

# Expert P·R·O·T·E·C·T·I·O·N

## CSR Troubleshooting Questions

### TV Diagnosis Questions

- Does the TV receive all channels?
- Check cables
- Is a UL approved surge protector in use?
- Has there been any change in the set up (addition of a new DVD player, satellite receiver, cable box or card, etc.)?
- Are there any error messages on the screen?
- Is the operation erratic (changing channels on it's own, turning off without warning, freezing up, etc.)?
- Are There Any Blinking LEDs and if so how many blinks?)
- Is the problem intermittent?
- Has the manufacturer been consulted for available software/firmware updates?\*
- \*Most updates are to be performed by the consumer
- Is the TV using the cable card slot? If so, remove card and unplug the TV for at least 30 minutes

### Appliance Diagnosis Questions

#### Dryers

##### **Dryer is not heating-**

- Check lint filter
- Is vent hose kinked?
- Is gas on?
- Set Air/Heat switch to HEAT cycle
- Set timer on HEAT cycle
- Don't overload dryer
- Unit is plugged in?
- Check fuse or circuit breaker

##### **Clothes are not drying-**

- Where is the unit located and how it is being used?
- Is lint screen clean?
- Exhaust vent not restricted?
- Check thermostat and timer for proper settings
- Don't overload
- Make sure load is washed on proper cycle

- Note load contents - Mixed loads such as towels and shirts won't dry in same length of time
- Ask what setting the dryer is set on to determine if appropriate

##### **Dryer doesn't run-**

- Is dryer door closed?
- Where is the unit located and how it is being used?
- Push or lift start button to start cycle
- Check fuse or circuit breaker
- Don't overload dryer
- Is unit plugged in?

##### **Clothes have excessive wrinkles-**

- Don't overload washer especially when washing permanent press
- Using fabric softener will reduce wrinkles
- The heat may be too high. Some items should be dried with little or no heat
- Give clothes a good shake when moving clothes from washer to dryer
- Set washer to rinse in cold water
- Use permanent press setting on dryer
- Remove clothes immediately when tumbling stops

#### Washers

##### **Washer is not agitating-**

- Dispatch for service.

##### **Water isn't pumping out during spin cycle -**

- Close lid during spin cycle
- Limit detergent to recommended amount
- Load is off balance - redistribute load
- Don't overload machine
- Are hoses loose or kinked? .
- Machine is on correct cycle?
- Close lid during spin cycle
- Front Load washer: Have the filter(s) in the unit been cleaned and has the unit been reset?

##### **Washer isn't draining -**

- Washer lid or door should be closed.

- Ask what kind of unit it is (front or top load) and where the unit is located and how it is being used.
- Front Load washer: Have the filter(s) in the unit been cleaned and has the unit been reset?
- Are hoses loose or kinked?
- Machine is on correct cycle?
- Close lid during spin cycle

**Water continually drains from tub during fill cycle (no water on floor)-**

- A siphon condition exists. In order to stop a siphon action, some portion of drain hose must be at least 34 inches above floor.
- Outlet end of hose must terminate in an open drainpipe or tub
- Are hoses loose or kinked?

**Clothes are gray or yellow-**

- Wash in hot water (>140 degrees)
- Use recommended amount of detergent
- Consider adding a water softener
- Don't overload machine
- Run a cycle using hot water only to flush out debris
- Machine is on correct cycle?
- Close lid during spin cycle

**Water is leaking onto floor -**

- Tighten hose connections
- What kind of unit is it (front or top load), where the unit is located and how it is being used?
- Is drain hose in drain tub or pipe?
- Does the model have a filter and when was it last cleaned or replaced?
- Don't overload machine
- Are hoses loose or kinked?
- Tighten hose connections in back of machine

**There is excessive noise/vibration during spin cycle -**

- Is washer level?
- Re-distribute clothes so load is balanced
- Make sure all shipping supports have been removed (see Owner's Manual)
- Don't overload machine
- Is machine on correct cycle?
- Close lid during spin cycle.

**Water doesn't enter washer tub -**

- Turn ON both water faucets
- What kind of unit is it (front or top load), where the unit is located and how it is being used?
- Be sure timer cycle indicator is in first part of wash cycle

- Check hose screens at each faucet - they may be plugged with sand, silt, etc.
- Don't overload machine
- Are hoses loose or kinked?
- Tighten hose connections in back of machine.
- Be sure both water faucets are turned on.
- Be sure machine is on correct cycle and close lid during spin cycle.

**Clothes are still wet at end of cycle or lint on clothes -**

- Avoid mixing polyester fabrics and natural fabrics
- Check fabric softener usage
- Don't overload machine
- Is machine on correct cycle?
- Close lid during spin cycle

**Refrigerators**

**Frost is built up on inside of refrigerator -**

- Frost build-up is normal in humid weather
- Customer should defrost refrigerator
- Is refrigerator level?
- Limit usage if possible
- Check refrigerator settings are correct
- Be sure door is kept closed
- Nothing blocking air duct in freezer

**Refrigerator leaks water**

- Check temp settings.
- Was door left open for a long period of time?
- Food items stacked up against back wall of fridge can cut off circulation.
- Nothing blocking air duct in freezer
- Is the condenser is clean? Vacuum coils.
- Is the drip pan full?

**Refrigerator seems noisy -**

- Most noises from a newer refrigerator are normal
- Is refrigerator level?
- Has something fallen behind refrigerator?
- Move refrigerator from wall - it shouldn't touch wall
- Is noise caused by icemaker dumping ice?
- Be sure door is kept closed

**There is odor inside the refrigerator -**

- Look for foods improperly packaged
- Clean refrigerator and drains regularly to prevent odd odors
- Clean defrost water system

- An open box of baking soda will also help to eliminate odors
- Be sure door is kept closed
- Nothing blocking air duct in freezer

#### **There is odor outside the refrigerator**

- Is defrost pan pushed far enough under fridge?
- Check temp settings
- Be sure door is kept closed
- Clean fridge and drains regularly to prevent odd odors
- An open box of baking soda will also help to eliminate odors
- Clean defrost pan
- Vacuum coils Check fridge settings are correct

#### **Refrigerator won't run -**

- Is it plugged in?
- Check fuse or circuit breaker.
- Cold control and On-Off switches are ON?
- Refrigerator may be in defrost cycle, wait at least 1/2 hour.
- When were the coils last cleaned?

#### **Refrigerator is running too long -**

- This is normal for newer models as they maintain more even temperature than older models.
- For automatic defrost model, this is normal to eliminate frost.
- Clean condenser.
- Be sure door is kept closed.

#### **Fresh food or freezer compartment temperature is too warm -**

- Check temp settings, see Users Manual.
- Was the door left open for a long period of time?
- Food items stacked up against back wall of fridge can cut off circulation.
- Set freezer control to warmer setting
- Is anything blocking air duct in freezer?
- Is the condenser clean?
- Where is the unit located and how it is being used?

#### **Moisture collects under crisper covers or at top inside -**

- This is normal during high-humidity weather
- Set temperature colder
- Remove excess water from veggies and fruits before storing
- In humid weather, air carries moisture into fridge when doors are opened
- Is door kept closed?

- Is anything blocking air duct in freezer?

#### **Moisture collects on outside of fridge -**

- This is normal during high-humidity weather
- Is Power Miser turned to DAMP WEATHER or ON?
- Is Energy Saver Switch set in correct position for humid weather?
- Check refrigerator settings.
- Is door kept closed?
- Is anything blocking air duct in freezer/ Vacuum coils.

#### **Freezer**

Icemaker isn't making enough ice or ice is freezing too slowly

- Freezer temperatures should be between 0 and +5 degrees
- Turn icemaker on /off lever to on position
- Is sensing lever is free to move up and down?
- Has door been left ajar?
- Is freezer level?

#### **Frost is built up inside freezer -**

- Frost build-up is normal in very humid areas
- Customer should defrost freezer.
- Is freezer level?
- Are settings correct?
- Is the condenser clean?

#### **Oven**

#### **Oven is not baking properly -**

- Preheat 10-15 minutes
- Allow at least 1-1/2 inches between pans and oven sides.
- Don't overcrowd
- Make sure unit is set on Bake or Oven
- Is unit plugged in?
- For gas oven/range, check pilot light and gas connections
- For electric oven/range, check electric connections

#### **Oven is not clean at end of cycle -**

- Set for longer cleaning time
- Most soil will require three hours, a heavily soiled oven will require a longer cycle

#### **Oven won't self-clean -**

- Is door latched?
- Are oven selector and oven temperature set on "Clean"?
- Close shutter on models with glass door
- Refer to instructions printed on inside of oven door or on control panel

- Check fuse or circuit breaker
- Gas supply (for gas units only)
- Set clock on automatic cycle
- When using self-cleaning oven, make sure door is latched when in self-cleaning mode
- When finished be sure oven selector is off

#### **Oven won't heat -**

- Plug cord in - some gas models must be plugged in before oven will light
- Be sure clock is NOT set for an automatic cycle
- Set oven selector at bake
- Set temperature as recommended in recipe
- Don't overcrowd oven
- Preheat a sufficient length of time (10-15min.)
- Is unit plugged in?
- For gas, check pilot light and gas connections, for electric, check electric connections.

## **Microwave**

#### **Food is not cooked evenly -**

- Rotate food periodically during cooking cycle
- Don't use metal utensils or containers in microwave
- Be sure to stir food and rearrange food

#### **There is a soft buzzing noise when using variable power -**

- Reassure the customer that this is a normal sound as power pulses on and off

#### **Food is overcooked or dried out -**

- Remove food from oven before completely cooked and allow standing time (see cookbook)
- Are microwave settings correct according to recipe?
- Be sure to stir food and rearrange food
- Set clock on automatic cycle

#### **Oven won't heat food, but control system (time) counts down-**

- Check to see that door is completely closed
- Make sure unit is set on Bake or Oven
- Set clock on automatic cycle
- Be sure the rear vent is not being blocked

#### **There is an arcing, sparking or crackling sound -**

- Don't use metal utensils or containers in microwave
- Never allow foil or metal pan to touch sides of oven
- Never use metal twist ties

#### **Cooking time is too long -**

- Is oven is on a circuit by itself?
- This can happen during peak periods for your power company, especially on hot summer days
- Are microwave settings are correct according to recipe?
- Be sure to stir food and rearrange food

## **Dishwasher**

#### **Dishwasher won't drain -**

- Hose may be loose or kinked
- Cycle may have been interrupted
- Restart machine
- Refer customer to manufacturer's manual for instruction
- Don't overload dishwasher
- Make sure door is latched correctly
- If draining through a disposal, be sure disposal is empty

#### **Dishes don't dry completely -**

- Use product such as "Jet-Dry" to aid drying
- Cups, glasses, etc. must be loaded so water will drain from them
- Droplets clinging to dishes is normal - unlatching door after dry cycle will allow droplets to evaporate
- Check setting of water heater, hot water (140°) is essential for quick drying of dishwasher loads.
- Note cycle selected. If "Cool Dry" has been selected, all dishes may not be completely dry
- Don't overload dishwasher
- Check unit settings
- Make sure door is latched correctly

#### **Soap dispenser won't open -**

- Is door latch on dishwasher in lock position?
- Knob may be turned beyond cycle selected
- Dispenser may be blocked by lower basket
- Dispenser may be too full
- Don't overload dishwasher
- Check unit settings
- Push button should be pushed in completely

#### **No water enters dishwasher -**

- Water valve or faucet must be turned ON
- Check for object under float in left front corner of tub
- Don't overload dishwasher
- Check unit settings
- Push button should be pushed in completely
- Make sure door is latched correctly

**Dishes don't get clean –**

- Ask the customer for specific complaints
- Is the customer pre-rinsing dishes?
- Use recommended amount of detergent
- Use "fresh" detergent. Avoid keeping detergent in humid places.
- Load as suggested in Owner's Manual
- Water should be hot 140-150 degrees. Most detergents require 140 degree water for thorough cleaning.
- Don't overload dishwasher
- Check unit settings
- Make sure door is latched correctly

**Dishes or glassware are filmed or spotted -**

- Minerals in water cause filming of dinnerware - refer to Owner's Manual
- Don't overload dishwasher
- Check unit settings

**Dishwasher won't operate -**

- Make sure door is latched correctly
- Check fuse or circuit breaker
- Don't overload dishwasher
- Check unit settings
- Push button should be pushed in completely
- Is unit set on timer delay?

**Customer responsibility Statement:**

Advise the customer that if the technician finds that the repair is not covered by the plan the customer will be responsible for all costs associated with the service call.