

Appliance Repair Show Transcript—July 1, 2007

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Norge Washing Machine Not Spinning

JOHN MCCULLOCH

We're going to start things off this morning with Brian, in Flint, on the Appliance Repair Show on News Talk 760 WJR.

BRIAN

My question is about my washing machine, I have a [Norge twenty-pound capacity washing machine](#), and the drum on the spin cycle is [not spinning](#). The water [pump](#) is still pumping the water out. I checked the [belt](#), the [motor](#) spins, obviously, the belt is not loose, and the [pulley](#) under the drum spins.

JOHN SOWDEN

Generally a no spin condition on a washer is generally going to be, something stuck between the tubs. If you're missing a sock or something it could have flipped over the inner tub and stuck between the outer tubs. You could also have a worn, locked up or seized up spin [bearing](#). Do you see any signs of any leakage where the underside of the tub, near where the [transmission](#) goes up into the underside of the tub?

BRIAN

No, and I did actually take it apart the other day and I didn't see any stray clothes or anything.

JOHN SOWDEN

The other thing you might want to consider is that there's a small set of [bearings](#) on the lower side on the bottom of the [transmission](#), where the plastic motor pulley's at, there's a clip that retains that [pulley](#) and if you pop that off there's a set of needle bearings and washers in there, and if those become worn out, it will not spin and release the brake package. If all the other things check out, that's what I would lean toward. It normally comes as a [pulley and bearing kit](#) is what you get with that, and it's normally a pretty straightforward job. Most do-it-yourselfers can do this, the kit comes with instructions and stuff to make sure you use the right washers and things when you put it back together. For your [washing machine](#), that would be the other common factor of a no spin.

BRIAN

Okay, so you're suggesting to get a [pulley and bearing kit](#) and to install it?

JOHN SOWDEN

Yes, that would be my guess, if there's nothing physically binding the tub, the bearing is able to turn the center tub bearing, then it was probably the bearings in the drive pulley system, and they get worn out and then it doesn't release the brake to unlock the inner tub to spin.

Maytag Washing Machine Not Spinning Fast Enough To Get All the Water Out

JOHN MCCULLOCH

Kathleen, in Ypsilanti, has another [washer](#) problem here on the Appliance Repair Show. Good morning, Kathleen.

KATHLEEN

Well mine is spinning, but it [wasn't spinning fast enough](#) to get all of the water out, it was leaving about four inches. So I thought it was probably the [belt](#), so I took them off and took them in to a repair shop, they looked at them and said they look fine. We compared them to new ones and they were the same size, so they told me how to take the [hose](#) off to check to make sure there was nothing stuck in the hose, which I did and there was nothing there. They then told me how to take that off the [pump](#) to feel in there to see if there was anything stuck in there and there wasn't. And, I put it all back together and because it's a [Maytag](#), I had to tip it back to get to the belt underneath, when I put it back down the tub wasn't fitting level. It was skewed sideways, and then I remembered that the last time I used it, when it wasn't spinning, there was a problem in that it was unequal and [unbalanced](#) because the tub was off to the side. So, I took out a level and checked to see if it was level and it wasn't, and I turned the little [feet](#) and got it more level and so my question is, am I safe to use it? Could just being uneven, sitting not level, could that make it not spin all the way?

JOHN SOWDEN

Did this just happen one time?

KATHLEEN

It just happened the one time.

JOHN SOWDEN

Okay, yeah if it goes off balance the machine shuts itself off, so if you came downstairs and saw there was still water in the tub, it could have just been an out of balance load.

KATHLEEN

Well that's what I thought so when I balanced the load and I stood there and waited for it to spin, but it wasn't spinning as fast as it usually does.

JOHN SOWDEN

Well, it won't get up to full spin speed until you get rid of all the water in the tub. So, on those [Maytag's](#) they'll drain and spin at the same time and then once you get rid of all the water then you'll get up to the full spin to extract the water out of the clothes. As far as the levelness of the [washing machine](#) goes, it's important to have it level, though [leveling legs](#) on the machine; you want to try to get them up and as far inside the machine as you can so that the center of gravity on the [washer](#) is lower and closer to the floor.

KATHLEEN

Okay, well I don't have a basement ...

JOHN SOWDEN

Okay, first floor?

KATHLEEN

Yeah.

JOHN SOWDEN

Even then, you want it level, but a lot of times when people level it, they turn a leg out and then they go to the next one and turn it out and then the next thing you know the machine is three or four inches off the floor.

KATHLEEN

Oh no, no, no, I was lowering the ones that were higher.

JOHN SOWDEN

Good, good, that's the way to do it.

KATHLEEN

I couldn't even get to the lower ones, they were in the back and when I was tipping it backwards they were on those, so I just did the ones in front and I dropped, I mean I put them up farther into the machine, and then it worked!

JOHN SOWDEN

The load you were doing, was it a small load?

KATHLEEN

Well, it wasn't real big, no.

JOHN SOWDEN

They're more prone to go out of balance with a smaller load in there.

KATHLEEN

Okay.

JOHN SOWDEN

Because all the clothes then go to one side of the tub and then throws it [out of balance](#), and then you need to just redistribute it and then see if it goes. I would go ahead and try and watch it, you may want to try and monitor it as you go, and see what happens.

KATHLEEN

Okay, well I didn't know if it could be something that simple or if I needed to have somebody come check it out, and I did do one, I put water in it and then I spun it out because I didn't want to be ringing out a bunch of clothes or anything, and it spun as fast as it used to, and all the water came out. Will it always leave some water in the [pump](#)?

JOHN SOWDEN

Yes.

KATHLEEN

Okay, because there was a little bit of soapy suds in the [pump](#) and I just wanted to make sure that was normal as well.

JOHN SOWDEN

Yeah, the seals in the pump remain moist and it doesn't dry out and leak.

Refrigerator Icemaker Overfilling and Freezing into a Solid Sheet of Ice

JOHN MCCULLOCH

And here with an [icemaker](#) question is Melissa, in Ecorse, on the Appliance Repair Show.

MELISSA

We had to replace the ice maker in our [refrigerator](#), and my husband put it in, and it's overfilling with water, so that it freezes in one solid sheet, and you got to break it up otherwise it won't dump the cubes.

JOHN SOWDEN

And this just started since you replaced the [icemaker](#)?

MELISSA

Yes.

JOHN SOWDEN

Is this an ice and water in the [door](#) of the machine?

MELISSA

Yes, [side by side](#).

JOHN SOWDEN

You might want to start by making sure you got the correct [icemaker](#), and the reason I say that is because the [water valve](#) for that is matched to the icemaker, so if you've got the wrong icemaker, it will call for a longer fill time, and if you don't have the appropriate matching valve, it will cause it to overfill the [icemaker mold](#) and then freeze all the ice cubes together. So I would just start out by taking the [model number](#) off the machine and verifying that you have the correct icemaker. From there, if that is correct then I would say it's probably the water valve itself is sticking open or something of that nature. Whenever you change something, and you find you have a new problem, always start with what you've changed, and make sure that you have the appropriate replacement parts.

1992 Maytag Gas Dryer Not Igniting After the Coils Were Replaced, Igniter Does Not Stay Lit

JOHN MCCULLOCH

Let's get our first [dryer](#) question from Joe, in Warren, on the Appliance Repair Show. Good morning, Joe.

JOE

I've got a [Maytag dryer](#); it's about fifteen years old. It's a gas dryer. In the past, I've replaced the packs that ignite the [coils](#), the gas, that sets the coil to glow so it'll start the gas going, and I've had the same problem again, I can't get the [gas to re-ignite](#), so I replaced the coil packs again. Unfortunately, that hasn't solved the problem this time around. Do you have any ideas?

JOHN SOWDEN

When you turn the unit on to heat, do you see the [igniter](#) glowing?

JOE

Yes, the igniter glows.

JOHN SOWDEN

The igniter glows, and yet you still don't have ignition?

JOE

But it doesn't always glow, that's the problem, it will start one time and then it will shut down and won't glow again. I checked out the [coil](#) itself and the coil is in fine form so it's not the coil.

JOHN SOWDEN

So the coil glows and then shuts down and does not start to glow again?

JOE

That's correct.

JOHN SOWDEN

Okay, well what cycles the [igniter](#) on and off is the light [sensor](#), that's the small little black box mounted to the left side of the force cone or the cone shaped piece where the flame is housed. What happens is once it senses that the igniter is hot, it actually opens a circuit which then power is redirected to the [gas valve coils](#). Once the igniter cycles off, that switch is supposed to close again and recycle the igniter. So, it's possible that the light sensor is sticking and it is not sending power back to the igniter to make it work.

JOE

So it's a little black box to the left of the igniter package?

JOHN SOWDEN

Yeah, there are two wires going to it. Now when it did glow, did it cycle on then, did you get fire when that happened?

JOE

We had fire and then it went off.

JOHN SOWDEN

Then the [igniter](#) would not come back on?

JOE

That's correct.

JOHN SOWDEN

Okay, I would suspect that the light [sensor](#) is bad; it's possible that you have an intermittent [thermostat](#) too that sends power to the whole assembly.

JOE

Where is the thermostat located?

JOHN SOWDEN

Those are in the [blower housing](#), and depending on your unit there could be between one and three of them. Most of them are set for, if you select normal temperature you've got about one hundred and fifty-five degree [thermostat](#), if you select permanent press it's like one thirty-five, so look at what cycle you're selecting, and normally, the thermostat will

correspond to that. You have to remove the front of the dryer, there are two screws at the base, and unplug it first. You can see the thermostat assemblies, and again those can be intermittent as well.

JOHN MCCULLOCH

Now, in that case which one would be the best one to check first? That little box?

JOHN SOWDEN

Normally what I would do, when it doesn't ignite at the [gas valve](#) itself, I would see if I had power there, if I had voltage. If I did then I'd know that everything in front of that system was working, or the [thermostats](#) are okay. So you kind of split the whole thing in half by jumping in the middle of the circuit and seeing, all right, do I have power here or not? From there ...

JOHN MCCULLOCH

For a lightweight like me, that's my first thought, trying to figure out where to go first and that's why I asked that question.

JOHN SOWDEN

Yeah, at that point you kind of need a [meter](#) to see electrically what's happening in the machine. Either one as far as failure rate, the light [sensor](#) or the [thermostats](#), it could be either one equally.

JOHN MCCULLOCH

Where do you get one of those meters?

JOHN SOWDEN

You can log into [Repairclinic.com](#) and we sell the electrical testers. It's a good investment for people. Normally for between twenty and forty dollars you can get something that will be adequate for any household use, for working your appliances, checking your light sockets, even automotive stuff, so it's a good tool to have around the house. Learn how to use it. Most of them come with decent instructions on how to use the [meter](#) and how to set it up. It's a good thing to know, it helps in troubleshooting things and saves you time.

2002 Dishwasher Not Draining the Water

JOHN MCCULLOCH

Let's go out to Eastpointe for a question on a [dishwasher](#) with Tony. Tony, good morning!

TONY

I have a [dishwasher](#) that's, I'm guessing four or five years old. It's [not pumping the water out](#). I'm guessing the [motor](#) but I was just checking to see if there's something I can do to test it prior to pulling it out or any other suggestions to check.

JOHN SOWDEN

If it's not pumping the water out, the first thing, have you changed anything in the drain, have you put in a new garbage disposal or anything of that nature.

TONY

A couple years back we put in a garbage disposal.

JOHN SOWDEN

Okay, yeah at times it's a common problem where people put a new disposal in and then the [dishwasher](#) doesn't drain because they didn't, remove a knockout plug you have to take out on your disposal. So if that's been working for a few years that's certainly not the problem. As far as it not draining, what happens when it goes into drain is it sends power to a [solenoid](#), which opens a flap inside the [pump](#) and then allows the water to go out. Do you hear the [motor](#) running while it's supposed to be draining?

TONY

I run through the cycles and it just like pauses or hums.

JOHN SOWDEN

You could have a failure in the [solenoid](#), or the [pump assembly](#) itself. If the solenoid is pulling down and moving the little lever, and you can watch that work if you take the [lower panel](#) off. If that's happening, then it's probably something broken internally in the motor pump assembly.

TONY

Okay, I do hear a clicking sound in like the lever, I haven't looked under to see if I can see that lever move, but it sounds like a click or a lever.

JOHN SOWDEN

You're hearing the [solenoid](#) coil pull in, so that's good. At that point, you either have something internal in the pump broken, or you could still have a plugged [drain line](#). I would still look and make sure that the drain is clear before you go changing any parts and spending any money. You better put a new [motor pump assembly](#) in that, and I think they're around a hundred and fifty dollars for something like that.

GE Profile Gas Stove Surface Burners Are Making A Clicking Noise But Not Lighting

JOHN MCCULLOCH

And here's Frank, in Washington, with a [GE stove](#) question on the [RepairClinic.com](#) Appliance Repair Show. Frank, good morning.

FRANK

I have a GE Profile [gas cook top stove](#) that has a built in blower assembly. I don't have a [model number](#), I didn't have time to look it up, and they put me on kind of quick which I appreciate. But it's really weird what happens is, intermittently, every once in a while my

wife will turn on the [gas burner](#) on the left front, and the right front [igniter](#) will start clicking, even though she's not trying to activate that burner. Then on other times, when she turns any one of the burners on, it will click, click, click and [it won't ignite](#). It seems like cleaning helps, when I cleaned the [cook top](#), take the grills off and clean them and use a small wire brush on the tip, that seems to help for a little while, but then a couple of weeks it's doing it all over again.

JOHN SOWDEN

It depends on what kind of ignition system you have on your particular stove, some of them when you set it to ignite; when the flame comes on; the flame actually acts as a ground in the system and stops the igniter from clicking. That's why when you clean the [electrodes](#) on there it works for a while; because now you're sensing that ground better, so if there's any spillage or whatever on there it'll cause the system to not sense that flame. The other thing it could be is a cracked [electrode](#), those small ceramic pieces that spark; if those are cracked then you're not going to have a good ground. That's the most common thing I can think of from what you're describing, but it really depends on how the unit's wired. Is it each [burner](#) that comes on individually when it sparks, some are actually made that all the burners spark when you turn on any one of them?

FRANK

No, individually, we've had this for about eight or nine years and it just started doing the intermittent clicking and starting, that's been a problem for years but now she's activating the left one and the right one is clicking. I was wondering if there's some sort of small computer or something that controls that stuff.

JOHN SOWDEN

When you turn those gas valve [knobs](#) and you're turning the switch on the [valve](#) that sends power to the spark module to go ahead and send the charge to the [burner assembly](#). Switches are shorted, sometimes if you get water or something inside there while cleaning you get a lot of corrosion inside those switches and you actually complete a path of electricity through there and cause it to jump across the circuit and spark intermittently I would suspect a [spark switch](#) at that point is causing it to fire the other [burners](#), or it could be the spark module itself where you turn it on and it's bleeding across the module and going to the other burners.

FRANK

Is that underneath the stove itself?

JOHN SOWDEN

They hide them sometimes. It's either on the back, sometimes you have to pull the broiler drawer out and they're mounted in the back, it really does depend on which style of stove you have.

1999 Washing Machine Not Spinning and Then Stopped Completely

JOHN MCCULLOCH

Here's Suzanne, in Romeo, with a [washer](#) problem on the Appliance Repair Show. Hi, Suzanne.

SUZANNE

I have a question about my [washer](#). [It does not spin](#). And, the next time I thought I'll try again and I put another load in and then it [stopped completely](#).

JOHN SOWDEN

And then it doesn't do anything?

SUZANNE

No. And then I called somebody and they looked at it and he told me I need a new [motor](#), a new [seal](#), and now I'm wondering if I should put out my money and fix it or if I should I get a new one. It's only eight years old.

JOHN SOWDEN

The most common thing found from what you're describing is there's a fuse on the machine that probably is tripped, and it is possible if the [motor](#) has failed that it would do that, so it's not uncommon after eight years if you need to put a motor in one of those. As far as whether it's worth it or not, you're probably looking at three or four hundred dollars.

SUZANNE

At the least.

JOHN SOWDEN

Yeah, that's what it would cost, which is roughly half of the cost of the [machine](#) to replace it, so that's kind of a decision that you have to make as far as what's the [machine's](#) general condition, do you use it a lot, is there a lot of miles on it? It's at that point where, it's really a decision you have to make as far as if it's worth it or not, because once the repair is half the cost...

SUZANNE

I'm wondering if something else would go wrong down the line. I only do two maybe three loads a week and that's about it.

JOHN SOWDEN

That's not a lot of usage for a [washer](#), but yeah, things can go wrong and as a repair person all they can do is assess the situation of how it stands when they're there, so if something was to fail a year from now and cost you another two or three hundred dollars, and a lot of times you fix it and it goes for quite a long time, it was a well made decision. Again, it's really a hard call. If it were three years old I'd say yeah, go ahead and fix it. If it were fifteen years old I'd say for sure you might want to look for another one, but you're really on the edge there as to which way to go. I'm sorry I can't be more help than that.

1992 Amana Top Mount Refrigerator with Water Freezing In the Drain Tube

JOHN MCCULLOCH

Here is a refrigerator question from Vincent, in Southgate, on the Appliance Repair Show. Good morning, Vincent.

VINCENT

I have an [Amana refrigerator](#); it's between ten and fifteen years old. The water in the upper freezer, when it thaws out it does not drain into the [lower pan](#) down below. What I do every seven days, I take a hairdryer and put it underneath the freezer, there's a little line that goes in there I guess, and eventually it thaws it out and all the water comes out.

JOHN SOWDEN

Does this have a [freezer on top](#)?

VINCENT

Right.

JOHN SOWDEN

And you say it's about ten or twelve years old?

VINCENT

Roughly.

JOHN SOWDEN

Okay, you have a [frozen drain problem](#), and obviously you know that, the defrost water's not going through. Depending on the [model and serial number](#) of that machine, there is a new package that you can put in there, it's a new insulation package that basically replaces all the insulation between your [refrigerator](#) and freezer section. That's something, if that's what you require for your unit, something that this will help fix, you'll probably want to call a service person out for that, because it does require tearing the machine down quite a bit to get into doing that. You're looking at a two hundred dollar repair, roughly, for what it would entail to get that going again.

VINCENT

Nothing else I can do otherwise?

JOHN SOWDEN

The only other thing you can do is turn the machine off for a week or two and let it completely dry out, but once the insulation gets wet and it's saturated, that Styrofoam, the problem usually reoccurs after several months. It's kind of a short-term fix.

VINCENT

It usually occurs every seven days and then [it starts to drip](#).

JOHN SOWDEN

Right, that's all you're doing, you're just kind of defrosting that area and allowing some of that water to get through, but it will continue to do that until you replace that insulation in there. Once that insulation gets saturated, there's not much more you can do.

VINCENT

Well I'll try it. I'll turn it off for a week or so and see what happens.

2006 Removing a Burned Out Oven Light Bulb

JOHN MCCULLOCH

Here is an oven question from David, in Waterford, on the RepairClinic.com Appliance Repair Show. David, good morning.

DAVID

We bought a brand new [oven](#) at ABC Warehouse about a year and a half ago, and the [light burned out](#) about three months after we bought it. I can't seem to get the [light bulb](#) out; I don't know if I just wasn't trying hard enough, I didn't want to break it.

JOHN SOWDEN

It burned out after three months, you should have called for some warranty service and a lot of times they cover light bulbs. Normally at three months old, they would have come out and inspected the situation for you.

DAVID

I know, but now it's been a year and a half, and I've tried a couple times, I figured it was just a [light bulb](#) so I didn't even try to get it out for the first six months, and then I thought, you know I'd like to replace that. So one day I reached in there and I was trying to get it out of there and I couldn't get it to unscrew. Is that how it goes in and out of there, just unscrewing it like a regular light?

JOHN SOWDEN

It depends on your [stove](#), but generally yes, it's just a forty-watt appliance bulb that they have in there. To get it out a lot of times you may end up breaking the bulb, to get it out.

DAVID

That's what I was afraid of.

JOHN SOWDEN

You might want to try, put on some gloves so that you don't cut yourself while trying to do it. If you do break the [bulb](#), then obviously with the power off at times you have to take a pair of needle nose [pliers](#) in there and actually kind of work that base out of there. If it's stuck in there or welded in there for some reason you can also just replace the rear socket assembly which snaps into place generally and there's a few wires going to it. It might be a lot less messing around to do that than anything else.

DAVID

Right, so I felt I might not have been trying to turn it out of there hard enough, but I didn't want it to break and then I thought what you said, if it does break, then I'd just have to fish it out of there. All right, I guess I'll just have to try harder.

JOHN SOWDEN

A lot of times you end up breaking them. Just make sure you protect yourself and don't get cut doing it, and then sometimes you have to work a little bit to get the base out of there, and again if it's frozen in there you can just replace the socket.

DAVID

Say I do get it out of there, some kind of lubricant you can buy to put on the new [light](#) so that it'll come out easier if that happens again?

JOHN SOWDEN

You can try a very, very thin film of Vaseline on stuff like that, but really it's not meant to be lubricated. What happens is just the heat from the [oven](#) that just bakes it into place. I would recommend just putting in another bulb. Make sure it's seated well. It's not an uncommon problem, getting out the [light bulb](#).

1995 Kenmore Gas Dryer Runs on High Heat Only

JOHN MCCULLOCH

Here with a question on a [Kenmore dryer](#), Joe, in Clinton Township. Joe, good morning, and welcome to the Appliance Repair Show.

JOE

I got about a twelve year old Kenmore [gas dryer](#), and I gave the guy that answered the phone the number of it. On all three settings, heat settings I get a high heat now. I'm wondering what's going on?

JOHN SOWDEN

You set it low, medium, and high heat and [all you get is high heat](#)?

JOE

Correct.

JOHN SOWDEN

Okay. And, I guess my first question is are you sure if that's what you're getting, because there isn't a big variance in temperature between the low and high heat settings.

Normally, the low is around 120 degrees exit temperature at your vent. Permanent press or medium is about 135 and high heat is normally 150-160 degrees, so the way to really know for sure is to get a [thermometer](#) and put it in the vent going out, and then see when you set the various cycles if you're getting that change in temperature. If you're not, then you have a problem that could be in the [selector switch](#) that's shorted, and you're sending power to just one [thermostat](#). If not, it could be the thermostats themselves are failing, but the first thing is, make sure that's what's happening, because if you open up the drum

and it's always hot, you could have other problems such as a plugged vent or a plugged [blower housing](#) that's just holding so much heat in the drum, it doesn't matter what cycle you set it on, you just have another problem like an airflow problem.

JOE

So would that be expensive to fix if I called someone? Or to diagnose?

JOHN SOWDEN

If all you require is a new [switch](#) or something like that, generally by the time you get somebody to your house and parts and stuff it could be a hundred or hundred and fifty dollar repair. You said it's about three or four years old?

JOE

No, it's about twelve.

JOHN SOWDEN

Oh, twelve years old? Well, it depends on how many bells and whistles you have on it and what condition the [machine](#) is otherwise in, whether it's worth it or not. A lot of times people will throw something away and it is really just a simple repair. That's what we try to alleviate at [Repairclinic.com](#), is people getting new appliances when they don't need to. If you want to try troubleshooting yourself you can also just get a [manual](#) for it, log into our [website](#), put your [model number](#) in and for I think ten or fifteen bucks you can get a manual, have some more step-by-step on how to do this yourself, and maybe save the money.

JOE

Okay, I'll do that. Thanks a lot!

2002 GE Monogram Icemaker Looking Into Purchasing a Drain Pump

JOHN MCCULLOCH

Here's another [icemaker](#) question from Marie, in Ann Arbor, on the Appliance Repair Show.

MARIE

I have a five-year-old [GE Monogram icemaker](#). It seems that we should have ordered a drain pump with it when we first got it, and now that we're trying to do this, GE doesn't seem to have that part available. At least that's what my salesperson is telling me. I've been surfing the net and I found one, an [icemaker](#) that has very similar specifications by a different manufacturer. If I call [RepairClinic.com](#) is there any way to cross-reference whether that one pump that seems to be available would work on this different manufacturer brand?

JOHN SOWDEN

That's something they could research for you, and sometimes the parts are interchangeable from one brand to another, or actually the machine could be made by

another manufacturer with their name on the front to of it, so that is a possibility. If you could provide all that information, visit the [“Contact Us”](#) section of the [website](#), and enter in your email address, ask your question, and we’ll have somebody try to research that and see if they are in fact compatible.

JOHN MCCULLOCH

And, she would definitely need the [model number](#) in this case, so make sure you get that.

Refrigerator Accumulating Water Down By the Crisper Drawers

JOHN MCCULLOCH

Here is a [refrigerator](#) question from Judy, in Richmond, on the Appliance Repair Show. Good morning, Judy.

JUDY

I have [water accumulating](#) down in my [vegetable bins](#). Sometimes it accumulates on the top [shelf](#).

JOHN SOWDEN

Okay, that’s normally a frozen drain from your defrost system. Sometimes it’s a matter of the insulation is wet, and causing the unit to not be able to drain through that section of the cabinet, or you could just have a plugged drain line. A lot of times after a period of time, as your machine runs, the [fan](#) inside every time you open the [door](#) it does pull in a little bit of dust and dirt, and also debris from what food may be spilled in the [freezer](#), those lines do plug up. So the first thing I would try is defrost the unit, and you can take a [turkey baster](#) full of hot water and once you remove the back panel and get at the drain area you can try to flush that drain out. That’s the first place I would start.

Magic Chef Gas Range Pilot Light Won’t Stay Lit

JOHN MCCULLOCH

And, here with a question on a [range](#), Janet, in Midland. Janet, good morning.

JANET

Actually it’s Maslin, Ohio. I have an older [Magic Chef gas range](#). I don’t know how old, but it’s older. It’s a basic gas range, with four [burners](#), oven and broiler. Nothing fancy, no bells and whistles.

JOHN SOWDEN

What’s the problem you’re having with it?

JANET

The pilot light went out, and I got the gas guy to come out and look at it, to make sure there wasn’t some problem with the supply and there wasn’t. The problem got so bad that I actually keep it turned off, because the pilot lights will not stay on. It has no electronic ignition.

JOHN SOWDEN
It's standing pilot?

JANET
Yeah. Would that stove have a [regulator](#) or something like that that could be going wrong with it?

JOHN SOWDEN
Possibly. Is this natural or LP gas?

JANET
It's on natural gas.

JOHN SOWDEN
Okay and the [pilots do not stay lit](#)?

JANET
No, absolutely will not. It started out mildly; in the beginning it could be like one of the top [burners](#) would not stay lit. Now none of them will.

JOHN SOWDEN
Are you using a match to light the burners now?

JANET
Yeah.

JOHN SOWDEN
Do the flames, when you're using it to cook, do the flames look to be all right. There's no fluttering or anything?

JANET
No, they seem to be okay.

JOHN SOWDEN
It's probably just the pilots themselves are just plugged up. There's a lot of stuff in the gas that over time can cause that to plug. The orifice holes are very small holes that the gas has to come through for that pilot assembly. Sometimes you can clean them out if you can find a really small wire and clean that out, but you do not want to enlarge the hole or you will end up with a real nice flame underneath the [main top](#). If worse comes to worse you can replace those, they come in an assembly that has both the pilot's ends and the [tubing](#) that goes back to the main feed off your what they call the manifold, which some of them have an adjustment on it where you could try to adjust it. If it's just plugged, you can try cleaning them, if not you can just replace them. It's a good idea not to keep the gas on to the machine all the time if you have a gas leak.

JANET

Oh, I can't because it just fills the house up with gas, I mean it's scary if I forget to turn it off after I've cooked something within an hour you can smell a very strong odor of natural gas in the house.

JOHN SOWDEN

I would definitely recommend having this problem addressed.

JANET

Oh yeah, either that or replace the [stove](#). I didn't want to have a service man come because it's like sixty dollars. That's a good chunk toward another used gas stove.

JOHN SOWDEN

Still, that's a lot cheaper than a new house if you have gas in the house.

JANET

This is very true. Is there not a [regulator](#) on the [stove](#) like that?

JOHN SOWDEN

I'd have to know exactly what kind of stove you have. Most do in fact have a regulator, and that's why I asked the question if the flames are otherwise a problem.