

Appliance Repair Show Transcript—October 7, 2007

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Kitchen Aid Dishwasher, Model KD21

JOHN MCCULLOCH

We'll start thing off today with Albert, who has a [dishwasher](#) question here on the Appliance Repair Show. Good morning, Albert, what's wrong with the dishwasher?

ALBERT

I have a KD21 series [dishwasher](#). It's an older one.... and I talked with you a couple of weeks ago. And you had me try a couple things. First of all, if I put water in the bottom, because you thought a [switch](#) that wouldn't...

JOHN MCCULLOCH

Your phone is really giving us problems here, Albert, and what I'm going to ask you to do is reestablish the line and call again, or move to a different phone so we can talk to you. That happens sometimes with the cellular technology, we will lose a call once in a while. I'm going to try one more time. Albert, are you there?

ALBERT

Hello? Hello?

JOHN MCCULLOCH

The phone that you've got is really bad, Albert.

ALBERT

Let me call back then.

JOHN MCCULLOCH

We really appreciate that, Albert, because we don't want to...

JOHN SOWDEN

Because we'd like to hear what he has to say?!

Window Air Conditioner: How to Get it Ready for the Winter

JOHN MCCULLOCH

Is there anything I should do to my [window air conditioner](#) right now to get it ready for the winter? Is there something to do, like cover it up with plastic or [take it out and put it in the basement](#), or what?

JOHN SOWDEN

Well if you're going to leave it in, I do recommend covering it up. They do make [air conditioning covers](#) that you can purchase for those, and some you can actually buy an indoor cover that's got a lot of insulation. It's a blanket that you put on to save some of the drafts. Otherwise you're taking them out, it would be a good time to clean them now, while you have it out, to remove the cover and [clean up the coils inside the machine](#), oil the [fan motor](#), all the general maintenance so that when you get ready to put it back in the window next year, you're all set.

JOHN MCCULLOCH

Now, there's been a standing argument that I've heard from several people is that really all you should do is just take the [cover](#) off and take it down in the car wash and let them wash it off for you; and I've always thought, an electrical item in a car wash, that doesn't sound okay to me.

JOHN SOWDEN

Well, I've used power washers on them to get some of the really impregnated grime off the coils, and sometimes you have to use a coil cleaner too. But in doing so, we would normally cover the [motor](#) with a plastic bag or something, isolate all the electrical components and then hopefully pay attention to what you're doing with the sprayer. So you can use those, and as long as long as you keep the electrical portion of it out of the water, it's a pretty efficient way to do it; but to just take it down there and have at it, it's probably not a good thing because you could end up shorting out things and get water inside the motor, and that's normally a bad combination.

2003 Jenn Air Electric Range Burner Cartridge is not Heating Up

JOHN MCCULLOCH

Okay, enough about my air conditioner, let's go to Sue, who's got a problem with a [Jenn Air electric range](#), on the Appliance Repair Show on News Talk 760 WJR. Sue, the grill won't work, is that the problem?

SUE

Correct, it's only a four-year old [range](#), and the original cartridge I got for it, I actually didn't use when I first got it. And when I went to plug it in and check everything out, when you turn it on the fan goes, so it acts like it's working, [element never gets hot](#). So I had the cartridge replaced, and the new one does the exact same thing. So now they're telling me that I need to call for repair on the range, and it's probably the stove and not the [cartridge](#), so I just wondered if you knew what that could be or what type of repair that might involve?

JOHN SOWDEN
This is an electric?

SUE
Correct.

JOHN SOWDEN
You changed the [cartridge](#), so you know that's not the problem. Now you say this is only a four-year-old unit? You want to make sure you have the right cartridge for that, there are different wiring configurations.

SUE
Okay, well we did check that and supposedly I do have the right one, I do have the [model number](#) if you want.

JOHN SOWDEN
Does this have the prongs along the side of the cartridge?

SUE
Well, it's a rectangle and it's on the short end.

JOHN SOWDEN
Oh, okay. And you say the [fan](#) does come on, but you get nothing, it doesn't even get warm?

SUE
No, [nothing happens at all](#).

JOHN SOWDEN
Hmmm, and this is the first time you've used it in four years?

SUE
Right, but then like I said I had a replacement, and that one does the same thing.

JOHN SOWDEN
Okay, is this a separate grill, or is it a [removable cartridge](#)?

SUE

It's a removable cartridge.

JOHN SOWDEN

And the other cartridges you've used in this bay have worked?

SUE

Correct. Well, the only one I have used is just my regular stove top, the regular [cook top](#). And that works just fine.

JOHN SOWDEN

Wow.

SUE

I know. It's strange.

JOHN SOWDEN

It is, because generally if the [switches](#) are bad, then it will not work when you're using your conventional cartridge. I would make sure that you have the correct grill for that, and if so, because the prongs have to plug in correctly and then of course have the right configuration so you have the proper voltage to it. The other thing is that you also need to with the grill, make sure you have the right pan, because a lot of times when you put in the [drip pan](#) you're actually making a switch inside that tells it okay, now we went from a conventional to a grill and then the [fan](#) does come on, so...

SUE

It does have a pan that goes underneath.

JOHN SOWDEN

Okay, and a lot of times there will be a tab on that, so when you plug it in there's a little hole it goes into and makes a switch. It could be that [switch](#) has failed, or it might not be the right [pan](#) and you're not making that switch. One thing you can always do is log into our website, [RepairClinic.com](#), provide all the information and they can look and tell you if you have the right element. Start there, and then a lot of times, things like this are just due to things you've overlooked, like the wrong [pan](#) or something.

SUE

Well, I have called the Jenn Air hotline, and they did confirm that it is the right model. I can check to see if the [drip pan](#) is correct.

JOHN SOWDEN

That's what I would do first, otherwise I'd lean towards the [switches](#) or something in there, that it's not being told, "Okay, I've got a [grill element](#) now plugged in."

SUE

Okay, thanks so much!

Kitchen Aid Dishwasher Not Filling With Water

JOHN MCCULLOCH

Albert is back! Albert, you're next on News Talk 760 WJR.

ALBERT

Hello.

JOHN MCCULLOCH

Much better.

ALBERT

Good. I have a model [KDB21](#) and it's a [KitchenAid](#).

JOHN SOWDEN

Okay, now Albert last time you said you called in and you said [it wasn't draining](#), is that correct?

ALBERT

No. You had me try... well you mentioned a couple things. One of them was possibly the [solenoid](#) (Part # 4171000) was letting the water through but the drain at the bottom was open and running out almost immediately.

JOHN SOWDEN

Right.

ALBERT

What I did is, I put water in the bottom and then ran it through the cycle, and it drains the water but it rotates it, so that isn't it. So it's the [solenoid](#) (Part # 4171000) in the front? That lets the water in?

JOHN SOWDEN

Okay, now, when you say it's not removing the water...?

ALBERT

No, it removes the water.

JOHN MCCULLOCH

What isn't it doing?

ALBERT

[It doesn't let the water in](#), though.

JOHN SOWDEN

Oh, okay, that's a different animal. [If it's not allowing water into the machine](#), it's either the [float assembly](#) (Part # W10207863) is stuck, sometimes you get a soap buildup in that

little tower, and the float will rise up and stay in position and it won't allow it to fill. Or the [water inlet valve](#) (Part # 4171000) has failed, and that is the solenoid on the, I think it's the left-hand side on that unit.

ALBERT

Right, right in the front like you said the last time. Yes, now that's pulling seven volts. Okay, and the volts do turn on and turn off as the cycle, but no water comes in so I'm guessing it's that.

JOHN SOWDEN

Okay so you're getting power to it. Normally, you get one hundred and twenty volts to that [solenoid valve](#) (part # 4171000).

ALBERT

Oh, you do?

JOHN SOWDEN

Yes, so you want to check...the other thing you could do is set your [meter](#) (part # DM10T) to the ohms scale and check the [coil](#) (part # 4171000) on that, where the two wires go, and see if you have an open coil. Even if it still electrically checks okay, you still might have a physical problem in the valve where it's not opening because it's unble. It's not an uncommon problem for a machine of that age, and that unit, that the water valve would be failing.

ALBERT

Right, now I tried, and I get it to come up as a bad website, but I tried <http://www.repairclinic.com/>, "repairclinic" being one word, and I can't get it to come up. But you also said there was an 800 number that you could call.

JOHN SOWDEN

There is, its 888-34-FIXIT (1-888-343-4948), and the other thing you might want to do, is boy, I hate to hear that the website's not working. I have it up right now.

JOHN MCCULLOCH

I had it up this morning!

JOHN SOWDEN

The other thing you could do is go to Google and type in "[Kitchen Aid dishwasher parts](#)", and then you'll see our website and there will be a hotlink there, and you can click that way and see if that helps in case there's something with the way it's going into your URL. Otherwise, the [valves](#) (part # 4171000) for that are fairly inexpensive, and it's a pretty straightforward do-it-yourselfer type job.

ALBERT

It seems like it. Where would I get the valve?

JOHN SOWDEN

You could order it from us. If you're in the Canton, Michigan area our counter is actually open today until six o'clock, and you can stop in and pick one up. Or you can have it shipped to your door, whatever choice of delivery you choose.

ALBERT

When you say Canton, Michigan, I'm assuming Michigan Avenue.

JOHN SOWDEN

That is correct.

ALBERT

Where on Michigan, do you have an address?

JOHN SOWDEN

Yes, it's 48600 Michigan Avenue, and the nearest major cross streets are Beck Road and Denton, it's actually between Beck and Denton.

JOHN MCCULLOCH

Its three point two miles from Interstate 275. You can't miss it, Albert.

ALBERT

Okay, thank you.

Window Air Conditioner Question Regarding Covering the Unit

JOHN MCCULLOCH

Here's Pam, in Port Austin, with an [air conditioner](#) question on the Appliance Repair Show. Hi Pam!

PAM

Hi, good morning. I've heard different people tell me differently on whether to cover your [air conditioning unit](#) on the outside; they say if you cover it you get condensation.

JOHN SOWDEN

You're talking about your central air unit?

PAM

Yes.

JOHN SOWDEN

Yes. They do make [covers](#) (part # 484066) . If you cover it correctly, the covers they make are actually, the bottom inch or two is open, so it allows air to come up from underneath it and keeps all the rain and dirt out and yet allows it to breathe. If you were just to seal it all off, then you would run up some condensation and some other issues.

JOHN MCCULLOCH

I was referring to a [window air conditioner](#).

JOHN SOWDEN

Well some companies do make custom [covers](#) (part # 484066) for the outside unit as well.

JOHN MCCULLOCH

I've never covered mine, though; I've just never done it!

PAM

Mine's a round one. I've found square ones, but not round ones.

JOHN SOWDEN

Yeah, it's something that they do make, especially if you live on a dirt road or something, they get a lot of dirt and dust that goes by, so.

PAM

There's construction next to it.

JOHN SOWDEN

Yeah, whatever you cover it with, just make sure you have some room at the bottom so it allows it to drain, and it allows some air to get up on the inner side of it. If you seal it all up is when you're going to start running into some problems with condensation.

PAM

That's where the discrepancy came in. Alright, thank you.

Admiral Washing Machine Not Spinning

JOHN MCCULLOCH

And we have Don, who has a reasonably technical question about an [Admiral washer](#) here on the Appliance Repair Show. Good morning, Don.

JOHN SOWDEN

You've got [a washer that doesn't spin](#), Don?

DON

Yeah, it kind of froze up while my wife was doing the laundry. Initially, I turned it over and noticed the [belt](#) was quite loose.

JOHN SOWDEN

That's the way it's supposed to be.

DON

Well, I live right near a Servall dealer in Toledo, and we compared it with a new belt, and it had definitely stretched over time, so I tried replacing it first, and that didn't do anything. Then, reading in the library and going online to different sites, I came up with the [thrust bearing](#) (part # 12002213) repair kit option.

JOHN SOWDEN

That is correct, if [it's not spinning](#) that's one of the most common failures that you're going to run into on that particular machine.

DON

It looked pretty simple to do and the price for the part was reasonable, so I went out and got the repair kit. I disassembled the old one and then in doing the new kit---

JOHN SOWDEN

Were the needle [bearings](#) on the existing machine, were they worn out?

DON

The rings, oh yeah, they were paper-thin. So I put in the new kit, which had a different sort of [bearing](#), like an assembly...

JOHN SOWDEN

Right.

DON

And now I'm going to put it together, and there's not enough shaft for me to put the [thrust washer](#) and clip it, put the [retaining clip](#) on it!

JOHN SOWDEN

Yeah, there is but you really, really have to kind of horse that thing on. If it's really hard to put on that means you're spacing it properly. There are instructions that come with it, and it tells you the parameters of the go, no-go as to how many [washers](#) to use and everything else. What you can try is if you get a big [screwdriver](#) (part # 32477-12) you can try to grab the cutaway on the shaft and kind of pull down on it as you're trying to snap the ring in. If you get it in right, it's very hard to put on. If you can just snap that locking [C-clip](#) on there, it's probably not spaced properly.

DON

Okay. I can't even... you're talking about the groove at the end of the shaft?

JOHN SOWDEN

That's correct.

DON

Okay. If I put the [thrust ring spacer](#) and the [pulley assembly](#) on, there's hardly room to even get a purchase on that.

JOHN SOWDEN

You need to make sure when you put the new one on, it comes with more [washers and spacers](#). You might try removing a washer, and see if it goes on, and then check it according to the directions on the cam, and there's a parameter of where you have to be, they have little marks on there that shows, okay now it's basically tight enough to release the brake or not. So, you might have to actually remove a washer when you put the new kit on. Normally you put as many on as was in there before, and then it's just terrible to get it on. You also can try to pull down on that [transmission](#) with a pair of channel locks or something, without scoring the shaft and see if you can pull down on it a little bit and get a little more play, but it's not fun. It's one of those things that to get it to go in, every once in a while you really, really have to work with that, and sometimes if you can just get the lip of that shaft in there, you can kind of pry with a big [screwdriver](#) (part # 8830) and get it in that shaft and then try to get the [C-clip](#) on.

JOHN MCCULLOCH

Okay, give it a try and if that doesn't work call [repairclinic.com](#) and—

JOHN SOWDEN

Yeah, that's something that if you can't get it to go you might want to call somebody because it's like everything else, repetition, repetition, repetition. But I've had some that go on real easy and others that you have to just wrestle with it.

2003 Emerson Microwave Interior Bottom Paint is Coming Off

JOHN MCCULLOCH

Here's a [microwave](#) question from Cheryl, in Southfield, on the Appliance Repair Show.

CHERYL

Hi, I have an [Emerson microwave oven](#), it's a small one and it's about four years old, and the inside on the bottom, the paint is coming off of it. Enamel. And I was thinking of getting some Rust-Oleum high intensity [paint spray](#) and then I was concerned that I might have some kind of explosion. What do you think?

JOHN SOWDEN

Well, as long as there are no holes in the cavity and it's just the paint coming off, they actually make [microwave interior cavity paint](#) (part # 261900). If you go to our website, [RepairClinic.com](#) and go to the [accessories section](#), there are several different types to choose from, and matching color may be an issue, it's always hard to get—

CHERYL

It's white.

JOHN SOWDEN

Yeah, they make a couple different colors, so where you paint over what you have, you might notice a shade difference, but it might be better to cover that up before it does start to rust and you start getting holes in the cavity and stuff like that.

CHERYL

Is it a [spray paint](#) or is it [paint-on paint](#)?

JOHN SOWDEN

You can get either kind, you can get it in a spray, or they make it in a kind of a nail polish type where you brush it on. It comes in a little bottle. Either one would work equally well, although you might want to just gently scuff up that area to—

CHERYL

So lightly sand it with some tack cloth or something?

JOHN SOWDEN

Yes, lightly, just enough to get a nice surface for it to adhere to.

CHERYL

It won't hurt it to spray paint it, though?

JOHN SOWDEN

No, they make the spray for it, it depends on the size of the area you have.

CHERYL

The whole bottom of it underneath....

JOHN SOWDEN

You might want to go with the [spray](#) then; that would probably be the better way to go.

2004 Whirlpool Calypso Washing Machine Flooded the Laundry Room

JOHN MCCULLOCH

We'll talk now with Alvin who's on a cell phone about a [Whirlpool washing machine](#) on the Appliance Repair Show. Hi Alvin, what's the problem?

ALVIN

I have a [Calypso washing machine](#); it's about three years old. I went down the other day, did a load of laundry, a couple of bath towels and hand towels. Everything was fine, I went upstairs and I went back down to the utility room the next day, and it was flooded! So I called the repair people, it took them a week to come out, they finally came out, the guy ran the machine through a cycle, and it didn't leak, he says there's nothing wrong with it. But I cleaned seven gallons of water off the floor.

JOHN SOWDEN

And are you sure it was coming from your washing machine?

ALVIN

Yeah, it was, because I narrowed it down to that by cleaning water up around the water heater, and that's the only thing down there, the [washing machine](#) and the water heater.

JOHN SOWDEN

And your laundry tubs.

ALVIN

The laundry tub is there, but he checked it, the repairman checked it, and I checked it for leaks.

JOHN SOWDEN

Okay. Well, if it's an intermittent problem, I could not just say it could be the washing machine; you could have something caught in the drain, your laundry tub; I've seen it where that overflows at times. Or you've got a crack in the trap underneath it, something that causes it, and it looks like the washing machine is causing it when it's something near the washing machine. If you're sure it's coming from the [washing machine](#), then more than likely what's happened is [it's overflowing](#) and sticking, or on that machine you've got a tower that circulates the water, it actually has a [re-circulating pump](#) (part # 285990) and the water is sprayed back into the tank and it's possible that you had something caught in there, you get a lot of lint debris and things in there, and it can cause it to spray the water across the top of the machine rather than into the machine, and causes that. So I would look at the re-circulating [hoses](#) and things of that nature. But the good thing is if you had somebody come out, most people have a warranty on their service calls of thirty days, sixty days, and ninety days, depends on the company. So I would recommend monitoring it, and if you see it is coming from the machine, I would just call for service and try to be specific as you can of, well I used a small load when it did it, or a large load, or after two loads, or anything you can do to help your repairman out. As you said, there are times you walk in and the machine seems to be working fine, and you don't want to just start replacing parts on a multiple guess basis. I would just at this point monitor it and see what you run into.

ALVIN

Well, at least I watched the guy and I know how to take the front of the [washing machine](#) off.

JOHN SOWDEN

You have to remove the little emblem first.

ALVIN

If it does leak again I'll check it to see. It almost has to be coming from there, but I understand they have a lot of trouble with the [Calypso washing machines](#). Do you know anything about that?

JOHN SOWDEN

Not really, not more than anything else out there.

ALVIN

Okay, well I appreciate your help. I just wanted some clarification if I could find it.

Lochinvar LP Water Heater Pilot Light Won't Stay Lit

JOHN MCCULLOCH

Here's Guy with a pilot that won't stay lit on a gas water heater. You're on the Appliance Repair Show.

GUY

I have a seventy-five gallon Lochinvar LP Water Heater. The pilot went out, and so I relit it, it's got a standing pilot, and I relit it, and it worked for like a day, and it went out again, so I said to myself, I said, "Self, maybe the cheapest part is the thermal couple." So I bought a new thermal couple and put it in there, which is kind of annoying to tell you the truth, and every time I take my finger off of the pilot button it goes completely out.

JOHN SOWDEN

Okay, are you getting a good pilot flame, is the pilot engulfing the sensing bulb of that thermal couple?

GUY

Yes, it is.

JOHN SOWDEN

And you're getting a good strong flame?

GUY

Yes.

JOHN SOWDEN

Then if you replace the thermal couple and it's still not working I'd say by process of elimination from what you've told me you probably have a bad valve itself.

GUY

That's what I thought. What I did is I took the new thermal couple out, and put the old one back in, and again, it would not stay lit. At this point, with a [gas valve](#) being about two hundred bucks, and the new unit being about seven hundred, would you recommend just putting in a new unit?

JOHN SOWDEN

How old is it?

GUY

It's old. It's beyond its years. It looks great, but I can't see inside of it.

JOHN SOWDEN

Yeah, and if it's older, you might get a new one that's probably a little more energy efficient. The other thing is do you need a seventy-five gallon?

GUY

Well...

JOHN SOWDEN

That's a lot of hot water to keep in your house if there are not a lot of people, or...

GUY

I got three girls and myself, I got a hundred and five gallon bathtub....

JOHN SOWDEN

Oh, okay.

GUY

We do a lot of laundry, run the [dishwasher](#), and we take a lot of showers all the time.

JOHN MCCULLOCH

You probably need the seventy-five gallons.

JOHN SOWDEN

I was going to say, if you don't need the seventy-five capacity, keeping a lot of water hot that you don't need...

GUY

Is there anything "on demand" that could meet my needs?

JOHN SOWDEN

Boy, if for something that kind of needs, you might have to go to either a large "on demand" unit, maybe a few and run them in tandem, I don't know honestly if you can do that....

GUY

I was wondering if a couple of forties in series would be more efficient and better than the one seventy-five.

JOHN SOWDEN

Probably not, you're still running two burners, so I'd say go with another larger one, and get one that's got a lot of insulation in the tank there to keep your energy bills down and start over.

2003 Maytag Top Loading Washing Machine Spinning like an Airplane

JOHN MCCULLOCH

Rita, in Westland, has a problem with a [Maytag washer](#) on the Appliance Repair Show. Go ahead, Rita.

RITA

Yes. I have a [Maytag washer](#), and when it goes into a spin it takes off like an airplane.

JOHN SOWDEN

Like an airplane?!

RITA

Yes.

JOHN SOWDEN

Now what kind of washer, a [front loader](#) or a [top loader](#)?

RITA

It's a top loader, and I have the [model number](#) here.

JOHN SOWDEN

Yeah, what do you have?

RITA

I have 2AB5401AWW.

JOHN SOWDEN

Okay and how old is this machine?

RITA

It's about four years old. There's just the two of us, and washer is only used in the wintertime here, and we had a man out from [Maytag](#) and it seems like an awful, awful big price to have it fixed. He wanted four hundred and twenty dollars!

JOHN SOWDEN

He said you need a new [spin bearing and tub seal](#)?

RITA

The bearing and the seal, yes. Is that something that you could do yourself?

JOHN SOWDEN

That's something I could do myself, but that's something that for the average do-it-yourselfer is a pretty big job. You have to tear the machine down, I mean people do it all the time; it depends on your mechanical ability and willingness to roll your sleeves up—

RITA

Would the tub have to come up from the top?

JOHN SOWDEN

Yeah, it's a complete teardown of the machine in order to change those components. The bill might sound like an awful lot, but he's going to be in your house for a while and the parts, you're probably looking at a hundred dollars at least worth of parts anyway. It's what it costs to fix that machine, so now it's just a matter of do you want to spend it on that or do you want to replace it with a new one?

RITA

Okay, thank you very much.

JOHN MCCULLOCH

That doesn't seem to me to be an outrageous amount of money if it's going to take a long time to do it.

JOHN SOWDEN

Well, it's like anything else, a three to four hundred dollar repair bill and it's a four or five hundred [washing machine](#)...

JOHN MCCULLOCH

But now you go to buy a good washing machine and it's seven or eight hundred dollars!

JOHN SOWDEN

It depends on what you want to get.

JOHN MCCULLOCH

Yeah, that's true, that's always the case.

JOHN SOWDEN

It's always the case.

Roper Gas Stove Surface Burners and Oven No Longer Work

JOHN MCCULLOCH

Here's Dixie, in Wixom, with a [Roper gas stove](#) question on News Talk 760 WJR. Go ahead please, Dixie.

DIXIE

Yes, I have a [Roper gas stove](#) and the [igniters](#) on all of the [burners](#) and also in the oven don't work anymore.

JOHN SOWDEN

These are [spark ignition](#)?

DIXIE

Yes.

JOHN SOWDEN

And none of them work?

DIXIE

None of them work.

JOHN SOWDEN

Most of those have single source spark module, and it supplies the spark for the [surface burners](#) and the oven. It's more than likely the spark module, since it's common to all of those, has failed. It's probably an open coil on the spark module. If you get the model number as it reads off the unit itself, go to our website, [RepairClinic.com](#), enter your [model number](#) in, and you should be able to see a picture of all the common failing parts for your stove, and if for some reason that doesn't work, being a [Roper](#) is this an older unit?

DIXIE

Yeah, it is.

JOHN SOWDEN

If you don't find it in the [website](#), you can get our 800 number and call 888-34-FIXIT (1-888-343-4948) and we have people there from 8:00 a.m. until midnight to help you.

DIXIE

Now is it unusual for all of them to fail?

JOHN SOWDEN

No, if the module fails on the supply side, or the primary side of the module, than it's caput, there's nothing going through the spark module.

DIXIE

Is it an expensive module?

JOHN SOWDEN

Most run between forty and eighty dollars depending on the model you have.

DIXIE

Okay, but you do have them if you get that model, if it's not too old?

JOHN SOWDEN

We stock a wide variety of parts and the only way we probably wouldn't either have it in stock or be able to order it is if it's been discontinued by the manufacturer, and then even at times if that's the case we can cross reference it into something that's still being produced.

DIXIE

Okay. And that wouldn't be a hard replacement for...?

JOHN SOWDEN

It depends, sometimes they actually hide them in the [side panel](#) in the stove and we have to remove the side panel. Most of them are on the back, so you would have to slide it out, you'll see a little cover and there are normally four or five wires that correspond there.

DIXIE

Okay. So if we drove down to Michigan Avenue and you possibly at your desk might be able to help us?

JOHN SOWDEN

That is correct. You can save yourself a drive if you get that information and either log into the [website](#) and give us a quick call first. If you give us a call first, we can process your order and you can pick it up an hour later.

DIXIE

If you drove down Beck Road, which way would you go on Michigan Avenue?

JOHN SOWDEN

You'd go right.

1998 Whirlpool Stacked Dryer Leaving Rust Spots on Clothes

JOHN MCCULLOCH

Here's Tim on a cell phone with a [Whirlpool dryer problem](#), here on the Appliance Repair Show. Hi, Tim.

TIM

This is just a quick question. Every once in a while, I've got a [front-loading washer and dryer](#), they're stacked up on top of each other, it's a [Whirlpool](#) and it's probably about nine years old. I was in my car and I just turned on my radio and I thought, oh boy, maybe this guy can help me out! Every once in a while, and it doesn't happen all the time, it happens maybe once a month or something like that or even once every couple weeks, after drying clothes, I'll take the clothes out of the dryer and they'll be a [slight rust spot here and there](#), and it's intermediate, it's not all over the place. I've got some white shirts, maybe the tips of the collar might show a little rust on it, I'm not sure, I really don't know if it's coming out of the washer or out of the dryer, although I suspect it's coming out of the dryer. Have you ever heard of anything like that?

JOHN SOWDEN

When you rewash the spots, do they come out or do you have to use something pretty strong to get them out?

TIM

We have to use like a [rust remover](#) (part # Y057961).

JOHN SOWDEN

Okay, so you do think it's rust, because a lot of people will get spots on their clothes and it's actually fabric softener or something else that's causing it. So if it's rust, the first thing I would do is, grab a good flashlight and inspect the drum of the [washer](#) and the [dryer](#); with the intermittency of the problem, you need to try to pinpoint which one is the culprit if you can. If not, then it could be something that you've got, possibly somebody has a nail or something that came out and there's something between the tubs of the [washing machine](#) that periodically you're getting to release into the clothing. Or, same thing, you could have something that's stuck in the [dryer seals](#) or something, a coin or something that's deteriorating and again causing intermittent...so I'd inspect both drums, and look where the [felt seals](#) are on the dryer, the front and back, and make sure that there's nothing, a paperclip or anything in there that could rust.

TIM

I got you, okay, that makes sense. In other words, it may not be the washer or dryer itself, just something that's gotten in there that's rusting.

JOHN SOWDEN

That is correct. Normally it's debris from a garment. I've dug tacks and a whole list of treasures from washers and dryers that people leave in their clothes.

TIM

Okay, thank you very much, I'll check it out and see if I can find something.

2003 Water Heater Tank Releasing a Foul Odor

JOHN MCCULLOCH

Frank, in Shelby Township, with a question that I'm not sure that we're qualified on, but maybe we are.

FRANK

I've got a general question. I've got a cottage up north, and I've noticed that when I'm gone for two weeks or so, the hot water has a tendency of becoming a rotten egg smell. I don't have that problem with the cold-water side at all. I've drained the hot water tank on numerous occasions and flushed it with bleach. Any suggestions?

JOHN SOWDEN

First of all, it's the lack of use that's causing the tank to store the water and make it worse than it could be. Normally that's caused by the anode rod has failed. You can either replace it, or at times you can just cut it out of the system. You have to find which kind of hot water heater you have, and you can get one from the manufacturer. It's basically just a three or four foot long rod that screws into the top of the tank and they're fun to get

out sometimes! You just unscrew the old one and screw the new one in. Its purpose in the tank is just for that, is to attract a lot of the minerals, harness and it does reduce with the smells.

FRANK

My hot water tank is probably only three or four years old at most. And it still could be the anode rod failure?

JOHN SOWDEN

Yes.

FRANK

Okay, thank you very much.