

*Fisher & Paykel*

WashSmart™ Clothes washer

**Installation instructions  
and User guide**

NZ AU



<b>Introduction</b>	<b>2</b>
<b>Installation instructions</b>	<b>3</b>
Water supply	4
Levelling	5
Accessories and spare parts	6
<b>Before you do your first wash</b>	<b>7</b>
<b>Getting started quickly</b>	<b>8</b>
<i>WashSmart™</i> controls	10
<i>WashSmart™</i> safety features	11
<i>Eco Active™</i> wash	12
<b>Sorting and loading</b>	<b>13</b>
<b>Detergent</b>	<b>14</b>
<b>Fabric softener</b>	<b>15</b>
<b>Wash cycles</b>	<b>16</b>
<b>Wash options</b>	<b>17</b>
Water level	17
Wash temp, Spin speed, Wash advance	18
Options	19
<b>Customising wash cycles</b>	<b>21</b>
<b>Changing pre-set options</b>	<b>22</b>
<b>Machine information</b>	<b>27</b>
<b>Caring for your washer</b>	<b>28</b>
<b>Saving water</b>	<b>30</b>
<b>Before you call for service</b>	<b>31</b>
<b>Solving operating problems</b>	<b>33</b>
<b>Solving wash problems</b>	<b>34</b>
<b>Manufacturer's Warranty</b>	<b>36</b>
<b>Customer Care</b>	<b>38</b>

## ***Important!***

### ***SAVE THESE INSTRUCTIONS***

*The models shown in this User Guide may not be available in all markets and are subject to change at any time. For current details about model and specification availability in your country, please visit our local website listed on the back cover or contact your local Fisher & Paykel dealer.*

## Welcome to *WashSmart*<sup>™</sup>

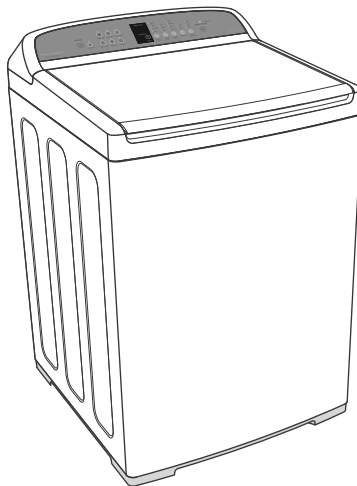
Thank you for buying a Fisher & Paykel *WashSmart*<sup>™</sup> clothes washer. We are proud of this washer and trust it will serve you well for many years.

At Fisher & Paykel we aim to provide innovative products that are simple to use, ergonomic and kind to the environment. Thousands of tonnes of washing and over 75 years of laundry experience have been programmed into your clothes washer to help give you the best possible performance.

Your *WashSmart*<sup>™</sup> washer has an extra large capacity, and numerous wash cycles and options so you can perform every wash task with ease and spend less time in the laundry. With the ability to select the most efficient water level for each load, your *WashSmart*<sup>™</sup> makes it kinder on your wallet and the environment.

Please take the time to read these instructions carefully before you begin using your machine. Following the advice in this user guide will ensure you get the performance you expect from your machine and that you get the best possible wash results.

We hope you enjoy your new washer. We have certainly enjoyed designing it for you.



## Unpacking

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

### Removing the packaging

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

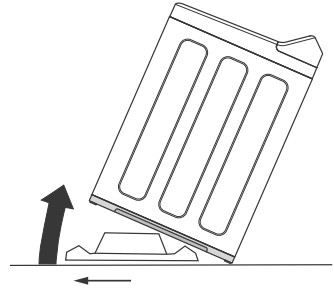


Fig.1 Tilt washer backwards to remove packer

## Important!

*Please ensure that the bottom packer has been removed BEFORE OPERATING your machine.*

## Location

Your washer must be installed on a level surface and not on any textured floor coverings (eg carpet, rugs) to ensure that the opening at the bottom of the machine is not obstructed.

In your clothes washer you will find:

- 1 hose guide.
- 2 inlet hoses.
- 4 rubber foot inserts.

## Drain hose

- 1 Carefully pull the drain hose out from the back of the machine by pulling the exposed part of the hose downward and outward.
- 2 To guide the drain hose over the tub or standpipe the hose guide MUST be fitted to the drain hose.

## Important!

*To prevent siphoning the drain hose should not extend more than 20 mm from the end of the guide. The height of the standpipe or tub should be between 850 – 2400 mm. The drain hose can be trimmed to length.*

- 3 Place the drain hose in the tub or standpipe. Do not fit the hose to a drain spigot. Drainage must not be airtight in order to prevent siphoning.

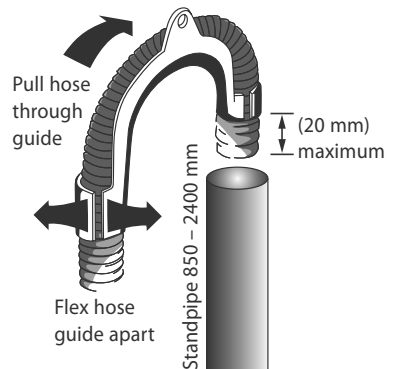


Fig.2 Fitting the drain hose guide

## 4 Installation instructions

### Water supply

- Your cold water should not exceed 35°C and your hot water should not exceed 65°C. Temperatures above these may cause the machine to fault or cause damage to the machine.
- If you have an uncontrolled water heating source (eg a wet back or solar heating system) you should fit a Safe Valve. This will ensure the hot water temperature remains within safe limits.
- Inlet water static pressure: Max.1 MPa (150 psi) Min. 34 KPa (5 psi)
- Inlet water flow rate at tap: Min. 6 litres /min

#### Hot 'N' Safe Valves available are:

RMC TVA 50HF

RMC TVA 75HFS

Adjustable between 35°C – 55°C

RMC TVA 50HP

For instantaneous gas hot water supply

### Inlet hoses

#### **Important!**

- *New hose sets provided with the washer shall be used to connect the washer to the water mains.*
- *Old hose sets should not be re-used.*

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

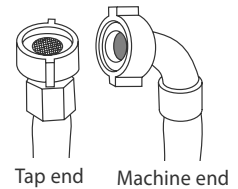


Fig.3 Inlet hose ends

H = Hot

C = Cold

#### **Cold supply only:**

If you only have a cold water supply, an inlet valve cap (blanking cap) **MUST** be connected to the Hot inlet valve. The cap prevents water leaking out of the hot valve. The cap is available from your Fisher & Paykel Dealer or Authorised Repairer, Part No. 388491P. This appliance incorporates backflow protection complying with AS3500.1. No further backflow protection is required for connection to the water supply.

Note: your washer does not have an internal heater to heat water.

#### **Inlet hose replacement**

We recommend replacing the inlet hoses every 5 years. Hoses should be checked from time to time and replaced if any wear, cuts, bulges, kinks or leaks are found.

### Draining

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

## Levelling instructions

It is **IMPORTANT** to level the machine to ensure good spin performance and effective detergent and fabric softener dispensing.

A spirit level is provided with your machine. Use this to level your machine, always placing it on a clean, flat surface. The machine is level when the bubble sits in the centre, within the two lines.

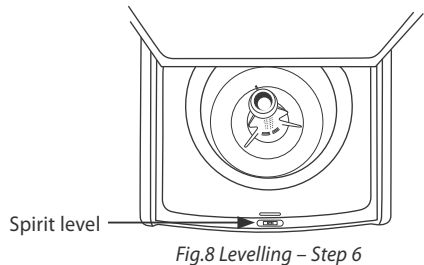
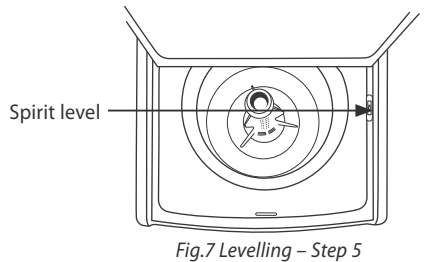
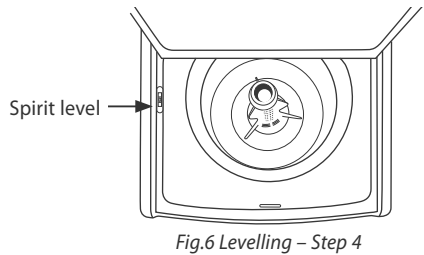
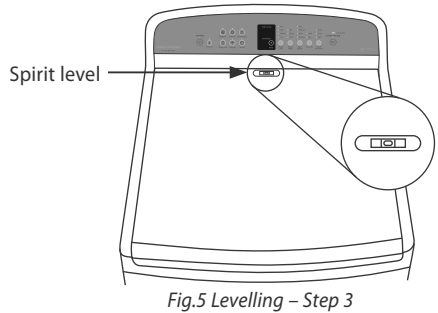
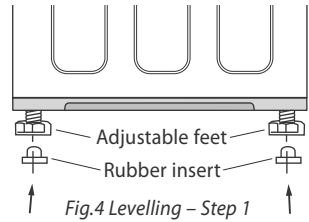
Your washer is equipped with self-locking feet to ensure they do not move once you have levelled your machine. To adjust the feet, pull down then twist to move them up or down.

Note: after levelling, the corners of the washer should be clear of the floor and the machine must not rock in any direction.

- 1 If not already installed, fit the rubber inserts into all 4 feet on the base of the machine.
- 2 Move the machine to its final position using the top corners to manoeuvre the product into place (do not push on the centre front of the machine). We recommend a minimum clearance of 20 mm each side and 50 mm at the rear of the machine.
- 3 With the lid closed, place the spirit level at the centre back of the lid (near the control panel). Pull the machine out and adjust the rear feet (wind down) until the machine is level side to side when in position.
- 4 Open the lid. Place spirit level on the flat surface on the left side, in line with the centre of the bowl. Adjust the front left foot (wind down) until the machine is level.
- 5 Move the spirit level to the right side, in line with the centre of the bowl. Adjust the front right foot (wind down) until the machine is level, and does not rock. There should be equal weight on both front feet so that neither can be turned by hand when the machine is in position.
- 6 Place the spirit level at the centre front of the topdeck, forward of the lid lock slot. Check the machine is level. Move the spirit level around to all positions once more, checking the machine is level in all areas. Check the machine does not rock side to side, front to back, or corner to corner.

### **Important!**

- **Keep your spirit level for the next time you move or reposition your washer.**
- **If moving or transporting your washer in the future, ensure you tape the lid down beforehand.**



## 6 Installation instructions

### Completing your installation

- Turn on the water and check all hose connections for leaks. Make sure there are no kinks in the hoses. Check the hose connections for leaks again after 24 hours.
- Uncoil power cord, remove and discard the plastic pin cover, and plug into wall socket.

### Installation test cycle

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

- 1 Touch POWER to activate your washer.
- 2 Touch both the KEYLOCK and OPTIONS buttons at the same time, and hold for two seconds.
- 3 Touch START / PAUSE to start the installation test cycle.
- 4 The machine will beep to signal the end of the installation test cycle. Any faults will be displayed on the screen (refer to the back of this user guide to help identify faults). If you need further assistance, please contact a Fisher & Paykel Customer Care Representative. Refer to page 38 for contact details.

Note: if there are no faults found, the washer will automatically turn off at the end of the installation test cycle.

### Clothes washer safety

- This clothes washer is not intended for use by children and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Supervise children at all times to ensure they do not play with the washer.

## ⚠ WARNING!



### Electrical Shock Hazard

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.

Failure to do so may result in death or electrical shock.

### Accessories and spare parts

Available from your Fisher & Paykel Dealer or a Fisher & Paykel Authorised Repairer.

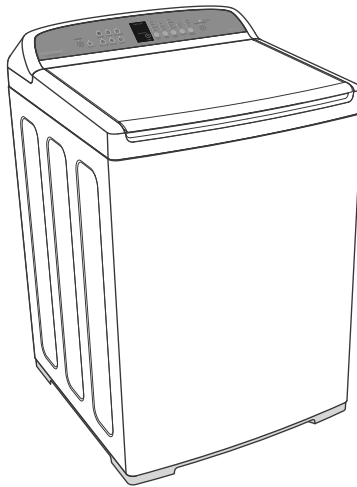
Inlet Valve Cap	Part No. 388491P
Hose Inlet Long (2m)	Part No. 422680P
Hose Inlet Large Bore	Part No. 426123P
Drain Hose Extension	Part No. 425627P
Power Cord	If the power cord of your clothes washer is damaged it must be replaced by a Fisher & Paykel Authorised Repairer in order to avoid a hazard, as it is not a standard power cord.



You owe it to yourself and your washer to have your machine installed correctly.

**Before you start, it is a good idea to go through the following checklist:**

- 1 Has the basepacker been removed? Refer to page 3.
- 2 Is the drain hose threaded through the 'U bend' (with no more than 20 mm extended) and hooked into your standpipe? Refer to page 3.
- 3 Is the hot hose connected to the Hot valve marked 'H'? Is the cold hose connected to the Cold valve marked 'C'? Refer to page 4.
- 4 Is the machine correctly levelled, feet are extended and cabinet corners are clear of the floor? Refer to page 5.
- 5 Have you performed the installation test cycle? Refer to page 6.



*Fig.9 WashSmart™ washer*

## Getting started quickly

- Place the load evenly around the agitator (refer to 'Sorting' and 'Loading', page 13).
- Remove fabric softener dispenser cup.

### Detergent

- Follow the manufacturer's instructions on the detergent package.
- Use the mark on the agitator, nearest to the top of the clothes, as a guide to the correct amount of detergent to use (refer to 'Detergent', page 14).
- Pour the detergent down the centre of the agitator stem.
- Replace the fabric softener dispenser cup (this stops small articles falling down the centre of the agitator when you load the machine).

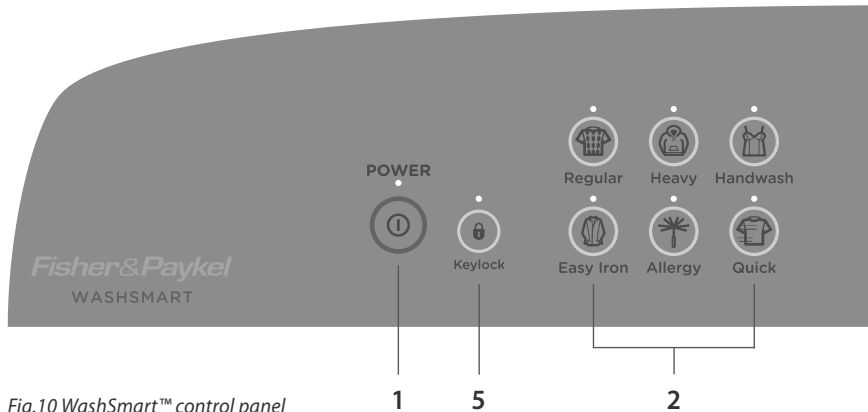
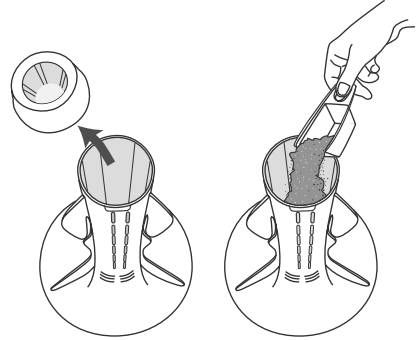
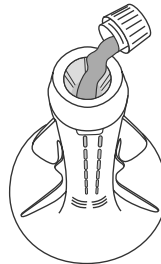


Fig.10 WashSmart™ control panel

### Fabric softener

- If you wish to use fabric softener, place it in the fabric softener dispenser cup on the top of the agitator (refer to page 15).



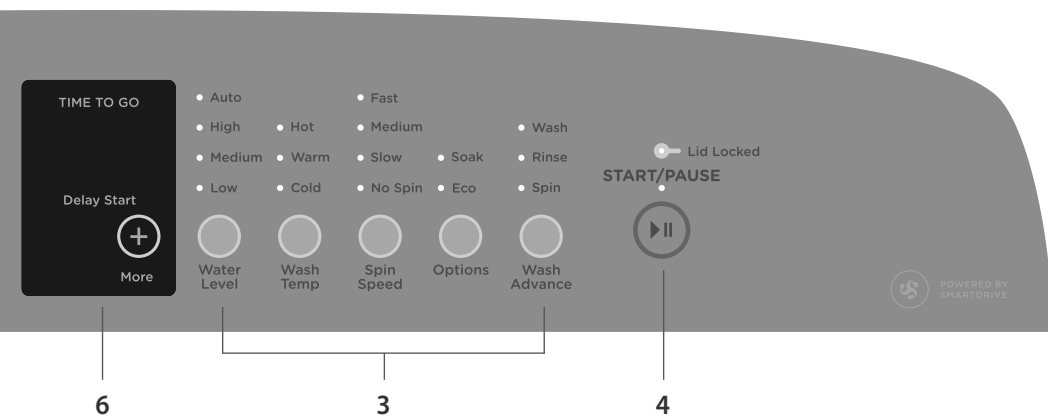
### Important!

*Fabric softener must not be used if you have selected the QUICK cycle or the ECO option (refer to page 19).*

## Using your washer

The buttons require only a gentle touch to activate.

- 1 Touch POWER to activate your *WashSmart™* washer.
  - 2 Select your desired wash cycle by touching the corresponding button (refer to page 16).
  - 3 Choose your wash options, eg you may want a WARM wash temperature and a SLOW spin speed (refer to pages 17 – 19).
  - 4 Touch START / PAUSE to start the cycle. The washer will start to fill with water and select the correct wash action for your load.
- For best fabric and colour care, remove your clothes as soon as the cycle has finished.
- 5 Use KEYLOCK mode to lock the buttons on the display, which prevents them from being activated accidentally by a washing basket or little fingers (refer to page 10).
  - 6 DELAY START allows you to delay the start of your wash by 5 mins up to 18 hours (refer to page 19).



## If you wish to stop your *WashSmart™* washer

- Press START / PAUSE.

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

## ***Important!***

*Failure to follow the advice in this guide may result in damage to your garments, and your expectations of wash performance may not be met.*

## Easy touch buttons

The smooth easy clean buttons require only a gentle touch to activate.

## Digital display screen

The digital display screen provides feedback on how long the wash cycle has to go, to keep you informed throughout the cycle. The screen also displays your DELAY START selection, should you choose one. The delayed time remaining will show on the screen until the machine starts. The screen will also display messages to help you with the overall running of your machine.

## Time to go

Your *WashSmart*™ washer will display how many minutes a wash cycle has remaining, so that you can tell at a glance when your washing will be finished. Once you have selected your wash cycle and options, the time the wash cycle will take to complete will be displayed. Please be aware that actual cycle times may vary as they are influenced by a number of factors, eg the flow rate of your water supply, the load size and cycle selection.

## Keylock mode

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

### To turn Keylock mode ON or OFF:

- Touch and hold the KEYLOCK button for 2 seconds.  
Note: when activated, the light above the KEYLOCK button is illuminated.

### If Keylock mode is activated:

- To turn your washer on, **touch and hold the POWER button for 2 seconds**. This will activate the control panel. Keylock mode will remain activated.
- To PAUSE your washer at any time during the cycle, **touch and hold the START / PAUSE button for 2 seconds, or touch the START / PAUSE button twice in quick succession**.
- To STOP your washer or power off at any time, **touch and hold the POWER button for 2 seconds or touch the POWER button twice in quick succession**.

## Lid lock

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

The “Lid locked” light (above the START / PAUSE button) is illuminated when the lid lock is activated, letting you know at a glance if you can open the lid or not.

**To unlock the lid at any time press START / PAUSE.**

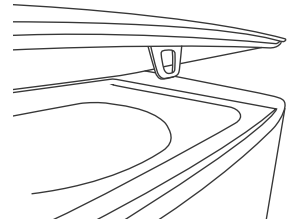


Fig.11 Lid lock

The lid will be locked from the start of the cycle, through to the end, unless START / PAUSE is touched.

If the lid is left open, your *WashSmart*™ washer will be unable to lock the lid, and the cycle will be halted. The machine will beep to alert you and display a warning message on the screen. If this occurs, close the lid and touch START / PAUSE.

## ***Important!***

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

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

Ensure that children or infirmed persons are well supervised when around your *WashSmart*™ washer.

## Auto drain

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

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

### **Wash 1 – Detergent activating wash (front-loader type wash)**

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

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

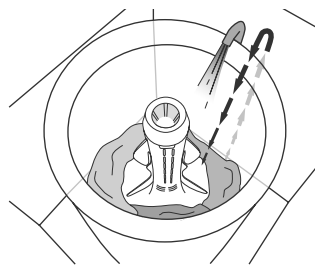


Fig.12 Eco Active™ wash

### **Wash 2 – Agitation wash (top-loader type wash)**

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

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

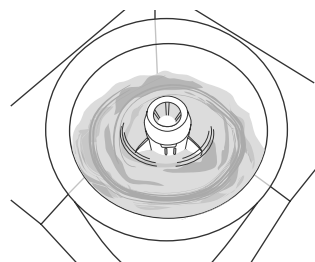


Fig.13 Agitation wash

## Sorting

To get the best wash results it pays to sort your clothes before washing.

### Care labels

The care label will tell you about the fabric of the garment and how it should be washed.

### Soil

Sort clothes according to the type and amount of soil. Some soils suit warmer washes, eg oily soils, while others are best washed in cold water, eg mud, blood.

### Colour

Sort white fabrics from coloured fabrics.

### Lint

Wash lint givers and lint collectors separately. Where possible, turn lint collectors inside out (see table to right).

## Loading

### Check pockets

Loose items can damage both your washer and your clothes.

### Close zippers, hooks and eyes

This is to make sure that these items do not snag on other clothes.

### Mend any torn garments or loose buttons

Tears or holes may become larger during washing. Remove any loose bra wires as they can damage your washing machine and/or dryer.

### Pretreat any stains

Make sure you use an appropriate surface to apply treatments. Do not use the lid or top of the machine, as damage may occur to these surfaces.

### Make sure the water level suits the load size

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

### For a balanced load

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

Note: in the unlikely case of an out of balance load, refer to the Levelling instructions on page 5 to check the machine is correctly levelled.

## Important!

*Please do not, under any circumstances, attempt to wash an electric blanket in your washer. Also, we do not recommend that you wash curtains in your washer. Sunlight makes them brittle and they may disintegrate during washing.*

	Machine Washable Warm 40°C max Warm Rinse Well Normal Spin
	Do not bleach
	Do not tumble dry Dry in shade
	Warm iron
	Dry Cleanable

Examples of different care label symbols.

Lint givers	Lint collectors
Towels	Synthetics
Chenille	Corduroy
Nappies	Poly cotton
	Socks

## Choosing the right detergent

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

## How much detergent?

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

## Adding the detergent

### Liquid or powdered detergents

- 1 Remove the fabric softener dispenser cup.
- 2 Pour liquid or powder detergent down the centre of the agitator.  
Pre-dissolving detergent in warm water (before adding it to the machine) when washing in cold water can improve the performance of the detergent.
- 3 Replace the fabric softener dispenser cup (this prevents small articles falling down the centre of the agitator).

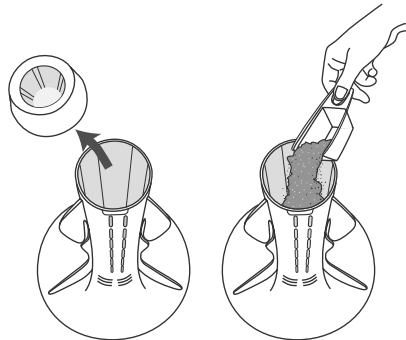


Fig.14 Adding your detergent

## **Important!**

*We do not recommend you use nappy sanitisers or bleach to soak items in your WashSmart™ washer. These products are very corrosive to metal surfaces and may seriously damage your machine.*



## How the fabric softener is dispensed

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

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

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

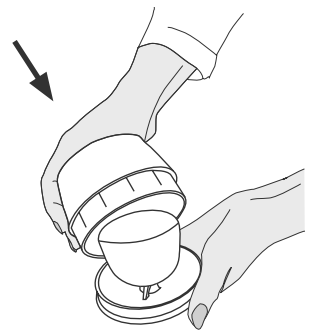
## How much fabric softener?

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

## Cleaning the dispenser

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

- 1 Separate the cup from the dispenser body by pushing downward on the base of the cup.
- 2 Rinse both parts of the dispenser using warm soapy water.



*Fig.15 To separate, push cup away from dispenser with thumb*

## Scrud

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

If you wish to use fabric softener we recommend:

- Using fabric softener sparingly.
- When filling the dispenser, do not splash or overfill.
- Clean your machine regularly (refer to page 28).
- Cold water washing increases the chance of a build-up of scrud occurring. We recommend a WARM or HOT wash at regular intervals, eg approximately every 5th wash.
- Fabric softener of a thinner consistency is less likely to leave residue in the dispenser and contribute to a build-up.

## Wash cycles – default settings

	REGULAR	HEAVY	HANDWASH	EASY IRON	ALLERGY	QUICK
<b>Wash time*</b>	13 – 15 min	15 – 17 min	5 min	9 min	13 – 15 min	3 min
<b>Wash action</b>	REGULAR	HEAVY	HANDWASH	REGULAR	REGULAR	REGULAR
<b>Wash temp</b>	WARM/COLD	WARM	WARM/COLD	WARM/COLD	HOT	WARM/COLD
<b>Rinse</b>	Sprays/ Deep rinse	Sprays/ Deep rinse	Sprays/ Deep rinse	Sprays/ Deep rinse	Sprays/ 2 Deep rinses	Sprays/ Deep rinse
<b>Spin speed</b>	FAST	FAST	SLOW	SLOW	FAST	FAST
<b>Spin time**</b>	6 min	6 min	4 min	4 min	6 min	4 min

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

\*\* Refers to the length of time when at the maximum speed.

## Basic cycle descriptions

- REGULAR cycle (with the ECO option) has been designed for normally soiled, everyday washing, eg sheets, towels, t-shirts.
- HEAVY cycle is for heavily soiled durable garments, eg overalls, jeans, tea towels.
- HANDWASH cycle is designed for your most delicate garments and is recommended for all “Hand wash only” items.
- ALLERGY cycle has been designed for those with skin and other sensitivities.
- EASY IRON cycle is for items susceptible to creasing, eg shirts, dress trousers.
- QUICK cycle is for lightly soiled garments requiring a freshen up.

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

## Water level

### Auto water level

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

- 1 Place your clothes in the machine.
- 2 Select the wash cycle (and select AUTO water level if not automatically selected).
- 3 Touch START / PAUSE. The machine will automatically fill to the correct water level for the load, for both phases of the wash.
  - When washing an unusual load, eg large bulky garments, water-proof or water resistant items or pillows, we recommend you manually select the water level and select the HANDWASH cycle.
  - If there is already water in the bowl, it is best to manually select the water level.

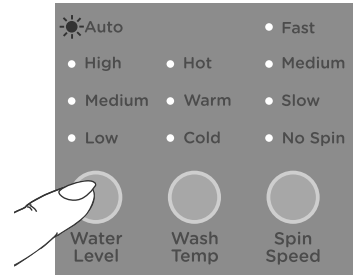


Fig.16 Selecting AUTO water level

### Manual water level selection

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

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

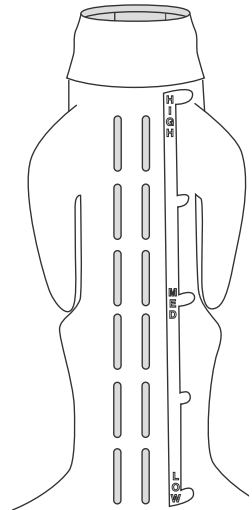


Fig.17 Water level guide on agitator

## 18 Wash options

### Wash temp

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

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

Note: these temperatures are approximate.

Touch the WASH TEMP button to increase or decrease the wash temperature selected. The wash temperature selected is used in the *Eco Active*™ part of the wash (refer to page 12). The temperature will be lower for the remaining part of the wash.

The temperature of cold tap water varies widely depending on your location and the season. We have developed CONTROLLED COLD, which adds a small amount of warm water, when necessary, to raise your cold water wash to 20°C for a more effective wash (refer to pages 22 – 24 for detail on how to set CONTROLLED COLD as the default temperature for your cold water wash).

### Spin speed

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

Note: some spin speeds are not available on some cycles for best clothes care (eg HANDWASH cycle).

Use the NO SPIN option to:

- Remove drip dry garments from a mixed load before the wash goes into SPIN.
- Minimise the clothes creasing when they are left to sit in the bottom of the bowl at the end of the cycle.

When you have selected NO SPIN, the washer will pause at the end of RINSE, beep and the SPIN light will flash to tell you to remove drip dry items.

Press START / PAUSE to begin the spin (the spin speed will be the default speed for your chosen cycle).



Fig.18 Selecting the NO SPIN option

### Wash advance

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

## Options

### Eco

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

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

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

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

### Soak

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

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

## Important!

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

### Delay Start

The DELAY START option can delay the start of the wash cycle by 5 minutes up to 18 hours. This can be useful to time your washing to finish when you arrive home from work, or to start once you have finished in the shower. Simply touch the MORE (+) button to scroll through to your desired delayed start time, or to turn delay start off. Touch START / PAUSE to confirm your selection and start the countdown.

Note: we suggest that you avoid using DELAY START for damp, non-colourfast items as this may cause dye run to occur.

## Clothes care safeguards

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

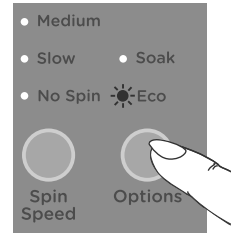


Fig.19 Selecting the ECO option

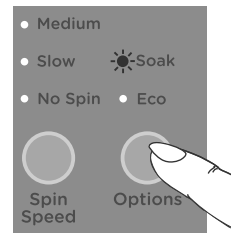


Fig.20 Selecting the SOAK option

## Washing bulky items

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

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

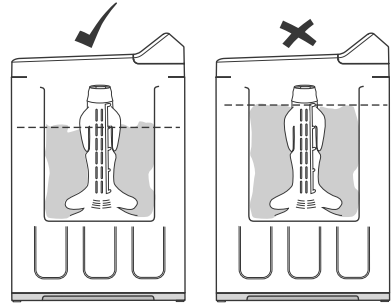


Fig.21 Bulky items should sit below the medium high water level mark.

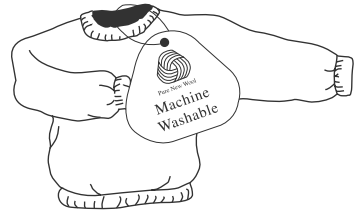
## Important!

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

If you wish to re-spin the load at a faster speed make sure the load is sitting below the medium-high mark before spinning.

## Washing woollens

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



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

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

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

## To customise a cycle

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

- 1 Touch POWER.
- 2 Touch and hold the button of the wash cycle you want to customise for 3 seconds, eg REGULAR. You will hear a beep and the display will show "SET". The light above the cycle button will also flash.
- 3 Select your preferred setting, and any other options you wish to customise for this cycle.
- 4 Touch the button of the wash cycle you are customising again, eg REGULAR, to store your customised cycle (a long beep will sound to confirm the changes have been saved).

To change your customised wash cycle simply repeat these steps.



Fig.22 Customising a wash cycle, eg REGULAR cycle

## 22 Changing pre-set options

### Option Adjustment mode

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

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

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

### To enter Option Adjustment mode

- 1 Turn machine on at the wall but **do not** press POWER. Touch and hold the KEYLOCK and START/PAUSE buttons for 3 seconds. You will hear 3 quick beeps indicating you have entered Option Adjustment mode. The machine will show the default setting for the COLD wash temperature.

**The diagram on page 23 shows how the wash cycle icons relate to the options you can change.**

Pages 24 – 26 explain the different options in more detail.

- 2 Use the buttons on the panel to make your changes to the pre-set options.
- 3 Press POWER to return to normal mode. Your washer will automatically remember your changes.

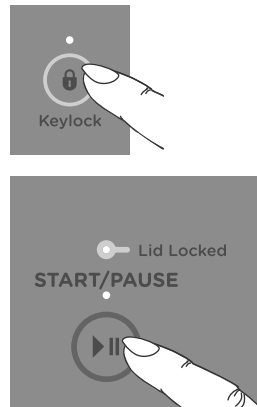


Fig.23 Entering Option Adjustment mode



## Adjusting your options

- 1 Enter Option Adjustment mode (refer to page 22).
- 2 The diagram below shows how the wash cycle buttons relate to the options you can change. It also shows what will be displayed when you first enter Option Adjustment mode. Options you can change are accessible using the REGULAR, HEAVY, EASY IRON and ALLERGY cycle buttons only.

Use this diagram to help you adjust the options, ie select the REGULAR cycle button to modify the wash temperature, select the HEAVY cycle button to change the out of balance (OOB) recovery process, and so on.



Fig.24 WashSmart™ Option Adjustment mode


- 3 Use the DELAY START "MORE"  button on the panel to scroll through the available settings of your selected option, eg to increase or decrease the temperature of your warm wash temperature, or to change the number of beeps at the end of the cycle.



Fig.25 Changing the pre-set options

## 24 Changing pre-set options

### Wash temperatures

All wash temperatures can be individually adjusted if you think they are too hot or too cold.

Note: the hot temperature will be the same as the hot water supply temperature.

- 1 Enter Option Adjustment mode (refer to page 22).
- 2 Select the REGULAR cycle.
- 3 Select the wash temperature you want to adjust, eg WARM, by touching the WASH TEMP button. The digital display screen displays the current setting.
- 4 Touch the MORE (+) button to increase or decrease to the desired temperature (the temperature setting options will scroll around). Each increment is equal to approximately 0.5°C.



Fig.26 Adjusting the temperature setting, eg increasing the WARM wash temperature by 2°C

### Controlled Cold

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

- 1 Enter Option Adjustment mode (refer to page 22).
- 2 Select the REGULAR cycle.
- 3 Select COLD wash temperature by touching the WASH TEMP button (if not already selected).
- 4 The digital display shows the temperature adjustment possible. The default setting is "tAP", which is the same temperature as the incoming water from the cylinder for cold water.
  - Touch the MORE (+) button until "O" is displayed. Your washer will now adjust the cold temperature to approximately 20°C. Each of the remaining settings equals an approximate 0.5°C temperature increase or decrease from this point.

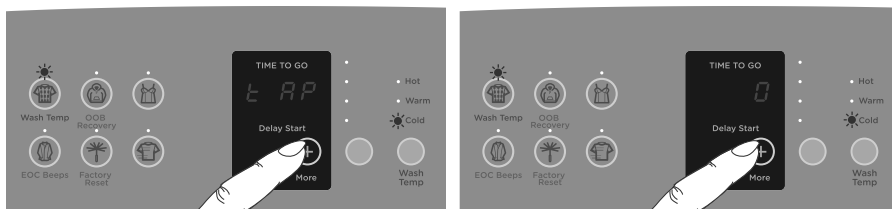


Fig.27 Changing the cold wash temperature setting from cold tap to CONTROLLED COLD

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

## Out of balance recovery routine

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

### Automatic recovery OFF (the default setting)

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

### Automatic recovery ON

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

To change the out of balance recovery option:


- 1 Enter Option Adjustment mode (refer to page 22).
- 2 Select the HEAVY cycle.
- 3 Touch the MORE  button to turn AUTOMATIC RECOVERY on or off.



Fig.28 Changing the out of balance recovery routine

## End of cycle beeps

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

To modify the number of beeps sounding at the end of the cycle:


- 1 Enter Option Adjustment mode (refer to page 22).
- 2 Select the EASY IRON cycle.
- 3 Touch the MORE  button to increase the number of beeps or for no beeps to sound at the end of the cycle.



Fig.29 Modifying the number of beeps to signal the end of the cycle

## 26 Changing pre-set options

### Factory reset

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

- 1 Enter Option Adjustment mode (refer to page 22).
- 2 Select the ALLERGY cycle.
- 3 The display will show "rSt". Touch and hold START/PAUSE for 3 seconds to reset your washer to its factory settings.

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

Touch POWER to exit if you do not wish to reset your washer.



Fig.30 Changing the washer back to the factory default settings

Remember, to save changes and exit from the Option Adjustment mode (ie to return to normal operating mode), touch the POWER button.

## Specifications

Model	Capacity	Depth	Width	Height*	Height (lid open)
WA1068G	10.0 kg	700 mm	685 mm	1020 – 1050 mm	1410 – 1440 mm

\* Height is measured to the highest point on the console.

### Note:

- The exact height of your washer is dependent on how far the feet are extended from the base of the machine.
- Depth of the machine is the cabinet only, ie this does not include the distance the hoses and drainpipe extend out from the back of the cabinet. Another 50 mm should be allowed for in the installation cavity to accommodate the inlet hoses and drain hose.
- Electrical supply: 220 V – 240 V, 50 Hz Sinusoidal, 10 A
- Inlet water static pressure: Max. 1 MPa (150 psi), Min. 34 KPa (5 psi)
- Inlet water flow rate at tap: Min. 6 litres / min
- Standpipe height: 850 – 2400 mm

### When you have finished using your washer

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

### Cold water washing

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

### Cleaning your washer

Note: ensure the power is turned off at the wall before cleaning your washer.

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

### ***Important!***

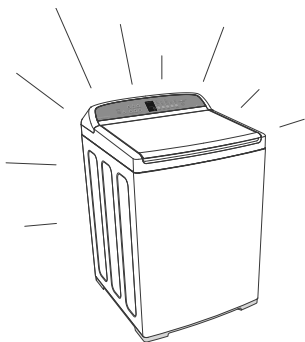
***The agitator must be fully pushed onto the shaft when refitting. Tighten the nut firmly by hand. Ensure the agitator is not loose.***

### Cleaning the inside of your washer

If you use fabric softener or do regular cold water washing, it is important that you occasionally clean the inside of your machine. We recommend completing the following cycle 5 – 6 times a year:

- Add about two cups of a good quality powdered detergent to the machine (down the dispenser).
- Press POWER and select ALLERGY cycle, HIGH water level, MEDIUM spin and the SOAK option.
- Press START / PAUSE.

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



## Products that might damage your washer

- Concentrated bleaches, nappy sanitisers and hydrocarbon solvents (eg petrol and paint thinners) can cause damage to the paintwork and components of your washer. Be careful when washing garments stained with solvents as they are flammable. DO NOT put them in your dryer.
- Do not use pre-treatment sprays or liquids on or near your washer as they can damage your machine's control panel and plastic surfaces.
- Use of dyes in your washer may cause staining of the plastic components. The dye will not damage the machine but we suggest you thoroughly clean your washer afterwards. We do not recommend the use of dye strippers in your washer.

## Washer sounds and beeps

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

- While draining, your machine may give several low thuds. Your machine is checking that the water has drained before spinning.
- Your washer will beep if you have used NO SPIN or SOAK, and at the end of the cycle.
- If your machine is beeping continuously or giving a musical series of beeps, refer to pages 31 and 32.

## Automatic lint system

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

## Water saving tips

- Bigger loads are more efficient than small loads.
- Use the ECO option (refer to page 19).



## Recycling the wash water

Your washer also offers several ways of reusing the wash and rinse water.

- 1 Select SOAK on the first wash cycle.
- 2 Remove the clothes at the end of the wash phase and add the second load to the wash water.
- 3 Select the wash cycle for the second load. You may need to add extra detergent.
- 4 Remove the second load at the end of the cycle.
- 5 Replace the first load, select RINSE and complete the cycle.

## Recycling the water from a deep rinse

- 1 Select SPIN HOLD on the first wash cycle (Note: you cannot use the ECO option when recycling the water from a deep rinse).
- 2 Remove the clothes at the end of the rinse and add the second load to the rinse water.
- 3 Select the wash cycle for the second load.
- 4 Remove the second load at the end of the cycle.
- 5 Replace the first load and spin dry.

Note: ensure items are colourfast.



Please read the following pages before you call for service.

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

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

### **“no hot” (I am not getting any hot water)**

Hot water supply is not hot enough to maintain the wash temperature you have selected. Select a lower wash temperature.

Inlet hose filters may be blocked.

There may be a kink in the hose.

Hot tap has not been turned on.

Inlet hoses are connected to the wrong taps.

### **“no CLd” (I am not getting any cold water)**

Cold tap has not been turned on.

Inlet hose filters may be blocked.

There may be a kink in the hose.

Inlet hoses are connected to the wrong taps.

Cold water temperature exceeds recommended limits (refer to page 4).

The flow rate of the supply water is too slow.

### **“no tAP” (I am not getting any water)**

The taps have not been turned on.

Inlet hose filters may be blocked.

The hoses may be kinked.

The drain hose is too low or the drain hose is pushed into the standpipe too far and the water is siphoning out of the machine (refer to page 3).

The flow rate of the supply water is too slow.

### **“out oF bAL” (out of balance)**

Wash load is out of balance. Ensure the machine is stationary. Manually redistribute the load.

Check the machine is level (refer to page 5).

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

## 32 Before you call for service

### **“Sud LoC” (suds lock – I have too many suds)**

The machine has a suds build-up (too much detergent may have been used for the amount of soil in the load). Wait for suds to dissolve (about 20 min). Rinse clothes using a deep rinse.

Check the standpipe height does not exceed 2400 mm.

If the symptom persists, call your Fisher & Paykel Dealer or Authorised Repairer.

### **“Lid LoC” or “Lid opn” (lid lock or lid open – I can’t lock the lid or the lid is open)**

Make sure the lid is closed.

Press START / PAUSE (refer to page 11).

If the symptom persists call your Fisher & Paykel Dealer or Authorised Repairer.

### **“too FUL” (too full – I am overloaded)**

The machine is overloaded and can not agitate. Ensure the machine is stationary. Remove items until the remaining ones can move freely.

Select a higher water level.

## **Single beep every second and... possible solutions**

### **Three digit fault code displayed on screen**

- 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 page 5).
- 4 Remove load and retry.
- 5 Complete a deep RINSE and SPIN.
- 6 If the fault re-occurs repeat Step 1.

If the machine still will not work call your Fisher & Paykel Dealer or Authorised Repairer to arrange service (refer to page 38).

## **Pressing POWER does not turn the machine on**

Is the power switched on at the wall?

Switch the power off at the wall and wait 60 seconds before turning the power on again.

Could your household power supply be at fault? Try plugging in another electrical appliance.

## **Pressing START / PAUSE does not start the fill**

Are both the hot and cold taps turned on?

Are the inlet hose filters blocked?

Is DELAY START set?

## **Filling continuously**

Check that the machine is not siphoning (refer to page 3).

## **Not spinning properly**

Is the load out of balance? Refer to pages 17, 20 and 25.

Check the machine is level and does not rock in any direction (refer page 5).

The machine may have a suds build-up.

## **Spin speed sounds slower than it should**

The clothes are unevenly distributed in the bowl, your washer has compensated by lowering the spin speed.

## **Machine is continually going out of balance**

Check the machine is level and does not rock in any direction (refer to page 5).

Too much water for load (refer to page 17).

## **Too much or too little water when filling on AUTO water level**

The machine may still be in the process of determining the correct water level for the load (refer to page 17).

Some loads do not suit AUTO water level, eg pillows, bedding, large bulky garments. Manually select the water level.

## **Noises**

Banging – load is out of balance (refer to pages 17, 20 and 25).

Other noises – refer to page 29.

## **Small puddle of water coming from under the machine**

The water level is too high for the amount of clothes. This has caused excessive splashing. Select a lower water level (refer to page 17).

Large bulky, garments (eg pillows, duvets) can cause splashing. Wash on HANDWASH cycle (refer to page 20).

If the problem persists contact your Fisher & Paykel Dealer or Authorised Repairer (refer to page 38).

Listed below are possible causes and solutions to some common wash problems.

**Creasing**

Overloading the washer or dryer.

Choose the EASY IRON or HANDWASH cycle, as these cycles have been designed to minimise creasing.

Try selecting a slower spin speed.

Do not leave wet clothes to sit in the washer or laundry basket.

**Poor soil removal**

Warm wash water is too cold (refer to page 24).

Not enough detergent for load size or amount of soil.

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 page 24).

Select the wash temperature according to soil type. For example, blood and mud are better washed in cold water, while oily soils wash better in warmer water.

Overloading the washer. Try reducing your load size.

Loads made up of articles of varying sizes will wash better (eg full loads of sheets may not wash as well).

Hard water requires more detergent than soft water.

**Linting**

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.

Overdrying in a dryer can cause a build-up of static electricity in synthetic fabrics and cause them to attract lint.

**Detergent residue**

Overloading the washer. Try reducing your load size.

Try using less detergent.

Some detergents need to be pre-dissolved before being added to the washer. Check the detergent instructions.

Cold ambient temperatures, cold washes and/or short agitation times may not allow the detergent to dissolve properly. Try pre-dissolving the detergent before adding it to the machine.

**Black or grey marks on clothes**

A build up caused by the interaction of fabric softener and detergent can flake off and mark clothes (refer to 'Scrud' page 15).

Insufficient detergent for the amount of soil on the clothes, can result in grey marks on clothes (refer to 'Detergent' page 14).

---

## Dye transfer

---

Wash and dry non-colourfast clothes separately.

Non-colourfast clothes left sitting in a washer or laundry basket can transfer dye onto other clothes.

---

## Tangling

---

Washing with too much water (ie underloading) can cause the clothes to tangle around one another.

Do not load the washer by wrapping items around the agitator, eg place items, especially sheets, in the bowl as loose parcels.

---

## 36 Manufacturer's Warranty

You automatically receive a 2 year Manufacturer's Warranty with the purchase of this Product covering parts and labour for servicing within the country of purchase.

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

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

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

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

### **Note**

These warranties are an extra benefit and do not affect your legal rights.

### **These 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 machine, adjustment of the drain to correct siphoning, noises, crossed, kinked or leaking inlet hose connections, turning on water, noises caused by the waterhammer or power supplies.
  - 2. Providing instruction on use of the product or changing the set-up of the product, eg instruction on correct use of detergents and fabric softeners.
  - 3. Replacing fuses in, or correcting house wiring or correcting house plumbing, eg unblocking drains.
  - 4. Correcting fault(s) caused by the user.
  - 5. Noise or vibration that is considered normal, eg spin sounds, user warning beeps.
  - 6. Correcting damage caused by pests, eg rats, cockroaches, etc.
  - 7. Water on the floor due to incorrect loading or excessive suds.
  - 8. Blocked pumps, removal of foreign objects / substances from the machine, including the pump and inlet hose filters, eg bra wires, bread tags, nails, grit, 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 by non-authorized repairers or the cost of correcting such unauthorised 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 authorised repairer or the selling dealer.
- G** Pick-up and delivery.
- H** Transportation or travelling costs involved in the repair when the product is installed outside the Fisher & Paykel Authorised Repairer's normal service area.

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

Service under these warranties must be provided by a Fisher & Paykel Authorised Repairer (refer to the 'Customer Care' section at the back of this book). Such service shall be provided during normal business hours. This warranty certificate should be shown when making any claim.

### **For Australian Customers**

This 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 for 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.

**Please keep this user guide in a safe place.**

**Before you call for service or assistance...**

Check the things you can do yourself.  
Refer to your User Guide and check:

- 1 Your appliance is correctly installed.
- 2 You are familiar with its normal operation.
- 3 You have read the problem solving at the back of the book.



If after checking these points you still need assistance, please refer to your nearest Fisher & Paykel Authorised Repairer, or contact us through our local website listed on the back cover.

**In New Zealand if you need assistance...\***

Call your Fisher & Paykel retailer who is trained to provide information on your appliance, or if we can be of any further help, please contact our Customer Care Centre,

**Toll Free:** 0800 FP CARE or 0800 372 273 **Fax:** (09) 273 0656

**Email:** customer.care@fp.co.nz

**Postal address:** PO Box 58732, Botany, Manukau 2163

**If you need service...\***

Fisher & Paykel has a network of independent Fisher & Paykel Authorised Repairers whose fully trained technicians can carry out any service necessary on your appliance. Your dealer or our Customer Care Centre can recommend a Fisher & Paykel Authorised Repairer in your area.

**In Australia if you need assistance...\***

Call the Fisher & Paykel Customer Care Centre and talk to one of our Customer Care Consultants.

**Toll Free:** 1300 650 590

**Fax:** (07) 3826 9298

**Email:** customer.care@fp.com.au

**Postal Address:** PO Box 798, Cleveland QLD 4163

**If you need service...\***

Fisher & Paykel has a network of qualified Fisher & Paykel Authorised Repairers responsible for servicing only Fisher & Paykel branded appliances. Our Customer Care Centre can recommend a qualified Fisher & Paykel Authorised Repairer in your area.

\*If you call, write or contact 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 top left hand side of the console or back panel of the washer cabinet.**

**Product details**

Fisher & Paykel Appliances, Ltd

**Model/Serial No.**

**Date of Purchase** \_\_\_\_\_ **Purchaser** \_\_\_\_\_

**Dealer** \_\_\_\_\_ **Suburb** \_\_\_\_\_

**Town** \_\_\_\_\_ **Country** \_\_\_\_\_









[www.fisherpaykel.co.nz](http://www.fisherpaykel.co.nz)  
[www.fisherpaykel.com.au](http://www.fisherpaykel.com.au)

***Fisher & Paykel***

Copyright © Fisher & Paykel 2012. All rights reserved.

The product specifications in this booklet 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. You should therefore check with your Dealer to ensure this booklet correctly describes the product currently available.