

Appliance Handbook
For
Women

Simple Enough Even Men
Can Understand

by

Vernon Schmidt



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If you own any appliance or are planning to purchase any appliance in the future this book is guaranteed to save you money.

EVERYTHING YOU NEED TO KNOW ABOUT
REPLACING OR REPAIRING YOUR APPLIANCE

NOW YOU CAN KNOW WHAT THE SALES PEOPLE
DIDN'T TELL YOU -- WHAT THE MANUFACTURERS
DON'T PUT IN THE OWNER'S MANUALS -- HOW
TO SAVE MONEY ON UNNEEDED SERVICE CALLS -
- AND GET THE TRUTH ABOUT YOUR APPLIANCES
FROM AN AUTHORIZED SERVICE TECHNICIAN
WITH 28 YEARS OF EXPERIENCE.

The Homeowners Handbook

If you don't have money to throw away, read this book before you call for any in-home service on your major household appliances or heating and air conditions system. Are you tired of paying ridiculous prices for service just to find out there was a simple solution to your problem? This book can save you hundreds of dollars in unnecessary repairs.

Before you call for service you can research your complaint by looking it up and finding out if there is an easy solution to your problem.

Several service calls are run each day and consumers are charged for simple things that have nothing to do with mechanical problems.

Now you can look up the type of appliance and find the easy fix for a fraction of what it cost just to have a technician show up at your door.

- DISHES DON'T COME OUT CLEAN FROM YOUR DISHWASHER?
- CLOTHES TAKE FOREVER TO GET DRY IN YOUR DRYER?
- WASHER NOT SPINNING OUT ALL THE WATER FROM YOUR CLOTHES?

- MICROWAVE MAKING FUNNY NOISES?
- YOUR RANGE ISN'T COOKING CORRECTLY?

These and many more problems can be solved by following some simple steps and without ever touching a tool.

Just look up the type of appliance find the complaint that matches your problem and read and follow the solution.

Every day people are taking time off work or out of their schedules and being charged anywhere from \$30.00 to \$80.00 for a service call that could be avoided just by using this simple-to-follow guide.

Chapter 1

TODAY'S NEW APPLIANCES

Today's new appliances are more energy efficient with more options than ever before. They are made of lighter materials, more electronics and most are easier to service. All this and they are one of the few things that you can still buy for about the same price as you could 15 years ago. It is important to understand the differences between new appliances today and appliances that you have owned previously. One of the key things to keep in mind is that appliances have not gone up in cost like most everything else over the past twenty years. Does this mean they will not last as long as the old appliances? Not necessarily. If you follow the tips and advice in this book you can save a lot of money and get the most out of your new appliance. Remember that the warranty that comes with your new appliance will in most cases only cover the service call if there is actually a problem with the appliance.

Women are always talking about how men will not stop to ask for directions even when they are lost, which in most cases may be true. We men believe we know what we are

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doing and can figure it out. I have found that women have that same instinct when it comes to their appliances and in some cases, just like men, will sometimes find their destination. Women can work an appliance without directions. But keep in mind if the appliance is not doing what you believe it should, you need to read the Owner's Manual before you call for service. Your warranty will not cover a service call for customer instruction.

This means if you call for service on your new appliance and the problem or noise you called about is covered in the owner's manual as a normal condition for that appliance, **you** have to pay for the service call. **Always** be sure to read your owner's manual trouble shooting guide before you call for service. For over twenty-six years I have serviced both new and used appliances. The problems have changed but the amount of service on new appliances is about the same. Just because you never had to have service on your old appliance when it was new, doesn't mean that your new appliance is not just as good. For twenty-six years I've stayed very busy repairing new appliances, so obviously everyone wasn't as lucky as you were in the past. There have been many changes in today's appliances. Most appliances are becoming more electronic with more options and therefore have more things that could possibly breakdown. At the beginning of each chapter I will explain some of the major differences about that particular appliance, what you should expect from that particular appliance and what you can do to prolong the life of your new and more energy efficient appliance.

Today's new appliances use less electricity, less water and have several options that were not available on the older appliances. Most of this has been achieved without raising the cost of appliances. There are much more expensive appliances available. But, if you compare today's models with similar models ten to fifteen years ago you'll find the

prices have not changed much. In some cases, the prices are lower today than they were in the past. The main difference you'll find in today's appliances is that they make different noises and sometimes more noise than your old appliance did. This is because today's appliances have more plastic and thinner metal than the older appliances.

Replacing your old appliances is still a major purchase and should be handled accordingly; you should do some research before making your decision. Most customers feel the sales people they are dealing with should tell them everything they need to know about the new product they are buying. The fact is that even the best trained and most honest sales people only have limited knowledge about every item they sell. Even the most experienced service tech can not tell you everything about all the different makes and models out there. One thing I have found is that some of the machines that seem to have the least amount of service in one area are the ones that have the most in other areas. And just because someone tells you one brand or model seems to have the most service does not always mean it is any worse than other models. It may just be that more of them are being sold. It has always been the brand that sells the most gets the most service.

I subscribe to *Consumer Reports* just to keep up on what they are saying but you should not limit your research to just *Consumer Reports*. They are not always right. Ask friends about their appliances and talk to different sales people at different locations and, if possible, talk to service people about models you are interested in. Listen to the good and bad from the sales people then compile all this information to help you find the model that is right for you.

Several problems that may occur with your new appliance may have nothing to do with the actual appliance but how and where this appliance is installed. Remember that because this appliance is built with less metal it is going

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to be lighter weight and therefore react differently in the same place that your old appliance was installed. If your appliance is being installed in a new home keep in mind that today's houses are built differently than older homes. This means that even your old appliance may not work the same in a new home as it did in your old home. You will find better examples of this listed in the following chapters. Overall you will find that your new appliance will still last several years if you follow the simple guidelines listed in each category of the following chapters.

Service vs. Replacement

At some point you are going to come to this cross road. I have seen many customers that believe it is a waste of money to have a service tech come out to do a repair. Sometimes that is true. Look over the physical condition of your appliance before you call for service. If you see rust, broken or missing parts such as shelves, handles, knobs and so forth then it may be time to look at replacing the appliance. But if your appliances are under 10 years old and in good shape the repair might be much less than the cost of replacement. Of course you will need to make sure you have an honest repair person to do the job. See chapter 12 for tips on this.

There are a lot of service techs that will tell you that you are better off to spend the money to keep your old machine going because it is better made than a new one. You have to decide that based on the physical condition and how well you like the appliance. This is what I tell my customers when they ask for my opinion. If your appliance is 10 years old or older and the total repair is more than a third of the price of a new one, then you may be wasting money to repair it. If one part is bad on a machine that age, all the other parts also

have the same wear and may or may not be far behind on needing to be replaced. If you really like the appliance and want to fix it keep in mind that only the bad part is being replaced. If any other part fails down the road it will cost additional to replace it. You may end up spending more to repair it over the long run than to replace it now.

I have also run into customers that will call for service and pay the price for a service call and not be willing to spend any money to have the repair done. Keep in mind that to have any appliance checked out you will have to pay at least a service charge or trip charge. No reputable company will send a tech to your house and spend the time to properly check your appliance for free. If you are not going to fix the appliance for any price don't waste your money for a service call. Also keep in mind when looking into replacement that there are other costs to include for things like delivery and installation. Be sure to include all of these costs into your decision.