

Appliance Repair Show Transcript—August 10, 2008

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2004 GE Monogram Dishwasher, Model ZBD6500, Water Leaking From Under Control Panel

JOHN MCCULLOCH

We're going to start things off this morning with Margaret, in Livonia, with a question on a [dishwasher](#), here on the Appliance Repair Show. Good morning, Margaret, go ahead please.

MARGARET

Good morning. I have a [GE Monogram](#), a less than five year old dishwasher with a stainless steel front and a black panel with the information where you select what options you want. It says ZBD and either 6400 or 6500. I'm looking at the picture in the manual.

JOHN SOWDEN

Yeah.

MARGARET

[Water started coming out underneath the panel](#) on to the stainless steel in the middle and on to the floor.

JOHN SOWDEN

Now, is this water, or is this steam?

MARGARET

No, this is water and in the past I have noticed a couple little streaks in that same spot but I do a lot of preparation in there. I just thought I was being kind of sloppy but I happened to be here when it was running, and it was pouring out pretty good. This was towards the end of the cycle.

JOHN SOWDEN

Okay. Well, there are a few things that could cause that. One is the [dishwasher](#) is not level. You want it level or just slightly tilted back. Over time, depending on where it's installed and how it's installed, the door openings and things of that nature, it can slightly tilt forward, which can cause the water to wave over. Other things to look at are what kind of soap you're using, if you're getting a lot of suds in there. That will cause the unit to [leak out the front](#) of the door. The most common cause is a restricted drain or there's what they call a piston and nut, it's a little check valve in there that has to open and close, and if [it's not draining](#) in there and getting rid of all the water between cycles, then towards the end of the cycle you're going to get too much water in there. So when it starts up you're going to get this wave effect that will push it over the front of the dishwasher. Other things to look at are the [wash arms](#): Make sure there are no splits in them. Sometimes the seams of the plastic wash arms, where they're seamed together, will develop a slight slit or hole in them as it spins around and it sprays right in that area and causes it to leak. So a lot of it is visual inspection. If you open it up at the end of the cycle, do you notice any water in the machine?

MARGARET

No.

JOHN SOWDEN

Okay. So it is draining out?

MARGARET

To my knowledge it is, yes.

JOHN SOWDEN

I would start with the [wash arms](#), inspect those, and next time when it starts to leak, just open the door and see how much water is in there. If you're getting quite a bit, I would suspect something intermittent in the drain cycle, which could be in the [pump](#), something blocked in there, or as I said, the check valve. If you remove that little grid in the back of the dishwasher, it's hiding under there. Those intermittently stick and cause it not to drain periodically.

MARGARET

I don't really have anybody to help me with this, so I would have to get a repair person to come out and look at it. Would they have to pull the [dishwasher](#) away from the wall? It's a built-in unit.

JOHN SOWDEN

Probably not. The problem is the installation is different in every home. Sometimes they leave you enough room to get in there. I've seen where people have put them in and tiled the floor up to it, so that when you remove it you have to get the saws out and cut the frame to get the [dishwasher](#) out.

MARGARET

Well, this is a remodeled kitchen; it was moved and put back about a year ago.

JOHN SOWDEN

Most of the time it's pretty straightforward. Most of those are accessible from the front although a lot of the newer machines you have to pull them out to do anything to them. The tall tub dishwashers, the reason they have a taller tub is that everything is really compacted underneath and there's really no way to get in there. So you have to slide them out.

MARGARET

And would any of these be expensive or inexpensive repairs? I just want to be knowledgeable when someone does come out and look at it.

JOHN SOWDEN

I would say that if it's in that little piston assembly, you probably have between a seventy to one hundred dollar repair, to have somebody come out and do that. As far as who to call, I'd ask friends and neighbors, or contact the manufacturer and they can tell you who's authorized in your area.

MARGARET

I have called [GE](#).

JOHN SOWDEN

Okay.

MARGARET

That was what I thought was the best thing to do at that point and actually they're scheduled to come out but I wanted to have some knowledge while they're looking at it and telling me something so I have a little bit of information.

JOHN MCCULLOCH

Now you are armed with just enough information to be dangerous!

MARGARET

That's right and I plan on being dangerous!

JOHN SOWDEN

Just don't offer to help. That costs extra!

MARGARET

No, I won't do that. I just don't know!

JOHN SOWDEN

Well, now you do.

Hotpoint Top Mount Refrigerator Both Door Gaskets are Moldy

JOHN MCCULLOCH

And here's Joan, in Southfield, with a question on a Hotpoint [refrigerator](#) on the Appliance Repair Show. Hi Joan, go ahead please.

JOAN

Hi. I have a [Hotpoint refrigerator](#). The gasket on the door of the freezer, the upper freezer and the lower refrigerator compartment, I have mold on it. How is that cleaned?

JOHN SOWDEN

Well, the best thing to do is, you can use a mild solution of bleach and warm water. There are a lot of [cleaners](#) you can use on that which will take it off. If you have an old toothbrush you can use that to get in there and clean out the cracks of the [door gasket](#). Most often the reason you get mold between those two doors is...this is a [freezer on top](#)?

JOAN

Yes.

JOHN SOWDEN

Okay. There's that two inch wide metal piece between the refrigerator and freezer section. There's normally a heater in there that causes the unit to stay just warm enough where the hot moist air in the room does not hit a cold surface and sweat. Now, inside your refrigerator, a lot of units will have what they call an energy saver. There will be a [switch](#) or a [button](#) that says, "Set here to save energy" or "To reduce exterior moisture, set here".

JOAN

Yes.

JOHN SOWDEN

And all you're doing is turning on that little heater in the door frame. So make sure that is turned on.

JOAN

To what?

JOHN SOWDEN

Every one is different. What does yours say?

JOAN

It says power saver/moisture control.

JOHN SOWDEN

Is it on or off?

JOAN

It's over to the power saver setting.

JOHN SOWDEN

Okay. If it's on the power saver setting that means the heater's turned off.

JOAN

Okay.

JOHN SOWDEN

You're saving power because you haven't turned on this little heater between the door frames.

JOAN

So I should turn it on? Ah!

JOHN SOWDEN

Yes. It's a small heater.

JOAN

Yes, it says "Set here if moisture appears on the exterior".

JOHN SOWDEN

Look at that!

JOAN

Okay!

JOHN SOWDEN

So that will keep you from having to clean it in another three or four months.

JOAN

But is this a normal thing to happen, for it to have mold between it, or should I replace the [gasket](#)?

JOHN SOWDEN

Yes, it's normal. You can try cleaning the gasket. Like I said, there are a lot of [cleaners](#) out there, some that have bleach in them that you can spray in there and clean it off. Normally if you are diligent about it you can get it cleaned up where it will be all right. If you see any tears or you can't get it out, you can replace the [gaskets](#), but most often all you need to do is clean them.

JOAN

Now, on the gaskets in a couple of places it appears to be coming away from the door part.

JOHN SOWDEN

If it's torn then I would recommend replacing it. Now, if it's just folded over, you can just put it back in its shape and then use a hair dryer and gently go over that area.

JOAN

Oh, okay!

JOHN SOWDEN

The hair dryer will make the plastic a little more pliable and then the magnet in the door frame will actually help conform it to the door. You may have to do this a few times. Start by cleaning it all up. Now that you've got your energy saver turned off, which means you're using energy to heat up that door frame, you'll have a lot less sweating.

JOAN

What should the setting be on?

JOHN SOWDEN

I would leave it there in the summer. In the winter, depending on humidity in your home and everything else, you might be able to turn it off.

JOAN

It says for the freezer to set, there are numbers to set at the coldest—

JOHN SOWDEN

You don't have to touch any of that. Just the little [switch](#) that says set here if you see moisture on the exterior.

JOAN

Got it.

JOHN SOWDEN

Switch that on and leave all the other controls alone, and you should be all right.

JOAN

Okay. Thank you much!

Kitchen Aid Dishwasher, Model KUDS24, No Power to the Control Panel

JOHN MCCULLOCH

And we'll go now to Gary, in Dundee, with a question on a [dishwasher](#) on the Appliance Repair Show. Good morning Gary, what's your question?

GARY

Good morning. Yes sir, I have a [Kitchen Aid dishwasher, model number KUDS24](#).

JOHN SOWDEN

Okay. It's one of the high-end jobs?

GARY

Well, it's low-end this morning. I loaded it up yesterday and hit the start button like always, and [none of the buttons light up, nothing happens](#). It does have power to the little junction box in the bottom.

JOHN SOWDEN

Okay.

GARY

I also noticed, apparently the last time we used it, and we don't use it that often, maybe once a week, [there's standing water in the bottom of the dishwasher](#). The dishes were clean, they were dry, but there was still water in the bottom from the last time we used it.

JOHN SOWDEN

Well, to have a little bit of water in the dishwasher is not abnormal, because they leave a little water in there to keep the motor seals working. Now, as for the unit just being dead, but you have power at the junction box, the next gateways of power are the [door switches](#). There are two switches in the door assembly and the [latch assembly](#) that have to be made. Most often if the unit is dead then one of those switches has failed. It comes as a kit with new wiring and new switches. It's possible that the latch, which is plastic, could be broken, not actuating those switches but more than likely the switches themselves have failed.

GARY

Okay.

JOHN SOWDEN

I would start there. Other than that, being a [circuit board](#) unit, if you have power to the main control board and it's not doing anything, then the board is probably bad. It's kind of a power in, power out thing.

GARY

Right.

JOHN SOWDEN

But the next hurdle in this are the [door switches](#), which are something that, from what you're describing, I would head right there and check those. You'll probably find that one of those is open.

GARY

Would I have to take the cover off the door?

JOHN SOWDEN

Yeah, they're up in the [control panel](#), right in the latch area.

GARY

Okay. All right, I will follow that and see what I can find. Thank you very much.

JOHN SOWDEN

Just turn the power off before you get in there and you can check those with an [ohmmeter](#) (part # DM10T).

Insinkerator Disposal Backs Up with Water When Dishwasher Runs

JOHN MCCULLOCH

Our next question is from Lydia, in Sterling Heights, about a [disposal](#), here on the Appliance Repair Show. Go ahead please, Lydia.

LYDIA

Hi. I have a [dishwasher](#) and a [disposal](#), an Insinkerator. When I use the dishwasher, the water backs up into the sink, and then it goes down after a while. Is it the fault of the disposal or the dishwasher?

JOHN SOWDEN

I would say that it's probably a fault of the plumbing from the disposal to wherever it's going.

LYDIA

Okay. So it could be in the trap?

JOHN SOWDEN

That's exactly where I would start, by taking the trap off and cleaning it.

LYDIA

Now, how would you do that? Would you have to take the trap off, or is there some chemical that I could put down into the [disposal](#).

JOHN SOWDEN

They say you can use some things in there. I'd say it's really not that big a deal normally to just pop the trap off. There should only be two nuts that lock it in place. If it's plastic, then you can use the old trap. If it's one of the metal traps I'd buy a new one, because after a period of time they will start to deteriorate.

LYDIA

That's the white stuff, then? Plastic?

JOHN SOWDEN

Right. More than likely it's in that trap area. Especially if you pour grease and stuff like that down the sink, that stuff hardens right in the trap and restricts it. The [dishwasher](#) is trying to empty out two or three gallons of water in a pretty short period of time so that's why, when it takes over it's dumping more capacity down that area than when you're just using the disposal and running a little bit of water and putting things through. I would start with that trap, and see what happens.

LYDIA

There's no way you can use a plunger or anything when you have a [garbage disposal](#)?

JOHN SOWDEN

You can try it, but again, the surest way is to just go right after that trap and just clean it out. You'll probably find it's about half restricted full of stuff, and go from there.

LYDIA

And you don't think that anything in the dishwasher...I've looked at drain [cleaners](#) and they said safe for garbage disposal, but I'm leery of it.

JOHN SOWDEN

They say they're safe and you can try them if you wish, but depending on how bad the blockage is, you might still end up having to physically remove it and clean it out.

LYDIA

Okay. Well, thank you very much.

JOHN MCCULLOCH

Is that one of those operations where you put the bucket under there and just take the two nuts out and you're in?

JOHN SOWDEN

Pretty much, except it depends on the existing plumbing, and every house is different. So a lot of times what happens is, you break loose one fitting and then you find out this pipe is starting to break and then you replace that, and it turns into one of those Three Stooges things where it just keeps going and going!

JOHN MCCULLOCH

Hopefully that won't happen to Lydia.

JOHN SOWDEN

Yeah, most of the plastic stuff is pretty straightforward these days.

1973 Frigidaire Range, Model RBE97, Burn Holes in the Elements

JOHN MCCULLOCH

And here's Leroy, in Port Clinton, Ohio, with a question on a [Frigidaire oven](#) on the Appliance Repair Show. Good morning, Leroy, go ahead please.

LEROY

Good morning! I need some oven [elements](#). Did they pass that on to you?

JOHN SOWDEN

Yeah. It looks like you've got a thirty or forty year old Frigidaire stove.

LEROY

Yep, it's pretty old!

JOHN SOWDEN

Okay and which elements do you need?

LEROY

I need all three of them.

JOHN SOWDEN

Are these for the oven or for the surface unit?

LEROY

For the oven.

JOHN SOWDEN

Okay and you need the [bake](#) (part # 5309950887) and [broil elements](#) (part # 5309951540)?

LEROY

I don't know what the difference is. I just took out three elements and they have holes burned in them.

JOHN SOWDEN

All three of them!?

LEROY

Yes.

JOHN SOWDEN

No kidding! Well, normally the rule is that the one on the oven floor is the [bake element](#) (part # 5309950887) and the one mounted to the oven ceiling is the [broil element](#) (part # 5309951540). As far as obtaining the replacement parts for those, you can go to our [website](#) and put in the [RBE97](#). According to what I see, the bake element, the one on the floor, is still available, but the broil element looks like it's been discontinued. There are other generic manufacturers that do make some of these, after market, for some of these

older ones. If you give us a call at the 888-343-4948 and explain that you're looking to see if there's a generic available, they may be able to find you one.

LEROY

I went to a couple of repair places here in the Port Clinton area, and everybody says they're not available.

JOHN SOWDEN

The direct replacement, or there's no after market available?

LEROY

I assume the direct replacement.

JOHN SOWDEN

There are really just a handful of companies that make the [elements](#) for the manufacturers. Then some of them will also make them and sell them under their own private label for some of the discontinued ones. So just because the manufacturer has quit selling them, they may have some still available and at times we can find one at a shelf somewhere through the other places we do business with; some old or discontinued stock. At other times, they're just no longer made and there's no after market.

JOHN MCCULLOCH

But Leroy, if it's possible to find, the [RepairClinic.com](#) people can find it. Believe me. They'll go out and search for you and see if they can fix it up for you.

JOHN SOWDEN

Just have the [model number](#) ready and let them know right off the bat that this is for an old [Frigidaire](#) and they'll have to probably dig out the books on this one but that's okay, we do it all day long!

LEROY

Okay!

JOHN SOWDEN

And if we can't find it, then I can't recommend anybody else that would go through all the motions to try to find it. I'm not saying there's not somebody out there like that but we try to leave no stone unturned when it comes to that stuff.

LEROY

Okay. Well, I'll give it a try and I appreciate it.

1978 Tappan Wall Oven Door Seal has Cracked

JOHN MCCULLOCH

Here's Joyce, in Livonia, with a question on a [Tappan oven](#) on the Appliance Repair Show. Go ahead please, Joyce.

JOYCE

We have a Tappan, and the seal on the door cracked on the top and it dropped down. Is it a big job to replace the [seal on the door](#)? There's a little clip right in the middle, and that's where it seems to have broken.

JOHN SOWDEN

Well, it depends. This is kind of a rubber/silicone type seal that goes around?

JOYCE

It's a built-in from 1978. Yes, it's like silicone.

JOHN SOWDEN

Is it all one piece, this [door seal](#), or is it three pieces?

JOYCE

It looks like three pieces.

JOHN SOWDEN

Okay. Well, most of those gaskets, there is just a little clip on each end and then there's a hole that's in the corner of the door. They're kind of like rubber bands, where they stretch a little bit. So what you do is you stretch out the new gasket and then clip it into the existing holes, and that's what keeps it in place. As far as replacement goes, we're going to need the [model and serial number](#) off the unit itself. Now this is a [wall oven](#)?

JOYCE

Yes.

JOHN SOWDEN

Then that tag is going to be either—

JOYCE

It's on the door. I see it there on the side.

JOHN SOWDEN

Right. It's going to be either on the door or sometimes it's on the bottom.

JOYCE

I can see exactly where it is, but I think I need a flashlight to read it. If I just call the number that you just gave the previous caller, would that work?

JOHN SOWDEN

I'm hoping so!

JOYCE

Okay, great!

JOHN SOWDEN

Either that or you could just put the [model number](#) into our [website](#) and you could go from there.

JOYCE

Okay. Could you give me your website, please?

JOHN SOWDEN

It's [RepairClinic.com](#) and you put your model number in and we have a picture of all the common and even not so common parts for all the different appliances that we handle, which are quite a few.

1960s Nutone Fan Light Switch is Bad

JOYCE

Can I ask another question about a [Nutone fan](#)?

JOHN SOWDEN

Sure!

JOYCE

We have a [Nutone](#) fan, and that's old too. It's from the 1960s and now the [switch](#) is bad for the [fan](#). The fan is good—my husband checked it but it's the switch for the [light](#). They're real tight, so that little unit in the back has to be replaced. Where do we go for that?

JOHN SOWDEN

Same place.

JOYCE

Do they suggest somebody that could come out and do it?

JOHN SOWDEN

We have on our site an appliance service index, where we just list all the different people in your area. We don't necessarily recommend whom to go to. I always tell people to talk to their friends and neighbors and see whom they've had good luck with, or you can call the manufacturer.

JOYCE

Who takes care of [Tappan](#)?

JOHN SOWDEN

Electrolux now owns Tappan. [Electrolux](#) is now the parent company. Tappan was owned by [Frigidaire](#); then they went to [Westinghouse](#), and now Electrolux is the major mother company for that.

JOYCE

Oh, great! And thanks a million for everything you do!

Whirlpool Top Loading Washing Machine Not Spinning Unless Lid is Opened and Closed Between Cycles

JOHN MCCULLOCH

Let's talk with Greg, in Plymouth, about a [Whirlpool washer](#), here on the Appliance Repair Show.

GREG

Hello, John. My daughter has a [Whirlpool washing machine](#), and she's had a reputable repair company that we've used for years out to fix it two times now. What's happening is, it's not cycling properly and once she picks the lid up on the washing machine and puts it down again, it cycles.

JOHN SOWDEN

Okay. So [it doesn't spin](#)?

GREG

Right, it doesn't spin...

JOHN SOWDEN

And this is a [top loading](#)?

GREG

Yes. The repair company has replaced the [timer](#) already, and they've replaced the [lid switch](#) on the washing machine. They reimbursed her for that because it didn't fix anything but now they're saying it needs a new [transmission](#).

JOHN SOWDEN

And that's what it needs.

GREG

It does?

JOHN SOWDEN

Yes. What happens is, the unit has what they call a neutral drain, and it will pump the water out and then the [motor](#) will stop for a few seconds, and then the transmission internally has a set of gears that lock in for the spin but the thing has to stop first for these to drop down and engage. So by her lifting the lid, she was accomplishing that, because normally if you lift the lid it will stop the machine. Now, at times a [timer](#) can cause that, because a timer will not pause or pause long enough if it fails and the contacts are sticking, to allow that neutral package to engage inside the transmission. The [lid switch](#) is the same thing. The lid switches are kind of like light bulbs: they're good or bad, open or

closed. There are times when they could be intermittent, but from your complaint I would say it's a timer or it's internal on the [transmission](#) and since they've replaced the timer and the lid switch, then I would say the problem is in the transmission itself. The components inside that engage this are sticking, and that's why when she opens the lid and drops it, that allows it to stop long enough for those things to engage.

GREG

Okay. Thank you very much for your help.

2006 Whirlpool Refrigerator Door Not Sealing Properly, Light Stays On and Causing Items in Refrigerator Section to Freeze

JOHN MCCULLOCH

And here's Brian, in Grand Rapids, with a [refrigerator](#) question, here on the Appliance Repair Show. Hi Brian, go ahead please.

BRIAN

Good morning, John! I have a less than two year old [Whirlpool](#). I bought a thirteen cubic foot refrigerator/freezer unit. It's used in our lower-level rec room so it's not used that often. The refrigerator door has never really closed properly; it's never really sealed opposite the [hinges](#). I can visibly see that the [light](#) stays on inside the refrigerator unit. Also certain brands of soda that have particularly thin aluminum cans actually freeze up and explode in the refrigerator unit, even though other beverages are fine. So, I'd like to avoid a service call. I've been to the customer support website of Whirlpool but I really can't find anything about realigning that door. It feels like, I want to push it up and to the right with the unit on this left hinge. It almost feels like it's bent or warped in some manner. It has never really closed properly and I wondered if you had any advice?

JOHN SOWDEN

Well, I think the reason things are freezing is because if the door is ajar, it's probably running too much, and depending on where these cans are sitting in there. If an item is in the direct air stream flow of the cold air from the freezer entering the [refrigerator](#), that's not necessarily an abnormal situation. You're kind of making it run too much, and yet certain spots might be too cold. As far as the door goes, there are a lot of things. Door adjustments and things of that nature can be a real pain. The first thing is, make sure that the unit hasn't been dropped or that the actual cabinet is pretty square; you can just use a tape measure and measure diagonally from corner to corner of the cabinet. Sometimes you can level the unit by adjusting the [legs](#) to make the cabinet a little more square, which might help the door. Normally what happens is if the doors themselves are not closing the way you describe, the lower portion of the door is probably dragging on the inner liner. So, you have to pick it up and move it to the right, so you're kind of moving it up above from where it would normally drag on the bottom. Depending on what [hinges](#) you have—some have got what they call [cams](#) on them, little hills and valleys that work against each other—so that when you open the door it will slide back and close automatically. On some of the middle of the road and low end, they don't have those. So it really depends.

BRIAN

Right. This is more of an exterior mounted [screw](#) with a pin assembly. So, I'd call it low to middle end.

JOHN SOWDEN

Okay. One easy way to try to alleviate this is where the door sits on that pin, you can try, first of all, loosening the [lower hinge](#) and see by moving it up a little bit if you can get any clearance. If that doesn't work, you can put [plastic washers](#) between the pin and the bottom of the door. Basically just get the bottom of that door up, an eighth of an inch, and sometimes not even that much is required.

BRIAN

Sure.

JOHN SOWDEN

And shim up the door so that it's not heating in that corner opposite of where it's at. But yeah, from what you're telling me about the door's [light switches](#) not going off, the door isn't high enough to actuate the actuator in the center of it.

BRIAN

Right. They say you want to grab the door and push it up to the right, but I'm not able to do that. There's not enough movement or play in it to make that happen. But I have a feeling that it's what I need to try. Again, the [manual](#) and the website don't really address the hinge movement. Ideally, if there was some movement in that bottom hinge where you could slide it to the right...

JOHN SOWDEN

Sometimes you can loosen it and get a little bit of an adjustment. It sounds to me like it should be more up and down. Look where the top of the door is, where it meets the center [hinge](#). If you have a gap there then you can shim it up from the bottom.

BRIAN

But use plastic washers?

JOHN SOWDEN

Yeah. Get the [model number](#) and go to our [website](#). If they're available for that unit, then you will see them listed. Otherwise, you can go into a search for "[Whirlpool Refrigerator](#)" or "Whirlpool Washer".

BRIAN

Okay.

JOHN SOWDEN

What it will do is show you a picture of all of them and you can just pick out the ones that have the center hole that's big enough, or you can fabricate stuff from your local

hardware store. Just to see how it works. If you've got anything lying around the house to start with, just put something on there and just try to shim it up and see how it goes.

BRIAN

When you said measure the frame to see if its square, did you mean the entire unit?

JOHN SOWDEN

Right, measure corner-to-corner.

BRIAN

Okay. Got it. Thanks very much!

2001 Frigidaire Refrigerator, Model FRT16CRHW4, Making a Whistling Noise

JOHN MCCULLOCH

Here's Les, in Lorraine, Ohio, with another [refrigerator](#) question, here on the Appliance Repair Show.

LES

I moved into an apartment, and the refrigerator works fine. It's a Frigidaire made in '01 and the guy asked for the model number. It's [FRT16CRHW4](#). It makes a slight [whistling noise](#). It's real subtle. It reminds me of the old sound effects for the bombs; you know how when the bombs are falling in cartoons it makes this whistling noise?

JOHN SOWDEN

Yes.

LES

I'm just wondering why that is?

JOHN SOWDEN

It does this...

LES

All the time! Like every five minutes. It's just a real subtle whistle.

JOHN SOWDEN

Only when the unit's running?

LES

Yeah, [it's running all the time](#).

JOHN SOWDEN

And do you know where this noise is coming from?

LES

It sounds like it's coming from the back. It's real subtle, but once you hear it, you'll always hear it.

JOHN SOWDEN

And it's a [high-pitched whine](#) that you get from it?

LES

Yeah, but it only lasts a couple of seconds. I wonder what that could be.

JOHN SOWDEN

Do you notice if it was either on startup or shutdown of the [compressor](#) (part # 5304443725)?

LES

You know, I don't really know.

JOHN SOWDEN

Yeah. From what you're describing, it sounds like you've got a refrigerant noise, and it's just the refrigerant going through the tubing. On the newer units, they actually use a little bit smaller tubing for the [condenser](#) (part # 5304426654) because it helps condense the refrigerant a little more efficiently and then, because you're pushing more refrigerant through a smaller tube, you can get a little more noise and high-pitched sounds in the tubing. In other units, the actual [drier](#) (part # 5303305677), that helps drain and keep the refrigerant clean, might need to be adjusted. It could be causing that to flash and make some refrigerant noise. See if you can see when it's doing it, and it could be just normal operation. There might not be anything you can do with it.

LES

Yeah. It's just that once you hear it, you're always listening for it.