Fisher & Paykel Washing Machine Error Codes
PROBLEMS OF SOLVING

"My load is not balanced" Load on unloading is not balanced.

Make sure that the washer is stationary and manually redistributes the load.

Check that your washer is level (see Installation Instructions, page 6-11).

"I do not have water." Check that the faucets have been turned on.

Make sure that the suction hose filters are not blocked.

Make sure that the inlet hose filters are not twisted or crushed.

Make sure that the drain hose is too low or too depressed in the riser. This will cause the water to escape from the washer (see Installation Instructions, page 6-11).

"I do not have HOT WATER". Check if hot water is on.

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

Select the lower wash temperature.

Check that the inlet hose filter is not blocked.

Ensure that the inlet hose filter is not kinked or crushed.

Make sure that the inlet hoses are connected to the correct faucets.

The flow rate of the supplied water can be too slow.

"I do not have COLD WATER" Check if cold water is on.

The temperature of your cold water may exceed the recommended limits (see Installation Instructions, page 6-11).

Check that the inlet hose filter is not blocked.

Ensure that the inlet hose filter is not kinked or crushed.

Make sure that the inlet hoses are connected to the correct faucets.

The flow rate of the supplied water can be too slow.

"I'm overloaded" Your washer is overloaded and can not continue the cycle.

Make sure that the washer is stationary and removes objects while the rest can move freely.

Make sure that the washer is not a siphon (see the Installation Manual, page 6-11).

"I HAVE TOO MANY COURTS". Your puck has a sob. Too much detergent could be used for the amount of soil in the load.

Make sure you use the HE Low Sudsing or Front Loader detergent.

Wait for the foam to dissolve (about 20 minutes).

Wash clothes using the RINSE and SPIN cycle, or go through another cycle.

"I can not LOCK." Make sure that the lid is closed.

Press START / PAUSE.

If the symptom persists, contact your Fisher and Paykel dealer or an Authorized Service Center.

Message "I need SERVICE" and error number 1. Turn the washer against the wall.

2. Wait for 1 minute and then turn it on again.

3. Check that your washer is level (see Installation Instructions, page 6-11).

4. Remove the load and try again.

5. Run the RINSE and SPIN cycles.

6. If the repeated error is repeated, repeat steps 1 and 2.

Pressing the POWER does not turn the washer on. Is the power on the wall turned on?

Disconnect from the wall. Wait 60 seconds, turn it on, turn it on and try again.

Can the power supply be damaged? Try to connect another device.

Key lock mode can be activated. Try holding the POWER button for 3 seconds. (See Page 34.)

Pressing the START / PAUSE button does not start the fill. Are hot and cold taps included?

Are the inlet hose filters blocked? Check the ends of the hoses.

FILLING continuously Provide a drain hose located in the riser or install a bath / sink.

Ensure that the riser is standing or installed a bath / sink with a height of at least 3316 "(850 mm) and not more than 96" (2438 mm).

NOT SPINNING correctly Ensure that the load is not in balance.

Check the washer on the level and do not swing.

Make sure that the washer does not have a foaming effect.

SPIN SPEED sounds slower than usual. Clothes are distributed unevenly in the washing tub, your puck slows down the rotation to compensate.

WATER LEVEL low Your washing machine is designed to automatically determine the size of the load and minimize the use of water, so the water level may differ from the previous washer, this is normal.

The WASH WATER temperature is not warm. In this unique washing system, two washing phases are used. The second phase can be more cold than the first, in order to minimize the use of energy. This is normal and does not affect washing performance.

Too much SOAP SUDS Make sure that you use a high performance (HE) detergent.

Try using a little less detergent, especially if the clothes are slightly dirty.

Fisher & Paykel Ecosmart washing Machine Error Codes
THE PROBLEM POSSIBLE CAUSES AND SOLUTIONS

Creasing • Overload of the washer or dryer.

• Select the "Permanent Press" or "Delicate" cycle, because these cycles were designed to minimize collapses.

• Try to choose a slower spin speed.

• Do not leave damp clothes to sit in a washer or laundry basket.

Poor soil removal • Insufficient amount of detergent for the size of the load or the amount of soil.

• White clothes are best washed separately. Separate light and heavily soiled items, as clothes can pick up soil from dirty water for washing.

• Select the wash temperature according to the type of soil. For example, blood and dirt are better washed in cold water, and oil soils are better washed away in warmer water.

• Overload of the washer.

• Cargoes consisting of products of different sizes will be better erased (for example, when the sheets are fully loaded, they also do not wash).

• Hard water requires more detergent than soft water.

Linting • Wash lint, for example, towels, flannel sheets, separately from lint collectors, for example, synthetic fabrics.

• Overload of the washer.

• There is not enough detergent to hold the lint in the suspension.

• Overdrying in the dryer can cause the accumulation of static electricity in synthetic tissues and cause them to attract lint.

Detergent for residues • Overload of the washer.

• Try using less detergent.

• Some detergents must be previously dissolved, check the washing instructions.

• Cold ambient temperatures, cold rinses or short mixing times do not allow the detergent to be dissolved properly. Try to dissolve the detergent beforehand.

Black marks on clothing • Overlay caused by the interaction of fabric softener and detergent may peel off and mark clothing. (See Page 13). • Insufficient amount of detergent for the amount of soil on the clothes can lead to the appearance of black marks on the clothes.

Transporting the dye • Rinse and dry the non-colored clothing separately.

• Non-colored clothing, sitting in a washer or laundry basket, can transfer the dye to other clothing.

Tangling • Wash with plenty of water (ie underload) can cause clothing to start to roll around each other.

• Do not load the washer by wrapping clothes around the stirrer.

Pressing the POWER button does not turn on the device. 1. Is the power switched on?

2. Remove the machine from the wall. Wait 60 seconds, turn the machine on and then on.

3. Can the power supply of your home be damaged? Try connecting another appliance.

Pressing the START / PAUSE button does not start the fill. 1. Are hot and cold taps on?

2. Are the inlet hose screens blocked?

3. Is the DELAY enabled?

Filling is continuous. 1. Make sure the machine is not siphoned.

2. Check if the black hose guide is installed.

Does not rotate properly. 1. Is the cargo not balanced? (See pages 11 and 16).

2. Check that the machine is flat and does not sway.

3. It may form foam (see Flashing the spin light, page 22).

The speed of the spin sounds slower than necessary. 1. Clothes are unevenly distributed in the laundry basket, your Ecosmart compensates for the decrease in the spin speed.

The machine is constantly out of balance. 1. Check that the machine is flat and not swayed, and rubber feet are installed.

2. Too much water for the load (page 8).

Too much or too little water when filling at an automatic water level. 1. It can still be in the process of determining the water level.

(See Page 8).

2. Some loads are not suitable for automatic water level, for example, cushions, bedding, large bulky items. Manually select the water level.

3. To adjust the autofill level, see p. 14-16.

Noises. 1. Banging - the load is not balanced (see page 11).

2. Other noise - see p. 19.

A small puddle of water coming from under the car. 1. The water level is too high for the amount of clothes. This caused excessive spattering. Use a lower water level.

2. Large bulky items of clothing (such as pillows, comforters) can cause spattering. (Wash on a delicate cycle.)