

TECHNICAL SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT

☒ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS ☐ KITCHEN PRODUCTS

W10393859
February 2011

This Service Pointer Applies To The Following Brands:

☒ Whirlpool® ☐ KitchenAid® ☐ Jenn-Air® ☒ Maytag®
☐ Amana® ☐ Roper® ☐ Admiral® ☐ Magic Chef®

Maytag and Whirlpool Front Load Direct Drive Washers No Spin or Wet Clothes Complaint

Model Numbers:

WFW94HEX*0	WFW95HEX*0
WFW97HEX*0	MHW6000X*0
MHW7000X*0	

Serial Numbers: Prior to C053

Customer Concern:

The customer may experience the washer not completing the cycle, not spinning, not draining or wet clothes at the end of the cycle.

Cause:

- 1-Single item loads may create an "off balance" condition that will prevent the washer from reaching full speed spin.
- 2-If this is not the case, the control software may be detecting an out of balance condition.

Correction:

If the cause is item #2 above, Order and replace the Central Control Unit (CCU). The software has been updated to resolve these complaints.

Model Number	Control Part Number
WFW94HEX*0	W10384503
WFW95HEX*0	W10384504
WFW97HEX*0	W10384505
MHW6000X*0	W10384506
MHW7000X*0	W10384507

ALL POINTERS ONLINE: http://www.servicematters.com/tech_ref/tech_ref_main.htm

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