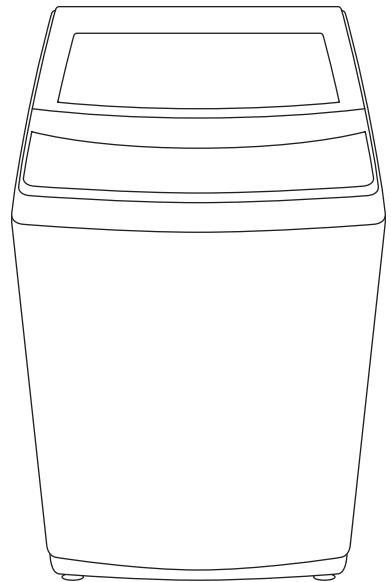




Magic Chef[®]

1.6/2.0/3.0 Cu. Ft. Portable Washer

User's Manual



Model MCSTCW16W4 / MCSTCW16S4 / MCSTCW20W5 / MCSTCW20S5 / MCSTCW30W4

**PLEASE READ THIS MANUAL CAREFULLY BEFORE USING YOUR WASHER
AND KEEP IT FOR FUTURE REFERENCE.**



PRODUCT REGISTRATION

Thank you for purchasing this Magic Chef® product. The first step to protect your new product is to complete the product registration on our website: www.mcappliance.com/register. The benefits of registering your product include the following:

1. Registering your product will allow us to contact you regarding a safety notification or product update.
2. Registering your product will allow for more efficient warranty service processing when warranty service is required.
3. Registering your product could act as your proof of purchase in the event of insurance loss.

Once again, thank you for purchasing this Magic Chef product.

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IMPORTANT SAFETY INSTRUCTIONS

This manual contains Safety Instructions, Installation and Operating Instructions, and Troubleshooting Tips. Please carefully read this manual before using your washing machine for instructions on how to use and maintain the product properly. Be sure to follow the safety instructions to avoid injury or damage to the product.

Keep this manual. When passing on/selling the device to a third party, the manual must be handed over along with the device.

Before calling for service, please make sure unit is installed and being used correctly, and read the troubleshooting section.

▲ WARNING: When using your appliance, follow the precautions listed below:

▲ NOTE: Specifications may change at any time without notice.

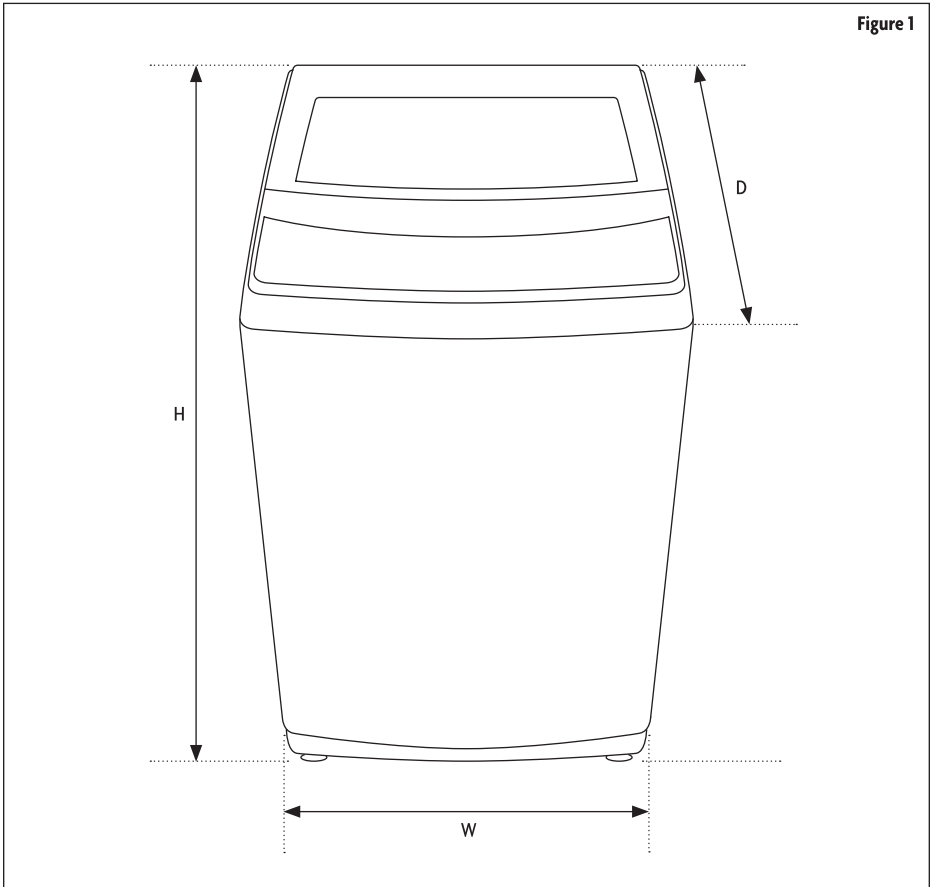
1. Read all instructions before using this product.
2. This appliance is for household use only. It is not intended for commercial applications. DO NOT use this appliance for other than its intended purpose.
3. The appliance is intended for indoor use only. DO NOT use outdoors.
4. DO NOT put anything flammable or explosive in, on, or near the appliance, or install the appliance near a heater or inflammable material. DO NOT wash articles of clothing or items that have been soaked in flammable or explosive chemicals. Keep area around the washer free of combustible materials.
5. **▲ WARNING:** Risk of child entrapment. DO NOT allow children to play on or in the appliance. Close supervision of children is necessary when the appliance is used around them. Before the appliance is removed from service or discarded, remove the lid of the washing or drying compartment.
6. DO NOT put children on top of, or allow children to climb in or on, the washer.
7. ALWAYS wait for the washer tub to completely stop moving before reaching in to add or remove any clothes.
8. DO NOT install or store this appliance where it will be exposed to the weather or freezing temperatures.
9. DO NOT tamper with or modify the controls.
10. DO NOT modify or repair the unit by yourself. Contact customer service or a qualified service technician if service is required.
11. Under certain conditions, hydrogen gas may be produced in a household hot water system that has not been used for two weeks or more. Hydrogen gas is highly explosive. If the hot water system has not been used for more than two weeks, turn on all hot water faucets and let the water flow for several minutes prior to using your compact washer.
12. This washer is not designed for maritime use or for mobile installations such as in RVs, aircraft, etc.
13. Turn off the water supply and unplug the washer if the machine is to be left for an extended period of time, such as during vacations. It is recommended to unplug the unit when it is not in use.
14. Packaging material can be dangerous for children. There is a risk of suffocation! Keep all packaging materials away from children.
15. ALWAYS check the inside of the washer for foreign objects before loading laundry. Keep the lid closed when not in use.
16. The appliance must be plugged into a properly installed and grounded outlet that meets the voltage requirements listed on the ratings label.

17. To reduce the risk of electric shock or fire, DO NOT use an extension cord or outlet adapters to connect the unit to an electrical power source. The appliance must be properly grounded using a three-prong electric receptacle wall outlet.
18. This appliance must be properly installed in accordance with the installation instructions before it is to be used. It is recommended to have the appliance installed by a qualified technician or service company.
19. Regularly clean the power plug to remove dust and dirt, in order to prevent electrical failure.
20. **▲ CAUTION:** The power cord is equipped with a 3-prong grounding plug to protect against shock hazards. ALWAYS plug the cord into a properly installed and grounded 3-prong wall receptacle, and DO NOT remove the grounding prong.
21. DO NOT operate any appliance that has a damaged cord or plug, if it is damaged or malfunctions in any way, or if the outlet is not in proper working order. Contact customer service or a service technician.
22. DO NOT unplug your appliance by pulling on its power cord. ALWAYS grasp the plug firmly and pull it straight out from the outlet. DO NOT bend, tie, or twist the power cord, or hang it over or near a sharp object.
23. DO NOT operate the washer by unplugging or plugging in the washer while it is in operation.
24. DO NOT install the washing machine in a humid, oily, or dusty location, or where it can get wet. DO NOT install in direct sunlight or where it will be exposed to the outside elements
25. It is recommended to have two or more people move and install the washer.
26. If the appliance is flooded, cut the power immediately and contact your nearest service center.
27. If the appliance emits a strange noise, a burning smell, or smoke, unplug the power plug immediately and contact your nearest service center.
28. DO NOT force the washer lid open while the washer is operating. The loading door must be closed when the tub is spinning.
29. DO NOT reach into the washer while the tub is spinning. Stop or Pause the unit and allow the tub to stop completely.
30. DO NOT insert your hand or other objects under the washer.
31. DO NOT operate the unit or handle the plug with wet hands.
32. Use only detergents or softeners recommended for use in this manual and keep all cleaning products out of the reach of children.
33. ALWAYS turn off and unplug from outlet before servicing, changing accessories or cleaning the unit. Allow unit to cool down completely before cleaning, moving or servicing. Turning the unit off does not disconnect it from the power source.
34. DO NOT operate this washer unless all enclosure panels are properly installed.
35. ALWAYS be sure to properly and securely connect the power cord to the outlet, and the water hoses to prevent leakage or electrical shock.
36. DO NOT wash raincoats, heavy jackets, throw rugs, or similar, heavy items.

**READ AND FOLLOW THIS
SAFETY INFORMATION CAREFULLY
SAVE THESE INSTRUCTIONS**

SPECIFICATIONS

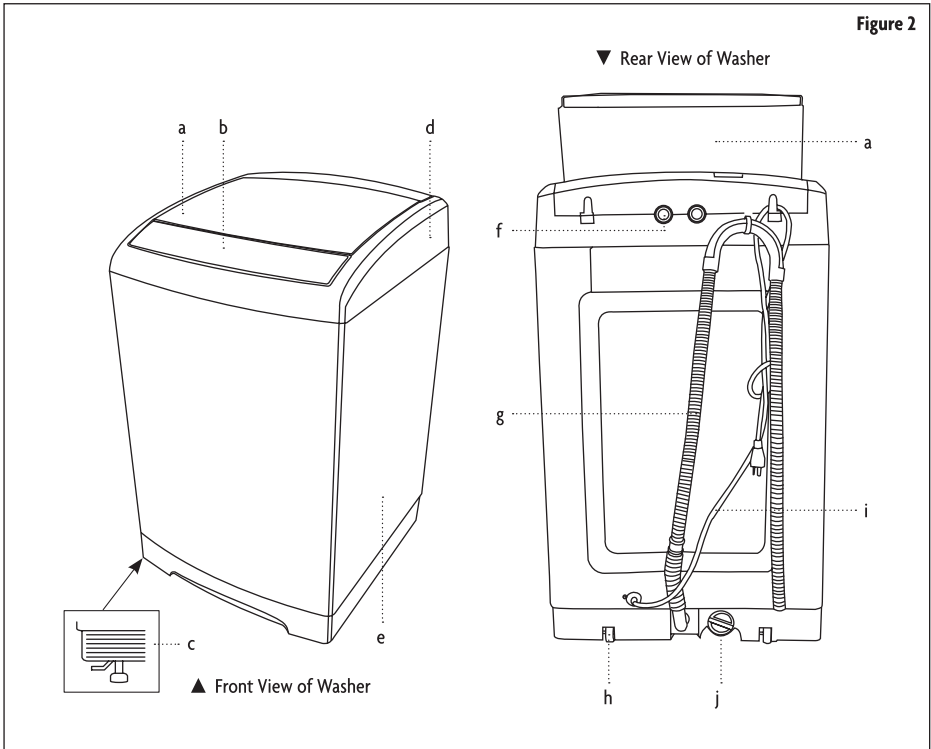
Figure 1



Model	MCSTCW16W4 / MCSTCW16S4	MCSTCW20W5 / MCSTCW20S5	MCSTCW30W4
Capacity	1.6 cu. ft.	2.0 cu. ft.	3.0 cu. ft.
Dimensions (W x D x H)	20.3" x 20.7" x 36.6"	21.7" x 22.2" x 37.0"	23.7" x 24.8" x 39.4"
Weight	77.8lbs. (35.0 kg)	83.5 lbs. (38.0 kg)	99.2 lbs. (45.0 kg)
Power Supply	120V / 60Hz	120V / 60Hz	120V / 60Hz
Rated Current	6.0 A	6.5 A	7.0 A

PARTS AND FEATURES

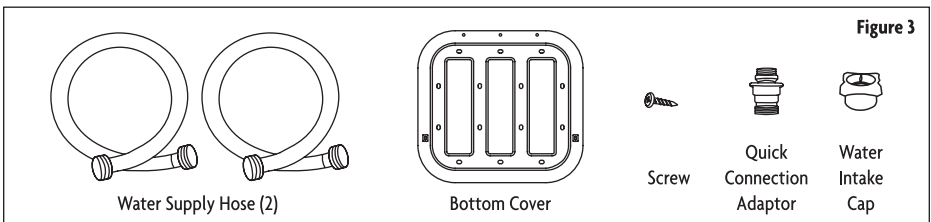
PRODUCT PARTS



- | | | | |
|--------------------|----------------|----------------|----------------|
| a. Top Lid | d. Frame | g. Drain Hose* | j. Pump Filter |
| b. Control Panel | e. Cabinet | h. Roller | |
| c. Adjustable Leg* | f. Water Inlet | i. Power Cord | |

*▲ **NOTE:** The 1.6 cu. ft. models (MCSTCW16W4 and MCSTCW16S4) have ONE adjustable leveling foot, and the drain hose is located on the side of the washer. The 2.0 c. ft. models (MCSTCW20W5 and MCSTCW20S5) have TWO adjustable leveling feet, and the drain hose is located on the back of the washer.

ACCESSORIES



INSTALLATION INSTRUCTIONS

REMOVING PACKAGING AND SET UP

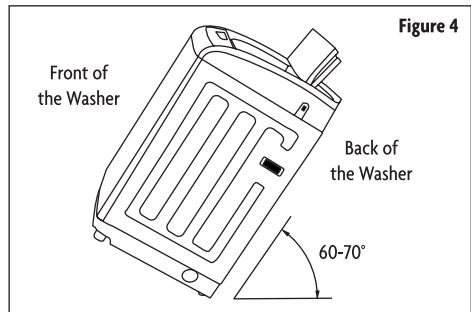
- Remove packing box, foam, and bottom cardboard piece.
- Open the washer door and remove all the accessories in the drum.
- DO NOT use the washer on the foam packaging base.
- Carefully lay the machine down.
- Slide the noise proof plate into place over the opening in the bottom and attach with the mounting screw.
- The washer should be installed on a stable surface close enough to the water supply, drain, and electrical outlet to ensure that the hoses and power cord reach.

▲ WARNING: Improper connection of the power cord can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the appliance is properly grounded. DO NOT modify the provided plug with the appliance – even if it will not fit into the outlet. Have a qualified technician install the proper wall outlet for you.

INSTALLING THE WASHER

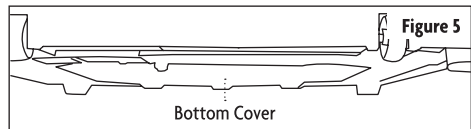
LOCATION

Move the empty washer by carefully tipping it back about 60°-70° degrees until the casters on the rear of the unit are able to roll on the floor. Do not try to move the washer when it has clothes or water in it, and have someone assist you if needed. Do not install on carpet. Install washer on a level and solid floor that can support its weight. Store and install the washer where it will not be exposed to temperatures below freezing or exposed to outdoor weather conditions. Position the appliance so that the power plug, water inlets, and drain are easily accessible.



INSTALL THE BOTTOM COVER

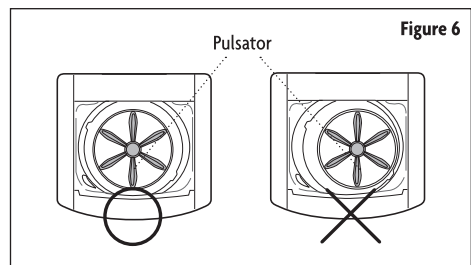
Slide the bottom cover into the slots on bottom surface of the unit as in the following Figure 5, and fix it with the screw attached with the unit.



LEVEL THE WASHER

The washer must be leveled prior to using. You can check if the washer is level by checking the position of the tub or using a bubble level.

1. Slide the washer into position.
2. Open the lid of the washer, and pour the water into the tub to just below the pulsator level.



- If the washer is level, the pulsator is positioned at the center of the washer as shown in the Figure 7. If not, level your washer by turning the front leveling foot/feet clockwise or counterclockwise as necessary.

▲ NOTE: There is only one adjustable leg on the 1.6 cu. ft. (MCSTCW16W4 and MCSTCW16S4) washers. The 2.0 cu. ft. models (MCSTCW20W5 and MCSTCW20S5) have two adjustable legs.

CONNECT THE WATER HOSE

▲ NOTE: To correctly fill your washer in the proper amount of time, water pressure of 14-70 p.s.i. (100-500 kPa) is required and the faucet must be within 4 feet of the water inlets on the back of the washer.

- The Quick Connection Adaptor is primarily for quick connection to a single faucet, such as a typical kitchen sink, in cases where the washer is stored in a different place than where it is used. Skip this step if you are connecting the washer to a sink with separate hot and cold faucets. The adaptor consists of two parts that quickly connect or disconnect. One part, the faucet fitting, is for connection to the faucet and the other part, the hose fitting, connects to the cold water hose of the washer.

- Pull back on the white ring to free the faucet fitting from the adaptor for installation into the faucet.
- Screw the end of the cold water hose onto the base of the hose fitting.
- If the faucet has internal screw threads, unscrew the aerator if present from the tip of the faucet. Then screw the faucet fitting into the faucet. Make sure that the black rubber gasket is on the top of the adaptor before screwing it in.
- If the faucet has external screw threads, remove the gasket from the top of the faucet fitting, and screw the fitting over the external threads.
- Pull back on the white ring to connect the two parts of the adaptor back together.

▲ NOTE: When connected to a single faucet that can dispense either hot or cold water, both hot and cold water can be run through the cold water line for washing use. However, it is recommended to only run cold water washes when the adaptor is connected to such a faucet.

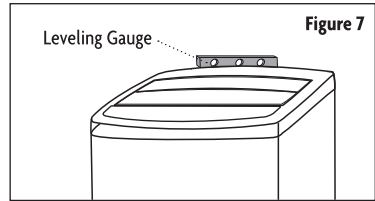


Figure 7

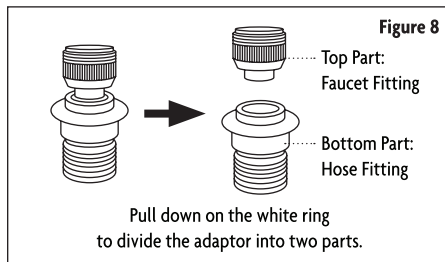


Figure 8

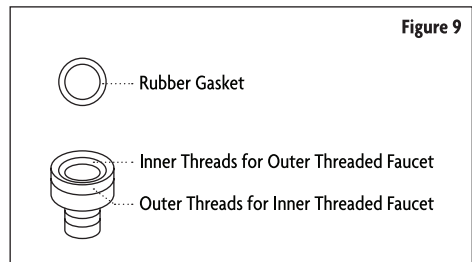


Figure 9

- Connect the ends of the water supply hoses to the HOT and COLD faucets. For convenience, use the Quick Connection Adaptor for connection to the cold water faucet.
- Tighten the fittings by hand until they are snug, and then tighten them an additional two-thirds of a turn with a wrench.

▲ WARNING: When you fasten the fittings, DO NOT over-tighten or apply tape or sealant to the faucets or water supply intakes. This can damage the fittings. After you have connected the water supply hoses to the faucets, ensure that they are connected securely before turning on the water.

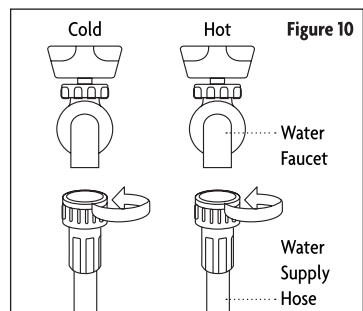


Figure 10

- Run water through the hoses for 10-15 seconds, allowing it to drain into a bucket or sink to remove any foreign substances from the lines, then turn off the water.
- Connect the ends of the water supply hoses to the water supply intake connections at the back of the washer.

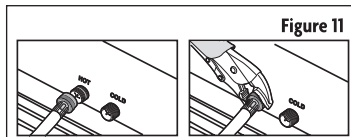


Figure 11

▲ NOTE: The water supply hose connected to the HOT faucet must be connected to the hot water supply intake and the water hose connected to the COLD faucet must be connected to the cold water supply intake

- Tighten the fittings by hand until they are snug, and then tighten them an additional two-thirds of a turn with a wrench. Turn on the water and check for any leaks.

▲ WARNING: Confirm that the water supply hoses are not twisted or bent. If the hoses are twisted or bent, the hoses can leak and cause electric shock due to the water leakage. To ensure the correct water usage, connect both the HOT and COLD water faucets. If either or both are not connected, an error code can occur. If you do not want to use the HOT water supply hose or can only connect to one faucet, install the water intake cap into the HOT water supply intake hole. In this case, you must select Cold water as the wash temperature choice.

CONNECT THE DRAIN HOSE

Position the other end of the drain hose. It can be positioned in three ways. The recommended height of the drain hose is 35" (90cm), and should be no higher than 39". The washer should be located within 5' of the drain.

- Over the edge of a sink: Secure the guide to the side of the basin wall with a hook or to the tap with a piece of string or zip tie to prevent the drain hose from moving.
- In a standpipe: The standpipe must be no shorter than 32 in. (81cm) and no longer than 39 in. (100cm). The diameter of the drain pipe must be large enough to easily accept the drain hose.
- In a laundry tub: The laundry tub must be no shorter than 32 in. (81cm) and no higher than 39 in. (100cm).

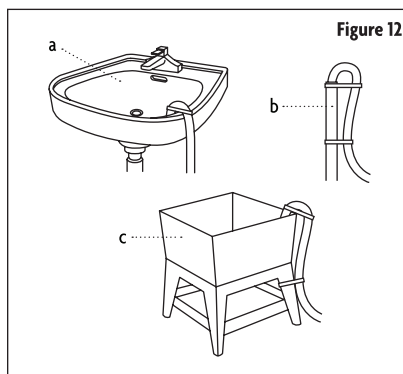


Figure 12

▲ NOTE: The connection between the drain hose and sink, pipe, or tub should not be airtight.

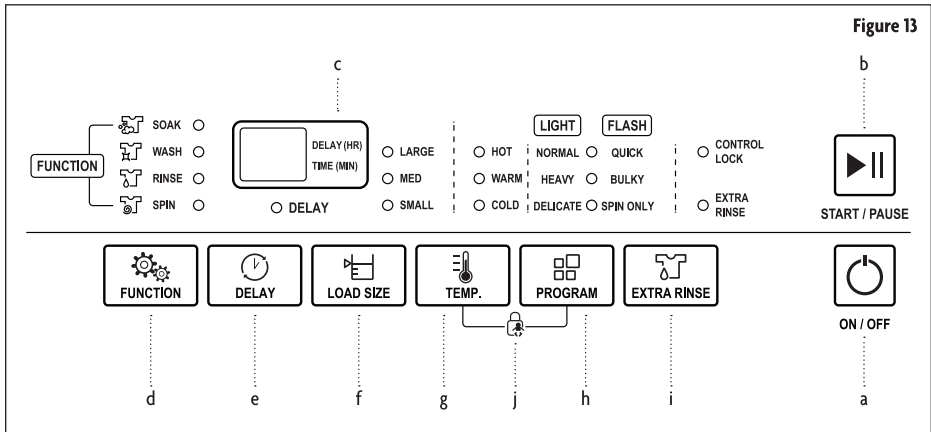
RUN A TEST CYCLE

- Plug in the washer.
- Load about 5 lbs. of laundry.
- Press the "Power" button to turn on the washer.
- Select the "Rinse & Spin" cycle by pressing the "Function" button to turn on the indicator lights for "Rinse" and "Spin", and then press the "Start/Pause" button.
- The washer should not rock or vibrate excessively when water is supplied or when washing or spinning, and should drain well during the spin cycle.

▲ NOTE: If water leaks while water is being supplied or drained, check the water connections. If the washer rocks and vibrates excessively, level your washer again.

OPERATION INSTRUCTIONS

CONTROL PANEL



- a. ON/OFF: Press the ON/OFF button once to turn the power ON. Press again to turn OFF.
- b. START/PAUSE: Press the START/PAUSE button once to start the wash cycle. Press the button during operation to pause the cycle. Press again to continue the cycle.
- c. Digital Display: The digital display will show and count down the estimated minutes for the wash cycle selected. If Delay Start is set, the display will count down the hours until the cycle begins, and then change to a minute countdown for the wash cycle.
- d. Function: Press this button to select cycle steps included in your setting cycle. The related light will be ON indicating that the step is selected. Normally, all Wash, Rinse and Spin steps are included with all lights ON.
- e. Delay: Press this button to set your desired time to delay start the washer.
- f. Load Size: Press this button to set your washing load size. Your setting will decide the water level throughout all steps in the cycle.
- g. Temperature: Press this button to select water temperature for washing. Cold light only indicates Cold Water selection, Hot light only indicates Hot Water selection, and both Cold and Hot light together indicate Warm Water selection.
- h. Program: Press this button to select the desired wash program.
 - Normal (Lit)
 - Quick (Flashing)
 - Heavy (Lit)
 - Bulky (Flashing)
 - Delicate (Lit)
 - Spin Only (Flashing)
- i. Extra Rinse: Press to add an additional Rinse Cycle.
- j. Control Lock: Use to lock the control panel.

USING THE WASHER

1. TURN ON THE WASHER: Press the "⏻" (On/Off) button to turn the power on.

- LOAD THE WASHER: Sort the laundry by fabric type and color and place in the washer. DO NOT load the tub more than $\frac{3}{4}$ full.

▲ NOTE: Be sure to remove all objects (coins, keys, etc.) from pockets and zip up zippers before putting clothes in the washer.

- ADD DETERGENT: This washer is designed for high efficiency (HE) detergent. Pull the detergent compartment out and add the recommended amount of detergent directly into the detergent compartment before starting your washer. The normal amount of detergent to use is $\frac{1}{4}$ to $\frac{1}{2}$ of the maximum amount recommended by the detergent manufacturer. ALWAYS reduce the amount of detergent if the load is small or lightly soiled, or if your water is very soft. NEVER use more than the maximum amount recommended by the detergent manufacturer.

▲ NOTE: NEVER pour any liquid bleach directly onto the load.

Doing so may cause damage to fabrics, such as weakening of cloth fibers or color loss.

- SELECT WASH CYCLE: Begin by pressing the "☐" (Program) button to select the desired wash program.
 - Normal (Lit) • Quick (Flashing)
 - Heavy (Lit) • Bulky (Flashing)
 - Delicat (Lit) • Spin Only (Flashing)

Each time the button is pushed, the selected cycle will change. The light between the choices on the left and right will either be steadily lit (Lit), or will flash (Flashing) to indicate which program is currently selected.

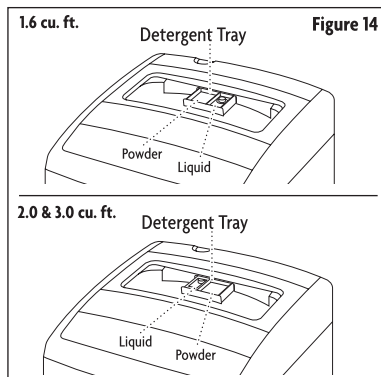
▲ NOTE: The Spin Only cycle can help remove some moisture from clothing to reduce drying time and cost.

- SELECT LOAD SIZE: Press "☐" (Load Size) to select the water level based on a Large, Medium or Small load size.
- SELECT FUNCTIONS: Press "☐" (Function) to set the functions you want the washer to perform. The default setting is Soak — Wash — Rinse — Spin, with the indicator next to each lit. Each push of the button will change the selected functions, with the indicator lights showing what functions are selected. You can choose a combination of functions or one individual function by itself.
- SELECT WATER TEMPERATURE: Press "☐" (Water Temperature) to select the desired wash temperature of Hot, Warm, or Cold. The indicator light will display what the current selected water temperature is.

▲ NOTE: The actual temperature of the water will be determined by the temperature of the water supply. If only one water supply hose is used, it must be connected to the Cold water inlet, and the Water Temperature must be set to Cold.

- START THE CYCLE: Press "▶||" (Start/Pause) to begin the wash cycle. When the washing cycle begins, the estimated time in minutes for the cycle to complete will show and count down in the digital display.

▲ NOTE: The washer will shut off if the START/PAUSE button is not pressed within ten minutes.



OTHER FEATURES

- DELAY START: The Delay Start function allows you to delay the starting of the wash cycle from 1-24 hours. Push (Delay) after setting wash cycle functions to set the washer to start at a later time, in increments of 1 hour for each push from 1-24 hours. When Delay Start is set, the display will count down the hours until the cycle begins, and then change to a minute countdown for the cycle. When the Delay is set, the indicator light under the display will be lit. Pushing the Delay button once more after the timer is at 24 hours will cancel the Delay Start and the display indicator will turn off.

▲ NOTE: If you want to cancel the Delay Start Function after it has started, power the unit off and reset all functions before restating the washer.

2. PAUSE: Push "▶||" (Pause) to temporarily stop the wash cycle if additional items of clothing need to be added. Push it again to restart.

▲ WARNING: When the washer is running, wait for the tub to stop moving completely before you open the lid

3. EXTRA RINSE: Press "🔄" (Extra Rinse) if you wish the washer to run an additional rinse cycle. This should be done after wash program is set, before pressing (Start/Pause) to begin the cycle.
4. CONTROL LOCK: Press and hold "🔒" and "📄" (Temp. and Program) simultaneously to activate this function. The digital display will show "CL". If the washer is running, or has a Delay Start set, the "CL" and remaining time or Delay Start time will alternate on the display. Repeat pressing and holding the Temp and Program buttons to deactivate. When Control Lock is activated, no buttons will function except for POWER and the ability to deactivate Control Lock as described above.

▲ WARNING: This function is useful to prevent children from changing the operation status of the unit.

DELAY FUNCTION

The washing machine can be set for a delayed start. The delay can be set in 1 hour increments from 1-24 hours. To set the delay start feature:

1. Press the ON/OFF button to turn the washer ON.
2. Properly hang the drain hose and turn on the water tap.
3. Load the laundry and detergent in the washer.
4. Select the appropriate water level.
5. Select the desired program and functions.
6. Press the delay button to set the number of hours to delay the start of the wash cycle.
7. Close the lid and press the Start/Pause button.

Once the delay function is activated, the Delay indicator light will flash, and all other lights will turn off. To check the status of the delay preset, push and hold the Delay button. Release the Delay button to return to the Delay start mode.

To cancel the Delay setting, press the ON/OFF button.

POWER LOSS MEMORY FUNCTION

In the event of the loss of power, the washer will automatically resume operation from previous settings when power is restored. To cancel the Delay setting, press the ON/OFF button.

WASH CYCLE GUIDE

MCSTCW16W4 & MCSTCW16S4

Program	Load Size		Soak Time (approx.)	Wash Time (approx.)	Rinse Cycles	Final Spin Time	Total Time
	Default	Scope					
Normal	Large	Small	-	15 min	1	7 min	32 min
		Medium	-	15 min	1	12 min	37 min
		Large	-	15 min	1	44 min (Cold) 12 min (Warm/Hot)	69 min (Cold) 37 min (Warm/Hot)
Heavy	Large	Small, Medium, Large	-	15 min	2	7 min	44 min
Delicate	Large	Small, Medium, Large	-	12 min	2	3 min	37 min
Quick	Large	Small, Medium, Large	-	3 min	1	3 min	15 min
Bulky	Large	Small, Medium, Large	15 min	15 min	2	7 min	59 min
Spin Only	-	-	-	-	-	24 min	25 min

▲ NOTES:

- "Normal" program is the most suitable program to wash soiled cotton or linen clothes and is the most efficient program in terms of combined energy and water consumption for washing that type of laundry.
- The Normal cycle on Large load size and cold water temperature has a much longer spin time (44 minutes) than other cycles, which removes more water from the clothes than other cycles, providing an energy savings when drying clothes in the dryer.
- Hot and warm water temperatures are the same when using Normal. If you need a higher temperature wash, use a different program.

MCSTCW20W5 & MCSTCW20S5

Program	Load Size		Soak Time (approx.)	Wash Time (approx.)	Rinse Cycles	Final Spin Time	Total Time
	Default	Scope					
Normal	Large	Small	-	15 min	1	7 min	32 min
		Medium	-	15 min	1	12 min	37 min
		Large	-	15 min	1	34 min (Cold) 12 min (Warm/Hot)	59 min (Cold) 37 min (Warm/Hot)
Heavy	Large	Small, Medium, Large	-	15 min	2	7 min	44 min
Delicate	Large	Small, Medium, Large	-	12 min	2	3 min	37 min
Quick	Large	Small, Medium, Large	-	3 min	1	3 min	15 min
Bulky	Large	Small, Medium, Large	15 min	15 min	2	7 min	59 min
Spin Only	-	-	-	-	-	24 min	25 min

▲ NOTES:

- "Normal" program is the most suitable program to wash soiled cotton or linen clothes and is the most efficient program in terms of combined energy and water consumption for washing that type of laundry.

- The Normal cycle on Large load size and cold water temperature has a much longer spin time (34 minutes) than other cycles, which removes more water from the clothes than other cycles, providing an energy savings when drying clothes in the dryer.
- Hot and warm water temperatures are the same when using Normal. If you need a higher temperature wash, use a different program.

MCSTCW30W4

Program	Load Size		Soak Time (approx.)	Wash Time (approx.)	Rinse Cycles	Final Spin Time	Total Time
	Default	Scope					
Normal	Large	Small	-	15 min	1	8 min	34 min
		Medium	-	15 min	1	12 min	39 min
		Large	-	15 min	1	28 min (Cold) 13 min (Warm/Hot)	54 min 39 min (Warm/Hot)
Heavy	Large	Small, Medium, Large	-	15 min	2	7 min	51 min
Delicate	Large	Small, Medium, Large	-	12 min	2	4 min	45 min
Quick	Large	Small, Medium, Large	-	3 min	1	3 min	20 min
Bulky	Large	Small, Medium, Large	15 min	15 min	2	7 min	66 min
Spin Only	-	-	-	-	-	24 min	26 min

▲ NOTES:

- "Normal" program is the most suitable program to wash soiled cotton or linen clothes and is the most efficient program in terms of combined energy and water consumption for washing that type of laundry.
- The Normal cycle on Large load size and cold water temperature has a much longer spin time (28 minutes) than other cycles, which removes more water from the clothes than other cycles, providing an energy savings when drying clothes in the dryer.
- Hot and warm water temperatures are the same when using Normal. If you need a higher temperature wash, use a different program.

CARE AND MAINTENANCE

CLEANING THE EXTERIOR

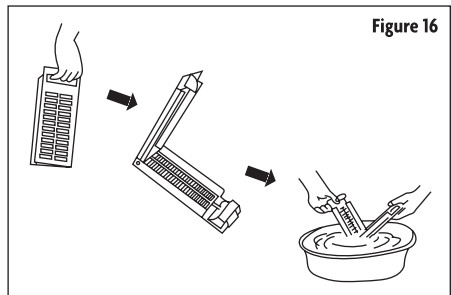
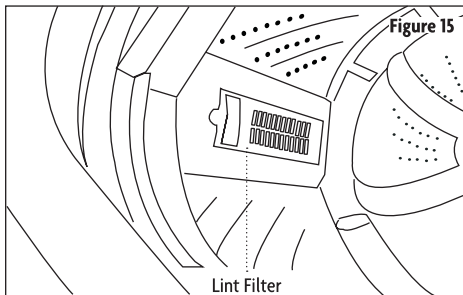
Use a soft cloth to wipe off any water and dirt residue from the surface of the washing machine after every use. Detergents, propellants, and other chemicals should not be used to clean the washing machine in order to avoid any possible damage to the finish and plastic accessories. **DO NOT** spray the washer with water.

CLEANING THE INTERIOR

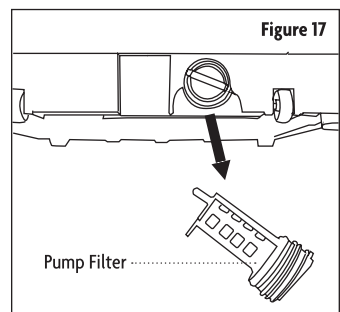
Clean the interior of your washer periodically to remove any dirt, soil, odor, mold, mildew, or bacterial residue that may remain in your washer as a result of washing clothes. Failure to follow these instructions may result in odors and/or permanent stains on your washer or laundry. To clean the tub, run the Quick cycle with some bleach once every month. This will also help to remove mold which may occur inside the washer. Hard water deposits may be removed, if needed. Use cleaners labeled “Washer safe”.

CLEANING THE FILTERS

1. **LINT FILTER:** There is a built-in lint filter in your washer that collects lint during the washing cycle. It is suggested to clean the lint filter every 10 cycles or as needed. To clean, remove the filter from inside of the washer tub, clean it with water, and then place it back into the washer.



2. **PUMP FILTER:** There is a built-in Pump filter in your washer that helps protect the pump during washing cycle. It is suggested to clean the pump filter every 10 cycles or as needed. To clean it out, remove the filter from the bottom rear of the washer, clean it with water and then place it back into the washer.



TROUBLESHOOTING

BEFORE CALLING FOR SERVICE

Your washing machine is equipped with an automatic error-monitoring system to detect and diagnose problems at an early stage. If the washing machine fails to operate properly, or it sounds an alarm, please check the following guidelines for possible solutions to common problems or alarm indicators before calling for service.

ERROR CODES

Error Code	Cause	Possible Solution
E1	It takes over 30 minutes to fill water but cannot achieve its preset water level.	Check below for “Washer Not Filling Properly” and/or for water leakage.
E2	It takes over 10 minutes to drain water but cannot drain the washer empty.	Check below for “Washer Will Not Drain Water”.
E3	Top lid is open .	Close the lid.
E4	The washer is unbalanced.	Redistribute the load.
Other	Anything else	Turn off the washer and unplug, then plug back in and restart. If error persists, contact customer service for assistance.

LIST OF PROBLEMS AND POSSIBLE SOLUTIONS

Problem	Possible Cause	Solutions
Thumping sound	Heavy wash loads may produce a thumping sound.	This is normal. If sound continues, washer is probably out of balance.
	Washer load may be out of balance.	Pause the cycle and redistribute the load.
Vibrating noise	Packaging materials were not removed.	Make sure all packing materials have been removed.
	Load may be unevenly distributed in the tub.	Pause the cycle and redistribute the load.
	Not all leveling feet are resting firmly and evenly on the floor.	See Leveling the Washer in the Installation Instructions.
	Floor not rigid enough.	Make sure that the floor is solid and does not flex.
Excessive suds	Too much or incorrect detergent used.	HE detergents are formulated specifically for High-Efficiency washers and contain suds reducing agents. Only use detergent with the High-Efficiency (HE) logo.
Water leaking	Water Inlet hose connection is loose at faucet or washer.	Check hoses for leaks, cracks and splits. Check and tighten hose connections.
	House drain pipes are clogged.	Check for water backing up out of the drain pipe during drain. If water is seen coming out of the drain, check for proper drain hose installation and check for restrictions in the drain. Contact a plumber for any necessary repairs to the drain line.
	Drain hose has come out of drain or is not inserted far enough.	Tie drain hose to inlet hose or standpipe to prevent it from coming out during drain. For smaller drain pipes, insert the drain hose into the pipe as far as the drain hose flange. For larger drain pipes, insert the drain hose into the pipe 1-2 in. past the flange.

Water leaking	A large item in the washer is above the top of the tub.	Pause the wash cycle and check the load to make sure nothing is above the top edge of the tub.
Rattling and clanking noise	Foreign objects, such as keys, coins, etc., may be in tub or pump.	Stop washer, check tub and drain filter for foreign objects. ▲ NOTE: Make sure washer is drained completely before removing drain filter. If noise continues after washer is restarted, call for service.
Clothing getting wrinkled	Washer not unloaded promptly.	ALWAYS remove items from the washer as soon as the cycle is complete.
	Washer overloaded.	While the washer can be fully loaded, the tub should not be tightly packed with items and the lid should close easily.
	Hot and cold water inlet hoses are reversed.	Hot water rinse can set wrinkles in garments. Check the inlet hose connections.
Staining	Washer was not unloaded promptly.	ALWAYS remove items from the washer as soon as possible after the cycle is complete.
	Clothes were not properly sorted.	ALWAYS wash dark colors separately from light colors and whites to prevent discoloration. NEVER wash heavily soiled items with lightly soiled items.
Wash cycle time is longer than usual	The washer automatically adjusts the wash time for the amount of laundry, water pressure and other operating conditions.	This is normal. The unit adjusts the cycle time automatically to provide optimal results for the selected cycle. The time remaining shown in the display is only an estimate. Actual time may vary.
Musty or mildew odor in washer	Incorrect or too much detergent has been used.	Use only High-Efficiency (HE) detergent in accordance with the manufacturer's instructions.
	Inside of tub was not cleaned properly.	Run an Express cycle with bleach once a month to clean tub and remove any mold from inside washer.
Washer will not turn ON ▲ NOTE: If the washer stopped during a cycle due to a loss of power, the washer will resume the cycle where it stopped when the power is restored.	Power cord is not properly plugged in.	Make sure that the plug is plugged securely into a grounded, 3-prong, 120-VAC, 60-Hz outlet.
	House fuse is blown, circuit breaker has tripped, or power outage has occurred.	Reset circuit breaker or replace fuse. If the problem is a circuit overload, have it corrected by a qualified electrician.
	House fuse is blown; circuit breaker has tripped, due to multiple appliances on one outlet.	Reset circuit breaker or replace fuse. If more than one appliance is connected to the outlet, call an electrician to have an additional circuit installed.
Water leaking from washer	Detergent producing too many suds.	Too many suds may cause leaks, and may be caused by the type and amount of detergent used. High-Efficiency detergent is the only detergent recommended. Make sure that detergent is placed into the correct dispenser compartment. The normal amount of detergent to use is 1/4 to 1/2 of the maximum amount recommended by the detergent manufacturer. ALWAYS reduce the amount of detergent if the load is small or lightly soiled, or if your water is very soft. NEVER use more than the maximum amount recommended by the detergent manufacturer.

Poor stain removal	Set in stains.	Articles of clothing that have previously been washed may have stains that have set in. These stains may be difficult to remove and may require hand washing or pre-treating to aid in stain removal.
Washer will not drain water	Kinked drain hose.	Make sure that the drain hose is not kinked.
	Drain located higher than 39 in. above the floor.	Make sure that the drain hose is no higher than 39" above the bottom of the washer and is no more than 5 ft. away from the washer.
Washer will not operate	Water supply is turned off.	Turn both hot and cold faucets fully on.
	Control panel has powered off due to inactivity.	This is normal. Press the POWER button to turn the washer on.
	Washer is unplugged.	Make sure cord is plugged securely into a working outlet.
	Controls are not set properly.	Make sure the cycle was set correctly, close the lid and press the START/PAUSE button.
	Lid is open.	The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.
	Circuit breaker/fuse is tripped/blown.	Check house circuit breakers/fuses. Replace fuses or reset the breaker. The washer should be on a dedicated branch circuit. The washer will resume the cycle where it stopped once power is restored.
	Controls needs to be reset.	Press the POWER button, then re-select the desired cycle and press the START/PAUSE button.
	START/PAUSE was not pressed after a cycle was set.	Press the POWER button then re-select the desired cycle and press the START/PAUSE button. The washer will shut off if the START/PAUSE button is not pressed within ten minutes.
	Extremely low water pressure.	Check another faucet in the house to make sure that household water pressure is adequate.
Washer not filling properly	Washer is too cold.	If the washer has been exposed to temperatures below freezing for an extended period of time, allow it to warm up before pressing the POWER button. Otherwise, the display will not come on.
	Washer is running under Delay start program.	It's normal if the unit doesn't operate under Delay start function. It will start automatically after the delay time is out.
	Filter clogged.	Disassemble the water inlet hose and clean the inlet point.
	Inlet hoses may be kinked.	Check that inlet hoses are not kinked or clogged.
	Insufficient water supply.	Make sure that both hot and cold water faucets are turned on all the way.
Washer not filling properly	The washer lid is open.	The washer will not operate if the lid is open. Close the lid and make sure that nothing is caught under the lid preventing it from closing completely.
	Hot and cold inlet hoses are reversed.	Check inlet hose connections. Make sure the hot water supply is connected to the hot inlet valve, and the cold water supply is connected to the cold inlet valve.

Washer not filling properly	Water level is too low.	This is a high efficiency washer. The water will not normally cover the clothes. The fill level is optimized for the wash motion to achieve the best wash performance.
	Water inlet valve damaged.	Contact customer service for assistance.
Water leak every load	Hoses not installed correctly.	Check all fill and drain hose connections to ensure that they are tight and secure.



LIMITED WARRANTY

MC Appliance Corporation warrants each new Portable Washer to be free from defects in material and workmanship, and agrees to remedy any such defect or to furnish a new part(s), at the company's option, for any part(s) of the unit that has failed during the warranty period. Parts and labor expenses are covered on this unit for a period of one year from the date of purchase. A copy of the dated sales receipt/invoice is required to receive warranty service, replacement or refund.

This warranty covers appliances in use within the contiguous United States, Alaska, Hawaii and Puerto Rico. This warranty does not cover the following:

- Damages due to shipping damage or improper installation.
- Damages due to misuse or abuse.
- Content losses due to failure of the unit.
- Repairs performed by unauthorized service agents.
- Service calls that do not involve defects in material and workmanship such as instructions on proper use of the product or improper installation.
- Replacement or resetting of house fuses or circuit breakers.
- Failure of this product if used for other purposes than its intended purpose.
- Disposal costs for any failed unit not returned to our factory.
- Any delivery/installation costs incurred as the result of a unit that fails to perform as specified.
- Expenses for travel and transportation for product service if your appliance is located in a remote area where service by an authorized service technician is not available.
- The removal and reinstallation of your appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
- Refunds for non repairable products are limited to the price paid for the unit per the sales receipt.
- This warranty is non transferable. This warranty applies only to the original purchaser and does not extend to any subsequent owner(s).

Limitations of Remedies and Exclusions:

Product repair in accordance with the terms herein, is your sole and exclusive remedy under this limited warranty. Any and all implied warranties including merchantability and fitness for a particular purpose are hereby limited to one year or the shortest period allowed by law. MC Appliance Corporation is not liable for incidental or consequential damages and no representative or person is authorized to assume for us any other liability in connection with the sale of this product. Under no circumstances is the consumer permitted to return this unit to the factory without the prior written consent of MC Appliance Corporation.

Some states prohibit the exclusion or limitation of incidental or consequential damages, or limitations on implied warranties. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Model	Parts	Labor	Type of Service
MCSTCW16W4 / MCSTCW16S4 MCSTCW20W5 / MCSTCW20S5 / MCSTCW30W4	One Year	One Year	Carry In

For Service or Assistance please call **888-775-0202**

or visit us on the web at www.mcappliance.com to request warranty service or order parts.



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