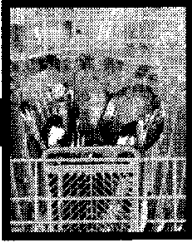
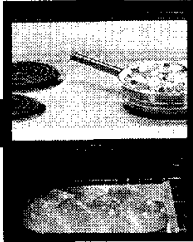
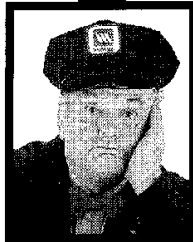
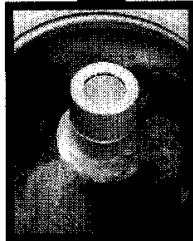


# USER'S GUIDE

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**Models: MAV5000 • MAV5057**

# Welcome.....



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

**Read this guide 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 in the future, 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**

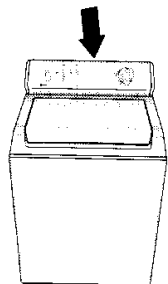
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**Serial Number**

-----

**Date of Purchase**

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2) **IMPORTANT:** *Keep this guide and the sales receipt in a safe place for future reference. Proof of original purchase date is needed for warranty service.*

If you have questions, write us (include your model number and phone number) or call:

Maytag Appliances Sales Company  
Attn: CAIR® Center  
P.O. Box 2370  
Cleveland, TN 37320-2370  
1-800-688-9900 USA  
1-800-688-2002 CANADA  
1-800-688-2080 USA TTY (for deaf, hearing impaired or speech impaired)  
(Mon.-Fri., 8am-8pm Eastern Time)  
Internet: <http://www.maytag.com>

For service and warranty 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 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 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 agitator 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 washer.
12. The agitator should not be removed. If the agitator is removed, it must be replaced by pushing down completely and the locking screw tightened before the washer is operated.
13. Store laundry aids and other material in a cool, dry place where children cannot reach them.
14. 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.
15. Do not use chlorine bleach and ammonia or acids (such as vinegar or rust remover) in the same wash. Hazardous fumes can form.
16. Do not machine wash fiberglass materials. Small particles can stick to fabrics washed in following loads and cause skin irritation.
17. Before the appliance is removed from service or discarded, remove the door to the washing compartment.
18. Inlet hoses are subject to damage and deterioration over time. Check the hoses periodically for bulges, kinks, cuts, wear or leaks and replace them every five years.

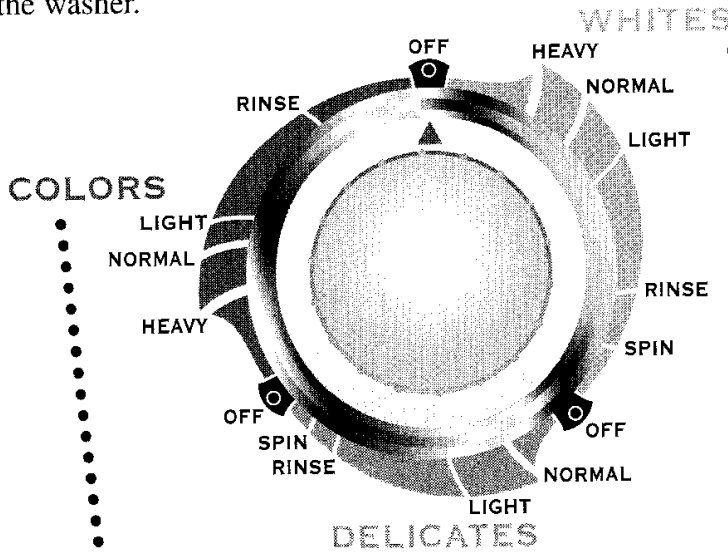
**Save These Instructions**

# Controls At A Glance .....

## Step 1 Select Cycle

Press the control dial in and turn clockwise to the desired cycle. Pull the dial out to start the washer.

*NOTE: HEAVY and NORMAL settings on all cycles will change agitation speeds during the wash time. You may hear this change in speed. This is normal.*



**WHITES** is designed to clean underwear, T-shirts and other cotton sturdy items like towels, sheets, jeans etc.

**HEAVY:** 21 minutes of wash time.

**NORMAL:** 15 minutes of wash time.

**LIGHT:** 9 minutes of wash time.

**COLORS** is designed to clean colored items as well as dress shirts, dress pants, business casual and poly/cotton to reduce wrinkling.

**HEAVY:** 18 minutes of wash time.

**NORMAL:** 12 minutes of wash time.

**LIGHT:** 9 minutes of wash time.

**DELICATES** is designed to clean items requiring a gentle wash action. This would include blouses, nylons, lingerie and dress shirts.

**NORMAL:** 15 minutes of wash and soak cleaning action.

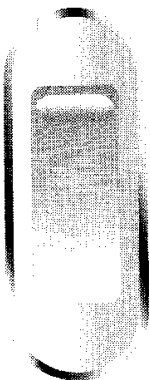
**LIGHT:** 9 minutes of wash and soak cleaning action.

## Step 2 Select Water Level

Simply move the slide lever up or down to the desired setting. Select models have an infinite slide lever that can be set anywhere from Super to Mini. If more water is needed once the fill is complete, move the lever up to **reset** and then to the proper setting.

### WATER LEVEL

LOAD SIZE	RESET
3/4 - Full	SUPER
1/2 - 3/4 Full	LARGE
1/3 - 1/2 Full	MEDIUM
1/4 Full	MINI




**REMEMBER:** Items must circulate freely for best results.

## Step 3 Select Water Temperature

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

**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.

LOAD TYPE	WASH/RINSE TEMP
White and heavily soiled, color-fast items	HOT COLD
Delicate or colorfast items	WARM WARM
Moderately soiled, colored items; most wrinkle free items	WARM COLD
Brightly colored, lightly soiled items; washable woolens	COLD COLD



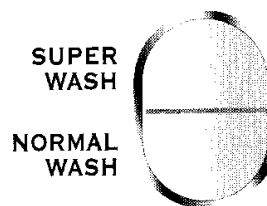
## Step 4 Select A Custom Cycle (if desired)

Press the appropriate button to select the custom cycle desired.

CYCLE	USE
Super Wash	Can be used with any wash cycle to clean very heavily soiled items. Provides fast agitation throughout the WHITES and COLORS cycles. Provides fast agitation for approximately 3 minutes at the beginning of the DELICATES cycle.
Normal Wash (select models)	Used for most loads of laundry. See previous page for cycle descriptions.*
Second Rinse (select models)	Provides an additional rinse at the end of the cycle to more completely remove laundry additives, suds, perfume, etc.
Cancel (select models)	Press this button to cancel and reset any of the above options.

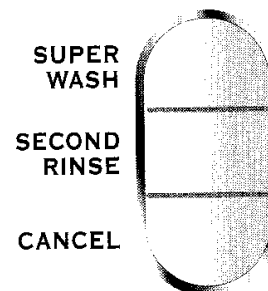
\* Normal settings on all cycles will change agitation speeds during the wash time. This is normal.

### CUSTOMIZE CYCLE



OR

### CUSTOMIZE CYCLE



## Step 5 Start Washer

- Add detergent.
- Add load and close lid.
- Pull the control dial out to start.



## Operating Tips.....

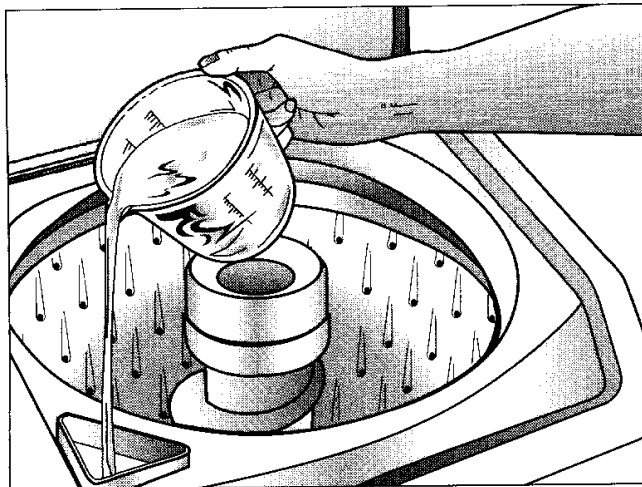
### **Chlorine Bleach Dispenser**

The dispenser automatically dilutes liquid chlorine bleach before it reaches your wash load. To use, follow these steps:

1. Measure liquid chlorine bleach carefully, following the instructions on the bottle.
2. Add the bleach to the dispenser before adding the load. Avoid splashing or over-filling the dispenser.

**NOTE:**

- Never pour undiluted liquid chlorine bleach directly onto the load or into the wash tub. It is a powerful chemical and can cause fabric damage, such as tearing or color loss, if not used properly.
- If you prefer to use color-safe, non-chlorine bleach, pour it into the wash tub with your detergent. Do not pour non-chlorine bleaches into the bleach dispenser.



***Pour liquid chlorine bleach into bleach dispenser.***

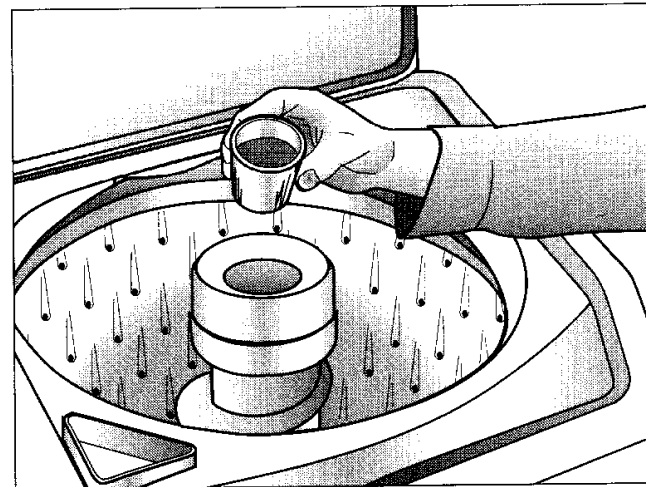
### **Fabric Softener Dispenser**

This dispenser automatically releases liquid fabric softener at the proper time during the cycle. To use, follow these steps:

1. Pour liquid fabric softener into the dispenser using the amount recommended on the package.
2. Add warm water to the dispenser until it reaches the MAX line.

**NOTE:**

- Do not stop the washer during the first spin. This will cause the dispenser to empty too soon.
- Never pour fabric softener directly on the load. It will leave spots and stains.
- Use the dispenser for liquid fabric softeners only. Clean the area in and around the dispenser frequently with hot water, detergent and a soft brush.



***Pour liquid fabric softener into cup and dilute with warm water.***

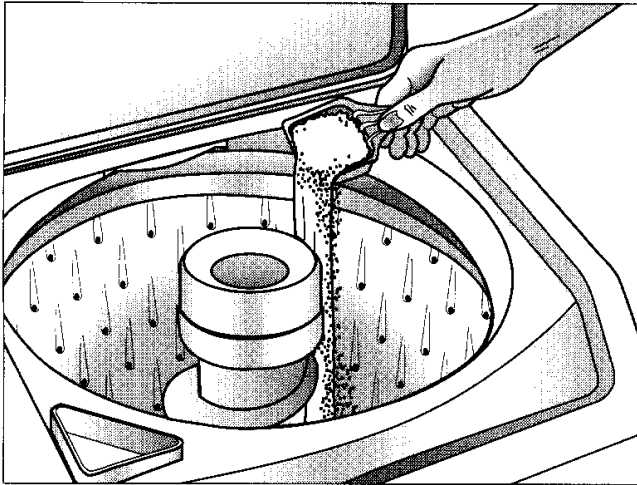
*For detailed information on sorting, pretreating stains, etc., see the enclosed Laundry Tips pamphlet.*

## **Detergent**

- Use either liquid or granular laundry detergent. **For best results, be sure detergent is added to the washer BEFORE the load and be sure wash water is above 65° F.**
- Use the correct amount of detergent for the load size, soil level and water conditions. Use more detergent if you have hard water and very soiled loads.

If you have soft water or a lightly soiled load, use less detergent. (See manufacturer's instructions.)

- Wipe up any detergent spills on the washer.

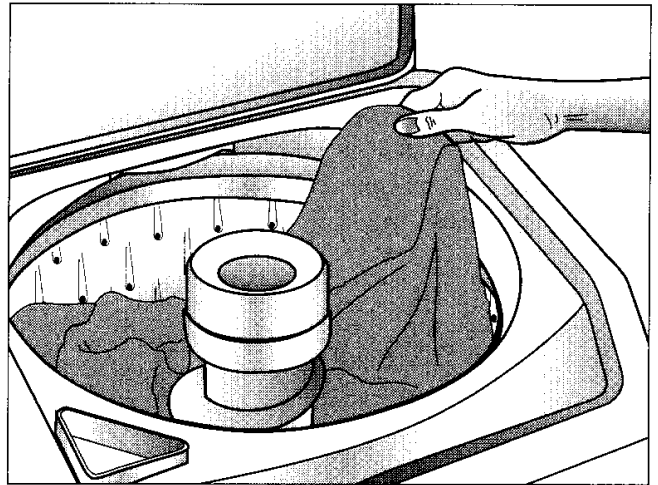


## **LoadSensor™ Agitator**

The LoadSensor™ agitator is specially designed to be sensitive to every load. The spiral fins will move continuously with large, heavy loads. With smaller, more delicate loads, the spiral fins will move intermittently, or with very light loads, not at all. It is normal to notice a difference in the agitator sound from load to load.

## **Loading**

- Put dry, unfolded clothes loosely in the tub, up to the top row of holes for a maximum load.
- Do not wrap large items like sheets around the agitator.
- Mix large and small items for best circulation. Wash bulky items like blankets separately.
- When laundering wrinkle free items or items of delicate construction, washable woolsens or loosely knit items, never use less than the MEDIUM water level setting. This will minimize shrinkage, wrinkling and pulling of seams.
- For best results, add the detergent to washtub before adding the load.
- Close lid carefully to avoid slamming.





## Care and Cleaning.....

Turn off the water faucets after finishing the day's washing. This will shut off the water supply to the 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.

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



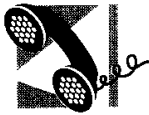
## Storing the Washer.....

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

- Select NORMAL on the WHITES cycle and add one cup of bleach OR white vinegar to a full load of water without clothes. Run the washer through a complete cycle. (Do not mix bleach and vinegar in the same wash. Hazardous fumes can form.)

- Turn the water faucets off and disconnect the inlet hoses.
- Advance the cycle control dial to Spin and lower the drain hose to eliminate any water that may be in the drain hose.
- Disconnect the washer from the electrical supply and leave the washer lid open to let air circulate inside the tub.





# Before You Call.....

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

## Check these points if your washer...

**Always  
Check First**

- Plug cord into live electrical outlet.
- Check fuse or reset circuit breaker.

**Won't Fill**

- Turn the control dial to proper cycle and pull dial out to start the washer. 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.

**Won't Agitate**

- Make sure the lid is completely closed.
- Turn the control dial to proper cycle and pull dial out to start the washer. If equipped with buttons, be sure they are fully depressed.
- Close lid and pull dial out to start the washer. For your safety, washer will not agitate or spin unless the lid is closed.
- The washer is equipped with a lid switch failure detector. If the lid switch should malfunction, the detector will stop operations for your safety. Call for service.
- Pauses are normal. Wait and see if the washer will start again.

**Won't Spin  
or Drain**

- Straighten drain hoses. Eliminate kinked hoses. If there is a drain restriction, call for service.
- Close lid and pull dial out to start the washer. For your safety, washer will not agitate or spin unless the lid is closed.
- The washer is equipped with a lid switch failure detector. If the lid switch should malfunction, the detector will stop operations for your safety. Call for service.
- If drain height is over five feet, a high-volume pump may be necessary. See installation instructions or call 1-800-688-9900.

**Load is wetter  
than normal at the  
end of the cycle**

- The washer is designed to reduce spin speed if an unbalanced load is detected. This is normal.
- Redistribute the load in the tub and set the washer on SPIN.

**Cont.**



# Before You Call (continued).....

## Check these points if your washer...

### Stops

- Turn the control dial to proper cycle and pull dial out to start the washer. If equipped with buttons, be sure they are fully depressed.
- Close lid and pull dial out to start the washer. For your safety, washer will not agitate or spin unless lid is closed.
- This may be a pause or soak period in the cycle. Wait briefly and it may start.
- The washer is equipped with a lid switch failure detector. If the lid switch should malfunction, the detector will stop fill operations for your safety. Call for service.

### Leaks Water

- Make sure hose connections are tight.
- Make sure end of drain hose is correctly inserted and secured to drain facility.
- Avoid extended soaking – soak for 30 minutes or less.
- Avoid overloading.

### Is Noisy

- Be sure washer is leveled properly as outlined in installation manual.
- Weak floors can cause vibration and walking.
- Be sure rubber feet are installed on leveling legs.
- A clicking sound may be the LoadSensor™ agitator as it moves the load down through the cleaning zone for maximum cleaning effectiveness. This sound will vary from load to load. This is normal.
- Operating sounds will vary depending on agitation speed.

### Fills with the Wrong Temperature Water

- Turn both faucets on fully.
- If equipped with a temperature selector dial, be sure it is set directly on a temperature setting and not between settings.
- Make sure temperature selection is correct.
- Make sure hoses are connected to correct faucets and inlet connections. Be sure water supply is regulated correctly. 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 Dial Advances Through “OFF”

- Second Rinse is selected.

*For further assistance contact Maytag Appliances Sales Company, Maytag Customer Assistance:  
U.S. 1-800-688-9900 or Canada 1-800-688-2002*

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



# Maytag 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 Fifth Year** – The drive motor. All parts of the solid state controls (if so equipped).

**Third through Tenth Year** – All parts of the transmission assembly.

**Third through Lifetime** – The inner wash basket.

## Additional Limited Warranty Against Rust-Through

Should an exterior cabinet, including the top, lid 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.

## Canadian Residents

This warranty covers only those appliances installed in Canada that have been listed with the Canadian Standards Association unless the appliances are brought into Canada due to transfer of residence from the United States to Canada.

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 contact the Maytag dealer from whom your appliance was purchased; or call Maytag Appliances Sales Company, Maytag Customer Assistance at the number listed below. Should you not receive satisfactory warranty service, please call or write:

Maytag Appliances Sales Company

Attn: CAIR® Center

P.O. Box 2370

Cleveland, TN 37320-2370

U.S. 1-800-688-9900

Canada 1-800-688-2002

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

When contacting Maytag Appliances Sales Company, Maytag Customer Assistance about a service problem, please include the following:

- (a) Your name, address and telephone number;
- (b) Model number and serial number (found on the back center of the control panel) of your appliance;
- (c) Name and address of your dealer and the date the appliance was purchased;
- (d) A clear description of the problem you are having.
- (e) Proof of purchase.

## What is not covered by these warranties:

- 1. Conditions and damages resulting from any of the following:
  - a. Improper installation, delivery, or maintenance.
  - b. Any repair, modification, alteration or adjustment not authorized by the manufacturer or an authorized servicer.
  - c. Misuse, abuse, accidents, or unreasonable use.
  - d. Incorrect electric current, voltage or supply.
  - e. Improper setting of any control.
- 2. Warranties are void if the original serial numbers have been removed, altered, or cannot be readily determined.

- 3. Products purchased for commercial or industrial use.
- 4. The cost of service or service call to:
  - a. Correct installation errors.
  - b. Instruct the user on proper use of the product.
  - c. Transport the appliance to the servicer.
- 5. Consequential or incidental damages sustained by any person as a result of any breach of these warranties.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusion may not apply.

User's Guides, service manuals and parts catalogs are available from Maytag Appliances Sales Company, Maytag Customer Assistance.

**MAYTAG • One Dependability Square • Newton, Iowa 50208**