

## Appliance Repair Show Transcript—September 16, 2007

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### 2003 Refrigerator Leaving a Puddle of Water on the Floor

JOHN MCCULLOCH

Let's get started with Phil, in Riverview, who has a [refrigerator](#) question, on the Appliance Repair Show. Good morning, Phil.

PHIL

I've got a [refrigerator](#) that since we brought it home; it's about four years old. We come down about once every ten days from upstairs and in the morning we've got a [puddle of water that's underneath](#). It's not a lot, just you step your bare feet in it and you're like, "geez!" So I'm wondering what this is all about. It's not every day; it's about every tenth day.

JOHN SOWDEN

And otherwise, the machine is working properly, no other [temperature problems](#)?

PHIL

Right.

JOHN SOWDEN

And this is been going on since day one?

PHIL

Since day one.

JOHN SOWDEN

Have you ever had anybody come out and look at it while it was under warranty?

PHIL

I haven't.

JOHN SOWDEN

Okay. Normally, water on the floor is either from a defrost system failure, meaning the water's not draining properly into the [pan](#) underneath the [refrigerator](#). Or, the door is sweating, the [door gasket](#) is not sealing well, and you're getting condensation. So, I would start by inspecting the door. On some units they have what they call an energy saver switch, and it will say inside in the [control panel](#), and it will say "saves energy set here", "reduces exterior moisture", there's different nomenclature they use for that, but all it does is turn on a set of heaters around the door frame, and keeps the hot moist air from hitting a cold surface and creating condensation. I'd inspect that first. Otherwise, you need to figure out where the water's coming from, if it's dripping from the [door](#) area or underneath.

PHIL

Well, does every...would every [refrigerator](#) have a pan? Because I'm not seeing a [pan](#) on this one.

JOHN SOWDEN

Well, they normally have a pan, yes. Some are mounted on top of the compressor. Some especially in one of this vintage here, it's not that old, would have a plastic tray that the compressor sits in, basically, and it's where the water drips. It's not removable on a lot of units, especially the newer units.

PHIL

Well how do you get rid of that water then that would be dropping down from the condensation?

JOHN SOWDEN

The [condenser fan motor](#) that runs the majority of the time underneath the [refrigerator](#) circulates warm air across that pan of water and it just evaporates into your room. Just like magic. So, there are a few places to start.

### **1999 Dishwasher Soap Dispenser Door Won't Open**

JOHN MCCULLOCH

Here's Gregory, in Ferndale, with a question on a [dishwasher](#), on the Appliance Repair Show.

GREGORY

My dishwasher [soap door](#) will not open. I don't know. It seems like the rinse, you know the liquid that helps rinse dishes off, doesn't come out either. It's full.

JOHN SOWDEN

Okay, well that unit has, in the assembly it has what they call a [wax motor](#), it's a part that when power's applied to it, it moves a small piston, which then actuates against the latch to undo the soap cup latch, and also at the end of the cycle they use the same thing to properly use the [rinse aid dispenser](#).

GREGORY

It's the same?

JOHN SOWDEN

Yeah, they use the same component? Now, how old is this [dishwasher](#)?

GREGORY

Oh, I don't know, about eight years probably?

JOHN SOWDEN

Yeah. On some of these models there was, if I'm not mistaken, a recall for some of the [rinse aid dispensers](#); they were leaking or something of that nature. The first thing I would do is go online, put your [model number](#) in and see if there's any recalls for something like that. My memory, they say I have a good memory, it just happens to be short. Sorry, I stole that from our accountant, Mike.

GREGORY

I did that last week to look for troubleshooting ideas, and I didn't see any [recalls](#) on it.

JOHN SOWDEN

Yeah, you might want to check the manufacturer's website. Sometimes they have a recall section, and see by your [model and serial number](#) if that's something that falls into your time frame then they can come out and take care of it. Otherwise, I would lean towards the [wax motor](#), or that little latch in there is broken and there are a lot of plastic pieces in there.

GREGORY

Well, it seems to be holding the door quite well. Would it be an internal part?

JOHN SOWDEN

Yes. You have to remove the inner door in order to access that?

GREGORY

Is it very obvious to get at, with a couple screws?

JOHN SOWDEN

Normally, the screws run the perimeter of the door, yes.

JOHN MCCULLOCH

Is there a diagram on your [website](#) about that?

JOHN SOWDEN

Ah, we do have some generic diagrams for that if you go to the [“Repair Help”](#) section and look at [dishwashers](#), it might help out. You can always send in a detailed question and they might be able to send you a breakdown of it, through the [“Contact Us”](#) section.

GREGORY

Is it very expensive?

JOHN SOWDEN

The [wax motors](#) I think are only about twenty or thirty dollars, something like that. It's mostly getting at it and getting it all reassembled properly with all the little plastic parts that snap together. It's a decent entry-level do-it-yourselfer type job.

GREGORY

Oh, good. Okay. So the wires I assume just clip in?

JOHN SOWDEN

Yeah. Once you get in there it's pretty straightforward.

### **Replacing Washing Machine Hoses**

JOHN SOWDEN

Well, I stumbled across something the other day at a friend's house. In their billing for their insurance they had a little flier that went into [stainless steel washing machine hoses](#), and how the insurance company recommends that you replace your hoses with these stainless steel hoses that are more likely to not burst, and create a big mess out of your basement. So, I thought it was a good idea. We've definitely promoted that for years. The regular [rubber hoses](#) are fine, they are normally recommended to replace every five to seven years, although most people don't. In fact, I'm not sure I have, John, I'm being honest.

JOHN MCCULLOCH

I know I haven't.

JOHN SOWDEN

Yeah. I started looking at it, and I recall several service calls in my past where people's [water hoses](#) had burst while they were on vacation and they had two or three feet of water in their basement, and I'm sure the insurance company pays for a lot of that, but as you pointed out there are a lot of things in your basement that you couldn't replace.

JOHN MCCULLOCH

Oh, there's no way. Pictures and...

JOHN SOWDEN

Yeah. And, it also went on to say that you could lose several hundred gallons per hour when these things go, because it's under pressure, so if you have older hoses, inspect them. You might find that a lot of them will develop bubbles in them; they start to leak through as the outer shell deteriorates. The [stainless steel hoses](#) are basically rubber hoses internally but they have a steel mesh around them that keeps them from expanding and bursting. They're fairly inexpensive, we have them on our [website](#); you can go to our [accessory section](#) and click on the [washing machine section](#) and you can have them shipped to your door, a set of six foot hoses for around twenty-five bucks.

JOHN MCCULLOCH

That's including shipping?

JOHN SOWDEN

Yeah. And then that gives you a project for next week. It's just something that I thought was a good idea for people; a lot of people need to know they exist. It's the last thing you think of, but as you pointed out, boy it can sure be a mess. And while you're back there inspecting your [hoses](#), inspect the [dryer vent](#) as well, if it's smashed or any other problems you can also order that and put it on the same bill, that way you're only paying one shipping charge. Take it from there. We'll go to Ken with his Neptune washer.

### **Maytag Neptune Stackable Washer Not Spinning**

KEN

My daughter has a [Neptune stackable washer and dryer](#). It [won't spin](#) the clothes out.

JOHN SOWDEN

Okay, now the clothes are wet when you open up the machine?

KEN

Yup.

JOHN SOWDEN

Well, does it wash otherwise? It goes through all the cycles?

KEN

Everything else is fine.

JOHN SOWDEN

And when you say it doesn't spin them out, are they [dripping wet](#) or just not as dry as they should be, or...?

KEN

They're wet.

JOHN SOWDEN

Okay. From what you're describing, I would recommend either something in the [control system](#) that is not telling the unit to spin up to speed. Most of those, what they do is they will ramp up the spin speed and monitor it, and if it starts to go out of balance it will back off the spin RPMs, and then they'll try it again. Sometimes, they'll actually stop the drum and reverse it and adjust the load. So if you have something in there, tennis shoes, pillows or whatever that's causing it to go out of balance, then it won't spin up to speed. But if it's doing it no matter what size load and consistently, the most often problem found is that the [rear bearing](#) is starting to wear and it's unable to get it up there. With that machine comes with a new rear bearing and shell package, but it's not an inexpensive repair to just buy the parts, and it's not a lot of fun. You basically have to pull the tub apart and separate it, change the drum and stuff, it's a day of hammers and wrenches if you decide to do it yourself. If you have somebody come out to do it you're probably looking at four or five hundred dollars for the repair.

KEN

She replaced the [balance switch](#), but that didn't do anything.

JOHN SOWDEN

Yeah, it's generally something in the drive train that's not allowing it to get up to speed if the entire electrical portion is working all right.

KEN

They were working on their house, so this thing sat for probably a year or so. So it's not been used that much.

JOHN SOWDEN

Yeah, but that's not necessarily good for any appliance. If you had a small leak in the [seal](#) that goes, the water seal, and you had water in your [bearing assembly](#) and it sat there and had a chance to rust up there real nicely and sat there without it moving, it could have caused some deterioration in there that's just not allowing it to get up to speed.

KEN

Oh, okay. So that's usually what it is?

JOHN SOWDEN

From what you're describing. If you've already had somebody out...

KEN

There's not been anybody out.

JOHN SOWDEN

I'd call somebody out and see what he or she thinks of it. It's an expensive machine, and you'd hate to send it to the curb without having it at least looked at. If I was to guess, that's what I'd guess: probably the [rear bearing assembly](#).

## 1960 Montgomery Ward Gas Oven Pilot Lights but the Main Burner Does Not Come On

JOHN MCCULLOCH

Here's Doris, in Dearborn Heights, on the Appliance Repair Show. Hi, Doris.

DORIS

I have a [Signature gas stove](#), which is from Montgomery Ward, and there's no more Montgomery Ward, I guess.

JOHN SOWDEN

They quit selling appliances several years ago. They quit doing everything several years ago.

DORIS

Well anyway, so this is a beauty, it has the [stainless steel top](#) and the four [burners](#) and they are automatic but I just have the two going now, because it's only me. I had the other two shut off. But I have the [oven](#), which was always, when I turned it on it was automatic and the flame is always there. But this time it didn't come on this week. So I shut it off and then I turned it on again, and I could smell gas so I called the gas company, and he said well it's getting old. And I thought, well it's getting old like me, too. But I wondered is there a place that I could have it fixed, because it still has that warm pilot on, in the oven, and it's very, very low.

JOHN SOWDEN

So the pilot is lit?

DORIS

Yes, but it won't come on to a full blast.

JOHN SOWDEN

So when you set the oven to 350 degrees, the pilot stays lit but you don't get the [main burner](#) to come on?

DORIS

That's right.

JOHN SOWDEN

Okay. Do you have a [clock](#) on this unit?

DORIS

Yes I do.

JOHN SOWDEN

On some of the older ones they have what they call a "cook and hold" feature, where if you were cleaning it and you bumped the clock [knobs](#), and this is believe it or not a fairly

common problem, you could have set it in a “time bake” or a “cook and hold” feature, which means it’s waiting to hit that time of day in order for the [oven](#) to work. So I would look at the clock, look at the nomenclature on the [clock](#) and if you have something that says “push for manual” or “turn here for manual” then set it to the manual position. If it’s not the case, if that’s not the problem, then I would suspect that you either have a bad [safety valve](#) or a bad [thermostat](#). Now according to what I see on the screen here, it says a 1960’s vintage?

DORIS

Yes.

JOHN SOWDEN

You should be able to get some parts for it. It might take something that’s kind of a retrofit as far as those go—sometimes they are just no longer made—but you’d have to have somebody come out and look at it and see if they could try to match something up with your...

DORIS

Is there any place you would suggest?

JOHN SOWDEN

When it comes to service companies, I’d look at who normally does manufacturer’s warranties. In this case, [Montgomery Ward](#) is not around. So the other thing I’d recommend is word of mouth. If you’ve had friends who’ve had success or are happy with a service company, that’s always the best way is word of mouth.

DORIS

I do have a good fellow, he knows his stuff, but I haven’t gotten a hold of him. But you say where the [clock](#) is, the automatic clock, to clean the position, to clean that out right, and I bet you that’s what it is.

JOHN SOWDEN

No, it’s just that sometimes when you’re wiping it down you can bump the clock [knobs](#). So inspect the clock assembly, and if you have anything on there that says “manual” or “push here for manual” and make sure it’s in the manual position. That’s a fairly common problem on some of the older ones.

DORIS

I’m sure that’s what it is! Because you know the gas man said boy that’s quite a [stove](#) because the sides come out you know where you can clean them and slide them back in, and it is a well-made stove.

JOHN SOWDEN

Yeah, it’s always hard to part with it, if you can’t find parts there’s not much else you can do. I’d recommend getting a hold of your repairman and have him come out and have a look at it and see what he can do, and I appreciate your phone call this morning.

## 1982 Norge Refrigerator Ice Cubes Are Shrinking and Freezer Floor Cracked

JOHN MCCULLOCH

We go now to Betty, in Dearborn Heights, with a [Norge refrigerator](#) question on News Talk 760 WJR. Good morning, Betty.

BETTY

I have...well, you know what I have. Its twenty-five years old, and the [ice cubes are shrinking](#). What's causing that?

JOHN SOWDEN

I take it you don't use a lot of ice cubes?

BETTY

No, I use them a lot!

JOHN SOWDEN

Really? Now is this an [icemaker](#) or is this in a tray?

BETTY

It has an icemaker but we don't have it put in, it's just regular tray cubes.

JOHN SOWDEN

Okay, so you just have the ice cubes. And you say that they're shrinking, are they sticking together, too?

BETTY

Yes.

JOHN SOWDEN

Well, that's actually pretty normal. What happens is, you have a self-defrosting [refrigerator](#), about three or four times a day it goes into defrost and actually the freezer section heats up to around twenty-five degrees or so, for a small period of time. And then it goes back down to hopefully around zero to eight degrees. And in that time frame, you're actually absorbing a lot of moisture, when it first fires back up, especially in the refrigerator. Part of the moisture is coming from the ice, and part of the sticking together is that temperature change. The reason I ask about ice usage is normally people who notice this are not using the ice as much. If you had a family of four or six, and they're really going through the ice every day you don't notice. But if you periodically use it, and then stumble across this, it's really a normal, working procedure of your [refrigerator](#). There's really nothing you can do about it, short of use more ice and keep filling the trays and emptying them. With any self-defrosting refrigerator it's going to do that to some degree.

BETTY

Okay. My husband in trying to see if he could see what was causing this problem, one of the trays of ice fell and cracked the floor of the inside of the freezer section. Is there someway we can replace that?

JOHN SOWDEN

You can if it's still available, since this is a 1980s vintage. You can special order the plastic floor for that. It will be not much fun to change that, you normally have to take the [doors](#) off the machine. The other thing you can do, if it's not too big a crack, they also make some liner repair kits. Or, sometimes just good old silicone, a small thin bead of that to just seal it off so you don't get any more things spilling in there is the other way you can do it. You can choose which level of complication you want on that one.

### **1999 Kenmore Gas Dryer Not Working At All**

JOHN SOWDEN

We're going to go to another Betty, in Lexington, with an eight-year-old [Kenmore dryer](#) that's not working.

BETTY

I've got a [dryer](#) that completely [won't work at all](#).

JOHN SOWDEN

Is this a gas or electric dryer?

BETTY

It's a gas.

JOHN SOWDEN

And when you say it doesn't work at all, when you turn on the unit and push the [button](#), nothing happens?

BETTY

Nothing happens. Now I had a problem before, with I'd have to prop the door shut in order for it to work, but now it won't even work doing that!

JOHN SOWDEN

Yeah. Well probably what happened is there's a catch that holds the door closed, which is a fairly inexpensive piece. It holds it closed, but it also makes it a [door switch](#), so the door has to be closed and the switch monitors that. It's more than likely from what you describe that you have a broken door switch.

BETTY

Yeah, but if I propped it shut, it would work. But it won't even work now. What's doing that?

JOHN SOWDEN

I would suspect that the [door switch](#) has finally quit from some of the propping and things. The best thing to do is replace the door catch and make sure that the door closes properly, and you'll probably find out that the door switch is either broken or the actuator for the door switch is broken. If that's not the case, the other thing that's a common problem from what you're describing is there's a [thermal fuse](#) which if the [dryer](#) for whatever reason should overheat, it will cut all the power to the unit. From what you're describing it sounds like you've been battling a door-closing problem for a while, so I would lean more towards the door switch failing at this point. If you have somebody come out and do these repairs for you, normally parts, and labor, all that good stuff, you probably can get out for under a hundred bucks, and they can also inspect the rest of the unit and replace any wearing parts that it might require at that time. It might be time for a tune-up.

BETTY

Okay. Is it a very big job to put in a new [switch](#) yourself?

JOHN SOWDEN

No, it's not a very hard job. If you go to our [website](#) we can email you some instructions as how to do that, we have some instructions posted on the website on how to access that and do it, but it's fairly inexpensive for the parts and it's a straightforward do-it-yourself job. But if you run into other electrical problems, you might still want to have someone come out and look at it, but you can always try yourself. Where are we going to go next, John? Let's see, how about Marie, in Romeo, with a [Magic Chef washer](#).

### **1994 Magic Chef Washing Machine Inner Tub Has Rusted**

JOHN MCCULLOCH

That's okay. Marie, in Romeo, good morning and welcome to News Talk 760 WJR.

MARIE

Yes, sir. I have a [Magic Chef washing machine](#) with a rusty tub. It seems that they don't make this model anymore and I was wondering if it can be replaced. And if not, what can I paint the tub with, you know so that it's not rusty anymore?

JOHN SOWDEN

Well, you can normally replace the inner tub. You're probably looking at a hundred plus dollars for the part, and then you have to tear the machine apart and replace it. A lot of times while you're in there, I recommend you replace the water seals, the [tub seals](#), because any time you start jostling around all that, especially on an older unit, you end up having leaks and other problems. If you have somebody come out and do this, including the tub, you're probably looking at a two hundred and fifty dollar or more repair. As far as what to use on it, you can try to sand the rusted area, and they do make some porcelain repair touch-up stuff that you can try, but normally the wearing from the clothes, the zippers and all the other good stuff that's abrasive against the tub, it's normally a short-lived thing and you'll wear it out and end up doing this every six months to a year. So the best thing is to just replace...

BETTY

It's not really that old, it's only about thirteen years old. I don't know if I could have the tub replaced because it's a twenty-pound capacity, it's an extra large [machine](#). I have called around to see and everyone I call they say that they don't make that model anymore.

JOHN SOWDEN

Well, they don't make that [model](#) anymore, but that doesn't mean that the parts aren't available for it.

BETTY

Right. Well I did call Sears and to see if they still could get the replacement part, but they can't.

JOHN SOWDEN

Oh, they said it was discontinued?

BETTY

Yes.

JOHN SOWDEN

Okay. You know what; I'll tell you the best thing to do is call 1-888-343-4948, that's [Repairclinic.com](#). Have them research this for you, give them the [model and serial number](#), and we can see if there's a part available. Normally if we don't have it in stock we can find other vendors, where if one's sitting on a shelf somewhere we can round it up for you. If that's not the case then we might not be able to get it for you. Most often some of this stuff you can still get after a dozen years. When you start talking fifteen, twenty years you start running out of options when it comes to that.

BETTY

Okay. All right well thank you.

### **1987 Roper Double Oven Control Clock No Longer Working**

JOHN MCCULLOCH

We'll start this session out with Ray, in Detroit, here on the Appliance Repair Show.

RAY

I have a [Roper double oven](#). The [clock doesn't work](#), so that means that the timer doesn't work. I've been living with it, because the oven works fine. But I took the [timer](#) out about a year ago and took it to one of the big time parts distributors, and they said they don't make it anymore, that it's not available.

JOHN SOWDEN

Yeah, the [model number](#) you have, if I'm guessing, is a twenty-five or thirty year old unit?

RAY

Well, it's about twenty years, yeah.

JOHN SOWDEN

And it's a built-in?

RAY

Yeah, it's built-in.

JOHN SOWDEN

First thing I would do is, because this is something we'd have to dig out the books or the microfiche to get you the part number to see if it's still available. If it's not, there are options; there are places that do rebuild these types of things. If you shoot us an email in the "[Contact Us](#)" we could send you that contact information of who rebuilds these things. What you have to do is take it out, mail it off to them, and it takes a month or so or whatever backlog they have to get back to you. But there are places that will put in new switches or whatever you need to rebuild that [timer](#). That's the only other option you have.

RAY

What's the email address?

JOHN SOWDEN

Go to [Repairclinic.com](http://Repairclinic.com), click on the "[Contact Us](#)" section, give us your model and serial number, and tell them if we can't find the replacement timer for you that you're interested in having it rebuilt and we'll get back to you with that information.

## **Stainless Steel versus White Appliances**

JOHN MCCULLOCH

Here's Jane, in Ann Arbor, with some questions on cleaning stainless steel on the Appliance Repair Show.

JANE

I have three quick questions. I've got an old [refrigerator](#) that I've been babying and a stove. The refrigerator's twenty-seven years old and the [stove](#) is fifteen, I need to replace them. I can't get of course brown anymore, I don't want white, so I lean toward stainless steel. And I think, on your program, I heard maybe last week, I want to be able to wash it with soap and water, because I have a lot of fingerprints on my [refrigerator](#) with grandkids and things. And I understand I can't use soap and water on it if I go with stainless steel?

JOHN SOWDEN

You're better to use some of the [stainless steel cleaners](#), and you will see a lot of fingerprints and stuff. There are several cleaners they make today; they also make some [stainless steel cleaner wipes](#).

JANE

My daughter just got another home last week and I happened to be in it, and she had stainless steel, and holy cow on the [dishwasher](#) itself it looks terrible! She said she hated it and had to keep using a special cleaner. She brought out the box that the people who used to own the home left there, and she said that you have to leave it on the appliance for an hour or two, and for her it's a pain and she's got two little kids.

JOHN SOWDEN

It's very nice looking, if you keep it clean it's nice to have, that's why they use it in a lot of restaurants, commercially, it's a good durable finish, but yes, if you have a lot of handprints at that level with kids, dogs, things of that nature, it will show fingerprints and things like that and you have to clean it up. So you might want to just go with a white finish or something that's...

JANE

Yeah, I'm going to have to go with white. Now, real quick then I got a few more questions. During the meantime we are having a new home built, we're gone between the two houses. Now this is with my older home.

JOHN MCCULLOCH

Okay. And what's your question, ma'am.

JANE

The question is what brands do I lean towards, because I've heard a lot of them are a pile of junk!

JOHN SOWDEN

Well, I'll tell you what I tell everybody else when it comes to looking for a new appliance. First thing is, what space you need to fit, what does it run on gas, electric, all that good stuff, and then go to Consumer Reports and see what they say, because they test these things, they don't take any advertising money, they're completely unbiased, so that's what I'd recommend, and from there, that's about the best I can recommend because they do it for a living.

JOHN MCCULLOCH

Question three?

**Kitchen Aid Dishwasher Water Temperature Not Hot Enough and Silverware is Spotty**

JANE

Question three. This is at the new house again. This is about my [Kitchen Aid dishwasher](#). I turned up the heat to get hot water, and I couldn't even put my hand under the faucet, it was so hot. So when I did my dishes because my silverware is spotted now, I felt the water wasn't hot enough. When I started up my [dishwasher](#) and put my hand in, it was just warm, that's it. Now I'm wondering if that's why my [silverware is so spotted](#) and everything.

JOHN SOWDEN

The water temperature going in your [dishwasher](#), normally you want to be around one hundred and twenty, one hundred and thirty degrees. You don't want to set your hot water heater any higher than that because you have potential for scalding and things of that nature. I recommend running your water at your sink as long it takes to get hot and then if you're water is still lukewarm, it depends on the cycle that you're at. Normally in the rinse cycle, it will stop and heat the water up to 150 to 160 degrees in the sanitary cycle or the rinse cycle. If that's not happening you probably have a problem with a bad element or something electrical in the [dishwasher](#) not working.

JANE

Oh really?

JOHN SOWDEN

It could be. It depends on the cycle.

JANE

When it started the wash cycle, that's when I felt it.

JOHN SOWDEN

You might want to try it in the rinse cycle, ma'am. Yeah, I'd let it go for two or three fills and drains before you get an idea of what you really have there for water temperature.

JANE

I did check it one day and it was around one hundred and twelve, somewhere around there, about a year ago.

JOHN SOWDEN

It really depends on how far the [dishwasher](#) is from the water heater, whatever things are running. When in doubt, use a [thermometer](#) and see what your outgoing water temperature is, and if it's the same as the sink, then it's a problem with your household plumbing. Do you think we have time for one more, John?

JOHN MCCULLOCH

I'm not sure...if you can do it in one minute

### **1997 GE Profile Refrigerator Ice Is Not Dispensing**

JOHN SOWDEN

All right, let's go with number, Macomb County, Clare with a [GE Profile refrigerator](#).

JOHN MCCULLOCH

Go ahead Clare, quickly.

CLARE

Hi, I have that [GE double door refrigerator](#) and its ten years old. I had service on it months ago; the center is where the [icemaker](#) is on the door. We pushed the button over to get the ice to drop in the glass, the machine makes the ice but it doesn't drop down and the motor just gurgles and the ice is all stacked up in the back and we have to push the ice down into the glass by hand. I had insurance with GE all these years, and I called them, they came out last month, and he said he was putting in a whole new [ice unit](#). For the last two or three days it's been doing exactly the same thing, but I haven't called yet.

JOHN SOWDEN

Well you know what, that's what you need to do, because if they were out a month ago, most servicers have at least a thirty day if not a ninety day warranty on their work. I would certainly call them back out and have another look at this.

JOHN MCCULLOCH

Don't let them off the hook.

JOHN SOWDEN

And don't get in the middle of it and start changing things! That only complicates their findings, so I'd definitely call them back out and have them take care of it since they initiated it.