

Appliance Repair Show Transcript—November 11, 2007

Repairclinic.com Call Center: 1-888-34-FIXIT (1-888-343-4948)

Open 8:00AM to Midnight EST Seven Days a Week

Topics Discussed:

- [Hotpoint Top Mount Refrigerator Leaking Water from the Freezer](#)
- [2003 Kenmore Dishwasher with Green Clean Light Flashing On and Off](#)
- [Kenmore Top Load Washing Machine Leaving Grease Stains on Clothes](#)
- [1999 Amana Wall Oven Range Electronic Clock Control Not Functioning Properly](#)
- [2005 Kenmore Side by Side Refrigerator Icemaker Not Producing Enough Ice](#)
- [2000 Maytag Side By Side Refrigerator/Freezer Leaking Water from the Freezer Door](#)
- [2005 GE Freezer in the Garage That Won't Stay Cold](#)
- [2004 Maytag Top Load Washing Machine Vibrating Loudly](#)
- [1992 Kenmore Gas Dryer Won't Turn On But the Motor Hums When You Push the Start Button](#)
- [1997 GE Wall Oven Flashing Error Code F3 and F5](#)
- [2001 Maytag Top Load Washing Machine Overflowing](#)
- [Montgomery Ward Top Mount Refrigerator/Freezer Fan Motor Turning to Slow](#)

Hotpoint Top Mount Refrigerator Leaking Water from the Freezer

JOHN MCCULLOCH

We'll start things out with a [Hotpoint refrigerator](#) that's got a little too much water. We'll go to Mike, here on the Appliance Repair Show.

MIKE

Listen, I've got a Hotpoint refrigerator, and there's [water coming from the bottom](#) of the freezer compartment, and it drips water into a little egg tray in the refrigerator door. And, it cycles on and off all the time. I don't know if the two are related. The water just is a little puddle of ice underneath the compartment.

JOHN SOWDEN

So this is a [freezer on top](#)?

MIKE

Yeah, right.

JOHN SOWDEN

What causes that normally is the drain for the defrost system is restricted, or in some cases, there's a little [tube](#) in the back there that, there's the transition piece that looks like

a funnel and it could be misaligned and not dropping water properly during defrost into the drain system.

MIKE

Well, there is a plastic channel conductor here from the back of the [freezer](#) to the front, underneath. Pretty much close to where that puddle is; that's a pipe or something there, covered up.

JOHN SOWDEN

So this is an old machine, then?

MIKE

I guess so.

JOHN SOWDEN

Okay, if you've got one in the ceiling there then that's probably a refrigerant line. That could be caused from either that area is, it's supposed to be sealed up, so it could be that the seal along there has failed. Or, you could have a problem with the suction line, refrigerant line sweating. What color is the [refrigerator](#)?

MIKE

It's white.

JOHN SOWDEN

So, like ninety percent of them out there. Sometimes the color will dictate the vintage of it, but a lot of the older ones will have a tube run along the ceiling. The very old [Hotpoint's](#) will.

MIKE

So could it be the drain pipe you're talking about?

JOHN SOWDEN

It could be that it's coming from there, or again if that's a refrigerant line in there it could be what they call a separated heat exchanger. And what that is, is the suction line or the tube that brings the refrigerant back to the compressor is soldered at the factory together with the line that supplies the refrigerant to the cooling coil and one line is hot and one line is cold, and by being soldered together you get a little efficiency, and it also keeps the larger line from sweating or frosting. And if that has become disabled or separated, then you get the sweating on the one line. They make kits available to fix that, a lot of that is zip ties and insulation tape to just hook those two lines back together.

MIKE

Oh, okay. So if I tried cleaning out the [drain tube](#) anyway, is there a drain tube in there?

JOHN SOWDEN

I'd have to see what particular unit you have...

MIKE

Well, I guess I'll just have to take it apart and take a look, huh?

JOHN SOWDEN

Yeah, unfortunately, sometimes that's all you can do.

MIKE

Okay, well thank you very much. I appreciate it.

2003 Kenmore Dishwasher with Green Clean Light Flashing On and Off

JOHN MCCULLOCH

And, here with a question on a dishwasher, we have Paul, on the WJR Appliance Repair Show, brought to you by RepairClinic.com. Go ahead, Paul.

PAUL

I've got a [Kenmore dishwasher](#) that's approximately four years old. The green clean light flashes like seven times, then it goes off, and flashes seven times again, and the [dishwasher won't do anything](#). We can hit the "drain cancel button", that works, and that's all.

JOHN SOWDEN

So only the "drain cancel" portion of it works?

PAUL

Yeah, when we hit wash or anything, nothing else happens. That clean light just constantly flashes green.

JOHN SOWDEN

But you can get the [motor](#) to run...?

PAUL

No! Except when we hit cancel drain, that will run, but when we hit wash or anything nothing happens.

JOHN SOWDEN

But cancel drain will normally periodically cycle on each component for a few seconds and the [pump](#) jumps on for a second...I guess what I'm getting at is the rest of the components in the system are okay if you hit cancel drain, and it goes through that cycle and all the different components temporarily fire up as it goes through the cycle.

PAUL

Correct.

JOHN SOWDEN

And if you're getting any display at all then generally the [door switches](#) and the [fuse](#) in the [control panel](#) are probably good too. So from process of elimination I would suspect that you have a bad [control board](#) for that unit.

PAUL

Now my wife read someplace that those flashes are a code or something?

JOHN SOWDEN

It could be. Normally, if you remove the [lower kick panel](#), there's a tech sheet stuck in along the bottom and sometimes it's behind the [main panel](#) on the door. It will tell you what the [error codes](#) are for that particular unit and what it means. It could be flashing an error code or it could be just the [board](#) is fried and that's all your getting is the clean light indicator. But either way it will tell you, and also how to put it into a diagnostic mode, but if the board is shot then it probably won't go into a diagnostic mode.

PAUL

If that sheet's not there, is there some way we could buy one?

MIKE

If it's not there you could contact us at RepairClinic.com and we can try to dig one up for you, give you a hand. Normally, it's on the machine, they're shipped with it.

PAUL

So it should be right behind the bottom kick panel?

JOHN SOWDEN

They're normally tucked in on the underside of the unit, on the [kick panel](#). You might want to grab a flashlight because it's folded up to a one inch by two-inch piece of paper tucked in along the frame. On some units, you have to remove the [front panel](#) on the machine, there are normally just a few screws as you open the inner door, and it will be on the inner part of the door.

Kenmore Top Load Washing Machine Leaving Grease Stains on Clothes

JOHN MCCULLOCH

We'll talk about a [Kenmore washing machine](#) that's leaving marks on the clothes, with Bob in Dearborn, on the Appliance Repair Show. Bob, what kind of marks is your machine leaving on the clothes?

BOB

We used the washer for the first time yesterday in about two years. We had some white shirts in there and they look kind of like grease stains. They're randomly all over the different parts of the shirts that were in the washing machine.

JOHN SOWDEN

You used the machine for the first time in two years yesterday?

BOB

Correct. It's actually not our [washing machine](#), it's an older fellow that we're helping out and we just decided to try to use his washing machine.

JOHN SOWDEN

Okay. So this machine has not been in operation for a couple of years?

BOB

Correct.

JOHN SOWDEN

Is this a [front loader](#) or [top loader](#)?

BOB

It's a top load.

JOHN SOWDEN

And, you're getting a lot of marks on the clothes. Well, if it's not been ran in a few years it's possible that some of the seals in the [transmission](#) have dried out and you might be getting some residual leakage from the transmission shaft, you might be getting some oil in there. Or, the seals themselves deteriorating will put flecks of rubber and grease into the clothing.

BOB

So can we even run it, maybe three or four cycles with no clothes in it, would that possibly help?

JOHN SOWDEN

You can try it. You can also try putting in some towels that you wash the car with or something so that you get it in there. But yeah, sitting like that for any appliance, especially ones that hold water, is not good because the [seals](#) can dry up and over time, it still might sporadically put out these flecks of black stuff and you get to a point where how many expensive garments do you want to ruin before you send it to the curb? Or, repair it and tear it down and replace the seals. Unfortunately, I've seen it where you can use it and everything starts to wear in again and seal up and other times every once in a while it will dispatch a little oil or more grease onto your clothes and you find that your favorite hundred dollar sweater is ruined.

BOB

So at that point then it's best just too....

JOHN SOWDEN

It depends on how old the machine is to start with. If it's an older unit, hasn't been ran, again other things cause it, like the [pump](#) when it's been sitting a long time can dry out.

So you can have other problems cropping up over the next several months of use by it just sitting there for that long.

BOB

All right, thanks for the tips.

1999 Amana Wall Oven Range Electronic Clock Control Not Functioning Properly

JOHN MCCULLOCH

There's an [Amana oven](#) that is burning out electronics, from Jane in Belleville, on the Appliance Repair Show. Jane, is it burning out the electronics in the oven or around the house?

JANE

It's just in the oven. I have an Amana built in oven. The first time I replaced the [electronics](#) on the oven was when it was brand new. That time, the electronics burned out. Then I had another one put in there and it's gone, too. Now, and they're very expensive, and even though I had the prediction plan, DTE I think it is I have, claimed that this is not covered, the electronics on this oven are not covered. However, I can bake with it the old fashioned method, you know just by setting my little timer, you know one of those little dollar timers, because all of that's gone too. But the oven itself will heat; I'm safe there.

JOHN SOWDEN

Okay, this is a [wall oven](#)?

JANE

It's a wall oven, Amana.

JOHN SOWDEN

And it is how old?

JANE

Well, it's probably seven or eight years old, maybe a little older.

JOHN SOWDEN

Okay, so it's well out of the manufacturer's warranty, then?

JANE

Oh, absolutely, without a doubt, the manufacturer's warranty I think was maybe fifteen months the first time, and I wanted to get it again but it's like three hundred dollars!

JOHN SOWDEN

And the problem you're having is the [clock or control board](#), it's not displaying properly?

JANE

That's exactly right.

JOHN SOWDEN

Is it not displaying any numbers, or just [doesn't work at all](#)?

JANE

Well, all it does is show the number on the clock, but the clock does not work. Wherever this has quit, that's what you get.

JOHN SOWDEN

Okay.

JANE

Can these be rebuilt at all?

JOHN SOWDEN

The electronic controls normally are one piece, sold by the manufacturer, and they're might be places that can rebuild them. A lot of times, the wiring diagrams for these [control boards](#) are not made available to places that fix electronics, so they might not even be able to get a print to rebuild the board. So a lot of times, you have to buy it from the manufacturer. It's unusual that you'd go through so many in such a short period of time, and the other problem you run into is being a [wall oven](#), you may or may not have a hard time finding something to replace it that will fit into the existing hole in your cabinet.

JANE

Exactly, we had to look all over because it's a really small opening. However, we were able to find one that fit in it, so I felt really happy about that, and I really worried that I won't be able to find another [oven](#) in that size.

JOHN SOWDEN

You may be able to. I would start, if you're unhappy with this one, to look around first before replacing it. See if you can find one of the same size to fit in your existing cabinet. If you can't, then you have to make a decision on if you want to pay for the additional cabinet work done to facilitate the new one going in. Or, if you want to, give it another try with the [electronics](#). It is unusual; you might also want to have that circuit inspected, that's feeding your oven. If you have a lot of brownouts or power strikes in your area, that can also have an adverse effect on electronics.

JANE

Okay, I understand where you're coming from. It's kind of dangerous in a way to operate this...

JOHN SOWDEN

Yeah, I would put this in good working order, especially with the holidays coming up. A lot of places are really busy catching up and trying to get people on board for the

holidays, so whatever you do, I would put it on the [front burner](#) as they say and look into replacing it. Check some of your local appliance stores, but I wouldn't keep running it when you don't know what it's doing inside because at some point the [control](#) could stick or something where you cause a runaway, you just have the turn on and on and on and you'll have to end up turning the breaker off to shut it down.

JANE

Okay. Because that part of it does work, like I said, so I do that the old fashioned method which isn't all that bad. But I do miss it, the self-cleaning, and it was six hundred dollars to replace the two electronic units I've had to replace already. I was hoping I could find somebody, but without the [schematics](#) as you say—

JOHN SOWDEN

Right there is no magic bullet on this one, you're just going to have to look at whether or not it's time to replace it, and I do appreciate you calling in this morning.

2005 Kenmore Side by Side Refrigerator Icemaker Not Producing Enough Ice

JOHN MCCULLOCH

And here with an [icemaker](#) that's giving him problems, Steve in Shelby.

STEVE

Yes, I had to buy a new icemaker for my fridge. This is a [Kenmore side by side](#), and when I put it in it only [makes three cubes of ice](#) at a time, it's not filling up the tray and I had that problem with the old one. And, I was told that it might be the [water valve](#) that's dead in there?

JOHN SOWDEN

It could be. Now you say you replaced the icemaker?

STEVE

Yes, I did.

JOHN SOWDEN

And why did you replace the icemaker?

STEVE

It burned the [module](#), I had to put another one in, I guess the [heating element](#) in the cube tray went dead.

JOHN SOWDEN

How old is this machine?

STEVE

It's about a year and a half old.

JOHN SOWDEN

It's a pretty new [refrigerator](#). If it's [not producing a full tray](#) from your icemaker itself, yes, it could be from a water supply problem. What happens is the [icemaker](#) when it fills, fills for a predetermined amount of time, and if you have low water pressure or the [water valve](#) is restricted you're only going to get so much water into the [icemaker mold assembly](#).

STEVE

What I did is I noticed when it starts to fill up the tray it only runs for a few seconds and it shuts off.

JOHN SOWDEN

Right. Normally, they'll run between five and seven seconds, depending on the machine. The other thing you want to make sure of is that you have the correct icemaker. They're matched. The water valve is matched to the icemakers by water supply volume, so if you've got the wrong [icemaker](#) in there it might not be sending the signal to the water valve for the proper amount of time. If you check that and it is correct, then I would lean more towards the water valve is sticking closed or not opening properly, or the supply to the [water valve](#) itself, the household water supply, is restricted in some way. But yeah, you definitely have a water problem, and if you keep letting it run like that sometimes those cubes will get jammed in there and cause things to break in there as it cycles.

STEVE

That's what happened to the last one, that's why it kept burning the [module](#), the PCUs in there.

JOHN SOWDEN

Exactly, I'd go after the water source at this time.

STEVE

All right, thank you.

2000 Maytag Side By Side Refrigerator/Freezer Leaking Water from the Freezer Door

JOHN MCCULLOCH

Here with a [Maytag side-by-side freezer](#) that's leaking, Jack on a cell phone, here on the Appliance Repair Show. Jack, go ahead.

JACK

Okay. I've got a Maytag side by side with an icemaker and the water comes out the door. Over the years, I think it's a 2000 model, it has started [leaking water on the bottom](#) of the freezer side on the door, and I've checked the connection for where the water comes down there and everything's fine there. And what I'm getting is a great big block of ice down by the bottom of the freezer.

JOHN SOWDEN

Yeah. What happens is, you're going to have to remove the back wall of the freezer, and there's a [trough](#) there with a drain hole and that hole is probably plugged up. When it goes into defrost the frost turns to water, and it's supposed to drain through a small hole and then to a pan underneath your [refrigerator](#) where it evaporates into your room. Most often what causes the refrigerator to have a big ice blockage on the freezer floor is that either the water trough is not aligned properly with the drain hole or the drain hole is plugged. Normally if you remove the back wall of the freezer there's several screws around the perimeter of that back wall; you're going to have to take all the [shelves](#) out and all that good stuff. You can take a [turkey baster](#) with some hot water and flush that drain hole out and hopefully you'll get several more years before you have to do it again.

JACK

Fantastic! I thank you so much. Is it because it's in like a closet area, where it's all enclosed back behind it and probably dirt and hair collects from the dogs?

JOHN SOWDEN

It could be, but it's mostly internal. A lot of times you open your freezer door, everything, there's still dust and things that get inside your refrigerator and it accumulates on the coil, and I have seen a lot of debris in there, frozen peas, frozen pieces of corn, pieces of Barbie dolls, all kinds of stuff that seems to migrate it's way into the freezer section. Or, if you've had any spills in there that's gotten to the [trough](#) sometimes, so you never really know what you're going to find. But it's normally a plugged drain problem from what you're describing.

JACK

All right. Thank you so much!

2005 GE Freezer in the Garage That Won't Stay Cold

JOHN MCCULLOCH

And here with a [GE freezer](#) that won't stay cold, Nathema in West Bloomfield, on News Talk 760 WJR.

NATHENA

I have freezer that's in the garage. It is only two years old, and [it started melting](#), and I don't open that freezer sometimes a day or two, and I called GE, and he told me when he came, he was there two minutes, and he said you need a new compressor.

JOHN SOWDEN

Yeah.

NATHENA

I said this is a new supposedly brand new freezer! And, what kind of make is this, [GE](#)?

JOHN SOWDEN

Well, normally it's a pretty good appliance. The problem is, as I've discussed previously, is freezers, any [refrigerator](#) in the garage or unheated space, what happens is when the compressor tries to start, there's oil inside the compressor that lubricates it just like there's oil in our car, and it becomes pretty thick, so the compressor has a hard time starting. At times, it can cause it to lock up and burn out the compressor. Is this something that's covered under warranty?

NATHEMA

I don't know. He was trying to weasel out of it. I said, "How could that be"? I used to have a [Sub Zero](#) for seventeen years, and nothing happened to it.

JOHN SOWDEN

Was it in the garage?

NATHEMA

No, it was inside.

JOHN SOWDEN

I think it's where the machine is at that's the problem.

NATHEMA

And I have a heater in the garage also.

JOHN SOWDEN

Right. The appliances have a hard time, especially refrigeration units, anything that's really below fifty-five, sixty degrees; they're just not designed to operate at those temperatures.

NATHEMA

But I have a [heater](#) in there!

JOHN SOWDEN

And your garage is heated all the time?

NATHEMA

Yes. When the temperature drops, the heater goes up.

JOHN SOWDEN

Wow! Well, I would start out, do this: read your instruction [manual](#), your warranty book that came with your appliance. See what the warranty is on your specific model. A lot of times they have one year warranty, but some models with have an additional several year's extended warranty on the compressor, but they might not pay for the installation. Now, this is a [chest freezer](#) or an [upright freezer](#)?

NATHEMA

[Mutters, hangs up.]

2004 Maytag Top Load Washing Machine Vibrating Loudly

JOHN MCCULLOCH

Here with a [Maytag washer](#) that goes off balance all the time, John in Plymouth, on News Talk 760 WJR. Go ahead, John.

JOHN

This washer is about three years old, a [top loader](#). And no matter how the wife loads it, full or empty or arranges the clothes, it will start to go off and doing the rock and roll. What's the cure?

JOHN SOWDEN

This Maytag, do you know if it has one or two [belts](#) that drive it?

JOHN

I don't have a clue. It's in an enclosed area.

JOHN SOWDEN

Normally what causes that to go out of balance with any load, is the [springs](#) are either worn, or the unit that holds what they call the tripod assembly or the main structure down into the base. It's also possible that the base itself is worn or slightly warped and it causes it to go out of whack, and there's also a wear ring, a piece that goes between the tub substructure and the base itself that is made to keep things in alignment, and that could be worn as well. I would suggest getting the complete [model number](#), as it reads off your machine, go to our website, [RepairClinic.com](#), and they'll give you an idea of what components you have with your particular unit, and if there is a wear ring that's probably the culprit there causing that.

JOHN

A wear ring? R-I-N-G?

JOHN SOWDEN

Yes, it's basically a piece of plastic that's about five or six inches across and an inch deep. It's just a buffer that's made to take up the vibration and stuff between the upper structure and the actual floor or the base panel for the washer, and at times it can wear out and it causes it to dance all over. And of course, the other thing you want to do is make sure the floor it is on is level and sturdy and that the machine is level and the [legs](#) are up inside it as much as it can be so you lower your center of gravity for it when it goes into spin.

JOHN

Okay. Thank you very much.

1992 Kenmore Gas Dryer Won't Turn On But the Motor Hums When You Push the Start Button

JOHN MCCULLOCH

Here with a [Kenmore gas dryer](#) that's not working correctly, we have I believe, is that Car? Car in Mount Clemens, on News Talk 760 WJR. Good morning, go ahead please.

GAR

Good morning. It's Gar, actually. We have a fifteen-year-old Sears Kenmore gas dryer that we had professionally cleaned about a week ago. It was making some [noise](#) so we had it professionally cleaned by a repairman. Put it back together, and it ran about five loads through it, and now when you push the start button all it does is buzz. The drum won't turn or anything like that.

JOHN SOWDEN

So the [motor](#) just hums?

GAR

Yes, I guess that's a motor that's humming. When you push the button [it won't start](#), it just hums or buzzes.

JOHN SOWDEN

Okay, and did you notice it after a few loads, or when the unit's cold it still does the same thing?

GAR

It still does the same thing. After we had it cleaned we put about five loads through it over the course of three days or so, and then it started where it would not start.

JOHN SOWDEN

One way to help diagnose this, the layman's way, is to simply open the door and see if you can move the drum.

GAR

Yes, the drum will turn.

JOHN SOWDEN

Move it half a turn and then close the [dryer](#) and see if it does the same thing. Sometimes by moving the drum you'll change the position on the motor itself. From what you're describing, it sounds like the [motor](#) has had it. If the dryer was very dirty, if there was a lot of lint, what happens is that lint gets into the motor and causes it to [overheat](#). They're air cooled, and so you need to get air through across that motor and the windings, to help it for longevity reasons. If it was really impacted, it could have just been coincidence that now it has failed. But what I would also recommend is, if you've just had somebody out recently, most companies will have a warranty on their service call; normally it's thirty days, again it depends on whom you deal with. I'd call them and explain the unit doesn't work, and what if anything they'd be willing to do. They might come out and have a look and then you'd be sure as to what's wrong with it before you make any decisions about replacement or repair.

GAR

Yes, okay. Thank you very much.

1997 GE Wall Oven Flashing Error Code F3 and F5

JOHN MCCULLOCH

Here with a [GE wall oven](#) that's getting some strange codes on the display, John, go ahead, you're on the Appliance Repair Show.

JOHN

Hi, nice to talk to you guys. I've got a GE wall oven. It's about ten years old, and I had a problem a few years back where they had to replace the touch buttons actually the whole [front panel](#).

JOHN SOWDEN

Right.

JOHN

Now I'm getting these codes on it, usually F5, sometimes F3, when the oven is running and then it will just shut down and beep.

JOHN SOWDEN

Okay, and you said you had the [touch pad](#) replaced before. Was the old one displaying an [F1](#) or—

JOHN

I don't recall exactly the code, but it was an F code.

JOHN SOWDEN

Well, I want people to know that on our website, [RepairClinic.com](#), if you go to our homepage and go to the "[repair help](#)" section, along the left-hand side there's a long list, there's a link there that says fault codes, and if you click on that you will see a listing of all the common [fault codes](#). Not complete, but all that we have right now. According to what your oven is displaying, you say you have an [F3 and an F5](#), an F5 is generally saying that the [oven temperature sensor](#) could have a high resistance, and the only way to check that is with an [ohmmeter](#). You say this is a wall oven?

JOHN

Right.

JOHN SOWDEN

They can be fun sometimes because there are two screws that mount the sensor; it looks like half a pencil that's sticking out of the back wall of your oven. Normally there's a quick disconnect plastic plug and you can check it. The problem is sometimes the wiring is short or tangled up in the liner and you can't always get those out, and if that's the case

you have to pull the [wall oven](#) out in order to get it, which again is no fun. The sensor normally will read between a thousand and twelve hundred ohms at room temperature. If that checks okay, then what the [F5 code](#) is saying is that some of the relays on the [control board](#) might be sticking or you could possibly have a problem in your lock circuit for your self clean. One thing they did suggest is to press the stop/clear, reset your clock, and if it continues after you check your [sensor](#) and the other things, then you need a new oven control or circuit board, and not the [touch pad](#).

JOHN

That would be the clock part itself?

JOHN SOWDEN

Right. The other thing is on the unit you have there, you obviously want to turn the power off before starting to investigate the oven, there's a few screws around the perimeter that you can take the control panel off, and there is a wiring diagram and a tech sheet normally stuffed in there somewhere.

JOHN

Yeah, I'm looking at that.

JOHN SOWDEN

Okay. And, it will tell you what the [codes](#) mean or what general direction to get started in.

JOHN

One thing I have done and I've had some luck with it but it only lasts maybe a few months. I unplugged all the circuits back there and plugged them back in, and it might run for a couple months.

JOHN SOWDEN

Yeah, you either might have a bad connection on the [control board](#), when you mess around with the connections, or you could have a small crack in the control board, so by jostling it around you're making the connection and then over time you use it and you get heat in that area. So a real small crack in the board can cause a lot of failures. But again I would make sure that all the connections are really good, and if it continues on I'm leaning towards new circuit board time.

JOHN

My other question is, I've been to your [site](#) and I've seen the new circuit stuff or clock mechanisms and it's different from this one; so I was worried if I ordered it, the wires... does it come with a new diagram saying this wire goes here, this wire goes there?

JOHN SOWDEN

It depends. If they have a rework they actually come with a new lock assembly, some come as just a clock---

JOHN

Yeah, it was an all-together one.

JOHN SOWDEN

Most often if you put the [model number](#) in our site it's what the manufacturer recommends. Some are wire for wire, but if there is some wiring changes most often but not always the manufacturer will provide a tech sheet and it will say in this older unit this plug went on this back of sockets on the [board](#) and this one has changed here, and at times they don't do anything and you need to figure it out. And, if that's the case, you can always call a repairman. Most of the time it's pretty straightforward.

JOHN

Okay great. Thank you very much.

JOHN MCCULLOCH

I'm surprised we haven't had more Thanksgiving-oriented questions.

JOHN SOWDEN

They always come twenty-four hours before, the Wednesday before, or generally the weekend after, when everything has failed, and we have to listen to the horror stories.

2001 Maytag Top Load Washing Machine Overflowing

JOHN MCCULLOCH

We'll have to be ready for that. We will certainly listen. Here with a [Maytag washing machine](#) that's [overflowing](#), Carter in Lansing, on the Appliance Repair Show. Good morning, Carter, go ahead please.

CARTER

I got a [top load Maytag washer](#) that's probably six years old; I don't have the [model number](#). But when you're washing, when you put it on full load, sporadically it will overflow.

JOHN SOWDEN

So it doesn't do it all the time?

CARTER

No, it doesn't do it all the time. It will overflow and there's water all over the floor, but other times you will put it through the cycle with no problem.

JOHN SOWDEN

And the water is coming up over the top of the tub, it's not leaking from some other part of the machine?

CARTER

It's coming over the top of the tub. Looking at it otherwise I don't see any signs of [leaking](#) at the base or anything of that nature.

JOHN SOWDEN

Okay, well there's a [pressure switch or water level switch](#) on most of the washing machines and what that is, is a switch that is pressure actuated, and there's a small clear plastic [hose](#) that goes from the switch to the bottom of the tub. At times, you can get debris caught in the base of that small tube and sometimes it will not allow the pressure to actuate the switch. So, one way to check that is just remove the tubing off the pressure switch, it just pulls right off and you just blow through it and see if you can clear out that tube. If it keeps working, great, if not, since you've cleared that, I would replace the water level switch, they stick as well and don't sense the pressure. A lot of times, you'll get a soap buildup or if you wash a big rug in there and there's a bunch of lint and stuff underneath the tub between the inner and outer tubs it can plug up that little hole, sometimes it works, sometimes it doesn't. So I'd start out by clearing out the tubing that goes from the outer tub to the switch, if that doesn't repair it then I would replace the water level switch.

CARTER

Okay. That's just back there after taking the back panel off?

JOHN SOWDEN

That's normally in the [control panel](#). There's a series of screws in the control panel, and make sure you unplug it before you get too fired up there.

Montgomery Ward Top Mount Refrigerator/Freezer Fan Motor Turning to Slow

JOHN MCCULLOCH

Let's see if we can squeeze in a [Montgomery Ward refrigerator](#) fan motor that's coming on slowly from Al on the Appliance Repair Show. Go ahead, Al. We're pressed for time, so go right ahead.

AL

Okay, it's the [fan motor](#) in the freezer compartment...

JOHN SOWDEN

And it's turning slow?

AL

Yes.

JOHN SOWDEN

Time to put a new one in. And also on that, this is a [side by side](#)?

AL

No, it's a [top and bottom](#).

JOHN SOWDEN

Okay, it's a top and bottom. Make sure that you put in the correct fan motor for that. Sometimes there are fan motors after-market or whatever, and those will work but in a freezer application you want to make sure you get the right [fan motor](#) so that it's moving the air correctly, that you get one that's the right size, turning the right direction, and also make sure when you take the [fan blade](#) off that you pay attention to which way it was put on so then when you put it back on you're not pushing or pulling the air in the wrong direction. But yeah, if it's making noise, or just turns half speed or whatever, it's just that the bearings are wearing in that fan motor.

AL

Is there any lubricant I can put in there?

JOHN SOWDEN

No, I wouldn't even mess with trying to lubricate it because you're just going to end up tearing it apart again in three or four months and doing it again. I would just replace it.

AL

Okay, I sort of checked out the parts and there is a replacement part for it, but a different model number so...

JOHN SOWDEN

If you have any question as far as the model, just get the model and manufacturing number off the tag and give [RepairClinic](#) a call at 888-343-4948 and they can research that for you. We've got all the indexing for all the [Montgomery Ward](#) stuff so we can check that for you.

JOHN MCCULLOCH

But even with all the indexing, all the research, and all of the wonderful work that they do, you still have to be careful which way you put that fan on.