

Appliance Repair Show Transcript—April 5, 2009

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Maytag Dryer Squealing at Start Up

JOHN MCCULLOCH

We'll start things out in Belleville with Bart with a [Maytag dryer](#); I think it is that's making a grinding noise, here on the Appliance Repair Show. Hi Bart, go ahead.

[UNABLE TO HEAR CALLER FROM 13 SEC to 30 SEC]

BART

I'm not sure what the problem might be.

JOHN SOWDEN

Is the drum turning?

BART

Yeah, it is turning. It turns fine, runs fine, and dries fine. It's just that initial [start up noise](#) is a pretty loud grinding.

JOHN SOWDEN

It could be in the [tension pulley](#) for the belt. The other thing that causes a noise on start up like that is on one side of the [motor](#) you've got your [belt](#) hooked up to drive the drum and then on the other side of the motor you've got a [blower wheel](#) that moves the air around the dryer. If that blower wheel has got a broken blade on it or if it's stripped out when you start the unit up it will beat around for a while until it starts to turn with the motor shaft.

BART

Okay.

JOHN SOWDEN

To get into the unit you go through the front and we have instructions on the website, RepairClinic.com, on how to do that. Just go to the “[Contact Us](#)” section, put your email address in so we can send you back a response and you can also visit our library of what we call our “self help” documents and it will give you step by step of how to get the front of that unit off and you can start getting in there and making a visual inspection.

BART

Okay. I appreciate it very much.

JOHN SOWDEN

Thank you for calling.

Maytag Top Loading Washing Machine Not Spinning All the Water Out

JOHN MCCULLOCH

And, here's Kevin, in Novi, on the Appliance Repair Show. Hi Kevin, go ahead.

KEVIN

Good morning, just fine. I have a [Maytag washer](#) that I've been having this problem for quite some time now. During the spin cycle, [it doesn't want to spin](#) out enough of the water. Sometimes, and it's very intermittent, sometimes it'll get like a 1/4" of water other times the clothes will be very damp.

JOHN SOWDEN

Okay. This is a Maytag washer?

KEVIN

It's a [Maytag washer](#).

JOHN SOWDEN

And, is it a [top loader](#) or [front loader](#)?

KEVIN

Top loader.

JOHN SOWDEN

Okay.

KEVIN

Sometimes what I've been doing lately because it seems so intermittent, I take the [hose](#) out and measure if I go back and re-spin it again I'll get as much as a gallon or a gallon and a half of water will come back out on multiple re-spins.

JOHN SOWDEN

Now, this is something you're catching after the load or you throw a load in at night and you come downstairs in the morning and there's water in the tank?

KEVIN

This is after the whole cycle is completed.

JOHN SOWDEN

Okay, so you're catching it within an hour or so.

KEVIN

Correct.

JOHN SOWDEN

Okay, because there's two conditions. One could be that it's [not draining properly](#). The other one is that actually the [water valve](#) is allowing water to trickle in after the machine shuts off and then that's when you come downstairs and find water in it. If there's a time span between the end of the cycle and...

KEVIN

No, I have kind of treated this like an engineering project and so I'm measuring the stuff, you know, right on the spot, right after the load completes.

JOHN SOWDEN

Okay, a few things to check is to see if the unit is spinning up to speed, so when its spinning you can listen to it see if the tub is getting to a high spin speed or if its dragging or kind of barely turning. The other thing that can cause this is something caught in the [pump](#), a penny, a bobby pin, an old sock, something that's restricting the water flow because each cycle in that [washing machine](#) is pre-determined meaning, you know, you get 90 minutes of a spin and drain and then it fills and you get 12 minutes of wash so you're on a time limit and if you have anything that's restricting the unit from pumping out that can cause that condition and sometimes being intermittent that's a sign of something caught in the pump because something like a small coin or something might flip one way and cause it to work fine and drain out and then the next load it would block the port or the pump or the hose and go from there. So, I'd see if it goes through its normal cycle, meaning that you know, at the end of the cycle you get your two minutes of spin or whatever the timing chart says for your unit. Look at the volume of water coming out of the [drain hose](#). It should be coming out with a quite a bit of force and if [it isn't pumping the water](#) then you could also have the situation where it's a worn [belt](#) or something that's not engaging the pump properly, spinning it up to speed.

KEVIN

The belt was changed two weeks ago.

JOHN SOWDEN

Okay.

KEVIN

And, actually by the [Maytag](#) person who's on their fourth call trying to figure out what's going on.

JOHN SOWDEN

Wow, you guys are becoming good friends then, huh, or, least good acquaintances anyway. At this point did they inspect the [pump](#) area, check the [hoses](#), thing of that nature because...this is funny, my machine actually, at home, had a similar problem and it was actually a penny that was lying in the outer tub. And there is a hole that it drains through and sometimes it would cover the hole and [it would drain slow](#) and other times it worked fine. It involved me spending a few hours and using, you know, the good old [hammer](#) (part # 818-16) and mechanic to get in there and determine it. I would, if you've already paid for service call, obviously, their honoring their [warranty](#), I would have them come out, and you know, kind of dig into the unit a little bit here. Unfortunately with a service person, it's hard at times because if it's not doing it when you're there and there's nothing obvious there's not much you can do. These guys have got six to ten stops a day and they, unfortunately, can't pitch camp and sit there all day and do several loads of wash to find out what's going on. So, any information you can give them about when it does it, is it after the second or third load? Is it the first load? Anything that you can observe would help that situation.

KEVIN

Actually, I have been charting each load and what happens with each one along that same line.

JOHN SOWDEN

Well, Kevin, you're certainly doing your job. Again, I'd gather some data and as I said have them come back out and see if they can't straighten that out for you.

KEVIN

Have you ever heard of the two times high strength detergents now causing locks where if there's too much soap then it may be causing the pump not to [pump](#) out?

JOHN SOWDEN

Yeah, you're pumping air basically. If you get too much of that, I mean, all those new detergents, you need to measure them according to the usage guide on your machine. Its something that if you've been used to kind of the one second, two second pour of old those things will, there very highly concentrated. As long as you're measuring the stuff you should be all right. But, yeah, if you get too much detergent in anything, [dishwasher](#) or whatever, you get a sudsing condition and then, yeah, the pump you'd get a vapor lock or the pump is actually trying to pump suds, air and cause it to not work properly.

KEVIN

Okay, thank you very much,

JOHN SOWDEN

Thank you for calling.

JOHN MCCULLOCH

...If you have a problem with a major appliance, give us a call. It would help if you had the [model number](#) as it reads off the machine. That way we can get a picture of your machine right

here in front of us which are kind of handy but if you don't have it that's okay too...here on News Talk 760 WJR.

1960 Tappan Electric Double Wall Oven, 930 Series, Upper Oven is not Working

JOHN MCCULLOCH

And here's Nadia, in Dearborn, with a question on a top [oven](#) on the Appliance Repair Show. Hi Nadia, go ahead please.

NADIA

Yes, good morning, John. I have a [Tappan electric built in double oven](#). And the top oven, it's in the 930 series. It has all the bells and whistles on it. It was purchased in the 60's. If you looked at it you'd swear it was new. It's a beautiful appliance.

JOHN SOWDEN

Okay.

NADIA

The top oven is not working. The smaller one is working and I had a service man out and he said that the [thermostat](#), I needed a new thermostat but it is not available, they don't make them any more and is there a substitute that I can use?

JOHN SOWDEN

Well, you said it was produced in the 60's so that puts it at least, at least 40 years old here.

NADIA

It doesn't look forty. It looks like it was purchased yesterday.

JOHN SOWDEN

Yes, and this is a built-in oven, a [wall oven](#)?

NADIA

Yes.

JOHN SOWDEN

So to replace it means some cabinet work and it's not just a slide it out and slide it in situation.

NADIA

That's right.

JOHN SOWDEN

Well, I'm assuming, the first thing I would do is get the [model and serial number](#) off that.

NADIA

It's worn off.

JOHN SOWDEN

Oooh, that's not good.

NADIA

I'm looking at the guide book and it says 930 series double oven and it lists everything it does.

JOHN SOWDEN

Yeah, that doesn't narrow the field enough to be accurate for the replacement. Now normally on the older product and on some of the new, the manufacturing number and/or part number might be stamped on that [thermostat](#). Meaning that, that would be one way to get what you're starting with. And from that old part number, we may be able to substitute it to either a new replacement for the [Tappan](#) or there are some after market thermostats, kind of an erector set kind of thing that would at least work and get you some more mileage out of the thing, not always, but that's a secondary way to go. So, I would start with, if you can't get the model, if the...

NADIA

That's important, is it John?

JOHN SOWDEN

Yes, it's very important. Even if you have the right [model number](#) at times having the serial number is imperative because they make production changes. And instead of changing the model, they will change the lead in numbers for the serial numbers so your machine might have, you know, this thermostat made and then they ran out of that and they bought another 50,000 of these controls from a different vendor and put those in with a new [control panel](#) and that would signify your model. So, that information is important and I said the only other way to go about it is a lot of times especially on the older units there will be some identifying information on the component itself that will let us know, all right, here's the part number or the specs on this particular [switch](#) and then from there we can look and see if there is a direct and/or universal replacement. My gut feeling is due to the age you are probably out of luck, so I would say it would not be a bad idea to start, you know, getting acquainted with the fact you might have to do some remodeling and replacing the unit. See if you can find something that same size.

NADIA

Well that's really bad news for me. Can I take the [thermostat](#) from the bottom one and put it in the top one?

JOHN SOWDEN

That's a good question. It really depends on the control. A lot of times the upper one might be a self-cleaning one or its working in conjunction with the time bake of the oven and it might not basically wire the same. It might be possible to do that. I'm assuming you probably use the upper one five to one versus the lower one correct?

NADIA

Uh-huh.

JOHN SOWDEN

So that's why the other one is worn out. If they're the same [thermostat](#) then you could probably do that. If they're even different, but you could wire it corresponding to making it work properly in your [oven](#). You might lose some function out of it if you do have a self clean or something like that feature.

NADIA
No I don't.

JOHN SOWDEN

Okay. Sometimes on a lot of those ovens, the upper oven will kind of be the one with all the features and the second one is just kind of like a warming oven or you only use it during the holidays so they don't get a lot of bells and whistles in the controls for a second oven.

NADIA
What about contacting [Tappan](#) itself?

JOHN SOWDEN
You can try that and the first thing they're going to ask for is the [model and serial number](#).

NADIA
Oh.

JOHN SOWDEN
I know I'm not the good news man this morning, am I?

NADIA
And is Tappan still making these ovens? Or is someone else making them?

JOHN SOWDEN
[Tappan](#) is now owned by a company called [Electrolux](#).

NADIA
What is it?

JOHN SOWDEN
Electrolux.

NADIA
Oh, Electrolux.

JOHN SOWDEN
Yes, that's the mother company now for the Tappan.

NADIA
Oh, Electrolux.

JOHN SOWDEN

All the parts and stuff that are available are still available through them. They still support the [Tappan line](#). You know, they still, and I'm assuming still making some version of the Tappan.

NADIA

So I should call [Electrolux](#) then?

JOHN SOWDEN

You could try that, but my money says that they're going to be no help because you can't give them the information they need. Really, your only option, at this point, is to try and get the information off the [control](#).

NADIA

It's critical isn't it?

JOHN SOWDEN

Yes.

NADIA

Well, I thought I'd get a better answer but...more substantial, but I guess, I'd hate to...if you saw this unit, this beautiful [oven](#) that I have you'd say "I'd want it, where did you get"?

JOHN SOWDEN

I'm sorry what was your question again, ma'am?

NADIA

It wasn't a question; I was just making a statement. I said, if you saw my [double oven](#) you'd say "where did you buy it because I want one like that".

JOHN SOWDEN

The other thing is that maybe it has a value in the antique market. There are people that redo kitchens.

JOHN MCCULLOCH

There are.

NADIA

It's got windows, it's got everything. When it was purchased, this was the top of the line; all the bells and whistles are on it.

JOHN SOWDEN

Well, I'm sorry to be the bad news guy. But, unfortunately, there is only so much I can do. I would recommend getting that information. You might get lucky, but I would start looking for a plan B if it was me. I appreciate your call this morning.

NADIA

Thank you, John.

JOHN SOWDEN

Thank you for calling.

JOHN MCCULLOCH

Have a great day ... We have a new 800 number. Actually it's an 888 number.

JOHN SOWDEN

It is.

JOHN MCCULLOCH

888-34-FIXIT is the number to call after we're off the air. That will get you right through to RepairClinic.com. That's 888-34-FIXIT...

Kitchen Aid Refrigerator, Model KSSC42QMS00, Condenser Fan Motor Not Running Properly

JOHN MCCULLOCH

Here's Steve, in New Boston, with a [Kitchen Aid refrigerator](#) question on the Appliance Repair Show. Hi Steve, go ahead, what's your problem?

STEVE

Hi, I have a Kitchen Aid built in refrigerator and the [condenser fan motor](#) (part # W10124096) is inconsistent. Sometimes it works and sometimes it will shut down for far too long.

JOHN SOWDEN

Okay, so it doesn't run in conjunction with the [compressor](#) (part # 8201575) any more?

STEVE

Right, you know because that's what shuts down to do the defrost cycle.

JOHN SOWDEN

The compressor, yes.

STEVE

Yes, what happened, originally it went out and it did not come back on and it actually overheated the front cabinet.

JOHN SOWDEN

Yes.

STEVE

You know what I'm saying?

JOHN SOWDEN

Yep.

STEVE

It actually cracked it and such. We had the tech come out and he said it was the [condenser fan motor](#) (part # W10124096).

JOHN SOWDEN

Right.

STEVE

And, he was by himself so he could not pull the [refrigerator](#) out by himself he said.

JOHN SOWDEN

Yeah, you've got a 42" unit?

STEVE

Yes.

JOHN SOWDEN

That's a sizable machine there.

STEVE

Yeah, I'm sure it's not light. Anyways, he wanted to come back out again at a later date but in the meantime, this thing was going to be cooking. So what I did was I put a small fan up there on the side of it blowing the opposite direction and I started looking at it and I was able to get the [fan motor](#) out myself.

JOHN SOWDEN

Right, well, sometimes you can slide out the carriage and get at it. Is that what you did?

STEVE

Yeah, the carriage, I removed the carriage and then the motor was able to come right out afterwards. And they left room for it to come out the front.

JOHN SOWDEN

Right.

STEVE

Anyway, we canceled the repairman and I just ordered the new motor myself and I installed it and put it in and at first it wouldn't turn on, so I went through the [manual](#) and the manual states that you can do a test diagnostic.

JOHN SOWDEN

Right.

STEVE

And as I was doing that, you could see where the power when it came to that stage in the test that the power wanted to turn it on and it wouldn't so I re-did the test again and then the next time it actually turned on.

JOHN SOWDEN

Right.

STEVE

So now it's like inconsistent. You know what I'm saying?

JOHN SOWDEN

Yeah.

STEVE

Once it shuts down for the defrost cycle it doesn't want to turn back on.

JOHN SOWDEN

Well, it could be a couple things. I doubt it's another [fan motor](#) that's bad.

STEVE

No. I know it'll run occasionally.

JOHN SOWDEN

Right, a lot of those, it depends on how the units wired. Sometimes they have the condenser fan wired through the compressor meaning that if the compressor on, the condenser fan motor is always going to be on. Others will have a separate relay on a [control board](#) (part # 2252159) to fire that [condenser motor](#) (part # W10124096).

STEVE

But the way it looks is it's a separate relay control board.

JOHN SOWDEN

Yeah, and that's what it sounds like to me, you might have a bad board or that relay's got some contacts where you're doing the diagnostic and its telling it close this relay and send this current to the fan motor. Sometimes it does and sometimes it doesn't. I would lean more towards the electronic version of that especially since you've replaced the component and that might be the way to go there.

STEVE

So, would that be the main control board?

JOHN SOWDEN

I'd have to see the print. Sometimes you have a main control board and then sometimes there's a main control and they have a relay center or another relay board so what happens is, the [main control board](#) (part # 2259350) will send a 12 or 15 volt signal to the other board which then

closes the relay and sends a 110 volts to the condenser fan motor whatever component its firing. It's a matter of getting the wiring diagram out and seeing what you have there and where you're losing it.

STEVE

Yeah, because the way I understand it, there's the [main control board](#) (part # 2252159) and there's a [power supply board](#) (part # 2259350).

JOHN SOWDEN

Right.

STEVE

Would the power supply board be going to the main control board?

JOHN SOWDEN

Yeah, there normally connected with a harness. The main control is more the brains and then the control is again more of a switching center where all the relays and stuff are at. It could be that the main control board is not telling it to, but more often it's in the relay board where the relay's sticking or it's got burnt contacts or something like that.

STEVE

Okay, so it's more likely the relay board?

JOHN SOWDEN

Yes.

STEVE

Okay, that's I think, that's a little bit cheaper.

JOHN SOWDEN

Well, you know at this point, it's a multiple guess thing on my end because I'm not there, but from my experience that's probably where, you know, where it's going to be. You may end up replacing both. You could have an intermittent, you know, and the only way to tell is to see if you're getting the signal from one board to the other and then from the relay board to the component. At times, the connecting wiring and/or ribbon could have a crack or a flaw in it that could cause that too, so I've seen people replace both [boards](#). It still doesn't work and you've got a bad connecting ribbon.

STEVE

Gotcha. All right.

JOHN SOWDEN

All right?

STEVE

Well, thank you sir.

JOHN SOWDEN

Thank you for calling this morning.

STEVE

Bye bye.

2003 Maytag Washing Machine, Model SAV365AAWW, Making Loud Noises in the Spin Cycle

JOHN MCCULLOCH

And, David, in Ortonville, has a [Maytag washer](#) question on the Appliance Repair Show. Hi David, go ahead.

DAVID

Yes, I have a Maytag [washing machine](#) and I had a service man come out and determine it was the main [bearing](#) (part # 40004201P), the one between the [tub](#) (part # 27001227) and the [transmission](#) (part # W10219149).

JOHN SOWDEN

How old is the machine?

DAVID

I think it's about six years old.

JOHN SOWDEN

Okay.

DAVID

It's a large capacity 22 cycles, it's a wonderful machine. We really love it. This bearing was making so much noise, [it sounds like a jet engine in the spin cycle](#). My question is it looks like the repair is going to be half the cost of a new one.

JOHN SOWDEN

Yeah, you're looking at a couple 300 bucks probably by the time you get out the [door](#) (part # 27001116).

DAVID

Yeah, I'm fairly handy at these sorts of things. I was wondering if it is something that I can get at and replace myself.

JOHN SOWDEN

Well that's something that, well it's a question only you can answer. I guess the biggest thing is to try and get it apart. At times, you need to get a [wrench](#) (part # 22038313) for the tub nut and other things to get in there. You not only need to replace the bearing, but you need to replace the [water seal kit](#) (part # W10116790) which is what's failed and allowed water into the [bearing](#) (part

40004201P) and allowed it to fail. You're still going to probably have, I'd say roughly, 150-200 bucks, you know, in parts, tool rental, whatever you need to get it done. If its eight years old, you might want to look at a replacement unit and that's only because the deals they have on the stuff right now is pretty good. You're probably not going to be able to get a new [washing machine](#). And this is a major repair, you've also got, I don't know how big your family is, but you've also got eight years of wear and tear on the [motor](#) (part # 27001215), the [timer](#) (part # 27001113), all the other stuff. Yeah, it's something that many people do on their own, but it is, you have to tear the unit completely apart and normally after that period of time due to water and [bolts](#) don't mix to well, you end up breaking stuff to get down to there. So, if you wanted to do it, the first thing I'd say get it torn apart first. See how bad that is and some go easy and some as I say you have to break stuff to get at it. I would get to that point and then make a determination if you want to put the parts and labor back into it to get it back online.

DAVID

Well there'd be nothing off at that point. Either throw it away then or throw it away now.

JOHN SOWDEN

Exactly my point.

DAVID

It looks as though you attack that from the top in taking the tub out. First of all take the top off the machine...

JOHN SOWDEN

And the [agitator](#) (part # 22004042), and then the inner tub and you just keep working your way down.

DAVID

I ran into a little bit of trouble trying to get that [lid](#) (part # 27001116) off. It looks like it latches on the front after you release the back portion. It seems like there are some fancy clips in there that don't want to cooperate.

JOHN SOWDEN

Yeah, the [front clips](#) (part # 22001650), just take a putty knife, go in about an inch or two from each corner, grab a flashlight, push in and depress them and the whole top folds up like a car hood.

DAVID

Good, very good.

JOHN SOWDEN

All right?

DAVID

Could you quickly tell me the capacity of that machine so that if I wanted to get a replacement, I could get a comparable one because we like the size of it.

JOHN SOWDEN

Yeah, most of them are probably around a 20 pounder. It depends. I don't have the specs and a lot of times in the [model](#) they don't signify that. A lot of it is in the sales brochure, but...a lot of people, if it's a big one you can put your blankets and stuff in.

DAVID

Okay, I'll attack it and if I get down to find the rusty part and if I decide not to reverse it then we'll just throw it all away.

JOHN SOWDEN

And nothing else, it gives you an intimate inner working education of a [washing machine](#).

JOHN MCCULLOCH

And, it also makes it easier to carry it out to the curb, in bits and pieces.

DAVID

That's true. I knew if I got into removing a part I would have to have some water seals to address too.

JOHN MCCULLOCH

Good luck, David.

DAVID

Once I get the [tub](#) (part # 27001227) out do I need any special [tools](#) to pull the [bearing](#) (part # 40004201P) or anything?

JOHN SOWDEN

No, the bearing, basically, you might need something to get the tub nut and some of the stuff out of there. It depends on the unit. Some of the bearings are mounted to the underside of the tub as far as that goes. The one thing you might want to do is get the [model number](#) off the unit, go to [RepairClinic.com](#), put it in, and see if there is a manual available for it. If you're going to do that, if you're going to do that, if you're going to spend the time or whatever, the 15 or 20 bucks for a [manual](#) (part # RS3100007), it would save a lot of time and a lot of broken pieces in the interim.

DAVID

Sounds great.

JOHN SOWDEN

All right?

DAVID

Thanks for your help.

JOHN SOWDEN

Thank you for calling.

JOHN MCCULLOCH

Back to your calls in a minute, but John Sowden what's new at RepairClinic.com?

JOHN SOWDEN

Well, what's new at RepairClinic, is we just released a live chat feature on the website, so if you have a quick question, you simply click in the upper right hand corner where it says "[Live Chat, click here](#)" and you can ask a question real time and get an answer real time with any of our call center staff.

JOHN MCCULLOCH

What a great feature.

JOHN SOWDEN

Well, it's something that if people have a quick question that don't have to call, people who still have dial up, don't have to hang up if they don't have a cell phone to call in. I think it helps a little and, again, a lot of time people just have a quick, you know, does this part come in this other color or other type things that they may or may not ask the question or get the help they need before they continue on, so we thought it'd be a good feature to add.

JOHN MCCULLOCH

And if you're having family over at Easter, its time to think about it, right?

JOHN SOWDEN

Yes, its time to get you're appliances in order. If you haven't self cleaned your [stove](#), if you start Tuesday, Wednesday, Thursdayish to self clean it before the holiday, you could end up with a mess because, at times, that's when the unit will fail, something overheats and then trying to get a repairman out is going to be a tight schedule. We normally recommend at least a couple weeks beforehand, you know, getting everything together. So, you're flirting with the last minute but its still time to get any of the parts or help you need. Log in anytime at RepairClinic.com.

Whirlpool Washing Machine, Model LSN1000LW3, Won't Spin or Agitate

JOHN MCCULLOCH

Here's Bill, in St Clair Shores, with a [Whirlpool washer](#) question on the Appliance Repair Show. Hi Bill, go ahead.

BILL

Good morning, John. Thanks for taking my call.

JOHN SOWDEN

Well, thank you for calling this morning.

BILL

I have the clothes in the washer. It's taking water and then it stops and pumps it out, but [it doesn't agitate](#). And this is the sound it makes with the clothes in there and the water...(buzzing sound).

JOHN SOWDEN
Yeah!

BILL
What does it tell you?

JOHN SOWDEN
[It doesn't spin](#) either does it?

BILL
It doesn't.

JOHN SOWDEN
You have what is called a broken [motor coupling](#) (part # 285753A).

BILL
A broken motor coupling?

JOHN SOWDEN
Yes, it's a fairly inexpensive part, around 15 bucks. And what it is, is that, in on your unit instead of having a belt as they did in some of the other units they have a coupling device that connects the washer [transmission](#) (part # 3360629) and [motor](#) (part # 8529935). And it's basically a couple of plastic cogs with a rubber insert that absorbs the initial shock when you start up the unit as a belt would. And it sounds from what you just played there that it's broken in there, kind of beating against each other in there. This is a pretty straight forward repair. You can go to [RepairClinic.com](#), go to the "[Contact Us](#)" section, answer the questions, put in your email address, basically tell us model, serial number whatever and we have a document there that you can print out and take downstairs and it will tell you how to take the [cabinet](#) (part # 63424) off your unit and that is what you need to do is remove the outer cabinet and how to get in there and replace the [coupler](#) (part # 285753A). Normally, you can do this with basic hand [tools](#) and it's a pretty straight forward replacement part repair.

BILL
All right. Thank you, John. And go State.

JOHN MCCULLOCH
You got that right.

JOHN SOWDEN
I know you won't be working on this Monday night then, right?

Kenmore Upright Freezer, Model 757.724920, with a Failed Compressor Component

JOHN MCCULLOCH

No, he will not. Here's Rob, in Garden City, with a [freezer](#) question here on the Appliance Repair Show. Hi Rob, go ahead.

ROB

Hi. I have a [Sears upright Coldspot freezer](#) and the starter solenoid on my compressor is broken. I was wondering if I can jump over those wires to keep this thing running temporarily.

JOHN SOWDEN

There is a way. If it's not a three phase unit that you can kind of have a hard start or do that yourself but it's something I wouldn't recommend and it's certainly, the instructions I couldn't give you over the air here. You can, basically, replace that. What is it? What they call a [PTC relay](#) that's gone on it?

ROB

I'm not sure the name, what it's called, but I've called your [RepairClinic](#) this morning and they have none in your shop there. None available.

JOHN SOWDEN

Wow! Is this an older or newer unit?

ROB

It's very old. It's a 31 cubic foot [upright freezer](#) made by Sears.

JOHN SOWDEN

All right.

ROB

It's a Coldspot, so it's pretty old.

JOHN SOWDEN

Right, this is a...how big is the freezer? I'm sorry.

ROB

Thirty-one cubic feet.

JOHN SOWDEN

Okay, so it's a big one. Is this a chest or a...? You said it's an upright, I apologize. Well, if they don't have the replacement relay and solenoid and you say this does have a small solenoid or [start relay](#) that's got the coil on it?

ROB

Yes, I took it off and it's in my hand right now.

JOHN SOWDEN

Okay, you can replace that with what they call a [hard start kit](#) (part # RCO410).

ROB

A hard start kit?

JOHN SOWDEN

Yep. And what that is...

ROB

You have those available there?

JOHN SOWDEN

Yep, it's basically a universal, wire in, and incorporates an internal start relay and the [capacitor](#) as well. So what you do is remove your existing starting components, the [overload and relay](#) and you just plug this in. If the unit doesn't start when you put that in, the compressor has had it.

ROB

Okay.

JOHN SOWDEN

And that could be the case of why your existing relay went, is the compressor is hard starting.

ROB

Well, this relay the actual prong that connects to the wire is fried, it's broken off in one spot. It's totally disintegrated.

JOHN SOWDEN

A lot of times that's due to heat. Yeah, you're looking for part number [RC0410](#). It's actually a RCO-410.

ROB

Okay, very well.

JOHN SOWDEN

It's either a zero or an O, but that's what you're looking for. I think we might even have those on the [accessories page](#) but if not you can get one of those. It's a universal thing. According to the size, that should be the right size for the [freezer](#) that you have. It's a big one.

ROB

Very good, sir. Thank you very much.

JOHN SOWDEN

Thank you for calling.

1999 Kenmore Refrigerator, Model 363.9771621, Not Cooling Properly

JOHN MCCULLOCH

And, we'll go to Gregory, in Port Huron, for another [refrigerator](#) question here on the Appliance Repair Show. Hi Gregory, go ahead please.

GREGORY

How you doing? I love your show.

JOHN SOWDEN

We appreciate you listening.

GREGORY

I'm listening. I got a refrigerator and I think it might be possessed because [sometimes it freezes and sometimes it doesn't](#). And it's a [Kenmore](#) and I gave the lady the serial number and I don't know what's wrong with it. You know, once it starts having ice cubes and later on it didn't have anything but don't even do nothing other than blow out cold air. I don't know if it takes Freon or what, I never looked in the back there. A couple years ago it was doing perfect.

JOHN SOWDEN

Now is this something you've just plugged it in? Did you not have it in operation for a while?

GREGORY

It was in operation for about 30 days because I had went out of town and came back and then everything just seems like it went caput. We have a Servall place here. It fixes all kinds of appliances and he said it wasn't even worth fixing.

JOHN SOWDEN

How old did you say the unit was?

GREGORY

It's probably around ten years old.

JOHN SOWDEN

Is it running and [not cooling](#)? Or, you don't hear it running.

GREGORY

It's running, but it just doesn't freeze anything and the only thing that comes out of it is cold air. And if you put it down in the bottom part, where you know, where you put your regular food at you got to put it up in the [freezer](#) because that's the coldest part. If you don't, everything in there will spoil within two or three days.

JOHN SOWDEN

Okay, you were on vacation you say for a month or so, you came back and you plugged it in. Did it work okay for three or four days and then start this or did it immediately when you turned it back on start having problems?

GREGORY

When I plugged it back in it sounded like rrrrrrr, like that. It sounded like something was grinding and then it froze for about a day and after that it just [stopped blowing out cold air](#) and I thought oh know, oh geez.

JOHN SOWDEN

Yeah. Well, its sounds like if it's blowing any kind of cold air it sounds like the [compressor](#) (part # WR87X10096) is running and normally a freezer compartment keeping the temperature of a refrigerator compartment is either due to one of the fan motors is not turning inside the machine and/or you have a defrost problem meaning the unit is not self defrosting and you have an air flow restriction. The other thing could be a fan motor problem with the [fan motor](#) (part # WR60X187) that's normally on the underside of the unit that helps cool that compressor. That may be, from what you're describing, the source of the noise which could be that condenser fan motor is failing and causing it. As far as to throw it away, if its only ten years old and it was working all right before it might be worth the cost of a service person to come out and at least, you know, have a look at it for 40 or 50 bucks before you roll it to the curb.

JOHN MCCULLOCH

Yeah, okay. And we thank you for the call. Good luck to you. That is all the time we have today. Don't forget the new chat feature at, [Live Chat](#) feature, at [RepairClinic.com](#) and that's a really great feature and its up and operating now.

