



WASHING MACHINE - ARISTON N84WAU - IMPORTANT WATER CONSUMPTION NOTICE

We are writing to inform you that a software coding issue has been identified with an Ariston brand washing machine model number **N84WAU**. Whirlpool has collaborated with the guidance of the Department of Climate Change, Energy, the Environment and Water in Australia and the Energy Efficiency and Conservation Authority in New Zealand to offer our assistance in correcting the software on your affected machine.

The coding issue affects the water consumption when the washing machine is run using the "Program 2 - Eco Cotton" cycle. When using this cycle, the machine consumes up to 39% more water per wash than its declared value. The software coding issue only affects the Eco Cotton cycle and does not affect the safety of the machine.

We are pleased to inform you that we have developed a software update to address this issue. Please email **HelpdeskAUS@whirlpool.com** or contact us on the numbers provided below to verify if your product requires the rework and to schedule a visit from our technician at no cost to you. Please make sure you have your model and serial number at hand. These can be found on the sticker located either on the back of the washing machine or recess of the door. Depending on the installation circumstances, the software update will take up to one hour.

If you no longer own the N84WAU Ariston washing machine or you believe you have received this letter in error, please contact us so that we can remove you from our database.

To book in the software update for your washing machine please contact our Ariston distributor on the following numbers:

For Australian customers dial 1300 762 219 and select Option 4

For New Zealand customers dial (+64) 09 306 1020 and select Option 3

We apologize for any inconvenience caused, and we thank you for your continued loyalty to our products.

Best Regards,

Whirlpool Corporation - Service Department

Example of model code and serial number location:

Model code: **N84WAU**

Serial number: **562050002738**

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| <p>1 - Door recess</p>  |  <p>SERVICE N N84WAU I.C.769991568761 S/N 869991568760 562050002738</p> <p>F156876 012092738</p> |
| <p>2 - Back of the machine</p>  |  <p>ARISTON    </p> <p>MOD N84WAU N 220-240V~ 50Hz 1850W  10 A 1400r.p.m. IPX4 TYPE LB2006TRF ULL-101219-EA MADE IN POLAND</p> <p>N84WAU 769991568761 04 6801 562050002738</p> |