



Fisher and Paykel Aquasmart Washing Machine Suspension Rods Replacement

Kept getting an overbalance fault. Very heavy knocking sound during the rinse cycle.

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INTRODUCTION

My washing machine was about 6 years old which appears to be about the age the suspension rods fail. The rods are full of oil which eventually leaks out. Additionally there are rubber straps which connect the rods to the drum chassis which stretch over time. It is worth replacing both at the same time. Surprisingly, this is a relatively easy fix and will save you big dollars doing it yourself. Check that you don't have a soap scum build up on the drum before commencing this repair first. You can look down the detergent cap recess after removing the cover to inspect the outside of the drum. I didn't have any so I went ahead and changed the rods and rubber hangers.



TOOLS:

- [Phillips #2 Screwdriver](#) (1)
- [Flathead 3/32" or 2.5 mm Screwdriver](#) (1)



PARTS:

- [Neck Ring Straps](#) (1)
420978P
- [Suspension Kit](#) (1)
424495P

Step 1 — Getting Started



- First step is to disconnect power.
- Then disconnect all the hoses at the back and move the machine to a place where you have some room to work.

Step 2 — Remove the lid



- Removing the lid is the easiest part. Just push back until the lid is perpendicular with the top of the machine, then lift upwards and it will release.

Step 3 — Unfasten the plastic cover



- Simply pry off the plastic screw covers then unscrew the two forward screws. Note there is no need to remove the cover, just tilt it backwards on its hinge to gain access. Be careful with hoses and electrical wires at the back of the cover.

Step 4 — Suspend the cover out of the way



- I used an old coat hanger to suspend the plastic cover out of the way by hooking it onto the trolley that I used to move the washing machine. This gives you access to the 4 rubber straps and 4 suspension rods.

Step 5 — Replace the Rubber Hanger Straps



- You will see there are four rubber straps, one in each corner. I decided to replace these as well just to be on the safe side. When the old and new rubber straps were placed next to each other there was a significant difference in length. Just pull them straight off.

Step 6 — Removing the Suspension Rod



- The metal cylinder down the end is full of oil which leaks out over time. When I removed this one it was very greasy. Note: Im not sure if it was a defect or not, but my rear right rod appeared to have a bend in it and was unique to the other three.

Step 7 — Lift out the Suspension Rods



- Place your left hand under the drum rim and support it. Remove and replace one rod at a time. You don't want the weight of the drum on the motor and pump below as you may break something underneath. By replacing them one at a time, the other three can help support the weight of the drum.

Step 8 — Removing the Suspension Rods



- To remove the rods lift the plastic hanger off the chassis and then jiggle the bottom part of the rod out of the slotted holder. There are no fasteners holding the rods in place. Its just the weight of the drum holding them in place.

Step 9 — The Rear Right Rod is Different to the Others



- There is a clip half way down the rear right rod that needs to be undone. You also need to move the hoses and electrical looms out from under the plastic hanger prior to removing the rod. To remove the rods lift the plastic hanger off the chassis and then jiggle the bottom part of the rod out of the slotted holder.

Step 10 — Reassembly



- Once you have replaced all of the suspension rods and rubber straps you can reassemble the washing machine cover and lid. Then you are finished. My washing machine ran beautifully after I completed this repair. Best of luck to you.

To reassemble your device, follow these instructions in reverse order.