

Appliance Repair Show Transcript—February 10, 2008

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

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

Topics Discussed:

[Bosch Dishwasher Not Draining Properly Due to Candle Wax Buildup](#)

[1997 GE Performa Dishwasher Not Cleaning Well and Leaving Soap in the Dispenser](#)

[2008 Jenn-Air Dual Fuel Range Wiring Question](#)

[Amana Refrigerator Interior Light Bulb Removal Problem](#)

[Speed Queen Top Loading Washing Machine Leaving Oil Stains on Clothes](#)

[2004 GE Dishwasher Noisy Throughout the Cycle](#)

[2006 Kitchen Aid Microwave Retaining Excessive Moisture](#)

[1983 Roper Wall Oven Taking Too Long to Pre-Heat](#)

[Kitchen Aid Hobart Dishwasher Stops Before the End of the Cycle and Manually](#)

[Advance the Timer](#)

Bosch Dishwasher Not Draining Properly Due to Candle Wax Buildup

JOHN MCCULLOCH

We'll start things off with Tim, in Saint Clair, who has a question on a [Bosch dishwasher](#) here on the Appliance Repair Show. Good morning Tim, go ahead please.

TIM

I've got a problem where we accidentally put a candle votive holder in to the [dishwasher](#) with candle wax in it, and it melted down into the system and before I realized it, it was done and washed. And now it leaves a covering of water on the bottom of the dishwasher on the inside and it doesn't fully drain.

JOHN SOWDEN

Ouch. Yeah, you've definitely got some wax inside your wash assembly and probably the [drain hose](#) and all that good stuff.

TIM

Right.

JOHN SOWDEN

About the only thing you can do, in this case, is remove the pump and the [drain pump](#), probably replace the [drain hose](#) or at least see if it's restricted, and try to manually clear out the wax. That's kind of a mess there. I'd do that before I'd start replacing pumps and things of that nature, but at this point you're going to have to dismantle it and physically remove the obstructions. It has probably coated the inside of the housing and everything else. It's going to continue, it will take a long time to circulate through, let's put it that way.

TIM

It does drain somewhat, but is there a separate [drain pump](#) versus the [wash pump](#)? I thought I heard you say it was a drain pump, or is it all one?

JOHN SOWDEN

Let me see on your [model](#) here, they list that. There are two different styles, one that will use a separate drain, and one that will use the [pump](#) itself and there's a diverter valve to drain it out.

TIM

Because I did remove the [hose](#); I can blow air through it, so it's not plugged, but it's a corrugated hose, so it could be built up into it.

JOHN SOWDEN

I'm looking on the website and I haven't got to the [pump assembly](#) here. It's www.RepairClinic.com, and we have pictures of all the common parts for your particular unit, and this is inconclusive as far as which style you particularly have. You can also give our 800 number a call, which is 1-888-343-4948, and they can dig out the [manuals](#) on this and see which one you have. Normally, it's pretty apparent when you remove the [lower panel](#); you'll see a smaller [pump](#) off to the side for the drain, if that's the case. Again, either way, whether it has one or not, you're still going to want to remove the [main pump assembly](#) and clean out all the stuff in there so that you actually have some wash action. Inspect the [wash arms](#), maybe try soaking them in some hot water; if you have any of the holes in the wash arms plugged up, they will not spin.

TIM

Right.

JOHN SOWDEN

I've seen a lot of things thrown in a [dishwasher](#), from gravel from the fish tanks and all kinds of stuff. One time a four year old threw in two boxes of tacks in their brand new dishwasher, but I think this might be the first wax case I've ran into.

TIM

Yeah, it has a scented smell now.

JOHN SOWDEN

Yeah, I have no good news for you, other than it is a matter of literally disassembling and cleaning out everything in the water system, and if anything's damaged then you're going to have to replace it.

TIM

And the [pump](#) is something I can disassemble and clean?

JOHN SOWDEN

Yeah, most of the pumps, they have a locking tab on the [main pump housing](#), and once you depress that you can turn it a quarter turn and take out the [motor assembly](#) with the

impeller from the pump housing. And you might get lucky, it might be just one big glob of wax holding things up and everything else might be all right.

TIM

Okay, because we tried pouring boiling water in there and then ran it and ran it and it seemed to help; it's gotten better but it still doesn't drain all they way.

JOHN SOWDEN

Yeah, like I said, you have to physically get in there and do the work.

TIM

Now do you sell the [pumps](#) and the parts for [Bosch](#)?

JOHN SOWDEN

Yes we do. Just go to our website, [RepairClinic.com](#), put in your [model number](#), and you'll see a picture of all the common parts for your unit. We do stock the majority of them, and we can always special order what we don't have, but most mechanical failing parts we would have on the shelf.

TIM

Terrific. Thank you very much.

1997 GE Performa Dishwasher Not Cleaning Well and Leaving Soap in the Dispenser

JOHN MCCULLOCH

Here's John, in Livonia, with a life expectancy question, here on the Appliance Repair Show.

JOHN

We purchased our home, and it came with a [GE Performa dishwasher](#), and that's been over eleven years now; I'm just wondering what the life expectancy is on that particular [GE](#) brand. Because [it's not really cleaning well](#), but it runs well, it's quiet, but it's just not doing the job it used to do. I was just wondering if it's reached its end.

JOHN SOWDEN

It's a [GE dishwasher](#) with a plastic tank?

JOHN

Yes. It's called a Performa.

JOHN SOWDEN

Hmmm. Are you sure it's not a Pot Scrubber?

JOHN

It's got a pot scrubber setting.

JOHN SOWDEN

Okay. As far as life expectancy goes, first of all the tank is plastic, which will last for many, many years. So you could continue to keep this thing running indefinitely, as long as parts are available for it. As far as the not cleaning well, there are several things that can cause it to do that. One is just not enough water getting into the machine. Do you have hard water in your area?

JOHN

No. We're in Livonia, so we have city water.

JOHN SOWDEN

Okay. Normally, wash ability problems can be the hardest things to diagnose at times, because it could be water related, it could be something in the [pump](#) is broken and not pushing the water to the [wash arms](#), and it could be something as simple as a knife sticking through your [silverware basket](#) stopping the wash arms from turning. So there's a lot of kind of entry level things you can look at. Does it wash all the soap out of the [soap cups](#) when you're using it?

JOHN

No, it washes most of it but not all of it.

JOHN SOWDEN

Okay. That's normally a sign of a low water condition. The most common thing that causes that is either the unit is draining while it's filling, meaning that you've got something caught in the [pump](#), and as the water comes in it's holding the drain gate open and allowing the water to go right back out. Or, you're not getting enough water into the machine. Most [dishwashers](#) are on a timed fill basis; normally they fill for ninety seconds at various times throughout the cycle, so if you're [water valve](#) is restricted and not operating properly, you're not getting the amount of water in there that you would need. So, I would start by letting the dishwasher fill and drain once (which is the pre-wash) and then when it goes into the main wash cycle, after it stops filling open up the door and you should have at least half an inch of water across the whole bottom of the [dishwasher](#). If you do not, then make sure there's nothing caught in the [pump](#). The easy way to do that is if it's draining into your [disposal](#); see if when it's washing if you have water trickling in to the disposal, which means that the drain is leaking by. If that's not the case then I'd replace the [water valve](#), which is thirty to fifty dollars. It's not unusual for a unit of that age, and if you do it yourself then it's not much money to invest into it.

JOHN

Okay. I appreciate that. Thank you.

2008 Jenn-Air Dual Fuel Range Wiring Question

JOHN MCCULLOCH

We'll go to Monroe now for a question on a [Jenn-Air electric stove](#) from Jim, on the Appliance Repair Show. Go ahead please, Jim.

JIM

Yes, I'm installing a new [Jenn-Air stove](#). It's gas and electric.

JOHN SOWDEN

Oh, a dual fuel stove! So it's got the gas [cook top](#) and then the electric oven?

JIM

Yes, and my old one was a Jenn-Air electric, and the wire, the 220 volt wire, the old stove just has two black wires, and the ground.

JOHN SOWDEN

On the stove or on your household wiring?

JIM

The wire that comes up to the back of the stove, it was hardwired. The new one, it came with a three-prong plug, it was three-prong plus a ground.

JOHN SOWDEN

Right.

JIM

Can I put a jumper anywhere so I don't have to have three wires coming to the back of the stove?

JOHN SOWDEN

Right now you've got, coming into the back, your original configuration was two hot leads and a common?

JIM

Yes sir.

JOHN SOWDEN

And now the new [stove](#) is set up to have two hot leads, a common, and a separate ground.

JIM

Yes.

JOHN SOWDEN

That's how they've done things these days, to meet a lot of UL requirements, and just safety in general. The best way to do that is to run a new line from your box to the stove and incorporate that ground if you possibly can.

JIM

It's kind of hard to get that wire to the box. But also in the instructions for the stove, they mention a [conversion kit](#) that's available. We did call a [Jenn-Air](#) dealer, and they've never heard of it, and I'm imagining that installers get around this problem by some jumper.

JOHN SOWDEN

Well, basically what you can do is, you can hook it up like you had your other one and not use the existing ground, the secondary ground. It's not recommended because of code; it's also not recommended because I'm assuming this unit has a [circuit board](#) involved, and it's imperative that the unit is grounded properly. If you run into any problems with incoming electrical supply, or just in general, the [boards](#) are made to have that solid ground. The other thing you could do is just run a separate ground from wherever to an earth ground, probably from the box if you wanted to run a separate wire for that. Yeah, you could go ahead and just hook it up the way you had your other one, but with warranty and other things they might frown on that. As far as a [conversion kit](#), I'm not aware of one that would side step the electrical. Most conversion kits would be for the gas portion to the unit, to convert it from natural to LP.

JIM

So you're saying that your store wouldn't have the conversion kit?

JOHN SOWDEN

Well, there are two things. First of all we might have the [conversion kit](#) for converting it for natural gas to LP. But as far as any other conversion or any other parts in general, being that this unit is brand new, we probably don't have at this time a huge selection of parts for that particular unit, just because it's brand new. Normally the parts go out for service failures as they occur, and it generally takes a year or two or sometimes longer before you have a wide selection of parts for things that are starting to fail or things that are common failing parts. If you were to put the [model number](#) off that machine into our [website](#), depending on what parts are compatible with other units, you may or may not see a huge selection of parts at this time.

JIM

I don't have it with me in front of me, but I did get a part number for that [conversion kit](#).

JOHN SOWDEN

Okay.

JIM

Is there a place on your [website](#) that I could put that number in?

JOHN SOWDEN

Sure could. As a matter of fact, do you want to give it me and I'll try it right now.

JIM

No, I said I didn't have it with me.

JOHN SOWDEN

Oh, I'm sorry. Yeah, you go to www.RepairClinic.com, and in the upper left hand corner you're going to have a search box, and you can put the part number in there or the [model number](#) of the machine and it will give you more specifics. If we have ever sold it then you will see a picture of it. But I'd make sure from the factory that it doesn't make any difference as far as warranty goes if you neglect putting the separate ground in; if they specify that you should, then I would have somebody come out and run a wire, which is going to put your house more up to code anyway, from the box to there. That way you're done and moving forward.

JIM

Okay. Yes sir, thank you for your help.

Amana Refrigerator Interior Light Bulb Removal Problem

JOHN MCCULLOCH

With the first [refrigerator](#) question of the day, here's Louise, in Waterford, here on the Appliance Repair Show. Go ahead please, Louise.

LOUISE

Yes, I have an [Amana refrigerator](#) and I went to change the light because the [light bulb](#) burned out on the top part.

JOHN SOWDEN

Right.

LOUISE

And I went to change it and I have never seen one like it before. I couldn't get the covering off of it to get to the light bulb.

JOHN SOWDEN

This is in the—?

LOUISE

On the [refrigerator](#) part on the top.

JOHN SOWDEN

You've got the [light shield](#) on there?

LOUISE

Yes. So it looks like maybe somebody had taken the [screws](#) out for something and replaced the [bulb](#) before and they got it in there too tight or something. I don't have a [screwdriver](#) (part # 32477-12) to fit it, and my daughter came over and went to do it and she couldn't get it out either.

JOHN SOWDEN

Is it what they call a torx bit or a star style bit for the—?

LOUISE

I guess it would be more like a star type.

JOHN SOWDEN

In order to remove the [screws](#) to pop out that panel you need what they call a torx bit, torx, and it's basically a five star head versus a standard Phillips or slotted head. They're very common in appliances in the last several years.

LOUISE

It's in there quite tightly and I was wondering should I try and break the thing to get it out of there?

JOHN SOWDEN

No, don't break it!

LOUISE

Another question: is it a screw or is it something that you just pop out?

JOHN SOWDEN

Well, it's a [screw](#), but you can get a [torx screwdriver](#) (part # 32477-12). We sell them on the [website](#), so if you go to the [tool section](#) we have several different sizes that accommodate different sizes of the torx. And you can also pick one up at any local hardware store. You're better to try to get one that's a five in one or a ten in one, you get different size bits for that, and then find one that fits that particular one. And you'll probably use it again over the years. This is not a specialty tool that you're only going to use once. A lot of appliances and stuff are coming out these days that use the torx connector, so it would be a good investment for the future. And they're normally not that expensive. I think the ones we sell are between ten and twenty dollars a piece and they come with several different variations.

LOUISE

My daughter came over with her little work things and she has different things to try in there and none of them worked.

JOHN SOWDEN

Did she have the five point star bits or torx bits?

LOUISE

I don't know if she did or not.

JOHN SOWDEN

You really need to get the right one to fit in there.

LOUISE

Five-star?

JOHN MCCULLOCH

T-O-R-X. That's the kind of bit you need, a torx bit. Okay?

LOUISE

And that would be a five star?

JOHN SOWDEN

No, it's a torx. Instead of a cross or a slot it's going to look like a little star.

1994 Speed Queen Top Loading Washing Machine Leaving Oil Stains on Clothes

JOHN MCCULLOCH

Here's John, in Lansing, with a question on a [Speed Queen washer](#) and [dryer](#). Go ahead please, John.

JOHN

I just have a general question. I heard one of your earlier callers ask about lifespan of a [dishwasher](#). We've got a [Speed Queen washer](#) and [dryer](#) set, and I'm just kind of wondering generally, how long can I expect these to last? They stay very busy since there's three children plus a mother-in-law in the house, so we're doing washing all the time.

JOHN SOWDEN

And how old is the set?

JOHN

Fourteen years.

JOHN SOWDEN

Okay, and this is not a [combination unit](#), there's a separate [Speed Queen washer](#) and a separate [Speed Queen dryer](#)?

JOHN

That's correct.

JOHN SOWDEN

Okay. And are you having any problems with either one of them at this time?

JOHN

The only problem we encounter with the [washer](#) is this: from time to time we get what almost looks like a little oil stain on the clothes, little spots, and I don't know if there's anything we can do about that.

JOHN SOWDEN

Well, it could be from fabric softener; sometimes that will simulate what looks like an oil stain. If it comes out normally after treating it with a stain remover, it's softener. If not, then it's probably oil. If it's oil, then it's coming up through the top seal of the [agitator](#) or the [transmission shaft](#) under the agitator. You can pop the agitator off and see if you can see any residue under there. If that's the case and you need a new [transmission](#), if you do the job yourself you're going to have probably a couple hundred bucks just in parts. At fifteen years old and that many miles of wear and tear on it, that might be the time when you might want to start looking at replacing it.

JOHN

Alright. The oil stains do not come out, and that drives my wife crazy; and then how do I take that [agitator](#) off?

JOHN SOWDEN

Most of them, you grab at the base of the agitator and pull straight up. They come off really, really hard; sometimes you have to break them to get them off, but most of the time you really have to tug hard to get them off. And of course be careful when you do that, because just like anything else, when they finally release you can bust your knuckles or have the thing jump up and hit you in the face. That's never happened to me! Yeah, right.

JOHN MCCULLOCH

Everything that you hear John say to watch out for, trust me, it's from first hand experience.

JOHN

Is there anything I can use to help get it off?

JOHN SOWDEN

Yeah, they do make [tools](#) and things to get them off. Anything from a set of hooks to grab the underside of it to get a better grip, to they actually have a thing now that's an inflatable ring that you slide around it and apply water to it and as it expands it pops it off. But generally, if you get your fingers around there and just give it one hard tug it will come off.

JOHN

Okay.

JOHN SOWDEN

From what you're describing and the unit and all the other stuff, I would lean towards the [transmission](#) failure, and that's normally what happens. It slowly starts to put things on to the clothes; or a breakdown in the [tub seal](#) can do the same thing. Again, it's a pretty labor intensive job.

JOHN

Yeah, I don't see myself doing that. And the other thing is, we don't use fabric softener.

JOHN SOWDEN

Oh okay.

JOHN MCCULLOCH

That's oil.

JOHN SOWDEN

That's process of elimination. I'm going to go with John on this one.

JOHN

So we might need a new [washer](#)?

JOHN SOWDEN

Again, I'd inspect it and see if you can find anything obvious, but from what you're describing, and especially because you don't use any softener in the tub, it's got to be coming from somewhere and most often it's the oil.

JOHN

Okay. Great. Thank you.

JOHN SOWDEN

Well, it sounds like the wife is going to be happy getting a new [washing machine](#)!

JOHN

I'm the one pushing for it! She's saying she'd rather spend the money on something else.

2004 GE Dishwasher Noisy Throughout the Cycle

JOHN MCCULLOCH

Joe, in Macomb, has a question on a [GE dishwasher](#), here on the Appliance Repair Show. Go ahead please, Joe.

JOE

Hi. I've got a [GE dishwasher](#), and every time I turn it on, at the beginning, I don't know if it's the [pump](#) or the [arm](#) inside, but it sounds like bearings in there are worn out and grinding. I don't know what to do, and I'd rather take a look at it before I call a repair person.

JOHN SOWDEN

How old is the machine?

JOE

I'm unsure. I think it's about three to four years old. This is a model home and it was here when I moved in.

JOHN SOWDEN

Okay. Now you say when you first turn it on, it [grinds and makes a noise](#). Does it stop as the cycle goes on, or does it continue through the whole thing?

JOE

No, it goes on throughout the whole process. I think it does the same thing when it's draining, also.

JOHN SOWDEN

Okay. So it's a consistent noise in the unit while it is running from start to finish?

JOE

Yes.

JOHN SOWDEN

Because at times during the fill cycle, the [water valve](#) is failing and as it shuts off it will hammer the pipes and it will sound like somebody's downstairs beating on the pipes and you'll get a loud shuddering noise. But that would normally go for several seconds at the end of the fill cycle. But if it's doing it during the entire time that it's running, I would lean towards the [motor pump assembly](#) failing.

JOE

Okay.

JOHN SOWDEN

You can remove the [lower panel](#) and grab a flashlight, run it, and look for any water leaks coming from the [motor pump assembly](#). A lot of times as things fail inside there; water will start to leak through the seal and drip on the floor. Normally it's not that much water, so it's something that's often not very evident.

JOE

I haven't seen any water on the floor.

JOHN SOWDEN

If you have wood floors, it's something that normally you find out about way too late. They do make a [plate you can put underneath the dishwasher](#) (part # FLOORMAT) that fits a lot of models, and actually directs the water out onto the floor so if it's leaking then you notice immediately, because if you have a wood floor it only takes a few small drips over a period of time and you have a buckled floor. At any rate, normally you can tell if it's coming from the [motor pump assembly](#). The one for your unit is about one hundred and thirty five bucks, and if it's not that old it's probably worth putting into the machine. You can try to tear it apart and rebuild it, but if it's a [motor bearing](#) then you really need the motor assembly. If it's something just caught inside the [pump](#), you might be able to tear it apart and dig it out of there, and you can find all kinds of treasures in there, from broken glass to coins and all kinds of stuff.

JOE

All in all, it washes the dishes no problem, it's just this annoying noise. I usually run it when I leave the house to avoid it.

JOHN SOWDEN

Well, that's one way to live with it. But normally those things are short-lived and it's going to show up as a bigger problem.

JOE

Okay.

JOHN SOWDEN

Just pop off the [lower cover](#). There are just a few [screws](#) that retain it. Obviously, be careful if you're going to run it while it's live, because there are live wires down there.

JOE

Right.

JOHN SOWDEN

But normally it will be pretty evident, once you get down there, where the sound is coming from.

JOE

All right, thank you very much.

2006 Kitchen Aid Microwave Retaining Excessive Moisture

JOHN MCCULLOCH

Here's Rod, in Port Clinton. with a [Kitchen Aid microwave](#) question, on the Appliance Repair Show.

ROD

Hi. We have about a year and a half old [microwave](#). I never really paid much attention to the microwave; it just turns around and heats. But in this particular one, there's an awful lot of moisture that builds up on the inside; no matter if something has moisture in it, it just clouds the whole inside. So it occurred to me, maybe there's a [fan](#) inside that's not working, not blowing out properly?

JOHN SOWDEN

Inside the oven cavity, you're getting a lot of moisture?

ROD

Yes. The whole inside of the glass is all wet and the walls are wet.

JOHN SOWDEN

Now, is this while you're cooking everything, or just stuff like soup that has a high moisture content?

ROD

Well, I guess I really haven't paid much attention to that. All I know is that the last one we had, this didn't happen. We didn't notice the wetness on the inside. I'll keep better track of what's going in there. Do those [motors](#) go out?

JOHN SOWDEN

Well, it could be one of several things. The first thing is, your old one may not have done this and the new one does, and this could be just normal operation. Normally the things that have high moisture content, you're going to get more steam on the inner walls and door. Or, you could have another problem where it's not [venting](#) properly. Or, there is a [fan](#) that's not moving air. Generally they circulate air through the oven cavity, and they'll exhaust either through the top of the unit or out the sides. It depends if it's a [table top](#) or a [built-in](#).

ROD

This is a built-in.

JOHN SOWDEN

Okay. A lot of times you'll get the moisture coming out. Did you install it or did you have it installed?

ROD

I had it installed.

JOHN SOWDEN

It could be something where there was supposed to be a [filter](#) put in and there wasn't, or there's a filter put in and it was wrapped in plastic and they didn't unwrap it to where the actual air goes through the filter. It could be several things, or it could just be the nature of the beast.

ROD

Yes.

JOHN SOWDEN

One of the things I always used to hear is, well my old one didn't do this or that. So for any new appliance, I'd start with the [owner's manual](#) and see what they say. Most often it's not that abnormal for that to happen with things of high moisture content in a regular oven or a [microwave](#). If it's something that's not, and you're still getting a lot of moisture, then I'd say you probably have a restriction in the airflow or a [fan](#) that's not turning up to speed.

ROD

That's something that's easy to troubleshoot by myself?

JOHN SOWDEN

You might have to take it off the wall to get in there and see if everything is moving. I normally don't recommend people working on their own [microwaves](#) unless they're pretty well versed with them, because even though they're unplugged, most still store energy through a [capacitor](#) inside. If you touch the wrong wiring in there without discharging the capacitor you could get a free hairdo or worse out of the whole thing.

ROD

That's enough to discourage me, there. Well, I will keep better track of what's going in there, and perhaps it's just the nature of the beast, as you say.

1983 Roper Wall Oven Taking Too Long to Pre-Heat

JOHN MCCULLOCH

Diane in Rochester, you're next on the Appliance Repair Show. Go ahead.

DIANE

I have a [Roper built-in wall oven](#) that [takes forty five minutes to pre-heat](#).

JOHN SOWDEN

Is it gas?

DIANE

Yes.

JOHN SOWDEN

Okay. And how old is it?

DIANE

It's about twenty five years old.

JOHN SOWDEN

Okay.

DIANE

Is it time to replace it?

JOHN SOWDEN

Well, I wouldn't think so. A lot depends on what's wrong with it and if you can get parts for it. But then, if it's a wall oven, replacing it might entail a little more than you want to as far as remodeling some of the cabinets.

DIANE

It's freestanding in a brick wall. It wouldn't require more than a shim or a molding or something.

JOHN SOWDEN

Okay. Yeah, you want to make sure that you have something readily to put in its place before you throw the old one away.

DIANE

Oh, okay.

JOHN SOWDEN

Go to an appliance store and measure the opening to make sure. But as far as what's taking so long to pre-heat, it could be just a dirty pilot assembly. There could be a lot of things that could cause that. I'd say it would be worth, before you start messing around with a new one, to at least have a service man come out. A lot of times it can be just cleaning a pilot assembly, or even if it needs a new [valve](#) or something that's a hundred bucks, it would be still cheaper to fix it that way than to go through the remodel.

DIANE

The [igniter](#), a few years ago, was replaced. And that was seventy some dollars, and I thought, well this is an old unit and do I really want to put more money into it?

JOHN SOWDEN

Yeah, and it could be that the igniter again has failed, but at some point you have to decide what you want to do; but being [built-in](#) is something I would look into. I have seen people throw away their old appliance and the trash man picks it up and then they go to buy a new one and find that they have to cut the brick or special order...

DIANE

Oh!

JOHN SOWDEN

Yeah, it happens. So before you make your decisions, make sure you have all your ducks in a row there.

DIANE

Thank you so very much!

Kitchen Aid Hobart Dishwasher Stops Before the End of the Cycle and Manually Advance the Timer

JOHN MCCULLOCH

And let's see if we can get this call in really fast, with Ray, in Romulus, on the Appliance Repair Show.

RAY

You want a quick one. I got a [Kitchen Aid Hobart dishwasher](#) and the [timer](#) is, it works great until the very last notch, and then it stops and I got to twist it by hand. Can you rebuild them?

JOHN SOWDEN

How old is this [dishwasher](#)?

RAY

It's about three hundred years old!

JOHN SOWDEN

Do you have the [model number](#)?

RAY

No, I don't have it on hand.

JOHN SOWDEN

Okay. So it was built by Hobart?

RAY

Yeah, with a Singer [timer](#).

JOHN SOWDEN

The problem is that, these [dishwashers](#) were built by Hobart for [Kitchen Aid](#), and then Kitchen Aid was purchased by [Whirlpool](#), and so a lot of the parts are becoming discontinued. If you give us a call at our shop at 888-343-4948, they can refer you to somebody to have that sent out and rebuilt. There are a few companies that still do that if you want to save that old guy. And a lot of those are nice dishwashers and still worth putting money into.

RAY

It works great! It's just that one spot.