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125 S. Franklin St., Chicago, IL 60680 The latest ArticlesShopping for new washer and dryers is a little harder than it used to be because manufacturers update their products much more often. There are new washers and dryers hitting the market almost as often as there are new smartphones and flat screen TVs. Washing machines and dryers are not clumsy old appliances of yesteryear, but today are driven by technology and sophisticated electronics. Today, most consumers shop for these appliances in large box stores - home improvement centers like Lowes and Home Depot and electronics chains like Best Buy and HHGregg. New featuresJust as each generation of smartphones has new features, device manufacturers are also constantly adding new features. Since the last time you bought a washing machine, for example, manufacturers have added heat and a pair of washer features to remove dust mites and pet dander. The new machines are also quieter. Many people use advanced sound engineer to dampen noise. Some have a function to reduce vibration during the spin cycle. Have you ever washed a bunch of clothes and forgot about it until a few hours later? Some new washers take this into account, venting the fresh air and sometimes tumbling clothes to prevent the kind of odors that can develop when wet clothes sit for hours. Over the past few years, many washer manufacturers have added steam features that can help eradicate hard spots. Some use oxygen-based cleaners to deodorize clothing without bleach. DryersDryers have also added features, including sensors, to automatically turn off when the clothes are dry. This helps to prevent excessive drying and shrinkage and can extend the lifespan of the tissue. Consumers appreciate Whirlpool washing machines Sometimes you don't really need to wash an item of clothing, you just need to brush it up a bit. Some dryers are equipped with a steam function that allows you to relax wrinkles and remove odors, saving washing. Do you need to dry something in a hurry? You can if your new dryer has an express cycle that uses a large blower to increase airflow, drying clothes faster. These features appear on a wide range of washers and dryers from large manufacturers. Among the biggest companies making these devices are GE, LG, Whirlpool, Samsung, Electrolux, Frigidaire, Bosch, and Maytag. It's a good idea to read consumer reviews for all the brands you are considering because, in the past at least some models have drawn a large number of complaints. In 2005, Maytag settled a class action lawsuit against its Neptune pucks. Mold Problem According to documents filed in the lawsuit heard in Illinois, many Maytag consumers complained about their machine functioning and the clothes are covered with mold, resulting in problems with the door latch, wax engine, engine control, and associated boards. Consumers Maytag Neptune Pucks and Dryers there are still complaints to Maytag and other brands. Donna, of Molino, Florida, wrote in a ConsumerAffairs posting that she had problems with her three-year-old Maytag Legacy and called her a repairman she knew to be very honest. When I called and told him what type of puck he was surprised, he works for everyone, Donna wrote. I think they had a problem with the water leaking into the transmission. Apparently I was lucky that mine worked as long as it did. Veronica, of Calgary, Alberta, had problems with her new Samsung washer. There was never enough water, she writes. Like some others, I often fill the washer with buckets of water. Although the capacity looks huge, forget to try to fill the machine, it just won't work. If he's heavy at all he'll go out of balance and get out. It will probably take two to three times longer to wash the load than my old Maytag. Veronica notes that when she called Lowes, where she bought for the car, a complaining customer service representative told her she had to learn how to properly manage the device. This may well be a problem with a number of problems consumers are reporting with their new washers and dryers. These machines are much more complex than previous models and can, in fact, be harder to work properly. Both Donna and Veronica wished they had their old washers and dryers back, and there might be a lesson. Given what the new washer dryer combo is worth these days, if you are in the laundry market, perhaps picking up good used washers and dryers, at a fraction of the price and much easier to operate, can fill your needs. Buying a new washer and dryer is a little more difficult than it used to be, because manufacturers update their products much more often. There are new... Maytag has a long history as a household appliance manufacturer, starting as a washing machine company in 1893. Since 2006, the company has been a division of competitor Whirlpool, and some consumers have noticed the difference. I've been a loyal customer in the past with Maytag because their products lasted forever, Carol, from Smyrna, Georgia, ConsumerAffairs.com. However, I bought a Maytag dryer in 2005 and the control board has come out twice since then, costing me \$270 for the first visit to have it refurbished. Down the pipes, Carroll believes that the Product and Service Of Maytag have descended through the pipes, as she put it, and she is not alone. Lori, of Port St. Lucia, Fla., said she bought the 5.0 cubic feet Of Maytag Bravos puck in January and is less than satisfied with the results. Machine tangles of clothes in such a mess should all be put in the dryer before hanging up to dry, she said. Even with the use of pre-treatment many stains remain on our clothes and there are contact holes in cotton clothing. This puck in time leaving what appears to be strip lanes on our clothes. Tracy Henderson, of Nevada, said she did extensive online research last summer before choosing Maytag Bravos. It has seen a lot of feedback from people who were happy with the machine, but also from consumers like Laurie. Should have paid more attention to complaints I think I should have given more weight to those who pointed out problems with the product, Tracy said. Because most of the reviews were positive or mostly positive, I went with this product. However, some of the reviews I read indicated that the puck was rough on the clothes (I agree) and that the puck with ball clothes in tight tuts produced many wrinkles (this does). Some of the reviews also showed that the dryer takes a long time to dry (it does) and that it does not come out wrinkles that the washer causes. Tracy said she wanted to get her old washer and dryer back, even if they were less energy efficient and water-saving. Ryan, of Bullard, Texas, believes the new efficiency standards are why washing machines generally give consumers so much grief. Washing machines built these days, which must live up to government restrictions on water use, are not worth the price you could get for scrap metal for them, said Ryan ConsumerAffairs.com. I owned the Maytag front loader for five years and spent more than it cost to fix it a few times. There is no way any modern washing machine will ever work as well as old units because of government water restriction laws. Other appliances tooConsumers also seem to have some issues with Maytag refrigerators. Kenneth Cathy, of Texas, said he bought a Maytag French door refrigerator from Home Depot just over four years ago. About five months ago it started to make a buzzing noise and on, then the temperature started to rise and everything was thawing, Kenneth told ConsumerAffairs.com. Multiple call service failed to find a problem, although technicians ruled out a faulty compressor, saying the relay could be to blame. Finally, we were told it could be a fire hazard, so we're turning it on, Kenneth said. Recall that Maytag recalled 1.6 million refrigerators in 2009 due to an electrical failure in the relay, which turns the compressor on and off. The failure can cause overheating and cause fire risk. A year later, the Consumer Product Safety Commission announced the recall of 1.7 million Maytag dishwashers, saying an electrical glitch in the dishwasher's heating could pose a fire risk. Like many U.S. manufacturers, Maytag has closed some of its U.S. factories in recent years and moved its operations to Mexico. However, the company still operates a significant number of manufacturing plants. Regardless of the source of the problems, consumers seem increasingly frustrated that appliances that once worked very well in the past, it always seems that now. My husband and I purchased a Wash of Maytag Neptune and a dryer in October 2005, Mary, Highland, State of ConsumerAffairs.com. The washing machine was shot. The repairman told us that the bearing assembly and seal, along with the stabilizer for the drum, should be replaced. Repairs will cost more than the \$700 we spent on the washer. I spoke to Maytag, all they could do was apologize. Consumers continue to report problems with Maytag washers and dryers, refrigerators and dishwashers.... Maytag recalls 1.6 million fire fridges... March 21, 2007The U.S. Consumer Product Safety Commission announced the recall of about 270,000 Maytag and Samsung front-loading washing machines due to fire hazard. A water leak on electrical connections to the washing machine's thermal sensor can cause an electrical short and ignite the closure, the agency said. Maytag has received five reports of incidents involving a fire in a circuit board. Samsung received one report of a fire incident in print. There were no reports of injuries, fires or property damage outside the washing machine. The recall includes certain Maytag and Samsung brand front load washers. The Maytag pucks have model numbers starting at MAH9700 or MAH8700. Samsung model number WF306BHW or model number starting with WF316. Not all serial numbers are subject to recall. The model and serial numbers are located on the tag at the bottom of the doorway. Maytag models with serial number ending in the last two letters identified below Subject to recall:2005GAGGGGGGGGGGGX2006AJJJJJLJNSample Maytag Serial number: 10123456GNSamsung models with six-digit number 100001 to 799999 before the letter at the end of the serial number is subject to recall: Sample Samsung Serial Number: 230854AL300026B Machines were sold by major departments and home appliance stores across the country from April 2005 to August 2006 between \$1,000 and \$1,200. Consumers should immediately contact the firm for information on how to get free repairs. Consumers should not return the washing machine to the seller where it was purchased. Consumer Contacts: For more information, consumers can call the toll-free Maytag at (800) 868-5109 from 9 a.m. and 9pm ET Monday through Friday, or go to the Maytag website in www.washerrecall.com - Samsung customers can call (800) 515-7902 between 9am and 9pm ET Monday through Friday, or go to Samsung's website on www.Samsung.com/washerrecallMaytag, Samsung washing machines recalled... Whirlpool-Maytag Merger Gets Final OK... On February 1, 2006, Maytag recalled about 2.3 million Maytag and Jenn-Air dishwashers due to fire hazards. Liquid rinse can seep out of the dispenser and get in touch with the internal wiring of the dishwasher, which short circuits and ignitions that pose a fire hazard, the company said. Maytag received 135 reports of fires in the dishwasher, causing material and/or property damage. Four injuries were reported, including three reports of smoke inhalation and one serious laceration to his arm while working for a fire extinguisher in the dishwasher. The recall includes Maytag and Jenn-Eyre under the counter or portable plastic bath dishwashers. The dishwashers have black, white, almond, bisque and stainless steel front panels. The next model and serial numbers are printed on a label on the plastic frame of the dishwasher on top or to the left of the doorway. Consumers should contact Maytag to determine if their dishwasher is included in this review. Brand/Model numbers must start with and serial numbers must end with Maytag MDB3, MDB4, MDB5, MDB6, MDB7, MDB8, MDB9, MDBD, MDC3, MDC4, MDC5, DWU9SM, SS, SU, SW, SY, S', UB, UD, UF, UH, UNITED KINGDOM, UM, U, US, UU, UW, UY, U, U, WB, WD, WF, WH, WK, WM, W, WS, WU, WW, WW, W, W, W, W, YH, YK, YL, Y, YS, YU, YV, Y' Jenn-Air JDB3, JDB4, JDB5, JDB6 JDB7UB, UD, UF, UH, UK, UM, US, UW, UY, Uz, WB, WD, WF, WH, WK, WM, W, W, W, W, WU, WU, WU WW, WY, W, YB, YD, YF, YH, YK, YM, Y, YS, YU, YV, YY, Y' Units were sold to department and appliance stores and homebuilders across the country from July 1997 to June 2001 from \$370 to \$800. Consumers should immediately stop using these dishwashers, disconnect the power supply by disabling the fuse or switch, controlling it and informing all dishwasher users of the risk of fire. Contact Maytag for free in-house repairs, or \$75 cash refunds back after buying a new Maytag, Jenn Air, Whirlpool or KitchenAid dishwasher. Consumers should not return the dishwasher to the seller where it was purchased, as retailers are not willing to take the units back. Consumer Contacts: For more information, contact Maytag At (800) 675-0535 at any time or visit the firm's website at www.repair.maytag.com Feedback is conducted in collaboration with the U.S. Consumer Product Safety Commission (CPSC). Maytag, Jenn-Air Dishwashers Recalled... On September 27, 2005, The Company recalled about 5,000 front boot washing machines. If the front washer is running at maximum payload capacity, the spinner can fail and fall apart, posing a security risk to consumers. The recall includes a white Maitag front load washer with the MAH9700 model number and serial number from 10188468GA to 11683946GJ. The model and serial numbers are located inside the doorway and below the rubber boot. The units were sold in department stores and home appliance stores across the country from April 2005 to May 2005 for about \$1,300. Consumers must use care to not exceed the listed capabilities of their machines, and should contact Maytag for a free home call to replace the puck control board. Consumer Contacts: Consumers can contact Maytag at (800) 462-9267 at any time, or visit the company's website at www.maytag.com. The review is conducted in collaboration with the U.S. Consumer Product Safety Commission (CPSC). Maytag Washing Machine Recall ... Maytag settled a consumer class lawsuit alleging smell, mold and mold problems with the Maytag Neptune Washers. More than two million consumers February 25, 2005 About 162,000 Whirlpool and Kenmore dishwashers are currently recalled. An electrical defect in the wiring creates a risk of engine overheating and possibly fire. Whirlpool has received three reports of engine overheating. There are no reports of injuries or property damage. Recalled products are the Whirlpool brand and the Kenmore brand (made by Whirlpool Corporation) under-counter, plastic high bath dishwashers. The dishwashers are black, white, biscuit or stainless front panels. They have the following model and serial numbers, Located inside the bathtub on the tag near the left side of the opening door: The Product/Model room starts with TheNorth Room RangeWhirlpool@-under-counter plastic high bath dishwashersDU1 DULGU1GU2GU6FR22000000 to FR249999Kenmore@Under-the-counter plastic-bath dishwasher665.143665.160 THE FR4599999Department and home appliances stores and homebuilders across the country sold dishwashers from June 2004 to January 2005 between \$350 and \$600. Consumers with one of these dishwashers should immediately discontinue its use, disable the power supply by disabling the fuse or switch, controlling it, and inform all dishwasher users not to use it because of the risk of fire. Call Whirlpool Corporation to plan free home renovations. Please, you have a serial number and a dishwasher model number available for call. Please do not return the dishwasher to the seller where it was purchased, as retailers are not ready to take them back. If you have the Whirlpool brand and the Kenmore brand under-counter plastic high bath dishwasher and have had maintenance on your washing engine between August 2004 and January 2005, please call Whirlpool Corporation to determine if your unit is included in this recall and schedule a free, at-home inspection. Call Whirlpool Corporation for free at (866) 769-7260 at any time, or go to the firm's website at repair.whirlpool.com. The review is conducted in collaboration with the U.S. Consumer Product Safety Commission (CPSC). 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