

MAH Washer Help Codes

In addition to the diagnostic codes which show up automatically when the meter case access door is opened, the Maytag Neptune washers may store additional "HELP" codes. The HELP codes are accessed by first entering the diagnostics/ set up mode by opening the service door switch. Use the lower middle key pad (woolens) to advance to the 2.00 (or 2.SP) step. Then pressing the lower left keypad (Permanent Press) the HELP mode is accessed. The washer saves the last three codes; most recent first as 1h.xx, 2h.xx, and 3h.xx. The following listing shows the most common codes and a brief explanation.

Code #	Probable Cause:
8	Motor locked rotor, motor not turning in wash steps
A	Requested speed not available in tumble (this is an early machine code)
D	Spin parameter out of acceptable range
F	Suds lock detected or possible machine overload
10	Motor not turning in spin
12	Requested speed not available in spin
13	Unbalance in spin at less than 500 RPM
17	Door was not locked at end of final spin
19	Water level dropped after initial fill , slow fill
23	Drag in spin above 650 RPM could be clothing in door boot
29	Both cycle active flags found set in cycle_supervisor
30	Shut down due to motor speed error. "D11" in diagnostics
31	Spin delayed due to water level sensed for more than 60 seconds at start of spin. "D8" slow Drain in diagnostics code Check pump and drain hose for blockage
32	Unbalance(s) at less than 500 RPM in final spin. Spin aborted
33	Excessive suds detected in wash/tumble step
34	Power at limit, spin below 85RPM too long; cycle paused. "D11" in diagnostics
35	Power at limit too long in tumble "D11" in diagnostics codes
36	Motor continued to run after 2 minute coast down. "D11" in diagnostics
37	Motor running too fast during tumble. Check drive belt tension
39	Motor still running after 2 minutes coast down following an unbalance
40	Motor running faster than 85 RPM and door is not locked. Electrical "Noise"
1b	Slow fill; took longer than 4 minutes to reach level
1d	Unbalance in spin above 500 RPM but less than 675 RPM
1E	wash level seen in spin
1F	Unbalance detected during ramp up to spin
2A.....	Motor on full power for more than 15 seconds during final spin above 500 RPM but less than 675 RPM, probably load too large. Run motor checks.
2b	Wash level seen at start of spin. Slow drain
2d	Invalid value found.
2F	Shutdown due to over speed error during spin. "D11" in diagnostics

NOTE: Codes in the seventies deal with Debit Card systems communicating with the control board.

71 Reader messaging problem

74 Reader messaging problem

75 Reader messaging problem