



# WASHER USER'S GUIDE

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**Model: MAH3000**

## Welcome.....



Welcome and congratulations on your purchase of a Maytag Neptune™ washer. Your complete satisfaction is very important to us.

**Read this manual for best results.** It contains instructions to acquaint you with proper operating and maintenance procedures.

In addition you will find a *Laundering Tips* guide packed with your clothes washer. It contains information on recommended laundering procedures, stain removal and special laundering situations.



**Save time and money.** If something should go wrong, we suggest consulting the "Before You Call" section in the back of this book. It is designed to help you solve basic problems before consulting a servicer.

However, should you need assistance, it is helpful to:

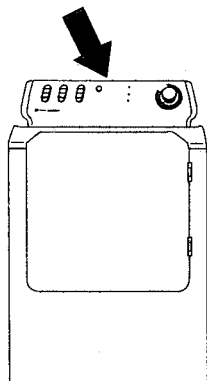
1) Have complete model and serial number identification of your washer. This is located on a data plate on the center, top edge of the control panel. Record these numbers below for easy access.

**Model Number**

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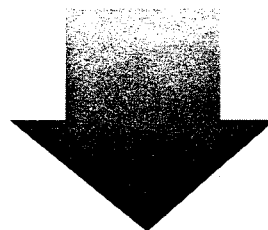
**Serial Number**

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2) Have proof of original date of purchase.

Please attach your sales receipt here.



For additional questions, please contact us:

Maytag Consumer Information  
One Dependability Square  
Newton, Iowa 50208  
(515) 791-8911  
(Mon.-Fri., 8am-5pm Central Time)  
Internet: <http://www.maytag.com>

For warranty and service information, see back page.

**NOTE:** In our continuing effort to improve the quality of our appliances, it may be necessary to make changes to the appliance without revising this guide.

# Important Safety Instructions .....

**⚠ WARNING — To reduce the risk of fire, explosion, electric shock, property damage or injury to persons when using your appliance, follow basic precautions, including the following:**

1. Read all instructions before using the appliance.
2. As with any equipment using electricity and having moving parts, there are potential hazards. To use this appliance safely, the operator should become familiar with the instructions for operation of the appliance and always exercise care when using it.
3. Do not install or store this appliance where it will be exposed to the weather.
4. Install and level the clothes washer on a floor that can support the weight.
5. This appliance must be properly grounded. Never plug the appliance cord into a receptacle which is not grounded adequately and in accordance with local and national codes. See installation instructions for grounding this appliance.
6. To avoid the possibility of fire or explosion:
  - a. Do not wash items that have been previously cleaned in, washed in, soaked in, or spotted with gasoline, dry-cleaning solvents, other flammable or explosive substances as they give off vapors that could ignite or explode. Hand wash and line dry any items containing these substances.

Any material on which you have used a cleaning solvent, or which is saturated with flammable liquids or solids, should not be placed in the clothes washer until all traces of these liquids or solids and their fumes have been removed.

These items include acetone, denatured alcohol, gasoline, kerosene, some liquid household cleaners, some spot removers, turpentine, waxes and wax removers.
  - b. Do not add gasoline, dry-cleaning solvents, or other flammable or explosive substances to the wash water. These substances give off vapors that could ignite or explode.
  - c. Under certain conditions, hydrogen gas may be produced in a hot water system that has not been used for 2 weeks or more. **HYDROGEN GAS IS EXPLOSIVE.** If the hot water system has not been used for such a period, before using a washing machine or combination washer-dryer, turn on all hot water faucets 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.
7. Do not reach into the appliance if the tumbler is moving.
8. Do not allow children to play on or in the appliance. Close supervision of children is necessary when the appliance is used near children.
9. Do not tamper with controls.
10. Do not repair or replace any part of the appliance or attempt any servicing unless specifically recommended in published user-repair instructions that you understand and have the skills to carry out.
11. Unplug power supply cord before attempting to service your clothes washer.
12. Store laundry aids and other material in a cool, dry place where children cannot reach them.
13. Do not wash or dry items that are soiled with vegetable or cooking oil. These items may contain some oil after laundering. Due to the remaining oil, the fabric may smoke or catch fire by itself.
14. Do not use chlorine bleach and ammonia or acids (such as vinegar or rust remover) in the same wash. Hazardous fumes can form.
15. Do not machine wash fiberglass materials. Small particles can stick to fabrics washed in following loads and cause skin irritation.
16. Before the appliance is removed from service or discarded, remove the door to the washing compartment.
17. Do not sit on top of the clothes washer.

**Save These Instructions**



# Controls At A Glance .....

For detailed information on sorting, pretreating stains, etc., see the enclosed *Laundering Tips* pamphlet.

## Step 1 Load the Clothes Washer

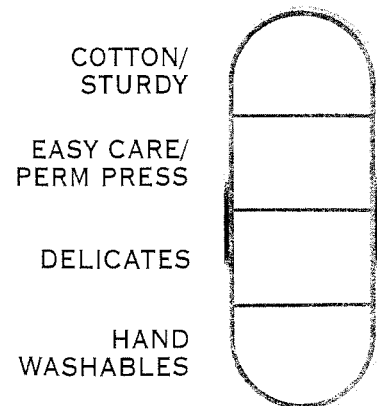
- The tub can be loaded completely full with dry unfolded clothes. However, do not pack the tub tightly.
- Overloading may reduce washing efficiency and possibly cause creasing or wrinkling of the load.
- When washing big bulky items that do not fill the tub completely such as a rug, a few towels may be added for best performance.
- **To load a forgotten item immediately after the clothes washer has started,** press the START/STOP button. The door will remain unlocked for approximately 3 minutes into the start of the cycle. Add the item(s), close the door and press the START/STOP button to resume the cycle.
- **Once the door has locked, it is possible to load a forgotten item.** Press the START/STOP button and wait approximately 2 minutes for the "Door Locked" indicator to turn off. Open the door, add the item(s), close the door and press the START/STOP button to resume the cycle.

## Step 2 Select Fabrics

Press the appropriate button which most closely resembles the type of load in the tub. This will determine the tumble/pause pattern and spin speed for the particular cycle.

FABRIC SELECTION	LOAD TYPE
Cotton/Sturdy	Towels, jeans, sheets, linens. Normal tumble pattern and fast spin speed.
Easy Care/Perm Press	Dress shirts/pants, poly/cotton blend clothing. Clothes requiring a tumble pattern and spin speed to reduce possible wrinkling.
Delicates	Dress skirts/blouses, nylons, sheer or lacy garments. Clothing requiring a gentle tumble action and spin speed.
Hand Washables	Designed for items labeled "Hand Wash." The tumbler alternates between periods of short tumble and long soak with a gentle spin speed.

### FABRICS



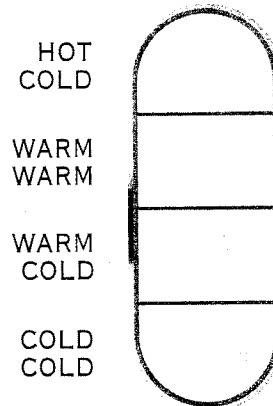
## Step 3 Select Wash/Rinse Water Temperatures

Press the appropriate button to select the wash and rinse water temperatures. Follow the garment care label for best results. Use the chart below as a guide.

WASH/RINSE TEMPS	LOAD TYPE
Hot/Cold	White and heavily soiled, color-fast items
Warm/Warm	Some delicate and color-fast items
Warm/Cold	Moderately soiled, colored items; most Easy Care/Permanent Press items
Cold/Cold	Brightly colored, lightly soiled items; washable woolens

**REMEMBER:** In wash water temperatures below 65° F, detergents do not dissolve well or clean well. Care labels define cold water as up to 85° F.

### WASH/RINSE

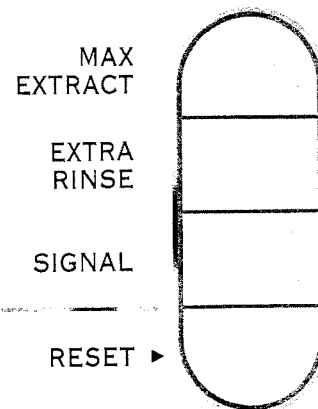


## Step 4 Select Options (if desired)

Press the appropriate button(s) to select one or more options.

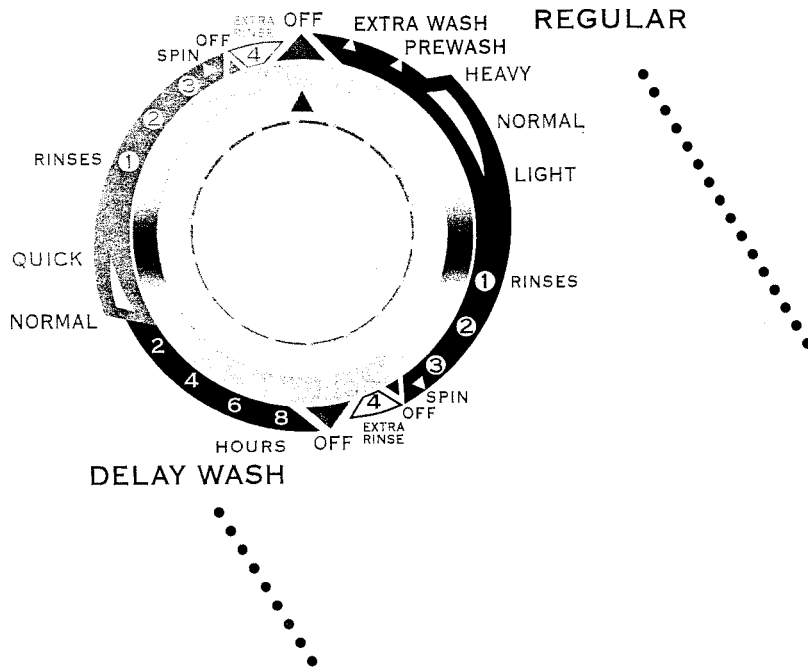
OPTION	USE
Max Extract	Removes more water from a load during spin. Use for jeans, towels and bedding.
Extra Rinse	Provides an additional rinse near the end of the cycle to more completely remove laundry additives, perfumes, etc.
Signal	Provides an audible signal upon the completion of a cycle.
Reset	Cancels any or all previously selected options.

### OPTIONS



## Step 5 Select Cycle

Rotate the control dial clockwise to the desired cycle. The "NORMAL" setting is the appropriate setting for the majority of loads for most effective cleaning.



**REGULAR** – This cycle is used for most loads. Cycles available:

**EXTRA WASH** – extends the wash time by 9 minutes for heavily soiled loads. Add 1 1/2 times the amount of detergent.

**PREWASH** – extends the wash time by 3 minutes for soiled loads. Add 1 1/2 times the amount of detergent.

**HEAVY** – designed for cleaning heavily soiled loads.

**NORMAL** – designed for cleaning moderately soiled loads. Wash time is approximately 41 minutes.

**LIGHT** – designed for cleaning lightly soiled loads.

**DELAY WASH** – Delays wash action up to 8 hours. Once the control dial is set for Delay Wash, it will proceed directly into a normal wash.

## Step 6 Start Your Maytag Neptune™ Washer

- Close the washer door.
- Add laundry detergent and additives to the dispenser (See "Dispenser" page 6).
- Push the **START/STOP** button.

**START/STOP**



*The wash cycle is complete when the control dial points to "off" and the "Door Locked" light is no longer lit. The door should open easily.*



## Water Use .....

The amount of water used to wash loads of laundry will vary with each load. The Maytag Neptune™ clothes washer uses an adaptive fill valve to provide the appropriate amount of water for efficient cleaning performance and conservation of water and energy.



## Care and Cleaning.....

Turn off the water faucets after finishing the day's washing. This will shut off the water supply to the clothes washer and prevent the unlikely possibility of damage from escaping water.

Use a soft cloth to wipe up all detergent, bleach or other spills as they occur.

Clean the following as recommended:

**Control Panel** – clean with a soft, damp cloth and glass cleaner. Do not use abrasive powders or cleaning pads.

**Cabinet** – clean with soap and water followed with an appliance wax, if desired.

**Interior** – hard water deposits may be removed, if needed, using a recommended cleaner labeled clothes washer safe.



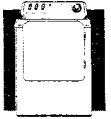
## Storing the Clothes Washer.....

Washers can be damaged if water is not removed from hoses and internal components before storage. Prepare the washer for storage as follows:

- Select the "NORMAL" setting on the REGULAR cycle of the clothes washer and add one cup of bleach or white vinegar to the detergent dispenser without clothes in the tumbler. Run the clothes washer through a complete cycle.
- Turn the water faucets off and disconnect the inlet hoses.
- Advance the cycle control knob to Spin and lower the drain hose to eliminate any water that may be in the drain hose.
- Disconnect the clothes washer from the electrical supply and leave the washer door open to let air circulate inside the tumbler.

*For extended periods of storage or storage during extreme cold temperatures, call Maytag Customer Service toll-free at 1-888-462-9824.*

*U.S. customers using TTY for deaf, hearing impaired or speech impaired, call 1-800-688-2080.*



# Features .....

## Detergent

Your Maytag Neptune™ washer is designed to use a high efficiency laundry detergent or laundry detergent normally used with top loading washers. It is important to follow the directions on the back of the package to determine the appropriate amount of detergent to pour into the dispenser.

- For best cleaning results, use a high efficiency detergent specially formulated for front load washers such as Tide HE or Wisk\*. To identify this type of detergent, look for the High Efficiency symbol as seen to the right.



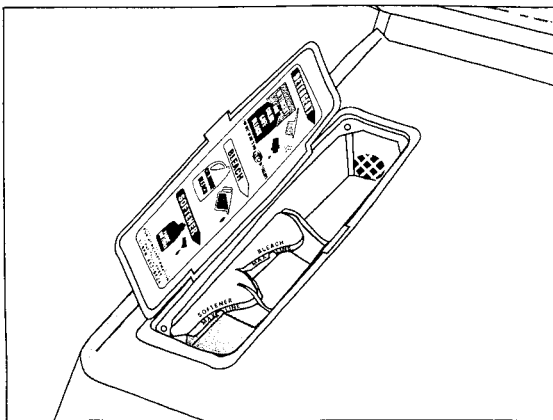
HIGH EFFICIENCY

- If you are unable to locate the High Efficiency laundry detergent products in your area, you will achieve successful cleaning results with laundry detergent normally used in top loading washers.

*If using the "EXTRA WASH" or "PREWASH" setting, measure 1 1/2 times the amount of detergent.*

## Automatic Dispenser

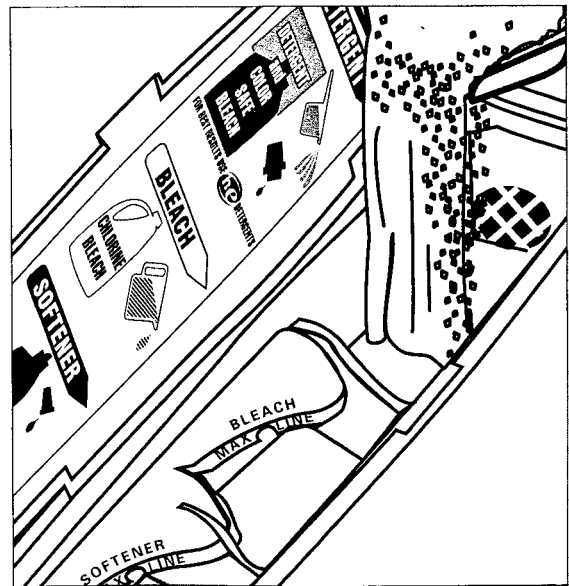
The automatic dispenser consists of three compartments which hold 1) liquid or granular detergent and color safe bleach, 2) liquid chlorine bleach and 3) liquid fabric softener. All laundry products can be added at once in their respective dispenser compartments. They will be dispensed at the appropriate time for most effective cleaning.



## Detergent Compartment

Either liquid or granular detergent may be used to wash clothes. Follow the directions on the box or bottle to determine the appropriate amount of detergent to pour into its compartment.

1. Pour laundry detergent directly into the detergent compartment **before** starting the clothes washer.
2. If color-safe bleach is to be used, it should be added with detergent to the detergent compartment for best results.
3. When adding color-safe bleach with detergent, it is best if both laundry products are in the same form; granular or liquid.



*After loading the laundry additives into the dispenser, close the dispenser lid.*

*\*Brand names are trademarks of the respective manufacturer.*



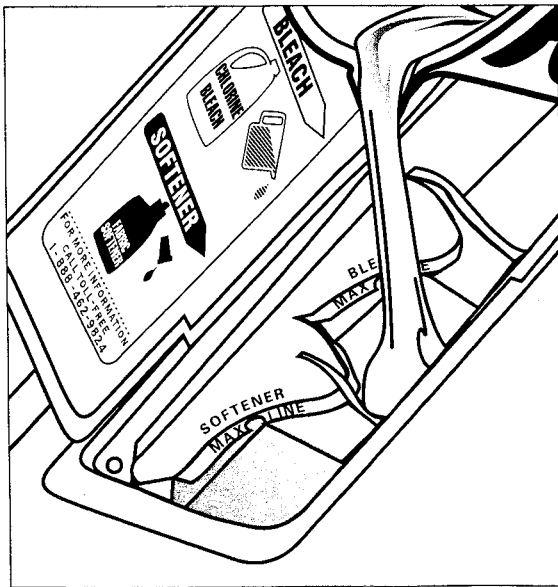
## Bleach Compartment (Chlorine Bleach Only)

The dispenser automatically dilutes liquid chlorine bleach before it reaches the wash load. Follow these steps when using chlorine bleach:

1. Add chlorine bleach to the bleach compartment but do not exceed the **MAX FILL** line. The chlorine bleach compartment will hold 3/4 of a cup.
2. Avoid splashing or over-filling the compartment. **Over-filling the compartment will release the chlorine bleach into the clothes washer too early.**

### NOTE:

- Never pour undiluted liquid chlorine bleach directly onto the load or into the tub. It is a powerful chemical and can cause fabric damage, such as weakening of the fibers or color loss, if not used properly.
- If you prefer to use color-safe, non-chlorine bleach, add it to the detergent compartment. **Do not pour color-safe bleach into the bleach compartment.**



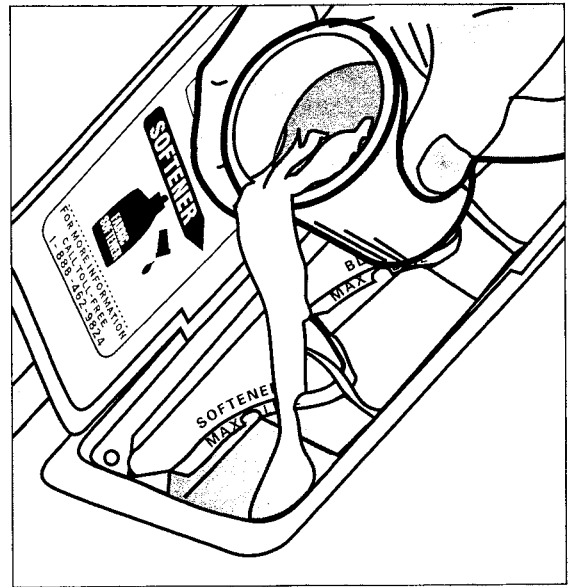
## Softener Compartment

This compartment automatically dilutes and releases liquid fabric softener at the proper time during the cycle. Follow these steps when using liquid fabric softener:

1. Pour liquid fabric softener into the softener compartment using the amount recommended on the package.
2. Fabric softener may be diluted with warm water until it reaches the **MAX FILL** line on the compartment. **Do not fill the liquid fabric softener compartment above the MAX FILL line. If the compartment is filled above the MAX FILL line, it will enter the clothes washer too early.**

### NOTE:

- Never pour fabric softener directly on the load. It may leave spots and stains.
- Use the softener compartment only for liquid fabric softeners.
- Using the Downy Ball\* is not recommended with this washer. It will be ineffective in reducing static cling and providing softness.



\*Brand names are trademarks of the respective manufacturer.

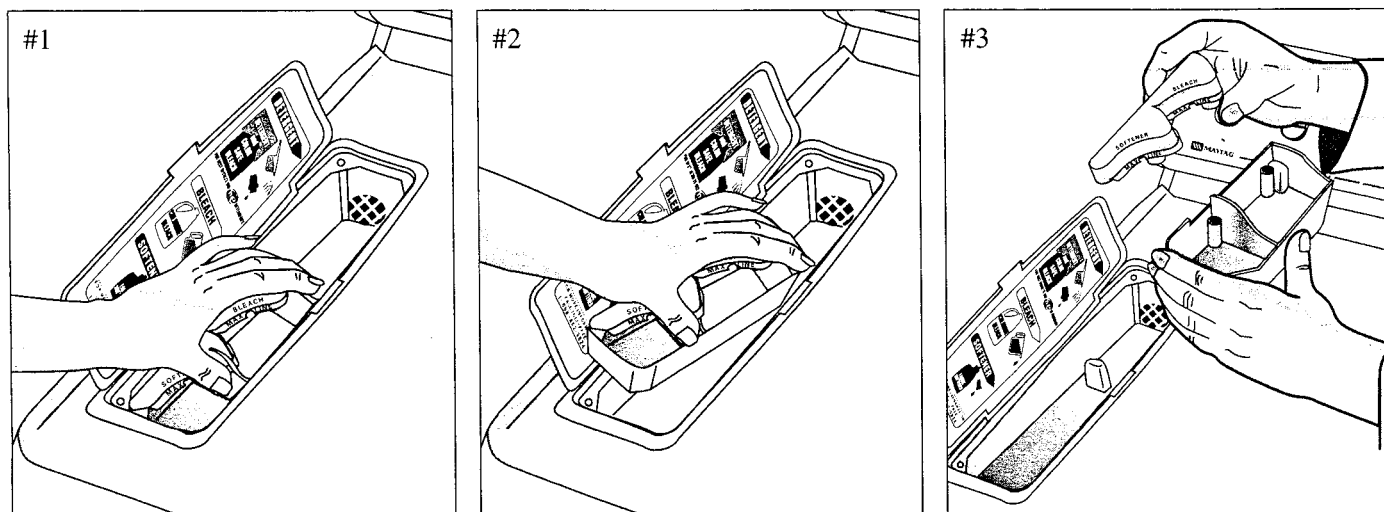
## Cleaning the Dispenser

The dispenser may need to be cleaned periodically due to laundry additive build-up. For easy clean-up of the dispenser, grasp the removable two compartment container (for bleach and softener) as shown in illustration #1. As you begin to lift the two compartment container, tilt slightly inward, according to illustration #2 and remove from the main dispenser.

Once the two compartment container is removed from the main dispenser, take it to a sink. Follow illustration #3 to remove the cap covering the siphon tube for the bleach and softener. Run warm water and a soft brush or cloth over the two parts to remove any excess laundry additives.

Clean the main dispenser area using a soft damp cloth\*. Once the main dispenser is clean, follow the illustrations in reverse order to replace the two compartment container to its original location.

*\*Do not use any cleaning substance but water in the main dispenser because it is possible for cleaning substances to drain into the tub. If this should happen, set the washer for a rinse and spin cycle to remove any cleaning substance from the washer before doing a load of laundry.*



## Indicator Lights

- **DOOR LOCKED** – Lights whenever the door of the clothes washer is locked and unable to open. The door can be unlocked by pressing the START/STOP button to stop the clothes washer. It may take approximately 2 minutes for the door to be unlocked.
- **ON** – Indicates when the clothes washer is operating.
- **DELAY** – Indicates the washer is counting down the time until it begins to wash.

● DOOR LOCKED

● ON

● DELAY



## Replacing Interior Light .....

Instructions for replacing the bulb:

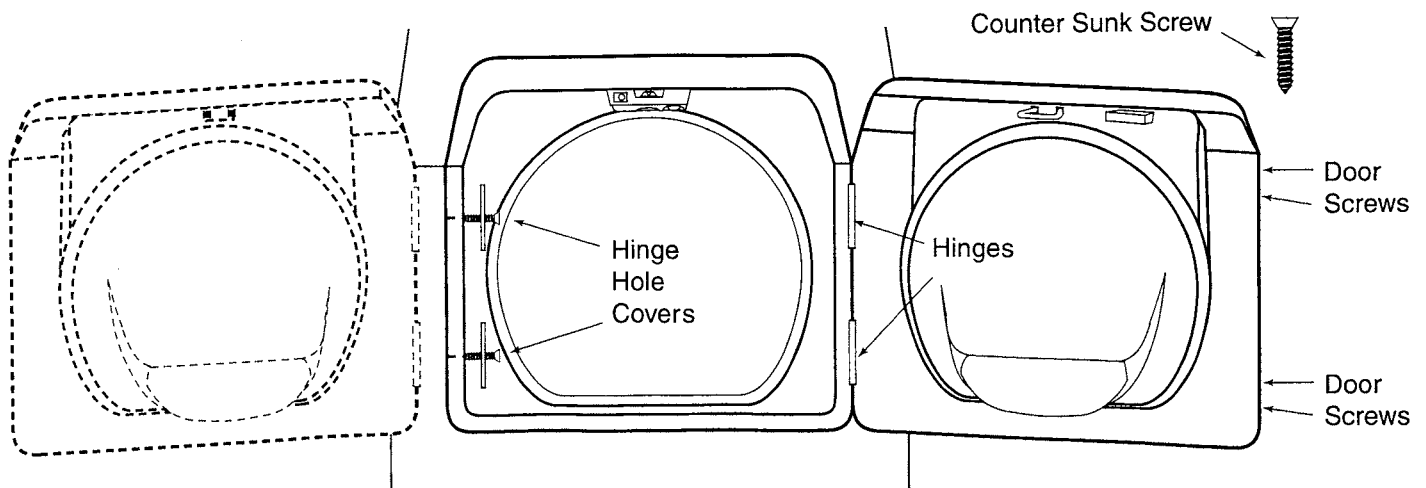
- 1) Unplug or disconnect the clothes washer from the electrical power supply.
- 2) Open the door and use a Phillips screwdriver to remove the screw attaching the light cover to the door lock assembly.
- 3) Pull down on the light cover.
- 4) Unscrew the light bulb counter clockwise from the socket.
- 5) Replace the bulb with a **10 watt** candelabra base light bulb and rotate clockwise.
- 6) Replace the light cover by inserting the front tabs into the door lock assembly and push the rear of light cover into position.
- 7) Replace the screw into the light cover/door lock assembly.
- 8) Plug in or reconnect clothes washer to the power supply.



## Reversing the Clothes Washer Door.....

Clothes washer door swing direction can be successfully changed using the following procedure:

- 1) Swing door fully open and support it while removing four hinge screws (which hold hinges to door assembly).
- 2) Set door aside and transfer four color matched door screws to the opposite side of the door assembly.
- 3) Remove one screw holding top hinge to cabinet and one screw holding top hinge cover to cabinet (opposite side).
- 4) Remove hinge and bracket from cabinet by moving them up and down to a position where they are released.
- 5) Install hinge and bracket in swapped locations and drive screws to attach them securely to the cabinet.
- 6) Compare top hinge and top bracket to bottom hinge and bottom bracket for correct assembly position.
- 7) Repeat procedures 4 through 6 for bottom hinge to cabinet and bottom bracket to cabinet.
- 8) Support door in fully open position on hinge side and drive four screws to securely attach hinges to door assembly.
- 9) Close door and check to see that clothes washer operates properly.





# Before You Call.....

*For problem laundry solutions (i.e. fabric damage, residue, tangling) and special laundry care procedures, see the enclosed Laundering Tips pamphlet.*

## Check these points if your Maytag Neptune™ washer...

### Won't Fill

- Be sure the door is tightly closed.
- Plug cord into a live electrical outlet.
- Check fuse or reset circuit breaker.
- Turn the control dial to the proper cycle and push the START/STOP button. If equipped with buttons, be sure they are fully depressed.
- Turn both faucets on fully.
- Straighten inlet hoses.
- Disconnect hoses and clean screens. Hose filter screens may be plugged.
- Open and close the door, then push the START/STOP button.

### Won't Tumble

- Check fuse or reset circuit breaker.
- Turn the control dial to proper cycle and push the START/STOP button. If equipped with buttons, be sure they are fully depressed.
- Close the door and push the START/STOP button. For your safety, the clothes washer will not tumble or spin unless the door is closed.

### Won't Spin or Drain

- Check fuse or reset circuit breaker.
- Straighten drain hoses. Eliminate kinked hoses. If there is a drain restriction, call for service.
- Close the door and push the START/STOP button. For your safety, washer will not tumble or spin unless the door is closed.
- After pressing the START/STOP button, it may take a few moments before the clothes washer begins to spin. The door must lock before spin can be achieved.

### Door Locked Shut; Will Not Open

- Press the START/STOP button to stop the machine.
- It may take 1 1/2 to 2 minutes for the door lock mechanism to disengage.
- Pull on the door indentation opposite the hinges.

**Check these points if your Maytag Neptune™ washer...**

**Stops**

- Plug cord into live electrical outlet.
- Check fuse or reset circuit breaker.
- Turn the control dial to proper cycle and push the START/STOP button to start the clothes washer. If equipped with buttons, be sure they are fully depressed.
- Close door and push the START/STOP button to start the clothes washer. For your safety, washer will not tumble or spin unless door is closed.
- This may be a pause or soak period in the cycle. Wait briefly and it may start.

**Leaks Water**

- Make sure hose connections are tight.
- Make sure end of drain hose is correctly inserted and secured to drain facility.
- Avoid overloading.

**Is Noisy**

- Clothes washer should be leveled properly as outlined in installation instructions.
- Weak floors can cause vibration and walking.
- Be sure rubber feet are installed on leveling legs.
- Check the leveling leg lock nuts are tightened.

**Fills with the Wrong Temperature Water**

- Turn both faucets on fully.
- Check that the temperature selector button is fully depressed.
- Make sure temperature selection is correct.
- Make sure hoses are connected to correct faucets and inlet connections. Flush water line before filling washer.
- Check the water heater. It should be set to deliver a minimum 120°F (49°C) hot water at the tap. Also check water heater capacity and recovery rate.
- Disconnect hoses and clean screens. Hose filter screens may be plugged.

**Cycle Selector Knob Advances Through "off"**

- Extra rinse option is selected.

**Tub is Completely Full of Suds**

- Run the clothes washer through another complete cycle using cold water.
- Reduce detergent amount for that specific load size and soil level.
- Use high efficiency or low sudsing detergent specially formulated for front load washers.

*For further assistance, call Maytag Customer Service toll-free at 1-888-4-MAYTAG (1-888-462-9824).*

*U.S. customers using TTY for deaf, hearing impaired or speech impaired, call 1-800-688-2080.*



# Operating Sounds.....

## Normal operating sounds of your Maytag Neptune™ clothes washer

High pitch sound during a spin cycle.

This occurs as the motor increases speed to spin the tub to remove moisture from the load.

Flushing water sound coming from the dispenser area.

Water enters the dispenser to flush detergent, bleach and/or fabric softener into the tumbler during the appropriate time of the cycle.

Sloshing or gurgling water sound from inside the washer when the tub is rotated.

This sound comes from the sealed counter balance ring. It is used to make the washer run more smoothly and efficiently.

“Whirring” sound followed by a pause, repeated throughout the wash cycle.

The tub rotates one direction followed by a pause. The tub reverses direction and pauses.

Clothes washer maintains a slightly reduced spin speed after achieving a higher spin speed.

After reaching the maximum spin speed, the machine may reduce spin speed slightly to create less noise and vibration.

The spin speed slows down dramatically when it sounds like an out-of-balance load.

The tumbler will begin to accelerate to speed, then slows back down to redistribute the load move evenly.

Clothes washer adds water after it has been tumbling for a while.

The Maytag Neptune™ clothes washer uses a true adaptive fill. This will add more water during the wash cycle as it is needed.

OR

Water is being added to the dispenser to dilute and rinse bleach or fabric softener into the tumbler at the appropriate time. This will occur even if bleach and fabric softener are not used.

*If you are unsure about an operating sound, the Video User's Guide may provide further assistance. The normal operating sounds listed on this page can be heard on the video.*



**Notes** .....



# Maytag® Neptune™ Washer Warranty .....

## Full One Year Warranty

For **one (1) year** from the date of original retail purchase, any part which fails in normal home use will be repaired or replaced free of charge.

## Limited Warranty

After the first year from date of original retail purchase, through the time periods listed below, the parts designated below which fail in normal home use will be repaired or replaced free of charge for the part itself, with the owner paying all other costs, including labor, mileage and transportation.

**Second Year** – All parts.

**Third through Tenth** – The drive motor.

**Third through Lifetime** – Stainless steel inner wash basket.

## Additional Limited Warranty Against Rust-Through

Should an exterior cabinet, including the top and baseframe, rust through during the one year period starting from the date of retail purchase, repair or replacement will be made free of charge. After the first, and through the tenth year, repair or replacement will be made free of charge for the part itself, with the owner paying all other costs, including labor, mileage and transportation.

**Please Note:** This full warranty and the limited warranty apply when the washer is located in the United States or Canada. Washers located elsewhere are covered by the limited warranty only, including parts which fail during the first two years.

The specific warranties expressed above are the **ONLY** warranties provided by the manufacturer. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## To Receive Warranty Service

To locate an authorized service company in your area, call Maytag Customer Service toll-free at 1-888-462-9824. Should you not receive satisfactory warranty service, please call or write:

Maytag Customer Assistance  
c/o Maytag Customer Service  
P.O. Box 2370  
Cleveland, TN 37320-2370

**U.S. or CANADA (toll-free) 1-888-462-9824**

**U.S. customers using TTY for deaf, hearing impaired or speech impaired, call 1-800-688-2080.**

When contacting Maytag Customer Service be sure to provide the model and serial numbers of your appliance, the name and address of the dealer from whom you purchased the appliance and the date of purchase.

**Should you still have a problem**, write to: Major Appliance Consumer Action Program (MACAP), 20 North Wacker Drive, Chicago, Illinois 60606, MACAP is an industry sponsored but independent group of consumer experts who receive and act on complaints from appliance owners.

**NOTE:** When writing about an unsolved service problem, please include the following information:

- (a) Your name, address and telephone number;
- (b) Model number and serial numbers (found on the center top of the control panel) of your appliance;
- (c) Name and address of your dealer and date the appliance was bought;
- (d) A clear description of the problem you are having;
- (e) Water hardness, detergent brand and amount, water temperature and cycle used.

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MAYTAG • One Dependability Square • Newton, Iowa 50208