

## Appliance Repair Show Transcript – April 20, 2008

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### 2000 Amana Refrigerator with Brand New Compressor Not Cooling and Running Constantly

JOHN SOWDEN

We're back, and we're taking a question from Gwen in Centerline regarding an [Amana refrigerator](#). Go ahead, Gwen.

GWEN

We have an [Amana refrigerator](#); it was brand new about seven or eight years ago. And about six weeks ago we noticed that it wouldn't come on, so they came out and they troubleshooted, they put a brand new compressor in. And after about a week and a half, it [stopped cooling](#), and it wouldn't stop running.

JOHN SOWDEN

All right.

GWEN

And then he said, oh, they forgot to put the drier tubes in. So yesterday they put in the drier tubes, and we're back to square one. It's continuously running and [not cooling](#) at the appropriate temperature.

JOHN SOWDEN

And you say this is a seven or eight year old unit?

GWEN

Yes.

JOHN SOWDEN

And it's a freezer on top, side by side...?

GWEN

Yes.

JOHN SOWDEN

Which one is it?

GWEN

It's a side by side.

JOHN SOWDEN

OK. It sounds like when you replaced the compressor, you normally would replace the drier as well. What that does is it's a filter that traps any moisture that may be left in the system when you open it up to replace the compressor. As time goes on and the compressor wears it catches any of the impurities that it would put out into the system. If you're back to square one, then I would suggest that you either have a problem with a restriction, meaning that the drier is restricted from too much moisture or debris, or it's possible that you also have a leak in the system...

GWEN

Well, he put the drier tube in yesterday and checked it and he said there were no leaks.

JOHN SOWDEN

So he ran some Dytel through it?

GWEN

Yes.

JOHN SOWDEN

That Dytel is a red dye they mix with refrigerant and normally if you have a small leak, after it runs for a period of time it will leak out. It's used for when you really can't find the leak and you're trying to pinpoint it. Well, the good news hopefully is this should all still be under the warranty of the place that's done the work for you.

GWEN

Yes, it is.

JOHN SOWDEN

All right. Well, I realize this is frustrating for you because you have to still stay home and have somebody come out and all that. I would give them another shot at it, have them come back out and see what's going on. They might just have to replace the drier again and pull a good vacuum on it to remove all the moisture and air that might be in the system. It should be ok. If they can't find the leak then it's in the sealed system or compressor portion of the unit. I doubt that the compressor's bad—

GWEN

Well, it's a brand new compressor that they just put in.

JOHN SOWDEN

Yeah, well, at times it can run and not pump, but that doesn't happen very often. Normally that's after years of wear.

GWEN

Right. Well now it's just [running and running](#) and the compressor is very hot.

JOHN SOWDEN

Yeah, that's not good. I'd recommend if you could, if you have an alternate [refrigerator](#) to load up the alternate refrigerator if you have one in the house and just turn that off until you can get somebody out.

GWEN

All right.

JOHN SOWDEN

I guess you're only option at this point is to continue on the repair road and hopefully you'll get some better results.

GWEN

OK. Thank you.

### **1991 Frigidaire Stacked Washer Making Loud Noise during Spin Cycle**

JOHN SOWDEN

And now we're going to talk to Barbara in Monroe. She has a question on a [Frigidaire](#) stacked washer and dryer. Go ahead, Barbara.

BARBARA

It works all right until it gets to the high spin. And then it makes a terrible noise, it kind of growls, and the faster it goes the louder it goes.

JOHN SOWDEN

And this is in the washer portion?

BARBARA

In the washer, yes.

JOHN SOWDEN

So you said it's a stacked unit, so I want to make sure. So it does everything else OK except for in the spin cycle, you get a lot of noise in high speed spin.

BARBARA

Yes, when it starts to speed up.

JOHN SOWDEN

Well, normally that's caused by either a bad tub bearing, or possibly in the lower portion of the transmission or the brake assembly. You have to replace the transmission complete, I do believe, on this model. While you do it you should replace the tub bearing and the tub seal too. If you have somebody come out and do this job for you, you're looking at two or three hundred bucks to have this repaired.

BARBARA

That's what I'm wondering, if it's better to get a new one.

JOHN SOWDEN

Well, how old is the machine?

BARBARA

Oh, seventeen years.

JOHN SOWDEN

Yeah, it's at a time when you certainly have to start looking at the economics of repair. The other problem is this is a stacked washer and dryer, and if I'm not mistaken the dryer is part of the washing machine. It's all one unit?

BARBARA

Yeah, they're connected.

JOHN SOWDEN

They're connected, right. So that's the other part: if you get rid of one, unless you have extra room to set a [washer](#) next to the existing [dryer](#), you're looking at buying another set.

BARBARA

Yeah, I don't have enough room for anything else. That's what I wondered, if it was a big job or just maybe something simple. But you think it's a big job?

JOHN SOWDEN

Oh, from what you're describing, it's fairly expensive for parts and fairly expensive for labor, to have someone come out. You have to tear the outer tub out of the machine and break out the wrenches and really tear into it.

BARBARA

It's sitting in a closet, so they'd have to pull it out.

JOHN SOWDEN

Most service people that work on the stackable units are more than used to having it in a closet and two inch thick shag carpet and short water lines and gas lines and all the nightmares that occur. The beautiful thing about first floor laundry for the consumer is it's convenient, but for a service person, at times, depending on the installation it can be really rough.

BARBARA

They don't like it.

JOHN SOWDEN

Yeah, it depends, but I've run into personally some situations where it was a real challenge just to get the machine out to work on it. If it's in a closet then you have to take the closet doors off...I'm sorry, did you have one more question?

BARBARA

I was just wondering, how about if I used it again, and I just turned it off when it got too noisy? Is that going to hurt anything if I use it again?

JOHN SOWDEN

Well, in using it, it could be already [leaking water](#) into the tub bearing, and that's why the tub bearing has failed. So if you continue to use it you could end up with a water leak, which could be small and if it's on first floor laundry you could damage the floor.

BARBARA

Oh.

JOHN SOWDEN

The other thing is that normally when it's making that noise it's causing a drag in the cycle, so you can burn the belt off or you can cause a lot of stress on the motor and cause it to overheat and burn out. So I'd recommend not using it until you get somebody out to have a look for you.

BARBARA

OK.

### **2003 Refrigerator in Heated Garage Unplugged for 3 Years and Now Not Cooling**

JOHN SOWDEN

And now we're going to go to Al in Rose City and he's got a question about a [refrigerator](#). Go ahead Al, you're on the air.

AL

My wife and I bought a new [refrigerator](#) and took the old one out. It wasn't too old, only about four or five years old. We put it in a heated garage, and it sat there for probably three years, and then I went to plug it in and it's [not cooling](#). The fan's running, but it's not cooling.

JOHN SOWDEN

How long have you had it plugged in?

AL

Oh, three or four hours.

JOHN SOWDEN

Ok. So you had it plugged in for a while. And when you say the fan is running, do you mean the fan in the freezer or the fan on the underside of the unit that cools the compressor?

AL

The fan on the underside of the unit.

JOHN SOWDEN

OK. And it's running. Can you hear the compressor running?

AL

It doesn't sound like it.

JOHN SOWDEN

OK. Well, when something sits that long, a lot of things can happen. At times I have seen where critters, mice and things have crawled in there in the winter, trying to find a warm spot and chewed some wiring up in the unit. All kinds of things of that nature, all these little surprises can crop up that you wouldn't think has occurred. If it's [not starting at all](#), it could be in the thermostat. Today it would be warm enough to cycle the thermostat on, but it could be just that the thermostat is stuck in the off position now. If you heard the compressor trying to start and it's not starting, I'd say maybe that the compressor has locked up. Now you say you got rid of this a few years ago. Was it [not cooling](#) at that time?

AL

No, my wife wanted one of those side by side ones with the lower freezer unit.

JOHN SOWDEN

OK.

AL

This one is a side by side also.

JOHN SOWDEN

All right. The one you have in the garage is also a side by side?

AL

It's a side by side, right.

JOHN SOWDEN

I would start by; the most common thing I can think of would probably be the thermostat, or the cold control. It's possible at times that, when it goes into defrost, that it would run like that, where you wouldn't get anything but the lights and fans running. But that's why I asked how long you'd had it plugged in, because normally after a half hour or so it should advance out of defrost and start to cool. So I would start with the thermostat. If the unit's only four or five years old, and you have to have somebody come out and diagnose it and you have to put a few bucks into it, I'd say it's still probably worth it.

AL

OK. Thank you very much.

### **2000 Maytag Over the Range Microwave Interior and Underside Lights Burned Out and Turntable Stopped Working**

JOHN SOWDEN

We're going to now look at a call from John in Birmingham. He's got a question regarding a [Maytag microwave](#). Go ahead, John.

JOHN

I have an over the range [microwave](#), and I put on the light one day and the light burned out underneath and the turntable stopped. The microwave works, but there's no turntable anymore.

JOHN SOWDEN

OK. Now this is an over the range and you say you left the lights on, and now the lights don't work?

JOHN

No, I went to turn the on light on, it's got an 'on' light and it's got a nightlight underneath. A double light.

JOHN SOWDEN

Right.

JOHN

And one time I turned the light on, and it was like it flashed, like the light blew out underneath.

JOHN SOWDEN

Right. These are the lights that shine down onto your stovetop?

JOHN

Right, one of the lights just flashed, it burned out, and it took out the turntable too.

JOHN SOWDEN

That's a surface light, and a lot of people use them as a night light as well, but what happens is if you leave those on quite a bit, on occasion those light bulbs in there will heat up and either short out the [control board](#) or burn out the socket and ground out and take out the circuit board. So it's possible that, if the light's not working, that you've compromised the circuit board, the main control board for your unit. And then the turntable portion of it is damaged as well.

JOHN

The microwave works, but there's no turntable anymore.

JOHN SOWDEN

Right, but what I'm saying is that the lights that you describe, they may or may not have been the cause along with the turntable going out.

JOHN

Sometimes when I use it now, I can smell a sort of electrical odor.

JOHN SOWDEN

Yeah, you probably have a burn spot on the control board, or one of the relays on the board is burned out and is causing that situation. Now the turntable normally is just a small motor mounted on the underside of the unit, and they have a [plastic coupling](#) that the tray interlocks with. It's possible that the motor has failed, and you might have two problems, a burned out [motor](#) and [control board](#). But I would start right off the bat with the lights not working; most often the problem you're going to run into is that the main control board has failed. If that's the case, you're looking at a hundred and fifty bucks just for the parts.

JOHN

So time for a new [microwave](#)?

JOHN SOWDEN

It could be. Even to have somebody come out and look at it, it may not be worth your time.

JOHN

I didn't install it. Are there clips, is this pretty easy to take out from the wall?

JOHN SOWDEN

All of them are different. Most of them, if you remove the top air vent assembly there will be a set of threaded rod screws that mount to a back plate. And again, there might be also screws going up through the ceiling to the cupboard above it. So every installation is different. The machine normally locks into a plate onto the wall, and the top portion is secured by a set of long screws.

JOHN

This is about eight years old, and I heard the prices even from then came down. I can probably get one cheaper than I paid for the original.

JOHN SOWDEN

You can get a basic over the range [microwave](#) these days for a hundred and twenty on up, and the more bells and whistles will add cost too it.

JOHN

Is [Maytag](#) good? Is that a good brand?

JOHN SOWDEN

Yeah, the thing about [microwaves](#) is that the same companies build a lot of them. There are really only three or four manufacturers that make them anymore, and then a lot of the major manufacturers will just purchase from them. So yours could be a [Sharp](#) or a Daewoo or a [Panasonic](#) or something like that, in a [Maytag's](#) clothing.

JOHN

OK.

JOHN SOWDEN

And that's not uncommon for a lot of them in the industry.

JOHN

Right. OK, well I appreciate your time. You've helped me very much.

### **Electric Dryer Taking Too Long to Dry Clothes**

JOHN SOWDEN

We're going to go real quickly to Frank in Warren. Good morning, Frank.

FRANK

My son's got an [electric dryer](#), and he was complaining about it. He said it was [taking a long time to dry](#).

JOHN SOWDEN

OK.

FRANK

So I went over there and I opened up the door and held the switch and we turned it on, and I noticed that the [heating element](#) does come on.

JOHN SOWDEN

Right...

FRANK

But it only comes on for like thirty seconds, and then it [shuts off](#). And when it went to cool down it would come back on again.

JOHN SOWDEN

Right. This is with the door open?

FRANK

Yes.

JOHN SOWDEN

Well see, that's not uncommon, because what you're doing is, with the door open, you're not circulating the air through the system properly and across that element. So that's actually normal operation, where the [high limit thermostat](#) is shutting that down because you're starving the airflow by having the door open. You're not pulling it through the element to go into the drum.

FRANK

Oh, OK.

JOHN SOWDEN

Now you said you had a [heating problem](#). Have you checked the vent on this machine?

FRANK

I have not pulled the machine out away from the wall to check it completely, but I did hear air coming out of the vent from the outside of the house.

JOHN SOWDEN

Yeah, that's something that it's really hard to measure, because it can seem at times like you're getting a good airflow, but if you pull the vent off you might find a lot of buildup or it might be partially restricted. So outside it might feel OK but in reality it's really not the optimum to run it at. The quick and easy way to see if you have an issue or not is to just disconnect it from the vent, throw in a load of clothes or towels, and run it for your hour or however long it should be. If it works fine, then you know that the dryer's probably OK; it's just the venting it's hooked up to that's causing the problem.

FRANK

What do you mean by disconnect the vent? Like just let the air flow out in the basement?

JOHN SOWDEN

Yes. I don't recommend that as an ongoing solution, but just for a one-time test, that's the easiest way. Just disconnect it; if it dries fine, then you know, OK, the dryer seems to be working all right. And then I'd start disassembling the vent and cleaning that out.

FRANK

He does have a metal tube all the way up, too. It's none of that plastic stuff.

JOHN SOWDEN

Right. Basically they recommend between forty and sixty feet of venting. For every elbow, subtract eight feet, and for the outside vent cap, subtract eight feet. So really an eight or ten foot length with a couple of elbows will put you right at the maximum. It doesn't look like it but...

FRANK

He's within the limit. He's only got two elbows and it's really short.

JOHN SOWDEN

OK. Good.

FRANK

All right. Thank you.

### **1999 Asko Dishwasher Model 1805 Intermittently Leaking Out the Bottom**

JOHN SOWDEN

We're going to go ahead and talk to Rick in West Bloomfield, and he's got a question about an Asko dishwasher [not draining](#). Good morning, Rick.

RICK

We have an [Asko dishwasher](#); I think it's a model [1805](#).

JOHN SOWDEN

OK.

RICK

And it was installed in 1999 and we've had some troubles along the way. Intermittently the [water comes running out the bottom](#) and there's no rhyme or reason to when it will happen. You shut it off, let it sit, and then it resolves itself.

JOHN SOWDEN

When it comes running out the bottom, is this the lower panel underneath the machine is filling up with water?

RICK

You can't tell. And the thing is we've had the [rubber around the door](#) replaced. We've had the panel replaced twice.

JOHN SOWDEN  
The [control board](#)?

RICK  
Yeah. I thought maybe it was an airlock, and the water came running, flowing the other way when it went to dump it.

JOHN SOWDEN  
You have this into an [air gap](#), then?

RICK  
I don't know.

JOHN SOWDEN  
Ok. On your sink, do you have a little tower next to your faucet assembly?

RICK  
Hold on. Let me look.

JOHN SOWDEN  
OK.

RICK  
No, there's just a hose going to the dishwasher.

JOHN SOWDEN  
The [air gap](#) is normally mounted next to the faucet. There will be a little chrome or colored, about two inches high and an inch and a half around tower, and that's the air gap. It is possible that that is restricted. If the water can't get out of the dishwasher, it will at times overflow. Is the water clean or dirty that's coming out?

RICK  
It's running across the wood floor. Last night when it happened, we opened up the dishwasher and there was dirty water in the bottom. It wasn't clean water.

JOHN SOWDEN  
So it's not getting rid of the dirty water, then?

RICK  
Right.

JOHN SOWDEN  
Well, the first thing I'd recommend is, start at your disposal and work your way right back to the dishwasher and make sure all those drain hoses are clean and free of any

debris. If that all seems to be OK, the end of that route is going to be at the dishwasher [drain pump assembly](#), so it's possible that has failed.

RICK  
OK.

JOHN SOWDEN

It's either working intermittently, or you have something caught in the [drain pump](#) that would be causing it to not push the water out. The [motor assembly](#) for that is kind of a push and turn type pump assembly, where you can unsnap it from the main housing there and just remove that drain pump.

RICK  
But it's called the [drain pump assembly](#)?

JOHN SOWDEN

That's what the drain hose attaches to inside the dishwasher itself, and you're going to have to remove the lower panel. On a lot of these units, there's not a lot of room to get in there, if you have what they call the "tall tub" version. So you might have to pull the dishwasher out to make all these inspections.

RICK  
OK.

JOHN SOWDEN

All right, well, good luck to you. You could have a big job ahead of you, depending on the installation.

RICK  
If we run into something where we'd have to have work done, is it worth it to just replace the [dishwasher](#)?

JOHN SOWDEN

Well, if it needs a new drain pump, they're fifty dollars for the part, and you can probably add another hundred or so onto that cost for labor. A new dishwasher of that type would probably run you seven hundred to a thousand dollars.

RICK  
Being a nine year old [dishwasher](#), the problem is that the service on these is ...

JOHN SOWDEN

Yeah, you've had some bad luck with this one, huh?

RICK  
Well, the service people for these things seem to make things up along the way, and they change factory authorized service people. It's a little sketchy at times.

JOHN SOWDEN

Well, a lot of times it depends on who has a contract in your area, and every year those contracts come up and they review who's available. Most manufacturers will try to go with the best qualified people to service that for you. As far as is it worth it or not on the machine, it's a stainless steel [dishwasher](#), and what you pay for up front is the stainless steel tank. So literally, as long as parts are still available, you could keep this thing going forever, because it's really hard to hurt the tank. You could go out and buy a two hundred and fifty dollar dishwasher, but again, you're going with the plastic instead of stainless steel; as far as energy efficiency, water usage, all that stuff, the one you have is pretty good along those lines. So I'd at least take one more shot at it, and if it's something that's really an astronomical amount to get repaired, then I'd look at another one.

RICK

OK. Hey, listen, thank you very much!

### **1996 GE Monogram Side By Side Refrigerator in Garage Getting Hot on Refrigerator Side**

JOHN SOWDEN

And we're going to now talk to John in Algonac. He's got a question about a side by side [refrigerator](#).

JOHN

I have a twelve year old [GE Monogram](#) side by side. And it's worked well for me all along, and I've got it out in my garage, but then I went out to it one day and opened the door on the [refrigerator](#) side, and all the pop cans and everything in there were popped. And I touched one and it was boiling hot. And yet on the freezer side of the refrigerator unit, everything in there is frozen rock solid; the freezer side is working. So I had a guy come out and take a look at it, and he said it was the compressor and he wanted something like seven hundred dollars. So I'm just looking for some advice.

JOHN SOWDEN

OK. What I would recommend, if you're not happy with your first opinion, most people will come out for around fifty bucks and give you another one. When most often if the freezer is keeping zero to eight degrees and it's freezing well, and the refrigerator is not, a lot of times what happens is the [defrost system has failed](#). What's occurring is the back wall of the freezer section has got a frost buildup, and the air that's supposed to be pushed into the refrigerator section is not allowed to go that route because of these blocks of ice or frost.

JOHN

Yeah.

JOHN SOWDEN

So, even the freezer fan motor in the freezer section can cause this, if it's stalling or has failed. So what you almost have at this point is an ice box. Normally, if it's a compressor, you can get some temperatures that are not within the ranges that you'd like, but you still normally will get fifty degrees or so in the refrigerator section.

JOHN

Well, I'm not exaggerating. Literally, the refrigerator side was so hot, that I could barely touch the pop cans and they had all ruptured, and yet the freezer side is working perfectly. So then what I did was I unplugged it and let it sit for several days, to see if maybe something different would happen, along the order of defrosting or something of that nature.

JOHN SOWDEN

Right.

JOHN

And I plugged it back in and the same thing occurred again.

JOHN SOWDEN

OK. So you unplugged it for a week?

JOHN

Yes.

JOHN SOWDEN

Did you notice any water or anything [dripping](#) out from the underside of it?

JOHN

I don't know.

JOHN SOWDEN

OK. Because that would normally indicate a failure of the defrost system, because you have all of this ice buildup and the water has to drain and go somewhere.

JOHN

Yeah.

JOHN SOWDEN

And you've plugged it in and let it run for how long?

JOHN

I let it run for several hours and it did exactly the same thing again. The freezer side was nice and ice cold frozen, and the refrigerator side was hot.

JOHN SOWDEN

Oh, man. If the freezer pulls down to temperature, it still could be an inefficient compressor or it's running hot and shutting off at times. But normally for one side to be that much different than the other, most often it's being starved for the cold air. This could be either from the freezer fan motor or the damper assembly, which is a gateway of air control, normally in the top of the [refrigerator](#) section. It could be that's shut off and just not allowing any of the freezer air in. I would say, being that this, what, a thirty six cubic feet size unit?

JOHN

I'm not sure how many cubic feet it is.

JOHN SOWDEN

A big one?

JOHN

Yeah. The motor's on top, though.

JOHN SOWDEN

Yeah, as I say, it's a big one. Then I'd at least have somebody else come out and give you a second opinion. If they say it's still a compressor, then yes, the cost they gave you of several hundred dollars to replace it is not out of the norm.

JOHN

He actually said seven hundred.

JOHN SOWDEN

Right. Yeah. Actually, that's not bad.

JOHN

Is it possible though that the compressor could be out and yet, there are two different compressor motors, one for the freezer side and one for the [refrigerator](#) side?

JOHN SOWDEN

In this particular unit, I don't have it up on my screen right now to answer that. Most of those would have just one; although a lot of the built-in's these days have a separate one. So if you do have two separate ones, then yes, just the refrigerator compressor could have conked out. But on this particular unit, if it's a single compressor, then I would say, you probably have another problem. You can just remove that top panel and have them look in and see if you see two black size of a football looking cans in there. If you do, it is possible to have one that's failed for just the refrigerator section.

JOHN

Is there somebody you recommend up Algonac way?

JOHN SOWDEN

For when it comes to stuff like that, I recommend a [GE](#) factory service or somebody who handles it. That way you're getting somebody who's well versed and trained on the product.

JOHN SOWDEN

Ok. Very good and thank you for your help!

### **How to Decide Whether to Buy a Gas Dryer or an Electric Dryer**

JOHN SOWDEN

We're going to go to Karen in Sandusky, Ohio, who has a question about whether she should buy a gas or an [electric dryer](#). Good morning, Karen. Go ahead, you're on the air.

KAREN

I have the option of buying either a gas or electric; I'm hooked up for both. I'm wondering which one does the better job.

JOHN SOWDEN

Well as far as does a better job, I think they'd both dry the clothes adequately. Normally, when it comes to gas or electric, the [electric dryers](#) are going to be a little bit cheaper. If you look at the prices in the ads, the electric dryers will be fifty to one hundred dollars cheaper than the gas. But then, over time, depending on what kind of gas you have, LP or natural, gas is cheaper to run. So I guess the thought pattern is that you should get a payback with the gas dryer, depending on the current cost of electricity and gas in your area. But normally the gas is going to be a little cheaper to run. So it really depends on how long you plan on keeping it. If you have another house or you plan on moving somewhere that doesn't have a gas hookup and you want to take it with you, then you might want to go electric. I can say that I do believe, between sixty and seventy percent of the units out there are electric; in fact the percentage may be even bigger than that. But they all have things that can go wrong with them as far elements for the electrics and gas valves for the gas; so neither one is bullet proof. But really, I'd look at the cost up front and look at the difference of annual capacity to run them. A lot of times the energy tags will tell you how much it costs to run for a year, and figure it out. If you figure you're going to get ten years out of it, it may be a wash if you go with gas and pay up front; you might save some money within three or four years. As far as which one will do a better job, either one will do a pretty good job of drying your clothes.

KAREN

OK. Thank you.

### **2005 Kenmore Elite Quiet Pack IV Model HD3T Front Loading High Efficiency Washing Machine with Bad Odor Problem on First Load**

JOHN SOWDEN

OK, Henry in Chesterfield has a question about a [Kenmore washer](#). Go ahead.

HENRY

My wife and I have a [Kenmore Elite](#). It's a Quiet Pack IV, [model HD3T](#) and it's a front loading high efficiency. It's a little over three years old.

JOHN SOWDEN

All right.

HENRY

The think works fantastic. I have no problem with the mechanical aspects of it, but if you let it sit for two days, and then do a load of laundry, when it dumps the water into the washtub to drain, it smells like a backed up sewer. But that's on the first load only; after that it's no problem. It's just this odor, and until it gets pushed out of the house, you have to put up with this every time you use the washing machine.

JOHN SOWDEN

Yeah, that's not an uncommon problem with a lot of the [front loading machines](#) out there. They use a lot less water and they do hold a little water in the bottom of the tub, so if you don't use it every day, it can cause that. Even if you do, at times it can cause that situation.

HENRY

OK.

JOHN SOWDEN

Now, does your unit have a clean cycle or a heat cycle?

HENRY

Yes.

JOHN SOWDEN

Normally the clean portion of it is to just take care of that. What it does is fills it up with as much water as it will hold and then heats the water up to try to kill all that. So you can try running it empty periodically on a high-heat setting for your clothes, and that might help. Also, if I'm not mistaken, this unit is basically a [Duet](#), the same thing as if you were to buy it from [Whirlpool](#).

HENRY

OK.

JOHN SOWDEN

And they've come out in the last year or so with these tablets that we've had pretty good feedback on called [Affresh](#). We have them on our website, if you go to [repairclinic.com](#), and go to the [Accessories page](#) and look under "washing machines". They're three tablets that you just periodically throw one in and run it along with your cleaning cycle, and it basically helps kill all the bacteria and remove some of the debris in there.

HENRY  
OK.

JOHN SOWDEN  
So you might want to give that a try and go from there.

HENRY  
Thank you very much!

### **Replacing Refrigerator Filter for Ice Maker and Water Dispenser**

JOHN SOWDEN  
Well, with the [icemaker](#) and refrigerator season right at our doorstep here, I want to share a little bit about it. We've had [refrigerators](#) for the last several years that have come out with filters in them for the ice maker and water in the door. And it was interesting, I had a conversation the other day with somebody who told me that the numbers they'd seen that showed that less than half the people that have one of these machines have never changed the water filter. So if you've got a machine that's several to ten years old and you have a [water filter](#) in it and haven't changed it, this would be a good time to do it, in the spring, and get yourself some clear ice and hopefully prevent problems with your ice maker by keeping the filter clean. You can go to our website, [www.repairclinic.com](http://www.repairclinic.com), put the model number in as it reads off of your appliance itself, and you can see whether or not your unit has a water filter, and if it does, you can select one or two or three and have them on hand for next time, and have them shipped right to your door. You can also call 1-888-34-Fixit for our call center, which is open 8am until midnight, seven days a week.