.	Check the tap end of the inlet hoses for blockages.
	Delay start may be set.	Refer to 'Delay Start'.
<b>Spin speed slower</b>	The washer has detected unevenly distributed clothes	The clothes are unevenly distributed in the bowl, your washer has compensated by lowering the spin speed.
<b>Vibrating</b>	Machine is continually going out of balance.	Check the machine is level and does not rock in any direction, refer to 'Levelling instructions'.
		Too much water for load, refer to 'Water Level'.
<b>Incorrect water level</b>	Too much or too little water when filling on AUTO water level	The machine may still be in the process of determining the correct water level for the load, refer to 'Water level'.
	Too much or too little water when filling on AUTO water level	Some loads do not suit AUTO water level, eg pillows, bedding, large bulky garments. Manually select the water level.
<b>Filling continuously</b>	Washer siphoning.	Ensure standpipe or tub is at least 850mm from the floor level.
<b>Making noise</b>	Load has gone out of balance.	Banging - load is out of balance, refer to 'Levelling instructions', 'Water Level'.
<b>Not spinning properly</b>	Load has gone out of balance.	Open lid and redistribute load, then restart the washer.
	Washer is not level.	Ensure washer is correctly levelled, refer to 'Levelling instructions'.
	Suds build up.	Check the amount of detergent used, reduce if necessary.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Tangling	Washing with too much water.	Under-loading can cause the clothes to tangle around one another. Increase the size of the load.
	Incorrect loading	Do not load the washer by wrapping items around the agitator, eg place items, especially sheets, in the bowl as loose parcels.
	Inlet water pressure/flow rate too low	Ensure correct inlet water pressure and flow rate as per installation instructions.
Small puddle of water from under the washer	Inlet hose or drain hose leaking.	Check inlet hoses and the drain hose are correctly attached and not damaged.
	Water level is too high from the amount of clothes. This has caused splashing.	Select a lower water level.
	Large, bulky item is being washed.	Large, bulky items (eg pillows,duvets) can cause splashing. Wash on <b>HANDWASH</b> cycle.
Linting	Lint givers washed with lint collectors	Wash lint givers (eg towels, flannelette sheets) separately from lint collectors (eg synthetic fabrics)
	Overloading the washer.	Try reducing your load size.
	Not enough detergent to hold the lint in suspension.	Enure the amount of detergent is appropriate for the load being washed.
	Over-drying in a dryer can cause a build-up of static electricity in synthetic fabrics and cause them to attract lint.	Reduce the drying time of your items.
Detergent residue	Overloading the washer.	Try reducing your load size.
	Too much detergent used.	Try using less detergent.
	Incorrect detergent used.	Some detergents need to be pre-dissolved before being added to the washer. Check the detergent instructions.
	Detergent not dissolving.	Cold ambient temperatures, cold washes and/or short agitation times may not allow the detergent to dissolve properly. Try pre-dissolving the detergent before adding it to the machine.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Creasing</b>	Washer overloaded.	Do not overload washer.
	Incorrect cycle for load type.	Use the <b>EASY IRON</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. Try to remove clothes from the washer immediately at the end of the cycle. Do not leave wet washing sitting in a washing basket.
<b>Black or grey marks on clothes</b>	Build-up of detergent and fabric softener.	A build up caused by the interaction of fabric softener and detergent can flake off and mark clothes. refer to 'Scrud'.
	Insufficient detergent for the amount of soil on the clothes.	Ensure the amount of detergent used is appropriate for the load, refer to 'Detergent'.
<b>Dye transfer</b>	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 the washer as soon as possible.
	Wash temperature.	Consider the wash temperature you select for your coloured items. Lower the temperature if you are concerned.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Poor soil removal	Incorrect wash cycle selected.	Select a wash cycle with options appropriate to the load, refer to 'Wash cycles'.
	Insufficient detergent.	Not enough detergent for load size or amount of soil.
	Washer overloaded.	Ensure the washer is not overloaded in terms of its capacity or the cycle selected, refer to 'Wash preparation'
	Items not sorted correctly.	White clothes are better washed separately. Separate light and heavily soiled items, as clothes can pick up soil from dirty wash water.
	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 will wash away any remnants of dirt that could affect future wash performance.
	Incorrect wash temperature selected for 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 safely washed at the increased temperature.
	Hard water	Hard water requires more detergent than soft water.

If the problem persists contact a Fisher & Paykel trained and supported service technician.

## MANUFACTURER'S WARRANTY

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You automatically receive a 2 year Manufacturer's Warranty with the purchase of this Product 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.

If your product qualifies, you also receive an additional EIGHT YEAR parts only warranty on your Direct Drive motor. This additional 8-year warranty commences on the day following the expiry of the 2-year Manufacturer's Warranty and excludes the Rotor Position Sensor, motor controller and labour. Fisher & Paykel will repair (as to parts) or, at its option, replace any Direct Drive motor (but not the rotor position sensor or motor controller) which is found to be defective within this additional warranty period. You will be responsible for any labour costs.

To see if your product qualifies for this additional warranty, refer to our website: [www.fisherpaykel.com/smartdrive](http://www.fisherpaykel.com/smartdrive)

### **Note**

These 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 machine, 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 machine, 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.

## MANUFACTURER'S WARRANTY

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- Ⓔ 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.
- Ⓖ 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.

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 (refer to 'Customer care'). 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 58546, 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.**

## 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](http://fisherpaykel.com)

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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