

**FISHER & PAYKEL**

## **TOP LOADER WASHING MACHINE**

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WL1064P1 & WL1264P1 models

**USER GUIDE**

**NZ AU**



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### **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 similarly qualified person in order to avoid a hazard. Do not use the appliance until it has been repaired to avoid a risk of electric shock.
- Do not operate this machine if it has been damaged during transport. Contact your Fisher & Paykel dealer or Fisher & Paykel trained and supported service technician.
- This clothes washer is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or given instructions on how to use the washer by someone responsible for their safety.
- Keep children away from the washer while it is in operation.
- Supervise children to ensure they do not play with the washer or climb inside the drum.
- The washer should only be used for washing and rinsing of textiles where this is indicated on the care label.
- Do not add petrol, dry-cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapours that could ignite or explode.
- Do not wash articles that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances as they give off vapours that could ignite or explode.
- The lid will be locked when ►II is pressed at the start of the cycle for safety reasons. To unlock the lid and open it during the cycle (not recommended), press ►II. Never force the lid open.
- Do not touch or operate the machine with wet hands or with bare-feet.
- 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

MODEL CODE	MAX CAPACITY* (KG)
WL1064P1	10
WL1264P1	12

\*Capacity refers to the maximum dry weight of items the washer can wash at any one time.  
(Note: Cycle dependent)

- 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), the drain hose, the dispenser funnels (tops) and lint filters. 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 provided with your product.

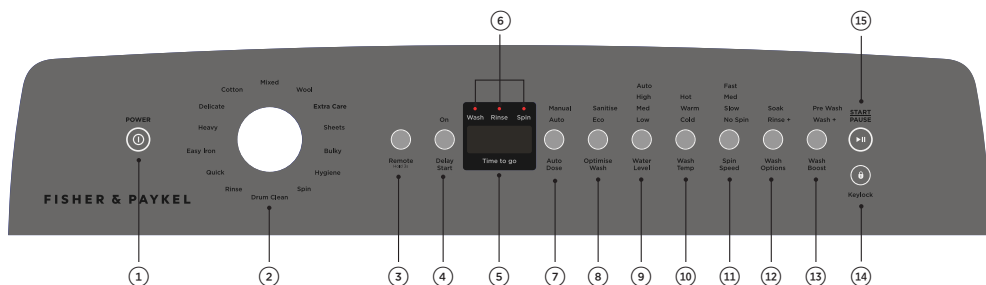
### Water supply requirements:

- Inlet water static pressure: Max. 1MPa (145psi), Min. 50kPa (7.3psi).
- Inlet water flow rate at tap: Min. 8 litres/min.
- 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.

## CONTROL PANEL

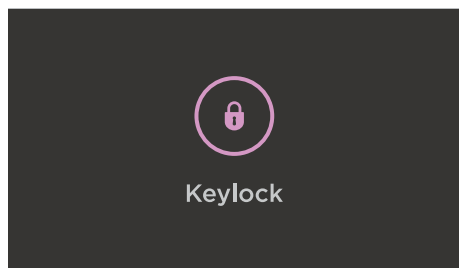


① <b>POWER</b>	Press to turn the washer <b>ON/OFF</b> .
② <b>Wash Cycles</b>	Turn the dial to select the desired cycle for your load.
③ <b>Remote</b>	Press and hold to control washer from the Fisher & Paykel app when Wi-Fi is enabled.
④ <b>Delay Start</b>	Press to delay start time.
⑤ <b>Display</b>	Shows the following: <ul style="list-style-type: none"> <li>• The remaining time in the cycle that is currently running.</li> <li>• The estimated completion time of the cycle when the machine is turned on.</li> <li>• Delayed start time of wash cycle.</li> <li>• Notifications if an error is detected or a warning is necessary.</li> <li>• Secondary option information.</li> </ul>
⑥ <b>Wash progress indicators</b>	Indicates the current status of the wash cycle. <ul style="list-style-type: none"> <li>• All lights are illuminated at the start of the wash cycle.</li> <li>• The light of the current status flashes, and then turns off once completed.</li> </ul>
⑦ <b>Auto Dose</b>	Press to select <b>MANUAL</b> or <b>AUTO</b> dispensing of detergent.
⑧ <b>Optimise Wash</b>	Press to select <b>SANITISE</b> and/or <b>ECO</b> .
⑨ <b>Water Level</b>	Press to increase or decrease water level.
⑩ <b>Wash Temp</b>	Press to increase or decrease water temperature.
⑪ <b>Spin Speed</b>	Press to increase or decrease washer spin speed.
⑫ <b>Wash Options</b>	Press to select <b>SOAK</b> or <b>RINSE +</b> .
⑬ <b>Wash Boost</b>	Press to select <b>PRE WASH</b> or <b>WASH +</b> .
⑭ <b>START/PAUSE</b>	Press to start or pause the selected wash cycle.
⑮ <b>Keylock</b>	Press and hold for three seconds to disable all buttons on the control panel. <b>POWER</b> will not be disabled when <b>KEYLOCK</b> is active.



## SAFETY FEATURES

### Keylock

Keylock can be used to lock the control panel when not in use. Everything except **POWER** will be locked when active. If washer is turned off while **KEYLOCK** is active, **KEYLOCK** will remain active when the washer is turned back on.



Turn **KEYLOCK** on:

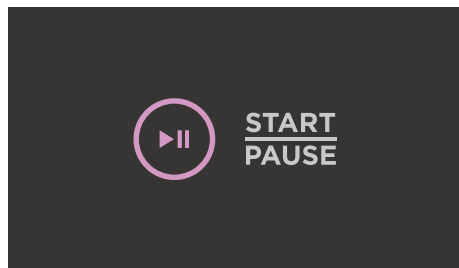
After starting your selected cycle, press and hold  for 3 seconds. **KEY LOCK** will flash twice in the display and  will illuminate.



Turn **KEYLOCK** off:

Press and hold  for 3 seconds.

### Lid lock

The lid of your washer will be locked during the wash cycle to ensure safety for you and your family.



 will illuminate when the **LID LOCK** is active. To unlock the lid at any time during the cycle, press . In some circumstances, there may be a delay before the lid can be opened, for safety reasons.


**Do not obstruct the lid lock slot. 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 washer has been pre-programmed to know when this potential hazard is created and drains the wash water to a safe level.



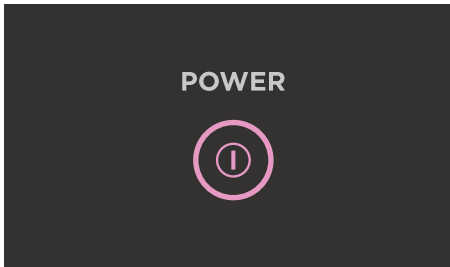
If you pause your washer with water in the drum, **AUTO DRAIN** will activate after 3 minutes. This will drain the water in the drum to a safe level.

*Adr* will be displayed while **AUTO DRAIN** is in operation. The cycle can be restarted at anytime by pressing .

## FIRST USE

All controls only require a gentle press to activate. For best results, avoid repeated interruptions to the cycle, such as pressing ►||, and ensure all items are removed as soon as the cycle has finished.

①



Press ① to activate your washer.

②



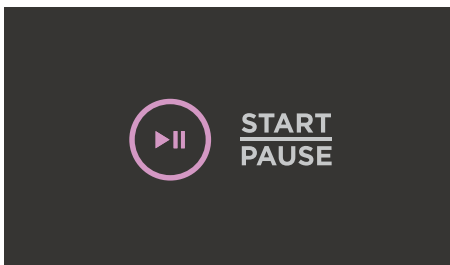
Select your desired wash cycle using the dial. The default cycle is **MIXED**.

③



Select wash modifiers. Refer to 'Wash Modifiers' for more details.

④

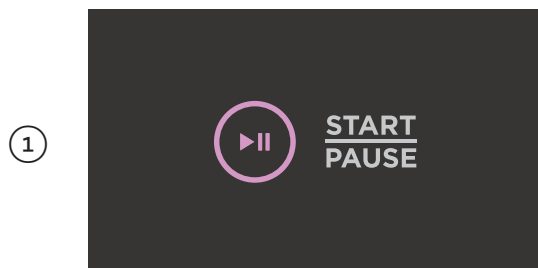


Press ►|| to begin the cycle.



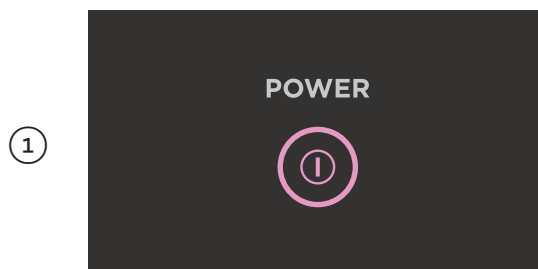
## FIRST USE

### Pausing a cycle



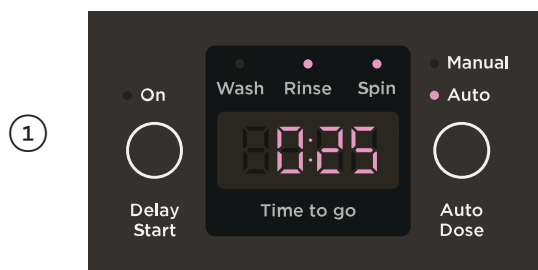
To pause your washer during the cycle, press ►||.

### Cancelling a cycle



To cancel a cycle or power the washer off at any time, press ①.

### Progress indicators



During a cycle, the progress indicators will illuminate to show the stage of the cycle that is being performed.

## WASH CYCLES

### Wash cycle guide

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

CYCLE	WASH DESCRIPTION	MAX LOAD (KG)	WASH TEMP	SPIN SPEED
Mixed	A wash for mixed everyday loads including cottons and blends.	10 or 12	Warm/Cold	Fast
Cotton*	A cycle for normally soiled cotton items.	10 or 12	Warm	Fast
Delicate	A gentle wash with slow spin speed.	5	Warm/Cold	Slow
Heavy	A stronger wash for heavily soiled, durable items.	10 or 12	Warm	Fast
Easy Iron	Reduced spin speed to minimise creasing.	4	Warm/Cold	Medium (MED)
Quick	Quick wash of around 30 minutes for smaller lightly soiled loads and brand new clothes.	4	Warm	Fast
Wool	Extra gentle wash and a medium spin.	5	Warm/Cold	Medium (MED)
Sheets	A wash tailored to washing bed linen.	8	Warm	Fast
Bulky	A warm, gentle wash with more water and a slow spin speed.	4	Warm	Slow
Hygiene	A hot concentrated wash with multiple rinses.	6	Hot	Fast
Rinse	Designed for items that only require rinsing and spinning.	10 or 12	Cold only	Fast
Spin	Designed for spinning water out of wet items.	10 or 12	n/a	Fast
Drum clean	A hot cycle with a soak to clean the build up of dirt in the washer.	n/a	Hot	Medium (MED)

## WASH CYCLES

\***COTTON** cycle with **MANUAL**, **ECO**, **HIGH**, **WARM** and **FAST** selected is the recommended water and energy saving cycle for normally soiled everyday washing.

This cycle has a 2-step water fill to achieve the required water level and temperature for the best cleaning result.

First Fill - Once cycle and wash modifiers are selected and ► is pressed, both hot and cold water will flow into the inner drum. It is recommended when using this cycle to dissolve the detergent in 1 litre of warm water and add straight onto the clothes immediately when the machine starts. The warm water temperature helps to dissolve detergent quickly. The washing operation starts at the end of the hot water fill and is followed by a 5-minute (approximately) soak-agitation session to help the detergent mix completely with the laundry.

Second Fill - The second fill is in order to reach the selected water level and make the clothes completely soaked in water to achieve a better wash result.

CYCLE		WASH DESCRIPTION	MAX LOAD (KG)	WASH TEMP	SPIN SPEED
Extra Care**	Towels (default)	A cycle designed for washing towels.	10 or 12	Warm	Fast
	Denim	A wash with low temperatures to reduce denim from fading.	3	Cold	Fast
	Sports	A wash tailored to washing sports type clothing.	4	Warm/Cold	Fast
	Outdoor	Cycle designed for washing outdoor wear, like jackets.	4	Warm	Slow
	Synthetic	Designed for your everyday synthetics and poly-cotton blends.	4	Warm	Fast

\*\* You can select a different sub-cycle from the default within **EXTRA CARE** by using the app. The cycle selected will become the default extra care cycle for all future cycles, this can be changed at anytime by using the app.

### Washing bulky items

The **BULKY** cycle takes special care of bulky items. Bulky garments and bedding wash most effectively when they can move freely. Ensure that there is sufficient room in the bowl for the load to move during the wash.

When washing a single bulky item add a large beach towel to the wash, to ensure the load is balanced for an effective spin.

Bulky items may include: duvet inners, blankets, throws, sleeping bags, jackets, bedding underlays and comforters.

## 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. Separate out sheets and towels, wash these separately on the **SHEETS** and **EXTRA CARE (TOWELS)** cycles.

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.

### Selecting the right detergent

- Your washer is a High Efficiency clothes washer and needs a **low sudsing detergent** to prevent over-sudsing problems. This is the same type of detergent Front Loaders use.
- We recommend the use of liquid detergents in most washing situations to achieve the best results. This is particularly important when washing dark garments.
- When washing woollens, use a wool detergent but use it sparingly as these are usually very high foaming.
- Do not use soap flakes or granulated soap powders.

## WASH PREPARATION

### Auto Dose



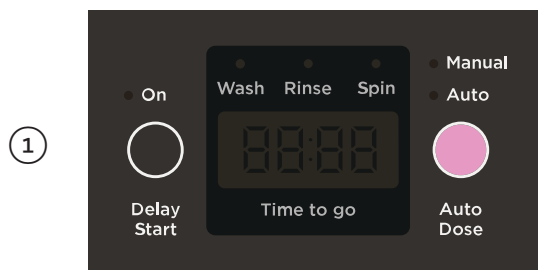
#### Where do I put my detergent?

Open the cover of the Auto Dose dispenser and fill to 'Max' with liquid detergent. Close the cover.

- Only liquid detergent must be used in the dispenser.
- Do not fill past 'Max'.
- The amount of detergent dispensed per wash can be adjusted. Refer to 'Detergent adjustment' below.
- When the detergent level gets low, **Ld** will flash on the display to prompt you to fill up the Autodose detergent compartment.

### Detergent adjustment

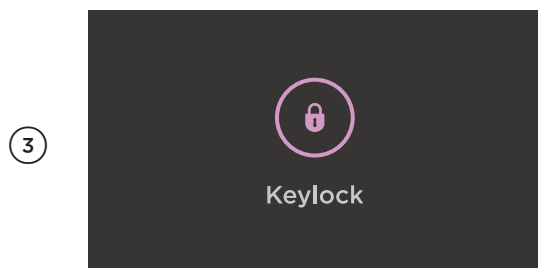
When using **AUTO** you can increase or decrease the dosage for each cycle.



Press and hold **AUTO DOSE** for 3 seconds.



Turn the dial to increase or decrease level. The default level is 3.



Press and hold **KEYLOCK** for 3 seconds to save adjustment.

## WASH PREPARATION

### Manual Dose



#### Where do I put my detergent?

Place your detergent into the detergent dispenser, located on the left side of the washer. We recommend that you measure your detergent first.

You will notice that most of the detergent placed in the dispenser will fall into the washer. As the washer fills, the dispenser will be flushed of any residue. The detergent is then mixed with water at the bottom of the washer, dissolving and activating it to ensure optimum wash performance.

DO NOT use your washer to soak items in bleach or sanitiser. If you have soaked items in a bucket, do not tip the contents of the bucket into your washer. 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 washer.

#### How much detergent?

Follow the instructions on the back of the detergent packet as a guide. 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 and towels usually less.

- If you have over-foaming problems, reduce your dosage.
- If your clothes are not clean enough, try using a bit more.

### Fabric Softener

Fabric softener should not be added when **ECO** option is selected or for a **RINSE** cycle. The softener will not be dispensed.



#### Adding the fabric softener

Always follow the manufacturer's guidance for the correct dosage. Measure the softener out into the cap and pour into the fabric softener dispenser. The softener will remain in the dispenser until the deep rinse where water flushes it into the drum.

If you fill beyond the 'Max' mark, the fabric softener will dispense into the drum prematurely and may stain clothes, and also contribute to scrud.

A small volume of water remaining in the dispenser at the end of the cycle is normal.

#### If you wish to use fabric softener we recommend:

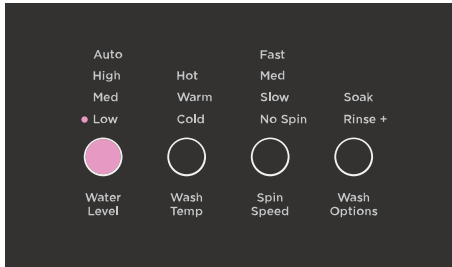
- Using it sparingly. Measure it carefully to ensure you do not fill above the 'Max' level of the dispenser.
- Using a fabric softener that is of a thinner consistency.
- Clean the dispenser as soon as the cycle has finished.
- Clean your washer regularly using the **DRUM CLEAN** cycle, refer to 'Caring for your washer'.
- Cold water washing increases the chance of scrud build-up occurring. We recommend a warm or hot wash at regular intervals, eg every 5th wash.

## WASH MODIFIERS

Once you have selected your wash cycle you may wish to change the default wash options.

### Water Level

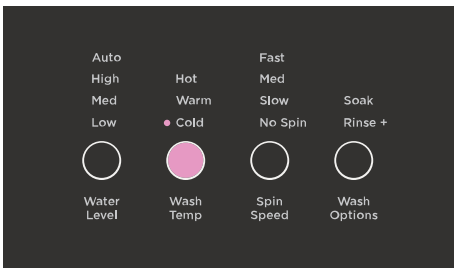
The washer defaults to **AUTO** for most cycles. If preferred, the water level can be manually set to one of the other available options: **LOW**, **LOW MEDIUM (MED)**, **MEDIUM (MED)**, **MEDIUM (MED) HIGH** or **HIGH**.



Press **WATER LEVEL** to increase or decrease the water level.

### Wash Temp

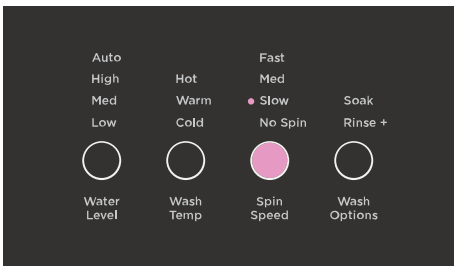
Your washer offers 5 wash temperatures, **COLD**, **WARM COLD**, **WARM**, **WARM HOT** and **HOT**. Actual wash temperature settings vary per cycle. Some temperatures are not available on some cycles.



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

### Spin Speed

Your washer offers three spin speeds: **FAST**, **MEDIUM (MED)** and **SLOW**, plus an additional **NO SPIN** option.



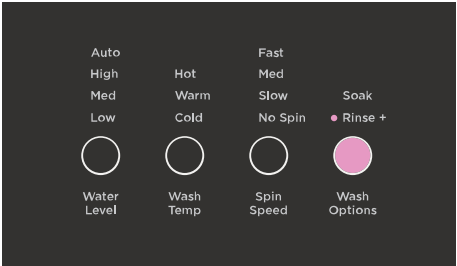
Press **SPIN SPEED** to increase or decrease the spin speed. **NO SPIN** will pause the washer at the end of the rinse, allowing you to remove items before the final spin. Press ►|| to restart.

# WASH MODIFIERS

## Wash Options

This option allows you to add a combination of **SOAK** and/or **RINSE +** to your cycle.

WASH MODIFIER	MODIFIER DESCRIPTION
Soak	Will perform a one hour soak sequence in the middle of the wash phase, agitating periodically every minute to help remove loosened dirt and stains.
Rinse +	Adds an additional rinse to the default number of rinses to help remove any residual detergent or soil.



Press **WASH OPTIONS** to select the desired wash modifier.

## Wash Boost

This option allows you to add a combination of **PRE WASH** and/or **WASH +** to your cycle.

WASH MODIFIER	MODIFIER DESCRIPTION
Pre Wash	Starts the wash with a shorter cool wash to remove excess soil before beginning the selected cycle. Not available using <b>MANUAL</b> dose.
Wash +	Adds a short soak/wash sequence half way through the wash to boost dirt and stain removal.



Press **WASH BOOST** to select the desired wash modifier.

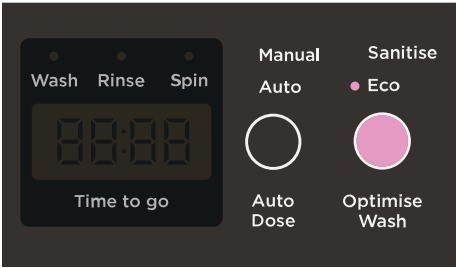


# WASH MODIFIERS

## Optimise Wash

This option allows you to add **ECO** and/or **SANITISE** to your cycle.

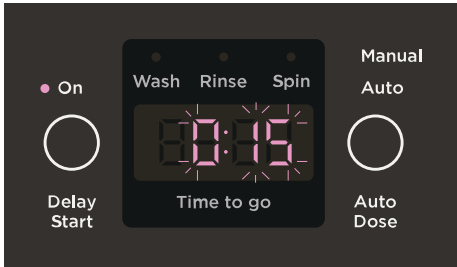
WASH MODIFIER	MODIFIER DESCRIPTION
Eco	Saves energy and water by reducing the wash temperature and utilising a water-efficient spray rinse.
Sanitise	Uses UV sanitisation during the wash and rinse phase of the cycle to eliminate bacteria.



Press **OPTIMISE WASH** to select the desired modifiers.

## Delay Start

The **DELAY START** option can delay the start of the wash cycle between 15 minutes and 12 hours. Avoid using **DELAY START** for damp, non-colourfast items as this may cause dye run to occur.



Press **DELAY START** to cycle through the delay times. Press **▶||** to start the countdown. When **DELAY START** has begun, the time will begin counting down.

If **DELAY START** is paused, the indicator and remaining time will illuminate solidly.

## AUTO DOSE

①



Open the cover of the Auto Dose dispenser and fill to 'Max' with liquid detergent. Close the cover.

②



Ensure Auto Dose is set to **AUTO**.

Liquid detergent will be dosed automatically. Do not add detergent to the manual dispenser when using **AUTO**.

**L0** will be displayed if detergent dispenser is low and needs refilled.

When using **AUTO DOSE**, the amount of detergent dispensed can be increased or decreased if required. Refer to 'Detergent adjustment' for details.

## FAVOURITES

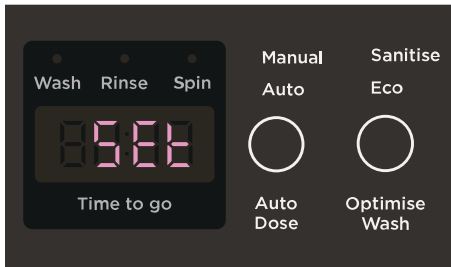
Your washer can be programmed to remember your preferred wash modifiers for each wash cycle.

1



Using the dial, select the desired wash cycle.

2



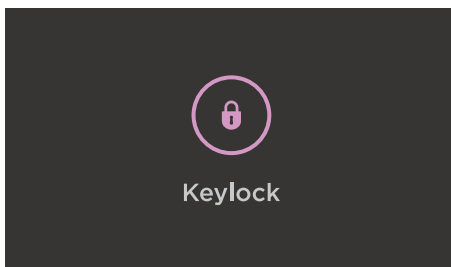
Press and hold the desired wash modifier for 3 seconds. A long tone will sound and 5:00 will display onscreen.

3



Adjust the desired wash modifiers.

4



Press **0** for 3 seconds to save the selected settings. A long tone will sound to confirm setting has been saved.

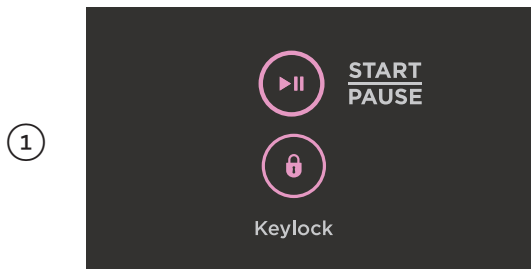
## OPTION ADJUSTMENT MODE



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

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

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

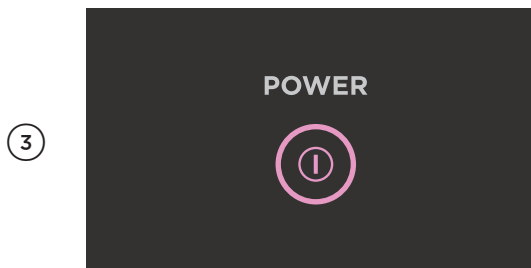
To enter Option Adjustment mode:



With the washer on at the wall, but off at the display, press and hold  and  together for 3 seconds. oPAd will show on the display.



Use the dial and control panel to make changes to the pre-set options. Refer to following sections for more detail.



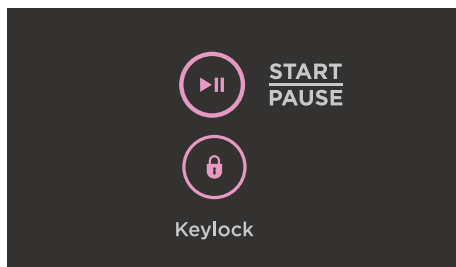
Press  to save changes and exit **OPTION ADJUSTMENT MODE**.

## OPTION ADJUSTMENT MODE

### Wash temperature adjustment

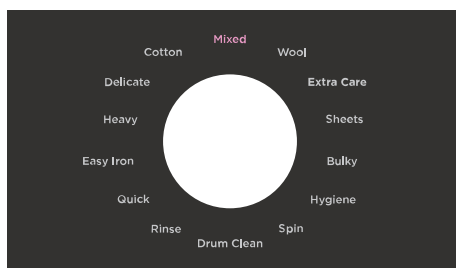
**COLD**, **WARM COLD**, **WARM** and **WARM HOT** can be adjusted by increments of 1°C using the wash temperature adjustment feature. To adjust **COLD** further refer to 'Controlled Cold' over page. **HOT** will be set by the hot water supply temperature and cannot be adjusted.

①



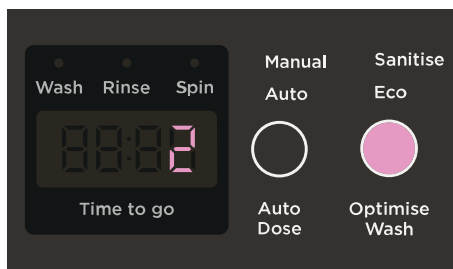
With the washer on at the wall, but off at the display, press and hold **🔒** and **▶||** together for 3 seconds. oPAd will show on the display.

②



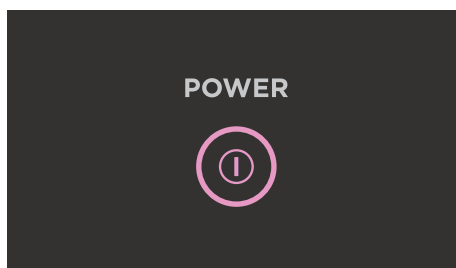
Select **MIXED** using the dial, and press **WASH TEMP** to select the wash temperature you wish to adjust.

③



Press **OPTIMISE WASH** to adjust the wash temperature between -3 and 4. 0 is the default.

④

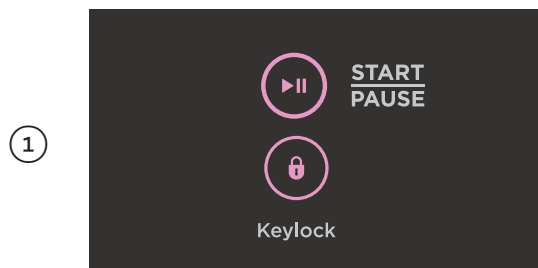


Press **ⓘ** to save changes and exit **OPTION ADJUSTMENT MODE**.

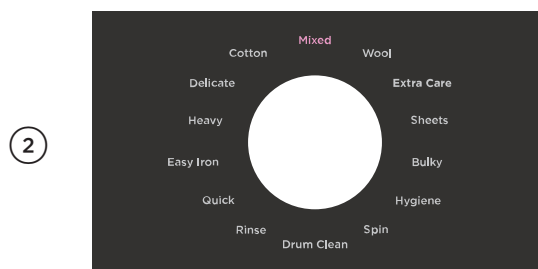
## OPTION ADJUSTMENT MODE

### Controlled Cold

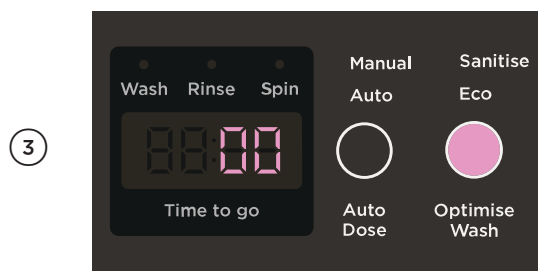
**CONTROLLED COLD** adds a small amount of hot water to the cold wash to raise the water temperature to approximately 20°C. This can be effective if your water supply temperature is very low or if the cold wash performance is not meeting your needs.



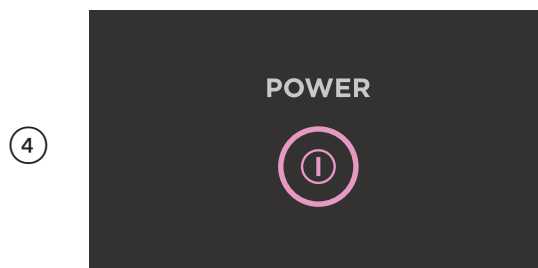
With the washer on at the wall, but off at the display, press and hold **🔒** and **▶||** together for 3 seconds. **oPRd** will show on the display.



Select **MIXED** using the dial, and press **WASH TEMP** to select **COLD** temperature.



Press **OPTIMISE WASH** until **oO** is displayed on the screen. Your washer will now adjust the cold temperature to approximately 20°C.



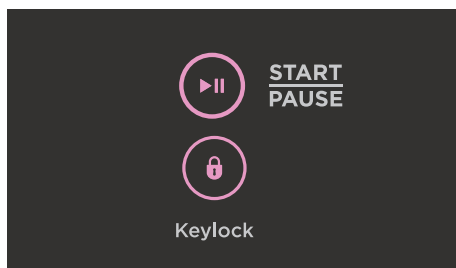
Press **⏻** to save changes and exit **OPTION ADJUSTMENT MODE**.

## OPTION ADJUSTMENT MODE

### Out of balance recovery

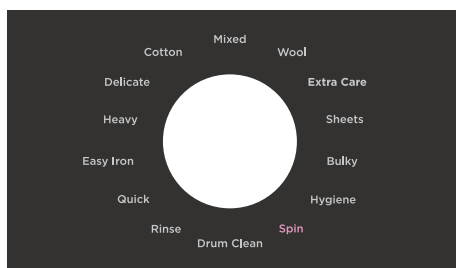
If an out of balance load is detected, the washer will stop and try to redistribute the load. To adjust the number of times the washer attempts to re-fill, **OUT OF BALANCE RECOVERY** can be used.

①



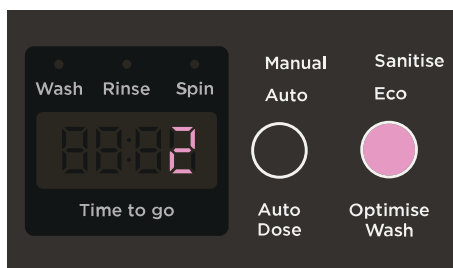
With the washer on at the wall, but off at the display, press and hold **⏸** and **🔒** together for 3 seconds. **oPRd** will show on the display.

②



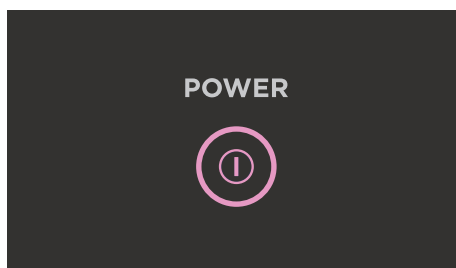
Select **SPIN** using the dial.

③



Press **OPTIMISE WASH** to set the number of recovery cycles to 2 or 3.

④



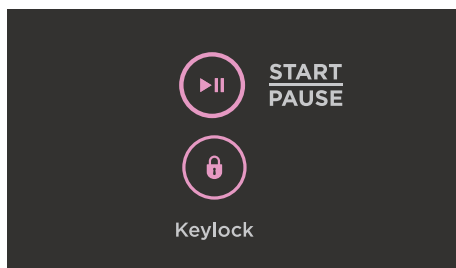
Press **⏻** to save changes and exit **OPTION ADJUSTMENT MODE**.



## OPTION ADJUSTMENT MODE

### End of cycle beeps

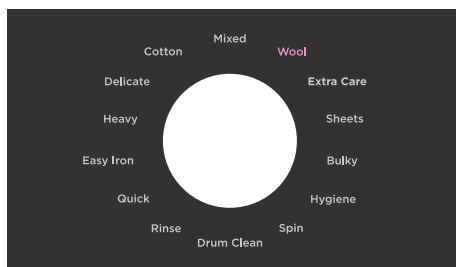
The beeps signalling the end of a cycle can be increased or decreased using the **END OF CYCLE BEEPS** adjustment menu.

①



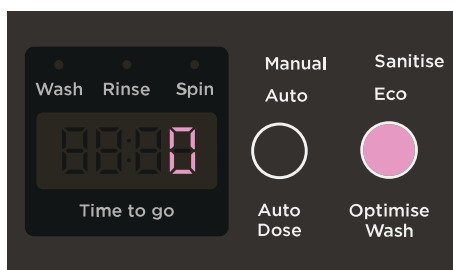
With the washer on at the wall, but off at the display, press and hold  and  together for 3 seconds. **oPRd** will show on the display.

②



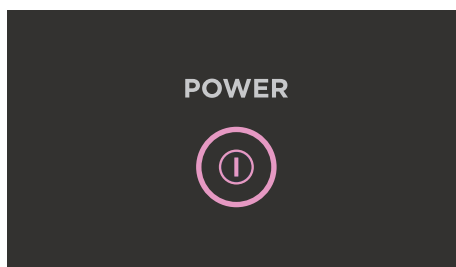
Select **WOOL** using the dial.

③



Press **OPTIMISE WASH** to set the number of beeps to 5, 15 or 0.

④



Press  to save changes and exit **OPTION ADJUSTMENT MODE**.

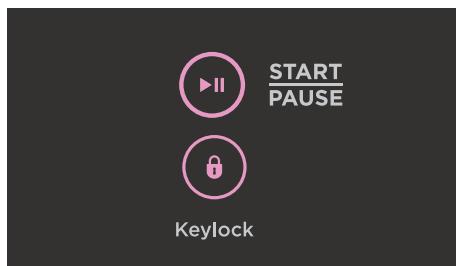




## OPTION ADJUSTMENT MODE

### Factory reset

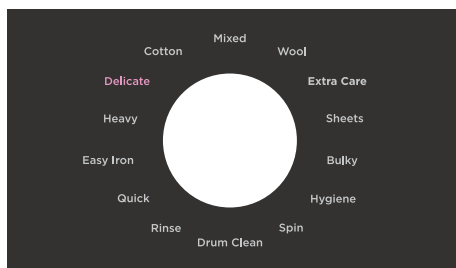
Factory reset will clear any favourites saved by the user and any custom settings applied.

①



With the washer on at the wall, but off at the display, press and hold  and  together for 3 seconds. *oPRd* will show on the display.

②



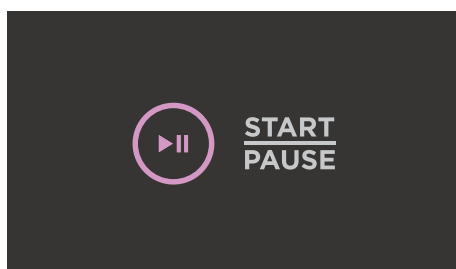
Select **DELICATE** using the dial.


③



The display will show *r5t*.

④



Press and hold  for 3 seconds to reset the washer to factory settings.

## SAVING WATER, ENERGY AND THE ENVIRONMENT

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

- Use **ECO**.
- Use **AUTO WATER LEVEL**.
- Wash larger loads instead of several smaller loads.
- Reduce the wash temperature.
- 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.

## WI-FI AND REMOTE

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

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

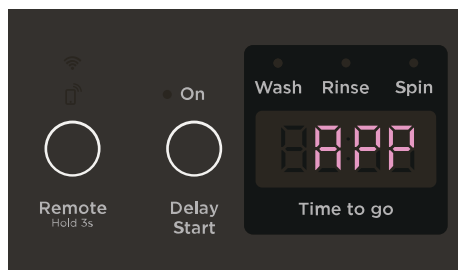
### Getting started

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


### On your mobile device:

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

### Connecting to your home Wi-Fi

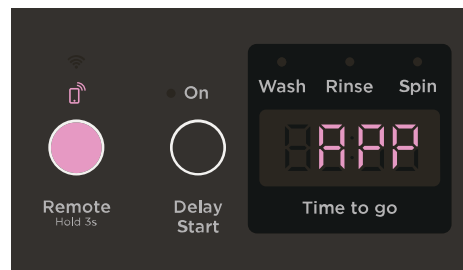


Ensure the washer is powered on.

Press and hold **REMOTE** and **DELAY START** until **APP** shows onscreen.  will flash while connecting and will show as solid when connected.

Follow the instructions in the app to complete the connection.

### Enabling Remote mode



Press and hold **REMOTE** for 3 seconds.

 will illuminate to show **REMOTE** is enabled.

Certain functions of your washer can now be accessed via the app. For safety reasons, the lid will be locked when **REMOTE** is enabled.

To exit remote mode, press and hold **REMOTE** for 3 seconds.

## CARE AND CLEANING

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Before you start cleaning your washer, ensure that it is disconnected from the power.

**The dial and soft close lid are not designed to be removable for cleaning. Do not attempt to remove the dial or lid.**

### **Cleaning the control panel, topdeck and lid**

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

### **Cleaning the detergent and fabric softener dispensers**

Wipe out the detergent dispenser with a damp cloth. The fabric softener and detergent funnels remove easily, simply lift from the centre and reclip into place once cleaned. If the siphon tube on the fabric softener dispenser looks blocked, use a cotton bud to clean.

### **Cleaning your low-profile agitator**

If your low-profile agitator becomes stained we recommend you use household bleach to clean it. Ensure you wear gloves. Tip a small amount of household bleach onto a soft cloth and apply to the stain. Be careful to avoid metal surfaces of your washer. Leave it to soak in for 10 minutes and repeat. Then put your washer through the **DRUM CLEAN** cycle to remove any residual bleach, refer to 'Drum Clean' over the page for details.

### **Lint filters**

The lint filters in your washer should be cleaned every cycle to ensure best wash performance. To clean, unclip the lint filters from the drum, remove any lint and reclip back into place.

### **Products that might damage your washer**

- Concentrated bleaches, laundry pre-soakers/sanitisers, stain removers and hydrocarbon solvents (eg petrol and paint thinners) can cause damage to the surfaces eg control panel, and components of your washer.
- Be careful when washing garments stained with solvents as they are flammable. **DO NOT** put them in your dryer.
- Use of dyes in your washer may cause staining of the plastic components. The dye will not damage the washer but we suggest you thoroughly clean your washer afterwards. We do not recommend the use of dye strippers in your washer.

### **Scrud**

Scrud is the name of the waxy build-up that can occur within any washer when fabric softener comes into contact with detergent. This build-up is not brought about by a fault in the washer. If scrud is allowed to build up in the washer it can result in stains on clothes and/or an unpleasant smell in your washer. Scrud can be kept under control by using the **DRUM CLEAN** cycle regularly.

## CARE AND CLEANING

### Drum Clean

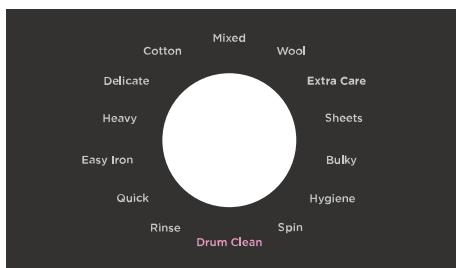
It is important that you regularly clean the inside of your washer. Your washer has a **DRUM CLEAN** cycle designed for this purpose. We recommend the use of commercial washing machine cleaners only. Ensure the cleaner used is compatible with your waste water system, i.e. safe for use if you have a septic tank. We suggest running this cycle with an empty drum.

①



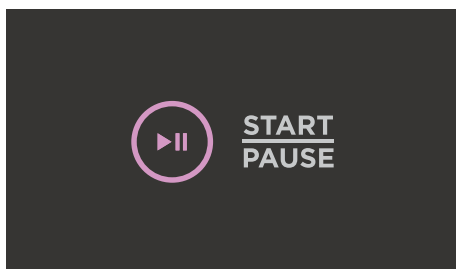
Add the washing machine cleaner directly into the drum. Ensure manufacturers guidance is followed.

②



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

③

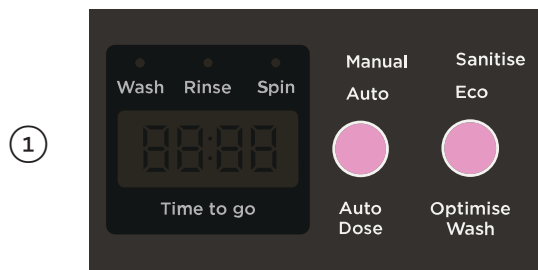


Press ►|| to begin the cycle.

## CARE AND CLEANING

### Auto Dose Tank Clean

If **AUTO** is not frequently used, detergent in the tank can become viscous, dry out and cause inaccurate dosing. Use the Tank Clean cycle when you experience poor cleaning performance.

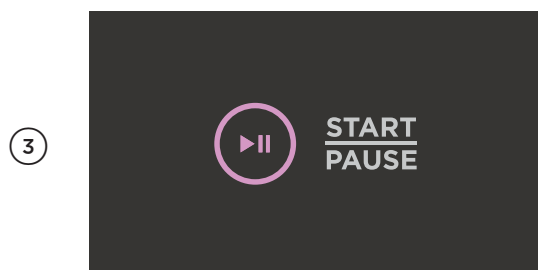


With the display panel turned off, press and hold **AUTO DOSE** and **OPTIMISE WASH** for 3 seconds.

The cycle will start.



After 7 minutes add 750ml of warm water to the Auto Dose dispenser as prompted.



Press ►|| to continue the cycle. The cycle will be complete in approximately 1 hour.

## 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 10 seconds it is telling you that it has a problem which you can solve using the checklist below.

PROBLEM	DISPLAYED AS	WHAT TO DO
The lid is not closed when machine is on and in the washing process.	<i>Lid</i>	Close the lid and press ►
The washer has detected an Out Of Balance event.	<i>oOb</i>	Balance the load and Press ►   to continue the cycle
Machine has detected water in the drum while in a paused state.	<i>Adr</i>	Your washer has performed the AutoDrain functionality. Close the lid and press ►   to continue with the cycle - note you may need to add more detergent if the machine was in the washing phase.
Water inlet abnormal.	<i>no tAPS</i>	Ensure hot and cold taps are turned on, and water pressure meets minimum requirements. Press ►  . If the hot and cold taps are already on, there is a danger of flooding. Call for service.
Potential for excess suds has been detected.	<i>SudS</i>	Nothing, the washer has the ability to recover from the issue itself.
Detergent level in AUTO DOSE tank is low	<i>Lo</i>	Add detergent to the <b>AUTO DOSE</b> tank. Or press <b>MANUAL</b> to use the manual detergent pocket.
The machine has detected an abnormally high water level and is in flood-protect mode.	<i>FLd</i>	Turn off the machine, and inlet taps and call for service.

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

## FAULT CODES

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If a continuous series of beeps sound, 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. 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 instructions'.
- ④ Remove load and retry.
- ⑤ Complete a **RINSE** cycle.
- ⑥ If the fault re-occurs repeat Steps ① and ②.

If the machine still will not work call your Fisher & Paykel Dealer or Fisher & Paykel 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 Authorised Repairer.

### Operating problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Washer not turning on	Power not switched on at the wall.	Switch the power on at the wall. Then press ①.
	Household power supply not working.	Try plugging in another electrical appliance.
Washer not filling with water when ►II pressed	Machine is completing load sensing in the beginning stages of the wash cycle.	Wait for 1 minute, if the machine still has not started filling check below for more potential causes.
	Inlet taps not turned on.	Check that both the hot and cold taps are turned on.
	Blocked inlet hose filters.	Clear blockages from inlet hose filters.
	DELAY START is set.	Refer to 'Delay Start' for information.
Washer is filling continuously	Drain hose is not installed correctly.	Ensure drain hose is located in standpipe or tub.  Ensure standpipe is at least 900 mm high but no more than 1200 mm high.
	Washer could be siphoning.	To prevent siphoning ensure the drain hose does not extend more than 20 mm from the end of the hose guide, refer to 'Draining' in your Installation guide.
Washer is not spinning properly	The load could be out of balance.	Pause washer and manually redistribute the load.
	Washer is not level.	Check the washer is level and does not rock in any direction, refer to 'Levelling instructions' in your Installation guide.
Washer is continually going out of balance	Washer may not be level.	Check the washer is level and does not rock in any direction, refer to 'Levelling instructions' in the installation guide.
		Refer to 'Option Adjustment Mode' to change the out of balance recovery mode.
		Ensure the load size is less than the capacity stated for that cycle.
Towels causing out of balance	Heavy, wet towels have become unevenly distributed.	Try washing a mixture of large towels and smaller towels.
		Reduce the size of your load with a minimum of two towels to balance the drum.

## TROUBLESHOOTING

### Operating problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Too much or too little water when filling	Machine has been set to a Manual Water level rather than Auto.  Your washer has been designed to automatically sense load size and minimise water use, therefore the water level may look different to your previous washer.	Ensure Auto Water Level is set rather than setting the water level yourself.
Wash water temperature is not warm	The unique high efficiency wash system used 2 wash phases on the <b>COTTON, ECO, HIGH, FAST</b> cycle. The second phase will be cooler than the first to minimise energy use.  If <b>ECO</b> is selected the wash temperature will be cooler to save energy during the wash cycle.  Pre wash may have been selected. A short, cooler wash will be performed before the main wash cycle starts.	This is normal and will not affect wash performance.      Allow cycle to complete.
Too many soap suds	Incorrect detergent being used.	Ensure you are using a Low Suds detergent.  Try using a little less detergent, especially if garments are only lightly soiled.
Your washer is making noises	Load is out of balance.  There is a fault indicated by continuous beeping or a series of beeps.	Press ►   and redistribute the load.  Refer to 'Fault codes'.
Small puddle coming from under the washer	A dispenser may be blocked.	Refer to 'Care and Cleaning'.
Odour coming from Auto Dose dispenser	AUTO DOSE has not been used for a long time. Residue remaining creating odour.	Wipe the inside of the Auto Dose dispenser cover. Run an Auto Dose Tank Clean cycle. Refer to 'Care and Cleaning'.

## TROUBLESHOOTING

### Wash problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Wash cycle time longer than usual	If water pressure is low, cycle time will increase due to longer fill times.	Ensure that inlet hose filters are not blocked.
	The out of balance automatic recovery setting may be set to 3.	Refer to 'Option Adjustment Mode'.
	Wash cycle time is approximate and may be affected by a number of factors including load size, water pressure, and which options are selected.	Refer to 'Wash cycles'.
Small amount of water in drum at end of cycle	A small amount of water may discharge from the fill nozzle after a wash.	This is normal.
Liquid remaining in fabric softener dispenser at end of cycle	After flushing the dispenser, a small amount of water may remain in the dispenser at the end of the cycle.	This is normal.
	Dispenser may be blocked.	Try cleaning your fabric softener dispenser to remove any blockages, refer to 'Care and Cleaning'.
Creasing	Overloading of the washer.	Try reducing load size.
	Inappropriate cycle selection.	Choose <b>EASY IRON</b> as this cycle has been designed to minimise creasing.
	Spin speed too high.	Try selecting a lower spin speed.
	Wash temperature too high for items.	Try selecting a lower wash temperature.
	Other.	Sort your load so that items of similar weight are washed together.  Do not leave wet clothes to sit in the washer or laundry basket.

## TROUBLESHOOTING

### Wash problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Poor soil removal	Wash cycle selected not suited to soil level in load.	Check you are using the appropriate cycle for the amount of dirt.
	Warm wash water is too cold.	Refer to 'Wash Temp'.
	Not enough detergent for load size or amount of soil.	Refer to 'Wash preparation'.
		If using <b>AUTO DOSE</b> , the detergent amount can be adjusted. Refer to 'Detergent Adjustment' for details.
	White clothes are better washed separately.	Separate light and heavily soiled items, as clothes can pick up soil from dirty wash water.
	Cold water wash is too cold.	Refer to 'Wash Temp'.
	Blood and mud are better washed in cold water, while oily soils are better washed in warmer water.	Select the wash temperature according to soil type.
	Overloading the washer.	Try reducing your load size.
	Hard water requires more detergent than soft water.	If you have hard water, try adding more detergent.
	<b>AUTO DOSE</b> has not been used regularly, detergent has become viscous and may not be dispensing correctly.	Complete a Tank Clean cycle. Refer to 'Care and cleaning'.
Tangling	Other.	Loads made up of articles of varying sizes will wash better.
	Incorrect loading.	Place items, especially sheets, in the drum as loose parcels.
	Wash cycle selected not suited to load.	Try using <b>EASY IRON</b> cycle to wash shirts. Wash sheets separately using the <b>SHEETS</b> cycle.
Linting	Some items in load are more likely to release or pick up lint.	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.	Try using more detergent.
	Over-drying in a dryer can cause a build-up of static electricity in synthetic fabrics and cause them to attract lint.	Try not to over dry items when using your dryer.

## TROUBLESHOOTING

### Wash problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Detergent residue	Overloading the washer.	Try reducing your load size.
	Incorrect detergent dosage.	Try using less detergent.
	Cold ambient temperatures, cold washes and/or short agitation times may not allow the detergent to dissolve properly.	Check the detergent instructions. Try pre-dissolving the detergent before adding it to the washer. Try using a liquid detergent.
Black or grey marks on clothes	A build up caused by the interaction of fabric softener and detergent can flake off and mark clothes.	Empty washer and put through a <b>DRUM CLEAN</b> cycle. If you use fabric softener, thinner consistencies work better, try diluting it.
	Insufficient detergent for the amount of soil on the clothes, can result in grey marks on clothes.	Make sure you are using enough detergent for the amount of dirt in your wash load.
Dye transfer	Washing dark coloured and light coloured items together.	Remember to separate whites and colours.
	Non-colourfast clothes left sitting in a washer or laundry basket can transfer dye onto other clothes.	Wash and dry non-colourfast clothes separately.
Sheets and duvet/ doona covers tangling or engulfing each other	Wash cycle selected is not the most appropriate.	Wash sheets and duvet/ doona covers on their own on the <b>SHEETS</b> cycle.
	Incorrect loading.	Place sheets and duvet/ doona covers into the drum individually, to the side of the low profile agitator (ensure each item does not cover more than half of the drum area). Load the items in layers around the drum (2 sheets or duvet/ doona covers per layer). Ensure duvet/ doona covers are buttoned or domed closed before washing.
Bulky items very wet at end of cycle.	Default spin speed of Bulky cycle is <b>SLOW</b> to best care for all bulky items.	Check the load is suitable to be spun at a higher speed and select <b>MEDIUM</b> spin speed prior to cycle start. At the end of the cycle, select <b>SPIN</b> , then <b>MEDIUM (MED)</b> spin speed. Ensure items sit below the top of the lint filters beforehand and press ► to remove more water from the load.
Items feel very wet at end of cycle, or are wetter than expected.	The default spin speed of a number of cycles is lower, i.e. <b>SLOW</b> to best care for items washed on those cycles.	Select a higher spin speed, if available on the cycle. Check load is suitable to be spun at a higher speed.  At the end of the cycle, select <b>SPIN</b> and a higher spin speed (if available). Note: ensure the items can withstand a higher spin speed.

## MANUFACTURER'S WARRANTY

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

### **Fisher & Paykel undertakes to:**

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

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

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

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

- (A) Service calls which are not related to any defect in the product. The cost of a service call will be charged if the problem is not found to be a product fault. For example:
  - ① Correcting the installation, eg removal of bottom packer and transit bolts (front loading washers), levelling the washer, adjustment of the drain to correct siphoning, noises, crossed, kinked or leaking inlet hose connections, turning on water, noises caused by the waterhammer or power supplies.
  - ② Providing instruction on use of the product or changing the set-up of the product, eg instruction on correct use of detergents and fabric softeners.
  - ③ Replacing fuses in, or correcting house wiring or correcting house plumbing, eg unblocking drains.
  - ④ Correcting fault(s) caused by the user.
  - ⑤ Noise or vibration that is considered normal, eg spin sounds, user warning beeps.
  - ⑥ Correcting damage caused by pests, eg rats, cockroaches, etc.
  - ⑦ Water on the floor due to incorrect loading or excessive suds.
  - ⑧ Blocked pumps, removal of foreign objects/substances from the washer, including the pump and inlet hose filters, eg bra wires, bread tags, nails, grit, crud, etc.
  - ⑨ Correcting corrosion or discolouration due to chemical attack.
- (B) Defects caused by factors other than:
  - ① Normal domestic use; or
  - ② Use in accordance with the product's user guide.
- (C) Defects to the product caused by accident, neglect, misuse or 'act of God'.
- (D) The cost of repairs carried out other than by a Fisher & Paykel trained and supported service technician or the cost of correcting such repairs.
- (E) Normal recommended maintenance as set out in the product's user guide.
- (F) Repairs when the appliance has been dismantled, repaired or serviced by other than a Fisher & Paykel trained and supported service technician or the selling dealer.

## MANUFACTURER'S WARRANTY

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

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

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

Service under these Manufacturer's Warranties must be provided by a Fisher & Paykel trained and supported service technician, 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 and installation 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.**

**Product details can be found on the rear of the washing machine.**



# 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**

Complete and keep for safe reference:

Model	<div></div>
Serial No.	<div></div>
Purchase Date	<div></div>
Purchaser	<div></div>
Dealer	<div></div>
Suburb	<div></div>
Town	<div></div>
Country	<div></div>

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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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