

## EXCELLENCE model

**WASHING MACHINE PROGRAMS**

	REGULAR	HEAVY DUTY	HAND WASH	ALLERGY	EASY IRON
<b>Wash time</b>	12 min	15 min	6 min	12 min	9 min
<b>Wash action</b>	REGULAR	HEAVY DUTY	HAND WASH	REGULAR	REGULAR
<b>Wash temp</b>	WARM-COLD	WARM	WARM-COLD	HOT	WARM-COLD
<b>Rinse</b>	Spray rinse + cold deep rinse	Spray rinse + cold deep rinse	2 cold deep rinses	2 cold deep rinses	2 cold deep rinses
<b>Spin speed</b>	FAST	FAST	SLOW	FAST	SLOW
<b>Spin time</b>	6 min	6 min	4 min	6 min	2 min

- 1 Select the wash cycle, temperature, water level and spin speed (refer to page 7).
- 2 Press the OPTIONS button if you want to choose ECO, SOAK or QUICK WASH (refer to pages 14 and 15).
- 3 Press START/PAUSE.

### Choosing the right detergent

We recommend using domestic detergent, (powder or liquid).

Soap flakes or granulated soap powders should not be used in your *Smart Drive™*, eg Lux Soap Flakes.

When washing woollens remember to use a recommended detergent.

### How much detergent?

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

### Adding the detergent

#### Liquid or powdered detergents

- 1 Remove fabric softener dispenser.
- 2 Pour liquid or powdered detergent down the centre of the agitator.  
Some detergents **MUST** be fully dissolved before adding to your machine to get the best wash results. Check the instructions on the detergent packet.  
Pre-dissolving the detergent when washing in cold water can improve its performance.
- 3 Replace fabric softener dispenser (this prevents small articles falling down the centre of the agitator).

Concentrate			
Model	5.5 kg	6.5 kg	7.5 kg
Water level	Number of scoops		
high	1 rounded	1½	1½
med high	1 scant	1 heaped	1½
medium	¾	1 scant	1
med low	½	⅔	¾
low	⅓	⅓	½

Liquid			
Model	5.5 kg	6.5 kg	7.5 kg
Water level	Number of caps		
high	1 cap	1¼ cap	1½ cap
med high	1 cap	1 cap	1¼ cap
medium	¾ cap	¾ cap	1 cap
med low	½ cap	½ cap	¾ cap
low	⅓ cap	⅓ cap	½ cap

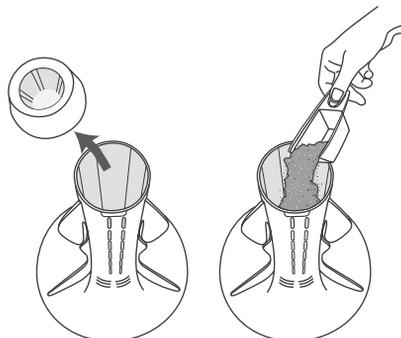


Fig.23 Adding your detergent

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

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

### Musical series of beeps\* every 5 seconds and... possible solutions

#### **HOT water temperature light is flashing.**

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

Inlet hose filters may be blocked.

There may be a kink in the hose.

Hot tap has not been turned on.

Inlet hoses are connected to the wrong taps.

#### **COLD water temperature light is flashing.**

Cold tap has not been turned on.

Inlet hose filters may be blocked.

There may be a kink in the hose.

Inlet hoses are connected to the wrong taps.

Cold water temperature exceeds recommended limits (see 'Installation instructions', page 4).

The flow rate of the supply water is too slow.

#### **HOT and COLD water temperature lights are flashing.**

The taps have not been turned on.

Inlet hose filters may be blocked.

The hoses may be kinked.

The drain hose is too low or the drain hose is pushed into the standpipe too far and the water is siphoning out of the machine (see 'Installations instructions', page 2).

The flow rate of the supply water is too slow.

#### **HIGH water level light is flashing.**

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

Select a higher water level.

#### **The first RINSE progress light or SPIN progress light is flashing.**

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

## 32 If your *Smart Drive*™ beeps for help

### **LID LOCK light is flashing.**

Make sure the lid is closed.

Press START/PAUSE (refer to page 10).

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

### **First RINSE or SPIN progress light is flashing as well as the SPIN SPEED light.**

Wash load is out of balance. Ensure the machine is stationary. Manually redistribute the load. Check the machine is level (refer to page 3).

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

### **Some lights are on but the pattern of lights is unfamiliar.**

- 1 Turn your machine off at the wall,
- 2 Wait for 60 seconds and turn it back on.
- 3 Check the machine is level (refer to page 3).
- 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 Repairer to arrange service (refer to page 37).

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

Is the power switched on at the wall?

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

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

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

Are both hot and cold taps turned on?

Are the inlet hose filters blocked?

Is DELAY START on?

### **Filling continuously.**

Check that the machine is not syphoning (refer to page 2 in the 'Installation instructions').

### **Not spinning properly.**

Is the load out of balance? Refer to pages 13, 16 and 26.

Check the machine is level and does not rock (refer page 3).

It may have suds build-up (refer to 'RINSE light or SPIN light flashing', page 31).

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

The clothes are unevenly distributed in the bowl, your *Smart Drive*™ has compensated by lowering the spin speed.

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

Check the machine is level and does not rock (refer to page 3).

Too much water for load (refer to page 13).

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

It still may be in the AUTO water level mode (refer to page 13).

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

Auto fill needs adjusting (refer to pages 22, 23 and 25).

### **Noises.**

Banging – load is out of balance (refer pages 13, 16 and 26).

Other noises – refer page 28.

### **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.  
Use a lower water level (refer to page 13).

Large bulky, garments (eg pillows, duvets) can cause splashing. Wash on DELICATE cycle (PRIDE model) or HAND WASH cycle (EXCELLENCE model) (refer to page 16).

If the problem persists contact your Fisher & Paykel Dealer or Authorised Repairer (refer to page 37).

## 34 Wash problems

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

### **Creasing.**

Overloading the washer or dryer.

Choose an EASY IRON or HAND WASH cycle (EXCELLENCE model), or a DELICATE cycle (PRIDE model) as these cycles have been designed to minimise creasing.

Try selecting a slower spin speed.

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

### **Poor soil removal.**

Warm wash water is too cold. Refer to 'Changing pre-set options', page 24.

Not enough detergent for load size or amount of soil.

White clothes are better washed separately. Separate light and heavily soiled items, as clothes can pick up soil from dirty wash water.

Cold water wash is too cold (refer to 'Controlled cold', page 25, EXCELLENCE model only).

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

Overloading the washer.

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

Hard water requires more detergent than soft water.

### **Linting.**

Wash lint givers (eg towels, flannelette sheets) separately from lint collectors (eg synthetic fabrics).

Overloading the washer.

Not enough detergent to hold the lint in suspension.

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

### **Detergent residue.**

Overloading the washer.

Try using less detergent.

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

Cold ambient temperatures, cold washes and/or short agitation times may not let the detergent dissolve properly. Try pre-dissolving the detergent.

### **Black or grey marks on clothes.**

A build up caused by the interaction of fabric softener and detergent can flake off and mark clothes (refer to 'Scrud' page 21).

Insufficient detergent, for the amount of soil on the clothes, can result in grey marks on clothes (refer to 'Detergent' page 20).

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### **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.

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### **Tangling.**

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

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

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