

FISHER & PAYKEL

**FABRIC CARE SOLUTIONS
MULTI-PRODUCT SETUP**

FRONT LOADER WASHING MACHINE

WH1160H1 & WH1160HG1 models

HEAT PUMP DRYER

DH9060HLG1 & DH9060HL1 display-free models

USER GUIDE

NZ AU

CONTENTS

Safety and warnings	4
First use	9
Setting a wash cycle	12
Setting a dry cycle	15
Washer loading suggestions	18
Wash cycles	19
Wash cycle settings	21
Wash cycle options	22
Detergent and softener	24
Dryer loading suggestions	26
Dry cycles	28
Dry cycle settings	30
Dry cycle options	31
Wi-Fi connection and Remote Mode	33
Cleaning the washer	35
Unlocking the washer door	40
Cleaning the dryer	41
General troubleshooting	46
Washer troubleshooting	47
Dryer troubleshooting	52
Fault codes	57
Manufacturer's Warranty and Service Guide	59

Registration

To register your product visit our website: fisherpaykel.com/register

⚠ WARNING!



Electric Shock Hazard

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

- If you are using an extension cord or a portable electrical outlet device (eg multi-socket outlet box), ensure that it is positioned so that it does not come into contact with water or moisture.

⚠ WARNING!



Fire Hazard

- Only dry fabrics that have been washed with water.
- Do not use heat to dry articles containing foam rubber or similarly textured rubber-like materials, dry on **COOL AIR**.
- Never stop a tumble clothes dryer before the end of the drying cycle unless all items are removed and spread out in order to dissipate the heat.
- A clothes dryer produces combustible lint; the lint filter must be cleaned before each drying cycle.
- Failure to follow the warnings outlined in these user instructions can cause a fire hazard.
- Failure to follow these instructions can result in death or personal injury.

SAFETY AND WARNINGS

READ AND SAVE THIS GUIDE

WARNING!

Read User Guide. Failure to follow all guides and rules could cause personal injury or property damage. Use these appliances only for the intended purpose as described in the user guide and installation guide of these appliances. When using these appliances, 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 appliances 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 these appliances if they have been damaged during transport. Contact your Fisher & Paykel dealer or Fisher & Paykel trained and supported service technician.
- These appliances are 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 appliances by someone responsible for their safety.
- Keep children away from these appliances while they are in operation.
- Supervise children to ensure they do not play with the appliances or climb inside the drums.
- Do not swing on or put weight on the doors.
- In the event of a power outage any cycles will be paused when power is restored. Press start to resume the cycle.
- For problems that cannot be solved from information in the user guide, turn off and unplug your appliance and contact a Fisher & Paykel trained and supported service technician.
- Never attempt to repair the appliance yourself.
- Do not overload the washing machine or dryer beyond the rated capacity:

PRODUCT	MODEL CODE	MAXIMUM CAPACITY* (KG)
WASHER	WH1160H1 & WH1160HG1	11
DRYER	DH9060HL1 & DH9060HLG1	9

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

Installation

- Install the appliances on a solid and level floor surface.
- The appliances must not be installed on any textured floor coverings (eg carpet, rugs). Ensure that openings at the base of the appliances are not obstructed.
- These appliances 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/specify.
- Do not install or operate these appliances on any other plinth or structure.

SAFETY AND WARNINGS

- 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 appliances from the supply after installation.
- The appliances must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.
- We do not recommend the use of extension cords or portable electrical outlet devices for safety reasons.
- The appliances must be installed in a well-ventilated, dust-free environment.
- The appliances must not be installed behind a lockable door, a sliding door or a door with the hinge on the opposite side to that of the tumble dryer, in such a way that a full opening of the tumble dryer door is restricted.
- If installing behind a cabinetry door, it must be hinged on the same side as the dryer and there must be a minimum clearance of 40mm from the front of the dryer door to the internal face of the cabinetry door for the product to operate safely. The enclosed space must be provided with sufficient ventilation to meet local building code requirements or the door must be open while the product is operating.
- Ensure the washing machine has at least 12mm clearance on each side and at the top, and at least 30mm clearance at the rear.
- For dryers without a water tank, the drain hose must be connected.
- For more information refer to the multi-product installation guide. To access, go to fisherpaykel.com/specify and search by appliance type, product name or model.

Water supply requirements:

- For optimum performance check the supply pressure is within the recommended range:

PRODUCT	INLET WATER PRESSURE	INLET WATER FLOW RATE
WASHER	Max. 1MPa (145psi), Min. 50kPa (7.3psi)	Min. 6 litres/minute
DRYER	Max. 1MPa (145psi), Min. 30kPa (4.5psi)	Min. 6 litres/minute

- A pressure-reducing valve must be installed if pressure is higher than 1MPa.
- New hose sets provided should be used to connect the appliances 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 appliances to fault or cause damage to it.

Disposal

- When disposing of these appliances, it is recommended that the doors are removed to avoid children getting trapped inside, and that the electrical cable is cut off close to the machine

SAFETY AND WARNINGS

WASHING MACHINE INSTRUCTIONS

- 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.

DRYER INSTRUCTIONS

- Undergarments that contain metal reinforcements should not be placed in the dryer. Damage to the dryer can result if the metal reinforcements come loose during drying. If you wish to dry these items use a drying rack or place in a garment bag.
- Check and remove all objects from pockets, eg lighters and matches.
- Items should go through the cooling phase in the final part of the cycle. This ensures items are left at a temperature where they will not be damaged. If for any reason the cycle is stopped before it has finished, dry clothes should be removed immediately and not left in the appliance. Items should be quickly spread out flat to cool so heat can dissipate, not left bunched up, eg in a clothes basket or in a pile.
- The only user-removable parts of the dryer are the filters and the drying rack. No other parts are designed to be removed by anyone other than a Fisher & Paykel trained and supported service technician.
- Never put dripping wet clothes in or on top of the dryer as excess water may cause an electrical hazard.
- Do not under any circumstances place an electric blanket or any other electrical, plastic or rubber items in the appliance, unless the care label specifically states it is safe to do so.
- Do not dry curtains in your dryer.

Lint

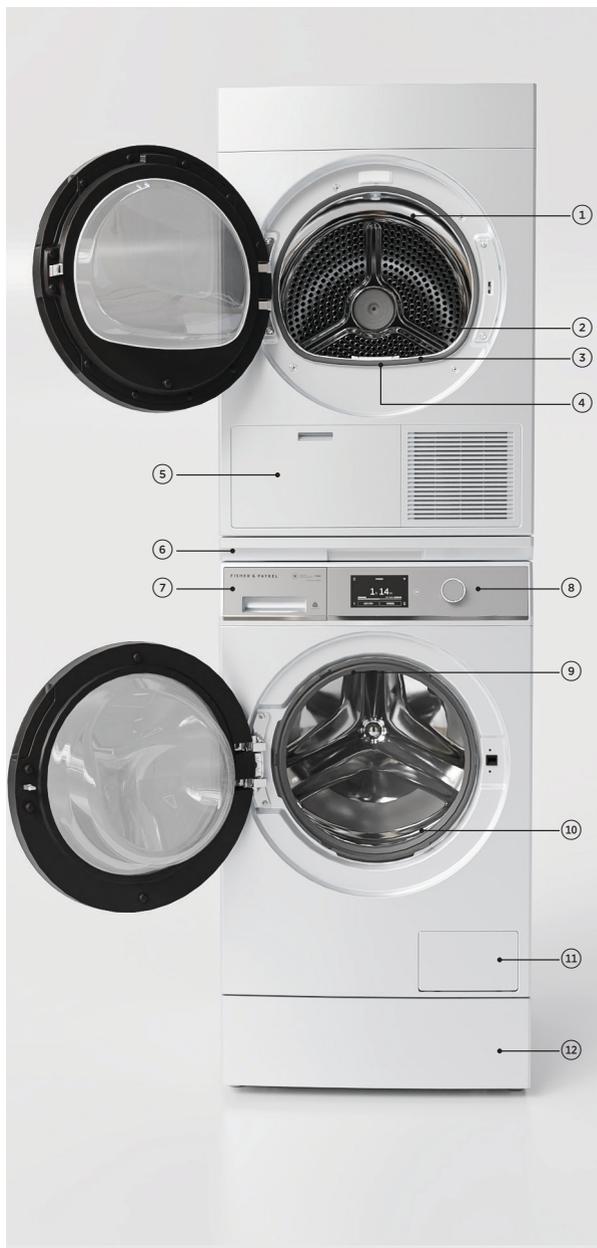
- Do not operate this appliance without the lint filters in place, or allow lint to accumulate in or around the appliance.
- Accumulated lint in the appliance can become a fire hazard; it also reduces the efficiency of the appliance by causing longer drying times and increased power consumption.
- Clean the lint filter before every load.
- Ensure the area around the appliance is clear of lint.
- If the lint filter becomes damaged, contact your Fisher & Paykel trained and supported service technician to arrange getting a new filter. Do not operate your appliance with a damaged lint filter or without the filter in place, as this will cause damage to your appliance.

Spontaneous combustion

To reduce the risk of fire the following should be observed:

- Items that have been spotted or soaked with vegetable oil or cooking oil are a fire hazard and should not be placed in the appliance.
- Oil-affected items can ignite spontaneously, especially when exposed to heat sources such as this appliance. The items become warm causing an oxidation reaction in the oil. This oxidation creates heat. If the heat cannot escape the items can become hot enough to catch fire. Piling, stacking or storing oil-affected items can prevent heat from escaping creating a fire hazard.
- If it is unavoidable that fabrics that contain vegetable oil, cooking oil or have been contaminated by hair care products be placed in this appliance, they should first be washed in hot water with extra detergent—this will reduce, but not eliminate the fire hazard. The cooling cycle should be used to reduce the temperature of these items. They should not be removed from the appliance and piled or stacked while hot.
- Items that have previously been cleaned in, washed in, soaked in or spotted with flammable liquids or solids, eg petrol/gasoline, kerosene, dry cleaning solvents, vegetable or cooking oil, acetone, denatured alcohol, some brands of spot removers, turpentine, waxes and wax removers or other flammable or explosive substances should not be placed in the appliance.
- The appliance is not to be used if industrial chemicals have been used for cleaning.
- Fabric softeners or similar products should not be used in the appliance to eliminate the effects of static electricity, unless this practice is specifically recommended by the manufacturer of the fabric softener product.
- Items such as foam rubber (latex foam), shower caps, rubber backed articles, clothes or pillows fitted with foam rubber pads, waterproof textiles, shoes containing rubber or plastic items should not be placed in the appliance. These materials can spontaneously combust when heated.
- Do not dry unwashed items in the appliance.
- When using REFRESH BY STEAM cycles on unwashed clothing ensure there are no flammable substances on them.

FIRST USE



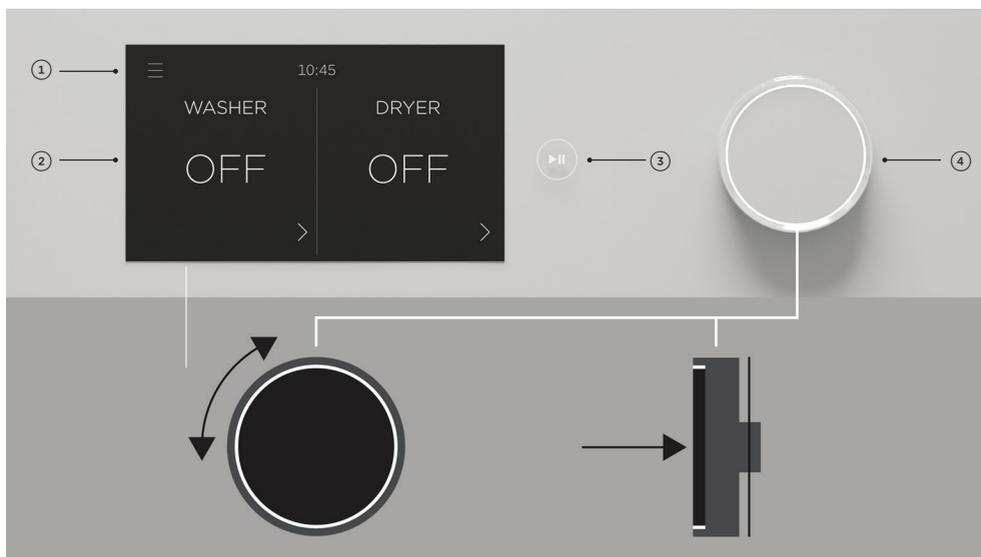
Features and accessories

- ① Dryer drum light
- ② Drying rack
- ③ Dryer sensors
- ④ Lint filter
- ⑤ Condenser filter*
- ⑥ Slide out tray
- ⑦ Detergent/Softener dispenser drawer
- ⑧ Appliance controls
- ⑨ Washer drum light
- ⑩ Washer door seal
- ⑪ Pump filters/Washer door release tab**
- ⑫ Storage plinth (optional)

*Located behind dryer filter cover.

**Located behind washer filter cover.

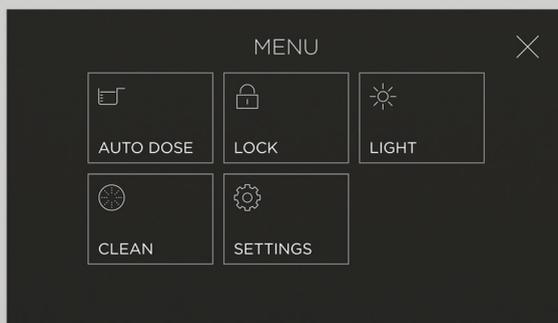
FIRST USE



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 lights 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 WASH 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



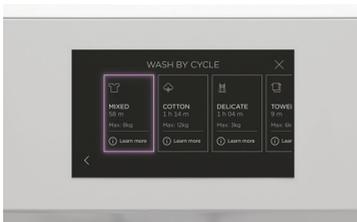
Press the dial to turn on the display.

3



Select **WASHER**.

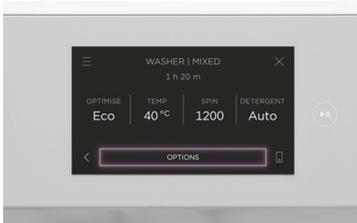
4



Select a wash mode then select a wash cycle.

SETTING A WASH CYCLE

5



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

6

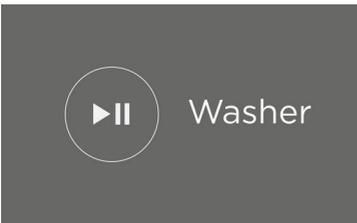


Check detergent and fabric softener and add if needed.

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**.

7



Press **▶||** to start the cycle.

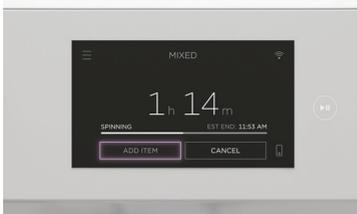
SETTING A WASH CYCLE

Pausing a cycle



Press ►|| to pause the cycle.

Adding an item



Select **WASHER** then 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



Select **WASHER** then press **CANCEL**.

The door will remain locked if the water level is too high. You may need to run another cycle to drain the water.

SETTING A DRY CYCLE

Before you begin

- Check pockets for items that could damage your clothes or get caught in the dryer.
- Check and empty the lint filter.

①



Fit the drying rack if required. Refer to 'Dryer loading suggestions'.

②



Place items in the dryer.

For best results, dry similar items together and do not exceed the maximum capacity for the selected cycle.

③



Press the dial to turn on the display.

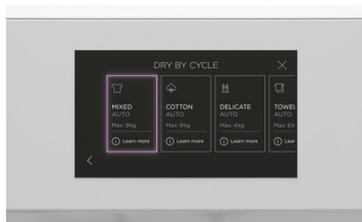
④



Select **DRYER**.

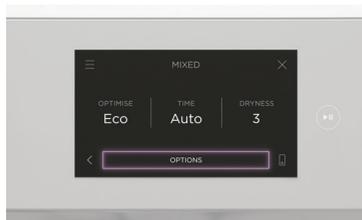
SETTING A DRY CYCLE

5



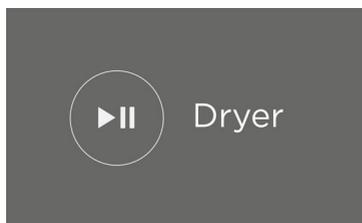
Select a drying mode then select a cycle.

6



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

7



Press ▶|| to start the cycle.

SETTING A DRY CYCLE

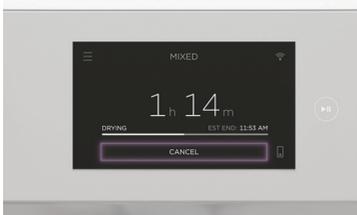
Pausing a cycle



Press ►|| to pause the cycle.

Cancelling a cycle

If cancelling a dry cycle partway through, remove items immediately and spread out to cool. Do not leave hot items in the dryer or in a clothes basket. Take care as the drum and items may be hot.



Select **DRYER** then press **CANCEL**.

WASHER 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.	11	30 (Cold-60)	1400 (0-1400)
COTTON ¹	A warmer cycle for natural cotton fabrics.	11	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.	11	70	1400 (0-1400)
ALLERGY	A hotter wash with multiple rinses to reduce allergens. Ideal for people with asthma or sensitive skin.	11	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.	11	Cold	1400 (0-1400)
SPIN	A quick cycle to remove excess water from items.	11	n/a	1400 (500-1400)

¹**COTTON** 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.



WASH CYCLE SETTINGS

Adjust the default cycle settings as needed to suit your preferences. Tap the setting to select then adjust as needed.



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'.

WASH 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.

WASH CYCLE OPTIONS

RINSE+

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

SOAK

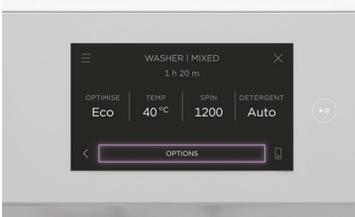
Add extra time for items to soak. Ideal for helping to lift stubborn stains.

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.

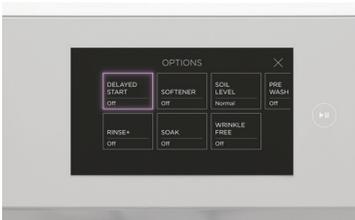
Accessing options

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.

DRYER LOADING SUGGESTIONS

Sorting

- Sort items into loads of similar items, and loads that will likely take similar times to dry. This prevents the possibility of some items becoming over-dried whilst others are still damp.
- Always separate coloured items from whites, especially when they are new.
- Colour run could be an issue, especially if using **DELAYED START**.
- Close zippers, hooks and eyes, and other fastenings (ie fasten the opening of duvet/ doona covers), and remove loose bra wires. These can damage your dryer and clothes.
- Items of clothing with screen-printing should be turned inside out to prevent damage to the print.
- Care labels on garments provide valuable information about the fabric type and how the garment should be dried. Always follow the advice on garment labels.

Loading

- Loading items correctly will help to minimise creasing and wrinkling, and ensure the load is dried evenly.
- Allow enough room in the dryer for clothes to tumble freely. Load the dryer in terms of the space the garments take up when dry, rather than when they are wet.
- Shake clothes out and load individually to help items dry evenly and reduce tangling.
- Dry permanent press items (eg business shirts) together on the **EASY IRON** cycle with the **WRINKLE FREE** option on. This will help reduce wrinkling and the need for ironing.
- Hang garments as soon as the drying cycle is complete to reduce the need for ironing.

Drying times

- Drying very small loads is inefficient. Try to dry medium to large loads.
- Heavier items (towels, flannelette sheets) will take longer to dry than light items (synthetics and polyester cotton sheets and shirts).
- Drying times can be reduced by spinning the wash load at the highest spin speed suitable for the load type in your washing machine.
- Check bulky items during the cycle to ensure even drying, pause the dryer and reposition the item if necessary.

Lint

Some items are lint givers, while others are lint collectors. Always dry lint givers and collectors separately.

LINT GIVERS	LINT COLLECTORS
Towels	Synthetics, eg polar fleece
Flannelette sheets	Corduroy
	Polyester cottons

DRYER LOADING SUGGESTIONS

Drying rack



Use the drying rack for items that cannot be tumbled such as sneakers, hats and soft toys. Use the rack with the following cycles:

- **RACK DRY**
- **SNEAKERS**
- **SOFT TOYS** (optional)



To fit the drying rack, insert the legs into the slots in lint filter then lower into place.

DRY CYCLES

Your dryer 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.

DRY BY CYCLE		
CYCLE	DESIGNED FOR	MAX. LOAD SIZE (KG)
MIXED	An everyday cycle for mixed fabrics. Ideal for items like t-shirts and trousers.	9
COTTON ¹	A high heat cycle for natural cotton fabrics.	9
DELICATE	A gentle cycle for delicate items such as blouses and dresses.	4
TOWELS	Designed for drying thick and absorbent items such as towels.	6
SHEETS	An optimised cycle for bed linen. Ideal for drying sheets, covers and pillowcases.	4
WOOL ²	An extra gentle cycle to care for woollen items. This cycle meets the Woolmark requirements for machine washable items.	1
ULTRA DELICATE	An extra gentle cycle for very delicate items such as lace.	1
SILK	An extra gentle cycle designed specifically for silk items.	1
ACTIVEWEAR	An extra low heat cycle optimised for activewear. Ideal for synthetic and elasticated items.	2
DENIM	An everyday cycle to care for denim fabrics.	3
HEAVY	A stronger cycle designed for durable fabrics.	8
SANITISE	An extra hot cycle designed to eliminate bacteria. Ideal for sanitising items like towels and sheets.	4
SPORTS	A medium heat cycle designed for sportswear. Suitable for more durable fabrics.	4
SYNTHETICS	An everyday cycle for synthetic fabrics. Ideal for synthetic fabrics and polyester-cotton blends	4
BULKY	A gentle cycle for large or bulky items. Ideal for items like jackets, duvets and quilts.	3
OUTDOOR	A low heat cycle designed for outdoor clothing and high performance fabrics.	2
EASY IRON	Designed to minimise creasing in items like shirts. Items are ready to iron at the end of the cycle.	4
RACK DRY	Designed for items that cannot be tumbled. This cycle requires the drying rack.	3
SOFT TOYS	A gentle cycle for looking after soft toys. This cycle can be used with the drying rack.	4 items

DRY CYCLES

DRY BY CYCLE

CYCLE	DESIGNED FOR	MAX. LOAD SIZE (KG)
SNEAKERS	A gentle cycle for drying sneakers and sports shoes. This cycle requires the drying rack.	2 pairs
COOL AIR	A heat free cycle for airing items.	4

REFRESH BY STEAM

All REFRESH BY STEAM cycles are designed for refreshing dry items. To dry wet items select DRY BY CYCLE.

REFRESH BY STEAM

CYCLE	DESIGNED FOR	MAX. LOAD SIZE (ITEMS)
MIXED	Designed to refresh dry items by reducing creases and odours. Ideal for mixed fabrics.	3
SHIRTS	Designed to refresh shirts by reducing creases and odours.	3
DELICATE	A gentle cycle to refresh delicate items such as blouses and dresses.	3
SANITISE	A high heat cycle designed for sanitising dry items.	3

¹COTTON with ECO, AUTO and DRYNESS: 3 selected is the recommended energy saving cycle for everyday drying.

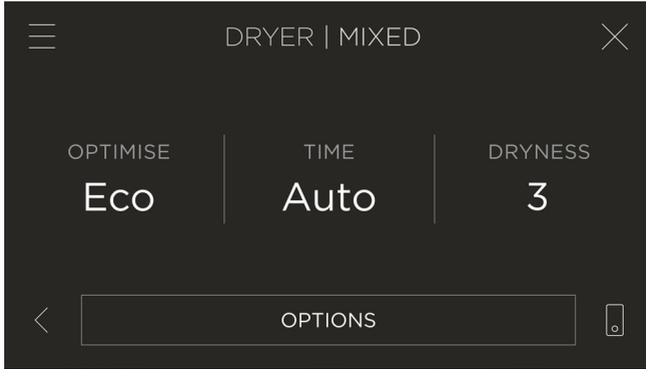
²Woolmark Wool Care

The wool drying cycle of this machine has been approved by The Woolmark Company for the drying of machine washable wool products provided that the products are washed and dried according to the instructions on the garment label and those issued by the manufacturer of this machine. M2018.



DRY CYCLE SETTINGS

Adjust the default cycle settings to suit your preferences. Tap the setting to select then adjust as needed.



OPTIMISE

Optimise the cycle as required to reduce noise, save time or save energy. Some optimise options are not available on certain cycles to ensure optimal results.

TIME

Set your preferred cycle time. The cycle will end after the set time. If the time is set to **AUTO** the cycle will end automatically when the load reaches the selected dryness level.

DRYNESS

Set the level of dryness required. The dryer will sense the remaining moisture in the load to end the cycle. Level 1 is the dampest setting, while level 5 is the driest. Try a higher or lower setting if the load dryness is not as expected.

DRY CYCLE OPTIONS

Select additional cycle options 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.

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.

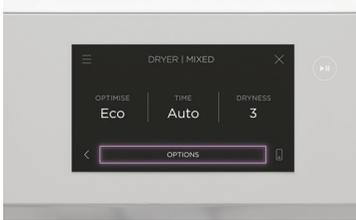
DAMP DRY ALERT

Set an alert for when the load reaches damp dry level. Pause the cycle to remove items that do not need further drying. Restart the cycle to continue drying the remaining load.

DRY CYCLE OPTIONS

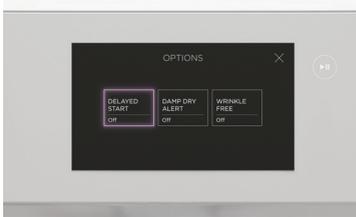
Accessing options

①



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

②



Select a cycle option and adjust as needed.

WI-FI CONNECTION AND REMOTE MODE

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

Connect your appliances to ensure they stay 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 each appliance.
- For further guidance and troubleshooting, please refer to the app.

On your mobile device:



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

Connecting to your home Wi-Fi

The washer and dryer need to be connected to Wi-Fi individually. Follow the process below to connect each appliance.

①



Select an appliance to connect, then press  then select **SETTINGS**.

②



Select **Wi-Fi: CONNECT** then **Wi-Fi SETUP**, and follow the instructions onscreen.

WI-FI CONNECTION AND REMOTE MODE

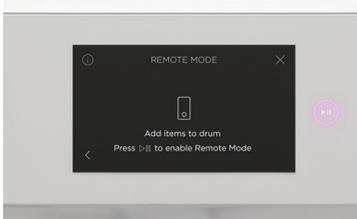
Enabling Remote Mode

1



Select **START BY REMOTE**.

2



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

Remote Mode is now enabled.

CLEANING THE WASHER

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 THE WASHER

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](#).

CLEANING THE WASHER

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.

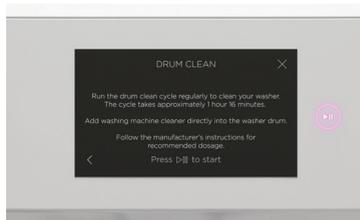
Setting Drum Clean

1



Press **≡** then select **CLEAN**.

2



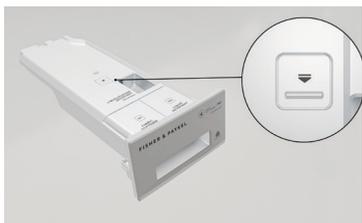
Follow the instructions onscreen then press **p||**.

CLEANING THE WASHER

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



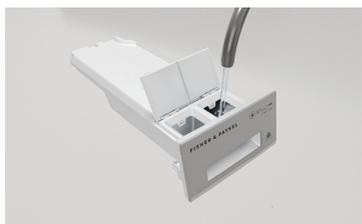
To remove the dispenser drawer from the washer, pull it open, push down on the tab to the left of the **MANUAL DOSE** compartment and pull it out from the washer.

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

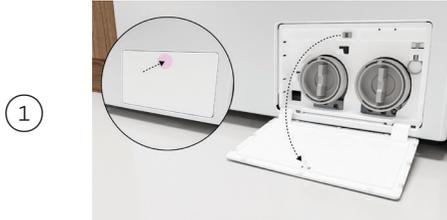


To clean the dispenser drawer, fill the compartments with warm water and shake lightly to clear residue. Drain all water from the compartments before refitting the dispenser drawer to the washer.

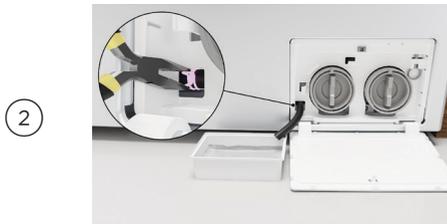
CLEANING THE WASHER

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.

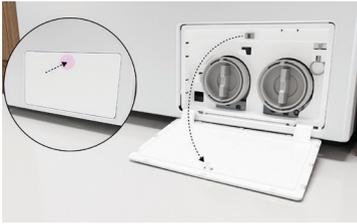
Ensure each filter is placed back into the correct slot and that both filters are correctly in place before running another cycle.

UNLOCKING THE WASHER 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.

CLEANING THE DRYER

Surfaces and accessories

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

Inside the dryer

Check and clean the inside of the drum regularly. If the drum has any residual dirt or lint stuck to it, remove this and wipe it clean with a damp cloth. Do not leave any metal objects in the drum, as these may cause rust.

Sensors

The sensors detect whether the laundry is dry or not. Clean the sensors regularly to maintain optimum performance.



Locate the metal sensors just behind the lint filter.



Wipe with a soft cloth dampened with vinegar, then dry with a clean cloth.

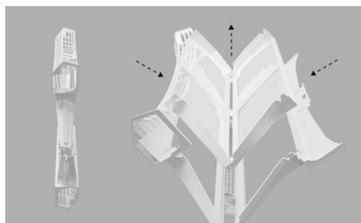
CLEANING THE DRYER

Cleaning the lint filter

Check and clean the lint filter after every load to prevent build up. Lint can become a fire hazard if it is allowed to accumulate in or around your dryer.



Remove the lint filter.



Open the filter and wipe clean, then replace.

Ensure the lint filter is correctly in place before running another cycle.

CLEANING THE DRYER

Cleaning the condenser filter

Clean the condenser filter, filter foam and evaporator grid regularly to maintain optimum performance.

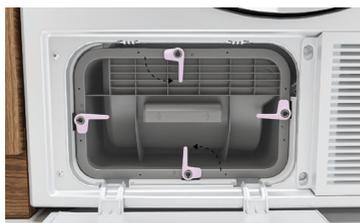
Removing the condenser filter

①



Open the filter cover to access the condenser filter.

②



Turn the four condenser lock levers 90° then pull out the condenser filter.

Cleaning the condenser filter:



Wipe clean or use a vacuum to remove any lint build-up from the mesh surface of the filter.

CLEANING THE DRYER

Cleaning/replacing the condenser filter foam

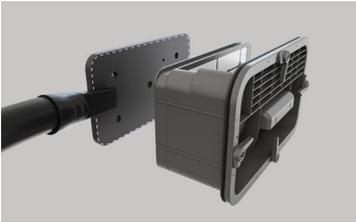
The condenser filter foam may need to be replaced if it is very blocked or has deteriorated. Three filter foams are provided with your dryer. Replacement filters are available via www.fisherpaykel.com

4



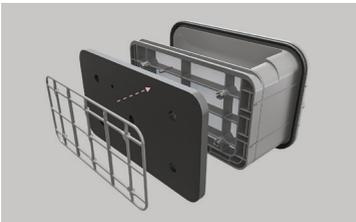
Remove the bracket securing the foam to condenser filter.

5



Remove the foam and use a vacuum with a narrow attachment to remove any lint build-up.

6



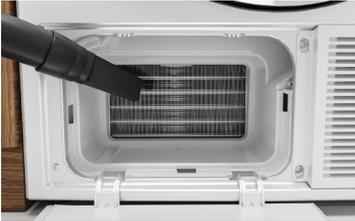
Replace the foam and secure with the bracket.

CLEANING THE DRYER

Cleaning the evaporator grid

The evaporator grid is located behind the condenser filter. Take care when cleaning as the metal fins have sharp edges.

7



Clean carefully with a vacuum, using a dusting brush or a narrow crevice attachment.

Take care not to bend the fine metal fins.

Replacing the condenser filter:

8



Replace the condenser filter and secure using the lock levers.

Ensure the locks are securely engaged.

9



Close the filter cover.

GENERAL TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Display will not turn on	No power.	Ensure the appliances are plugged in and the power supply is turned on at the wall.
Display not responding	Appliances need to be reset.	Press the dial to turn the appliances off. Wait a few seconds, then press the dial again to turn the appliances back on. If the problem persists, try turning the appliances off and on again at the wall. The display may take a few seconds to load.
	Software update may be required.	If the appliances are connected to Wi-Fi, check if any updates are available.
Washer/Dryer will not start	The controls are locked.	Press and hold the screen to unlock the controls.
	Door not closed properly.	Open and re-close door.
	A fault has been detected.	Check if a code is being displayed on the control panel. Refer to 'Fault codes'.
	DELAYED START is set.	Refer to 'Wash cycle options' or 'Dry cycle options'.
Appliance is beeping and displaying a code	A fault has been detected.	Check if a code is being displayed on the control panel. Refer to 'Fault codes'.

WASHER TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Washer will not start	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.
Washer stops working mid cycle	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.

WASHER 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.

WASHER 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 'Fault codes'.
	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.

WASHER 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 'Washer loading suggestions'.
	Items require a longer wash time.	Select a higher SOIL LEVEL or the PRE WASH option.
	Load was particularly dirty.	Select PRE WASH option for particularly dirty loads. Refer to 'Wash cycle options'.
	Items not sorted correctly.	Wash heavily and lightly soiled 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.

WASHER 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.

DRYER TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Dryer does not heat	The cycle is in the COOLING phase.	This is normal. Wait for the cycle to finish.
Dryer will not start	Dryer is overloaded.	Remove some items from the dryer.
Dryer stops and starts	WRINKLE FREE is on.	This is normal. Refer to 'Dry cycle options.'
Dryer stops mid-cycle	Power failure.	Press ► to resume the cycle.
	Cycle has been paused.	Press ► to resume the cycle.
	Items fell off the rack during RACK DRY .	Ensure the rack is installed correctly and replace items on the rack.
Noises	Dryer is overloaded.	Remove some items from the dryer.
	Dryer has a fault.	Refer to 'Fault codes'.
	End of a cycle.	Go to SETTINGS and turn off alerts. Refer to 'Menu'.
	Dryer is not level.	Ensure the dryer is level. Refer to installation guide.
	Compressor noises.	This is normal. At the start of the cycle the dryer may make some unfamiliar noises when the compressor turns on.
Vibration	Dryer is not installed on a stable surface.	Ensure the dryer is installed on a flat, stable surface. Refer to installation guide.
	Dryer is not level.	Ensure the dryer is level. Refer to installation guide.
	Dryer is overloaded.	Remove some items from the dryer.

DRYER TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Cycle taking too long	Cycle selected not appropriate for the load.	Select an appropriate cycle for the load. Refer to 'Dry cycles'.
	Dryness level selected not appropriate for the load.	Select a lower dryness level. Refer to 'Dry cycle settings'.
	Dryer is overloaded.	Remove some items from the dryer.
	Lint filter, condenser filter, filter foam or evaporator grid is blocked.	Check and clean the lint filter, condenser filter, filter foam and evaporator grid. If the problem persists the filter foam may need to be replaced. Refer to 'Cleaning the condenser filter.'
	Environmental conditions may be affecting operation.	In particularly hot or cold conditions cycles may take longer and be less efficient. Ensure the dryer is installed in a well-ventilated, dust-free environment. Do not operate this dryer behind closed doors (ie inside a cupboard).
	Load overly wet at the start of cycle.	Remove more water from the load before placing it in the dryer, eg select a faster spin speed on your washer, if appropriate for your load.
	Load was damp dry at the start of cycle.	If the load had been partially air dried, eg has been washed and placed on the line, use a TIME DRY cycle and monitor the dryness of your clothes.
	Dryer is not draining properly.	Check the drain hose (if connected) for blockages or damage. If the problem persists contact Customer Care.
Items are tangled.	Try separating items and drying similar items together. Refer to 'Dryer loading suggestions'.	

DRYER TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Lint	Lint filter not cleaned or replaced.	Ensure the lint filter is cleaned after every cycle and replaced correctly. Refer to 'Cleaning the lint filter'.
	Loads not sorted correctly.	Dry lint-giving items separately from lint receivers. Also, dry similar colours together, eg light coloured items with light coloured items, dark items with dark items. Refer to 'Dryer loading suggestions'.
	Clothes over dried.	Over drying clothes in the dryer can cause them to attract lint. Use an auto sensing cycle or ensure you check your load if using the time dry cycles to avoid over drying.
	New items have been dried in the dryer recently.	Clean the lint filter and use COOL AIR cycle to clear any remaining lint from the dryer.
	New towels or flannelette sheets can leave lint in the dryer, which may be picked up by subsequent loads.	
Fabric damage	Instructions on care label not followed.	Follow the instructions on the care label of the items.
	Dryness level selected not appropriate for the fabric type	Ensure dryness level selected is appropriate for the fabric type. Refer to the item's care label.
	Metal parts on the items or in the load.	Fasten zips and other clasps before placing items in the dryer.
	Items not separated or dried on an appropriate cycle for the fabric type.	Dry similar items together. Ensure an appropriate cycle is selected. Refer to 'Dry cycles'.
	Items fell off the rack during RACK DRY .	Ensure the rack is installed correctly and only one or two items are placed on the rack at a time. Refer to 'Drying rack'.
	Used a TIME DRY cycle and did not monitor the dryness of clothes during the cycle.	Ensure that clothes are checked for dryness during the cycle when using the timed programmes to avoid over drying.
	Cycle selected not appropriate for the load.	Select an appropriate cycle for the load. Refer to 'Dry cycles'.
	Items removed from dryer before cycle has finished.	Removing items before the COOLING phase may cause damage. Spread items out and allow to cool fully before putting away.

DRYER TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Tangling	Loads not separated during loading.	Try separating out larger items from smaller items.
	Items loaded into the dryer incorrectly.	Load items individually into the dryer. Do not place folded items in the dryer.
	Incorrect cycle selection.	Try using the EASY IRON cycle to dry shirts and the SHEETS cycle to dry sheets. Refer to 'Dry cycles'.
	Load size too large.	Try drying smaller load sizes. Some cycles have a lower maximum load size. Refer to 'Dry cycles'.
	Delicate items not separated in a mesh bag.	Dry pantyhose, bras, stockings and any other delicate items prone to tangling in a mesh bag.
	Sheets and duvet/doona covers due to their size, are prone to tangling.	Dry sheets and duvet/doona covers separately from other laundry, apart from towels. Ensure duvet/doona covers are buttoned or fastened closed before drying. When washing sheets, adding a towel tied in a knot may help to prevent tangling.
Creasing	Cycle selected not appropriate for the load.	Select EASY IRON to minimise creasing.
	Dryer is overloaded.	Remove some items from the dryer.
	Dryness level selected not appropriate for the load.	Select a lower dryness level. Refer to 'Dry cycle settings'.
	WRINKLE FREE is not on.	Select the WRINKLE FREE option to rotate the load at the end of the drying cycle. Refer to 'Dry cycle options'.
Dye transfer	White/light and coloured items not separated before drying.	Sort white/light and coloured items into separate loads.
	Wet items left sitting in the dryer before drying.	Refer to 'Dryer loading suggestions'.

DRYER TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Dryer not draining	Drain hose not connected to the water tank.	Ensure the drain hose is connected correctly. Refer to installation guide.
	Drain hose or drain blocked or damaged.	Check drain hose (if connected) and drain for blockages or damage.
Water coming from under the dryer	Drain hose not connected to the water tank.	Ensure the drain hose is connected correctly. Refer to installation guide.
	Drain hose or drain blocked or damaged.	Check drain hose (if connected) and drain for blockages or damage.
	Drain hose has slipped out of the drain.	Ensure the drain hose is securely fixed in place. Drain hoses can move or get displaced, which may lead to water draining onto the floor.
	Dryer door not closing properly, affecting the seal.	Ensure there is nothing obstructing the door opening and that the dryer door is closed properly.
	Inlet hose not correctly tightened.	Check inlet hose and tighten connection if necessary. Refer to installation guide.
Water in drum at end of cycle	Environmental conditions may be affecting operation.	In particularly hot, humid or cold conditions water may re-condense in the drum or on the inside of the door.

FAULT CODES

How do I know if there is a problem?

Your appliances 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 appliances. Follow the steps below:

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

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

GENERAL ALERTS	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.
WASHER ALERTS	WHAT TO DO
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.
NO WATER	Check taps have been properly connected and are turned on.

FAULT CODES

WASHER ALERTS	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>
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>
<hr/>	
DRYER ALERTS	WHAT TO DO
CHECK FILTERS	<p>Clean lint and condenser filters and carefully vacuum the evaporator grid.</p> <p>Check the lint filter or condenser filter are not damaged.</p> <p>Check there is nothing else trapped in the filters or evaporator grid, which may be blocking the air flow.</p>
WATER TANK FULL	<p>Check if the water tank is full.</p> <p>Empty the water tank.</p> <p>If using the drain hose, check whether the water tank or drain hose is blocked.</p> <p>Check the drain hose is still attached at the back of the machine, and is not kinked or squashed.</p>
COOLING DOWN	<p>Wait for the dryer to cool. The cycle will resume once the drum has cooled.</p>
ROOM TEMP LOW	<p>The room temperature is too low for the dryer to work effectively. Ensure that the room temperature is above 5°C to avoid loss of efficiency.</p>
ROOM TEMP HIGH	<p>The room temperature is too hot for the dryer to work effectively. Wait for environment to cool before resuming.</p>
MAX TIME REACHED	<p>There are a number of reasons the maximum cycle time might be reached. Refer to 'Dryer troubleshooting'.</p>

MANUFACTURER'S WARRANTY AND SERVICE GUIDE

NZ



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/nz/help-and-support/warranty-information>

AU



To access your Warranty and Service Guide

Scan the QR code with your smartphone to access your warranty and book a service, refer to your separate warranty and service book or view online at <https://www.fisherpaykel.com/au/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.

Complete and keep for safe reference:

Model _____

Serial No. _____

Purchase Date _____

Purchaser _____

Dealer _____

Suburb _____

Town _____

Country _____

FISHERPAYKEL.COM

© Fisher & Paykel Appliances 2023. All rights reserved.

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.

431281A 09.23