# FISHER & PAYKEL

# HEAT PUMP WASHER DRYER

WD1871HG1

USER GUIDE NZ AU

# **CONTENTS**

Safety and warnings	4
First use	8
Settings	10
Loading suggestions	12
Setting a cycle	13
Machine cycles	16
Cycle settings	20
Cycle favourite	24
Detergent and softener	25
Wi-fi connection and remote mode	27
Cleaning	31
Drum clean	33
Cleaning the dispenser drawer	34
Unlocking the door	35
Cleaning pump filter	36
Cleaning lint filter	38
Cleaning Foam filter	39
Cleaning filter compartment	40
Troubleshooting	41
Fault codes	49
Manufacturer's warranty and service guide	51

# Registration

To register your product visit our website: fisherpaykel.com

# **A** WARNING!



Electric 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.

## **READ AND SAVE THIS GUIDE**

# **WARNING!**

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

# General

- Do not touch or operate the appliance with wet hands or with bare feet.
- A damaged power cord must be replaced by a Fisher & Paykel trained and supported service technician or similarly qualified person in order to avoid a hazard. Do not use the machine until it has been repaired to avoid a risk of electric shock.
- Do not operate this appliance if it has been damaged during transport. Contact your Fisher & Paykel dealer or Fisher & Paykel trained and supported service technician.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or given instructions on how to use the appliance by someone responsible for their safety.
- · Keep children away from the washer dryer while it is in operation.
- Supervise children to ensure they do not play with the appliance or climb inside the drum.
- · Do not swing on or put weight on the door.
- In the event of a power outage any cycles will be paused when power is restored. Press start to resume the cycle.
- For problems that cannot be solved from information in the user guide, turn off and unplug your appliance and contact a Fisher & Paykel trained and supported service technician.
- · Never attempt to repair the appliance yourself.
- Check and remove all objects from pockets, eg lighters and matches.
- The only user-removable parts of the washer dryer are the lint filter, pump filter, dispenser, and the drying rack. No other parts are designed to be removed by anyone other than a Fisher & Paykel trained and supported service technician.
- Ensure any transit bolts have been removed before operating the appliance.

# SAFETY AND WARNINGS

- If the lint filter becomes damaged, contact your Fisher & Paykel trained and supported service technician to arrange getting a new filter. Do not operate your dryer with a damaged lint filter or without the filter in place, as this will cause damage to your dryer.
- WARNING! The appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by a utility.
- · This appliance is not to be used if industrial chemicals have been used for cleaning.
- Do not operate the appliance without the lint filter in place or allow lint to accumulate in or around the washer dryer.
- Do not overload your washer dryer beyond its rated capacity.

MODEL CODE	MAXIMUM WASH CAPACITY*	MAXIMUM DRY CAPACITY*
WD1871HG1	18kg	10kg

<sup>\*</sup>Capacity refers to the maximum dry weight of items the washer dryer can wash or dry at any one time

#### Installation

- Install the appliance on a solid and level floor surface. Ensure it has at least 15mm clearance on each side, 20mm at the top, and at least 30mm clearance at the rear.
- The appliance must not be installed on any textured floor coverings (eg carpet, rugs).
- Do not install or operate this appliance on any other plinth or structure.
- Ensure the installation provides accessibility to the plug or incorporate a switch in the fixed wiring in accordance with the wiring rules to allow disconnection of the appliance from the supply after installation.
- Do not attempt to lift the washer-dryer manually, as it weighs approximately 140 kg and
  can cause serious injury if handled improperly. Always use appropriate equipment, such
  as a trolley or lifting aid. When repositioning the appliance on the floor, always use at
  least two people.
- For more information refer to the installation guide. To access, go to fisherpaykel.com/ specify and search by appliance type, product name or model.
- Exhaust air must not be discharged into a flue which is used for exhausting fumes from appliances burning gas or other fuels.
- · The washer dryer must be installed in a well-ventilated, dust free environment.
- Do not install the washer dryer behind a lockable door, sliding door, or behind a
  door where the hinge is on the opposite side to that of the dryer in such as way that
  the full opening of the door is inhibited. Ensure the washer dryer door can always
  be opened fully.

#### Water supply requirements:

- Inlet water pressure: Max. 1MPa (145psi), Min. 200kPa (29psi)
- Inlet water flow rate: Min. 6 litres/minute
- · A pressure-reducing valve must be installed if pressure is higher than 1MPa.
- For optimum wash performance check the supply pressure is within the recommended range.
- New hose sets provided should be used to connect the appliance to the water mains.
   Old hose sets should not be re-used.
- We recommend the inlet hose is changed every 5 years. WARNING: Failure to do so may result in a flood and damage to property.
- The cold water temperature should not exceed 35°C. Temperatures above this may cause the appliance to fault or cause damage to it.

#### SAFETY AND WARNINGS

# WASHING INSTRUCTIONS

- The washer dryer should only be used for washing, drying 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, or spotted with gasoline, dry-cleaning solvents, or other flammable or explosive substances as they give off vapours that could ignite or explode.
- The door will be locked from the start of the cycle until the cycle is complete for safety reasons. It is possible to open the door during the cycle under certain conditions. Never force the door open.
- Do not touch the door during a cycle as the door can become hot.
- When 90°C temperature is selected, the door glass will become hot. Do not touch the glass part of the door. Keep children away from the washer dryer.
- Do not open the detergent dispenser during the cycle as water may come out of it.
- Read and follow the detergent manufacturer's instructions carefully. Instructions
  on how to use the detergent will be clearly indicated on the pack. Remember to
  store your detergents out of the reach of children.
- Do not wash an electric blanket in your washer dryer unless the care label specifically states it is safe to do so.
- Do not wash curtains in this machine, as sunlight makes them brittle and they may disintegrate during washing.

# **DRYING INSTRUCTIONS**

- Undergarments that contain metal reinforcements should not be placed in the
  washer dryer. Damage to the appliance can result if the metal reinforcements
  come loose during drying. If you wish to dry these items use a drying rack or
  place in a garment bag.
- Items should go through the cooling phase in the final part of the cycle. This
  ensures items are left at a temperature where they will not be damaged. If for any
  reason the cycle is stopped before it has finished, dry clothes should be removed
  immediately and not left in the appliance. Items should be quickly spread out flat
  to cool so heat can dissipate, not left bunched up, eg in a clothes basket or in a
  pile.
- Never put dripping wet clothes in or on top of the washer dryer as excess water may cause an electrical hazard.
- Do not under any circumstances place any electrical, plastic or rubber items in the appliance, unless the care label specifically states it is safe to do so.
- · Do not dry curtains in your washer dryer.
- Do not dry unwashed items in the tumble dryer.
- WARNING! Never stop a tumble clothes dryer before the end of the cool down/ airing phase of the cycle unless all items are removed and spread out in order to dissipate the heat.

# SAFETY AND WARNINGS

 If it is unavoidable that fabrics that contain vegetable oil, cooking oil or have been contaminated by hair care products that are to placed in the machine, should first be washed in hot water with extra detergent - this will reduce, but not eliminate the fire hazard. The cool down cycle of the dryer should be used to reduce the temperature of these items. They should not be removed from the machine and piled or stacked while hot.

#### Disposal

 When disposing of this appliance, it is recommended that the door is removed to avoid children getting trapped inside, and that the electrical cable is cut off close to the machine.

# **Spontaneous combustion**

- · To reduce the risk of fire the following should be observed:
- Items that have been spotted or soaked with vegetable oil or cooking oil are a fire hazard and should not be placed in the appliance.
- Oil-affected items can ignite spontaneously, especially when exposed to heat sources such as this appliance. The items become warm causing an oxidation reaction in the oil. This oxidation creates heat. If the heat cannot escape the items can become hot enough to catch fire. Piling, stacking or storing oil-affected items can prevent heat from escaping creating a fire hazard.
- Items that have previously been cleaned in, washed in, soaked in or spotted with flammable liquids or solids, e.g. petrol/gasoline, kerosene, dry cleaning solvents, vegetable or cooking oil, acetone, denatured alcohol, some brands of spot removers, turpentine, waxes and wax removers or other flammable or explosive substances should not be placed in the appliance.
- If it is unavoidable that fabrics that contain vegetable oil, cooking oil or have been
  contaminated by hair care products be placed in this appliance, they should first be
  washed in hot water with extra detergent—this will reduce, but not eliminate the fire
  hazard. Use a cool temperature dry cycle to reduce the temperature of these items.
- The appliance is not to be used if industrial chemicals have been used for cleaning.
- When using STEAM REFRESH cycles on unwashed clothing ensure there are no flammable substances on them.

# **FIRST USE**



# Features and accessories

- ① Lint filter \*\*
- ② Detergent/softener dispenser drawers
- 3 Appliance controls

- 4 Drum light
- ⑤ Door seal
- © Pump filters/Door Release tab\*

<sup>\*</sup>Located behind filter cover.

<sup>\*\*</sup>Located between detergent drawers and screen.

# **FIRST USE**



Control panel	
On/Off button	Press firmly to turn appliance on or off.
Touch screen display	Use to navigate and select cycles, features, and settings.
Wash and dry	Select to access wash and dry cycles.
Wash	Select to access wash cycles.
Dry	Select to access dry cycles.
Steam refresh	Select to access steam refresh cycles.
Settings	Adjust the appliance settings to suit your preferences or set up a Wi-Fi connection. Refer to 'Wi-Fi connection & Remote mode'. To access settings hold the bar at the top of the screen and swipe downwards.
Remote start	Select <b>REMOTE START</b> to operate appliance remotely. Refer to 'Wi-Fi connection & Remote mode'.

# **SETTINGS**

Keylock
When keylock is activated the screen will be locked. Cycles are unable to be paused while keylock is on, use power button to stop a cycle if required urgently. The cycle resumes once product is powered on.
Audio tones
Select <b>AUDIO TONES</b> to turn audio tones on or off depending on your preference.
Detergent
Select <b>DETERGENT</b> for dosage levels to suit your preference or return detergent to appliance default setting.
Softener
Select <b>SOFTENER</b> for dosage levels to suit your preference or return softener to appliance default setting.
Wi-Fi
Wi-Fi can be connected through the appliance's settings. Refer to 'Wi-Fi connection & Remote mode'.
Screen brightness
Screen brightness can be altered in the appliance's settings to suit desired brightness of screen.
Restore factory default
Factory default returns appliance to factory settings and deletes all previous settings set by the user. Select 'Restore Factory Default' and then follow prompts on the screen. Refer to page 11.

# Restoring factory default.

1

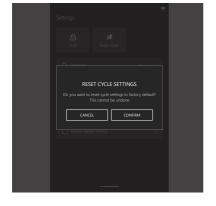
(2)



In appliance settings select **RESTORE FACTORY DEFAULT.** 



Select either **RESET CYCLE SETTINGS** or **RESET APPLIANCE** depending on preferred choice.



Press **CANCEL** or **CONFIRM** depending on desired outcome.

Machine will begin resetting after **CONFIRM** is selected.

# LOADING SUGGESTIONS

#### Sorting

- Sort items according to colour, fabric type, and soil type.
- Wash or dry 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 or use delay start.
- Some soils, like mud and blood, are best washed in cold water.
- Close zippers, hooks and eyes, and other fastenings (i.e fasten the opening of duvet/ doona covers), and remove loose bra wires. These can damage your washer dryer and clothes.
- Items of clothing with screen print should be turned inside out to prevent damage to the print.
- Oily soils (e.g some foods and marks on shirt collars) are best washed in warm water.
- The care label will advise on how items should be washed and dried.

#### Before you load

- Loading items correctly will help to minimise creasing and wrinkling, and ensure the load is washed and dried evenly.
- Allow enough room in the washer dryer for clothes to tumble freely. Load washer dryer
  in terms if the space garments take up when dry, rather than when they are wet.
- Shake clothes out and load individually to help items dry evenly and reduce tangling.
- Dry permanent press items (e.g business shirts) together on the EASY IRON cycle with CREASE FREE + option on. This will help reduce wrinkling and the need for ironing.
- Check pockets for items that could damage your clothes or get caught in the machine.
- Hang garments as soon as washing or drying cycle is complete to reduce the need for ironing.
- Place delicate items, such as lingerie, in a mesh laundry bag before placing in the washer dryer.
- Pre-treat any stains, taking care not to spray pre-treaters on your washer dryer as they
  can cause damage to the plastic surfaces.
- Washing or drying very small loads is inefficient. Try to wash or dry medium to large loads.

# Drying times

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

#### Lint

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

LINT GIVERS	LINT COLLECTORS
Towels	Synthetics, e.g polar fleece
Flannelette Sheets	Corduroy
	Polyester cottons

# **SETTING A CYCLE**



Place items in the washer dryer. For best results, wash or dry similar items together and do not exceed the maximum capacity for the selected cycle. Refer to pages 16-19.



Press firmly on the power button to turn on display.



Select preferred cycle. Refer to 'First use' for cycle descriptions.

(3)

# **SETTING A CYCLE**



Adjust the settings as needed or select an additional cycle option from the MORE OPTIONS section. Press CONFIRM once desired settings have been chosen. For more information refer to 'Cycle settings'.



If detergent and softener is set to Auto, ensure that liquid detergent and softener has been added to the auto dose-compartment

Do not add detergent/softener to the manual detergent compartment if selection is set to Auto.

For manual prewash use only liquid detergent. Do not use powder.



Press **START** to begin cycle.

(5)

(4)

# Pausing a cycle



Press || to pause cycle. The washer door will stay locked if the water level is high or the temperature is too hot. It will unlock automatically once it's safe to open.

# Adding an item- to wash/dry cycle



Press ADD ITEM at any time during the wash/dry phase of the cycle to add or remove an item. The door will unlock once water level has reduced or drum has cooled down, which may take a few minutes. It will unlock automatically once it's safe to open.

# Cancelling a cycle



Press **CANCEL** and then follow the instructions on the Screen. The door will remain locked if the water level is to high or the temperature is to hot. It will unlock automatically once it's safe to open or you may need to run another cycle to drain the water.

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

# WASH CYCLES

WASH CYCLES				
CYCLE	DESIGNED FOR	MAX LOAD SIZE (KG)	WASH TEMP <sup>2</sup>	SPIN SPEED (RPM)
MIXED	A normal wash action for your mixed everyday loads including synthetics, cottons and blends.	18kg	30°C	1200
COTTON <sup>1</sup>	Warmer wash for cotton clothing.	18kg	40°C	1200
DELICATE	Gentle wash action with slow spin speed.	4kg	30°C	600
TOWELS	A cycle designed for washing towels.	6kg	60°C	1200
SHEETS	A wash tailored to washing bed linen.	6kg	40°C	1200
QUICK 15	A very quick cycle designed for a small number of lightly soiled or new items requiring their first wash.	2kg	Cold	800
QUICK 30	A short cycle for lightly soiled items.	6kg	40°C	1000
WOOL <sup>3</sup>	Extra gentle wash action that meets the Woolmark cycle requirements.	2kg	Cold	800
SILK	Extra delicate wash action with slow spin speed.	2kg	30°C	400
DENIM	A normal wash action with low temperature to reduce denim fading.	5kg	Cold	1000
HEAVY	A stronger wash cycle for heavily soiled items. Suitable for more durable fabrics.	12kg	60°C	1000
SANITISE	An extra hot concentrated wash with multiple rinses.	10kg	90°C	1000
BULKY	A warm, gentle wash with more water and a slow spin speed.	7kg	30°C	600
OUTDOOR	A low heat cycle designed for outdoor clothing and high performance fabrics.	3kg	20°C	600

Designed for washing down jackets.	4kg	30°C	800
Reduced spin speed to minimise creasing, only cooler wash options available.	7kg	40°C	800
A quick cycle for rinsing items. This includes a spin cycle after rinsing.	12kg	N/A	1200
A quick cycle to remove excess water from items.	18kg	N/A	1200
A hot cycle to clean the buildup of dirt between the inner and outer bowls.	N/A	90°C	N/A
	Reduced spin speed to minimise creasing, only cooler wash options available.  A quick cycle for rinsing items. This includes a spin cycle after rinsing.  A quick cycle to remove excess water from items.  A hot cycle to clean the buildup of dirt between the inner and outer	Reduced spin speed to minimise creasing, only cooler wash options available.  A quick cycle for rinsing items. This includes a spin cycle after rinsing.  A quick cycle to remove excess water from items.  A hot cycle to clean the buildup of dirt between the inner and outer  N/A	Reduced spin speed to minimise creasing, only cooler wash options available.  A quick cycle for rinsing items. This includes a spin cycle after rinsing.  A quick cycle to remove excess water from items.  A hot cycle to clean the buildup of dirt between the inner and outer  N/A  30°C  A Q0°C  12kg  N/A

<sup>1</sup>Registration cycle for the Energy and Water labelling is based on AS/NZS: 2040.2. **COTTON, 40°C, 3 RINSES, 1200 RPM, AUTO DETERGENT OFF, SOFTENER OFF, CREASE FREE+ OFF** selected is the recommended water and energy saving cycle for a normally soiled load equal to the rated load capacity (18kg). **Note For Testing Laboratories:** 

The detergent is added as 60% dry powder, put directly into the bottom of the drum, then add the maximum amount of anti-foaming agent into the bottom of the drum, and then add the PBIS solution to the bottom of the drum, followed by the PBIS Solution. The load is then added per AS/NZS:2040.1.

<sup>2</sup>Indicates the default temperature for a cycle. If you require a different temperature go to cycle set up page and update to desired temperature. (Refer to page 20)

#### 3Woolmark Wool Care

The wool wash cycle of this machine has been tested and approved by The Woolmark Company for the washing of machine washable wool products provided that the products are washed according to the instructions on the garment label and those issued by the manufacturer of this washing machine. M2521.



### WASH AND DRY CYCLES

CYCLE	DESIGNED FOR	MAX LOAD SIZE (KG)
MIXED	An everyday cycle for mixed fabrics. Ideal for items like t-shirts and trousers.	10kg
COTTON	A high heat cycle for natural cotton fabrics.	10kg
DELICATE	A gentle cycle for delicate items such as blouses and dresses.	4kg
TOWELS	Designed for washing thick and absorbent items such as towels.	6kg
SHEETS	An optimised wash cycle for bed linen. Ideal for washing sheets, covers and pillowcases.	6kg

QUICK	A very quick wash cycle for freshening up new or lightly soiled items.	3kg
WOOL	An extra gentle cycle to care for woollen items. This cycle meets the Woolmark requirements for machine washable items.	1kg
SILK	An extra gentle cycle designed specifically for silk items.	2kg
HEAVY	A stronger wash cycle for heavily soiled items. Suitable for more durable fabrics.	9kg
BULKY	A gentle cycle for large or bulky items. Ideal for items like jackets, duvets and quilts.	7kg
OUTDOOR	A low heat cycle designed for outdoor clothing and high performance fabrics.	3kg
DOWN	Designed for washing and drying down jackets.	4kg
EASY IRON	Designed to minimise creasing in items like shirts. Items are ready to iron at the end of the cycle.	7kg
RINSE	A quick cycle for rinsing items. This includes a spin cycle after rinsing.	12kg
	A quick cycle for rinsing items. This includes a	

# **DRY CYCLES**

CYCLE	DESIGNED FOR	MAX LOAD SIZE (KG)
MIXED	An everyday cycle for mixed fabrics. Ideal for items like t-shirts and trousers.	10kg
COTTON <sup>1</sup>	A high heat cycle for natural cotton fabrics.	10kg
DELICATE	A gentle cycle for delicate items such as blouses and dresses.	4kg
TOWELS	Designed for drying thick and absorbent items such as towels.	6kg
SHEETS	An optimised dry cycle for bed linen. Ideal for drying sheets, covers and pillowcases.	6kg
WOOL <sup>2</sup>	An extra gentle cycle to care for woollen items. This cycle meets the Woolmark requirements for machine washable items.	1kg
SILK	An extra gentle cycle designed specifically for silk items.	2kg

HEAVY	A stronger dry cycle suitable for more durable fabrics.	9kg
BULKY	A gentle cycle for large or bulky items. Ideal for items like jackets, duvets and quilts.	7kg
OUTDOOR	A low heat cycle designed for outdoor clothing and high performance fabrics.	3kg
DOWN	Designed for drying down jackets.	4kg
EASY IRON	Designed to minimise creasing in items like shirts. Items are ready to iron at the end of the cycle.	7kg
RACK DRY	Designed for items that cannot be tumbled. This cycle requires the drying rack.	

<sup>&</sup>lt;sup>1</sup>Registration cycle for the energy cycle for the energy labelling is based on: AS/NZS 2442.2. COTTON, AUTO SENSING: ON, DRYNESS LEVEL: DRY, CREASE FREE+ OFF is the recommended energy saving cycle for everyday drying. The actual energey consumption may differ from the declared one according to local conditions.

# <sup>2</sup>Woolmark Wool Care

The wool drying cycle of this machine has been tested and approved by The Woolmark Company for the drying of machine washable wool products provided that the products are washed and dried according to the instructions on the garment label and those issued by the manufacturer of this machine. M2522.



### STEAM REFRESH CYCLES

CYCLE	DESIGNED FOR
MIXED	Designed to refresh dry items by reducing creases and odours. Ideal for mixed fabrics.
SHIRTS	Designed to refresh shirts by reducing creases and odours.
DELICATE	A gentle cycle to refresh delicate items such as blouses and dresses.

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



#### **TEMP**

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

#### RINSE

Select a number of rinses best suited to items in the load. Use higher rinse level for heavily soiled items to ensure optimal wash results.

#### **SPEED**

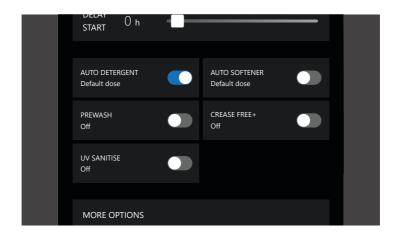
Select speed best suited to the items in the load. Use lower spin speed for more delicate items.

#### **DELAY START**

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

## **FAVOURITE**

Wash/Dry cycles can be saved as a favourite for easy access to preferred cycle. Select the heart at the top of the cycle on the cycle home page. Refer to page 24.



#### **AUTO DETERGENT**

Automatically dispenses the correct amount of detergent based on the load size, ensuring optimal cleaning performance and preventing detergent waste.

#### **AUTO SOFTENER**

Automatically dispenses the right amount of fabric softener at the appropriate time during the wash cycle, ensuring optimal fabric care and softness.

#### PRE-WASH

Performs an initial wash to remove loose dirt and stains before the main wash cycle, enhancing overall cleaning effectiveness for heavily soiled clothes.

#### **CREASE FREE+**

Helps minimise creases and keep items fresh through intermittent tumbling and continuous airflow after a wash or dry cycle is completed.

#### IJV

Uses ultraviolet (UV) light during the washing process to help eliminate bacteria and germs, providing a more hygienic clean for your clothes.

#### **DRUM DRY**

The Drum Dry option will appear as a notification after completing a cycle with Crease Free+. Remove all items from the drum before starting drum drying to help prevent odour build-up caused by moisture and bacteria.

# **CYCLE SETTINGS**

**MORE OPTIONS** for wash cycles. Not all options are compatible with all wash or dry cycles.



#### WATER+

Increases water during washing and rinsing for better cleaning and detergent removal, ideal for dirty clothes and sensitive skin.

#### WASH+

Increases the wash time for more intensive cleaning, making it suitable for heavily soiled clothes.

#### **SOAK**

Adds extra time for items to soak. Ideal for helping lift stubborn stains or clean heavily soiled clothes.

#### QUIET

Reduces the speed of the spin and mutes appliance's audio tones for a more quiet wash cycle.

#### **ECO**

Reduces the wash temperature slightly and alters the wash and rinse programming, to save energy.

#### **ALLERGY**

Increases temperatures and extra rinses to remove allergens such as dust mites, pollen, and pet dander from clothes, for a deeper and more thorough clean.

MORE OPTIONS for dry cycles.



#### **AUTO SENSING**

Automatically detects the moisture level in the clothes and adjusts the drying time accordingly.

#### **EXTRA DRY**

Extends the drying time to ensure clothes are thoroughly dried, making it ideal for heavy fabrics or items that need to be completely moisture-free.

#### DRY

Provides a standard drying process to remove moisture from clothes after washing, ensuring they are ready to wear or store.

#### **IRON READY**

Leaves clothes slightly damp, making them easier to iron and reducing the effort needed to remove wrinkles.

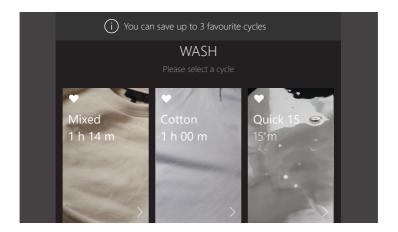
#### TIME DRY

Allows you to choose how long to dry your clothes, giving you control over the drying time.

#### **CREASE FREE+**

Helps minimise creases and keep items fresh through intermittent tumbling and continuous airflow after a wash or dry cycle is completed.

# Favouriting a cycle.



#### **FAVOURITE**

Wash/ Dry cycles can be saved as a favourite for easy access to preferred cycle. Select the heart at the top of the cycle on the cycle home page.

You have the ability to save up to three different cycles.

You are able to switch between these favourite cycles by simply swiping the images or icons to the sides on the control panels screen.

# **DETERGENT AND SOFTENER**







#### AUTO DOSE LIQUID DETERGENT

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

There is also a Auto dose softener compartment. If auto dose softener is set to off, softener will need to be added to this manual pocket.

Do not exceed the MAX levels indicated.

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

#### MANUAL DOSE

If detergent is set to MANUAL, Lift the flap up for powder detergent. This must be done to dissolve and flush detergent properly. Keep the flap down for liquid detergent. This retains the liquid detergent until it automatically flushes at the start of the cycle.

Prewash detergent will be auto-dosed if auto-detergent is set. If Auto-detergent is set to off, add liquid detergent only to manual prewash compartment.

Do not use powder detergent for prewash.

	_		
DISPENSER COMPARTMENT	CAPACITY		
AUTO DOSE LIQUID DETERGENT	1450ml (max) liquid detergent. Suitable for several washes depending on load size.		
MANUAL PRE-WASH LIQUID DETERGENT	100ml (max) liquid detergent.		
MANUAL DOSE FABRIC SOFTENER	100ml (max) fabric softener.		
MANUAL DOSE LIQUID/	Liquid: 120ml (max)		
POWDER DETERGENT	Powder: 200ml (max)		
AUTO DOSE FABRIC SOFTENER	945ml (max) liquid detergent. Suitable for several washes depending on load size.		

# **DETERGENT AND SOFTENER**

### Detergent

Only use detergent designed for your washer dryer. Your appliance requires low-sudsing detergent to prevent oversudsing problems.

The washer dryer has **AUTO DOSE** compartments for liquid detergent and fabric softener, and a **MANUAL DOSE** compartment for powder or liquid detergent. Ensure that detergent and softener are filled correctly into their respective compartments.

Do not overfill the detergent compartment. Too much detergent could result in water and detergent spilling onto the floor.

Ensure the dispenser is completely closed before starting the cycle. Do not open it again until the cycle is complete and the washer has stopped spinning.

### Detergent advice

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

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

If using AUTO DOSE, you may need to reduce or increase the standard dosage.

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

#### Fabric softener

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

- Fabric softener cannot be selected on STEAM REFRESH, or QUICK 15 cycles.
- The amount of softener dispensed depends on load size.

#### Fabric softener advice.

- Clean your dispenser regularly.
- Clean your washer regularly using the DRUM CLEAN cycle.
- Complete wash cycles at a wash temperature at 40°C or above at regular intervals (eg every 5th wash) as washing in cold water increases the chance of waxy build-up occurring.

Waxy build-up can occur within any washer dryer when fabric softener comes in contact with detergent. This build-up is not brought about by a fault in the washer dryer. If allowed to build up in the machine it can result in stains on clothes and an unpleasant smell in your appliance.

# WI-FI CONNECTION AND REMOTE MODE

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

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

# Getting started

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

Wi-Fi must be set up in order to use Remote Mode setting.

# Connecting to your home Wi-Fi



In settings select **WI-FI** then in Wi-Fi select **WI-FI** SETUP.



In Wi-Fi setup select **STEP ONE** and scan the QR code or go to www.fisherpaykel.com/connect to download the app.

If you already have the app downloaded select **STEP TWO** to connect.

(1)

# WI-FI CONNECTION AND REMOTE MODE



Ensure your mobile device has Blue-tooth enabled and then press **CONNECT**.



Your appliance is now ready to connect follow the prompts from the app.



Your appliance is now connected. Notification will time out after 2 seconds or press on the screen.

(3)

4

# WI-FI CONNECTION AND REMOTE MODE

# Resetting Wi-Fi.

Wi-fi can be reset

1

(2)

- If you change your home Wi-Fi network or password,
- Helps troubleshoot and resolve any connectivity issues the washer dryer might be experiencing.
- You want to go back to the Wi-Fi factory default, helpful for if you need to start the setup process from scratch.

Follow the steps below to learn how to restart Wi-Fi.



In settings select **WI-FI** then in Wi-Fi select **WI-FI RESET**.



Wi-Fi will reset. Once Reset, select **WI-FI SET UP** to set up new Wi-Fi.

# **Enabling Remote Mode**

Remote mode can be enabled three different ways.



# On home page

Ensure machine door is fully closed. On the home page select **REMOTE MODE**. Follow the prompts on the screen.



# From cycle page

Ensure machine door is fully closed. Select **REMOTE MODE** button during the cycle. Follow the prompts on the screen.



# From cycle settings page

Ensure machine door is fully closed. Select **REMOTE MODE** button in cycle settings. Follow the prompts on the screen.

(3)

(2)

# **CLEANING**

furn the machine	e off at the wa	ii before doing ar	ly cleaning or mai	ntenance.

#### Surfaces

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

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

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

## Cleaning the drum and the door

- Use a soft damp cloth to wipe door, cleaning any water marks or residue off it.
- Wipe the rubber seal around the door to prevent odours. Remove any items or lint and wipe out any water.
- Remove dirt or lint from the drum and wipe it clean. Do not leave metal objects in the drum as these may rust and cause staining.
- Leave the door open when not in use to prevent odours. Keep children and pets away from the washer dryer so they cannot become trapped inside it.
- Use drum dry feature often to prevent moisture build up.

#### Cleaning the hose(s)

Each hose contains a filter to stop contaminants in the water from entering your washer dryer.

Occasionally, disconnect the hoses where they connect to the taps and wash out any dirt build-up.

#### Moving your machine

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

#### **CLEANING**

### Things that could harm your machine.

- Concentrated bleaches, laundry pre-soakers/sanitisers, stain removers and hydrocarbon solvents (e.g petrol and paint thinners) can cause damage to the surfaces e.g control panel, and components of your washer dryer.
- Be careful when washing items stained with solvents, as they are flammable. DO NOT dry them in the appliance using a dry cycle or wash-and-dry cycle.
- Use of dyes in your washer dryer may cause staining of the plastic components.
   The dye will not damage the appliance but we suggest you thoroughly clean your washer dryer.
- Nappy sanitisers and bleach are very corrosive to metal surfaces. DO NOT tip the
  contents of a nappy bucket into your appliance. Rinse and wring items out thoroughly
  before placing them in the washer dryer.
- Excessive lint can clog the machine's ventilation system, reduce drying efficiency, and increase the risk of fire. Regularly clean the lint filter before and after each drying cycle.
- Build up in the pump filter can cause blockages and damage to the machine. Ensure regular cleaning.
- Objects like coins, keys, or pens can cause damage to the drum and internal components of your washer dryer, remove before washing or drying.
- Failing to perform regular maintenance, such as cleaning the drum, gaskets, and filters, can lead to build-up of residue, mold, and mildew, which can impact performance and cause damage.

## Saving water, energy and the environment

Water efficient combi washer dryer machines will save you money, but it is also worth thinking about energy use, recycling water and the environment. Some options to consider are:

- Turn off the taps when not in use.
- · Select cooler wash temperatures.
- · Wash full loads rather than several smaller loads.
- Use the **ECO** wash function (where available).
- Follow instructions on the detergent packet or bottle do not overdose.
- Consider re-using the machine's grey water on the garden or for flushing your toilet - more information can be found on government websites promoting energy and water saving.

# **DRUM CLEAN**

Run the drum clean cycle regularly to clean your machine.

- · Ensure the drum is empty.
- · Add washing machine cleaner directly into washer dryer drum.
- Follow the manufacturers instructions for recommended dosage.



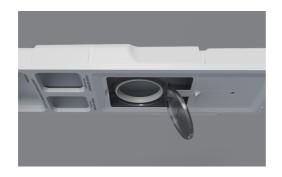
Select the **DRUM CLEAN** wash cycle under wash cycles on your machine. Follow the instructions on the screen.

# **CLEANING THE DISPENSER DRAWER**

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



To remove the dispenser drawer from the machine, pull it open, push down on the tab and pull it out.



To empty the dispenser drawers, turn the drawer upside down in the sink and allow the leftover laundry liquid from the **AUTO DOSE** compartments to drain.



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

(2)

# UNLOCKING THE DOOR

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



Use a flathead screwdriver to push release tab upwards for the filter cover.



Pull the tab down to release the door.

When power is restored, the wash/dry cycle will resume. If the cycle doesn't resume automatically, press  $\triangleright$ .

# **CLEANING PUMP FILTER**

Check and clean the pump filter regularly to maintain optimum performance. Some water may leak from the filter when it is removed. Turn the machine off at the wall before cleaning these parts.



Use a small flat-head screwdriver to open the pump filter access door. Then lift to remove it.



Check water level in drum and place a shallow tray (Max 15mm high) or enough towels underneath pump pour spout to catch water.

Pull down pour spout and remove pump filter. Turn it anticlockwise slowly to drain water gradually.

Drain in small batches until all water is emptied out. Be careful as water may be hot.



Turn the filters anti-clockwise to remove. Clean and rinse the filter. Check and clear the cavity behind the filter and remove any obstructions in pump body.

3

(2)

(1)

### **CLEANING PUMP FILTER**



Refit the filter and turn handles clockwise until fully tightened and secure. Do not use excessive force to tighten. Flip up spout and close access door. Hook bottom tabs first, then rotate it shut.

### **CLEANING LINT FILTER**

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



Remove the lint filter located between the detergent/ softener compartments and screen.



Clean filter by running fingers along grid and grabbing loose lint or wiping with a soft cloth.

A waxy buildup may form on the lint filter from using fabric softener sheets. To remove this buildup, wash the lint filter in warm soapy water. Dry thoroughly and place back in the machine.



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

3

1

### **CLEANING FOAM FILTER**

The foam filter is located on the opposite side of the lint filter. Clean the foam filter periodically or when dirt starts to accumulate.



Remove the bracket securing the foam to the filter.

Discard loose lint and dirt, rinse filter with warm water and dry thoroughly.



Place the foam back on the filter using the locating tabs for guidance.



Ensure the filter is properly aligned in the frame and secure using the lock levers.

### **CLEANING FILTER COMPARTMENT**



Remove the filters from the machine.

Using a small vacuum or brush clean the inside of the filter compartment.

When cleaning, avoid bending or damaging the evaporator fins located to the right of the opening.

The following is a list of problems you may encounter when using this appliance and some suggestions that may help to correct the problem. If you still have problems, please contact your Fisher & Paykel trained and supported service technician.

### Solving general operating problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
WASHER DRYER NOT TURNING ON	Electrical cord not plugged into a power socket.	Plug cord into a power socket.
	Power not switched on at the wall.	Switch the power on at the wall. Then touch <b>POWER</b> .
	Household power supply not working.	Try plugging another electrical appliance into the same socket. Turn off the power at the power point. Unplug the washer dryer from the power socket. Wait 60 seconds, plug it back in, turn it on and try again.
	Power button not pressed properly.	Press and hold power button firmly until you hear a beep.
PRESSING START DOES NOT START	Washer dryer door not closed properly.	Open and reclose door.
FILLING OR DRYING	The washer dryer has detected a fault.	Check if a code is being displayed on the panel. Refer to pages 49-50.
	Cold tap turned off.	Check that the cold tap is turned on.
	Blocked hose filter.	Check the tap end of the inlet hose for blockages.
	Inlet hose leaking, twisted or damaged.	Check the inlet hose for leaks or damage. Check that the inlet hose is not twisted.
	Faulty water supply.	Check the cold tap is connected to the machine and is working.
	<b>DELAY START</b> may be set.	Refer to page 20.
PRESSING START DOES NOT START THE CYCLE	Only the confirm button was pushed.	Press the confirm button and then start button.
WASHER DRYER IS PAUSED	▶ Light is flashing.	Touch the ▷ button to resume the cycle.

# Solving general operating problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
WASHER DRYER STOPS WORKING	The washer dryer has detected a fault.	Refer to pages 41-50.
MID CYCLE	Power or water failure.	Check the power and/or water is working correctly.
	Washer dryer has been paused.	Touch the button to continue.
	Too many suds.	Washer dryer is waiting for suds to dissolve before continuing the cycle.
VIBRATING	Transit bolts left in place.	Ensure transit bolts are removed prior to use of the product.
	Washer dryer may not be level.	Ensure washer dryer is installed on an appropriate surface and levelled correctly. Refer to installation guide.
	Load is out of balance.	Wash or dry an average sized load rather than a smaller load or a single item. Washing or drying one item at a time is not recommended as it is difficult for the washer dryer to balance a single item during spin.
WATER DRIPS FROM DOOR WHEN OPENED	Some residual water from the dispenser drips down into the gasket.	Water from the dispenser may drip down into the gasket when the door is first opened. This is normal. You may want to wait a few seconds before retrieving clothes.
SMALL PUDDLE OF WATER FROM UNDER THE	Inlet hose or drain hose leaking.	Check inlet hose and the drain hose are correctly attached and not damaged.
MACHINE	Lots of suds.	Suds may have leaked and then dissolved.
	Detergent dispenser blocked.	Clean detergent dispenser drawer. Refer to page 34.
	Detergent dispenser drawer not fully closed.	Close detergent dispenser drawer fully and ensure it remains closed during the cycle.
	Damage to door seal.	Check seal inside door for damage. If it sustains any damage it will need to be replaced.
WASHER DRYER KEEPS STOPPING AND STARTING	The <b>CREASE FREE+</b> option has been selected.	Refer to page 23 for more information.

# Solving general operating problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
NOT SPINNING PROPERLY	Load has gone out of balance.	Open door and redistribute load, then restart the washer dryer.
	Machine is not level.	Ensure machine is correctly levelled.
	Suds build up.	Check the amount of detergent used, reduce if necessary. Refer to page 25-26.
DETERGENT OR FABRIC SOFTENER REMAINING IN DETERGENT	Detergent drawer not properly closed or was opened part way through the cycle.	Ensure the detergent dispenser drawer is fully closed at the start of the cycle and remains closed throughout the cycle.
DISPENSER AT THE END OF THE CYCLE	Dirty or blocked detergent dispenser.	Clean the detergent dispenser.
	Liquid sitting at the 'MAX' level at the end of the cycle indicates a blockage.	Clean the fabric softener dispenser
	Dispenser over loaded with detergent.	Clean out remaining detergent. Refer to pages 25-26 for dosing information.
	Flap not set in right position.	Rotate flap up if using powder detergent.
BLACK OR GREY MARKS ON CLOTHES	Correct amount of detergent.	Ensure the correct dose of detergent is used for the load size and soil level. Refer to pages 25-26.
	Washer dryer needs to be cleaned.	Empty the machine and complete a <b>DRUM CLEAN</b> cycle. Refer to page 33.
TANGLING	Items not sorted correctly.	Separate larger items from smaller items.
	Washer dryer loaded incorrectly.	Load items loosely and individually into the washer dryer (i.e not folded).
	Incorrect cycle for load type selected.	Use the <b>EASY IRON</b> cycle to wash shirts.
	Washer dryer overloaded in terms of its capacity or the cycle selected.	Try washing average to smaller load sizes.
WASHER DRYER SMELLS	Washer dryer drum needs to be cleaned.	Empty the machine and complete a <b>DRUM CLEAN</b> cycle. Refer to page 33.
	Washer dryer door seal needs to be cleaned.	Clean the door seal to ensure no build-up.
	Lint filter needs to be cleaned.	Remove the lint filter and clean it thoroughly to ensure there is no build-up.

## Solving washer problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
WASHER DRYER DRAINS WHILE	Drain hose too low.	Ensure the height of the drain hose is at least 800mm from the floor level.
FILLING	Drain hose sitting in water.	Clear the drain.
WASHER DRYER IS	Drain hose blocked.	Clear the drain hose.
NOT DRAINING	Pump filter blocked.	Clear the pump filter. Refer to page 36-37.
	Drain hose higher than 1200mm above floor level.	Lower the level of the drain hose.
FILLING	Drain hose not connected to standpipe or tub.	Connect drain hose correctly.
	Machine siphoning.	Ensure standpipe or tub is at least 800mm from the floor level.
POOR RINSING	Incorrect detergent used.	Use low sudsing, front loader detergent only. Refer to page 25-26.
	Too much detergent used.	Ensure the correct dose of detergent is used for the load size and soil level.
CYCLE TIME LONGER	The wash and drying time is approximate.	Wash and drying time may be influenced by a number of factors.
THAN USUAL/ INACCURATE TIME READING/	Low water pressure or flow rate.	Ensure that the inlet hose filter is not blocked.
ADJUSTMENT OF TIME REMAINING	Out of balance or oversudsing.	Recovery from out of balance or oversudsing will extend cycle time.
DURING CYCLE	Washing a large load.	Be aware that it will take longer for the machine to fill.
	Selecting various options.	Be aware that some options will extend cycle time.
DYE TRANSFER	Coloured items not washed separately from white/light coloured items.	Remember to separate whites and colours.
	New or non-colourfast items not washed separately.	Wash non-colourfast items separately and select <b>COLD</b> wash temperature.
	Wet items have been left sitting for too long.	Remove items from washer dryer as soon as the cycle is finished, or if items are not to be removed from the washer dryer immediately, select <b>CREASE FREE+</b> .
	Wash temperature.	Consider the wash temperature you select for your coloured items. Lower the temperature if you are concerned.

## Solving washer problems

DDOD! EM	DOSCIDI E CALISES	WILAT TO DO
PROBLEM	POSSIBLE CAUSES	WHAT TO DO
TOO MANY SOAP SUDS	Incorrect type of detergent used.	Use low sudsing, front loader detergent only. Refer to page 25-26.
	Too much detergent used.	Ensure the correct dose of detergent is used for the load size and soil level. Refer to page 25-26.
POOR SOIL REMOVAL	Incorrect wash cycle selected.	Select a wash cycle that is appropriate for the amount of dirt. Refer to pages 16-18.
	Insufficient detergent.	Ensure the correct dose of detergent is used for the load size and soil level. Refer to page 25-26.
	Washer dryer overloaded.	Ensure the washer dryer is not overloaded in terms of its capacity or the cycle selected. Refer to pages 16-19).
	Load was particularly dirty.	Select <b>SOAK</b> for particularly dirty loads. Refer to page 22.
	Items not sorted correctly.	Wash heavily and lightly soiled garments separately.
	Washer dryer dirty from previous wash or dry cycle.	After washing particularly dirty clothing, we recommend putting the washer dryer through a <b>RINSE</b> cycle after the load has been removed, to wash away any remnants of dirt and to prevent it contaminating future wash or dry cycles.
	Incorrect wash temperature selected in relation to the type of soil.	Select a wash temperature suitable for the type of soil, e.g warm for greasy soils, cold for muddy soils. Increasing the wash temperature generally improves soil removal and overall wash performance.
WASHING VERY WET AT THE END OF THE CYCLE	Cycle selected not appropriate.	Particularly short or delicate cycles have shorter spins which can result in wetter washing at the end of the cycle.
	Incorrect spin speed for load selected.	Select a faster spin speed.
	An out of balance load has occurred.	The washer dryer compensates for the out of balance by using a lower spin speed, to reduce noise and potential damage to itself.

## Solving dryer problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
DRYER DOES NOT HEAT	The dryer has progressed to cool.	The dryer will progress and display COOLING IN PROGRESS
DRYER IS TAKING TOO LONG/	Drying cycle selected not appropriate for the load.	Select an appropriate cycle for the load. Refer to pages 16-19.
RESULTS WERE NOT SATISFACTORY	Dryness level selected not appropriate for the load.	Select a higher dryness level. Refer to pages 23.
	Dryer overloaded for the cycle.	Each cycle has a maximum load size. Refer to page 16-19.
		Try dividing the load in two and dry half at a time.
	Environmental conditions may be affecting dryer operation.	In hot, humid conditions the dryer will take longer to dry a load and be less efficient.
	Dryer not draining water properly.	Check the drain hose for blockages or damage. You may need to call for service.
	Items got wrapped up inside other items.	Try separating items and drying similar items together. Open items out when you place them in the dryer. Do not fold them up. Untangle items, eg pull long sleeves out so they are not stuck/trapped on the inside of the garment.
	Load overly wet at the start of cycle.	Remove more water from the load before placing it in the dryer, eg select a faster spin speed on your washer, if appropriate for your load.
	Load was damp dry at start of cycle.	If the load had been partially air dried, eg has been washed and placed on the line, use a <b>TIME DRY</b> cycle and monitor the dryness of your clothes.
	Lint filter, condenser filter, filter foam or evaporator grid is blocked.	Check and clean the lint filter, condenser filter, filter foam and evaporator grid.
CLOTHES GETTING TOO HOT OR DAMAGED	Cycle selected not appropriate for the load.	Ensure the cycle selected is appropriate for items in the load. Refer to pages 16-19.
	Items removed from dryer before the end of cycle cool down had finished.	Removing items before cool down may damage clothing if it is not spread out and exposed to air to cool once removed from the dryer.

# Solving dryer problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
LINTING	Washer dryer is overloaded.	Remove some items from the washer dryer, cycles have certain capacity limitations. Refer to pages 16-19.
	Loads not sorted correctly.	Dry lint givers separately from lint receivers. Dry similar colours together eg light coloured items with light coloured items, dark items with dark coloured items. Refer to pages 12.
	Clothes over dried.	Over drying clothes in the dryer can cause them to attract lint. Use an auto sensing cycle or ensure you check your load if using the TIME DRY cycles to avoid over drying.
	New items have been dried in the washer dryer recently.	New towels or flannelette sheets can leave lint in the dryer, which may be picked up by subsequent loads.
	Lint filter not cleaned or replaced.	Ensure the lint filter is cleaned after every cycle and replaced correctly. Refer to <b>LINT FILTER</b> .
NOISES	Dryer is overloaded.	Remove some items from the dryer.
	Dryer has a fault.	Refer to 'FAULT CODES'.
	End of cycle.	Go to <b>SETTINGS</b> and turn off alerts. Refer to 'MENU'.
	Dryer is not level.	Ensure the dryer is level. Refer to installation guide.
	Compressor noises.	This is normal. At the start of the cycle the dryer may make some unfamiliar noises when the compressor turns on.
CYCLE TIME LONGER THAN USUAL	Cycle time may be affected by a number of factors and is approximate.	Cycle time is affected by the size and composition of the load, how wet/dry the load was to begin with, the environmental conditions the dryer is operating in, cycle options selected, sensing while drying and any interruptions during the cycle.
SMALL ITEMS TRAPPED IN THE DOOR THAT DO NOT DRY	Items are plastered during high speed spin or get pushed between gasket and glass.	Use drying rack or garment bag for small items that may become trapped between the door glass and gasket and do not fully dry.

# Solving dryer problems

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
FABRIC DAMAGE	Delicate items not dried on an appropriate cycle.	Dry delicate items on a <b>DELICATE</b> cycle. Refer to pages 16-19.
	Metal parts on the items or in the load.	Fasten zips and other clasps before placing items in the washer dryer.
	Items not separated or dried on an appropriate cycle for the fabric type.	Dry similar items together. Ensure an appropriate cycle is selected. Refer to pages 12 and 16-19.
	Dryness level selected not appropriate for the fabric type.	Ensure the dryness level selected is appropriate for the fabric type. Refer to the items care label.
	Instructions on care label not followed.	Follow the instructions on the care label of the items.
	Items fell off the rack during <b>RACK DRY</b> .	Ensure the rack is installed correctly and only one or two items are placed on the rack at a time. Refer to 'RACK DRY'
	Used a <b>TIME DRY</b> cycle and did not monitor the dryness of clothes during the cycle.	Ensure that clothes are checked for dryness during cycle when using the timed programmes to avoid over drying.
	Cycle selected not appropriate for the load.	Select an appropriate cycle for the load. Refer to 'CYCLES'.
	Items removed from dryer before cycle has finished.	Removing items before the <b>COOLING</b> phase may cause damage. Spread items out and allow to cool fully before putting away.
CREASING	Washer dryer overloaded.	Do not overload washer dryer.
	Incorrect cycle for load type.	Use specified cycle for particular load type and add on <b>CREASE FREE</b> + option to your cycle.
	Spin speed too fast.	Select lower spin speed.
	Wet clothes left in washer dryer or laundry basket.	Laundry left sitting wet is more likely to crease. If not removing clothes from washer dryer immediately at end of cycle, select the <b>CREASE FREE+</b> option. Do not leave wet washing sitting in a washing basket.
	Wash temperature too hot for load type.	Select a lower wash temperature. Check items care label for correct care.
	Items not sorted correctly.	Sort load so that items of similar weight are washed and dried together.

#### **FAULT CODES**

#### How do I know if there is a problem?

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

#### What to do

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

#### If problem persists

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

#### 'E' fault codes

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

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

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

GENERAL ALERTS	WHAT TO DO
SCREEN LOCKED	Press and hold the screen to unlock the controls.
CLOSE DOOR	Ensure the door is firmly shut, then press confirm to resume cycle.
	Try opening and closing the door again.
	Reposition the load, ensuring items are not in the way of the door.

WASHER ALERTS	WHAT TO DO
DRUM CLEAN	Clean the drum. Go to the menu and select <b>DRUM CLEAN</b> . Add good quality powdered detergent or drum cleaning product specifically designed for front loading machines. Once detergent is added click confirm and then start and washer dryer will begin cycle. The reminder will display after every cycle, until the cycle is performed.
OUT OF	Redistribute items in the drum before resuming.
BALANCE	If the warning persists, stop the cycle and adjust <b>SPIN</b> to a lower speed before resuming.
	If the problem persists, check that the washer is correctly levelled.
OVERSUDSING	Wait for the suds to dissipate. The cycle will resume when the suds have reduced. When oversudsing occurs you may notice a reduction in performance.
	Check you are using a detergent suitable for front loaders.
	Check you are not overdosing the detergent.
	Check the drain hose height does not exceed 1000mm.
NO WATER	Check taps have been properly connected and are turned on.

# **FAULT CODES**

DOOR LOCKED	The temperature in the drum is over 55°C therefore it is not safe to open the door. Wait until the temperature drops below 55°C.
	Check the water level in the drum. If the level is above the bottom of the door seal, the door cannot be opened. Use <b>ADD ITEM</b> if you wish to add or remove items.
	If the drum is still moving, wait for it to stop before attempting to open the door.
	REMOTE MODE is enabled, refer to 'WI-FI CONNECTION AND REMOTE MODE'
UNLOCKING DOOR	The door may be locked due to an high water level. The door will unlock when water level has reduced.
	The door will be locked if drum is still moving or cycle is on. Door will unlock when drum is no longer moving or cycle is finished.
COOLING IN PROGRESS	Clothes are too hot to handle. Machine will continue to tumble clothes with out heat to cool them down.
AUTO DETERGENT LOW	Refill <b>AUTO DOSE DETERGENT</b> compartment or switch to <b>MANUAL</b> . Take care to not fill beyond the <b>MAX</b> mark.
AUTO SOFTENER LOW	Refill <b>AUTO DOSE SOFTENER</b> compartment. Take care to not fill beyond the <b>MAX</b> mark.
FILTER BLOCKED	The pump filter is blocked and needs to be cleaned. Refer to 'CLEANING THE PUMP FILTERS'.
HIGH TEMP	Door may remain locked due to high temperature in drum. Wait for temp to reduce then try again.
WATER LEVEL	Water level is too high. If this occurs, disconnect power and water and contact Fisher & Paykel Customer Care.
ADD ITEM	Wait for the door to unlock. The washer may need to lower its water level and/or wait for a safer drum temperature before unlocking.
DRYER ALERTS	WHAT TO DO
FIT LINT FILTER	Clean lint filter and carefully vacuum the evaporator grid.
	Check the lint filter is not damaged.
	Check there is nothing else trapped in the filters or evaporator grid, which may be blocking the air flow.
COOLING DOWN	Wait for the dryer to cool. The cycle will resume once the drum has cooled.
ROOM TEMP LOW	The room temperature is too low for the dryer to work effectively. Ensure that the room temperature is above 5°C to avoid loss of efficiency.
ROOM TEMP HIGH	The room temperature is too hot for the dryer to work effectively. Wait for environment to cool before resuming.
MAX TIME REACHED	There are a number of reasons the maximum cycle time might be reached. Refer to 'DRYER TROUBLESHOOTING'.

### MANUFACTURER'S WARRANTY AND SERVICE GUIDE

#### NZ



#### To access your Warranty and Service Guide

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

#### AU



#### To access your Warranty and Service Guide

Scan the QR code with your smart-phone to access your warranty and book a service, refer to your separate warranty and service book or view online at https://www.fisherpaykel.com/au/help-and-support/warranty-information

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

Complete and k	eep for safe reference:
Model	
Serial No.	
Purchase Date	
Purchaser	
Dealer	
Suburb	
Town	
Country	

### FISHERPAYKEL.COM

© Fisher & Paykel Appliances 2025. All rights reserved.

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

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

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