

Intuitive[™]
Intuitive eco [™]

IW812, IW712, IW512, IWL12, IWM12, IWC12

Autowasher Installation instructions and User guide

New Zealand

Australia

USA

Canada

Europe

Asia

Pacific

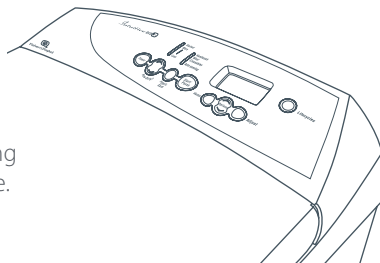
Intelligence Working For You

The *Intuitive™* Series is born from 70 years of Fisher and Paykel laundry innovation. With sophisticated electronics and a revolutionary direct drive motor, that clean and care for your clothes as never before.

Unlike conventional machines *Intuitive™* autowashers use intelligence to continually adapt the wash action and water levels to save on water and electricity use; making it kinder on your wallet and the environment.

Intelligent Electronics

Two powerful microprocessors control every aspect of the *Intuitive™* washer, allowing it to continually monitor and respond to each wash. It contains over 10,000 lines of instructions in its “brain” – the result of many years of testing and fine-tuning, to give you the best possible performance.

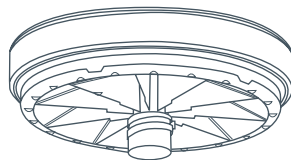


Energy Conservation

The unique wash action means a typical load uses only the same amount of electricity as a 100-watt light bulb left on for an hour.

Direct Drive Motor

Our revolutionary direct drive motor is capable of infinite wash actions, continuously adjusting its speed to the movement of your clothes, removing dirt while caring for the fabric, delivering the ultimate wash.

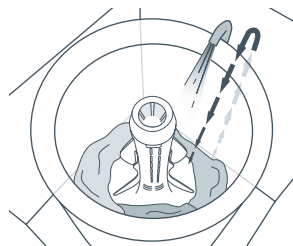


Reliability

The *Intuitive™* has no mechanical brake, pulleys, or gears, which means fewer moving parts and greater reliability.

Eco Active™ Wash System

The *Intuitive™* unique washing method uses a combination of front loader and top loader washing technologies. Boosting dirt and soil removal while conserving energy (*Intuitive Eco™* models only).

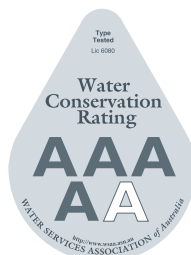


Agitator

Flexible fins on the agitator work in conjunction with the motor to understand your wash. Delicate fabrics will slither around the fins, whereas heavy fabrics will move with more resistance. Sensors in the motor measure this resistance to effectively “feel” the load, sensing the type of fabric in the load.

The Eco (Save Water++) Option

Designed to make every drop count, using up to 25% less water than the traditional Water Saver rinse, without compromising on wash performance.



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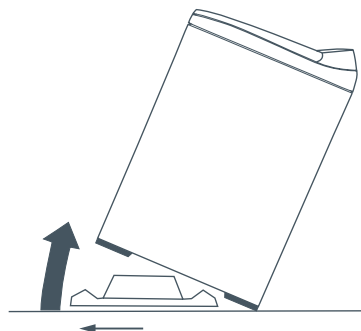
Installation Instructions

Unpacking

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

Removing the Packaging

- 1 Remove the outer packaging.
- 2 Tilt the machine backwards and walk it off the bottom packer one foot at a time.
- 3 Remove the bottom packer from under the machine by pulling it out the front.
- 4 Lift the lid and remove the bowl packer from the bowl.
- 5 Remove the hoses and accessories.
- 6 Keep the bottom packer and bowl packer in case they are required for future transit.



Please ensure that the bottom packer has been removed before operating your machine.

Installation

In your autowasher you will find:

- 4 rubber inserts for levelling feet (joined together).
- 1 hose guide.
- 2 white inlet hoses.

Drain hose

- 1 Carefully pull the black 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.

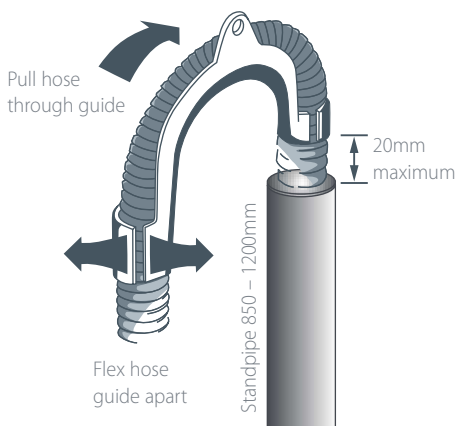
To Prevent Siphoning:

The drain hose should not extend more than 20mm from the end of the guide.

The height of the standpipe or tub should be between 850 – 1200mm.

The drain hose can be trimmed to length.

- 3 Place the drain hose in the tub or standpipe.



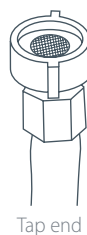
Installation Instructions

Inlet Hoses

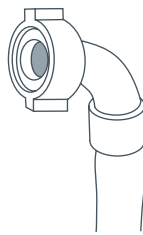
- 1 Connect the straight ends of the white inlet hoses to the taps. (There are washers fitted in both ends).
- 2 Connect the elbow ends of the white inlet hoses to the machine inlet valves. Inlet valves are marked on the back of the machine.

H = Hot

C = Cold.



Tap end



Machine end

Minimum height of taps to clear the top of the machine is 1150mm.

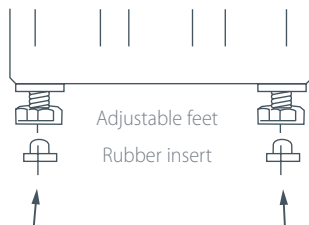
Cold Supply Only:

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

Levelling Your Machine

It is **IMPORTANT** to level the machine to ensure even spin performance.

- 1 Separate the 4 rubber foot inserts from the moulding and fit into the feet on the base of the machine.
- 2 Move the machine to its final position. (We suggest a minimum clearance of 20 mm each side).
- 3 Adjust the feet so the machine is level and cannot rock.



To check if your machine is level:

Look down on the wash bowl and make sure it sits slightly forward of centre (see Diagram 1).

Close the lid. Visually check that the lid fits evenly on both sides. If it does not look like the diagram in the middle, adjust one of the feet slightly until it matches. The diagram on the top and bottom are not correct (see Diagram 2).



Correct



Incorrect

To check levelling look down on the wash bowl

Diagram 1

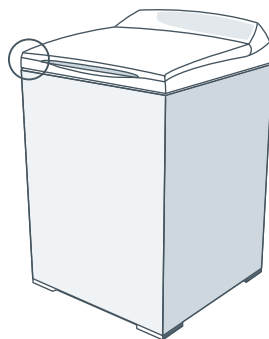
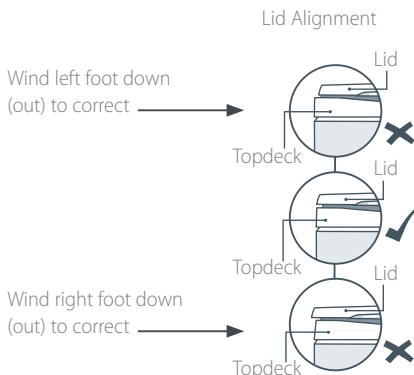


Diagram 2

- 4 Turn on the water and check all hose connections for leaks. Make sure there are no kinks in the hoses.
- 5 Uncoil power cord and plug into wall socket.

Installation Instructions

Water Supply

- For best operating conditions your hot water should be approximately 65°C. Your hot water should not exceed 75°C or your cold water exceed 35°C. Temperatures above these may cause the machine to fault or cause damage to the machine.
- If you have an uncontrolled water-heating source (eg a wet back or solar heating) you should have a tempering device fitted. 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 pressure: Max. 1MPa (150 psi) Min. 34Pa (5 psi)
- Inlet water flow rate: Min. 3 litres/min
- Minimum height of taps to clear the top of the machine is 1150mm.

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 drained floor.
- Draining must comply with local by-laws.

Autowasher Safety

- This autowasher is not intended for use by young children or infirm persons without supervision.
- Your *Intuitive™* can be opened while it is filling and agitating. Please supervise young children to ensure they do not play with it.



CAUTION!

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 Authorised Service Centre.

Inlet Valve Cap Part No. 388491

Hose Inlet Long (2m) Part No. 422680

Hose Inlet Large Bore Part No. 426123

Drain Hose Extension Part No. 425627p

Power Cord If the Power Cord of your autowasher is damaged it must be replaced by a Fisher & Paykel Authorised Service Centre, as it is not a standard power cord.

Thank you for buying a Fisher & Paykel *Intuitive™* washing machine. We are very 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 energy efficient. Thousands of tonnes of washing and 70 years of laundry experience have been programmed into your washing machine to help give you the best possible performance.

We hope you enjoy your new washing machine, we have certainly enjoyed designing it.

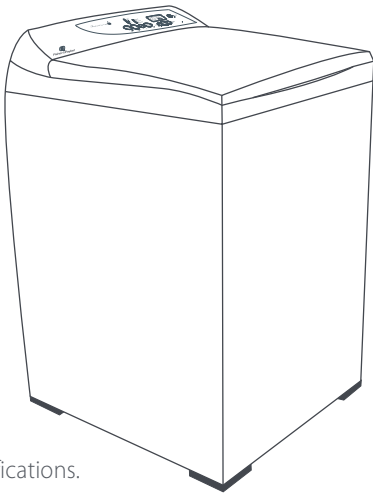


Before You Do Your First Wash

You owe it to yourself and your *Intuitive™* to have it installed correctly by an authorised service agent.

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

- 1 Has the basepacker been removed?
- 2 Is the hot hose connected to the hot valve marked 'H'?
Is the cold hose connected to the cold valve marked 'C'?
- 3 Is the drain hose threaded through the 'U bend' (with no more than 20mm extended) and on to your standpipe?
- 4 Are the rubber inserts secured into the feet on the base of your machine and is the machine levelled?
Refer to Installation Instructions, page 4.



Washer Capacities

Machine Size	Capacity
Large	8 kg
Medium	7 kg
Compact	5.5 kg

IWM12/IWL12 models have different capacity specifications.
Refer to serial plate on back of product.

The Compact *Intuitive™* model functions the same as Medium and Large *Intuitive Eco™* models unless otherwise indicated.

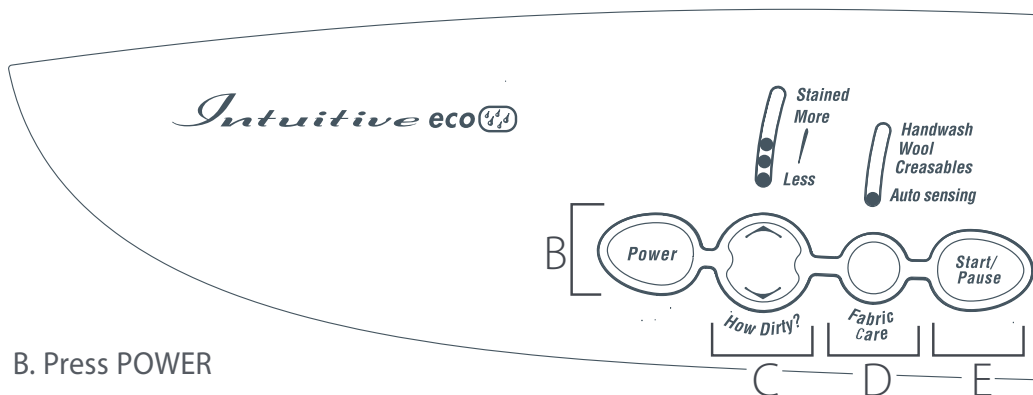
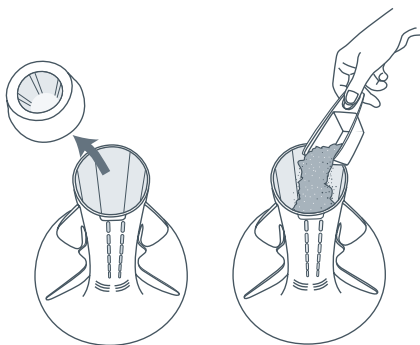
To check what size your washer is look on the back of the topdeck, where the word Large, Medium or Compact will be embossed.

Getting Started Quickly

- Remove the fabric softener dispenser.
- Place load evenly around the agitator. (Refer to Sorting and Loading page 26).

A. Detergent

- Follow the instructions on the detergent package.
- Use the mark on the agitator nearest to the top of the clothes as a guide to the correct amount of detergent to use.
- Pour the detergent down the centre of the agitator stem.
- Replace the fabric softener dispenser (this stops small articles falling down the centre of the agitator). (Refer to Detergent page 28).



B. Press POWER

C. How Dirty?

- Press the **UP** or **DOWN** arrows to change the **HOW DIRTY** level to suit the amount of soil in your clothes.
- If your clothes have "general" stains press the **UP** arrow until the red **STAINED** light comes on. (Refer to page 10).

D. Fabric Care

- Your *Intuitive™* automatically selects **AUTO SENSING**. This determines the average fabric type of your load and selects the wash action to get the best wash result.
- For loads that require special care press the **FABRIC CARE** button to choose the **CREASABLES**, **WOOL** or **HANDWASH** option. (Refer to page 10).

E. Press START

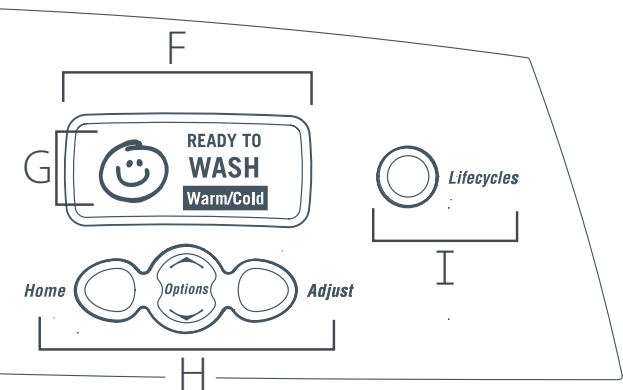
- Your autowasher will start filling and sensing the size and average fabric type of the load.
- To pause your *Intuitive™* at any time press **START/PAUSE**. (If it is during spray rinse or spin there is a slight delay while the bowl is coasted to a stop and the lid is unlocked).

F. Display Screen

This shows you which options you have selected (and/or any lifecycle you may have chosen). The display screen also shows what the machine is doing and how long the wash has to go, to keep you informed throughout the cycle.

G. Wash Cycle Progress

As the wash progresses through the cycle the following symbols will be shown on the display screen to indicate the progression.



H. Options Menu

- Choose any options by scrolling through the Options Menu.
- Press the **OPTIONS** button. Scroll through the options by using the **UP** and **DOWN** arrows.
- To select an option press **ADJUST**.
- Press **HOME** to return to the main screen.
(Refer to pages 15 – 17).

I. Lifecycles™

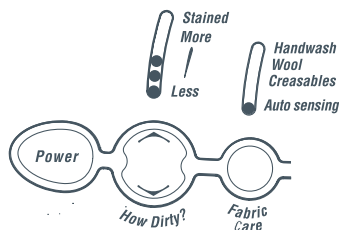
There are 13 unique specially designed *Lifecycles™* to make washing simpler and easier.

Favourite	Stains	Sports	Family	Extras
Design your own wash cycle	Tomato Chocolate Blood/Grass Fruit/Wine	Sports Shoes Muddy Sweaty Bits `n` Beach	Allergy Nappy Rinse Duvet/Doona	Bowl Clean Max Wash

(Refer to pages 21 – 25).

How Dirty?

Your *Intuitive™* washer will automatically choose the medium soil level (three **HOW DIRTY** lights). This setting is fine for your average load, but some loads may need more or less washing depending on the amount of soil on the clothes. For example, a load of dirty jeans will need the soil level increased while a bath towel used only once will only need a low soil level.



STAINED

This is a special wash action that alternates washing with four short soaks to help remove stains from your garments (e.g. three minutes agitation, four minutes soak, three minutes agitation etc). (Stained will use a medium soil level agitation). This cycle is for general stains, if you have a specific stain (i.e., blood, grass, fruit, wine, chocolate or tomatoes) use the **STAINS LIFECYCLES**. Refer to *Lifecycles™* page 24.

Fabric Care

AUTO SENSING

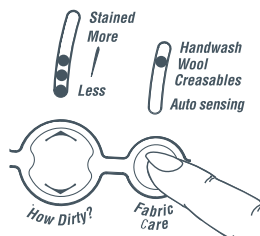
Put your clothes into your *Intuitive™* washer and push **START/PAUSE**. Auto sensing will sense the average fabric mix of your load and select the correct wash action to ensure the best wash results. For a normal wash load we suggest the medium soil level and the **ECO (SAVE WATER++)** rinse option (See Save Water page 16).

CREASABLES

Delicate garments often crease easily so they need a minimum amount of spinning at a very slow spin speed. **CREASABLES** will automatically change the rinse to a double deep rinse and select a short slow spin (300rpm) to minimise creasing. Selecting the **CREASABLES** option is not only for delicate clothes, it can also be used to minimise the ironing needed for any garment.

WOOL

Some fabrics require special care, such as machine washable woollens. These woollens have been specially treated so they can be washed in a washing machine. (Refer to Woollens page 27). The **WOOL** cycle has been designed with a gentle wash, a spray and deep rinse and moderate spin (700 rpm) to care for machine washable woollens.



HANDWASH

HANDWASH is an extra gentle wash for very delicate fabrics. This cycle has been designed for garments that you previously might have been reluctant to put into a washing machine. **HANDWASH** has a very gentle wash action; a double deep rinse and a very short slow spin (300 rpm). If you do not want to spin the clothes remember to select Drip Dry.

Eco Active™ Wash

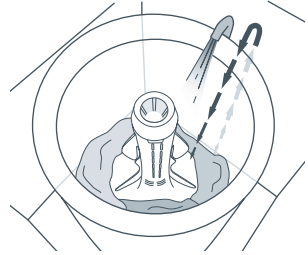
Eco Active™ wash is available on Intuitive Eco™ models.

The *Eco Active™* wash in your *Intuitive Eco™* is a unique washing method that uses a combination of front loader and top loader washing technologies. This dual action wash gives excellent wash performance and means you retain the convenience and capacity of a top loading machine while introducing the gentle cascade wash action and energy efficiency of a front loader.

Wash 1 – Detergent Activating Wash (Front Loader Type Wash)

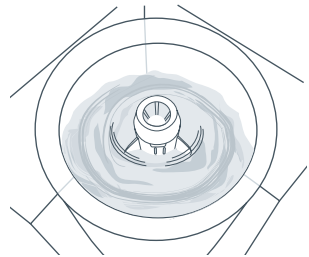
The *Intuitive Eco™* washer fills the bowl at the selected temperature with just enough water so that your clothes are 100% saturated. This small amount of sudsy water flows through the clothes, up a specially designed portal and back onto the clothes in a cascade effect. This wash action thoroughly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

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



Wash 2 – Agitation Wash (Top Loader Type Wash)

After recirculating the sudsy water through the clothes for 2 – 5 minutes, your *Intuitive Eco™* washer will fill with just enough cool water to suspend the clothes in solution. Your washer will then sense the average fabric type of the load and begin the agitation wash. Agitating massages the soil off the fibres and away from the clothes. Due to its concentrated headstart the clothes require less agitation than a conventional top loader washer.



Note:

The detergent activating wash is the only time during the cycle that hot water is used (when the machine is completely full the water will be lukewarm). If you are wanting hot water in the agitation wash, you will need to choose a **TRADITIONAL** wash in the **OPTIONS** menu. (Refer to page 17).

Lidlock

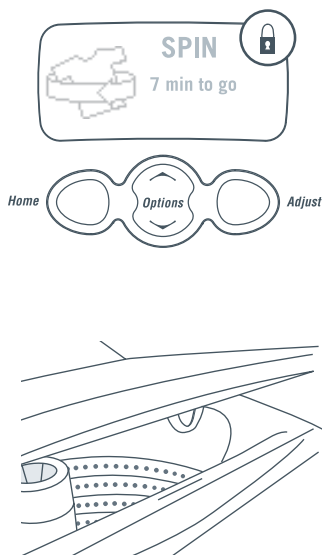
Your *Intuitive™* has a lidlock, which locks when your machine is spinning. This ensures the lid cannot be opened during hazardous parts of the cycle, providing added safety for you and your family.

A Lidlock symbol (padlock) appears in the corner of the screen when locked (it disappears when unlocked), letting you know at a glance if you can open the lid or not.

In short, it means you can open the lid while your *Intuitive™* is filling, agitating, and draining, but not while it is spinning, allowing you to add or remove clothes, dissolve detergent or to add fabric softener (that is if you do not want to use the Automatic Fabric Softener Dispenser).

The chart below shows the stages when the lid is locked/unlocked.

Eco Active	Unlocked
Fill	Unlocked
Agitate	Unlocked
Spray Rinse	Locked
Deep Rinse	Unlocked
Spin	Locked



If the lid is left open, the machine will be unable to lock the lid and the cycle will be halted. The machine will beep and a message will appear in the display screen saying "Please close the lid and press START/PAUSE".

Important!

Do not put anything down the slot in the top deck.
Do not try to disable the lidlock.

Keep children away from the machine especially when you are using hot water as the lid can be opened during fill and agitate.

Hot Water Consumption

Differences in hot water for a warm-cold wash.

Machine Size*	Load Size	Eco Active™ Wash	Traditional Wash†
Large	5 Kg	12 L	33 L
	3 Kg	10 L	23 L
	1 Kg	6.5 L	13 L
Medium	5 Kg	12 L	29 L
	2.5 Kg	9 L	23 L
	0.7 Kg	6 L	12 L

Note:

The Compact does not have an *Eco Active™* wash.

*To check what size your washer is, look on the back of the topdeck, where the word Large, Medium or Compact will be embossed.

†Traditional wash is the conventional wash that the *Smart Drive™* uses.

Total Water Consumption

Machine Size*	Fill for High	Spray and Deep Rinse	Save Water	Eco Spray	1 Deep Rinse	2 Deep Rinses
Large	90 L	175 L	150 L	110 L	165 L	215 L
Medium	75 L	150 L	130 L	100 L	140 L	190 L
Compact	65 L	130 L	110 L	85 L	120 L	160 L

(Please note these are approximate figures for High water levels.)

Display Screen

The display screen on the right hand side of the panel shows you what the machine is doing during the wash cycle and how long the wash has to go. The display screen also shows the different wash options available. When you first turn your *Intuitive™* on it will briefly display the message "Welcome to Intuitive". The main screen then appears, with a big smiley face, and tells you that your machine is ready to wash, which wash temperature it has defaulted to and displays any options you have selected.

All About The Options Button

Your *Intuitive™* has a 'menu' of wash options that you can use. The buttons and the display screen on the right hand side of the panel are used to select and display the different wash options.

To Select a Wash Option

- 1 Push either the Options **UP** or Options **DOWN** arrow. The Options Menu will then be displayed.
- 2 Scroll through the options by using the either the **UP** or **DOWN** arrows. To select an option use the **ADJUST** button. The option will be highlighted to show you have selected it.
- 3 Press **HOME**, the display will return to the home screen where your selected wash option(s) will be displayed.
- 4 To start the machine push **START/PAUSE**.

Note:

If you want to change any of the wash options while your machine is running you will need to press **START/PAUSE** before changing an option.



To Customise a Wash Option

You can program your *Intuitive™* washer to remember the wash options you prefer.

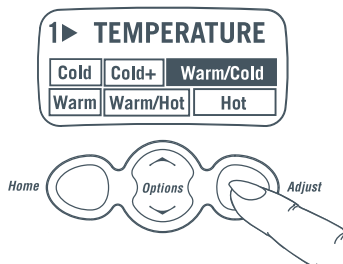
For instance, you may want to set your washer to always select a warmer wash temperature.

- 1 Push the **OPTIONS** button.
- 2 Scroll through the options until the screen you want is displayed.
- 3 Select the setting before the option you are wanting to change. Hold down the **ADJUST** button for 3 seconds. You will hear a long beep and **SETTING SAVED** will appear briefly on the screen. Your preferred wash options will be automatically selected every time you turn your machine on and will be displayed on the home screen.

To change your customised options repeat these above steps.

Note:

Water levels, Eco (Save Water++) and Delay Start are not able to be customised.



Time To Go

Your *Intuitive™* washer will display which stage of the cycle the machine is at and how many minutes the wash cycle has to go, so you can tell at a glance when your washing will be finished.

The 'Time to Go' is displayed from the beginning of the agitation wash, as the load size and fabric type have to be determined before the cycle time can be calculated.

A series of symbols are also displayed on the screen to indicate what the washer is doing. (Refer to page 9).

The Options

For all the options mentioned below you firstly need to enter the **OPTIONS** menu (by pressing either the **UP** or **DOWN** Options buttons). Then use the Option's arrows to scroll through the options until the one you want is displayed. Press **ADJUST** to select it, and **HOME** to return to the main screen.

1. Temperature

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

The wash temperature option selects the temperature of the detergent activating wash (the first phase of an *Eco Active™* wash), or the agitation wash of a traditional wash.

Cold+ (Controlled Cold)

The temperature of cold water varies depending on the season and area where you live. The lower the water temperature the less effective the soil removal is.

COLD+ solves this problem by adding a small amount of hot water, when necessary, to raise the temperature above 20°C to give a more effective cold water wash.

2. Wash Advance

Use the **WASH ADVANCE** option to advance the cycle or start the cycle at a particular stage. Press **ADJUST** repeatedly until the part of the cycle you want is highlighted. Wash advance is a good option if you want to skip certain parts of the cycle, perfect if you only want to rinse/spin clothes, or if you want to prewash clothes etc.

The **PRE-WASH** option is a cold, 4 minute pre-wash for extra dirty loads. Your *Intuitive™* will beep at the end of drain and display a message to tell you that it is waiting for you to add the detergent for the main wash. Press **START/PAUSE** to begin the main wash cycle.



The Options

3. Save Water

Intuitive Eco™ provides an excellent opportunity to save on water, with two water saving options, the traditional **SAVE WATER** option and the **ECO (SAVE WATER++)** option.

SAVE WATER minimises the amount of water used. The rinse type your washer chooses depends on the type of fabric you are washing and the options you have chosen. Save water reduces the amount of water by altering the rinse option, for example:

Standard rinse	Save Water	Eco (Save Water++)
Spray + deep rinse	becomes Shower rinse (3 – 4 shower rinses)	becomes Eco Spray rinse
2 Deep rinses	becomes 1 deep rinse	becomes Eco Spray rinse

ECO (SAVE WATER++)* uses an eco spray rinse, which cuts water use by a further 25%. Try using this option when you want to use less detergent and less water. If you have low water pressure or sensitive skin it is better to use the **SAVE WATER** option.

Neither of these save water options are designed to be used with fabric softener, as they do not have a second deep rinse to dispense the softener correctly. There are some loads that may not suit being washed using **SAVE WATER** options. For instance loads that have a lot of sand or sawdust in them, or garments where the colour still runs are better rinsed using a deep rinse.

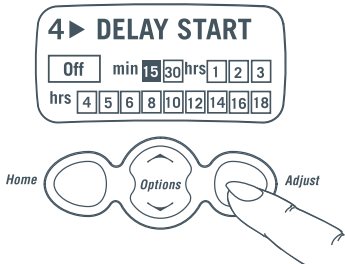
*Available in *Intuitive Eco™* models.

4. Delay Start

Delays the start of the wash cycle between 15 minutes and 18 hours. Use the **ADJUST** button to choose how long you want your machine to delay for. Press **START/PAUSE** to begin the countdown, to cancel the countdown press **START/PAUSE** again.

Note:

Be careful if using **DELAY START** for non-colourfast clothes that are damp as dyes may run.



5. Save Time

SAVE TIME allows you to shorten the wash cycle for lightly soiled clothes. Selecting this option reduces rinse, soak and spin times. To save more time, reduce the wash time by decreasing the number of **HOW DIRTY** lights. **SAVE TIME** can be turned on or off at any time during the cycle.

6. Soak

Will soak for 2 hours in the middle of the wash phase, then complete the rest of the cycle. During soak the machine will agitate for a few seconds every minute. **SOAK** can be shortened to one hour if **SAVE TIME** is selected.

The Options

7. Drip Dry

Pressing **DRIP DRY** will pause the washer at the end of the rinse, allowing you to remove drip-dry garments before the washer goes into final spin. The washer will beep and display a message to tell you that it is waiting for another instruction. Once items have been removed, press **START/PAUSE** to begin the spin.

8. Max Spin Speed

This option allows you to change the auto sensing spin speed from fast (1000rpm) down to medium (670rpm).

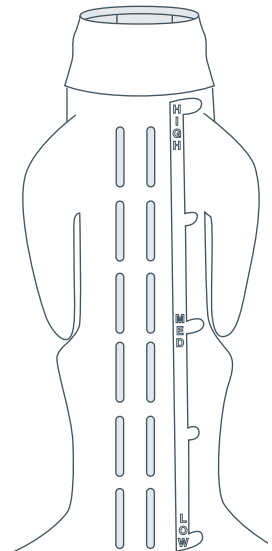
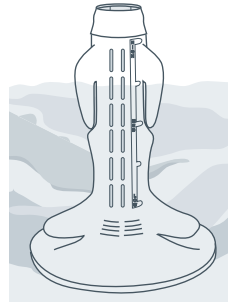
9. Water Levels

Your *Intuitive™* washer can automatically select the right water level for the load. As your machine fills it will pause occasionally to sense the water level. The machine will check if the water level is correct by using a series of 2 different agitate strokes: a slow stroke to sense the load, and an agitate stroke to mix the load (this may take over a minute). If it detects that the water level is not high enough it will fill with more water and recheck the level. Your washer may occasionally add water during agitation. This is to maintain the water level due to the release of air trapped in the garments.

For some loads you may want to manually select the water level. When washing an unusual load, such as large bulky garments or pillows, we recommend you manually set the water level or use the **DUVET/DOONA** lifecycle.

If you wish to choose your water level use the marks on the agitator to guide you. The mark nearest to the top of the clothes indicates the water level you should select. The levels marked on the agitator are a guide for the dry clothes and do not correspond exactly to the water level. Selecting a water level that is too high can cause out of balance loads, tangling or splash-over.

If there is already water in your *Intuitive™* before you start your wash there may be a short pause before it starts washing. Depending on the amount of water in the bowl it may automatically start the detergent activating wash (without adding any more water) or move straight to the agitation wash if there is a lot of water in the bowl.



10. Traditional Wash*

Your *Intuitive Eco™* washer can be set to a 'traditional' top loading wash, where the clothes are agitated in a bowl full of water at temperature you have selected. (Traditional wash is the conventional wash that the *Smart Drive™* uses).

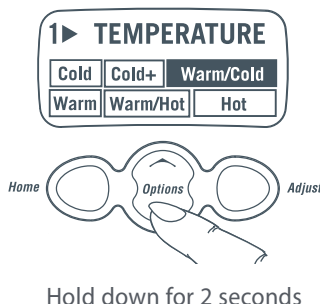
*Available on *Intuitive Eco™* models.

Adjusting the Wash Settings

After using your *Intuitive™* washer you may want to fine-tune some of the options to suit your wash needs. **Anything changed in this menu is a permanent change**, unless 'Reset Defaults' is selected, see page 20.

To Access the Adjust Settings Menu:

- Push the **OPTIONS UP** or **OPTIONS DOWN** button, and hold down for 2 seconds. The Adjust Options Menu will then be displayed.
- Scroll through the screens until the option you wish to adjust is shown. Press options **UP** or **DOWN** to scroll.
- Press **ADJUST** to highlight the option you want. This option will be permanently set. To unset the option repeat above steps.



S1 ► Wash Temp Adjust = Temperature of Wash Water

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

- Access the Adjust Settings Menu (refer above).
- Scroll to the **TEMPERATURE ADJUSTMENT** screen.
- Use the **ADJUST** button to move the cursor through the boxes to decrease or increase the wash temperature (The numbers in the boxes are in degrees). Each movement is approximately 2°C. Press **HOME** once the box with the number of degrees you want to change the wash temperature to is highlighted.

S2 ► Auto Water Level Adjustment

If you are not satisfied with the water level that your *Intuitive™* washer fills to on auto water level, you can increase or decrease the fill level that auto will select.

- Access the Adjust Settings Menu (refer above).
- Scroll to the **AUTO WATER LEVEL** screen.
- Use the **ADJUST** button to move the cursor through the boxes to decrease or increase the fill level. The boxes on the left side of the centre point decrease the fill level and those boxes on the right increase the fill level. Then press **HOME**.

Note:

If you feel there is not enough water for the load, we recommend you check by pausing the machine and pushing the clothes down to see how much spare water is at the bottom of the bowl. Clothes often float and your washer can sense the water under the clothes.

Adjusting the Wash Settings

S3 ► Default Rinse = Rinse Default Options

This menu changes the rinse option that is automatically selected when you first turn your machine on. (Spray and Deep is the standard rinse default for IW812, IW712 and IW512. IWM12 and IWL12 default to a Double Deep rinse). You may wish to change the type of rinse selected for a number of reasons. If you have a problem with impurities in your water supply you may get a better wash if you change the rinse option to 2 deep rinses. If you want to conserve water you could change the rinse option to a single deep rinse or a shower rinse.

- Access the Adjust Settings Menu (refer to page 18).

Scroll to the **DEFAULT RINSE** screen. Select the rinse option you prefer.

Spray and Deep	=	Spray rinse followed by 1 deep rinse
Single Deep	=	Short spin followed by 1 deep rinse.
Double Deep	=	2 deep rinses.
Shower	=	Shower rinse.

Shower rinse alternately showers the clothes with water and spins them to remove the sudsy water. It is not designed to be used with fabric softener, as a shower rinse does not use a deep rinse it cannot dispense fabric softener correctly.

S4 ► Creasable Spin Speed

The Creasable fabric care option is designed with a slow spin speed (300 rpm). However, if you wish to have a faster spin speed you can program Creasables to have a medium spin speed (670rpm).

- Access the Adjust Settings Menu (refer to page 18).
- Scroll to the **CREASABLE SPIN SPEED** screen.
- Press **ADJUST** to select the **CREASABLE SPIN SPEED** you want, then press **HOME**.

S5 ► Out of Balance Recovery

When your washer is spinning it can sense when the wash load is out of balance and will stop and retry spinning up to three times. If the machine still senses an unbalanced load there are two options the machine can take.

Automatic Recovery Action

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.

Machine Stops Action

Your washer will stop, give a short burst of beeps every five seconds, and display a message to let you know to redistribute the load more evenly yourself. (Use this option if you wish to conserve water).

Your machine arrived, set to the Machine Stops Action.

To set to Automatic Recovery:

- Access the Adjust Settings Menu (refer to page 18).
- Scroll to the **OUT OF BALANCE RECOVERY** screen.
- Select **ON**. Press **HOME**.

Adjusting the Wash Settings

S6 ► End of Cycle Beeps

The beeps signalling the end of the cycle can be set to zero, five or fifteen.

- Access the Adjust Settings Menu (refer to page 18).
- Scroll to the **END OF CYCLE BEEPS** screen.
- Use the **ADJUST** button to highlight the number of beeps you want. Press **HOME**.

S7 ► Re-set Defaults

If you are wanting to re-set all settings back to those that are set when your machine leaves our factory.

- Access the Adjust Settings Menu (refer to page 18).
- Press **ADJUST** and hold for 2 seconds, you will hear a long beep, then a message saying **SETTINGS SAVED** will appear, then press **HOME**.

Lifecycles™

Your *Intuitive™* has a range of special *Lifecycles™* to make washing even easier.

- 1 Push the **LIFECYCLES** button.
- 2 Use the **OPTIONS** button to scroll through the five lifecycle menus, or you can press the *Lifecycles™* button repeatedly.
- 3 Use the **ADJUST** button to select a lifecycle.
- 4 Press **HOME** to return to the main screen.

IWM12 and IWL12 default to a cold water temperature. You can manually adjust the temperature if the machine is connected to a hot water source.

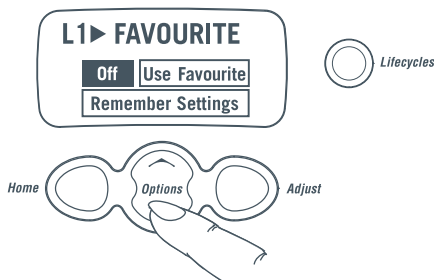
L1 ► Favourite Cycle

The Favourite cycle lets you design your ideal wash cycle. Your Favourite cycle can include any wash option and it can start from any point in the cycle. For instance, it may be a cycle to wash your gym gear or it may be a rinse and spin to rinse out swimsuits.

To SAVE your FAVOURITE CYCLE

Select your Favourite options (e.g. change soil level, wash temperature etc).

- 1 Press **LIFECYCLES**. The Favourite Option will be displayed.
- 2 Press **ADJUST** until **REMEMBER SETTINGS** is highlighted.
- 3 Press **HOME**.



To SELECT your FAVOURITE CYCLE

- 1 Press **LIFECYCLES**. The Favourite Option will be displayed.
- 2 Press **ADJUST** to highlight **USE FAVOURITE**.
- 3 Press **HOME**.

Note:

It is not possible to program a delay start, or any of the *Lifecycles™* into the Favourite cycle.

L2 ► Family Cycles

NAPPY RINSE

A cycle for rinsing nappy sanitisers from cloth nappies. A slow spin, deep rinse, and a spray rinse. (See information on Nappy Sanitisers/Bleach in Washing Difficult Items page 27).

DUVET/DOONA

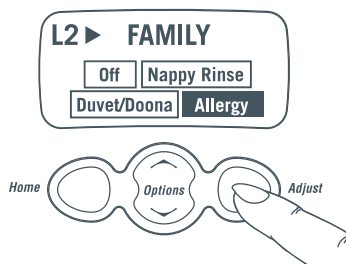
Duvets and doonas are difficult items to wash as they are bulky and often float out of the water during the wash (See Washing Bulky Items page 27). The duvet/doona cycle is a traditional delicate wash with a double deep rinse, designed to care for these bulky items.

Note:

The display screen will guide you through the wash to minimise any chance of bulky items coming in contact with stationary parts of the machine.

ALLERGY

This cycle has been designed specially for asthma sufferers and people with sensitive skin. Using this cycle kills Dust Mites, as well as removing all their wastes and any traces of detergent. A hot *Eco Active*™ wash provides a hot concentrated detergent solution, which decimates mites and bugs. This is followed by a warm/hot traditional agitate and is finished by lengthy rinses and a fast spin. This cycle is not recommended for garments prone to colour run.



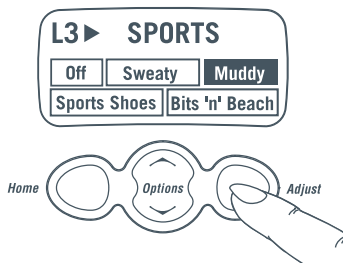
L3 ► Sports

SWEATY

The clothes you exercise in require a little extra care to remove the odours and dirt that tend to penetrate into the fabric structure. This cycle incorporates a warm/hot regular wash with a fast spin to clean sweaty sports clothes.

MUDDY

Clothes that have mud on them need to be washed in special way so all traces can be removed. Mud requires a cold water wash with lots of dilution. The cold water is the key as washing in warm sets the mud stain. This cycle has a cold pre-wash followed by a cold wash with extra rinses to help get mud out of sports gear.



SPORTS SHOES

A warm/cold, medium low, traditional agitation wash, with a light wash action which includes a 15 minute soak in the middle of the agitate, a double deep rinse and a fast spin to freshen up sports shoes. This cycle is also great for cleaning up children's washable toys.

BITS 'N' BEACH

Sand, grass and other bits that get into your wash after a day in the outdoors, need special treatment otherwise you end up with impurities staying in the creases of washed items. This cycle will help remove these impurities. If your water source contains gunk of any kind this cycle will minimise the effects. This cycle consists of a cold *Eco Active™* wash, cold agitate, and has a double deep rinse and a fast spin.

L4 ► Stains

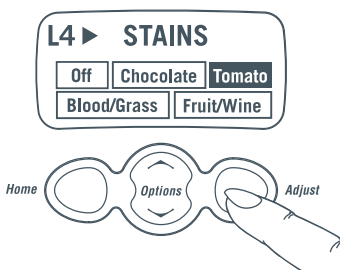
There are a number of stains that need special treatments due to their unique compositions. Some water temperatures actually set in stains rather than remove them. Use these *Lifecycles™* to care for these specific stains.

CHOCOLATE

Chocolate is a complex mixture of fats, proteins and sugars. Initially the stain is treated with a warm/hot *Eco Active™* wash that delivers the active ingredients of the detergent into the core of the stain. We then incorporate a soak in with a warm wash to enable the enzymes in the detergent to break down both the proteins and the fats. The cycle is completed with a spray and deep rinse, and a fast spin.

TOMATO

Research tells us that “Spag Bol”/pasta stains are the most common stains slopped on New Zealand and Australian clothes. This is actually a greasy stain that takes a bit of work to remove. An intermittent soaking procedure has been included to get the benefit of the detergent with enzymes. This cycle consists of a warm/hot *Eco Active™* wash, a warm agitate with a soaking cycle, a spray and deep rinse, and a fast spin.



BLOOD/GRASS

This cycle is for those protein-based stains like blood and grass that set if they are subjected to warm water first. This cycle has a cold *Eco Active™* wash, warm agitate, a spray and deep rinse, and a fast spin.

FRUIT/WINE

It is important to treat these stains immediately with soda water if you have it, or cold water. The following will finish off the process. Some detergents contain colour-safe bleaches, that would be ideal here as the higher temperatures in the *Eco Active™* wash activate the bleaches. This wash has a warm/hot *Eco Active™* wash with a warm agitate, a spray and deep rinse and a fast spin.

Note:

Eco Active™ wash only applies to *Intuitive Eco™* models. IW512 uses a traditional agitation wash at the indicated temperature.

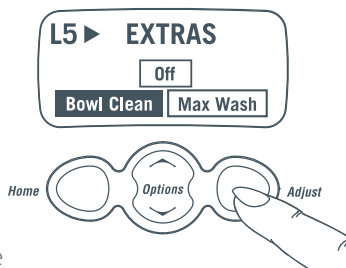
L5 ► Extras

BOWL CLEAN

If you regularly use fabric softener, (refer Scrud page 30), or only wash in cold water we recommend that you put your washer through a bowl clean cycle 2 – 4 times a year. This cycle has a hot *Eco Active™* wash, a hot agitate and a 2-hour soak. It finishes with two deep rinses and very short spin.

MAX WASH

A heavy duty wash for really dirty items like overalls. This cycle is especially useful for small loads that require a vigorous agitation.



Sorting and Loading

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

Care Labels

Care labels will tell you about the fabric of the garment and how it should be washed.

Soil

Sort clothes according to the type and amount of soil. Some soils suit warmer washes (e.g. oily soils), while others are best washed in cold water (e.g. mud, blood). (See *Lifecycles™* pages 22 – 25).

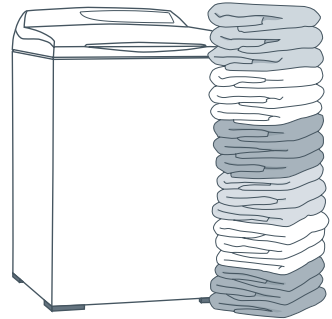
Colour

Sort white fabrics from coloured fabrics (this avoids the possibility of colour run).

Lint

Wash lint givers and lint collectors separately. Where possible, turn lint collectors inside out.

Lint givers	Lint collectors
Towels	Chenille
Nappies	Synthetics
Corduroy	Permanent Press
	Socks



Before Washing

Check Pockets

Loose items can damage both your autowasher and your clothes.

Close Zippers, Hooks and Eyes

To make sure that these items do not snag on other clothes.

Mend any Torn Garments

Tears or holes may become larger during washing.

Remove any loose bra wires as they can damage your washing machine and/or dryer.

Pre-treat any Stains

For a **Balanced Load** place unfolded clothes evenly around the agitator. DO NOT wrap large items, such as sheets, around the agitator. A mixture of small and large items will wash the best.

Make Sure the Water Level Suits the Load Size

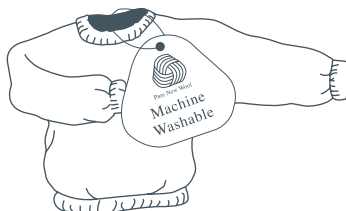
Using too much water can cause splashing and out of balance loads, using auto sensing can help prevent this. Loads that extend above the dispenser may also cause splashing.

Washing Difficult Items

Washing Woollens

The **WOOL** Cycle is for washing **MACHINE WASHABLE** woollens. The fibres of these woollens have been treated to prevent felting when they are machine-washed. Most hand knitted garments are not made of machine washable wool and we recommend that you wash them by hand.

- Check the care label.
- Use a wool detergent.
- Use the **WOOL** option.
- Hand washed woollens may be spun in your washer.
- To dry woollens lie them flat on a towel and pat into shape. Dry out of direct sunlight.
- Some wool underlays and sheepskin products can be washed in a washing machine, but may produce excessive amounts of lint that may cause pump blockages.



Washing Bulky Items

Make sure there is enough room in the machine for items to move when being washed, as forcing large items into the machine may result in them being damaged during washing. Some items float up during the wash, (such as duvets/duonas and pillows). If they sit too high they may touch stationary parts of the machine during agitate or spin. To minimise the chance of this happening, bulky items should be **pushed down below the water level after fill and pushed to sit below the medium high water level mark on the agitator before spinning**. To prevent an out of balance load and splashing, we recommend washing these items on the **DUVET/DOONA** lifecycle or the **HANDWASH** cycle and manually selecting the water level to suit the load size.

Nappy Sanitisers/Bleach

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

Washing When Someone is Ill or has an Infection

How you wash can help prevent re-infection or another member of the household catching the illness. It pays to separate the washing more, use warm or hot washes and use a little more detergent. Avoid leaving the washing sitting damp before or after washing. If there is a lot of sun hang the clothes outside, otherwise use your dryer on the hottest setting the fabric can handle.

Detergent

Choosing the Right Detergent

We recommend the use of domestic detergents (powder, liquid or tablets). Soap flakes, e.g. Lux Soap Flakes, or granulated soap powders should not be used.

Detergents that contain built-in fabric softeners may not be suitable for your *Intuitive™* as they can leave a deposit on the agitator and bowl.

How Much Detergent?

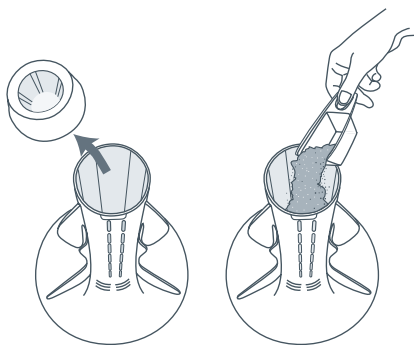
The correct amount of detergent will vary depending on the amount of soil in your clothes; (jeans and work clothes may need more detergent, while towels usually need less).

The agitator has five marks on its stem that indicate load size. Use the mark on the agitator closest to the top of your load as a guide to the size of your load. (Refer to the picture of the agitator on page 17). The instructions on the back of the detergent packet are a guide to the correct amount of detergent to use but remember the larger your machine the more detergent you may need to add.

The correct time to check if you are using the right amount of detergent is about halfway through the agitation. There should be a thin layer of foam over the surface of the water. Lots of foam during agitation means too much detergent has been used, while no foam means not enough detergent has been used and the soil and lint can settle back on the clothes or the washing machine. During the detergent activating wash (the first phase of an *Eco Active™* wash) the waterfall effect of the water generates generous amounts of foam compared to a traditional wash which makes it look like too much detergent has been used. However, the foam is dissolved during the agitation wash and only a thin layer of foam over the surface of the water should remain.

Adding the Detergent

- Remove fabric softener dispenser.
- Pour detergent down centre of the agitator.
- Some detergents **MUST** be fully dissolved before they are added to your machine.
- Check the instructions on the detergent packet.
- Pre-dissolving detergent when washing in cold water can improve its performance.
- Replace fabric softener dispenser. (This prevents small articles falling down the centre of the agitator).



Tablets:

Place the required number of tablets down the centre of the agitator. (Do not use the bag provided with the tablet products). For low water level loads (i.e. washing 2 or 3 garments) do not place tablet down the agitator. Instead place the tablet directly into the machine before adding your clothes.

How Much to Use?

Concentrate			
Machine Size	Compact	Medium	Large
Water Level/Load	Number of scoops		
High	1 rounded scoop	1 $\frac{1}{3}$ scoops	1 $\frac{1}{2}$ scoops
Medium High	1 scant scoop	1 heaped scoop	1 $\frac{1}{3}$ scoops
Medium	$\frac{3}{4}$ scoop	1 scant scoop	1 scoop
Medium Low	$\frac{1}{2}$ scoop	$\frac{2}{3}$ scoop	$\frac{3}{4}$ scoop
Low	$\frac{1}{4}$ scoop	$\frac{1}{4}$ scoop	$\frac{1}{3}$ scoop

Standard Powder			
Machine Size	Compact	Medium	Large
Water Level/Load	Based on a Metric Cup		
High	$\frac{3}{4}$ cup	1 cup	1 cup
Medium High	$\frac{2}{3}$ cup	$\frac{3}{4}$ cup	1 cup
Medium	$\frac{1}{2}$ cup	$\frac{2}{3}$ cup	$\frac{3}{4}$ cup
Medium Low	$\frac{1}{3}$ cup	$\frac{1}{2}$ cup	$\frac{1}{2}$ cup
Low	$\frac{1}{4}$ cup	$\frac{1}{4}$ cup	$\frac{1}{3}$ cup

Tablets			
Machine Size	Compact	Medium	Large
Water Level/Load	Number of Tablets		
High	2 tablets	2 tablets	2 – 3 tablets
Medium High/Medium	1 – 2 tablets	1 – 2 tablets	2 tablets
Medium Low/Low	1 tablet	1 tablet	1 tablet

Liquid			
Machine Size	Compact	Medium	Large
Water Level/Load	Number of Caps		
High	1 cap	1 $\frac{1}{4}$ caps	1 $\frac{1}{2}$ caps
Medium High	1 cap	1 cap	1 $\frac{1}{4}$ caps
Medium	$\frac{3}{4}$ cap	$\frac{3}{4}$ cap	1 cap
Medium Low	$\frac{1}{2}$ cap	$\frac{1}{2}$ cap	$\frac{3}{4}$ cap
Low	$\frac{1}{4}$ cap	$\frac{1}{4}$ cap	$\frac{1}{3}$ cap

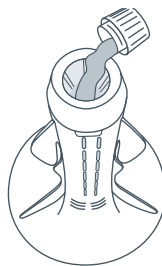
Fabric Softener

How the Fabric Softener is Dispensed

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

Note:

The **SAVE WATER** and **ECO (SAVER WATER++)** rinse options are not designed to be used with fabric softener.



How much Fabric Softener?

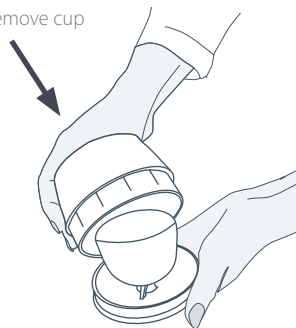
The ring on the dispenser cup is a guide for the amount of fabric softener to add for a full load. Smaller loads require less fabric softener.

Cleaning the Dispenser

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

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

To remove cup



Push cup through dispenser with thumb

Scrud

Scrud is the name given to the waxy build-up that can occur within any washer when the 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 your clothes or an unpleasant smell in your washer.

If you wish to use fabric softener we recommend:

- Using fabric softener sparingly.
- When filling the dispenser, do not splash or overfill.
- Clean dispenser as soon as the cycle is finished.
- Clean your machine regularly (refer to page 31).
- Cold water washing increases the chance of the build-up occurring. We recommend a regular warm or hot wash e.g. every 5th wash should be at least a warm one.
- Fabric softener of a thinner consistency is less likely to leave a residue on the dispenser and contribute to a build-up.

Caring For Your Autowasher

When You Have Finished

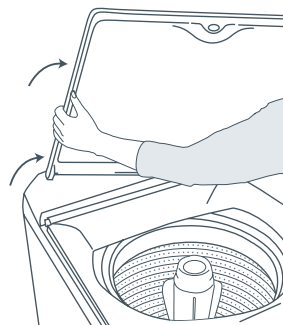
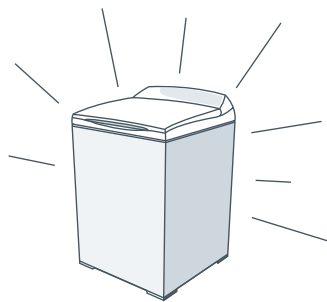
- Turn off the taps to prevent the chance of flooding should a hose burst.
- Unplug the machine from the wall socket.

Cleaning Your Washer

Use a soft damp cloth and wipe dry. Do not use chemical or scouring cleaners as they can damage the paint and plastic surfaces. Clean the fabric softener dispenser regularly using warm soapy water.

You can remove the lid for cleaning. Open the lid fully, grasp the lid on both sides. Lift in an upward motion, as shown below. To replace the lid, hold the lid vertically and align both hinges before slotting back into place.

To remove the agitator, remove the fabric softener dispenser and unscrew the nut down the centre of the agitator by turning anti-clockwise. The agitator must be fully pushed on to the shaft when refitting. Tighten the nut firmly by hand. Ensure the agitator is not loose.



CAUTION!

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

Cleaning the Inside of Your Washer

If you use fabric softener or only do cold water washes, it is important that you occasionally clean the inside of your machine. We recommend using the bowl clean cycle 2 – 4 times a year and suggest that you do not wash clothes during this cycle.

- 1 Add about 2 cups of a powdered detergent that contains phosphate.
- 2 Press **LIFECYCLES**.
- 3 Scroll to the **EXTRAS** screen.
- 4 Select **BOWL CLEAN**. (Refer to page 25).

Automatic Lint System

Your *Intuitive™* 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.

Machine Information

Specifications

Machine Size	Depth/Width	Height*	Height (Lid Open)
Large	650mm	1020 – 1050mm	1410 – 1440mm
Medium	600mm	1020 – 1050mm	1360 – 1390mm
Compact	560mm	1020 – 1050mm	1320 – 1350mm

Note:

Exact height of your *Intuitive™* is dependent on how far the feet are inserted into the base of the machine.

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

- Electrical Supply 220 – 240V, 50Hz Sinusoidal 165W
- Inlet Water Pressure Max. 1Mpa (150 psi) Min. 34kPa (5 psi)
- Standpipe Height 850 – 1200mm

Sounds and Beeps

Your *Intuitive™* washer will make sounds that you will not have heard from other autowashers.

Filling

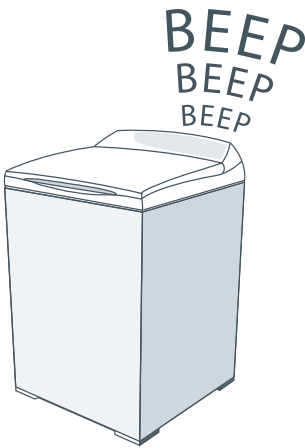
If your autowasher alternates filling and agitating, when **AUTO SENSING** is selected, it is checking that it has the right amount of water for the clothes load.

Agitating/Draining

The motor will pulse before agitate and while draining before spin. This may sound like several low thuds. Your machine is checking there is enough water in the bowl before agitating and that the water has drained before spinning. During drain your washer will turn the pump off and on about every 10 seconds. **This is to help prevent foreign objects getting caught in the pump.**

Beeps

Your washer will beep at the end of the cycle and if you have used Drip Dry or Pre-wash. If your machine is beeping continuously or giving a musical series of beeps refer to page 33.



Products That Might Damage Your Autowasher

Concentrated bleaches, nappy sanitisers, some pre-treatment products and hydrocarbon solvents (e.g. petrol and paint thinners) can cause damage to the paintwork and components of your autowasher. Be careful when washing garments stained with these solvents, as they are flammable. DO NOT put them in your dryer.

Use of dyes in your autowasher may cause staining of the plastic components. The dye will not damage the machine but we suggest you thoroughly clean your autowasher afterwards. We do not recommend the use of dye strippers in your autowasher.

Some pre-treatment sprays or liquids can damage your autowasher's control panel and plastic components, so do not use these products on or around your autowasher.

Before You Call For Service

Please read the following pages before calling for service.

You can correct many of your machine's problems using the checklists on the following pages.

Your machine is capable of diagnosing its own problems and if it has a problem it will beep and display a message telling you what is wrong.

If Your Intuitive™ Beeps For Help

Musical Series Of Beeps* Every 5 Seconds and...

*Note:

The musical series of beeps is the same sound your washer makes when you turn it on at the wall.

"My load is OUT OF BALANCE"

Wash load is out of balance.

Ensure the machine is stationary and manually redistribute the load.

Check machine is level. (See Installations Instructions page 5).

"I am not getting any HOT WATER"

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

Select a lower wash temperature.

Inlet hose screens may be blocked.

There may be a kink in the hose (refer to page 5).

Hot tap has not been turned on.

Inlet hoses connected to the wrong taps.

The flow rate of the supply water is too slow.

"I am not getting any COLD WATER"

Cold tap has not been turned on.

Inlet hose screens may be blocked.

There may be a kink in the hose (refer to page 5).

Inlet hoses connected to the wrong taps.

Cold water temperature exceeds recommended limits. (See Installation Instructions page 6).

The flow rate of the supply water is too slow.

If Your Intuitive™ Beeps For Help

"I am not getting any WATER"

The taps have not been turned on.

Inlet hose screens may be blocked.

The hoses may be kinked (refer to page 5).

The drain hose is too low or the drain hose is pushed into the standpipe too far and the water is siphoning out of the machine. (See Installations Instructions page 4).

The flow rate of the supply water is too slow.

"I am OVERLOADED"

The machine is overloaded and can not agitate.

Ensure the machine is stationary.

Select a higher water level or remove items until the remaining ones can move freely.

Check the machine is not siphoning (refer to page 4).

"I have TOO MANY SUDS"

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

Wait for suds to dissolve (about 20 minutes).

Rinse clothes using a deep rinse, or run through another cycle.

"I can't LOCK THE LID"

Make sure the lid is closed.

Press **START PAUSE** (Refer to page 12)

If the symptom persists call your Fisher and Paykel Dealer or Authorised Service Centre.

Single Beep Every Second and...

"I need service" message and fault number

1 Turn your machine off at the wall.

2 Wait 1 minute and turn it back on.

3 Check the machine is level.

4 Remove load and retry.

5 Put through a Deep Rinse and Spin.

6 If the fault re-occurs repeat Step 1.

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

Operating Problems

Pressing POWER does not turn the machine on.

Is the power switched on at the wall?

Unplug the machine from the wall. Wait 60 seconds, plug back in and turn the power back on again.

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

Pressing START/PAUSE does not start the fill.

Are both hot and cold taps turned on?

Are the inlet hose screens blocked?

FILLING continuously.

Check that the machine is not siphoning (refer to page 4).

NOT SPINNING properly.

Is the load out of balance? (Refer to pages 17, 19, and 27).

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

It may have a suds build-up (refer to page 34).

SPIN SPEED sounds slower than it should.

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

Wrong WATER LEVEL when using Auto water level.

It may still be in the Auto fill mode (refer page 17).

Some loads do not suit Auto Water Level e.g. pillows, bedding, large bulky, garments, manually select the water level. (Refer to page 18 to adjust the Auto fill level).

WASH WATER Temperature is not warm.

The *Intuitive Eco™* washer fills in two stages. The first phase of the wash fills with water at the temperature you have selected. The second phase of the wash uses cool water to finish the fill, so the final wash water temperature will be much cooler than the temperature you selected. (Refer *Eco Active™* page 11).

Too many SOAP SUDS.

During the detergent activating wash of an *Eco Active™* wash the waterfall effect of the water generates generous amounts of foam. Check the foam level during the agitation phase of the wash. (Refer Detergent page 28).

Try using less detergent. Try a low sudsing, front loader detergent.

SMALL PUDDLE of water coming from under the machine.

The water level is too high for the amount of clothes. This has caused excessive splashing resulting in water spilling onto the floor. Use a lower water level.

Large bulky garments (e.g. pillows, duvets/duona) can cause splashing. Wash on the **DUVET/DOONA** cycle or the **HANDWASH** cycle. Manually select the water level to suit the load size.

If the problem persists contact your Fisher & Paykel Dealer or Authorised Service Agent.

All About Wash Problems

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

CREASING.

Over loading the washer or dryer.

Select **CREASABLES** as this will change the rinse and select a slower, shorter spin speed. Or change the fast spin speed from 1000 rpm to 700 rpm (Refer to Max Spin Speed page 17).

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

POOR SOIL REMOVAL.

Not enough detergent for load size or amount of soil on the clothes.

Over-loading the washer.

Increase the level selected on the **HOW DIRTY** option.

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

Separate light and heavily soiled items, as clothes can pick up soil from dirty wash water.

Cold water wash too cold, (refer Cold+ page 15).

Loads made up of articles of varying sizes will wash better (e.g. full loads of sheets may not wash as well). Hard water areas require more detergent.

BLACK or GRAY MARKS on clothes.

A build-up caused by the interaction of fabric softener and detergent can flake off and mark clothes, (refer to Scrud page 30).

Not enough detergent for the amount of soil on the clothes, can result in grey marks on clothes, (refer to Detergent on page 28 and 29).

LINTING.

Wash lint gives e.g. towels, flannelette sheets, separately from lint collectors e.g. synthetics.

Overloading the washer.

Not enough detergent to hold the lint in suspension.

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

Are you using the **SAVE WATER** option? Try using a spray & deep rinse.

RESIDUE DETERGENT.

Overloading the washer.

Try using less detergent.

Some detergents need to be pre-dissolved, check the detergent instructions.

Detergent may not dissolve properly in cold ambient temperatures, cold washes or short agitation times. Try pre-dissolving the detergent.

DYE TRANSFER.

Wash and dry non-colourfast clothes separately.

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

TANGLING.

Washing with too much water (i.e. under-loading) can cause the clothes to tangle.

Do not load the washer by wrapping clothes around the agitator.

Manufacturer's Warranty

When you purchase any new Fisher & Paykel whiteware Product you automatically receive a two year Manufacturer's Warranty covering parts and labour for servicing.

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.

This Warranty DOES 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, e.g. removal of bottom packer, 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. Noise or vibration that is considered normal, e.g. spin sounds, user warning beeps.
 - 3. Water on the floor due to incorrect loading or excessive suds.
 - 4. Provide instruction on the use of the product or change the set-up of the product, e.g. instruction on the correct use of detergents and fabric softeners.
 - 5. Blocked pumps, removal of foreign objects/substances from the machine, including the pump and inlet hoses filters, e.g. bra wires, bread tags, nails, grit, crud etc.
 - 6. Replace fuses in, or correct house wiring or correct house plumbing e.g. unblock drains.
 - 7. Correct corrosion or discolouration due to chemical attack.
 - 8. Correct damage caused by pests, e.g. rats, cockroaches etc.
- 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-authorised repairers or the cost of correcting such unauthorised repairs.
- E** Normal recommended maintenance as set out in the Product's User Guide.

Service under this manufacturer's warranty must be provided by an Authorised Service Agent (refer to the Customer care section for contact details). Such service shall be provided during normal business hours. This warranty certificate should be shown when making any claim.

Note:

This warranty is an extra benefit and does not affect your legal rights and applies only to product purchased in New Zealand and Australia.

Please keep this User Guide in a safe place.

Do not return to Fisher & Paykel.

Customer Care



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

If after checking these points you still need assistance please refer to the following:

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 37 2273 **Fax:** (09) 273 0656

Email: customer.care@fp.co.nz

Postal address: P.O. Box 58732, Greenmount, Auckland

If you need service...*

Fisher & Paykel has a network of independent Fisher & Paykel Authorised Service Centres whose fully trained technicians can carry out any service necessary on your appliance. Your dealer or our Customer Care Centre can recommend an Authorised Service Centre 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 Australia Pty Ltd has a network of independent Fisher & Paykel Authorised Service Centres whose fully trained technicians can carry out any service necessary on your appliance. Our Customer Care Centre can recommend an Authorised Service Centre in your area.

*If you call or write, please provide: name, address, model number, serial number, date of purchase and a 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 Ltd

Model/Serial No.

Date of Purchase _____

Purchaser _____

Dealer _____

Suburb _____

Town _____

Country _____



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The product specifications in this booklet apply to the specific products and models described at the date of issue. Under our policy of continuous product improvement, these specifications may change at any time. You should therefore check with your Customer Care Centre to ensure this booklet correctly describes the product currently available.

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