

Appliance Repair Show Transcript—September 21, 2008

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1995 Ice Maker Leaving Black Specks in Cubes

JOHN SOWDEN

We're going to start our morning off with a question from Al. Good morning, Al! You're on the air.

AL

Good morning. I've got a question about my [ice maker](#).

JOHN SOWDEN

Okay.

AL

I always have little [black specks in the ice](#) which I'm assuming are coming from my filter, and I'd like to know if there's a way I can prevent that.

JOHN SOWDEN

So you do have a [filter](#) in your machine?

AL

I do, yeah. The filter is down in the basement that filters the water going into the refrigerator.

JOHN SOWDEN

Okay, so this isn't a part of your [refrigerator](#)? It's a separate add-on filter that you've put on.

AL
Correct.

JOHN SOWDEN
And how long ago has it been since you've changed that?

AL
I think I do it about once every six months.

JOHN SOWDEN
Well, the first thing I would do in your particular case is I would remove the [ice maker](#). Normally, there are just a few screws and a wiring harness that's got a quick disconnect. Look at the mold of the ice maker, the part where the water freezes. Most often from your complaint what you'll find is that the mold is starting to wear and flake off. That's what gives you those [specks in your ice cubes](#). So, you can either replace the mold, which normally depending on the unit is between sixty and seventy dollars, or I would recommend that you just replace the whole ice maker complete.

AL
Got it. Okay, great! Thanks for the tip.

1995 GE Profile Refrigerator Ice Maker is Not Getting Water to Produce Cubes

JOHN SOWDEN
Now we have a question from Sarah in St. Clair Shores. Good morning, Sarah.

SARAH
I have a [GE Profile](#) and the [ice maker](#) doesn't work. The water doesn't come into the ice maker. Everything else works, but just this last week [it stopped working](#) and I had to go out and buy ice cubes. I've still been using it, but I've had to get a couple of bags of ice.

JOHN SOWDEN
Okay, so it still dispenses?

SARAH
Yes. So does the water.

JOHN SOWDEN
Okay. So the ice, if you put it in the [bin](#), it works?

SARAH
Right.

JOHN SOWDEN

And how old is this machine?

SARAH

It's thirteen years old.

JOHN SOWDEN

All right, and have you had any other problems? Have you had any maintenance or replaced the [ice maker](#) before?

SARAH

No problems with the ice maker. When we first bought it, the first year after we had it, the compressor went and I called [GE](#) and they replaced it for free!

JOHN SOWDEN

Well, that's a good price. Well, what I would recommend is, if you're getting water in the door then you're at least getting water to the refrigerator itself, which is a good sign. So the problem either lies in the [water inlet valve](#), or the ice maker itself. There are instructions on our [website](#) that will tell you how to test cycle your ice maker and determine whether or not the ice maker is at fault. Basically what happens is the ice maker, when it hits a point of freezing, or when the mold reaches about fifteen degrees, the unit will cycle and then it will call for water. At that time, it will send a voltage to the water inlet valve, which then is supposed to open and then let water into your machine. One easy thing you can do is, you can take a Dixie cup of water and pour it into the mold of the ice maker and see if it dumps out that ice. So that will let you know that the ice maker is at least cycling according to temperature, but it still could have failed in the electrical portion of it.

SARAH

Okay.

JOHN SOWDEN

So, most often, from what you describe, the [water inlet valve](#) is the culprit, but the ice maker itself can also cause the same condition. So, I would try that as a way to go about it. The other things you're going to need is an [ohmmeter](#) (part # DM10T) to see if you're actually getting the voltage from the [ice maker](#) to the water inlet valve when it calls. You may want to look at a service man at this point, if some of the other things don't work out, or you can just start replacing components. I would start with a water valve if that's the way you want to go.

SARAH

Water valve. Okay. Now, at thirteen years old, is it worth it?

JOHN SOWDEN

Well, the thing is that an ice maker inside a refrigerator is an appliance within an appliance, so you certainly can use the bagged ice, which actually we have on sale on our

website this week, and do it the old fashioned way. Anytime, with any kind of [refrigerator](#) you have that has an [ice maker](#), you have two potential problems: one is the refrigerator itself, and then the ice maker, which is a separate entity. It just needs to live inside the refrigerator to work properly.

SARAH

But at thirteen years old, that's what I'm wondering, is it worth repairing?

JOHN SOWDEN

As long as the refrigerator is working fine, I would say yes, it's probably worth it. Most often, if you need a new [ice maker](#), you're looking at about at least a hundred dollars for the repair, so that's something to take into account. You can make a lot of ice cubes for that, but I would say it's one of those things that if you want it to work, you've got to either replace it or replace the components for it. So, it's a question of do you want ice in your refrigerator?

SARAH

Yes!

JOHN SOWDEN

Well, see that's the answer to your question, then.

SARAH

Thank you very much!

2008 LG Dishwasher, Model LDF6810WW, Has Terrible Odor

JOHN SOWDEN

We're going to go ahead and speak to Deanna in Lake Orion. Good morning, Deanna. How are you this morning?

DEANNA

Good morning! Well, I'm fine, and maybe I'll be even better after you fix my problem!

JOHN SOWDEN

Well, I'm not always the good news man. Sometimes I'm the bad news man, but I'll see what I can do.

DEANNA

I have an LG dishwasher, [model number LDF6810WW](#), which is only about seven or eight months old.

JOHN SOWDEN

Okay.

DEANNA

From day one almost, I've had this horrible odor in it. It's just my husband and I, so I don't do dishes every day or anything. Every couple of days, but I rinse my dishes well. I've done this with my other [dishwashers](#) and I've never had this problem before.

JOHN SOWDEN

Son you're other dishwasher retired on you and you replaced it with this one, and ever since you've had it you've run into this issue.

DEANNA

Yeah, and I talked to [LG](#) about it and they suggested using baking soda or one of the [cleaning agents](#) that you use, like white vinegar. So, I've done that and I've always maintained my appliances well but we can't get rid of this and can't figure out what it is.

JOHN SOWDEN

Okay. Well, there are a few things that can be causing this. The first thing is the lack of use. A lot of people will run their [dishwashers](#) every day, which will cause it to bring in fresh water, flush out the [drain lines](#) (part # AEM30700301), things of that nature. It's actually using it less that causes the water to become stagnant in the bottom and create this condition. I would also recommend that you run it in between. You should have a short wash cycle or quick wash—

DEANNA

I do, I do, and I've tried that, and I opened it up after the short cycle and it was so bad still that I wouldn't use my dishes! Only when I run a full hard cycle will the odor go away, and just for a short time.

JOHN SOWDEN

Okay. The other thing I would look at is, since this is a new machine, first of all you have a warranty on this, which is a good thing. The other possibility is that it could be in the installation. What I mean by that is the [drain hose](#) (part # AEM30700301) is not routed properly; basically it's supposed to be higher than the top of the tank of the dishwasher at some point.

DEANNA

Higher than the tank?

JOHN SOWDEN

Most of them come routed so that when you bring them out of the box, the hose itself is mounted so it loops up higher than the top of the [dishwasher](#) tank, or basically the top of your sink. If for some reason that was undone or was installed in a way that the water from your [disposal](#) or kitchen sink is allowed to drain back into your dishwasher, that would explain the constant odor.

DEANNA

But I've even, I've put baking soda down the disposal, and cleaned it all out but it didn't change anything. I suspected the same thing and I talked to the installer about it, and he

assured me that he put in a brand new [hose](#) (part # AEM30700301), but we didn't talk about the level of it because I wasn't aware that could be a problem.

JOHN SOWDEN

Yeah, unfortunately, sometimes what happens in an installation is the first thing they do is throw the installation instructions away because they've done a hundred of these and every machine is different. Most of them are pretty straightforward, though. The [drain hose](#) (part # AEM30700301) should be higher than the top of the sink at some point; most of that is looped in the back of the dishwasher itself.

DEANNA

Okay.

JOHN SOWDEN

If that was undone for some reason, it's going to cause water, anything from your sink or your [disposal](#) to run down and stay in that drain line.

DEANNA

Stay in there? Okay.

JOHN SOWDEN

Yes. So I would start with that, and make sure that it's installed properly because if you call for warranty service, and they come out and see that it wasn't installed properly, then you're going to end up paying the guy.

DEANNA

Well, I'm just going to call the installer!

JOHN SOWDEN

You can start there but I would make sure, and you might want to do a little inspecting yourself. Look under the sink. Unfortunately, every installation is different so I can't give you any specifics, but do some homework on your behalf and make sure it's installed properly. Then I would try running some [cleaner](#) through it, as the manufacturer suggested. If that doesn't work, then I would call the manufacturer and say, "All right, I went down my checklist there and I've had the installer look at it, I've done the stuff that you recommended, so why don't you come out and look at this and see if you can help me out."

DEANNA

Okay. Are you suggesting that we pull the [dishwasher](#) out ourselves?

JOHN SOWDEN

Well, if you paid to have it installed and you think it's an issue, I would have them come out and see if they'll have a look at it.

DEANNA

Oh, okay.

JOHN SOWDEN

A lot of times if it's close to the sink you'll see where the [drain line](#) (part # AEM30700301) comes through the back of the cupboards or on the underside. If it's basically going right from the sink and it's running right downhill right into the dishwasher, then you're trapping a lot of dirty water from your [disposal](#) and sink and it's just going to stain that line.

DEANNA

Yes, unfortunately, we don't have our dishwasher directly next to our sink. We have a trash disposal thing there, a bag, and so the hoses are down below. I can see them but I don't know if they go back up again behind the [dishwasher](#) or not.

JOHN SOWDEN

Right. Well, now that you mention that, it brings to mind one more thing that you might want to look at, which is too long of a [drain hose](#) (part # AEM30700301).

DEANNA

Too long of one?

JOHN SOWDEN

Yes. The [pump](#) (part # 3485ED1002B) itself is only made to push the water so far, and if they added quite a length of a drain hose onto that to reach your particular installation, now you have a situation where that water is being pumped into the drain and then when the machine shuts off, some of that water is running right back into the machine.

DEANNA

Oh, I see.

JOHN SOWDEN

So I would start with the installation, and when you think about it, the problem with your [dishwasher](#) basically started when it was installed, when it was new.

DEANNA

That's correct, it did.

JOHN SOWDEN

So, I would use process of elimination.

DEANNA

Okay.

JOHN SOWDEN

All right. So was I of any help?

DEANNA

Yes, I think that's a good direction for us to go because that's one area that we haven't investigated, and it's just too unexplainable to us as to why, after doing all the things that we've done, and we care for our appliances, too.

JOHN SOWDEN

Right. I will tell you that rinsing the dishes isn't always a good idea. It's better to leave a little bit of debris on there; not any bones or anything, but a little egg yolk or ketchup and things actually work with the detergent and that's what makes the detergent work is the proteins in the food. So rinsing that doesn't—

DEANNA

I've heard that before and I normally do that, but because of this odor I've been cleaning it more. Well, thank you very much. I appreciate this.

Stackable Dryer Works but Timer Never Advances

JOHN SOWDEN

Brian, in White Lake, has a question on his [Frigidaire dryer](#). Good morning, Brian.

BRIAN

Good morning. I've got a Frigidaire washer and dryer combination; it's an apartment type washer and dryer. It works well, but the [timer](#) never shuts off; the timer never moves.

JOHN SOWDEN

On the dryer?

BRIAN

On the dryer.

JOHN SOWDEN

Well, there are a few things that can cause this situation. Does it work well as far as heat? Does it seem to dry the clothes in the proper amount of time?

BRIAN

Everything seems to work except the [timer doesn't cycle to the off position](#).

JOHN SOWDEN

Okay. Does it advance at all?

BRIAN

No, it doesn't move at all.

JOHN SOWDEN

Now, is this in the timed dry or the auto dry?

BRIAN

Either one, it never moves, period.

JOHN SOWDEN

Okay. Well, normally if it's in the timed dry cycle, and it doesn't move I would suspect the [timer](#) itself, possibly the timer motor has failed, which is part of the timer assembly. If it was in the auto drive, there are other things in the cycle that can cause this to have an issue, which would be the [element](#), if it were open or grounded, or the [thermostat](#) itself. Normally in those, if you remove the front panel of the washer, there is a tech sheet or a wiring diagram and it will show you the components that come into play in the timer motor circuit, and I'd look at that and see what you've got going on there as far as what possibilities there are other than just the timer itself. Basically, if you have current to or voltage to the timer motor, and it's not advancing, then the timer itself has had it.

BRIAN

Great. Hey, can I ask you another quick question?

JOHN SOWDEN

Sure.

Kenmore Dishwasher Doesn't Drain Water at End of Cycle

BRIAN

I also have a [Kenmore dishwasher](#), and it doesn't drain. It appears to work fine, it washes the dishes, but [it doesn't drain](#).

JOHN SOWDEN

Okay.

BRIAN

Could that be a [timer](#) thing, too?

JOHN SOWDEN

It could be. Now, being a [Kenmore](#) it could be one of many, many different brands. So, it really depends on the design of that particular unit as far as what direction you'd want to take. Normally if it's not draining it could be something as simple as something caught in the [drain line](#).

BRIAN

No, I've checked the drain lines out. I've taken the screen off, I've taken the bottom circle thing off and tried to feel down there and drained it all by hand with a bucket and then put it all back together.

JOHN SOWDEN

Here's what you can do: the first three digits of your [model number](#) to determine that particular one?

BRIAN

It's a 587 model number.

JOHN SOWDEN

That will tell you who made it, and you can go to RepairClinic.com and get some more advice as far as what to look for on that particular unit. I would say a draining issue can be mechanical or electrical, and the problem most people run into is anything that's wrong with their appliance, they want to replace the [timer](#). That's the magic fix all component!

BRIAN

It's all we're capable of doing!

2006 Frigidaire Affinity Top Loading Washing Machine has Black Mold in Door Gasket

JOHN SOWDEN

We're going to go on the phones to Robert in Huron Township. Good morning, Robert, what's your question this morning?

ROBERT

Good morning, sir. I have a [Frigidaire Affinity top loading washing machine](#).

JOHN SOWDEN

That's one of their newer units, isn't it? It's just a couple years old?

ROBERT

Yes. Very nice unit, we like the front loaders. There's a rubber gasket, I think I would call it, that the door closes against.

JOHN SOWDEN

The [boot](#), I think is the terminology they use in the industry.

ROBERT

Okay. At the very bottom of it there's a sort of little channel with a little hole in it and you get some lint in there and the water drains out through there. I had a load of black mold in there.

JOHN SOWDEN

Well, that's not an uncommon thing. With any of the [front loaders](#) out today is that at times, you will get some of the mold in there. How often do you use the unit?

ROBERT

I've got two teenagers.

JOHN SOWDEN

Okay, so all the time. 24-7.

ROBERT

Yeah. Pretty much!

JOHN SOWDEN

You say there's a small hole in the bottom of it?

ROBERT

There's a tiny little hole, yeah and pencils and pens and quarters, whatever is in your pockets ends up in that little slot.

JOHN SOWDEN

Exactly.

ROBERT

And you've got to clean it out because that's obviously where the junk goes.

JOHN SOWDEN

That's what it's there for, so the water will not be held in that area. If you have debris blocking that up it's going to pool water.

ROBERT

Yeah, I don't think it's a pooling of the water problem. It's just expanding black mold everywhere.

JOHN SOWDEN

First thing I'd do is get a rag with some hot water and a mild bleach solution and wipe down the entire [gasket](#). You're going to have to clean that area out. Make sure you don't tear it or get too aggressive with it. On that particular unit, is there a clean cycle on it?

ROBERT

I don't know.

JOHN SOWDEN

Some of the newer ones do, they have a clean cycle.

ROBERT

It's got a bunch of cycles on it, but I don't know if it has a clean or not.

JOHN SOWDEN

A lot of them do, it depends on your [model](#) but a lot of them have a clean cycle, and what that does is you run it empty, it runs in hot water, cycles the unit, and it's made to try to get rid of the water that's been stagnating inside there along the door frame and the tank itself. So if you have a clean cycle, I would run it. If not, I would go ahead and just run it

empty, on the highest heat setting you have and pour a little bleach in there and see if that doesn't kill it. If it's already starting to mold, you're going to have to physically clean it off. They also make a product called [Affresh](#) (part # W10135699), which is a package of tablets. You can go to our accessories section on our website, [RepairClinic.com](#), and you'll find that there; I think there are three or four tablets in each package that you get and you throw a few tablets in to start with for initial cleaning, and then periodically they want you to throw one of those in and run it through a clean cycle every month or two.

ROBERT

Can you get that at like, Kroger's or something?

JOHN SOWDEN

I haven't seen it in any super markets. Some of the home stores may have them. We do sell it on the [website](#), and we also sell it at our [parts counter](#). It's a good product, they've made it for this application, and I think if you do those things you'll find some success; but this is something that you're going to have to continue to maintain.

ROBERT

I see, you have to deal with it to keep it clean because it's starting to sprout a little bit of mold, but it's growing!

JOHN SOWDEN

Yeah, it never gets better.

ROBERT

Okay.

JOHN SOWDEN

Yes, you can always go to our website, [RepairClinic.com](#). We're open 24-7. You can give us a call at our phone center, which is open 8AM to midnight, seven days a week. The number for [RepairClinic.com](#) is 1-888-343-4948 and our parts counter is open 8AM to 6PM seven days a week. We're open right now and our office is located on Michigan Avenue in Canton, Michigan and the nearest cross street is Beck Road.

Frigidaire Gallery Freezer Alarm Going Off

JOHN SOWDEN

Now we're going to talk to Victor in Grosse Pointe. Good morning, Victor.

VICTOR

Good morning. We have a [Frigidaire Gallery freezer](#) and our problem is that it's holding twenty four degrees Fahrenheit, and the alarm keeps going off.

JOHN SOWDEN

Is it on the display that it's showing that, or is it the actual freezer temperature?

VICTOR
It's on the display.

JOHN SOWDEN
Okay. Do you know what the actual freezer temperature is?

VICTOR
No.

JOHN SOWDEN
The reason I ask is if the thing is working properly and the [control board](#) is giving you a temperature, it could be that the board is at fault.

VICTOR
Oh.

JOHN SOWDEN
If you have zero to eight degrees in your freezer, and it's telling you its twenty-four degrees and it's beeping, I'd say you have a problem either in the [circuit board](#) or the [thermistor](#), which senses that temperature. If in fact it is twenty-four degrees in your freezer and the board is doing what it should be doing, then you might have other problems.

VICTOR
I see.

JOHN SOWDEN
Does the unit run? Can you hear it run?

VICTOR
Yes.

JOHN SOWDEN
Okay. So it's running and [not cooling](#)?

VICTOR
It's cooling, but its twenty-four degrees.

JOHN SOWDEN
Right. Well, I'd start with putting a [thermometer](#) (part # 19950055) in there and see what you really have. Check it against what the digital display is telling you.

VICTOR
All right.

JOHN SOWDEN

If that is accurate, meaning that the [circuit board](#) is right, it's twenty-four degrees and the unit seems to be running, then I would recommend you start looking at the defrost system as a problem. Most often the defrost system failure will cause the unit to run quite a bit and keep temperature of about twenty to forty degrees, and that's because the coil that the air is supposed to pass through and circulate through your freezer is frozen over.

VICTOR

Oh. It's supposed to be a frost-free.

JOHN SOWDEN

Yes. Correct, and when the frost-free portion of that quits working, then that's when you run into issues.

VICTOR

I see. Okay. Well, I'll put a [thermometer](#) (part # 19950055) in there first.

JOHN SOWDEN

Yeah, I would start there and then I would go ahead, and if that's something that's okay, you know that you have a problem as far as temperature goes, then I would go ahead and look at the defrost system failure. Now there are ways to put it in manual defrost; it might be in the [manual](#) or on the tech sheet in your machine, or you can always email us at [RepairClinic.com](#) and we can tell you what you need to access that. They're all different with the controls: some you have to hold down with both buttons at the same time and then press one button for five seconds simultaneously. In all the newer appliances there are all these new things that you have to do to initiate a defrost or to go into diagnostic mode.

VICTOR

I see. Thank you so much.

1988 Kenmore Dryer How to Remove Top to Clean Inside the Dryer

JOHN SOWDEN

And now we're going to speak to Joe, in Chesterfield, and see what kind of question he has regarding his [Kenmore dryer](#). Good morning, Joe.

JOE

Good morning! Yes, I would just like to know how to take the top off of my Kenmore dryer so I can just vacuum out any debris or lint that's accumulated in there. It's twenty years old and I know it's got to be kind of dirty inside there.

JOHN SOWDEN

Well that's always a good project, is to make sure your dryer is clean internally, all the [venting](#), as well as checking your vent going outside and making sure it's clean, not too long and not smashed behind the dryer.

JOE
Right.

JOHN SOWDEN

It's a good time to do that right now with the winter months coming up, make sure you're not overheating your dryer. On your particular unit, you need to pull out the [lint trap](#) and there's two screws right where the lint trap goes in.

JOE
Okay, I've seen them.

JOHN SOWDEN

You take those out, and you might want to make sure you don't drop those down inside the [blower housing](#), or you're going to be spending more time taking it apart than you want to. You might even want to leave the [lint trap](#) in while you do that; it's a safety device there. From there, in the [front panel](#), between the top and the front panel there are two clips about an inch to an inch and a half from each side in the seam, between the front panel and the top. If you take a putty knife and push it in, you will depress these [locking clips](#) and you will be able to fold the top back like a car hood.

JOE
Oh, they're right in front there above the door?

JOHN SOWDEN

Right in front. You can't see them, but the seam between the main top and the front panel. If you grab a flashlight and look, you'll see a spot where it looks like there's something between there, just reach in with a putty knife and push in, and you'll unlock those [clips](#).

JOE
Oh, I see.

JOHN SOWDEN

Of course, you'll certainly want to unplug the [dryer](#) before you get involved in all of this.

JOE
Right.

JOHN SOWDEN

Now that will give you access to the top, if you need to remove the drum and get in there and do all the other stuff, you can remove the front panel by the two [screws](#) you'll see at the top of the front panel from there. The good news is, if you get into a situation where you don't know what to do next, you can always visit our website, [RepairClinic.com](#), go to the [Repair Help section](#), and if you put in your [model number](#) and give us your email address so we can answer your question, you can then go into what's called our "self-help" portion of the website, and you can print out a document that will walk you through step by step on how to do that.

JOE

I see. I have one other question regarding my dryer. How many [heating elements](#) are in there? Is there just one element, or more?

JOHN SOWDEN

Your particular unit has one element. It is a strand of wiring, so if you were to stretch it out it would probably be several feet long, but it's just one element.

JOE

I see.

JOHN SOWDEN

They're normally good or bad, like a [light bulb](#). So if it's heating, the element is normally good, unless for some reason it's shorted and touching the frame. It can do some weird things at times but one benefit of cleaning it out is the unit will run more efficiently and definitely save on the energy bills.

JOE

Right, right. I appreciate it, sir!

2001 Roper Washing Machine Makes Sloshing Sound and has Developed an Odor

JOHN SOWDEN

Now we're going to go ahead and speak to Bill in Harper Woods. Good morning, Bill. You're having an issue with your [dishwasher](#)?

BILL

No, actually, it's a [Roper clothes washing machine](#).

JOHN SOWDEN

Oh, you know what? I can't read the screen. Okay, a Roper washing machine. What's the issue with that?

BILL

It's about six or seven years old, and from day one it hasn't seemed to drain the drum completely during the spin cycle. The [lint trap](#) is clean and there are no kinks in the [hose](#). If we don't use it for a couple of days, it does develop kind of an odor, and I gather that's from the water that stands in the bottom of it, but the water's not visible. You can still hear it sloshing when the machine actually finishes the spin cycle and shuts off.

JOHN SOWDEN

Okay. A sloshing sound?

BILL

Correct.

JOHN SOWDEN

Do the clothes come out wet?

BILL

No, actually it spins them dry.

JOHN SOWDEN

Okay. So, how high is the drain that you're trying to drain the water into?

BILL

It goes up into the old fashioned concrete laundry tub.

JOHN SOWDEN

Okay. So it's not something that's higher than let's say four feet tall?

BILL

Correct.

JOHN SOWDEN

At times people will try to drain it up to the top of the ceiling in the basement and tie it to a drain, and what happens is the [pump](#) pumps the water out and shuts off, and then all the water inside that [hose](#) will then run back into the tub.

BILL

Ah, okay.

JOHN SOWDEN

Now if you're not having a problem with the unit spinning out, but you hear a sloshing sound when it is spinning, on a lot of those units what they have is, at the top of the tub they actually have a cover and it's full of a liquid. It's a counter balance.

BILL

Oh, no kidding! Okay.

JOHN SOWDEN

It's a saline solution so it doesn't freeze and it's possible that if you grab it and shake it, you might be able to hear some sloshing. It could be just that top cover sloshing around. So if you're not getting any water on the underside where it's touching the clothes, and it seems to be draining completely, meaning that as you go into spin the [pump](#) quits pumping out the water at some point and you're still in just a spin cycle and you're getting a little trickle into the laundry tub, then I think that could be the issue.

BILL

Okay, very well. So that sloshing could be a counter balance that's by design in the machine?

JOHN SOWDEN

That is correct.

BILL

Okay, thank you so much!

JOHN SOWDEN

Thank you for calling. I wish they were all situations like that, with no parts required, but that's how it works in the appliance world.

GE Dishwasher Leaking Out of Right Hand Corner

JOHN SOWDEN

We're going to now speak to Jack in Allen Park. Good morning, Jack. You have a problem with your [GE dishwasher](#)?

JACK

Good morning! Yes I do, [it leaks down in the right hand corner](#). I'm sure it's the seal on the door and I'm just wondering if that's a replaceable item?

JOHN SOWDEN

That depends on the vintage of your machine. If it's leaking out the front corner, it could be one of several items. It could be the [door seal](#). On a lot of them, they have little [black corner gaskets](#) that go on each side, left and right on each side. It's possible that those are deformed or have been compressed to the point where [water is leaking](#) by.

JACK

Okay, now where would those gaskets be? Would they be visible?

JOHN SOWDEN

Open up the door and look in the corner of the unit, at the very base. If you have them, you'll see two one inch by one inch L-shaped black rubber gaskets.

JACK

Okay.

JOHN SOWDEN

If that's what you have, I'd start by trying to replace those first rather than the whole [door seal](#) but there are other things that can cause the unit to leak out the front. One is, the [wash arm](#) itself has split, where you have a crack in it and the water is spraying out the crack in the wash arm rather than out through the holes. So as it spins around it's spraying into the corner there. The other one is if the dishwasher is not level, or slightly tilted back, if the unit has started to work itself out of the installation and is leaning forward, it can cause the unit to leak as the water waves as it's running.

JACK
Okay.

JOHN SOWDEN
Of course, the other thing it could be is the [dishwasher door gasket](#).

JACK
Okay.

JOHN SOWDEN
The last thing you want to look at is, make sure that the [silverware basket](#) doesn't have any holes in it. What can cause this as well is, if you have holes in your silverware basket and a utensil sticks through and stops the [wash arm](#) from turning, it will then spray in one area and again create a door leak.

JACK
I thank you so much for that! All right, thank you.

Frigidaire Gas Dryer Heats Initially but Then Flame Shuts Off After a Short Period of Time

JOHN SOWDEN
Okay, I have time for one more quick call. We're going to try to see about Gary in Warren. Good morning, Gary.

GARY
I have a problem with my [Frigidaire dryer](#). It comes on, it glows, it fires, and then the flame shuts off after a minute or so.

JOHN SOWDEN
Okay, this is gas, then?

GARY
Yes.

JOHN SOWDEN
Okay. Well, from what you're describing, does it continually do that, or does it quit firing after a couple cycles?

GARY
It quits firing, and it won't re-fire unless I wait like half an hour.

JOHN SOWDEN
Yes. Most often, from what you're describing, the problem is the [gas valve solenoid coils](#) on the gas valve are failing.

GARY
Ah.

JOHN SOWDEN

What happens is they heat up from operation, and they might fire once or twice but they will not continue to work. It's a fairly common problem. Go to our website, RepairClinic.com; put the [model number](#) in as it reads off of your dryer itself. We have the coils in stock and we can have them shipped right to your door, or being in Warren, you can visit your shop today and pick them up.

GARY

Oh. What hours do you have today?

JOHN SOWDEN

8AM to 6PM, seven days a week at our parts counter, which is on Michigan Avenue with Beck being the major cross street.

GARY

I'll be there.

JOHN SOWDEN

Very good. Thank you for calling this morning, Gary.