

*Fisher & Paykel*

CleanSmart™ Clothes washer

**Installation instructions  
and User guide**

NZ AU



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## ***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 *CleanSmart*<sup>™</sup>

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

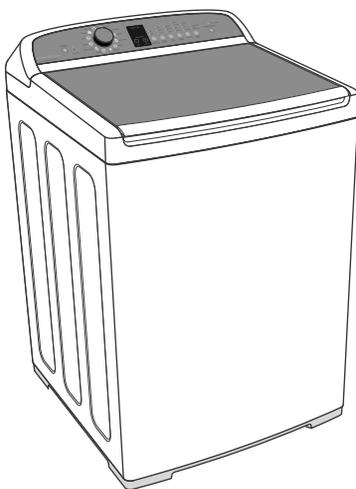
At Fisher & Paykel we aim to provide innovative products that are simple to use, ergonomic and kind to the environment. Thousands of tonnes of washing and over 75 years of laundry experience have been programmed into your clothes washer to help give you the best possible performance.

Your *CleanSmart*<sup>™</sup> washer has an extra large capacity, numerous wash cycles and options, and an ergonomic design so you can efficiently perform every wash task with ease. Your washer is a 'High Efficiency' machine utilising innovative technology to wash in less water while taking great care of your clothes. Similarly, taking extra care in the way you use your high efficiency washer will help ensure you make the most of its capabilities.

The revolutionary water and energy efficient wash action of your *CleanSmart*<sup>™</sup> washer means that it is no longer necessary to wash using a full bowl of water. This innovative wash action relies on rolling the clothes through a small volume of water to ensure optimal wash results. Please be aware that the water level for this washer is fully automatic, meaning that there is no option to manually select your water level.

Please take the time to read these instructions carefully before you begin using your washer. Like with all High Efficiency washers, a little extra care in how you sort your clothes and in choosing your wash cycle and detergent, will ensure that you get the best possible performance from your washer.

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



## Unpacking

To ensure the best performance from your new *CleanSmart™* clothes washer please follow the instructions below.

### Removing the packaging

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

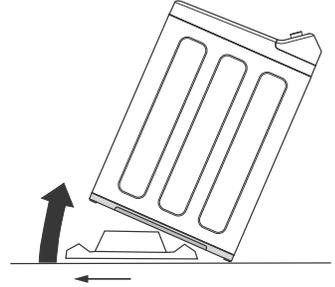


Fig.1 Tilt washer backwards to remove packer

### **Important!**

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

## Location

Your washer must be installed on a level surface, not on any textured floor coverings (eg carpet, rugs) to ensure 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 (if not already inserted into the feet).

## Drain hose

- 1 Carefully pull the drain hose out from the back of the machine by pulling the exposed part of the hose downwards and outwards.
- 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.

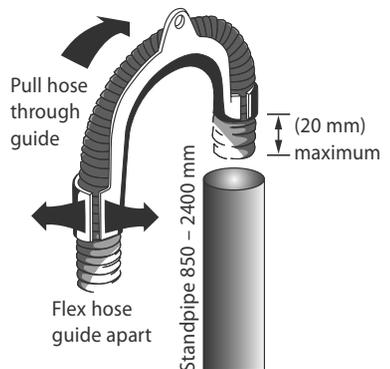


Fig.2 Fitting the drain hose guide

# Installation instructions

## 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 that is equipped with a drain.
- Draining must comply with local by-laws.

## Water supply

- This clothes washer should be plumbed into both a hot and cold water supply otherwise some cycles may not function correctly.  
Note: your washer does not have an internal heater to heat water.
- Your hot water should not exceed 65°C and your cold water should not exceed 35°C. Temperatures above these may cause a fault or cause damage to the machine.
- If you have an uncontrolled water-heating source (eg a wet back or solar heating) you should have a tempering device fitted (eg a safe valve). This will ensure the hot water temperature remains within safe limits. For the most suitable type of tempering device we recommend you contact a local plumber or plumbing supply merchant.
- Inlet Water Static Pressure of between 34 kPa (5 psi) and 1 MPa (150 psi) is required.
- Minimum flow rate from the tap supplying the clothes washer should be greater than 6 litres/min (assumes 12.7 mm (½ inch) diameter pipes).

### 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 white connector hose to cold (if your hoses are colour-coded).
- 2 Connect the elbow ends of the inlet hoses to the 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.

H = Hot

C = Cold

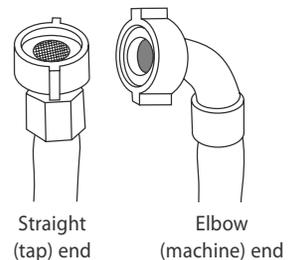


Fig.3 Inlet hose ends

## Inlet hose replacement

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

## Electrical

This appliance must be supplied with a 220 V – 240 V, 50 Hz, sinusoidal, 10 A electrical supply.

## 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.

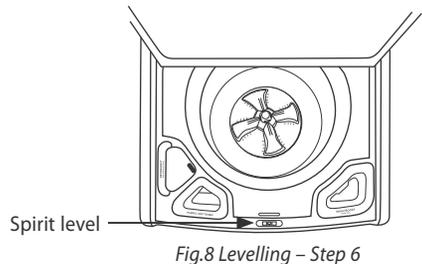
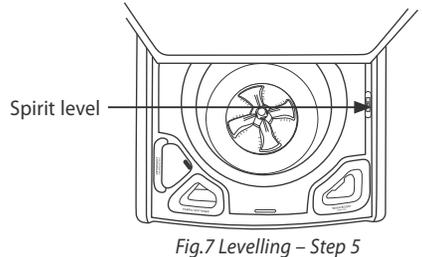
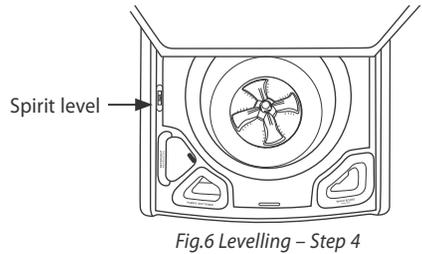
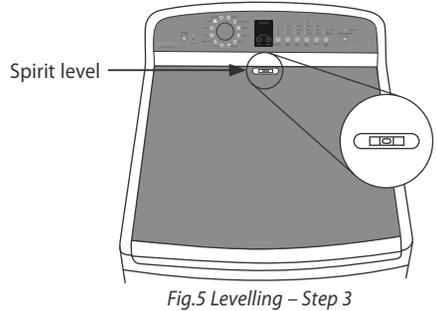
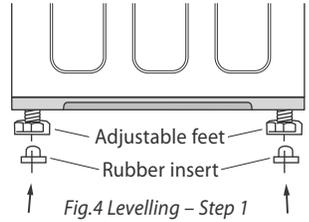
Your washer is equipped with self-locking feet to ensure they do not move once you have levelled your machine. To adjust the feet, pull down then twist to move them up or down.

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 the power cord, remove and discard the plastic pin cover, and plug into wall socket and turn the power on.

### Installation test cycle

Your washer must be correctly installed before use. Check the machine's installation and operation 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 three 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 41 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 persons (including children) 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.
- The lid will be locked from the start of the cycle until the cycle is complete for safety reasons. To open the lid during operation, you must touch START / PAUSE.
- Supervise children at all times to ensure they do not play with the washer.
- The only user-removable parts of the washer are the inlet hoses and dispenser funnels. No other parts are designed to be removed by anyone other than a Fisher & Paykel Authorised Repairer.

### **Important!**

*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.*

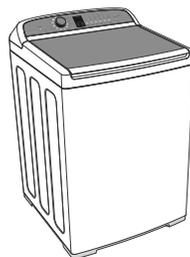
#### Accessories and spare parts

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

Hose Inlet Long (2 m)	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.

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

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



## CleanSmart™ capacity

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

10 kg load	
4 Sheets (double)	6 Pillowcases
8 Bath towels	6 Shorts
3 Tablecloths	4 Wash cloths
4 Shirts	2 Handkerchiefs
6 T-shirts	

Note: the above load compositions are indicative only. We recommend for everyday use that you separate out your sheets and towels and wash them on the cycles specifically designed for them.

The REGULAR cycle, with High Efficiency ON and ECO option selected, is the recommended water and energy saving cycle for normally soiled, everyday washing.

## Machine information

### Specifications

Model	Capacity	Depth	Width	Height*	Height (lid open)
WL1068P	10.0 kg	700 mm	685 mm	1060 – 1090 mm	1440 – 1470 mm

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

- Electrical supply: 220 – 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

Note: the exact height of your washer is dependent on how far the feet are extended from the base of the machine.

## Before you start

- It is important to sort your clothes, particularly separating white/light colours from dark colours, as well as separating out sheets and towels. Refer to page 13 for more details on sorting and loading.
- Wash new, highly coloured and dark coloured items separately to prevent dye transfer onto other items.
- Sort lint givers and lint collectors (refer to page 13).
- Close bra clasps, do up zippers and check pockets.
- Place your clothes directly into the wash bowl.
- Don't wrap sheets around the bowl like a snake, drop them in as loose parcels to the side of the low profile agitator, and in layers (refer to page 13).

## Detergent

- Although your *CleanSmart™* is a top-loading machine, this High Efficiency washer has been designed for use with liquid **Low Sudsing, 'HE' or 'Front Loader'** type detergent.
- *CleanSmart™* offers a detergent dispenser for your convenience, located on the front, left hand side of the top deck.
- For the correct detergent dose, please follow the manufacturer's directions outlined on the detergent package.
- Pour the detergent down the detergent dispenser.
- For more information on detergent, fabric softener and the WASH BOOST options please refer to pages 15 – 17.

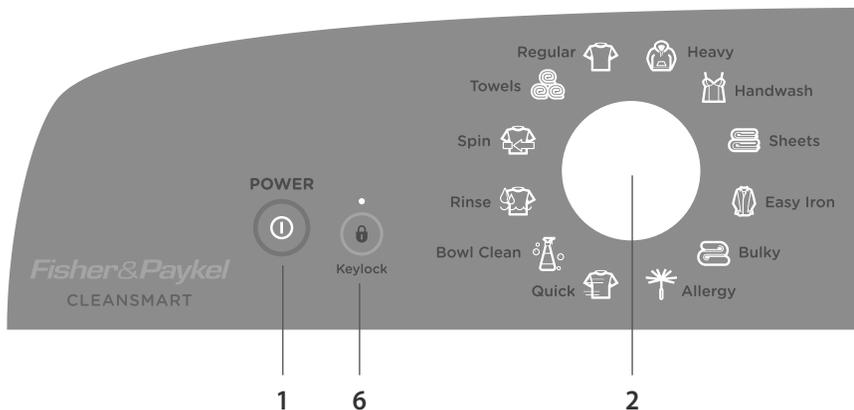
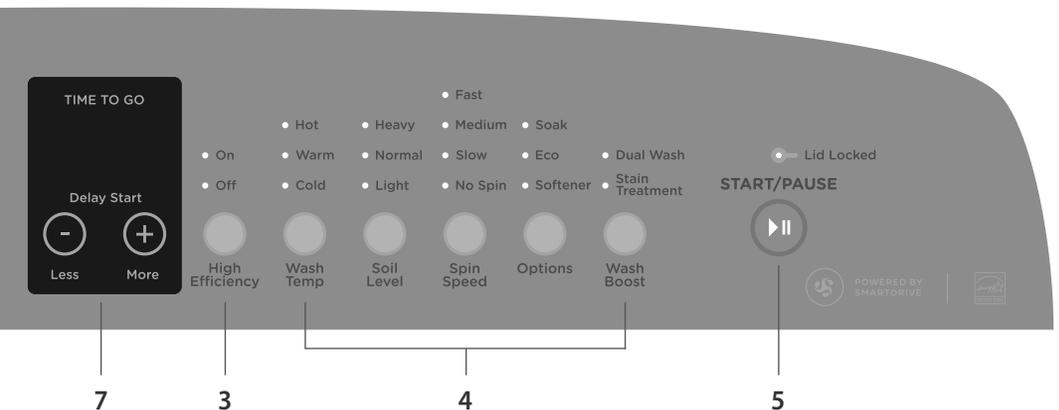


Fig.9 CleanSmart™ control panel

## Using your washer

The buttons require only a gentle touch to activate.

- 1 Touch POWER to activate your *CleanSmart™* washer.
  - 2 Select your desired wash cycle by turning the SmartTouch Control Dial. The wash cycle icons will illuminate as you turn the dial, showing which cycle is selected (refer to pages 18 – 22 for detail about the wash cycles).
  - 3 High Efficiency - this allows you to select either a high efficiency (High Efficiency On – to save water) or conventional cycle (High Efficiency Off – to use more water when needed) (refer to page 12).
  - 4 Choose your wash options. For example, if you would like a warm wash temperature, touch the WASH TEMP button until the light next to 'Warm' is lit. If you wish to use fabric softener, ensure SOFTENER is selected in OPTIONS (refer to pages 23 and 24).
  - 5 Touch START/PAUSE to start the cycle and let *CleanSmart™* do the rest for you. The washer will start to fill with water and will automatically select the correct water level and wash action for your load.  
Please note: constant interruptions to the cycle, such as touching START/PAUSE will increase the time taken to complete the cycle and may result in poorer wash performance.
  - 6 Use KEYLOCK to lock the buttons on the control panel, preventing them from being activated accidentally (refer to page 10).
  - 7 DELAY START allows you to delay the start of your wash by 5 mins up to 18 hours (refer to page 24).
- For best fabric and colour care, remove your clothes as soon as the cycle has finished.



### **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.*

## SmartTouch Control Dial

The SmartTouch Control Dial provides easy and efficient cycle selection. As you rotate the dial, the cycle selected will be illuminated, along with the default settings for that cycle on the right of the control panel.

## SmartTouch buttons

The smooth, easy clean buttons require only a gentle touch to activate. Use these to power your machine on and off, start and pause your washer, select your wash options, activate keylock and programme a delay start.

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

## Keylock mode

Keylock can be used to lock the buttons on your *CleanSmart™* when not in use. This will avoid accidental button pushes from items left on the lid of the washer (eg washing baskets) 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 display panel. Keylock will remain activated but let you select your wash cycle options and start the cycle.
- To PAUSE your washer at any time during the cycle, **touch and hold the PAUSE button for 2 seconds or touch the PAUSE button twice in quick succession**.
- To STOP your washer and power off, **touch the POWER button twice in quick succession or touch and hold the POWER button for 2 seconds**.

## Lid lock

The lid of your *CleanSmart*™ 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 during the cycle touch START / PAUSE.**

The lid will be locked from the start of the wash to the end, unless START / PAUSE is pressed.

If the lid is left open, your *CleanSmart*™ 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, ensure that the lid is closed 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.***

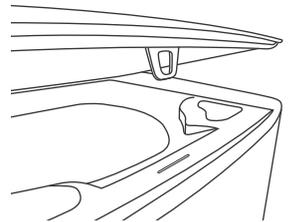


Fig.10 Lid lock

## Auto drain

- Unsupervised clothes washers filled with water can present a drowning hazard to small children. In order to minimise any risk of this type of accident, your *CleanSmart*™ has been pre-programmed to know when this potential hazard is created and drain the wash water to a safe level.
- If you pause your *CleanSmart*™ 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 message ("Adr") will be displayed on the digital display while AUTO DRAIN is in operation. The cycle can be restarted at any time by touching START / PAUSE.

## 12 The unique CleanSmart™ wash

The *CleanSmart*™ washer has two modes of washing, **HE 'On' (High Efficiency)** and **HE 'Off' (Conventional)**. Both modes start the same way, with a Detergent Activating wash.

### Detergent Activating wash

*CleanSmart*™ fills the bowl at the selected water temperature, with just enough water so the clothes are saturated. This small amount of sudsy water flows through the clothes, up a specially designed portal and back onto the clothes in a waterfall effect. This thoroughly dissolves and activates the detergent.

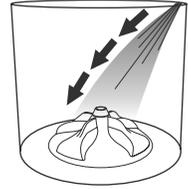


Fig.11 Detergent Activating wash

### High Efficiency On (High Efficiency mode)

In the High Efficiency mode the *CleanSmart*™ then fills with just enough cool water to lift the clothes off the low-profile agitator so that when it rotates, the clothes gently roll over each other. This wash gives you the benefit of water savings, using similar quantities of water to most front loaders.

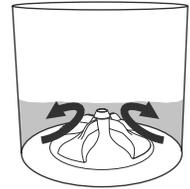


Fig.12 High Efficiency wash

### High Efficiency Off (Conventional mode)

The Conventional mode is the immersion wash all top-load washer users are familiar with. However, this mode still uses less water than that of other top loaders which utilise the immersion wash. After the Detergent Activating wash the *CleanSmart*™ fills with cold water until the clothes are submerged, and gently turns the clothes over. We recommend this mode when the dilution effect of water can solve or prevent common wash problems. For example, when dye or colour run can be a problem (ie new, dark-coloured garments), or when washing sandy towels.

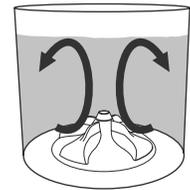


Fig.13 Conventional wash

Some cycles can be used in both modes, whilst others are available in only one.

	HE On	HE Off
Regular	✓	✓
Heavy	✓	✓
Handwash	✓	✓
Sheets	-	✓
Easy Iron	-	✓
Bulky	-	✓
Allergy	✓	✓
Quick	✓	-
Towels	✓	✓

These two wash modes mean that your *CleanSmart*™ washer gives you the best of both worlds, accommodating any laundry situation.

When sorting your wash load and loading your *CleanSmart™* there are some important things to consider:

## Sorting

- Care labels provide valuable information about the fabric type and how the garment should be washed.
- Sort items according to what they are soiled with – some soils, like mud and blood are best washed in cold water. Oily soils (eg some foods and marks on shirt collars) are best washed in warm water.
- Always separate coloured items from whites, especially when they are new.
- Some items are lint givers (eg towels, nappies), while others are lint collectors (eg black trousers, synthetic socks). Always wash lint givers and collectors separately.

Lint givers	Lint collectors
Towels	Synthetics, eg polar fleece
Flannelette sheets	Corduroy
Nappies	Polyester cottons

## Before you load

- Check pockets for items that could damage your clothes or get caught in the washer.
- Close zippers, hooks and eyes, and other fastenings (ie fasten the opening of duvet covers), and remove loose bra wires. All these can damage both your *CleanSmart™* and your clothes.
- Place delicate items, such as lingerie, in a mesh laundry bag.
- Pre-treat any stains taking care not to spray or wipe pre-treaters around and directly on your washer. These can damage the plastic surfaces.

## Loading

- *CleanSmart™* is more efficient when washing larger loads. So try to wash larger loads – without packing clothes too tightly into the wash bowl. Wait till you have at least 4 or 5 items before you do a wash.
- For the best wash, only fill the machine to the top of the stainless steel bowl (ie to just underneath the plastic ring).
- Always separate out your sheets and wash them on their own using the specifically designed SHEETS cycle. Your sheets will wash better and last longer this way. Load sheets in parcels to the side of the low profile agitator and in layers around the bowl. Do not load sheets across the centre of the low profile agitator.
- Never wrap items around the low-profile agitator like a snake, or spread them over the agitator. Instead, place them in as loose parcels. This will help prevent tangling and out of balance issues.
- For best results and longevity, always separate out your towels and wash them on their own using the specifically designed TOWELS cycle.

## ***Important!***

- *Please do not under any circumstances wash an electric blanket in your CleanSmart™ washer.*
- *It is not recommended that you wash curtains in your CleanSmart™. Sunlight makes them brittle and they may disintegrate during washing.*

You may notice that your *CleanSmart™* clothes washer behaves differently from your previous washer. Your *CleanSmart™*, like all High Efficiency washers, has fully automatic water level selection. This means that, like front loaders, the selection of the water level is left entirely up to the washer. This ensures optimum wash performance and water savings. Should you wish to use more water, simply select High Efficiency OFF (where available). Refer to 'High Efficiency Off', page 8.

## Sorting and loading explained

Your *CleanSmart™*, like front loading machines, uses much less water and energy than traditional top loading clothes washers. It is important that you sort your wash load to ensure optimum wash performance.

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**Sheets** – Separate out sheets and duvet covers and use the SHEETS cycle which has been especially designed for these items. Ensure that duvet / doona covers are buttoned or domed closed before placing in the machine. To get the best possible wash, load these items individually as 'parcels' toward the outer edge of the bowl (ie to the side of, not directly across the low profile agitator) and in layers (two items per layer).

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**Coloured items** – Dye or colour run can be a problem with High Efficiency washers, so separate highly coloured garments especially when they are new and have not been washed many times. Choose the REGULAR cycle, High Efficiency OFF and COLD wash temp. Most dye transfer occurs when clothes are left too long in the machine at the completion of the cycle so try not to leave your coloured clothes lingering in the washer.

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**Bulky items** – Duvets / doonas, sleeping bags, water-proof items, ski jackets, blankets and throws are all items which tend to behave unusually in a clothes washer. The lighter items tend to float, while a large blanket can get very heavy and make spinning difficult. Your *CleanSmart™* has a specific BULKY cycle option designed to help take care of these washing challenges.

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**Creasables** – When you are concerned about creasing or wrinkling of items we recommend you use the EASY IRON or HANDWASH cycles. Alternatively, select one of the Conventional cycles (ie High Efficiency OFF). The extra water used by these cycles will help to reduce creasing. Reducing the SPIN SPEED of the wash may also help (refer to page 24).

---

**Jeans** – These heavy items can be responsible for damaging other items in the wash and require special attention when it comes to washing them. We feel that they should be washed separately using the REGULAR cycle, High Efficiency OFF and COLD wash temp, or using the BULKY cycle (with COLD wash temp).

Hint: turn your jeans inside-out before washing to help maintain their appearance.

---

**Soil** – Very dirty, sandy or lint loads are best washed separately to prevent transfer onto other garments. It may be that you have new towels that create lots of lint, or very sandy beach gear. We suggest selecting High Efficiency OFF in these circumstances or selecting the fabric softener rinse as this will give an extra deep rinse (ie ensure the SOFTENER option is selected). Note: there is no need to add fabric softener to the dispenser in this instance (refer to page 16). Very dirty loads should be washed separately. HEAVY soil level should be selected to provide some extra agitation (refer to page 23). We recommend selecting the DUAL WASH option for extra dirty loads (refer to page 17).

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**Delicates** – To take extra special care of delicate items, we suggest using the HANDWASH cycle.

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## Choosing the right detergent

Your *CleanSmart™* is a High Efficiency clothes washer and needs a **Low Sudsing Detergent** to prevent oversudsing problems. This is the same type of detergent Front Loaders use and is labelled, "Low Suds", "Matic", "High Efficiency" or "HE".

We recommend the use of liquid detergents in most washing situations to achieve the best results. This is particularly important when washing dark garments.

When washing woollens use a wool detergent but use it sparingly as these are usually very high foaming. Do not use soap flakes or granulated soap powders.

## How much detergent?

Use the instructions stated on the detergent label as a guide to the correct amount 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 and towels less.

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

## Where do I put my detergent?

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

You will notice that most of the detergent placed in the dispenser will fall into the machine. It will remain in an area separated from your clothes until the machine begins to fill. As the washer fills, the dispenser will be flushed of any residue. The detergent is then mixed with water at the bottom of the machine, dissolving and activating it to ensure optimum wash performance.

## **Important!**

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

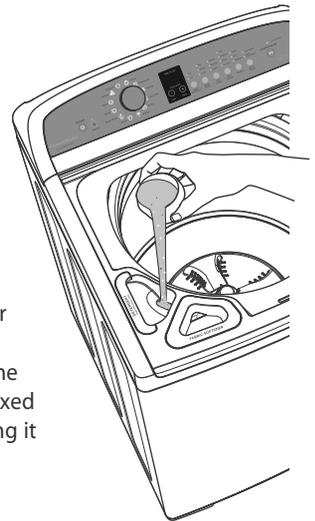


Fig.14 Adding detergent to the detergent dispenser

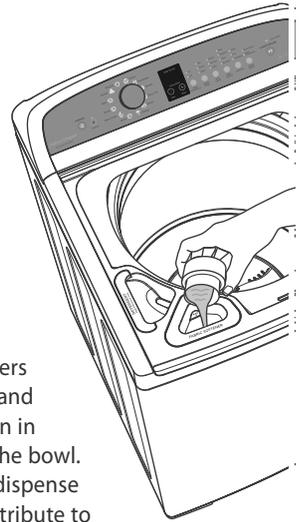
## Choosing the right cycle

If you wish to use fabric softener you will need to select **SOFTENER** by touching the **OPTIONS** button which will give you a deep rinse. If the **SOFTENER** option is not selected, the fabric softener will not be dispensed correctly.

Note: a small volume of water remaining in the dispenser at the end of the cycle is normal.

## Adding the fabric softener

Always refer to the fabric softener package for the manufacturers recommended dosage. Measure the softener out into the cap and pour into the fabric softener dispenser. The softener will remain in the dispenser until the deep rinse where water flushes it into the bowl. Note: if you fill beyond the **MAX** mark, the fabric softener will dispense into the bowl prematurely and may stain clothes, and also contribute to scrud (described below).



*Fig.15 Adding softener into the fabric softener dispenser*

## Cleaning the dispenser

The dispenser may need cleaning periodically. Please refer to page 31 for advice about cleaning the dispenser.

## Scrud

Scrud is the name of the waxy build-up that can occur within any washer when fabric softener comes into contact with detergent. This build-up is not brought about by a fault in the machine. If scrud is allowed to build up in the machine it can result in stains on clothes or an unpleasant smell in your washer. Scrud can be kept under control by using the **BOWL CLEAN** cycle regularly (refer to page 31).

If you wish to use fabric softener we recommend to:

- Use it sparingly. Measure it carefully to ensure you do not fill above the **MAX** level of the dispenser.
- Use one that is of a thinner consistency.
- Clean the dispenser as soon as the cycle has finished.
- Clean your machine regularly using the **BOWL CLEAN** cycle (refer to page 31).
- Cold water washing increases the chance of this build-up occurring. We recommend a warm or hot wash at regular intervals, eg every 5th wash.

## Wash Boost options

Your CleanSmart™ washer has an extra dispenser located on the right hand side called the Wash Boost dispenser. You can use this dispenser to boost your wash performance in two ways:

### Stain Treatment

The STAIN TREATMENT option allows you to add a liquid in-wash fabric stain remover to help combat tough stains. The liquid treatment is released into your wash at just the right time to work on any stains present. Short soaks are included in the wash to effectively boost stain removal. For the stain remover to be dispensed correctly, ensure STAIN TREATMENT is selected before starting your wash.

Note: Pre treatment products, such as concentrated spray-on fabric stain removers must NOT be used in the Wash Boost dispenser.

### Dual Wash

For extra dirty loads you can perform a DUAL WASH. Your CleanSmart™ will complete a double wash; the first is an initial wash to loosen soil and get the wash started using a cool water temperature to ensure any stains are not “set in”. Detergent for this part of the wash should be placed in the detergent dispenser. The second part is a complete wash to remove all traces of dirt. The liquid detergent for this part of the wash should be placed in the Wash Boost dispenser. When you feel your load requires extra washing, ensure DUAL WASH is selected from the WASH BOOST options.

Note: you can use the manufacturers recommended dose of detergent in each of the detergent and Wash Boost dispensers. However, reduce the amount if you have problems with over-sudsing.

### ***Important!***

***The Wash Boost dispenser is NOT designed to dispense bleach into your wash. The bleach will not be dispensed correctly and may damage your clothing. Only liquid detergent or liquid in-wash fabric stain remover must be used (ie no powder).***

### Adding the liquid in-wash fabric stain remover or liquid detergent

Liquid in-wash fabric stain remover, or liquid detergent only, must be used in the Wash Boost dispenser. Refer to the manufacturers instructions on the package for the correct dosage. Add the liquid in-wash fabric stain remover or liquid detergent to the dispenser before starting the wash cycle ensuring you do not exceed the MAX LEVEL shown on the dispenser.

Note: a small volume of water remaining in the dispenser at the end of the cycle is normal.

### Cleaning the dispenser

The dispenser may need cleaning periodically. Please refer to page 31 for advice about cleaning the dispenser.

## 18 Wash cycles

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

### Wash cycles explained

 <b>Regular</b>	<b>Regular – High Efficiency On</b> For normally soiled everyday cotton loads, eg t-shirts, shorts, shirts.	
	<b>Regular – High Efficiency Off</b> For everyday loads where extra water is an advantage. For example when the load is linty, sandy, or dye run is possible.	
	<b>High Efficiency ON</b> (Default mode)	<b>High Efficiency OFF</b>
Agitate time*	11 – 16 mins	11 – 16 mins
Wash action	Regular High Efficiency	Regular Conventional
Wash temp	Warm / Cold	Warm / Cold
Rinse sequence	Spray / HE Deep	Spray / Deep
Spin	Fast (1100 rpm)	Fast (1100 rpm)

 <b>Heavy</b>	<b>Heavy – High Efficiency On</b> Recommended cycle for heavily soiled durable garments, eg tea towels, rugby shorts, children's clothes.	
	<b>Heavy – High Efficiency Off</b> For heavily soiled durable garments when you want to use more water.	
	<b>High Efficiency ON</b> (Default mode)	<b>High Efficiency OFF</b>
Agitate time*	13 – 18 mins	13 – 18 mins
Wash action	Heavy High Efficiency	Heavy Conventional
Wash temp	Warm	Warm
Rinse sequence	Spray / HE Deep	Spray / Deep
Spin	Fast (1100 rpm)	Fast (1100 rpm)



## Handwash

**Handwash – High Efficiency On**  
For delicate lightly soiled clothes.

**Handwash – High Efficiency mode Off**  
For when you want to wash your delicates in more water. Also recommended for machine and hand washable woollen items.

	High Efficiency ON	High Efficiency OFF (Default mode)
Agitate time*	6 mins	6 mins
Wash action	Delicate High Efficiency	Delicate Conventional
Wash temp	Warm/Cold	Warm/Cold
Rinse sequence	Spray/HE Deep	Spray/Deep
Spin	Slow (330 rpm)	Slow (330 rpm)



## Sheets

**Sheets – High Efficiency On**  
Not available.

**Sheets – High Efficiency Off**  
Recommended cycle for sheets, tablecloths, duvet/ doona covers.

	High Efficiency ON	High Efficiency OFF (Default mode)
Agitate time*	n/a	15 mins
Wash action		Sheets Conventional
Wash temp		Warm
Rinse sequence		Spray/Deep
Spin		Fast (1100 rpm)



## Easy Iron

**Easy Iron – High Efficiency On**  
Not available.

**Easy Iron – High Efficiency Off**  
Recommended cycle for minimising creasing.

	High Efficiency ON	High Efficiency OFF (Default mode)
Agitate time*	n/a	11 – 16 mins
Wash action		Regular Conventional
Wash temp		Warm/Cold
Rinse sequence		Spray/Deep
Spin		Slow (330 rpm)



Bulky

**Bulky – High Efficiency On**  
Not available.

**Bulky – High Efficiency Off**  
Recommended cycle for washing bulky items.

	High Efficiency ON	High Efficiency OFF (Default mode)
Agitate time*	n / a	8 mins + 30 min soak
Wash action		Bulky Conventional
Wash temp		Warm
Rinse sequence		2 Deep
Spin		Slow (330 rpm)

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

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

Note: we recommend that you do not wash woollen duvet / doona inners, or any other item marked “dry clean only” in your *CleanSmart*™ washer.



Allergy

**Allergy – High Efficiency On**

Recommended cycle for asthma sufferers and people with skin sensitivities.

**Allergy – High Efficiency Off**

Recommended for situations when a little more water is required.

	High Efficiency ON	High Efficiency OFF (Default mode)
Agitate time*	11 – 16 mins	11 – 16 mins
Wash action	Regular High Efficiency	Regular Conventional
Wash temp	Hot	Hot
Rinse sequence	Spray / 2 HE Deep	Spray / 2 Deep
Spin	Fast (1100 rpm)	Fast (1100 rpm)

Note: the ALLERGY cycle is not recommended for garments prone to colour run.



## Quick

### Quick – High Efficiency On

For washing lightly soiled garments in a faster time.

### Quick – High Efficiency Off

Not available.

	High Efficiency ON (Default mode)	High Efficiency OFF
Agitate time*	9 – 13 mins	n/a
Wash action	Regular High Efficiency	
Wash temp	Warm / Cold	
Rinse sequence	Spray / HE Deep	
Spin	Fast (1100 rpm)	



## Bowl Clean

### Bowl Clean

For maintaining the cleanliness of your washer.

	High Efficiency ON	High Efficiency OFF (Default mode)
Agitate time*	n/a	Periodic agitation during a 2hr soak
Wash action		Regular Conventional
Wash temp		Hot
Rinse sequence		Spray / Deep
Spin		Medium (670 rpm)

Cleaning the inside of your washer regularly is important. Your washer will remind you to complete a BOWL CLEAN cycle every 100 cycles (the BOWL CLEAN cycle icon will flash to alert you) or we recommend you complete this cycle 5 – 6 times a year (refer to page 31).

## Wash cycles



**Towels**

### Towels – High Efficiency On

Recommended for washing lightly soiled towels and when you want to save water.

### Towels – High Efficiency Off

Recommended cycle for everyday washing of towels, new towels that may release dye during the wash, and after a day at the beach.

	High Efficiency ON	High Efficiency OFF (Default mode)
Agitate time*	11 – 16 mins	11 – 16 mins
Wash action	Towels High Efficiency	Towels Conventional
Wash temp	Warm / Cold	Warm / Cold
Rinse sequence	Spray / HE Deep	Spray / Deep
Spin	Fast (1100 rpm)	Fast (1100 rpm)



**Rinse**

### Rinse – High Efficiency On

This cycle allows you to select a water efficient Rinse and Spin only.

### Rinse – High Efficiency Off

This cycle allows you to select Rinse and Spin only, using more water in the rinse for those situations that require it.

	High Efficiency ON	High Efficiency OFF (Default mode)
Agitate time*	None	None
Wash action	None	None
Wash temp	None	None
Rinse sequence	Spray / HE Deep	Spray / Deep
Spin	Fast (1100 rpm)	Fast (1100 rpm)



**Spin**

### Spin

This cycle gives you the ability to select a Spin only. This cycle also allows you to customise the spin speed to suit your needs.

Agitate time*	None
Wash action	None
Wash temp	None
Rinse sequence	None
Spin	Fast (1100 rpm) or as selected.

If you wish to change any of the wash options while your *CleanSmart™* is running, press START/PAUSE then select the required option.

\*Refers to the agitation time in the 'wash' part of the cycle, *not* the total time taken to complete a cycle. In addition, the actual wash time depends largely on the size of your wash load, therefore can vary by a number of minutes.

## Wash cycle options explained

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

### High Efficiency

This option lets you choose between a High Efficiency (ie High Efficiency On) and Conventional (ie High Efficiency Off) mode of washing.

Some cycles can be used in either of the modes, or only one, depending on what is best for your clothes (refer to page 12).

### Wash Temp

*CleanSmart™* offers five wash temperatures and an additional setting, CONTROLLED COLD.

Cold Tap	Controlled Cold	Warm / Cold	Warm	Warm / Hot	Hot
Incoming water from tap	20°C	35°C	40°C	50°C	60°C

Simply touch the WASH TEMP button to increase or decrease the wash temperature.

Note:

- The temperature option selected determines the temperature of the first phase of the two-part wash system, known as the Detergent Activating Wash (with the exception of the ALLERGY cycle where both parts of the wash are hot).
- Some temperatures are not available on some cycles as a safeguard for your clothes (eg HOT and WARM / HOT on the HANDWASH cycle).

Hint: if a hot wash is required, where both phases of the wash system are hot, you must select the ALLERGY cycle, or the SHEETS cycle and HOT temperature.

### Controlled Cold

The temperature of cold tap water varies widely, depending on your location and the season. The lower the cold water temperature, the less effective the cold wash becomes. To help with this issue we have developed CONTROLLED COLD which adds a small amount of warm water, when necessary, to raise your cold water wash to approximately 20°C. This will ensure that you receive a more effective wash in cold water. Cold Tap ("tAP") is the default COLD setting on your washer. If you wish to use the CONTROLLED COLD setting as the default COLD setting, refer to page 28 to learn how to change the default setting.

### Soil level

Your clothes and other washable items sometimes need more or less cleaning than others. The SOIL LEVEL option lets you adjust the wash to suit the amount of soil in your load. For example, for dirty clothes, select HEAVY and for items that are only lightly soiled, select LIGHT. This adjusts the wash time accordingly to give the load the right amount of agitation in order to remove the soil.

## Spin Speed

Your *CleanSmart*<sup>™</sup> washer offers three spin speeds: FAST (1100 rpm), MEDIUM (670 rpm) and SLOW (330 rpm), plus an additional SPIN HOLD option. Simply increase or decrease your spin speed by touching the SPIN SPEED button. SPIN HOLD will pause the washer at the end of the rinse, allowing you to remove drip-dry items before you proceed the washer to its final spin (touch START / PAUSE to start the spin).

## Wash Boost

If you have stains in your wash load that you need to treat or wish to perform a double wash, select STAIN TREATMENT or DUAL WASH from the WASH BOOST options. Refer to page 17 for detailed information on these options.

## Options

### Soak

The SOAK option provides a two hour soak during the middle of the wash phase of the cycle. The machine will then complete the rest of the cycle. During SOAK, the washer will agitate for a few seconds every minute. To perform a soak during a cycle, simply select SOAK from the OPTIONS menu.

To exit SOAK, touch START / PAUSE and turn the dial to select RINSE. Change the SPIN SPEED if necessary (eg select SLOW if washing handwash only, delicate, or creasable items) and touch START / PAUSE.

Note: if the soak option is selected on a QUICK cycle, the soak time will be one hour only.

### ***Important!***

***Ensure items are colourfast before using soak.***

### 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.

Note: the ECO option is available on selected cycles only. If ECO is not available for a cycle, your washer will skip over it in the OPTIONS menu.

### Softener

If you wish to use fabric softener, ensure SOFTENER is selected. This will adjust the rinse part of the cycle so that softener is dispensed correctly (refer to page 16).

## Delay Start

The DELAY START option can delay the start of the wash cycle between 5 minutes and 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 increase the delay time, and LESS  button to decrease the time, or 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.

## To customise a cycle

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

- 1 Press POWER.
- 2 Turn the dial to select the wash cycle you wish to customise.
- 3 Touch and hold the button of the option you want to customise, eg WASH TEMP for 3 seconds. You will hear 2 quick beeps and the wash cycle icon will flash. The screen will display “SET”.
- 4 Select your preferred setting for this option, and any other options you wish to customise for this cycle.
- 5 Touch the START / PAUSE button to store your customised cycle. A long beep will sound to confirm that your changes have been saved.

To change your customised wash cycle simply repeat these steps.



Fig.16 Customising a wash cycle, eg customising the wash temperature for the REGULAR cycle

## 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.

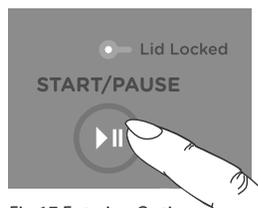
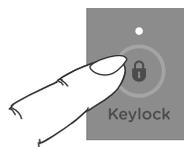
### To enter Option Adjustment mode

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

**The diagram on page 27 shows how the wash cycle icons relate to the options you can change.**

Pages 28 – 30 explain the different options in more detail.

- 2 Use the dial and buttons on the control panel to make your changes to the pre-set options.
- 3 Touch POWER to return to normal mode when you have finished modifying your options. Your washer will automatically remember your changes.



*Fig.17 Entering Option Adjustment mode*

## Adjusting your options

- 1 Enter the Option Adjustment mode (refer to page 26).
- 2 The diagram below shows how the wash cycle icons relate to the pre-set 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 HEAVY, HANDWASH, SHEETS and EASY IRON cycles only.

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



*Fig.18 Option Adjustment mode*

- 3 Use the DELAY START buttons underneath the digital display to scroll through the available settings of your selected option.



*Fig.19 Changing the 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.

**To modify the wash temperature:**

- 1 Enter Option Adjustment mode (refer to page 26).
- 2 Select the HEAVY cycle.
- 3 Select the wash temperature you want to adjust, eg WARM, by touching the WASH TEMP button. The digital display screen shows the current setting.
- 4 Touch the MORE (+) or LESS (-) button to increase or decrease to the desired temperature. Each increment is equal to approximately 0.5°C.



Fig.20 Adjusting the temperature setting, eg increasing the WARM wash temperature

### Controlled cold

If your incoming cold water temperature is very low you will get a less 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.

**To programme the CONTROLLED COLD temperature option:**

- 1 Enter Option Adjustment mode (refer to page 26).
- 2 Select the HEAVY cycle.
- 3 Select COLD wash temperature by using the WASH TEMP button (if not already selected).
- 4 The digital display shows the temperature adjustment possible. The default setting is "tAP", ie the temperature of the incoming water from the cold cylinder.
  - Touch the MORE (+) button until "O" is displayed. Your washer will now control the cold temperature to approximately 20°C. Note: each of the remaining settings equals an approximate increase or decrease of 0.5°C from this point.

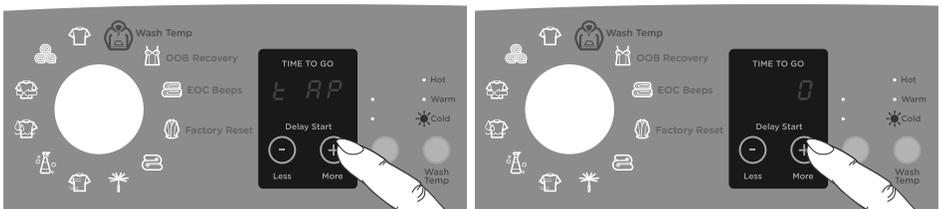


Fig.21 Changing the Cold wash temperature setting to Controlled Cold

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 to 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 (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 and touch START / PAUSE to resume the cycle. 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 routine:

- 1 Enter Option Adjustment mode (refer to page 26).
- 2 Select the HANDWASH cycle.
- 3 Touch the MORE  button to turn AUTOMATIC RECOVERY on or off.



Fig.22 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 26).
- 2 Select the SHEETS cycle.
- 3 Touch the MORE  or LESS  button to increase the number of beeps, or for no beeps to sound at the end of the cycle.



Fig.23 Modifying the number of beeps to signal the end of the cycle

## Factory reset

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

### To reset your washer to its factory settings:

- 1 Enter Option Adjustment mode (refer to page 26).
- 2 Select the EASY IRON cycle.
- 3 The display will show "rSt". Touch 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 then restart the washer in normal operating mode.

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

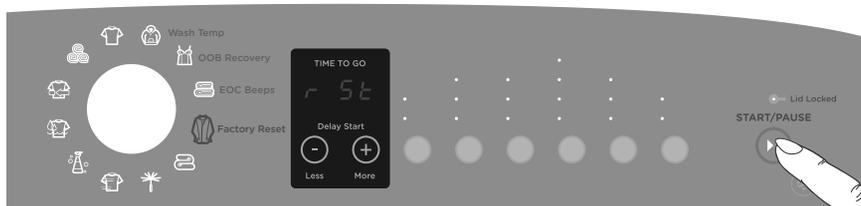
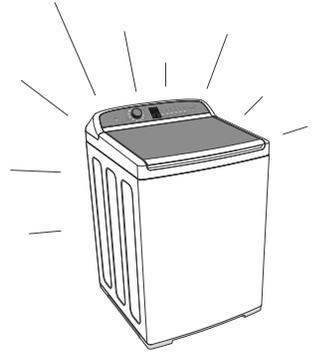


Fig.24 Changing the washer settings back to the factory default

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

## When you have finished using your washer

- Turn off the taps to prevent the chance of flooding should a hose burst.
- Unplug the machine from the power socket.



## Cleaning your *CleanSmart™*

Before you start cleaning your *CleanSmart™* washer, ensure that it is disconnected from the power (ie unplug the machine from the power socket).

### Cleaning the control panel, topdeck and lid

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

### **Important!**

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

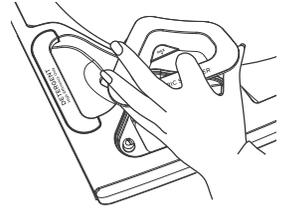


Fig.25 Removing the fabric softener funnel

### Cleaning the detergent, fabric softener, and Wash Boost dispensers

Wipe out the detergent dispenser with a damp cloth. The funnels (tops) of both the fabric softener and Wash Boost dispensers click off easily. Simply place a finger down the centre and lift. The fabric softener and Wash Boost dispenser compartments are not removable and need to be wiped clean periodically. If the siphon tube on either dispenser looks partially blocked use a cotton bud to clean.



Fig.26 Removing the Wash Boost funnel

## Cleaning the inside of your washer

It is important that you occasionally clean the inside of your machine. Your *CleanSmart™* has a BOWL CLEAN cycle specifically for this purpose and will remind you every 100 cycles to run this cycle (the BOWL CLEAN cycle icon will flash to alert you), or we recommend completing this cycle 5 – 6 times a year. We suggest that you do not have any items in the washer when you run this cycle.

### Cleaning steps

- 1 Add approximately 2 full scoops of a good quality powdered detergent directly into the detergent dispenser.
- 2 Touch POWER to turn your machine on and select the BOWL CLEAN cycle.
- 3 Touch START/PAUSE to start the cycle (refer to page 21 for cycle details).

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

If your low-profile agitator becomes stained we recommend you use household bleach to clean it. Ensure you wear gloves. Tip a small amount of household bleach onto a soft cloth and apply to the stain. Be careful to avoid metal surfaces of your machine. Leave it to soak in for 10 minutes and repeat. Then put your *CleanSmart*™ washer through the BOWL CLEAN cycle to remove any residual bleach (refer to page 31).

### **Automatic lint disposal system**

With *CleanSmart*™ there is no need to remove messy lint filters. Your *CleanSmart*™ has a self cleaning lint disposal system. It automatically separates the lint from the wash water as it washes. The lint becomes trapped between the inner and outer bowls and is flushed out at the end of the wash.

### **Nappy sanitisers / bleach**

Nappy sanitisers and bleach are very corrosive to metal surfaces. DO NOT use your *CleanSmart*™ to soak items in bleach or sanitiser, or tip the contents of a nappy bucket into your machine. Rinse and wring items out thoroughly before placing them in the machine.

Please read the following pages before you call for service.

Your *CleanSmart*™ 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 correct yourself with the help of the checklists on the following pages.

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

### **"no hot" (no hot – I am not getting any hot water)**

Check that the hot water supply has been turned on.

Your hot water supply may not be hot enough to maintain the selected water temperature.

Select a lower wash temperature.

Check that the inlet hose filter is not blocked.

Check that the inlet hoses are not kinked or squashed.

Check that the inlet hoses have been connected to the correct taps.

The flow rate of the supply water may be too slow.

### **"no Cld" (no cold – I am not getting any cold water)**

Check that the cold water supply has been turned on.

Your cold water temperature may exceed the recommended limits (refer to page 4).

Check that the inlet hose filter is not blocked.

Check that the inlet hoses are not kinked or squashed.

Check that the inlet hoses have been connected to the correct taps.

The flow rate of the supply water may be too slow.

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

Check that the taps have been turned on.

Check that the inlet hose filters are not blocked.

Check that the inlet hoses are not kinked or squashed.

Check to see if the drain hose is too low or is pushed into the standpipe too far. This will cause the water to siphon out of the machine (refer to page 3).

The flow rate of the supply water may be too low.

### **"out oF bAL" (out of balance)**

Wash load is out of balance.

Ensure the machine is stationary and manually redistribute the load.

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

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

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

Your machine has a suds build-up. Too much detergent may have been used for the amount of soil in the load.

Ensure that you are using a HE, Low Sudsing, Matic or Front Loader type detergent.

Wait for suds to dissolve (about 20 minutes).

Restart the cycle from the start (do not add more detergent).

Check the standpipe height does not exceed 2400 mm.

If using the DUAL WASH option, reduce the amount of detergent placed in the detergent dispenser.

**“Lid LOC” or “Lid OPn” (lid lock or lid open – I can’t lock the lid or the lid is open)**

Check that the lid is closed.

Press START / PAUSE (refer to page 11).

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

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

Your machine is overloaded and cannot continue the cycle.

Ensure the machine is stationary and remove items until the remaining ones can move freely.

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

**Single beep every second and...**

**A number shows on the display (this is a fault code)**

- 1 Turn your machine off at the wall.
- 2 Wait 1 minute and turn it back on.
- 3 Check your machine is level (refer to page 5).
- 4 Remove load and retry.
- 5 Perform a RINSE cycle (refer to page 22).
- 6 If the fault re-occurs repeat steps 1 and 2.

If the machine still will not work, call your Fisher & Paykel Authorised Repairer to arrange service (refer to page 41).

## Pressing POWER does not turn on machine

Is the power switched on at the wall?

Unplug from wall. Wait 60 seconds, plug back in, turn on and try again.

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

Keylock mode may be activated. Try holding down the POWER button for 2 seconds. Refer to page 10.

## Pressing START / PAUSE does not start the fill

Are both hot and cold taps turned on?

Are the inlet hose filters blocked? Check the tap end of the inlet hoses.

Is DELAY START set?

## Filling continuously

Ensure drain hose is located in standpipe or tub.

Ensure standpipe or tub is at least 850 mm high and no more than 2400 mm high.

Make sure the machine is not siphoning (refer to page 3).

## Not spinning properly

Ensure load is not out of balance.

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

Ensure machine does not have suds buildup.

## Spin speed sounds slower than normal

Clothes are unevenly distributed in wash bowl and your machine has slowed the spin to compensate.

The wash bowl may still be hot from being filled with hot water. The washer has slowed the spin speed as a protective measure.

## Water level low

Your machine is designed to automatically sense load size and minimise water use, therefore the water level may look different to your previous washer; this is normal.

## Wash water temperature is not warm

The unique high efficiency wash system uses two wash phases. The second phase may be cooler than the first to minimise energy use. This is normal and will not affect wash performance (refer to page 12).

## Too many soap suds

Ensure that you are using a Low Suds or HE detergent.

Try using a little less detergent, especially if garments are only lightly soiled.

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

The detergent dispenser may be blocked (refer to page 31).

Fabric softener dispenser may not be fitted correctly (refer to page 16).

Machine may have been overloaded, causing splash from clothes as machine filled. Try reducing load size or select BULKY cycle for large, bulky items.

#### **Wash cycle time longer than usual**

If water pressure is low, cycle time will increase due to longer fill times. Ensure that inlet hose filters are not blocked.

The out of balance automatic recovery setting may be selected (ie Automatic Recovery is ON). Refer to page 29.

Wash cycle time is approximate and may be affected by a number of factors (refer to page 10).

#### **Small amount of water in bowl at end of cycle**

It is normal for a small amount of water to discharge from the fill nozzle after a wash.

#### **Liquid remaining in fabric softener and/or Wash Boost dispenser at end of cycle**

Check next time if you wish for softener to be dispensed that the SOFTENER option is selected.

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

Try cleaning your fabric softener dispenser to remove any blockages.

If liquid left in a dispenser is at MAX level at the completion of the cycle, check for and remove any blockages.

#### **Noises**

Banging – the load is out of balance (refer to pages 13 and 29).

Continuous beeping or a musical series of beeps (refer to pages 33 and 34).

If problems persist, contact your Fisher & Paykel Authorised Repairer (refer to page 41).

## Creasing

Was the washer (or dryer) overloaded?

Selecting the EASY IRON cycle will minimise creasing.

Try selecting a slower spin speed.

Try not to leave wet clothes sitting in the washer or laundry basket.

Try selecting a lower wash temperature.

Sort your load so that items of similar weight are washed together.

## Linting

Was the washer overloaded?

Wash lint givers, eg towels, separately from lint receivers, eg synthetics. Also wash similar colours together (eg light items with light items, dark items with dark items).

Have you used enough detergent?

Over drying clothes in the dryer can cause them to attract lint.

Try using High Efficiency OFF (refer to page 12), or select the SOFTENER option (refer to page 16).

## Poor soil removal

Are you using the most appropriate wash cycle for the amount of dirt?

Did you use enough detergent for the amount of dirt?

Was the washer overloaded?

Separate heavily and lightly soiled garments.

Use a wash temperature suitable for soil type, eg warm for greasy soils, cold for muddy soils.

Try using one of the WASH BOOST options (refer to page 17).

Try selecting the HEAVY option using the SOIL LEVEL button.

## Detergent residue

Are you using the most appropriate wash cycle?

Did you use the recommended amount of liquid detergent?

Use the SOFTENER rinse (ensure the SOFTENER option is selected) to give more water in the rinse. Note: adding fabric softener to the dispenser is not needed in this instance.

Was the washer overloaded? Ensure items have enough room to move in the wash bowl.

Is your cold water supply less than 20°C? Programme the CONTROLLED COLD temperature option.

## Dye transfer

Remember to separate whites and colours.

Wash non-colourfast items separately and select COLD wash temperature.

Remember to remove items from the washer as soon as the wash is finished.

**Black or grey marks on clothes**

Are you using enough detergent for the amount of dirt?

Empty machine and put through a BOWL CLEAN cycle (refer to page 31).

**Tangling**

Try separating out larger items from smaller items.

Try using High Efficiency OFF.

Try using the EASY IRON cycle to wash shirts.

Wash sheets on their own using the SHEETS cycle.

Try washing smaller load sizes.

Wash your most valued items on the HANDWASH cycle.

**Sheets and duvet / doona covers tangling or engulfing each other**

Are you using the SHEETS cycle?

Wash sheets and duvet / doona covers on their own on the SHEETS cycle.

Place sheets and duvet / doona covers into the bowl individually, to the side of the low profile agitator (ensure each item does not cover more than half of the bowl area). Load the items in layers around the bowl (2 sheets or duvet / doona covers per layer). Ensure duvet / doona covers are buttoned or domed closed before washing.

**Towels causing out of balance**

Try washing a mixture of large towels and smaller towels.

Reduce the size of your load.

If problems persist, please contact your Fisher & Paykel Authorised Repairer (refer to page 41).

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 motor controller and labour. Fisher & Paykel will repair (as to parts) or, at its option, replace any Direct Drive motor (but not the 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, scrud, 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.

## Manufacturer's Warranty

- 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 'Before you call for service' section 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)

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