

**F I S H E R & P A Y K E L**

**DISHDRAWER™ DISHWASHER**

---

**DD60 and DD24**

**Double and Single models**

**USER GUIDE**

**NZ AU US CA GB IE**



This user guide is an accompaniment to your 'Quick start guide' which is included with your dishwasher.

For operating instructions, see your 'Quick start guide'. If you no longer have your 'Quick start guide', you can download it from our local website, listed on the back cover.

**Refer to your 'Quick start guide' for information on:**

- Starting a wash
- Wash programs and when to use them
- Controls
- Dos and don'ts of loading
- Preference options and how to change their settings



# CONTENTS

---

Safety and warnings	2
Caring for your dinnerware	9
Operating instructions	
Wash modifiers (some models only)	10
Racking features	14
Loading suggestions	20
Water hardness and dishwashing	21
Wash programs and detergent quantities	22
Adding detergent	23
Using rinse aid	27
Water softener (some models only)	28
Preference options	30
User maintenance instructions	34
Troubleshooting	39
How to attend to a fault	44
Warranty and service	48
Wash program data	49
Standards tests	53

---

## IMPORTANT!

## SAVE THESE INSTRUCTIONS

The models shown in this user guide may not be available in all markets and are subject to change at any time. For current details about model and specification availability in your country, please go to our website [www.fisherpaykel.com](http://www.fisherpaykel.com) or contact your local Fisher & Paykel dealer.

Your dishwasher has been carefully designed to operate safely during normal dishwashing procedures. Please keep the following instructions in mind when you are using your dishwasher.

# IMPORTANT SAFETY INSTRUCTIONS

- **WARNING! - When using your dishwasher, follow basic precautions, including the following:**
- **Read all instructions before using the dishwasher.**
- **The information in this manual must be followed to minimise the risk of fire or explosion or to prevent property damage, personal injury or loss of life.**
- **Use the dishwasher only for its intended function as described in this user guide and in your 'Quick start guide'.**
- **This appliance is intended to be used in household and similar applications such as:**
  - **staff kitchen areas in shops, offices and other working environments;**
  - **farm houses;**
  - **by clients in hotels, motels and other residential type environments;**
  - **bed and breakfast type environments.**
- **NSF 184-Certified residential dishwashers are not intended for licensed food establishments.**
- **Use only detergents or rinse aid recommended for use in a domestic dishwasher and keep them out of reach of children. Check that the detergent dispenser(s) is empty after the completion of each wash program.**
- **When loading items to be washed, locate sharp items so that they are not likely to damage the internal lid of the dishwasher and load sharp knives with the handle up to reduce the risk of cut-type injuries.**

- **Do not touch the filter plate (in the dishwasher base) during or immediately after use, as it may be hot.**
- **Do not operate your dishwasher unless all enclosure panels are properly in place.**
- **Do not tamper with the controls.**
- **Do not abuse, sit on, stand in or on the drawer or dish rack of the dishwasher.**
- **The drawer should not be left in the open position since this could present a tripping hazard.**
- **The foldaway cup racks are designed to support cups, glasses and kitchen utensils. When the foldaway cup racks are in the drawer do not lean on or use them to support your body weight.**
- **To reduce the risk of injury, do not allow children to play in or on the dishwasher.**
- **Under certain conditions, hydrogen gas may be produced in a hot water heater system that has not been used for two weeks or more. HYDROGEN GAS IS EXPLOSIVE. If the hot water system has not been used for such a period, before using the dishwasher, turn on all hot water taps and let the water flow from each for several minutes. This will release any accumulated hydrogen gas. As the gas is flammable, do not smoke or use an open flame during this time.**
- **Remove the door to the washing compartment when removing an old dishwasher from service or discarding it.**
- **Some dishwasher detergents are strongly alkaline. They can be extremely dangerous if swallowed. Avoid contact with the skin and eyes and keep children away from the dishwasher when the door is open. Check that the detergent dispenser is empty after completion of the wash program.**

## IMPORTANT SAFETY INSTRUCTIONS

### Installation

- **This dishwasher must be installed and located in accordance with the Installation instructions before it is used. If you did not receive Installation instructions with your dishwasher, you can order them by calling your Authorised Repairer or download them from our local Fisher & Paykel website, listed on the back cover.**
- **Installation and service must be performed by a qualified technician.**
- **If the power supply cord is damaged, it must be replaced by a dealer or Authorised Repairer or a similar qualified trades person in order to avoid a hazard.**
- **Ensure the dishwasher is secured to adjacent cabinetry using the brackets provided. Failure to do so may result in an unstable product, which may cause damage or injury.**
- **Do not operate this appliance if it is damaged, malfunctioning, partially disassembled or has missing or broken parts, including a damaged power supply cord or plug.**
- **Do not store or use petrol, or other flammable vapours and liquids in the vicinity of the dishwasher.**
- **Connect to a properly rated, protected and sized power supply circuit to avoid electrical overload.**
- **Make sure that the power supply cord is located so that it will not be stepped on, tripped over or otherwise subject to damage or stress.**
- **Do not install or store the dishwasher where it will be exposed to temperatures below freezing or exposed to weather.**
- **Do not use an extension cord or a portable electrical outlet device (e.g. multi-socket outlet box) to connect the dishwasher to the power supply.**



- **This appliance must be grounded. In the event of a malfunction or breakdown, grounding will reduce the risk of electric shock by providing a path of least resistance for electric current. This appliance is equipped with a cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is installed and grounded in accordance with all local codes and ordinances. WARNING - Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or service representative if you are in doubt as to whether the appliance is properly grounded. Do not modify the plug provided with the appliance; if it will not fit the outlet, have a proper outlet installed by a qualified technician.**
- **If the dishwasher is installed as a permanently connected appliance:  
GROUNDING INSTRUCTIONS - This appliance must be connected to a grounded metal, permanent wiring system, or an equipment-grounding conductor must be run with the circuit conductors and connected to the equipment-grounding terminal or lead on the appliance.**
- **Connected models only:**
- **This device complies with part 15 of the FCC Rules. Operation is subject to the following conditions: (1) This device may not cause harmful interference; and (2) this device must accept any interference received, including interference that may cause undesired operation.**
- **Do not change or modify the wireless communication device in any way. Changes or modifications not expressly approved by Fisher & Paykel could void the user's authority to operate the equipment.**

## IMPORTANT SAFETY INSTRUCTIONS

### **Maintenance**

- **Disconnect the appliance from the power supply before any cleaning or maintenance.**
- **When disconnecting the appliance pull the plug rather than the power supply cord or junction of cord to avoid damage.**
- **Do not repair or replace any part of the appliance or attempt any servicing unless specifically recommended in this user guide. We recommend that you contact Customer Care to arrange service. See your 'Service and warranty' booklet for contact details.**
- **Keep the floor around your appliance clean and dry to reduce the possibility of slipping.**
- **Keep the area around/underneath your appliance free from the accumulation of combustible materials, such as lint, paper, rags and chemicals.**
- **Models with a remote control: Do not attempt to recharge, short-circuit, disassemble, heat or throw the remote control battery into a fire. Dispose of an old battery responsibly, keeping it out of reach of children.**

### **Operational**

- **Under no circumstances should you open the drawer whilst the dishwasher is in operation.**
- **Always press the ► button OR knock on the front of the drawer (DD\*I models only) to pause and wait until you hear the four additional beeps before opening the drawer.**
- **The dishwasher must be used with the motor assembly, filter plate, drain filter and spray arm in place. To identify what these parts are, see drawings in section 'User maintenance instructions' of this user guide.**
- **Take care when loading the drawer not to load dishware items so they prevent the internal lid from properly sealing with the drawer. Items should be placed so they do not protrude above and/or forced into the drawer, otherwise a service call may result.**
- **Cleaning and user maintenance shall not be done by children without supervision.**
- **Do not allow children to play inside, on or with this appliance or any discarded appliance.**
- **If the dishwasher is not being used for long periods of time, turn the electricity and water supply to the dishwasher off.**

- **Household appliances are not intended to be played with by children. Children of less than 8 years old must be kept away from the appliance unless continuously supervised. This appliance can be used by children aged from 8 years and above, and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, if they have been given supervision or instruction concerning the use of the appliance in a safe way and they understand the hazards involved.**
- **If a dishwasher cleaner is used, we would strongly recommend a wash program with detergent should be run immediately afterward, to prevent any damage to the dishwasher.**
- **The dishwasher is designed for washing normal household utensils. Items that are contaminated by petrol, paint, steel or iron debris, corrosive, acidic or alkaline chemicals are not to be washed in the dishwasher.**
- **Do not wash plastic items unless they are marked “dishwasher safe” or equivalent. For plastic items not so marked, check the manufacturer’s recommendations.**

## CARING FOR YOUR DINNERWARE

---

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

### **Cutlery & silverware**

All cutlery and silverware should be rinsed immediately after use to prevent tarnishing caused by some foods. The Rinse wash program is useful for this. Silver items should not come into contact with stainless steel, eg other cutlery. Mixing these items can cause staining. Remove silver cutlery from the dishwasher and hand dry it immediately after the program has finished.

### **Aluminium**

Aluminium can be dulled by dishwasher detergent. The degree of change depends on the quality of the detergent or aluminium.

### **Other metals**

Iron and cast iron objects can rust and stain other items. Copper, pewter and brass tend to stain.

### **Woodware**

Wooden items are generally sensitive to heat and water. Regular use in the dishwasher may cause deterioration over time. If in doubt, wash by hand.

### **Glassware**

Most everyday glassware is dishwasher safe. Crystal, very fine and antique glassware may etch and will develop a cloudy appearance. You may prefer to wash these items by hand.

### **Plastics**

Some plastics may change shape or colour with hot water. Check manufacturer's instructions about washing plastic items. Dishwasher safe plastic items should be weighed down so they do not flip over and fill with water or fall through the base rack during the wash.

### **Decorated items**

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

### **Glued items**

Certain adhesives are softened or dissolved in machine washing. If in doubt, wash by hand.

## OPERATING INSTRUCTIONS

### WASH MODIFIERS (SOME MODELS ONLY)

Along with setting the wash program, you may select one of the following the additional options:

- **Extra dry:** Increases the final rinse temperature and the length of the drying phase for improved drying performance.
- **Quick:** Uses additional water and energy for a faster wash time, while maintaining wash performance.
- **Sanitize:** Raises the water temperature during the rinse phase to sanitize dishes. Ideal for washing items such as baby bottles and preserving jars.

Note:

- Only one modifier can be set at a time
- Not all modifiers are available for every wash program. If a wash modifier is not available for the chosen wash program, then that modifier cannot be selected.

#### DD\*C MODELS:

WASH PROGRAM	MODIFIER AVAILABLE		
Heavy	Extra Dry	Quick	Sanitize
Normal	Extra Dry	Quick	Sanitize
Normal Eco	-	-	-
Fast	Extra Dry	-	-
Delicate	Extra Dry	Quick	-
Rinse	-	-	-





#### DD\*F AND DD\*I MODELS:

WASH PROGRAM	MODIFIER AVAILABLE		
Heavy	Extra Dry	Quick	Sanitize
Medium	Extra Dry	Quick	Sanitize
Eco	-	-	-
Fast	Extra Dry	-	-
Delicate	Extra Dry	Quick	-
Rinse	-	-	-

## WASH MODIFIERS (SOME MODELS ONLY)

### DD\*C MODELS:




#### To set a wash modifier

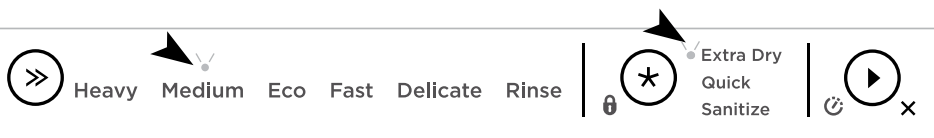
- ① Make sure the dishwasher is on and detergent (and rinse aid if necessary) has been added.
- Double models only:* Check the correct drawer is selected, or press  to change.
- ② Press  to select a wash program.
- ③ Press  to scroll through the wash modifier options.
  - The selected wash modifier indicator will light up on the display.
  - Press  to start the wash



### DD\*F AND DD\*I MODELS:

#### To set a wash modifier

- ① Make sure the dishwasher is on and detergent (and rinse aid if necessary) has been added.
- ② Press  to select a wash program.
- ③ Press  to scroll through the wash modifier options.
  - The selected wash modifier indicator will light up on the display.
  - Press  to start the wash and close the drawer.



## WASH MODIFIERS (SOME MODELS ONLY)

---

### Using sanitize

The sanitize wash modifier adjusts the wash program to meet the conditions required by Section 6, NSF 184 for sanitization to occur.

While sanitize is running, the wash program is monitored to ensure that these conditions are met.

### **IMPORTANT!**

- **Only programs utilising the sanitize wash modifier are certified to meet the conditions required by Section 6, NSF 184. Other wash programs may not reach the temperatures required for sanitization to occur. See table on previous page for wash programs that have sanitize available**
- **For sanitization to occur, the temperature of the water needs to reach 70°C/158°F. Check that all items are 'dishwasher safe' before running the sanitize modifier.**
- **If the wash is interrupted or the water supply is turned off during the program, then the heating conditions for sanitization may not be met. You may need to run the program again to ensure sanitization of your dishes.**


At the end of a wash program with sanitize, always check to make sure that sanitization has been successful.

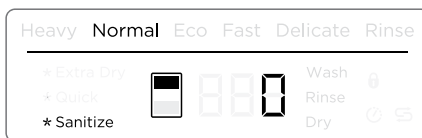


## WASH MODIFIERS (SOME MODELS ONLY)


### DD\*C MODELS:

#### If sanitization has been successful:

- The dishwasher will beep
-  will show in the display
- The sanitize indicator will remain lit.
- After 30 seconds the display will turn off.



#### If sanitization has not been successful:

- An alert will sound
  - An alert code will show in the display
  - The sanitize indicator will not be lit.
  - Check if the water supply has been turned off or the wash program interrupted.
  - Press  once to stop the beeping and then again to clear the alert code, then run the sanitize cycle again.
- See also section 'How to attend to a fault'.




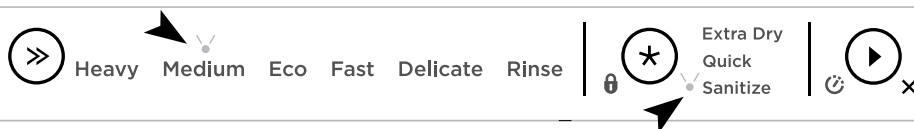
### DD\*F AND DD\*I MODELS:

#### If sanitization has been successful:

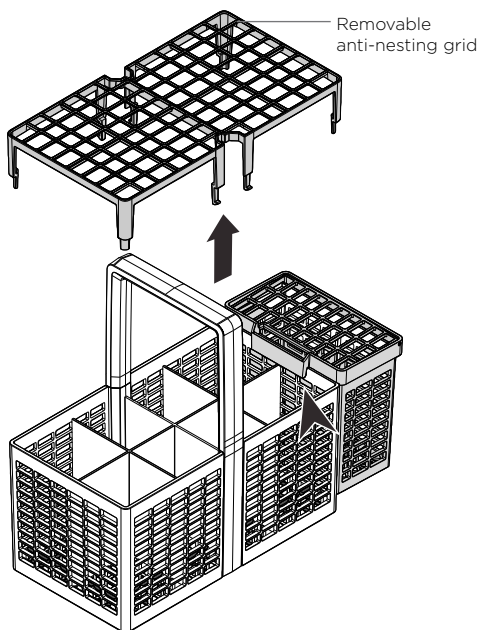
- The wash will finish as normal.

#### If sanitization has not been successful:

- An alert will sound
- When the drawer is opened the sanitize indicator will flash.
- Check if the water supply has been turned off or the wash program interrupted.
- Press and hold  once to stop the beeping and a second time to clear the flashing alert code.
- Reset sanitize and then run the cycle again.
- See also section 'How to attend to a fault'



## RACKING FEATURES - CUTLERY BASKET



- To reduce the risk of injury, we recommend loading knives and sharp utensils with handles facing up.
- Mix spoons, knives and forks within each section to stop cutlery nesting together and to ensure the water circulates freely.
- Keep stainless steel from touching silver cutlery to avoid staining.

### Removable anti-nesting grid

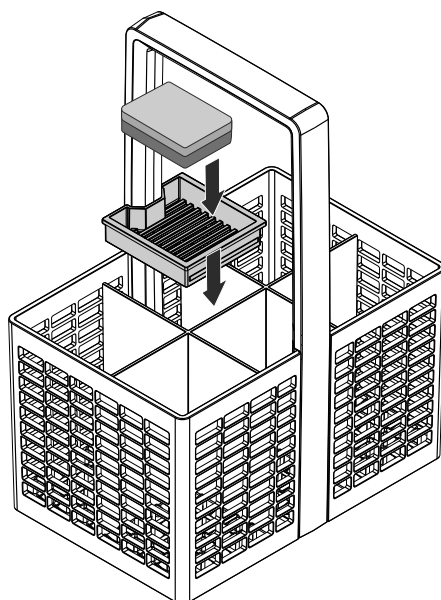
- The anti-nesting grid clips onto the top of the cutlery basket.
- Use the grid to separate cutlery items and stop them from nesting together.

### Removable tablet tray

If you are using dishwasher tablets or gel packs, place them on the removable tablet tray, as shown. See also 'Adding detergent' for more information.

### IMPORTANT!

**Dishwasher tablets should not be in direct contact with dishes or cutlery or placed on the bottom of the drawer.**

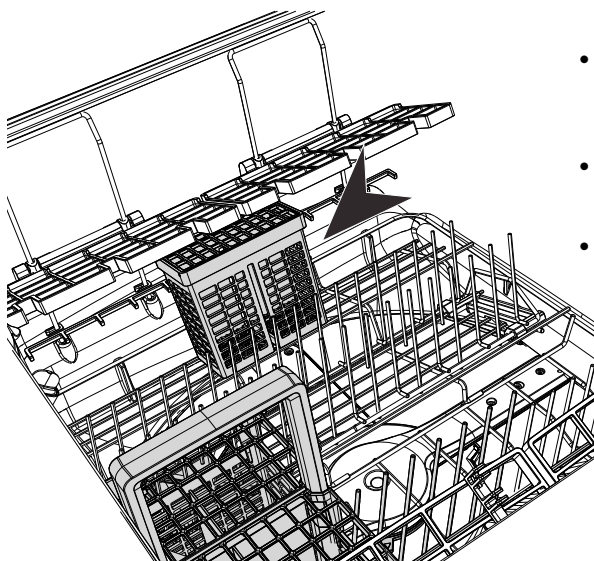
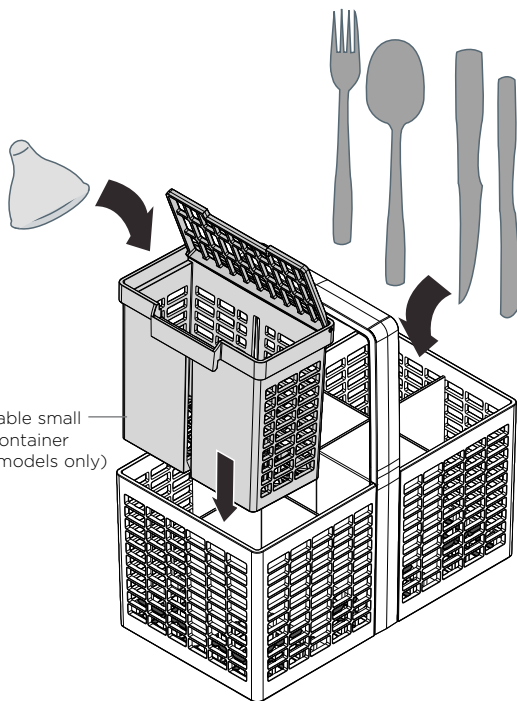


## RACKING FEATURES - CUTLERY BASKET

### Removable small items container

(some models only)

- Small, light items like baby bottle teats are best placed into the small items container to prevent them from being displaced during the wash.
- You can extend your cutlery basket by clipping the container on its side.



- To optimize the cutlery space within the basket, the small items container can be placed elsewhere in the drawer.
- If you lay the container flat, make sure that the solid plastic side is facing up.
- If you place a fully laden container under the cup racks, it is best to leave the rack space directly above the container empty - there may not be enough water reaching items that are placed above.

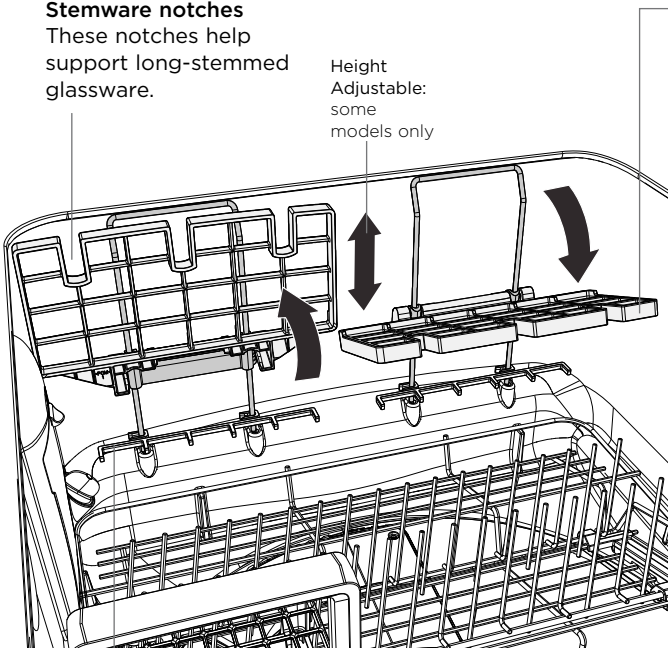
## RACKING FEATURES - FOLDAWAY CUP RACKS

Racking features will vary depending on model.

### Stemware notches

These notches help support long-stemmed glassware.

Height Adjustable:  
some models only



### Foldaway cup racks

- You can fold these independently of each other.
- Fold the racks away if you need the space.

### Fixed height:

#### DD\*A Models only

- The racks are a fixed height, designed for best wash performance.

### Height adjustable:

#### All other Models

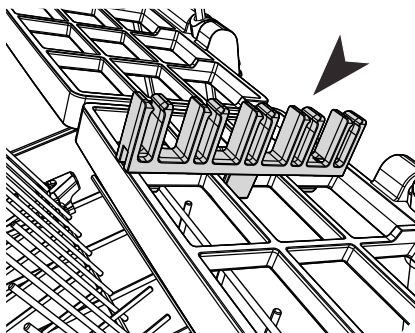
- The racks are height adjustable to accommodate glassware and cups of varying heights.
- You can adjust these independently of each other to any height:
  - ① Fold up to unlock the rack.
  - ② Adjust the height to suit by sliding up or down.
  - ③ Fold down to lock in position.

### Glass supports

These removable clips on the rack wires are to give your tall glasses extra stability.

### Knife clip (some models only)

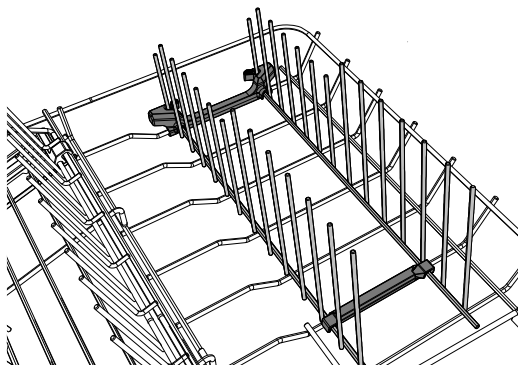
- This clips onto the adjustable racks and supports knives and other utensils during the wash.
- Always ensure that knife blades are facing down.



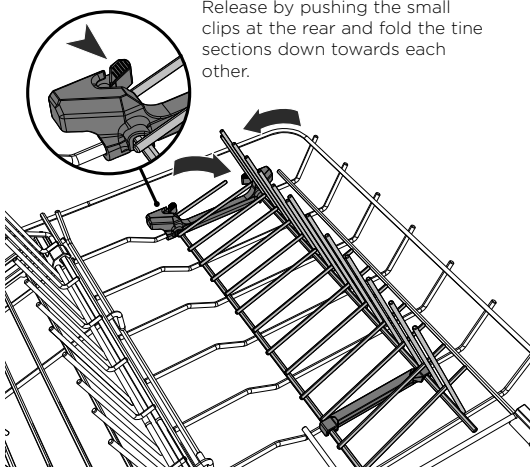
## RACKING FEATURES - FOLDING TINE RACK

### Folding tines

- For optimum stability, place larger plates between the longer tines in the front.
- Fold the tines down if you need the space for pots or other large items.
- Release by pushing the small clips at the rear and fold the tine sections down towards each other.



Release by pushing the small clips at the rear and fold the tine sections down towards each other.



### Removing the folding tines

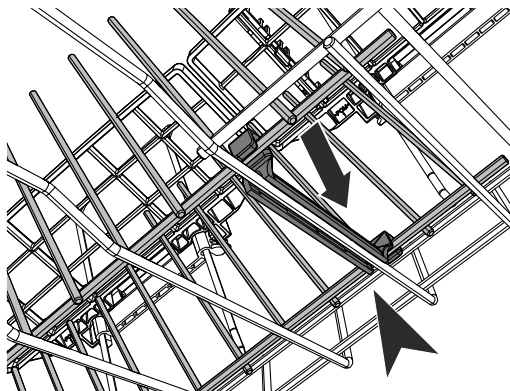
The folding tines can be removed if so desired. However it is recommended you fold the tines down rather than remove the whole rack if more space is needed in the dishwasher.

#### To remove:

Unclick the folding tine rack at each end by pulling up.

#### To replace:

Line up the clips with the base rack and push firmly to click into place.

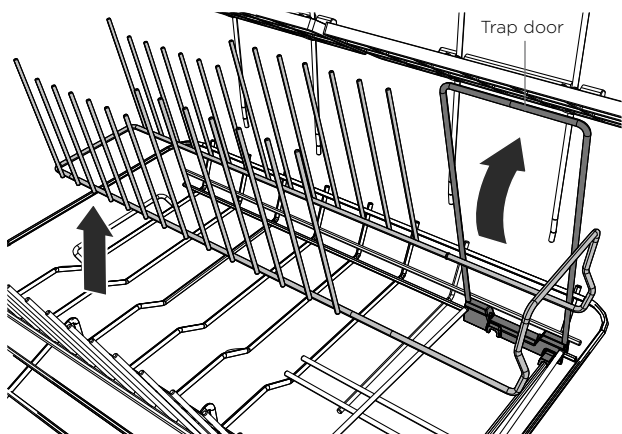


**(DD\*A MODELS ONLY)**  
**RACKING FEATURES - FIXED TINE RACK**

---

**Removable fixed tine rack**

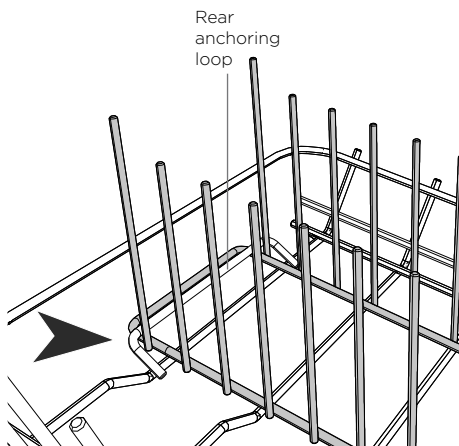
- This rack is your main dish rack. The tine spacing has been optimized for maximum wash performance of plates and bowls.



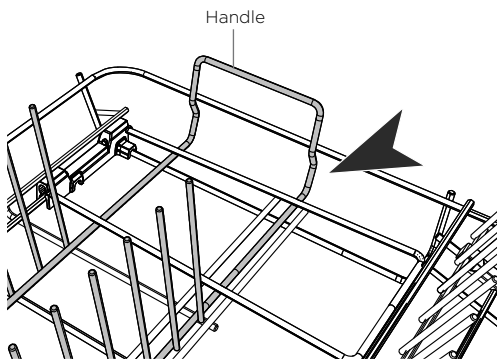
Remove the rack to make space for larger items.

**To remove**

- Lift the trap door up
- Lift the front of the fixed tine rack up from the base rack
- Slide the fixed tine rack forward clear of the rear anchoring loop and lift out.



Fixed tine rack - rear



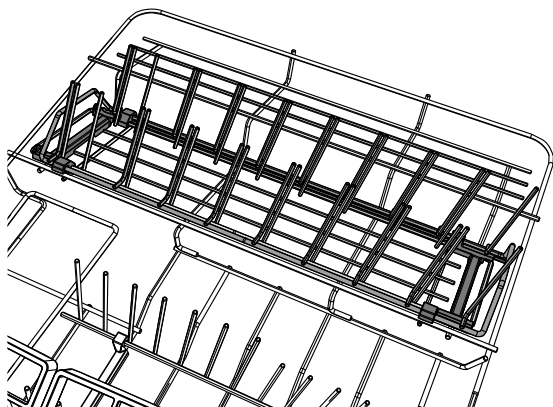
Fixed tineplate rack - front

**To replace**

- Lift the trap door up
- Hook the rear anchoring loop onto the base rack
- Lower the fixed tine rack into place
- Close the trap door to secure.

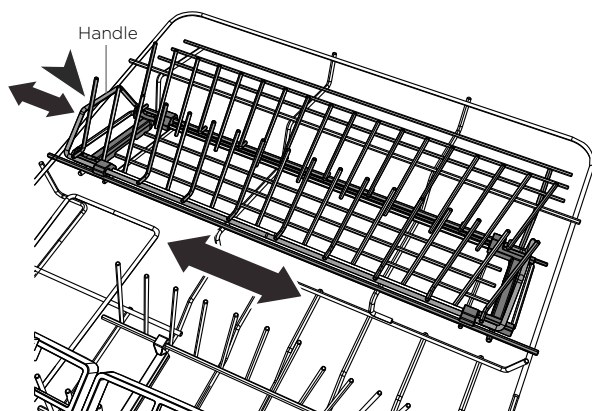
(ALL OTHER MODELS)  
**RACKING FEATURES - SPACING-ADJUSTABLE TINE RACK**

---



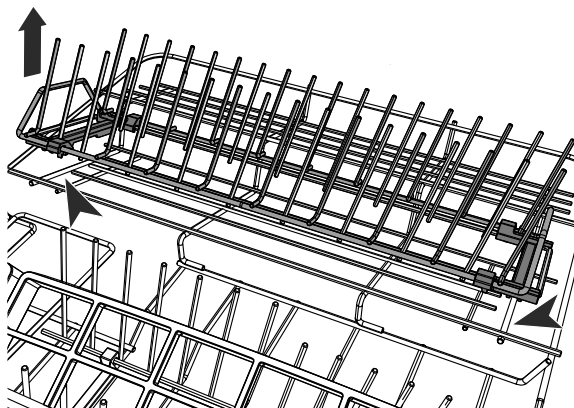
**Removable spacing-adjustable  
tine rack**

- Designed to fit deep bowls (wide spacing) or small plates (narrow spacing), depending on adjustment.



**To adjust the tine spacing**

- To adjust between wide and narrow spacings, slide the tines backward or forward by pushing or pulling the handle at the front.



Remove the rack to make space for larger items.

**To remove the rack**

Grip handles at the front and rear of the rack and pull up to unclip.

**To replace the rack**

Align front and rear clips with the base of the basket and click into place.

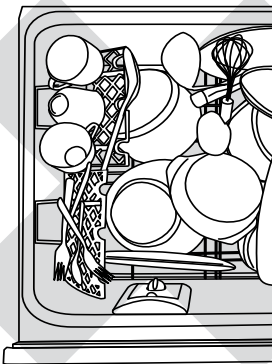


## LOADING SUGGESTIONS

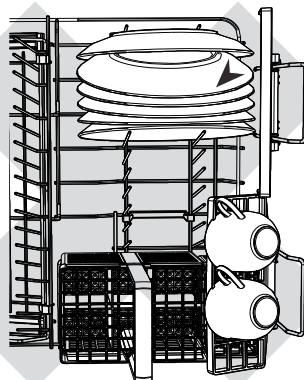
### When loading your drawer, make sure that

- you place items so that water coming from the rotating spray arms below can reach all areas (wash performance will be reduced if it can't)
- nothing blocks the water from getting to items on the foldaway cup racks
- glass and other fragile items are stable, so that they do not accidentally topple and break during the wash.

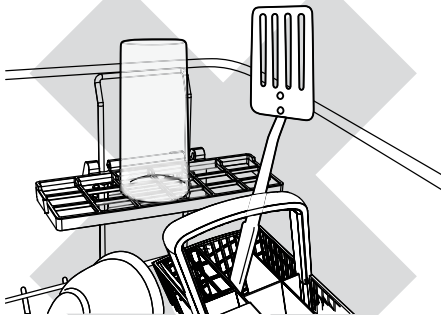
### How NOT to load your drawer



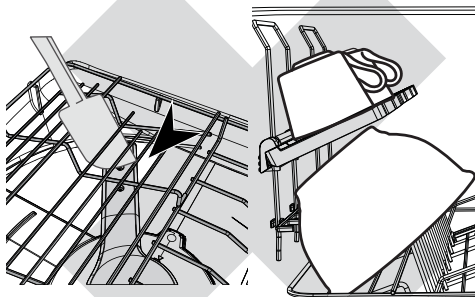
- By overcrowding, wash water will not reach some of the dinnerware.
- Cups, glasses and bowls must have their openings facing down.



- The plates are nesting together and wash water may not get through.
- Ensure cutlery are not nesting or stuck together. They need to be evenly spread out.



- Ensure dishware items are not forced into or protrude out of the drawer, as this may prevent the internal lid of the drawer from properly sealing which could result in a service call.
- Locate sharp items safely to prevent injuring the user and damage the lid assembly.
- Check the bottom of the cutlery basket to ensure sharp or slim pointed items have not come through too far as they may stop spray arm rotation.



- Ensure cutlery has not fallen through the base rack and stopped the spray arms from rotating.
- The large bowl is blocking wash water reaching items on the foldaway cup racks.
- Large utensils should be placed on the foldaway cup racks so they do not become dislodged and stop the spray arms from rotating.
- Sharp or pointed items must be placed horizontally or with sharp edges/points facing down to avoid risk of injury.



## What is water hardness?

Hard water is water with a high concentration of minerals such as calcium and magnesium. In soft water, this concentration is low. Water hardness varies by geographical location.

## How does water hardness affect dishwashing?

- Hard water can be detrimental to the performance of your dishwasher. Over time, glassware washed in hard water will become cloudy and dishes will become spotted or covered in a white film. Using very hard water can cause dishwasher parts to fail over time.
- Naturally soft or softened water has no detrimental effects if used with the correct amount of detergent. However, excess detergent combined with hot, soft water may cause irreversible etching on glassware. Etching first appears as a rainbow-coloured film and — if allowed to continue — can make glassware permanently opaque.

## What can I do to minimise any detrimental effects?

Contact your local water company to find out about water hardness in your area.

Note:

- Some models (those with a letter 'H' in the model name) have a built-in water softener.
- Models with water softener are not currently available in New Zealand and Australia.

## If your home has hard water and your dishwasher has no built-in water softener:

- Follow the detergent quantity recommendations on the following pages.
- If available, use a detergent with high phosphate content. Phosphate softens the water and this improves wash results. If detergent with phosphate is not available, we recommend using multi-purpose tablets.
- Use rinse aid. We recommend you raise the rinse aid setting to 5 to help improve wash performance. See quickstart guide for instructions.
- Use a dishwasher cleaner/descaler regularly, or whenever you notice a build-up of limescale deposits in your dishwasher.

## IMPORTANT!

**If your dishwasher has no built-in water softener and you live in a hard water area, we recommend fitting a water softener to the household water supply. If the water hardness in your home is above 250 ppm/14.6 gpg (US), a water softener has to be fitted to maintain the performance of your dishwasher.**

## If your home has naturally soft or softened water:

- Avoid using too much detergent. Follow the quantity recommendations on the following pages.
- Ensure the drawer is not overloaded and water can reach all the dishes.

## WASH PROGRAMS AND POWDERED DETERGENT QUANTITIES

- Find out about water hardness in your home, then use the table below to determine how much powdered detergent to use for each wash program. See also section 'Water hardness and dishwashing'.
- For information on which program to use for your load, see your 'Quick start guide'.
- The main powdered detergent dispenser has markings to help you measure the correct quantities. See following section 'Adding detergent'.

WATER HARDNESS		WASH PROGRAMS	POWDERED DETERGENT QUANTITIES (PER DRAWER)		
			US CA	NZ AU	GB IE
<i>parts per million (ppm)</i> <i>grains per US gallon (gpg)</i>			main detergent dispenser marking	grams	grams
SOFTER	<100 ppm or < 6 gpg*	Heavy	2/3	20	20
		Normal/Medium	2/3	20	20
		Eco	2/3	20	20
		Fast	1/3	10	10
		Delicate	1/3	10	10
		Rinse	-	-	-
	100 -150 ppm or 6 - 9 gpg	Heavy	full	30	
		Normal/Medium	full	30	
		Eco	full	30	
		Fast	full	30	
		Delicate	full	30	
		Rinse	-	-	
	>150 ppm or >9 gpg	Heavy	full	30	
		Normal/Medium	full	30	
		Eco	full	30	
		Fast	full	30	
		Delicate	full	30	
		Rinse	-	-	
HARDER					

\* If you have a household water softener installed or for models with built-in water softeners, use the quantities recommended for water with a hardness under 100 ppm/6 gpg, irrespective of the water hardness in your area. See also section 'Water softener'.

### Notes:

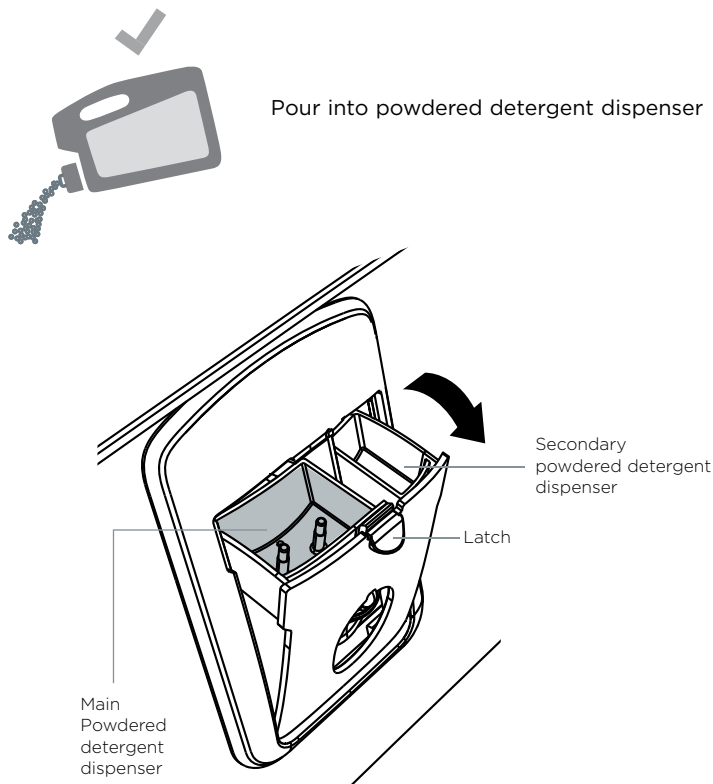
If your water hardness is above 625ppm/36 gpg, we highly recommend you completely fill the main detergent dispenser for all programs (except Rinse) and the secondary dispenser for heavily soiled loads. The rinse aid setting should be at 5.

If your water hardness is above 625ppm/36 gpg, the wash performance of your dishwasher will decline.

## ADDING DETERGENT

### Powdered dishwasher detergent

Note: You may see multiple, equally suitable types of dishwasher detergent on the shelves of your supermarket. Read and follow the detergent manufacturer's recommendations.



### Filling the powdered detergent dispenser

- ① Press the latch down to open the dispenser.
- ② Check that the dispenser is empty and dry, then add detergent (do not place solid or liquid tablets in the dispenser). No detergent is needed for the Rinse program.
- ③ Close the dispenser until it clicks shut. The detergent will automatically be released into the drawer during the wash program.

Note: When washing heavily soiled dishes and in very hard water you may also fill the secondary dispenser with detergent to aid dishwasher performance.

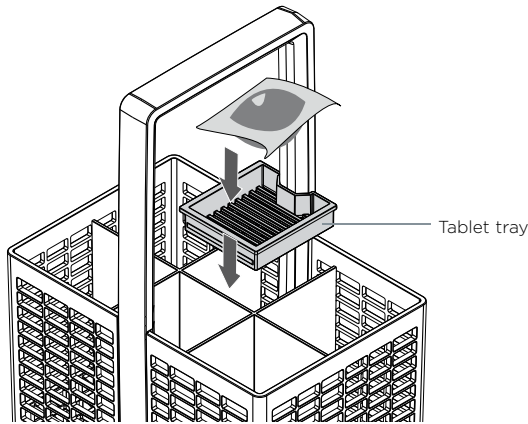
## ADDING DETERGENT

### Pouch packs of Gel or Powder

Note: You may see multiple, equally suitable types of dishwasher detergent on the shelves of your supermarket. Read and follow the detergent manufacturer's recommendations.



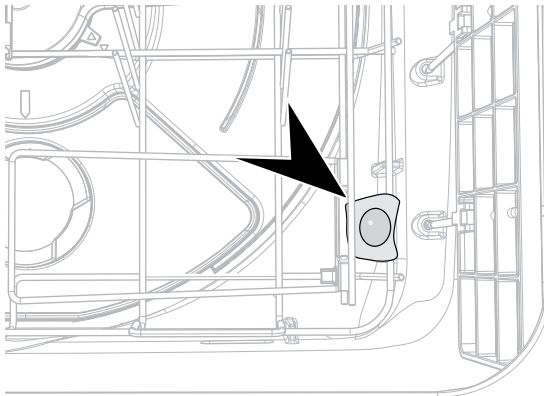
Place on tablet tray in cutlery basket



If the cutlery basket is not being used for a particular load, wedge pack between the racking on the side as shown.

### **IMPORTANT!**

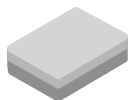
**Don't place the pack on the floor of the drawer, as it may interfere with the spray arm rotation and affect wash performance.**



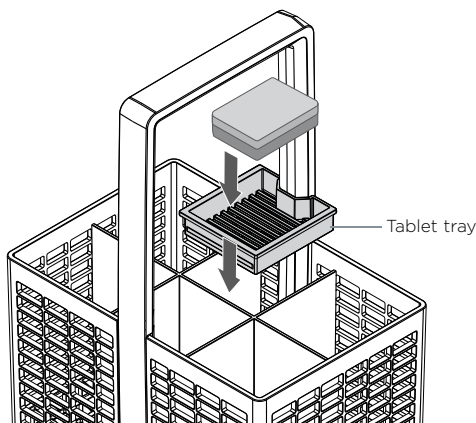
## ADDING DETERGENT

### Solid dishwasher tablets

Note: You may see multiple, equally suitable types of dishwasher detergent on the shelves of your supermarket. Read and follow the detergent manufacturer's recommendations.



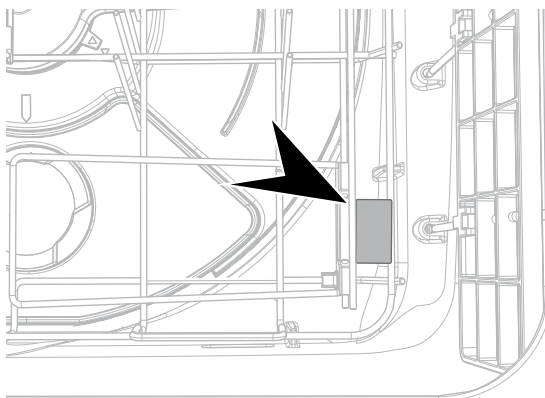
Place on tablet tray in cutlery basket



If the cutlery basket is not being used for a particular load, wedge tablet between the racking on the side as shown.

### IMPORTANT!

**Don't place the tablet on the floor of the drawer, as it may interfere with the spray arm rotation and affect wash performance.**



## ADDING DETERGENT

### Unsuitable detergents

These types of detergent are not suitable and may damage your dishwasher and lead to a service call that is not covered by warranty.

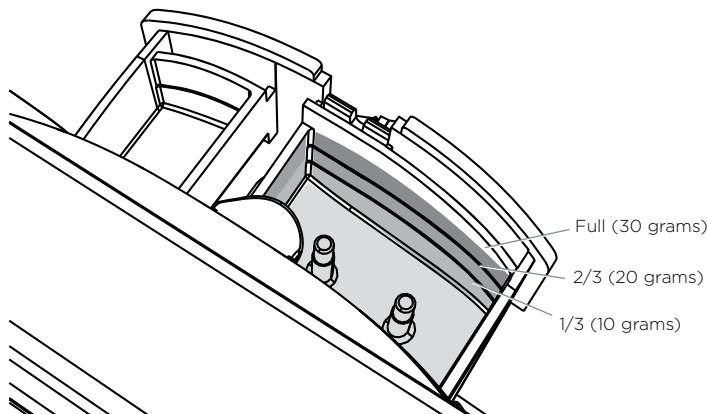
### IMPORTANT!

**Do not use these in your dishwasher!**

- **Liquid detergents**
- **Laundry detergents**
- **Hand washing liquids**
- **Soaps**
- **Disinfectants**

### How much detergent to use

For powdered detergent, refer to previous section 'Wash programs and detergent quantities' and follow the quantities relevant to your location and water hardness level. Use the markings to help you measure the correct quantities. For other types of detergent, follow the manufacturer's recommendations.



### Notes on using tablets

- If you are using tablets, follow manufacturer instructions on the packet. Some tablets may not be suitable for all wash programs.
- Using tablets could improve wash performance in hard water areas.
- Make sure that tablets never get in direct contact with dishes or cutlery.
- If you are using dishwasher tablets with a built-in rinse aid component, we recommend turning off the rinse aid. See your 'Quick start guide' for instructions.

### IMPORTANT!

**Dishwasher detergents are strongly alkaline. They can be extremely dangerous if swallowed. Avoid contact with the skin and eyes and keep children and infirm persons away from the dishwasher when it is open. Check that the powdered detergent dispenser is empty after completion of the wash program.**

## USING RINSE AID

- We recommend using liquid rinse aid regularly to give the best drying results.
- Rinse aid gives a streak-free, sparkling clean look to glass and chinaware. It also prevents metal from tarnishing.
- The rinse aid dispenser is on the inside of the drawer, underneath the detergent dispenser.
- It holds approximately 50 ml / 1.7 fl oz of rinse aid.
- You may hear some unusual, high-pitched beeping when rinse aid is being dispensed. This is normal.

### When to refill rinse aid

- If the indicator glows or flashes bright red, refill rinse aid.
- If the indicator glows or flashes dimly or not at all, you do not need to refill: there is enough rinse aid for the wash.

Note: Lighter coloured rinse aids will not dim the indicator as effectively as darker ones.

### How to refill rinse aid

- ① Turn the plug anticlockwise and remove.
- ② Pour rinse aid into the circular opening, taking care not to spill any into the drawer.

### IMPORTANT!

**Any accidental spillages of rinse aid must be wiped up. If not wiped up, spilt rinse aid will cause excessive foaming, which may result in a service call that will not be covered by warranty.**

- ③ Refit the plug, then turn it clockwise back to its original position.

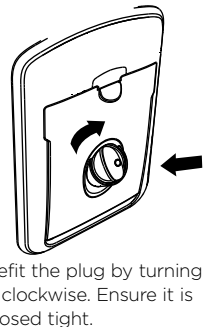
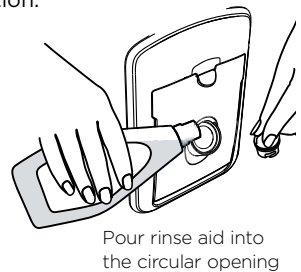
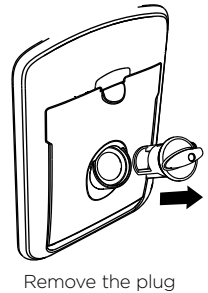
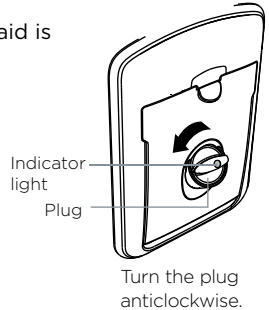
### IMPORTANT!

**Make sure that the plug is closed tight, with its hand grip in a vertical position.**

### How much rinse aid to use

You may need to adjust the amount of rinse aid dispensed in each wash to suit your water conditions. The lowest setting is '0 (off)', the highest is '5'. See the 'Preference options' for instructions on how to change the rinse aid setting.

- If there is excessive foam at the end of the wash, reduce the setting.
- If dishes are wet or streaky after drying, increase the setting.
- If you live in a hard water area and you have no water softener installed in your water supply or built into your dishwasher, we recommend adjusting the rinse aid setting to 5.



WATER SOFTENER (SOME MODELS ONLY)

IMPORTANT!

- Only models with a letter ‘H’ in the model name have a built-in water softener.
- Models with water softener are not currently available in New Zealand and Australia.
- Models without built-in water softener:  
If living in an area with very hard water, consult a plumber on installing a household water softener.

Setting up the water softener

Determine the water hardness in your local area

Your local water company will be able to provide you with information. Identify the setting you require for your dishwasher from the water hardness table below. For example, if your water hardness is 500ppm, then the water softener setting on your dishwasher should be 4. Refer to the ‘Preference options’ section of your ‘Quick start guide’ for instructions on adjusting the water softener setting.

DISHWASHER SETTING	WATER HARDNESS SCALES					
	PARTS PER MILLION (PPM)	GRAINS PER US GALLON (GPG)	°DH	°FH	°E / °CLARK	MMOL/L
0	0 - 100	0 - 6	0 - 5.6	0 - 10	0 - 7	0 - 0.1
1	100 - 250	6 - 14	5.6 - 14	10 - 25	7 - 17.5	0.1 - 2.5
2	250 - 350	14 - 20	14 - 19.6	25 - 35	17.5 - 24.5	2.5 - 3.5
3	350 - 450	20 - 26	19.6 - 25.2	35 - 45	24.5 - 31.5	3.5 - 4.5
4	450 - 550	26 - 32	25.2 - 30.8	45 - 55	31.5 - 38.5	4.5 - 5.5
5	550 - 625	32 - 36	30.8 - 35	55 - 62	38.5 - 43.8	5.5 - 6.2

Note:

- If your water hardness is above 625ppm/36 gpg, we highly recommend you completely fill the detergent dispenser for all programs except Rinse, and the rinse aid setting should be at 5. If your water hardness is above 625ppm/36 gpg, the wash performance of your dishwasher will decline.
- You may hear some unusual noises when the water softener is in operation, this is normal.



## WATER SOFTENER (SOME MODELS ONLY)

### How to fill the salt reservoir

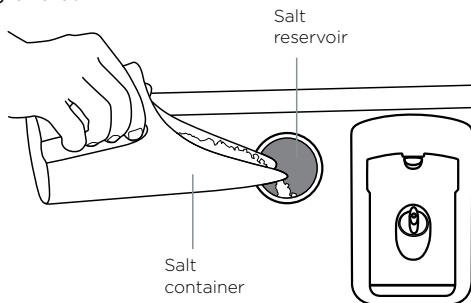
- ① Open the drawer.
- ② Unscrew the salt reservoir cap by turning anticlockwise.
- ③ Place the salt into the salt container and pour the contents into the salt reservoir.  
The salt reservoir can hold up to approximately 1 lb/0.5 kg of salt.
- ④ Fit the cap clockwise, tightly, back into its original position.
- ⑤ If you do not wash your dishes immediately after filling the salt reservoir, run a Rinse program to remove any salt water or spilt granules.

#### Note:

When filling the salt reservoir, you may notice water being displaced from the water softener overflow.

#### Double models only:

Each drawer has a separate salt reservoir. Refill each as needed.



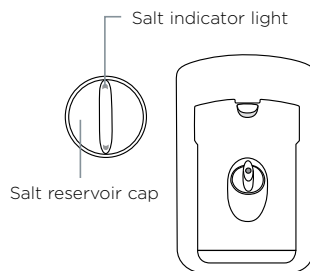
### IMPORTANT!

**The water softener must always be filled with granular salt made especially for dishwasher water softening systems.**


**We do not recommend the use of cooking salt like table salt, rock salt or pellets as they may contain impurities that will impair or diminish the life of the water softener.**

### The salt reservoir

Water softening can only take place when there is salt in the reservoir. The salt reservoir must be filled prior to using the dishwasher and whenever the salt indicator light is red.



### Salt indicator light

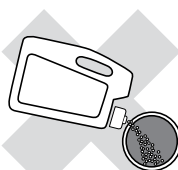
- If the salt indicator light is red, the salt reservoir is empty.
- If the salt indicator light is black, there is enough salt in the reservoir for the wash program that has been selected.
- **DD\*A & DD\*C models only:** The display will also indicate when the salt reservoir is empty by displaying the salt  symbol.

### IMPORTANT!

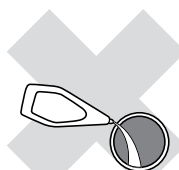
**Do not pour detergent or rinse aid into the salt reservoir. Detergent and rinse aid will destroy the water softener.**



Salt only



NO Detergent



NO Rinse Aid

You can change the setting of these options to suit your preferences or circumstances. We recommend selecting the most suitable settings before you start using your dishwasher.

OPTION	RINSE AID	WATER SOFTENER (SOME MODELS ONLY)	OPEN DRAWER AUTO POWER-ON (SUITABLE AS A SABBATH OPTION)	TURN TONES OFF	CLOSED DRAWER AUTOLOCK
What does it do?	Regulates the amount of rinse aid dispensed. Reduce this setting if there is excess foam after a wash. Increase this setting if dishes are wet or streaky after a wash.	Refer to the 'Water softener' section of the 'User guide' for details.	Your dishwasher is factory-set to automatically power on for 30 seconds whenever you open the drawer. You can turn this setting off.	This turns all tones off except for fault alerts.	When this setting is on, the drawer will automatically lock 30 seconds after it's closed. Useful in boats or motorhomes.  <b>To unlock</b> <b>DD*C &amp; DD*A MODELS:</b> Unlock by pressing ① (unless Keylock or Childlock is also activated).  <b>DD*F MODELS:</b> Unlock by pressing and holding ► on the dishwasher door.  <b>DD*I MODELS:</b> Unlock by knocking once on the dishwasher drawer.

DD\*A & DD\*C MODELS ONLY:

How to change the setting of an option

- ① CHECK  
Check that there is no wash in progress, press ①
- ② ENTER MENU  
To enter the menu: Press and hold the >> and ►|| together for four seconds.
  - You are now in the Rinse aid option of the preference options menu.
  - If you want to change the Rinse aid setting, go to step 4 now.
- ② SCROLL TO OPTION  
Press >> to scroll to the next option (see table below for options).  
When you have scrolled to the end of the sequence, the menu will start again with Rinse aid.
- ④ CHANGE SETTING  
Press ►|| to change the setting within an option (see table below for settings).
- ⑤ SAVE SETTING & QUIT MENU  
Press ①. This will save the new setting and quit the preference options menu.

OPTION	RINSE AID	WATER SOFTENER (SOME MODELS ONLY)	OPEN DRAWER AUTO POWER-ON (SUITABLE AS A SABBATH OPTION)	TONES AT END OF WASH	CLOSED DRAWER AUTOLOCK
Which option am I in?	rA	Hd	AP	bP	Ld
Possible settings	Off to Max (rA5)	Off to Max (Hd5)	On or Off	On or Off	On or Off
Example	setting is 1 rA1	setting is 1 Hd1	On APo	On bPo	On Ldo
	setting is 4 rA4	setting is 4 Hd4	Off AP-	Off bP-	Off Ld-

## DD\*F & DD\*J MODELS ONLY:

### How to change the setting of an option

- ① **CHECK**  
Check that there is no wash in progress, then open the drawer.
- ② **ENTER MENU**  
To enter the menu: Press and hold the **>>** and **★** together for four seconds.
  - You are now in the Rinse aid option of the preference options menu.
  - To change the Rinse aid setting, go to step 4 now.
- ③ **SCROLL TO OPTION**  
Press **★** to scroll to the next option. The wash modifier indicators will display which option is selected (see table below).  
When you have scrolled to the end of the sequence, the menu will start again with Rinse aid.
- ④ **CHANGE SETTING**  
Press **>>** to change the setting within an option.  
The wash program indicators will display which setting is selected (see table below).
- ⑤ **SAVE SETTING & QUIT MENU**  
Press **▶**. This will save the new setting and quit the preference options menu.  
Note: If at any time, you want to exit the menu, press and hold **▶** to cancel (**✕**).

### Double models only:

You can use either drawer to change the settings.  
Changing the settings in one tub will set your preferences for the whole dishwasher.

OPTION	RINSE AID	WATER SOFTENER (SOME MODELS ONLY)	OPEN DRAWER AUTO POWER-ON (SUITABLE AS A SABBATH OPTION)	TONES AT END OF WASH	CLOSED DRAWER AUTOLOCK
Which option am I in?	<div><div><div>➤● Extra Dry</div><div>● Quick</div><div>● Sanitize</div></div></div> <div>Extra Dry</div> <div><div>➤● Quick</div><div>● Sanitize</div></div>		<div>Extra Dry</div> <div>● Quick</div> <div>➤● Sanitize</div>	<div>➤● Extra Dry</div> <div>➤● Quick</div> <div>● Sanitize</div>	<div>➤● Extra Dry</div> <div>● Quick</div> <div>➤● Sanitize</div>
Possible settings	0 to 5 (max)	0 to 5 (max)	On or Off	On or Off	On or Off
Example	<div>4 indicators lit = setting 4</div> <div><div>➤●</div><div>●</div><div>➤●</div><div>➤●</div><div>●</div><div>Heavy</div><div>Medium</div><div>Eco</div><div>Fast</div><div>Delicate</div><div>Rinse</div></div> <div>1 indicator lit = setting 1</div> <div><div>➤●</div><div>Heavy</div><div>Medium</div><div>Eco</div><div>Fast</div><div>Delicate</div><div>Rinse</div></div>				

### **IMPORTANT!**

**Disconnect the dishwasher from the power supply (unplug or switch off at the circuit breaker) and allow all its parts to cool before any cleaning or maintenance.**

#### **Holiday time**

- If the dishwasher is not going to be used for some time, we recommend you leave it clean and empty. Leave the drawers ajar to allow air to circulate. Turn off both the power and water supply to the dishwasher.  
When using your dishwasher for the first time after a long period away, we recommend pouring 3 cups of water into the drawer before loading and starting a wash. This is to lubricate components that may have dried out during non-use.
- If the dishwasher is installed in a cold climate where temperatures fall below zero, we also recommend winterizing.

#### **Winterizing (Cold climates only)**

- ① Disconnect the dishwasher from the power supply,
- ② Turn off the water supply and disconnect the water inlet pipe from the water valve.
- ③ Drain water from the inlet pipe and water valve, using a bucket or pan to collect the water.
- ④ Reconnect the water inlet pipe to the water valve.
- ⑤ Remove the drain filter and the filter plate from the bottom of the drawer and use a sponge to remove any remaining water underneath.
- ⑥ Replace the drain filter and the filter plate, and completely dry all water from inside the dishwasher.
- ⑦ Disconnect the drain hose(s) from the sink drain pipe and completely drain all remaining water from the hose(s). Reconnect the drain hose(s) to the sink drain pipe.

# USER MAINTENANCE INSTRUCTIONS

---

## Cleaning the surfaces

- ① Wipe with a clean damp cloth.  
Take care not to wet the LCD display (DD\*A & DD\*C models only)
- ② Dry with a clean lint-free cloth.

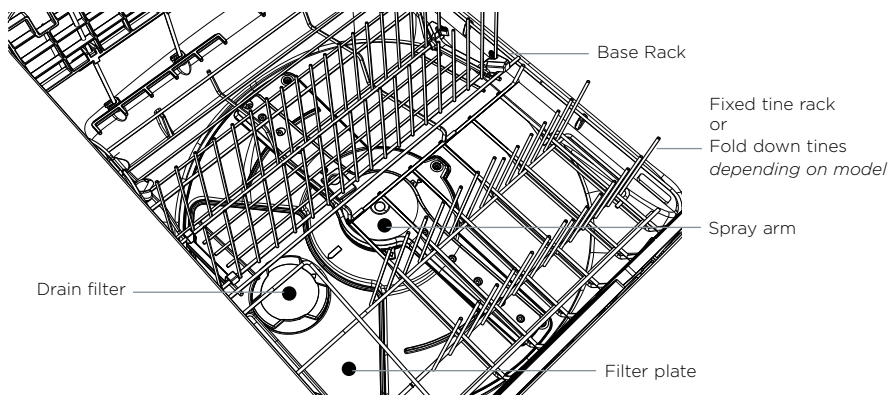
## IMPORTANT!

**We do not recommend the use of the following cleaning aids on your dishwasher as they may damage the surfaces:**

- **Plastic or stainless steel scouring pads**
- **Abrasive, solvent, household cleaners**
- **Acid or alkaline cleaners**
- **Hand washing liquids or soap**
- **Stainless steel cleaners or polishes**
- **Laundry detergents or disinfectants**

## Cleaning the drain filter, spray arm and filter plate

- We recommend that the drain filter and filter plate in each drawer are removed and cleaned about once a month in normal use or whenever there is evidence of food particles.
- The spray arm in normal use should require cleaning less frequently.



## Cleaning the drain filter and filter plate

### IMPORTANT!

- If a dishwasher cleaner / descaler is used, you must run a wash programme with detergent immediately afterward to prevent any damage to your dishwasher.
- The dishwasher must be used with the filter plate, drain filter and spray arm correctly in place.
- We recommend that you always use the dishwasher with the right hand fixed tine rack or fold down tine rack (depending on model) in place.

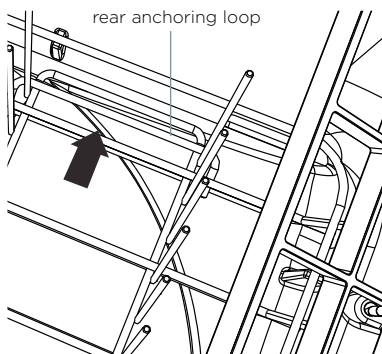
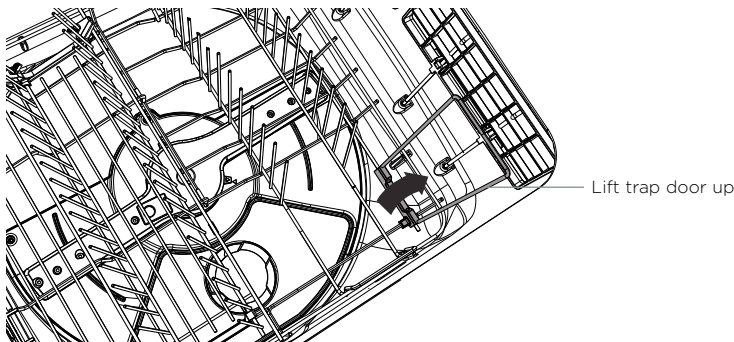
### Remove the fixed tine rack and/or the base rack first

- ① Unplug the dishwasher or turn it off at the power supply.

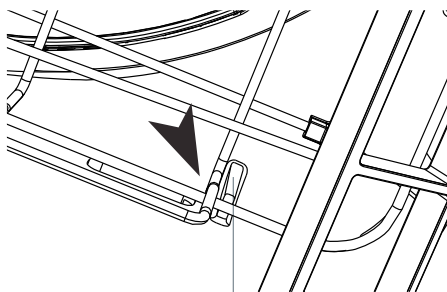
Note: For ease of access to the drain filter and filter plate you may find it easier to remove the whole base rack (including tine racks) first.

To remove the whole base rack: lift the rack up from the back first to prevent it knocking against the detergent and rinse aid dispenser and lift out.

- ② If the base rack is left in - to then access the drain filter:
  - Remove the cutlery basket
  - Lift the trap door up
  - Lift the front of the fixed tine rack to unclip it from the base rack
  - Slide the fixed tine rack forward clear of the rear anchoring loop and lift out.



Fixed tine rack-rear

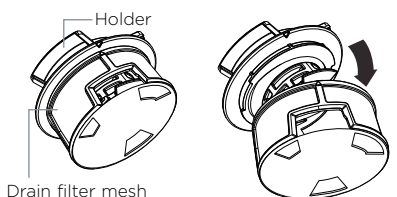
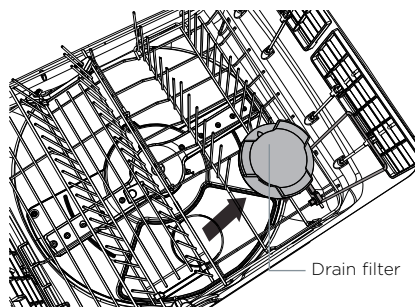


Fixed tine rack-front



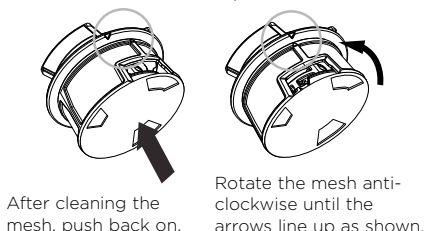
## Removing the drain filter and filter plate to clean

- ③ Twist the circular drain filter anti/clockwise and lift to remove. It is normal to find some water under it.
- ④ Remove the drain filter mesh by pinching one side only and pulling it off, as shown. Note: Do not attempt to remove the drain filter mesh by pinching two opposing sides together as this may damage the drain filter mesh.
- ⑤ Wash both parts of the drain filter in hot soapy water and rinse thoroughly under running water.
- ⑥ Carefully lift the filter plate out. Remove any foreign material on either side, wash in hot soapy water and rinse thoroughly in clean water, then wipe with a damp cloth.



Holder

Pinch one side and pull off mesh.

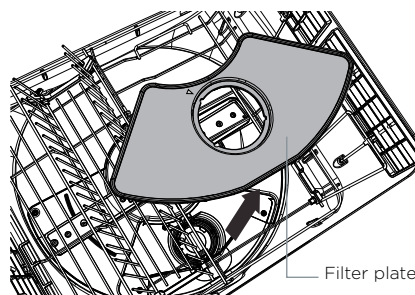


After cleaning the mesh, push back on.

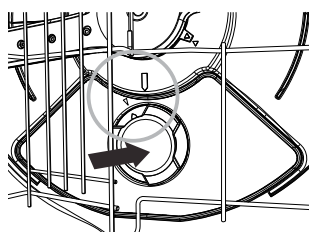
Rotate the mesh anti-clockwise until the arrows line up as shown.

## Replacing the filter plate and drain filter

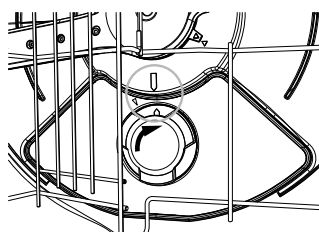
- ⑦ Carefully replace the filter plate. Ensure it is fully pushed into position.
- ⑧ Refit the circular drain filter:
  - a) Push the drain filter mesh back onto the holder. It should click into place.
  - b) Rotate the drain filter mesh until the arrow on the mesh filter lines up with the arrow on the holder.
  - c) Refit the drain filter into the drain hole by lining up the arrow on the top of the drain filter with the arrow on the filter plate.
  - d) Rotate the drain filter clock wise until the arrow on the drain filter lines up with the arrow on the base of the drawer.
- ⑨ Either replace the whole base rack (if removed) and/or replace the fixed tine rack. Ensure the rack is replaced correctly (the rear of the rack sits underneath the anchoring loop and the right side rail of the fixed tine rack sits inside the stop as shown on previous page).
- ⑩ Fold down the trap door so it is resting on the fixed tine rack and replace the cutlery basket.



Filter plate



Line up the arrows on the filter plate and insert the drain filter



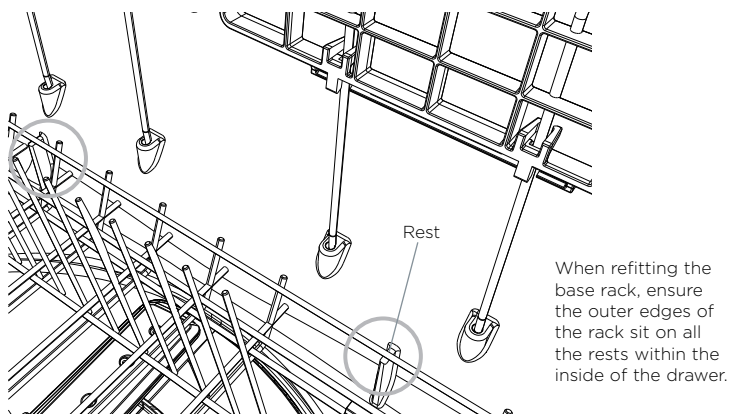
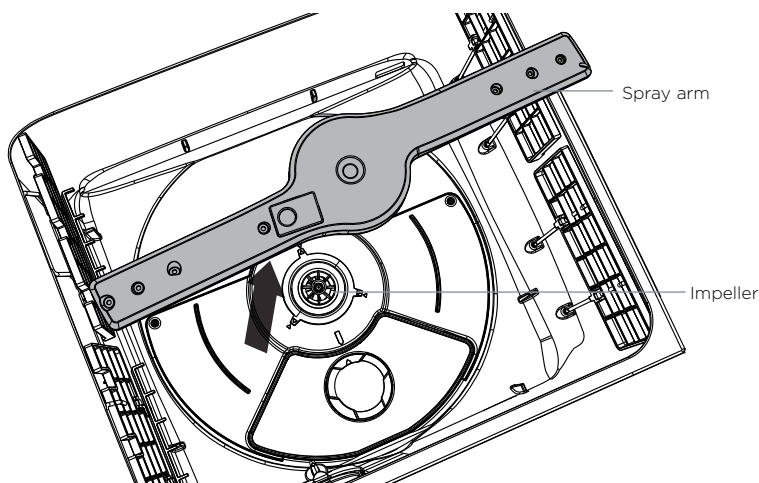
Rotate the drain filter clockwise until these arrows line up as shown

# USER MAINTENANCE INSTRUCTIONS

## Cleaning the spray arm

- ① Unplug the dishwasher or turn it off at the power supply.
- ② Unclip the glass supports (if fitted) from the rack wires and fold up all the foldaway cup racks, so that they are all upright and close to the top.
- ③ Remove the base rack carefully. Lift from the back first to prevent knocking the detergent and rinse aid dispenser.
- ④ Lift the spray arm and shake any foreign material out. Rinse it clean under running water and wipe with a damp cloth.
- ⑤ Replace the spray arm back onto the impeller. Check the spray arm is firmly seated and turns freely.
- ⑥ Replace the base rack, lowering its front edge into position first.
- ⑦ Plug the dishwasher back in or turn it on at the power supply.

Note: Where there is broken crockery or glass in the drawer, it must be carefully removed to prevent damage to the dishwasher.



## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Unclean dishes	Wash program unsuitable for the load.	See your 'Quick start guide' for a suitable wash program, or the soils were too heavily baked on and dishes may need soaking.
	Spray arm unable to rotate.	Ensure no items are obstructing the spray arm path. Make sure the spray arm is mounted correctly and free to rotate.
	Drawer overloaded/incorrectly loaded.	Refer to the section on loading.
	Filter plate/drain filter is incorrectly inserted.	See section 'User maintenance instructions'.
	Detergent put in the wrong compartment of the dispenser.	Detergent must be placed in the large compartment. See section 'Adding detergent' for information.
	Excess food not removed from dinnerware prior to loading.	Scrape all food scraps off dinnerware prior to loading.
	Unsuitable detergent.	Use detergents suitable for automatic dishwashers. See section 'Adding detergent' for examples of suitable and unsuitable detergent types.
	Not enough detergent.	See section 'Wash programs and detergent quantities' or follow the detergent manufacturer's instructions.
	Spray arm holes are blocked.	Clean the spray arm.
Hard water	Filter plate/drain filter is blocked.	Clean the filter plate and drain filter.
		Increase the rinse aid setting and the amount of detergent. See section 'Water hardness and dishwashing'.
		<i>Models with built-in water softener ('H' models only):</i> Increase the water softener setting. See section 'Water softener'.  <i>Models without built-in water softener:</i> If living in an area with very hard water, consult a plumber on installing a household water softener.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
<b>Foaming</b>	Wrong type of detergent used	ONLY use dishwasher detergent. See 'Adding detergent'.
	Incorrect amount of detergent.	See section 'Wash programs and detergent quantities' or follow the detergent manufacturer's instructions.
	Too much egg left on plates.	Rinse off excess egg prior to loading. Increase the amount of detergent.
	Rinse aid setting too high.	Decrease the rinse aid setting.
	Rinse aid dispenser plug not closed properly.	Ensure that the rinse aid dispenser plug is fully closed, with its hand grip pointing vertically. See section 'Using rinse aid'.
<b>Water leaking</b>	Drain hose disconnected from waste pipe.	Reconnect the drain hose to the waste pipe.
	Water inlet hose not properly connected.	Ensure the inlet hose is connected securely.
	Other leaks.	Turn water and power supplies to the dishwasher off. Call Customer Care or your Authorised Service Centre. See your 'Service and warranty' booklet for contact details.
	Rinse aid dispenser plug not closed properly.	Ensure that the rinse aid dispenser plug is fully closed, with its hand grip pointing vertically. See section 'Using rinse aid'.
<b>Dishwasher does not recognize when I knock on the door to pause or unlock it (DD*I models only)</b>	Not knocking hard enough.	Ensure you are knocking firmly on the door, rather than using a light tap.
	Door knock sensor is incorrectly installed or calibrated.	Contact Customer Care.
<b>Dishwasher is registering taps and bumps as knocks and pausing inadvertently (DD*I models only)</b>	Door knock sensor is incorrectly installed or calibrated.	Contact Customer Care.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Drawer will not open (no beeping, no wash in progress)	Childlock feature is on.	Turn the Childlock off. See your Quickstart guide for instructions.
	Closed drawer auto lock is on.	Press any button and open drawer within 30 seconds. <b>DD*I models only:</b> Knock once on the door and open drawer within 30 seconds
Power failure during wash program	Power outage in your home or area.	Wait until power resumes, program will restart in same part of wash program.
Continuous beeping with <b>R/ F</b> code in display ( <i>DD*C &amp; DD*A models only</i> ) OR flashing wash modifier indicators ( <i>DD*I &amp; DD*F models only</i> )	A fault has occurred.	Refer to section 'If there is a fault'.
Intermittent beeping	Dishwasher is in pause mode.	<i>DD*C, DD*A and DD*F models:</i> Close the dishwasher and press the <b>▶▶</b> button to resume the program. <i>DD*I &amp; DD*F models:</i> Press <b>▶</b> on the control panel then close the drawer to resume the program.
Dishwasher will not start	Power supply is not connected.	Connect the power supply.
	The drawer is not closed properly.	Ensure the drawer is firmly closed.
	Keylock or Childlock feature is on.	Turn the Keylock or Childlock off. See your Quickstart guide for instructions.
	<b>▶▶ / ▶</b> button not pressed.	Press the <b>▶▶ / ▶</b> button.
Fan noise coming from the dishwasher after a wash program has finished	Dishdrawer is in "Showroom mode".	Contact Customer Care.
	This is normal. The drying fan continues to run for a set period of time after a program has finished to assist with drying.	No action required. The fan will automatically stop after the set time is over, or when the drawer is opened. In some cases, the fan may resume when the drawer is closed again.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
<b>Fan noise starts up when I close the drawer, even though I didn't start a new wash</b>	This is normal. In some cases, the drying fan will run whenever the drawer is closed for a set period of time after a program has finished.	No action required. The fan will automatically stop after the set time is over.
<b>No powdered detergent dispensed</b>	Detergent dispenser was wet when loaded.	Clean the dispenser and ensure it is dry before adding detergent.
<b>The wash program seems to have finished (the dishwasher is idle), but the end of wash beeps haven't sounded and the drawer cannot be opened</b>	The wash program is still in progress. It is in a 'quiet' phase that is needed for ensuring the best wash results.	No action required. The program will transition into a more audible phase after the 'quiet' phase is over.
<b>Water pooling on inner rim of drawer after a wash</b>	This is normal condensation.	Wipe dry.
<b>Water under the drain filter</b>	This is normal and needs no action.	
<b>Excess water in the drawer</b>	Drain hose(s) bent or kinked.	Straighten the drain hose(s).
	Blocked filters.	Clean the filter plate/drain filter. Refer to 'User maintenance instructions'.
<b>Water marks on the dishes</b>	Rinse aid depleted.	Refill the rinse aid dispenser.
	Rinse aid setting too low or off.	Increase/turn on the rinse aid setting.
	Dishwasher overloaded/incorrectly loaded.	Refer to the section on loading.
<b>Drawer interior is stained</b>	Some foods, like tomato based products, may stain the inside of the drawer.	Pre-rinse dishes before placing in the drawer. Alternatively, using the Rinse program after adding the dishes may minimise staining.

## TROUBLESHOOTING


PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Dishes did not dry	Incorrect loading.	Ensure the dishes are not nesting together.
	Dishes were left in the drawer for several hours after a wash.	We recommend unloading the dishes within a few hours after a wash program has finished, as the small amount of vapour left after the wash may - with time - resettle on dishes as condensation. Using rinse aid or increasing its setting may also help with drying.
	Rinse aid depleted.	Refill the rinse aid dispenser.
	Rinse aid setting too low.	Increase the rinse aid setting.
	Normal Eco/Eco program used.	Choose a different wash program.
	Items that require a longer drying time, e.g. plastic utensils and containers	<b>Some models only:</b> Set the wash program with Extra dry. (only available on some wash programs).
Program is taking much longer than usual	Wrong type of detergent used. Auto recovery program has been triggered to stop the dishwasher overflowing and to disperse excess foam.	No action required. Allow the program to finish. Note: you may need to run your chosen wash program again with the correct detergent if the dishes are not clean at the end of the recovery program.
Excessive motor noise	No water in the motor area.	This usually occurs on the first use or when the dishwasher has not been used for long periods of time. Pour 3 cups of water into the drawer before running a wash program.

# HOW TO ATTEND TO A FAULT (DD\*A & DD\*C MODELS)

## How do I know if there is a fault?

- Your dishwasher will beep continuously and a fault code will flash in the display.
- Note down the fault code.
- You may be able to fix some faults yourself - see the table on the following page.
- If you cannot clear the fault, contact Customer Care for support or to organize a visit by a service technician (See 'Service and warranty' booklet for contact details).

### Double models only:

- The drawer indicator will also flash to show which drawer has a fault.
- If there is a fault in both drawers, both drawer indicators will flash.
  - Press  to scroll between the drawers.
  - Note down the fault codes for each drawer. There may be two different codes flashing if the faults are different in each drawer.

Note:

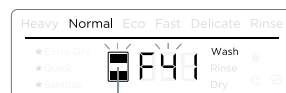
- If a fault occurs in one drawer only you are still able to use the other drawer.
- if you have paused a drawer during a wash program, and the other drawer then faults, the paused drawer indicator will continue flashing but will be dimmed.

Fault on the top drawer only



Upper drawer indicator flashing red

Fault on both drawers



Both drawer indicators flashing red

## 'F' fault codes

If the display is showing an **F** fault code, you may be able to clear the fault by resetting the dishwasher - see the steps below. If the fault persists, note down the code before disconnecting the dishwasher from the water and power supplies and contact Customer Care.

### To attempt to clear the **F** fault code

- ① Press ① to stop the beeping. Press ① again to turn the dishwasher off.
- ② Wait a few seconds. Press ① again to turn the dishwasher back on.

If the fault code has disappeared then the fault has been reset and you can continue to use your dishwasher.



## HOW TO ATTEND TO A FAULT (DD\*A & DD\*C MODELS)

### 'A' fault codes

If the display is showing an 'A' fault code, follow the steps below to try and fix the issue. If the fault persists, note down the code before disconnecting the dishwasher from the water and power supplies and contact Customer Care.

DISPLAY	POSSIBLE CAUSE	WHAT TO DO
A1	Water supply fault	<ol style="list-style-type: none"> <li>① Ensure the water supply is turned on.</li> <li>② Press ① once to stop the beeping, and then again to clear the fault.</li> <li>③ Press ► to resume the wash program.</li> </ol>
A3	Drawer cannot drain. The drainage hose may be blocked or kinked, or the connection to drainage pipe may be blocked.	<ol style="list-style-type: none"> <li>① Ensure the drainage hose and connection to pipes are not blocked.</li> <li>② Press ① once to stop the beeping, and then again to clear the fault.</li> <li>③ Press ► to resume the wash program.</li> </ol>
A6	The spray arm has loosened or come off its mounting, or water pressure is too low.	<ol style="list-style-type: none"> <li>① Open the drawer and check the spray arm.</li> <li>② If the spray arm has loosened or come off its mounting, re-fit it. Check that it is firmly seated and turns freely (See "User maintenance instructions").</li> <li>③ Press ① once to stop the beeping, and then again to clear the fault.</li> <li>④ Press ► to resume the wash program.</li> </ol>
A7	Auto recovery program: Dishwasher has detected excess foam in the drawer.	<ol style="list-style-type: none"> <li>① Let the auto recovery program run until it is complete. The wash program will resume when the auto recovery program has completed.</li> <li>② Check that you are using the right detergent before running another wash program.</li> <li>③ If the drawer is still filled with foam at the end of the wash program, contact customer care.</li> </ol>
A09 (DD*C models only)	Sanitize cycle hasn't met temperature needed to sanitize dishes.	<ol style="list-style-type: none"> <li>① Check if the water supply has been turned off or the wash program interrupted.</li> <li>② Press ① once to stop the beeping, and then again to clear the fault.</li> <li>③ Run the sanitize cycle again.</li> </ol>

## HOW TO ATTEND TO A FAULT (DD\*F & DD\*I MODELS)

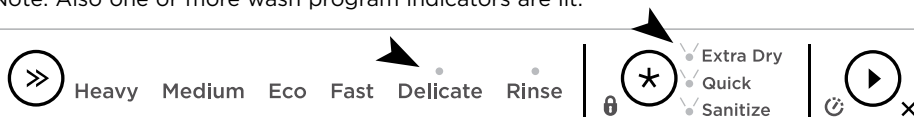
### How do I know if there is a fault?

- Your dishwasher will beep continuously and the indicators on the control panel will light up and flash.
- Note down which indicators are lit and flashing. There are two types of fault code - 'A' and 'F'. See below for which type of code your dishwasher is displaying.
- You may be able to fix some faults yourself - see the table on following page.
- If you cannot clear the fault, contact Customer Care for support or to organize a visit by a service technician (See 'Service and warranty' booklet for contact details).

### 'A' fault codes

If only the wash modifier indicators are flashing, it is an 'A' fault.

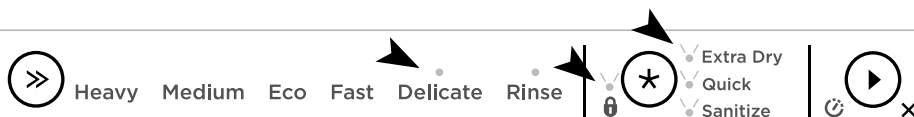
Note: Also one or more wash program indicators are lit.



### 'F' fault codes

If the wash modifier and the lock indicators are flashing, it is an 'F' fault.

Note: Also one or more wash program indicators are lit.



### Double models only:

- There may be a fault in one or both of the drawers.
- Note down which indicators are flashing or lit in each drawer. These may be different if the faults are different in each drawer.

Note:

- If a fault occurs in only one drawer you are still able to use the other drawer.

### 'F' fault codes

If an F fault code is indicated, you may be able to clear the fault by re-setting the dishwasher - see the steps below. If the fault persists, note down the code before disconnecting the dishwasher from the water and power supplies, and contact Customer Care.

### To attempt to clear the fault code






- ① Press ► to stop the beeping. Press ► again to turn the dishwasher off.
- ② Wait a few seconds. Press ► again to turn the dishwasher back on.

If the flashing indicators have disappeared then the fault has been reset and you can continue to use your dishwasher.

# HOW TO ATTEND TO A FAULT (DD\*F & DD\*I MODELS)

## 'A' fault codes

If an A fault code is indicated, follow the steps below to try and fix the issue. If the fault persists, note down the code before disconnecting the dishwasher from the water and power supplies and contact Customer Care.

DISPLAY	POSSIBLE CAUSE	WHAT TO DO
	A1: Water Supply fault	<ol style="list-style-type: none"><li>1 Ensure the water supply is turned on.</li><li>2 Press ► once to stop the beeping, and then again to clear the fault.</li><li>3 Press ►► / ► to resume the wash program.</li></ol>
	A3: Drawer cannot drain. The drainage hose may be blocked or kinked, or the connection to drainage pipe may be blocked.	<ol style="list-style-type: none"><li>1 Ensure the drainage hose and connection to pipes are not blocked.</li><li>2 Press ► once to stop the beeping, and then again to clear the fault.</li><li>3 Press ►► / ► to resume the wash program.</li></ol>
	A6: The spray arm has loosened or come off its mounting, or water pressure is too low. A combination of low water pressure and excessive foaming may also trigger an A6 fault.	<ol style="list-style-type: none"><li>1 Open the drawer and check the spray arm.</li><li>2 If the spray arm has loosened or come off its mounting, re-fit it. Check that it is firmly seated and turns freely (See 'User maintenance instructions').</li><li>3 Press ► once to stop the beeping, and then again to clear the fault.</li><li>4 Press ►► / ► to resume the wash program.</li><li>5 If the fault code persists, check the filter on the inlet hose is not blocked, and clear if needed. Note: if the drawer is filled with foam when you open it, contact Customer Care.</li></ol>
	A7: Auto recovery program: Dishwasher has detected excess foam in the drawer.	<ol style="list-style-type: none"><li>1 Let the auto recovery program run until it is complete. The wash program will resume when the auto recovery program has completed.</li><li>2 Check that you are using the right detergent before running another wash program.</li><li>3 If the drawer is filled with foam at the end of the wash program, contact Customer Care.</li></ol>
	A09: Sanitize cycle hasn't met temperature needed to sanitize dishes.	<ol style="list-style-type: none"><li>1 Check if the water supply has been turned off or the wash cycle interrupted.</li><li>2 Press ► once to stop the beeping, and then again to clear the fault.</li><li>3 Run the sanitize cycle again.</li></ol>

## WARRANTY AND SERVICE

---

### Before you call for service or assistance ...

Check the things you can do yourself. Refer to the installation instructions and your user guide and check that:


- ① Your product is correctly installed.
- ② You are familiar with its normal operation.

If after checking these points you still need assistance or parts, please refer to the Service & Warranty book for warranty details and your nearest Authorised Service Centre, Customer Care, or contact us through our website [www.fisherpaykel.com](http://www.fisherpaykel.com).

### Requirements of EEC Directive 93/68.

European directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE) (for European Union countries only)

GB This appliance is marked according to the European directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product.

The symbol  on the product, or on the documents accompanying the product, indicates that this appliance may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal must be carried out in accordance with local environmental regulations for waste disposal. For more detailed information about treatment, recovery and recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product

Complete and keep for safe reference:

Model	_____	
Serial No.	_____	The label is located inside cabinet, underneath the (top) drawer.
Purchase Date	_____	
Purchaser	_____	
Dealer	_____	
Suburb	_____	
Town	_____	
Country	_____	

# WASH PROGRAM DATA

For information on which program to use for your load, see your 'Quick start guide'. Wash program times indicated are approximate.

## DD\*A and DD\*C Models

USA & CANADA				
HEAVY (~131 MIN)	NORMAL (~116 MIN)	FAST (~33 MIN)	DELICATE (~86 MIN)	RINSE (~10 MIN)
main wash 150°F	main wash 150°F	main wash 120°F	main wash 120°F	
post-rinse x2	post-rinse x3	post-rinse	post-rinse	
final rinse 158°F	final rinse 150°F	final rinse 130°F	final rinse 120°F	
drying phase	drying phase		drying phase	
	<b>NORMAL ECO (~123 MIN)</b>			
	main wash 120°F			
	post-rinse			
	final rinse 130°F			
	drying phase			

## DD\*F and DD\*I Models

USA & CANADA				
HEAVY (~135 MIN)	MEDIUM (~135 MIN)	FAST (~45 MIN)	DELICATE (~90 MIN)	RINSE (~10 MIN)
main wash 149°F	main wash 131°F	main wash 113°F	main wash 113°F	
post-rinse x2	post-rinse x2	post-rinse	post-rinse	
final rinse 149°F	final rinse 148°F	final rinse 122°F	final rinse 122°F	
drying phase	drying phase		drying phase	
	<b>ECO (~120 MIN)</b>			
	main wash 113°F			
	post-rinse			
	final rinse 131°F			
	drying phase			

WASH PROGRAM DATA

For information on which program to use for your load, see your 'Quick start guide'. Wash program times indicated are approximate.

DD\*A and DD\*C Models

NEW ZEALAND & AUSTRALIA				
HEAVY (~112 MIN)	NORMAL (~107 MIN)	FAST (~35 MIN)	DELICATE (~86 MIN)	RINSE (~10 MIN)
main wash 70°C	main wash 60°C	main wash 45°C	main wash 45°C	
post-rinse x2	post-rinse	post-rinse	post-rinse	
final rinse 65°C	final rinse 60°C	final rinse 55°C	final rinse 50°C	
drying phase	drying phase		drying phase	
	NORMAL ECO* (~163 MIN)			
	main wash 43°C			
	post-rinse			
	final rinse 41°C			
	drying phase			

WASH PROGRAM DATA

DD\*F and DD\*I Models

NEW ZEALAND & AUSTRALIA				
HEAVY (~130 MIN)	MEDIUM (~115 MIN)	FAST (~45 MIN)	DELICATE (~110 MIN)	RINSE (~10 MIN)
pre-wash	pre-wash			
main wash 65°C	main wash 50°C	main wash 42°C	main wash 43°C	
post-rinse	post-rinse	post-rinse	post-rinse	
final rinse 60°C	final rinse 60°C	final rinse 50°C	final rinse 50°C	
drying phase	drying phase		drying phase	
	ECO* (~163 MIN)			
	main wash 43°C			
	post-rinse			
	final rinse 41°C			
	drying phase			
	DD60SLI9, DD60STI9, DD60SI9 MODELS ONLY:			
	ECO* (~166 MIN)			
	main wash 40°C			
	post-rinse			
	final rinse 44°C			
	drying phase			

\*Reference program for energy/water label in compliance with AS/NZS 2007 and AS/NZS 6400.

Note:  
Wash times can vary depending on the incoming water temperature, ambient conditions, type of dish load and whether the drawer has been opened during the wash. Wash times are only APPROXIMATE on the electronic display and based on 120°F (USA and Canada), 20°C (New Zealand and Australia) or 15°C (Great Britain and Ireland) incoming water.

## WASH PROGRAM DATA

For information on which program to use for your load, see your 'Quick start guide'. Wash program times indicated are approximate.

### DD\*A and DD\*C Models

GREAT BRITAIN & IRELAND				
HEAVY (~112 MIN)	NORMAL (~129 MIN)	FAST (~35 MIN)	DELICATE (~86 MIN)	RINSE (~10 MIN)
main wash 70°C	main wash 60°C	main wash 45°C	main wash 45°C	
post-rinse x2	post-rinse	post-rinse	post-rinse	
final rinse 70°C	final rinse 65°C	final rinse 55°C	final rinse 50°C	
drying phase	drying phase		drying phase	
	<b>NORMAL ECO*</b> (~229 MIN)			
	main wash 45°C			
	post-rinse			
	final rinse 55°C			
	drying phase			

### DD\*F and DD\*I Models

GREAT BRITAIN & IRELAND				
HEAVY (~135 MIN)	MEDIUM (~125 MIN)	FAST (~45 MIN)	DELICATE (~105 MIN)	RINSE (~10 MIN)
pre-wash	pre-wash			
main wash 65°C	main wash 55°C	main wash 42°C	main wash 45°C	
post-rinse	post-rinse	post-rinse	post-rinse	
final rinse 60°C	final rinse 60°C	final rinse 50°C	final rinse 50°C	
drying phase	drying phase		drying phase	
	<b>ECO*</b> (~229 MIN)			
	main wash 45°C			
	post-rinse			
	final rinse 55°C			
	drying phase			

\*Reference program for energy label in compliance with EN50242 Regulations.

Note:

Wash program times can vary depending on the incoming water temperature, ambient conditions, type of dish load and whether the drawer has been opened during the wash. Wash times are only APPROXIMATE on the electronic display and based on 120°F (USA and Canada), 20°C (New Zealand and Australia) or 15°C (Great Britain and Ireland) incoming water.

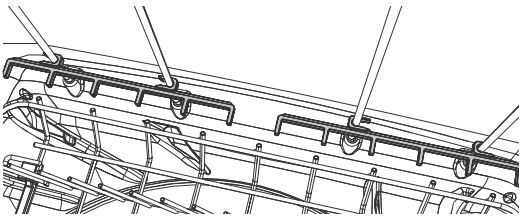


# STANDARDS TEST (USA AND CANADA)

The dishwashers are tested to various standards for wash performance using the parameters detailed below.

Rinse aid setting	4
Maximum place setting	5 for single models; 10 for double models
Height setting of cup racks	<p><b>DD24DA &amp; DD24SA models:</b> The cup racks are already at a fixed height</p> <p><b>All other models:</b> Adjust the height to a position clear of other load items</p>

## Correct orientation of glass supports on side of drawer



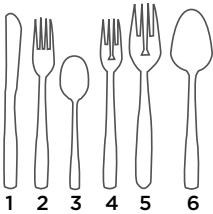
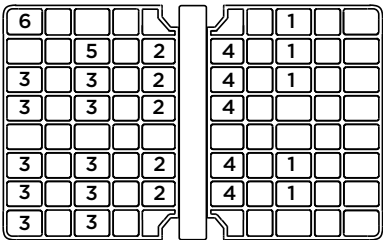
## Recommended loading pattern



Top drawer



Bottom drawer



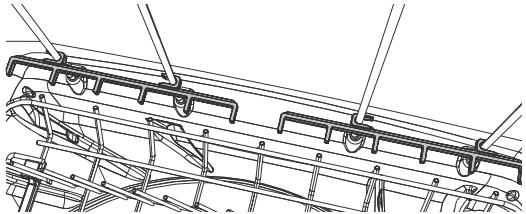
Cutlery basket

# STANDARDS TEST (NEW ZEALAND AND AUSTRALIA)

The dishwashers are tested to AS/NZS 2007 and AS/NZS 6400 standards for both wash and dry performance, energy and water consumption using the parameters detailed below.

<b>Wash program</b>	Normal Eco / Eco (Dependent on model) (At the end of the program, open the drawer 50 mm to improve the dry performance)
<b>Detergent quantity (DD*A, DD*C &amp; DD*F Models)</b>	23.75g (main wash) per drawer Added to the main powdered detergent dispenser
<b>Detergent quantity (DD*I Models)</b>	2g (pre-wash) 21.75g (main wash) per drawer Added to the main powdered detergent dispenser
<b>Rinse aid setting</b>	4
<b>Capacity</b>	7 place settings per drawer
<b>Accessories to be used in the Dishwasher standards test</b>	Base rack, folding tines, fixed plate rack, cutlery basket with cutlery grid, fold away cup racks, glass supports
<b>Height setting of cup racks</b>	<b>DD60DA &amp; DD60SA models:</b> The cup racks are already at a fixed height  <b>All other models:</b> Adjust the height to a position clear of other load items

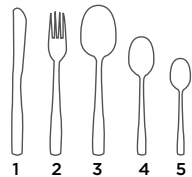
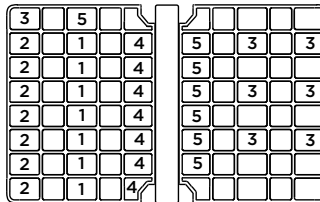
## Correct orientation of glass supports on side of drawer



## Recommended loading pattern



Top and Bottom drawer



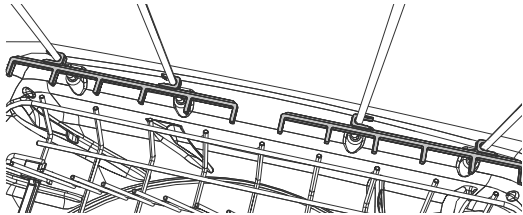
Cutlery basket

STANDARDS TEST (GREAT BRITAIN & IRELAND)

The dishwashers are tested to EN50242 standards for both wash and dry performances using the parameters detailed below.

Wash program	Normal Eco / Eco (Dependent on model) (At the end of the program, open the drawer 50 mm to improve the dry performance)
Detergent quantity	8g (pre-wash) per drawer 10g (main wash) per drawer
Rinse aid setting	4
Water softener setting	2
Capacity	6 place settings per drawer
Accessories to be used in the Dishwasher standards test	Base rack, folding tines, fixed plate rack, cutlery basket with cutlery grid, fold away cup racks, glass supports
Height setting of cup racks	DD60DA & DD60SA models: The cup racks are already at a fixed height  All other models: Adjust the height to a position clear of other load items

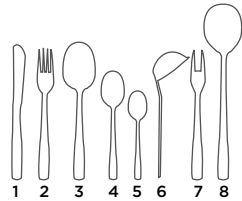
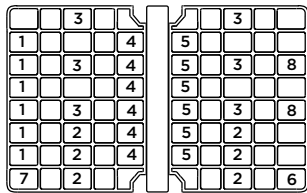
Correct orientation of glass supports on side of drawer



Recommended loading pattern



saucer  
between  
cutlery basket  
and first soup  
bowl



Top and Bottom drawer

Cutlery basket

**FISHERPAYKEL.COM**

© Fisher & Paykel Appliances 2017. All rights reserved.

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.

**NZ AU US CA GB IE**

**591150 E 08.17**