

## Appliance Repair Show Transcript—October 5, 2008

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### Topics Discussed:

- [1991 Oven Door Doesn't Close Even After Springs Were Replaced](#)
- [1999 Kenmore Gas Dryer Making Squeaking Noises and Clothes Getting Caught in Front of Drum](#)
- [2006 Whirlpool Range Bake Button on Electronic Touchpad Not Working](#)
- [2008 Stackable Front Loading Washer and Dryer Garage Storage Tips](#)
- [1998 Whirlpool Over the Range Microwave with Hood Surface Lights that Don't Work](#)
- [Whirlpool Refrigerator Generating Static that Interferes with the Radio and Television](#)
- [2000 Kenmore Microwave with Burn Hole in the Wave Guide Cover](#)

### 1991 Oven Door Doesn't Close Even After Springs Were Replaced

JOHN MCCULLOCH

We'll start things out with [an oven door that won't close](#) with John, in Clinton Township, here on the Appliance Repair Show. Good morning, John. Go ahead please.

JOHN

Good morning. This is a 1991 oven where we have replaced the two [springs](#) on either side of the door, and the door itself still does not close completely. Do the [door hinges](#) need to be replaced at this point? What else mechanical is there about an oven door besides the springs that try to keep the door closed and the hinges? I realize the door was missing one spring on one side of the door for months, but I wouldn't expect the door itself to have been twisted in some way, I would think it would go to the hinges. Any comments?

JOHN SOWDEN

Yes. You've changed the springs on the unit, and you said one of the springs was broken for quite a while, so the door was possibly coming down with a little more force than it normally would have. There are several things that could cause the oven door to do this. When you say it's not closing, you mean you're getting a small gap at the very top of the door?

JOHN

Exactly.

JOHN SOWDEN

Okay. Well, there are a few things that can cause this. One is, especially on newer units, the actual [oven door gasket](#) itself is still kind of springy and what we recommend for that

is that you just lock the door closed and self clean it a couple of times and that helps the door gasket conform to the frame. But, you said yours is a 1991 unit?

JOHN  
Absolutely.

JOHN SOWDEN  
So, I'm assuming you've self cleaned it a few times since then, if it's a self cleaner?

JOHN  
Actually, we just did that three days ago.

JOHN SOWDEN  
The other components that can cause this situation are the [springs](#), as you alluded to, could be bent, and it's really hard to look at them unless you set them right next to a new spring, where it might be three or four or five degrees off from the closed position. Once, especially if one spring is broken, the weight on one side of the door could cause the hinge to bend a little bit.

JOHN  
We've replaced both of those.

JOHN SOWDEN  
You replaced both [hinges](#)?

JOHN  
No, I'm sorry, I thought you said springs.

JOHN SOWDEN  
The hinges are the other thing. If you put a new set of hinges on it and it still doesn't work, then I would recommend the inner door panel, because the inner door panel also could be bent backwards. You might also want to try putting a yard stick across it and see if the whole thing is kind of sloped, the door panel itself, where it's bent down a little bit from the hinges where they slide up inside the door.

JOHN  
Got it.

JOHN SOWDEN  
So, this case I would start with the [hinges](#), and if that doesn't cure it, then you're going to need an inner door panel as well. So what I would do, before you get into all this, is to see if all the parts are available, so you don't end up putting a set of hinges on this thing and then finding out that you can't get an inner door.

JOHN  
Yes.

JOHN SOWDEN

So if you get the [model number](#) as it reads off the oven, go to [RepairClinic.com](#), you'll see a picture of all the common parts. Do a little homework first. That happens sometimes; the unit's pushing twenty years old and at times certain units, some parts become discontinued and you get halfway through a repair and realize that what you really need you can't get.

JOHN

I see. Thanks so much, guys.

### **1999 Kenmore Gas Dryer Making Squeaking Noises and Clothes Getting Caught in Front of Drum**

JOHN MCCULLOCH

Here's a question on a [Kenmore gas dryer](#) from Craig, in Ann Arbor, on the Appliance Repair Show. Go ahead please, Craig.

CRAIG

Hi, good morning and thanks for taking my call. I have a Kenmore dryer and it's one of the under counter models. I don't have the [model number](#) but it can be under the counter or stackable with the washer. They still sell them today, although our unit is about nine years old. The problem we're having with it is we've had it repaired probably three, maybe four times now. It's a little under a hundred dollars every time there's a repair. Quite often it's the drum that's come out of line; it has to do with the drum spin, there's parts in the side that allow it to spin smoothly and [clothes get caught in there and get burn marks on them](#). We've had that happen several times, with squeaking noises and things like that.

JOHN SOWDEN

Now this is on the front of the drum?

CRAIG

Yes, typically the front of the drum. Right. Clothes get caught in there and get burns on them. Either clothes get ruined or sometimes we can salvage them, but when that starts happening we know something's going wrong. We're starting to get [squeaking noises](#) and I have one item that just got burn marks on it yesterday. The [dryer](#) does work, but the question at this point is, how often should I be throwing a hundred bucks into it or whatever it costs for a repair, versus just getting a new dryer? They still sell the same model, and it's pretty affordable; it's about five hundred dollars.

JOHN SOWDEN

And, this is the matching piece to a [front load washer](#), is that it?

CRAIG

Yes.

JOHN SOWDEN

Well, being a Kenmore, it could be one of several different manufacturers who produce this, and that's kind of what I need to know as far as giving real specific advice as to what to do. A lot of these, what happens are the front of the drum rides on a set of [glides](#) on the front, and then on the back there are [rollers](#) and/or a center bearing. If there's a center bearing, it's a kind of ball and socket type assembly, so that could be where the squeaking is coming from. At times, you can go in and just put a little white lithium grease in the [bearing assembly](#) and get some more miles out of it, or you need to replace it. As far as the front goes, I don't know what has been done when it was repaired but the best thing to do is to replace not only the wearing pads on the front of it, normally there's a few [felt seals](#) that also are glued on between the pads and on the bottom side of it. So if they haven't replaced those, I would recommend rebuilding the front of that. Put in the new wear glides and then put in the new felt seal, and that will close the drum to seal up and the front and won't allow clothes to get pinched in there. Also, if you're sealing up the drum better you'll get better efficiency. Right now you're pulling all the hot air through the drum.

CRAIG

Right. I think that's what they've done is taken those [felt and those little plastic pads](#), that's what they've replaced. I've seen them work and they've taken that out. That's generally what they've been replacing, they've done that I think two or three times in nine years, which seems like a lot.

JOHN SOWDEN

How many people in your family, Craig?

CRAIG

Four: my wife and two children and myself.

JOHN SOWDEN

Okay. Usually with larger families the [washer](#) and [dryer](#) doesn't shut off very often. That doesn't help, but they are made for use. One thing you can do is, if you've watched them come in and work on this machine, you might have some idea of how it is disassembled and it might be something you can do yourself next time.

CRAIG

Okay.

JOHN SOWDEN

If you have any issues you can go to our website, [RepairClinic.com](#) and not only order the parts, but we have a lot of information. You can print out the instructions on how to get into this thing and maybe save yourself a little bit of money and go from there.

CRAIG

But ultimately, these dryers should last more than nine years, right?

JOHN SOWDEN

Yeah. The wearing parts are just that: wearing parts. If it was something that was a little more expensive, let's say a [timer](#) or a [motor](#), and it's roughly ten years old and you've had some issues with it, then I would say now it's time to look at replacing it. That would be a few hundred dollars worth of repair that could go towards a new one. So that's when you should look at that option.

CRAIG

Okay, very good. I'll go to your [website](#) and see if maybe I can do this by myself.

### **2006 Whirlpool Range Bake Button on Electronic Touchpad Not Working**

JOHN MCCULLOCH

And, here with a [Whirlpool stove](#), Paul, in Armada, here on NewsTalk 760 WJR. Hi Paul, go ahead please.

PAUL

Hi, I've got a [Whirlpool oven](#) that the display went out on. It's got an electronic display that controls the oven. I actually purchased an [electronic control panel](#) from [RepairClinic.com](#). They told me that's what I needed. I put it in relatively easily and everything seems to work now except for the bake button. All the lights go on, I can warm it up, I can pre-heat it, but the actual bake button does not work.

JOHN SOWDEN

So, first of all you had no display whatsoever?

PAUL

Exactly.

JOHN SOWDEN

All right, and now you've changed the [clock/control circuit board](#) and you say now you have your display back?

PAUL

And some functionality, but the most important thing is the bake button, and I still don't have access to that.

JOHN SOWDEN

So when you say you don't have access, do you set it to bake and [it just doesn't heat up](#)?

PAUL

When I press a button it will beep and indicate some sort of activity. It will change the display. All the other buttons work but when I hit the bake button it's just dead. It won't respond to anything. It's like it's not even there.

JOHN SOWDEN

Okay. And this unit does not have a separate [touchpad](#), is that correct? It's all in the clock so there are not two components there? So, the clock and the touchpad are all one piece?

PAUL

Right.

JOHN SOWDEN

Okay. Well, I would originally think that the problem is in the [control board](#), but I'm trying to pull up your model here and see because from what you're describing, what would most often happen is the touchpad itself would have a dead spot in it and that's what would cause you to have one particular mode that doesn't work.

PAUL

It was all acting like that before. Is it possible that the new board would be bad?

JOHN SOWDEN

It's possible, but the chances of it being bad out of the box are normally pretty slim. It's something that you don't see happen very often.

PAUL

It's a 2006 stove, so it's relatively new.

JOHN SOWDEN

Right. If you look at this, without looking at the clock it's hard for me to tell but on some, the [touchpad](#) is basically around the clock itself, where the controls are at; others have a separate touchpad that is connected to the [circuit board](#) with a ribbon connection. If that's the case, if there are two separate components, then I would lean more towards the touchpad. Especially since you went from no display to at least that part is working. Now if you press bake and nothing happens, you don't get any response, you don't see it light up to 350 degrees or something like that, then I would lean more towards the touchpad if your unit has a separate one. If not, then I would try another control board.

PAUL

There is a ribbon that connects; it goes from another part in the stove, and then into that electronic control module that I replaced.

JOHN SOWDEN

Okay.

PAUL

Is that what you mean by having two parts?

JOHN SOWDEN

Yeah, the [touchpad](#) itself is basically the membrane switch that you touch, and normally there's a ribbon that plugs into this control board that causes it to send it a signal.

Basically, the [main control board](#) is running four to twelve volts to this little touchpad and when you depress that, you're actually making a small connection or a switch just on your wall, and it's telling it, all right, it's time to bake, it's time to clean or whatever you're setting it up for. If that doesn't happen, then the board will do nothing.

PAUL

When it was working perfectly fine, is it common for those to go out at the same time like that?

JOHN SOWDEN

Most often, no. To have two problems like that is unusual, but again, about as common as the board itself being defective out of the box, if I was to put odds on either one.

Normally a no display problem is normally a failure in the [circuit board](#) itself, causing it to have the LED dim or just getting no power to the board itself. That can be caused by a crack in the board or something that's intermittent at times. To take a command is something in the [touchpad](#) itself, they stick sometimes and when they stick, you get error codes because it's telling it to do two different things at the same time and the control board throws up the red flag and starts sending you an [error code](#) saying, I don't know what to do here. If there are two different units, I'd lean more towards you having a bad touchpad. If not, then I would replace the clock again. Most of the units come with a ninety day warranty on all the parts.

PAUL

Okay. So would you suggest that I try to keep that?

JOHN SOWDEN

Yes, I would. The [keypad](#) normally has nothing to do with the display, if that's your question. It's a separate thing. So if the touchpad is a separate unit and you put one in and it works, then I would say that you probably needed a new circuit board and touch pad. At times, depending on the unit, we recommend replacing both anyway. So for the second one to fail is not uncommon, depending on where it's at on the stove. A lot of times you have a great big pot of boiling water, if you use the back burners a lot, you get a lot of heat in that area then it's not uncommon at times for those [touchpad's](#) to conk out.

PAUL

Okay. I'll try that.

## **2008 Stackable Front Loading Washer and Dryer Garage Storage Tips**

JOHN MCCULLOCH

Here with a washer and dryer storage question, Dawn in Lexington, on the Appliance Repair Show. Hi Dawn, go ahead please.

DAWN

I've got a [washer](#) and [dryer](#). They're the stand up kind, where one's on top of the other. It's less than a year old and I want to know if there's anything special I need to do before I put this in storage. It's going to be in a garage that is not heated.

JOHN SOWDEN

Okay and you're going to store this where? Is this something that you're going to take with you down south or is this going to be in Michigan...?

DAWN

No, it's going to be in Michigan. It's going to go through the cold and the heat. You know our Michigan weather!

JOHN SOWDEN

I do. Well, for the washing machine, normally what you want to do is take off the [water supply hoses](#) and drain them from the [water valve](#) to the tank, as well as any hoses that have any sumps in them that would hold water. You can also get some RV antifreeze that they use to winterize RVs.

DAWN

Oh, really? RV antifreeze?

JOHN SOWDEN

Yeah. And put some of that, a small amount, in. If you do not remove all the [hoses](#) off the [pump](#) and everything else, and completely drain the components so that they don't freeze and crack the plastic components, then I would recommend some RV antifreeze in that.

DAWN

It's brand new. It's about a year old.

JOHN SOWDEN

Right, but if you leave water in it and don't treat the water or drain it, you're going to find some cracked components the next time you fire it up.

DAWN

Okay.

JOHN SOWDEN

The water is going to get in there and freeze and expand and crack the plastic parts, so you can use a little RV antifreeze in there.

DAWN

Where exactly would I pour that in?

JOHN SOWDEN

You can put it in exactly where the drum is.

DAWN

Right in where the drum is?

JOHN SOWDEN

Right, and let it get down into the [pump assembly](#).

DAWN

Because this is a [front loader](#).

JOHN SOWDEN

Right, and then rinse it off, add a little water to it, most of them want you to mix that stuff anyway. I'd follow the directions.

DAWN

Okay.

JOHN SOWDEN

Remove the [lower panel](#) or the [front panel](#), whichever one you have to get inside this, and take the [hoses](#) off the [pump](#) to let it all dry out.

DAWN

The hoses? Are you talking about the hot water and stuff?

JOHN SOWDEN

No, I'm talking about the hoses inside. The easiest way to do this is to winterize this with the chemicals rather than tear it apart, for the average do-it-yourselfer.

JOHN MCCULLOCH

John, when you pour in the antifreeze into the washing machine, do you then turn it on and let it run for a second?

JOHN SOWDEN

No, all it needs to do is get to, if it's a [front loader](#), the bottom of the tank holds a bit of water, it goes down to the [pump assembly](#). Pouring a little bit in there will trickle its way into that area and keep it from freezing up. As far as the [dryer](#) goes, you can just make sure the drawer is closed. The problem you always run into when you store these in a garage or outside, especially this time of year...

DAWN

The garage is very damp.

JOHN SOWDEN

Okay. Well, that's not going to help for the thing rusting, but the worst thing is critters.

DAWN

Mice?

JOHN SOWDEN

Yes. They get in there and they love to chew on wiring and stuff, so I've opened up quite a few that have been in storage and found out that all the wires were chewed off components, or they get into the felt portions of the seals and stuff for your [dryer](#) and make nests out of that.

DAWN

How would I prevent that?

JOHN SOWDEN

Short of putting the unit in a situation where you wrap it up or get it off the floor where they can't get at it, there's probably not much you can do. I would just inspect it very thoroughly before you put it back into operation, or you could put the Decon in the garage.

DAWN

Well, we do have the Decon in the garage for the mice.

JOHN SOWDEN

If you don't have a problem with them, hopefully their time spent in the garage would be short lived. Sorry, but something's got to give here, and unfortunately it's the mice in this one.

DAWN

Okay. Wonderful! Thank you very much for your help.

### **1998 Whirlpool Over the Range Microwave with Hood Surface Lights that Don't Work**

JOHN MCCULLOCH

Here with a question on a [Kenmore mounted microwave](#), here's Ken in Brighton, here on the Appliance Repair Show. Hi Ken, go ahead please.

KEN

Good morning. I made a mistake. It's actually a [Whirlpool microwave](#) and hood combination.

JOHN SOWDEN

Okay.

KEN

And the problem we have is with the oven lights. I'm sorry, the cook top [lights](#).

JOHN SOWDEN

The surface lights. The night lights, as they call them.

KEN  
Yes.

JOHN SOWDEN  
And do you use them as a night light? Are they on most of the time?

KEN  
Occasionally. Not all the time.

JOHN SOWDEN  
Do both bulbs go out at the same time?

KEN  
They did not.

JOHN SOWDEN  
Okay. So one failed before the other?

KEN  
Correct.

JOHN SOWDEN  
If that's the case, then you just need to put new [bulbs](#) in there.

KEN  
And we have done that.

JOHN SOWDEN  
And?

KEN  
Nothing works. You push the [touchpad](#) to turn them on and we get nothing. It recommends a [Whirlpool](#) part number for that light, but we went out and bought a plain appliance, Candelabra appliance light, thinking that was fine but now I think we bought the wrong type of light.

JOHN SOWDEN  
Yeah, it's possible. It depends on what you have as far as replacement bulbs go. Do you have your old [light bulb](#)?

KEN  
No, we do not any longer.

JOHN SOWDEN

Okay. Normally on the base, or sometimes on the glass itself it will tell you what voltage it's supposed to run at, and what wattage it's supposed to run at.

KEN

Yes, we got the correct voltage and wattage.

JOHN SOWDEN

And they're screwed tightly into the sockets?

KEN

Yes they are.

JOHN SOWDEN

All right. If that's the case then I would think at this point that you probably have a bad [circuit board](#).

KEN

Okay.

JOHN SOWDEN

And on your main control board, when you press the light button, it's supposed to close a relay that then sends a current to the [light bulb](#). If that's not happening, it could be that the [touchpad](#) is faulty, where that particular pad is not working. Do you hear any kind of a clicking sound or any kind of noise whatsoever when you press that?

KEN

Yes, it beeps when I push the touchpad.

JOHN SOWDEN

Okay, but the lights do not come on.

KEN

Correct.

JOHN SOWDEN

Yeah, I'd say you probably have a bad relay on the board. The reason why I ask if you leave it on all the time is, a lot of those are surface lights, but at times if you leave them on for extended periods of time they will get a little warm and draw a lot of current through there and conk out the relays on the [main circuit board](#). The only other way to do this would be to start tracing backwards from the socket and see in fact if you have voltage at the socket, but we're talking about live voltage checks and I wouldn't recommend that unless you're well versed in electricity.

KEN

No!

JOHN SOWDEN

A [circuit board](#) is fairly expensive so you may want to take it in somewhere and see. If the sockets look okay, they weren't burnt or anything like that, then I'd say your problem is probably in the board. And how old is this unit?

KEN

It's about ten years old.

JOHN SOWDEN

Yeah, that's about right.

KEN

There's no fuse or reset or anything that's just for the light, is there?

JOHN SOWDEN

Most often there is not. Some units, and there should be a tech sheet normally behind the control panel for this, that will show you how the unit is wired, if in fact there is a separate one. At times, it will run a [thermal cutout](#) on there in case you have a fire in the microwave or something like that; normally that will stop the whole microwave.

KEN

All right, because everything else works.

JOHN SOWDEN

Exactly, if it's counting down, it's working and all that good stuff. I would still check the wiring diagram to see if they show in the circuit for the lights, a [thermal fuse](#) because some of them will have a separate one for the light; again if they stick on, it will conk it out. Most often the problem is in the [control board](#).

KEN

Okay. I appreciate your help.

### **Whirlpool Refrigerator Generating Static that Interferes with the Radio and Television**

JOHN MCCULLOCH

Here's a question on a [Whirlpool refrigerator](#), I believe our first refrigerator question of the day, from Chuck, in Holly, on the Appliance Repair Show. Hi Chuck, go ahead please.

CHUCK

This is an eighteen cubic foot Whirlpool that is, as a [refrigerator](#), is working very adequately. The freezer section and the regular refrigerator section are both working properly but what happens, after it's been running for a while, it will start running static on the AM band of the radio and it messes up the television. The only way I can stop it is by moving that temperature control up a little bit or down a little bit; it will stop for maybe fifteen or twenty minutes, but then it starts broadcasting again. So, I replaced the

[run capacitor](#) in the back, figuring that was beginning to break down, but that did not solve the problem. The only way I can get it to stop is to just flat out pull the power cord.

JOHN SOWDEN

So when it's running is when you get this interference? When the compressor is running?

CHUCK

That's correct.

JOHN SOWDEN

All right. Well, normally when the compressor's running, there are other components running with it which would be the [fan motor](#) that cools the compressor. You might have a situation where you've got a problem with the compressor itself; you've already replaced the run capacitor for the compressor start circuit?

CHUCK

Yes, that's correct.

JOHN SOWDEN

You may want to buy a new [start relay overload package](#) for the compressor itself.

CHUCK

Is there some way to check that electrically to determine? It is not the [defrost heater](#)? That's the question I'm asking. It's not the defrost heater or the bi-metal switch that might be...?

JOHN SOWDEN

Well, if that was the case and it was causing the interference it would do it generally when it's in defrost, which is the only time it's actuated. So if it's doing that when it's running, then it's not doing it in defrost.

CHUCK

Well, what happens is, it's intermittent. It may be running it may be generating static for five seconds. The worst it ever got was about one minute that it would be broadcasting, and it was so bad that you could not see a picture on the television or even hear on the radio.

JOHN SOWDEN

Wow!

CHUCK

It's intermittent, in other words.

JOHN SOWDEN

And this has been going on for how long?

CHUCK

I hate to admit it, but I think since about June.

JOHN SOWDEN

Okay and you're sure it's the [refrigerator](#)? And the things that are affected by this are they on the same circuit in your home?

CHUCK

Well, I do have a water pump on that circuit, but I disconnected the water pump and that's not it.

JOHN SOWDEN

Okay.

CHUCK

And as I say, if I were to pull the plug on the [refrigerator](#) when it's broadcasting like this, the noise would stop.

JOHN SOWDEN

Okay. So it's coming from the fridge—

CHUCK

It's coming from the fridge! I checked the ground. I'm wondering why this thing would broadcast if the ground is good, and it seems that the ground circuit, when I compare it to a copper water pipe, it's good. It shows no resistance! So, the ground circuit is good.

JOHN SOWDEN

As you know, there are several components in your refrigerator that generate a magnetic field in order to work. The [fan motors](#) inside are one; the compressor is another one. The compressor does have a [start relay package](#); basically what happens is it heats up a small relay and then it shuts off the start winding. It's possible that you've got a problem with that. It could have a small crack in it or something of that nature which is causing the bleed through. I would start with the relay package and see if that helps. If not, you might be able to, instead of unplugging the unit, disable certain components and see if that helps.

CHUCK

Replacing that compressor wouldn't be a real fun job.

JOHN SOWDEN

No, it's not the compressor; it's the start package for it.

CHUCK

And that's, you're saying there is a relay circuit going on the cut sheet?

JOHN SOWDEN

The [relay and overload package](#), and it's a potential relay that basically, as it starts up, it heats up real quick the start winding through this and the relay actually warps and cuts off the start winding and allows it to run on the run winding.

CHUCK  
Okay.

JOHN SOWDEN  
So, it's possible that you could be getting some interference through that. That would be the first thing I would start with. After that, if [it's making a noise](#), you could just disable the current to the compressor. Either way you're going to have to get in there and start isolating components to figure out which one it is that's causing it, if you're sure it's from the fridge.

CHUCK  
And this [relay](#) is accessible? It should be next to the compressor.

JOHN SOWDEN  
It's mounted right to it.

CHUCK  
It's mounted right to the compressor. Okay, very good, I have not looked at that.

JOHN SOWDEN  
It's kind of a guessing game at this point.

### **2000 Kenmore Microwave with Burn Hole in the Wave Guide Cover**

JOHN MCCULLOCH  
And, we will go right to Lisa, in Royal Oak, with a [microwave](#) question on the Appliance Repair Show. Hi Lisa, go ahead please.

LISA  
Good morning, John. I have a [Kenmore microwave](#) and it's about seven or eight years old. There's a small round panel on the inside and it has a small burn hole in it.

JOHN SOWDEN  
Okay.

LISA  
The microwave works fine. I'm just wondering if it is safe to use with that burn hole.

JOHN SOWDEN  
Now, the [small round panel](#), is that on the ceiling or on the side of the microwave?

LISA

It's on the side.

JOHN SOWDEN

It's on the side. And it's a plastic cover and you've got a burn hole in that?

LISA

Yes.

JOHN SOWDEN

It's not anywhere on any of the metal components or the actual cavity itself?

LISA

Right.

JOHN SOWDEN

Okay. Well, that's what they call the [wave guide cover](#). What that is, is that's where the microwaves come down into the cavity of the [microwave](#). It's kind of a vapor cover that they put there; if you have any debris, food, spillage, or grease buildup over time, even if you clean your microwave well, it's not uncommon to get some sort of a buildup there. What happens is, as the microwaves come down that channel, they cook that first before they get into cooking all the rest of your food in the oven cavity. So, it starts to burn that particular component.

LISA

Okay.

JOHN SOWDEN

Most of those are held in place with a couple of small [rivets](#), plastic retainers.

LISA

I did notice those.

JOHN SOWDEN

Yes. Basically what you can do is you can take a pin and push in on the middle of those rivets and push in on the backside and get those out. Or, you can pop them out with a putty knife. What you need to do is get the [model number](#) as it reads off of the microwave itself and go to [RepairClinic.com](#), put the model number in, and order a new [wave guide cover](#) and probably some new rivets, if you break the old ones getting it out. Replace it, clean up the microwave well, and you're back in business.

LISA

Okay.

JOHN SOWDEN

But the more you use it with this problem, it's possible that you'll start burning and melting that cover, because once they start, they generally don't get better.

LISA

I see. Well, thank you very much. I appreciate your help.