

DW820 and DW920 models

**Dishwasher**  
**Installation instructions and**  
**User guide NZ & AU**



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## **Important!**

Please note, some models shown in this book are not available in all markets. It is important that the Installation instructions/User Guide should be retained with the appliance for future reference. Should the appliance be sold or transferred to another owner, always ensure that the Installation instructions/User Guide is left with the appliance in order that the new owner can familiarise themselves with the appliance and the relevant warnings.

# Installation instructions

## Before you start

- These instructions are intended as a guide only. It is the responsibility of the Plumber and Electrician to ensure that each installation complies with the Government Regulations and Local Government By-Laws.
- **Lifting & Removing the Dishwasher**  
We recommend two people should move the dishwasher, with one person standing on each side. Always lift from the step at the lower rear of the dishwasher. Hold the dishwasher level by placing your other hand at the top of the door on the front.
- **Never Lift From the Door Handle**  
Do not lift from the decorative panel on the front of the dishwasher. Always be careful with the hoses and the power cord at the back of the dishwasher. Careful handling will prevent damage and malfunction from squashing, kinking or cuts.
- This dishwasher must not be connected to an under sink high pressure “push through” type hot water system, as damage to the system will result. If in doubt as to the suitability of your system, consult your Plumber.
- The dishwasher should not be connected to a hot water system where the temperature exceeds 75°C, or where there is no temperature control, i.e. a wet back system, unless the system is fitted with a suitable tempering valve.
- While installing the dishwasher, check the drain hose is not restricted or kinked.
- Do not remove the insulation blanket from the rear of the product. This is not part of the packaging. It provides sound and heat insulation.

## Plumbing

### Drainage

The recommended method of installation for a Fisher & Paykel DW920 and DW820 Dishwasher is shown in Diagrams 1, 2 & 3 on Page 5. The diagrams are designed to eliminate problems that often occur with combined sink-dishwasher waste systems.

The standpipe must have a minimum inside diameter of 38mm and stand 750mm above the floor. A drain hose support is provided to hold the drain hose in place in the standpipe (see Diagrams 1 and 2). It is not recommended that the drain hose or drain pipe be connected directly to a waste disposal unit (see Diagram 2).

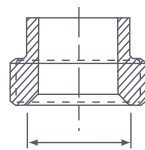
When connecting the drain hose to a sink trap with a drain hose spigot, it is important that the drain hose is supported to the height of the bench (see Diagram 3). Ensure the drain spigot has a minimum hole size of 15mm and that it has been drilled out.

### Water Valve Connections

Both Fisher & Paykel Dishwasher Models DW920 and DW820 have single valve water connections. We recommend a cold water connection to give the best wash performance and energy efficiency.

### Water Supply

The dishwasher inlet hose must be connected to an accessible water tap. The water supply to the dishwasher should be through a 15mm minimum domestic water pipe. The inlet hose connects to the water supply tap using a 20mm BSP male thread. The tap must have an adequate sealing face for the flat washer supplied, to ensure the hose connections are water tight. Hose coupling must be tightened a further half turn after seal contact.



MAX Ø20mm  
MIN Ø15mm

## To Change the Setup for a hot or cold water supply

This is only required on a Fisher & Paykel DW920 model.

- 1 Press the POWER button to turn the Dishwasher off.
- 2 Hold the ECO button for 15 seconds and the dishwasher will beep. On the time Display, "H" or "C" will be displayed. "H" represents Hot water connection and "C" represents Cold water connection.
- 3 Press the START/PAUSE button to toggle between "H" and "C". Once the appropriate option is chosen.
- 4 Press the POWER button. This will save the option you have chosen.

The hot water supply should ideally be at a temperature of 60-65°C at the point of entry to the dishwasher and must not exceed 75°C.

The water pressure to the dishwasher shall be no less than 30kPa (4.3psi) and no more than 960kPa (140psi).

Note: DW920 is set up for connection to cold water when it leaves the factory.

## Installation

Once installed, the dishwasher's rear levelling feet must be anchored to the floor to prevent the dishwasher from tilting forward when the baskets are being loaded with dishes. Two anchor plates, with screws, are provided for this purpose. A template and instructions for locating the correct position of the anchor plates is printed on the top cardboard spacer of the external packaging of the product.

### Built-In Installation

Where the dishwasher is installed in an under bench situation, ensure that bare wood surrounding the dishwasher is sealed with an oil based paint or moisture-proof polyurethane to prevent possible steam damage.

## Levelling

Before sliding the dishwasher into position, adjust the levelling feet to ensure that the dishwasher is level at the required height. Check that the door opens and closes without striking the side of the cabinet. If necessary, readjust the levelling feet slightly (see Figure A).

### IMPORTANT!

If the door strikes the side of the cabinet, a poor door seal may result in the product leaking.

Once the required height is obtained, slide the service panel down to cover the feet (see Figure B).

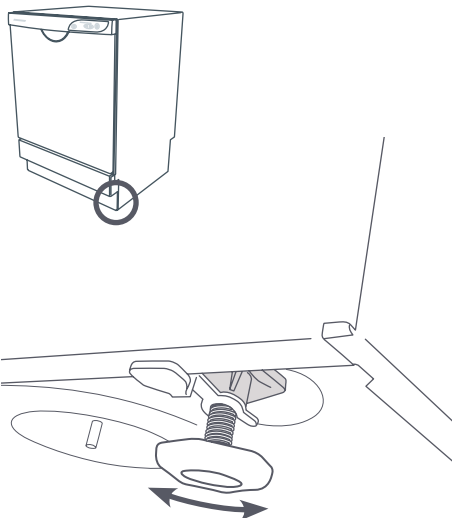


Figure A: Adjusting the levelling feet

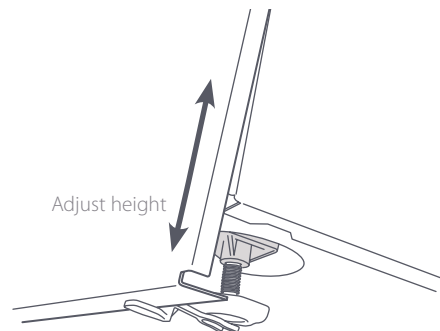
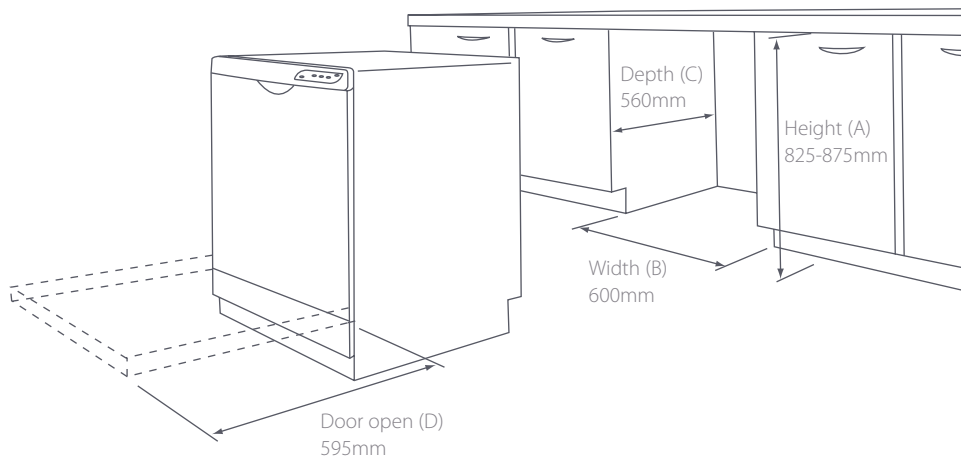


Figure B: Fitting the service panel



## Electrical

A 3 Pin 10 Amp switched outlet is required. The switch must be located in a readily accessible position with the product installed.

## Joinery dimensions (DW820 & DW920)

Height	A - 830mm MIN
Width	B - 600mm
Depth	C - 560mm
Door Open	D - 595mm

### Note

Ensure underside of bench is sealed with an oil based paint or moisture-proof polyurethane to prevent possible steam damage.

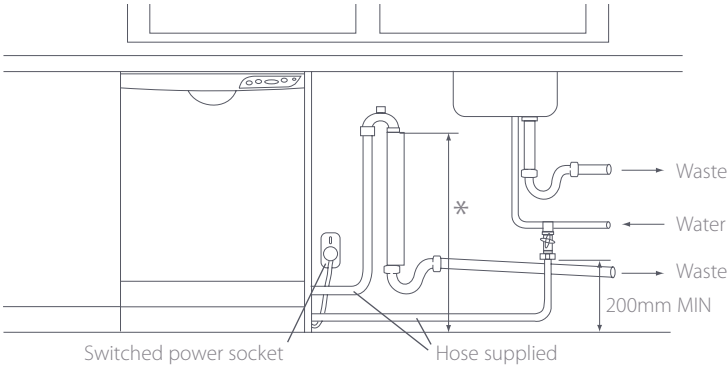
## Specifications

### Product Size

Height	825-875mm
Width	595mm
Depth	555mm

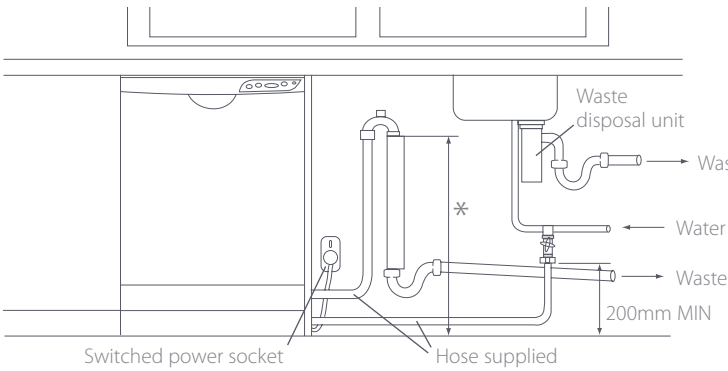
Electrical	230-240 vAC
Drying	Residual Heat / 1500 Watt Element
Water Pressure	Minimum 30 kPa (4.3 psi) Maximum 960 kPa (140 psi)
Water Temperature	Cold water recommended. Hot ideally 60-65°C (must not exceed 75°C)
Place Setting	12

# Plumbing and drainage options



\*Standpipe Ø38mm  
750mm MIN above floor

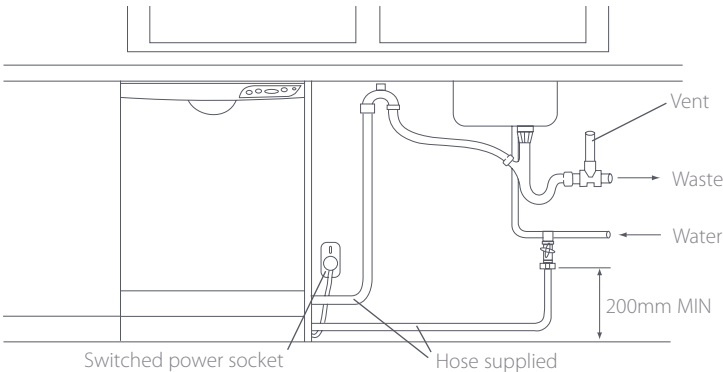
**Diagram 1: Dishwasher**



\*Standpipe Ø38mm  
750mm MIN above floor

**note:**  
Connection of drain hose direct to the waste disposal unit is NOT recommended.

**Diagram 2: Dishwasher & waste disposal unit**



**note:**  
Where standard hose is not long enough, a service person can fit an extra length, 3 metre, drain hose (part no. 521287).

**Diagram 3: Dishwasher using sink trap with dishwasher drain hose spigot**

# Introduction

Fisher & Paykel strongly recommend that you read the information contained in this User Guide before using the dishwasher.

After your Dishwasher has been installed, please check that:

- 1 The Dishwasher has been installed in accordance with installation instructions.
- 2 There are no water leaks from the hose connections which can be seen under the Dishwasher or at the tap.

## First use

Before you start, check the following:

- The power cord is plugged in and the switch is on.
- The inlet hose is connected and the tap is turned on.
- The drain hose is installed correctly.

We recommend a cold water connection to achieve the best wash performance and lowest overall energy consumption. A hot fill connection should be used if faster times are desired or if an alternative hot water supply such as night rate electricity, solar heating or wetback is desired.

## Accessories

- Cutlery Basket
- Removable Basket Insert
- Floor Mounting Kit

## Safety instructions

Household appliances are not intended to be played with by children. Children or persons with a disability that may limit their ability to use the appliance, should have a competent person instruct them in its use. This person should be satisfied that they can then use the appliance without danger to themselves or their surroundings.

If the supply cord is damaged, it must be replaced by a Fisher & Paykel Dealer or Authorised Service Centre or a similarly qualified electrical tradesperson in order to avoid a hazard.



# Quick operating instructions

## Load the dishes into the dishwasher

Remove any large scraps of food from dishes. Ensure the dishwasher is not overcrowded when loading as this may lead to poor wash performance.

## Check spray arms can rotate

Ensure there are no items blocking the spray arm path.

## Fill the detergent and rinse aid dispenser

Follow the wash programme chart for recommended quantities of detergent and ensure there is adequate rinse aid for the wash.

## Select the wash programme

Close the dishwasher door. Press the WASH button to select the desired wash.

## Eco function (optional)

If you would like the wash programme to use less energy and time, press the ECO button.

## Start the dishwasher

Press the START/PAUSE button to start the Dishwasher. To pause in mid cycle or to restart the Dishwasher. Press the START/PAUSE button.

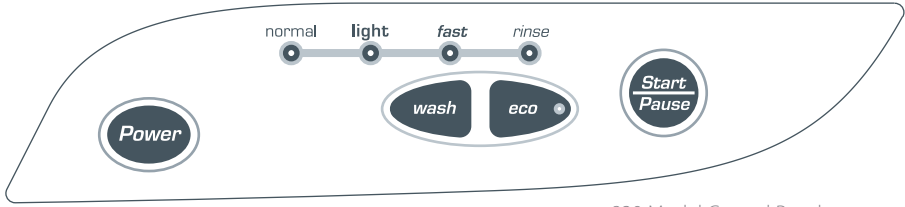
## End of wash programme

At the end of the wash programme, the dishwasher will automatically stop and beep five times indicating the end of the programme.

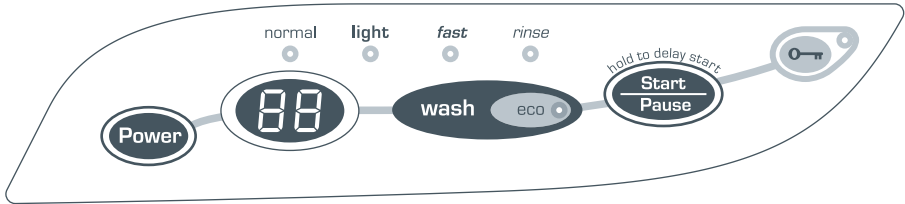
### **Note:**

If a power failure occurs and the Dishwasher is in the middle of a wash programme, it will stop. Once the power is restored, the dishwasher will restart that part of the wash sub cycle again and continue on with the wash programme. Extra detergent may be required, if the dishwasher was disrupted in the main part of the programme.

# Control panel



820 Model Control Panel



920 Model Control Panel

## Power Button

This turns the Dishwasher on and off.

### On

After pressing the POWER button:-

920 Model Only - The Time Remaining Display will indicate the time remaining in minutes for the wash programme selected.

820 Model Only - The wash programme light will be lit up.

The next time the Dishwasher is turned on, it will default to the last wash programme used.

### Off

To completely stop the Dishwasher press the POWER button. Any remaining water in the Dishwasher will be pumped out.

When the wash programme has finished, the Dishwasher will stop automatically. All the lights will turn off and the machine will beep five times.

## START/PAUSE button

The START/PAUSE button has the following functions:

- 1 Start the Dishwasher.
- 2 Interrupt the Dishwasher while it is operating.  
The Dishwasher will automatically restart after five minutes if the START/PAUSE button is not pressed again. The Dishwasher will only restart when the door is closed.
- 3 Restart the Dishwasher after it has been interrupted.
- 4 Delay Start (920 Model only).

## Wash button

To select a wash programme, press the WASH button. The wash button will scroll between the normal - light - fast and rinse wash programmes. The light below the wash programme will indicate your selection.

## Eco button

The Eco feature reduces the temperatures during the wash. It saves on energy and time.

This function should be selected before you push the START/PAUSE button. When the ECO light is on it will indicate you have selected this option.

## Delay start (920 Model Only)

This feature allows you to delay the start of the wash programme between one to nine hours.

### To activate the Delay start function

- 1 Press the START/PAUSE button for two seconds until the "1h" appears on the Time Remaining Display.
- 2 Hold the START/PAUSE button down to increase the delay time in one hour increments.

This feature is useful if you want to take advantage of off peak power rates. (Check with your local Electricity Supplier if this is available), or if you wish to start the Dishwasher at a later time.

### To cancel the Delay start function

Press and hold the START/PAUSE button until the "h" no longer appears on the Time Remaining Display or press the POWER button to turn the Dishwasher off.

## Key lock (920 Model Only)

This button prevents the Dishwasher being turned on or off accidentally. It is also useful when you are cleaning the control panel.

### To activate the Key lock function

Ensure the Dishwasher door is closed, press and hold the KEYLOCK button for four seconds during which time the keylock light will flash. After four seconds the dishwasher will give one short beep and the KEYLOCK light will stay on.

### To cancel the Key lock function

Press and hold the KEYLOCK for four seconds, the KEYLOCK light will flash during this time. The Dishwasher will give one long beep and the KEYLOCK light will switch off to let you know that this function has been deactivated.

## **Time remaining display** (920 Model Only)

This indicates the approximate time remaining in the wash programme. The Time Remaining Display is based on 20°C or 60°C incoming supply, depending on whether the water connection is cold or hot.

If your incoming water deviates from the above temperatures, the Time Remaining Display will make the necessary adjustments to the wash time during the selected wash programme.

The wash programme time can also vary depending on your household situations. Some examples of where the wash times could vary are ambient room temperatures and water pressure. We do not recommend you use the Time Remaining Display as a timing device.

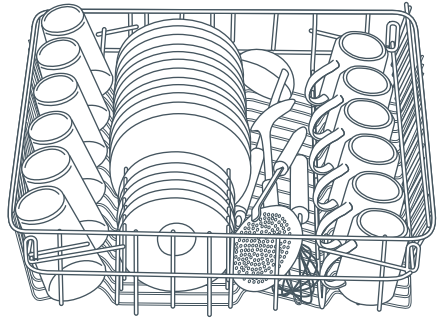
In the unfortunate event of a fault occurring, the Time Display will show a fault code. Refer to the Fault code section of this User Guide to remedy the problem, if possible, otherwise you may need to call an Authorised Fisher & Paykel Dealer.

# Loading the dishwasher

- Scrape off large food scraps and remove bones, crusts, toothpicks and any similar items.
- Load the dishes, taking care not to overload the dishwasher.
- Check there are no items blocking the path of the spray arm. Check by giving the top and bottom spray arm a turn before you close the door.
- Avoid placing tall items near the detergent dispenser which may prevent it from opening.
- Ensure the dishwasher is not overloaded.

## Upper basket

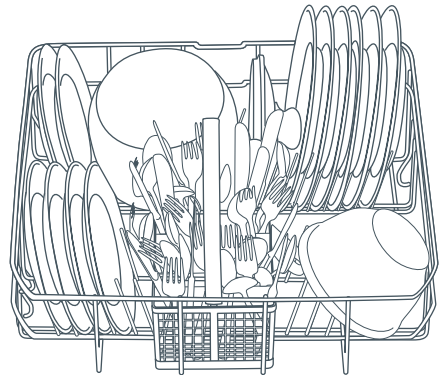
- Small, light items should be placed soiled side down on the basket.
- Small plates and saucers can be slotted into spaces provided.
- The folding cup racks allow for double stacking of cups and glassware.
- Long kitchen utensils can be laid flat.



Upper Basket

## Lower basket

- Plates, bowls, pots, baking dishes and other large items should be placed in this basket.
- Place plates into slots provided. Place other items soiled side down.
- The rear insert is removable to increase flexibility, so that large bowls and pots can fit in easily.
- This insert is **not** designed to carry plates safely from the Dishwasher.



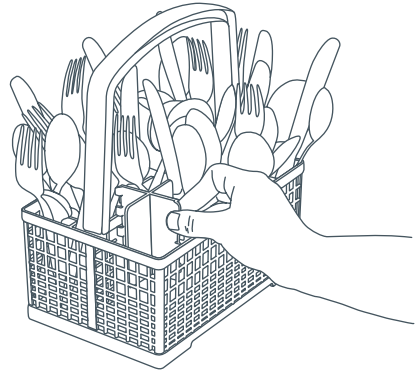
Lower Basket

With a little experimentation, you will find the loading pattern which works best for your household.

## Cutlery basket

A removable cutlery basket sits in the centre of the lower basket.

- Load cutlery handles down for the best wash performance. Take care when loading and unloading sharp knives or prongs.
- Mix spoons, knives and forks within each section of the basket. This prevents the spoons and forks nesting together and ensures the water circulates freely.
- There are inserts within each section of the cutlery basket to help keep items upright. These are removable to fit larger items.
- Keep stainless steel from touching silver as mixing these metals can stain cutlery.
- We recommend sharp utensils have their handles facing upward to reduce the risk of cut injuries.



Cutlery Basket

# Detergent

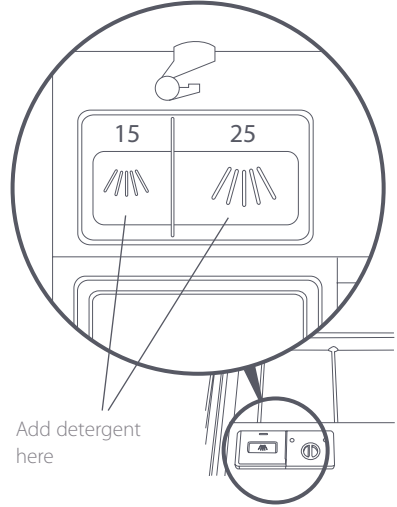
## Detergent usage

The detergent dispenser is located on the inside of the Dishwasher door. Check the Wash Programme Chart for the correct amount of detergent or consult the detergent manufacturer's instructions.

## Filling the detergent dispenser

To fill the detergent compartment:

- 1 Press the latch if the detergent dispenser lid is closed.
- 2 Two detergent compartments are available as a guide to detergent usage. The numbers indicate grams.
- 3 After filling, close dispenser lid firmly until it clicks shut.
- 4 Detergent will be automatically released during the wash.
- 5 We recommend pre wash detergent be placed on the door.
- 6 No detergent is required when using the rinse programme.



Add detergent here

## Important

Only use detergent recommended for use in domestic automatic Dishwashers. Handwashing liquids, soap, laundry detergents or disinfectant will damage the Dishwasher. Never sprinkle or pour detergent directly onto any item in the Dishwasher.



## WARNING!

Dishwasher detergents are strongly alkaline. They can be dangerous if swallowed. Avoid contact with skin and eyes. Keep children and infirm person(s) away from the Dishwasher when the door is open.

# Rinse aid

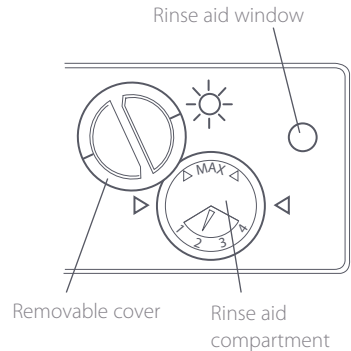
Rinse Aid helps give a streak-free, sparkling clean look to glass and chinaware. It speeds up drying and helps prevent metal from tarnishing.

The Rinse Aid Dispenser is on the inside of the Dishwasher door. The dispenser holds 140ml, enough for about 70 regular washes.

- If the Rinse Aid Window is clear, the dispenser needs to be refilled.
- If the Rinse Aid Window is coloured, there is enough Rinse Aid for the wash.

## To fill the dispenser

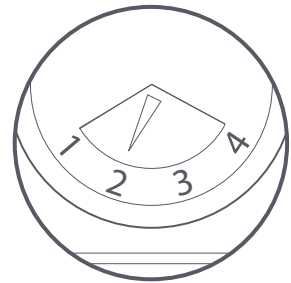
- 1 Open the dispenser by turning the cover anti-clockwise and remove the cover.
- 2 Pour the Rinse Aid into the circular region. This area is a funnel.
- 3 Care should be taken not to overfill or spill Rinse Aid on the door.
- 4 Wipe up any surplus rinse aid to prevent excess foaming.



## How much rinse aid?

The Rinse Aid regulator may need adjusting to suit your conditions.

- If the dishes are wet after the wash, or you live in an area which has 'soft' water, slide the regulator to a lower setting.
- If the dishes have watermarks on them, or you live in an area which has 'hard' water, slide the regulator to a higher setting.
- If you are unsure about the quality of your local water supply, contact your local Water Supply Authority or Plumber.



Water condition - 1 (soft) to 4 (hard)

## Important! - For child safety

At the end of the wash programme, the amount of Rinse Aid on the dishware is minimal and not harmful in this quantity. Like all household cleaners, store the bottle out of children's reach.

## Drying

To assist in drying, open the dishwasher door slightly at the end of the programme. Slide the top basket out a little to keep the door ajar.



# Wash programmes

Wash programme	When to use	Detergent quantities		Wash descriptions					Wash times (approx. minutes)		
		Pre wash (g)	Main wash (g)	Pre wash 1	Pre wash 2	Main wash	Post rinse 1	Post rinse 2	Drying	Cold connect	Hot connect
Standard programmes	Normal	5	30	✓	✓	65°C	✓	65°C	✓	98	74
	Light	5	25		✓	65°C	✓	65°C	✓	90	66
	Fast		20			45°C	✓	50°C	✓	49	32
	Rinse			✓						7	7
Eco programmes	Normal Eco	5	25	✓	✓	60°C	✓	60°C		85	61
	Light Eco	5	25		✓	44°C	✓	55°C		73	52
	Fast Eco		20			40°C	✓	45°C	✓	42	26

# Changing the pre-set options

## End of programme beeps

The beeps at the end of each wash programme can be removed by following the steps below.

- 1 Press the POWER button to turn the Dishwasher off.
- 2 Press the ECO button and while holding down, press the START/PAUSE button and hold together for approximately five seconds until you hear one short beep.
- 3 Release the two buttons and the “beeps” are now removed.

If you wish to re-instate the beeps at the end of the wash programmes, repeat the steps above.

# Australian/New Zealand standards AS2007.1

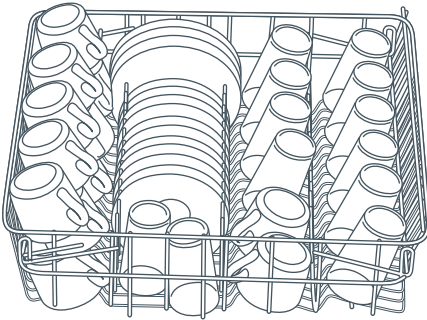
## Loading patterns

Fisher & Paykel Dishwashers are tested to Australian/New Zealand Dishwasher Standards for both wash and dry performance.

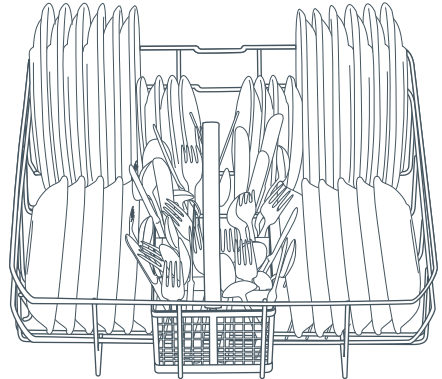
The loading pattern for AS 2007.1 is shown below.

## Detergent quantities

For testing to AS2007.1 we recommend the use of 5g on the door and 25g detergent in the dispenser. We also recommend the Rinse Aid Regulator is set to "3".



Top Basket AS2007.1 Setting



Bottom Basket AS2007.1 Setting

# Care guide

The combination of high temperatures and Dishwasher detergent may cause damage to some items if they are washed in the Dishwasher.

Remember, if you are in doubt about any aspect concerning items washed in the Dishwasher, follow the instructions from the manufacturer of the items, or wash the item by hand.

## Glassware

Most everyday glassware is Dishwasher safe. Crystal, very fine items and antique glassware may etch. You may prefer to wash these items by hand.

## Silverware and cutlery

All cutlery should be rinsed immediately after use to prevent tarnishing caused by some foods. The Rinse programme is useful for this. Silver items should not come into contact with stainless steel, for example other cutlery and the inside of the machine. Mixing these items can cause staining. Remove silver cutlery from the Dishwasher and hand dry it immediately after the programme has finished. Wood, bone and plastic handles can be sensitive to higher water temperatures. The appearance of these may deteriorate over time if washed in the Dishwasher.

## Aluminium

Aluminium can be dulled by Dishwasher detergent. The degree of change depends on the quality of the product.

## Woodware

Generally wooden items are sensitive to heat and water. Regular use in the Dishwasher may cause deterioration over time. If in doubt, wash by hand.

## Plastic

Some plastic may change shape or colour with hot water. Check manufacturer's instructions about washing plastic items. Washable plastic items are best treated by placing them in the top basket. Weigh them down with the cup rack otherwise they could flip over and fill with water, or fall onto the heating element.

## Decorated Items

Most modern china patterns are Dishwasher safe. Antique items, those with pattern painted over the glaze, gold rims or hand painted china may be more sensitive to machine washing. If in doubt, wash these items by hand.

## Glued Items

Certain adhesives are softened or dissolved in machine washing. Wash by hand.

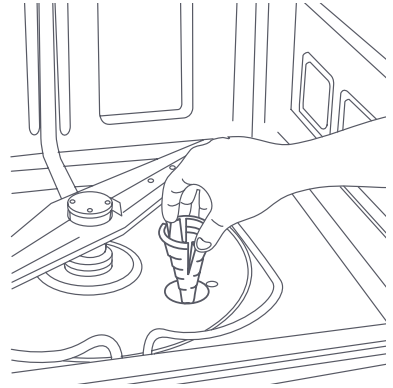
# Care and cleaning

## Cleaning the strainer

The filter plate is designed to be self cleaning but occasionally food scraps may collect. Sweep these into the strainer before emptying.

The strainer should be **regularly checked** and removed for cleaning, if necessary.

- 1 Unclip the strainer from the filter by squeezing the tabs together and lifting.
- 2 Empty, rinse under water and replace.



Cleaning the strainer

## Cleaning the dishwasher

The area around the outside of the seal and door may need wiping down from time to time.

- Use a mild soapy solution and wipe over with a damp cloth.
- Let the Dishwasher cool down before touching inside metal.
- **We do not recommend the use of abrasive, solvent or alkaline cleaners as they may damage the surface finishes of the Dishwasher.**

## Cleaning the spray arms

- 1 Unload both Dishwasher baskets and slide them out. The top basket requires the two front rail clips on the slides to be removed before the basket can be pulled out.
- 2 To remove the rail clips press the top plastic tabs together and slide up. Once the front two rail clips have been removed the top basket will slide out.
- 3 Turn the spray arm cap in the 'unlock' direction (anti-clockwise) and lift off.
- 4 Remove the spray arm.
- 5 Shake out all foreign particles, rinse under water and replace the spray arm back into the Dishwasher.
- 6 Ensure each spray arm has the side with most holes in it facing in the UPWARD direction. The top spray arm is plastic and the stainless steel spray arm is the lower.
- 7 Replace the spray arm cap and turn in the 'lock' direction (clockwise).

## Holiday time

If the Dishwasher is not to be used for some time, follow these steps:

- 1 Ensure the baskets are empty.
- 2 Leave the inside of the Dishwasher clean.
- 3 Leave the door ajar to allow air to circulate.
- 4 Turn off BOTH the electricity and water supply to the Dishwasher.

# Problem solving

If the Dishwasher does not appear to be operating properly, check this chart before you call for service.

<b>Problem</b>	<b>Possible cause</b>	<b>What to do</b>
<b>The dishwasher will not start.</b>	Door not closed properly.	Close the door by pushing the handle forward until it 'clicks',
	Power supply not connected.	Check that the power cord is plugged in and the switch is on. Check the fuse, by seeing if another small appliance will not operate from that power outlet.
	Keylock on.	If the keylock light is on, press and hold the KEYLOCK button for four seconds until you hear a beep.
<b>Dishwasher does not drain.</b>	Drain hose bent or kinked.	Straighten drain hose so water can flow through.
	Strainer blocked.	Empty out the strainer and ensure the filter plate is clear of food particles.
<b>Dishes do not come out clean.</b>	Loading.	Avoid overloading the dishwasher. Ensure the spray arms can rotate freely. Remove food scraps from dishes before loading.
	Blocked spray arm holes.	Remove spray arms, rinse under tap water and replace (see Care & cleaning section).
	Not enough detergent.	Use the recommended amount of detergent.
	Strainer blocked.	Clean the strainer (see Care & Cleaning section).

<b>Problem</b>	<b>Possible cause</b>	<b>What to do</b>
<b>Water does not flow.</b>	Taps turned off.	Check the taps are turned on.
	Inlet hose bent or kinked.	Straighten the inlet hose so that water can flow through.
<b>Water spots, streaks or film on glassware.</b>	Incorrect rinse aid setting.	Check that there is rinse aid in the dispenser (see Rinse aid section).
	Dishwasher overloaded or loaded incorrectly.	Follow the instructions for proper loading. Remember to remove food scraps.
<b>Foaming.</b>	Rinse aid setting too high or has been spilled.	Turn the rinse aid dial to a lower setting or wipe the spill.
	Incorrect detergent.	Ensure that you use a detergent that is intended for a domestic automatic dishwasher.
	Egg yolk.	Place an extra tablespoon of detergent in the dishwasher door for pre-rinsing.
	Too much detergent.	Use the recommended quantity of detergent.
<b>Dishes not dry.</b>	Incorrect loading.	Moisture can be trapped if items are too closely loaded. Ensure the dishwasher is not overloaded.
	Rinse aid supply depleted.	Refill the rinse aid dispenser if the indicating window is clear.
<b>Detergent not dispensing.</b>	Detergent dispenser lid not opening.	Check that there is nothing obstructing the opening of the dispenser lid.
	Dispenser was wet when detergent is loaded.	Dry the detergent dispenser before loading to prevent detergent caking.
	Blocked spray arms.	Remove spray arms, shake, and rinse under water before replacing (see Care & cleaning section).
	Over filling the detergent dispenser.	Use the recommended quantity of detergent.

# Fault codes

You are reminded that if you call a Fisher & Paykel Authorised Service Centre because of a User Fault, it is not covered by the Warranty. Should you encounter any problems we recommend that you call our Customer Care Centre.

## 920 model only

In the 920 Dishwasher, the Time Remaining Display informs you when there is a fault.

The fault codes are as follows and we recommend that you check the chart below and correct if possible. If the fault code cannot be removed by pressing the POWER button, turn the power off at the mains supply, correct the problem if possible and turn the Dishwasher on again. If the fault code still appears, call your Fisher & Paykel Dealer or Authorised Service Centre.

Code	Description	Possible cause	What to do
<b>U1</b>	Dishwasher attempted to fill to correct level but failed.	Water tap not turned on.	Turn the water tap on.
		Too much foam.	See 'Problem solving' section.
		Wash pump faulty.	Call your Fisher & Paykel Dealer or Authorised Service Centre.
		Dishwasher not draining.	See 'Problem solving' section.
<b>F1</b>	Flood switch has been activated.	Flood has occurred.	Turn the power and water supply off to the dishwasher. Call your Fisher & Paykel Dealer or Authorised Service Centre.
<b>F3</b>	Temperature fault.	Incoming water too hot.	Decrease the incoming water temperature to the dishwasher.
	Water temperature.	Faulty temperature sensor.	Call your Fisher & Paykel Dealer or Authorised Service Centre.
	Overheating.	Faulty element.	Call your Fisher & Paykel Dealer or Authorised Service Centre.
<b>F4</b>	No increase in water temperature during wash cycle.	Faulty element.	Call your Fisher & Paykel Dealer or Authorised Service Centre.
		Electronics controller faulty.	Call your Fisher & Paykel Dealer or Authorised Service Centre.
		Faulty temperature sensor.	Call your Fisher & Paykel Dealer or Authorised Service Centre.

## 820 model only

In the unfortunate event of a fault occurring, the Dishwasher will continuously beep every second. If the continuous beeps cannot be removed by pressing the POWER button, turn the Power off at the mains supply, wait 10 seconds, and turn the Dishwasher on again. If the continuous beeps still occur, call your Fisher & Paykel Dealer or Authorised Service Centre.



# 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. Correct the installation of the product.
  2. Instruct you how to use the product.
  3. Replace house fuses or correct house wiring or plumbing.
  4. Correcting fault(s) caused by the user.
- 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.
- F** Repairs when the appliance has been dismantled, repaired or serviced by other than a Fisher & Paykel AUTHORISED SERVICE CENTRE 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 SERVICE CENTRE'S normal service area.

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...\***

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

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 Dealer to ensure this booklet correctly describes the product currently available.

**[www.fisherpaykel.com](http://www.fisherpaykel.com)**

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