

APPLIANCE DOCTOR

Everyday answers to appliance questions



JOE GAGNON

In the everyday operation of an appliance repair business we personally meet dozens of consumers and we field sometimes over 200 phone calls per day. With all of this contact we learn a great deal about how a product is made, how consumers feel about certain brands etc., what's good, what's bad, and, in general, we learn about the whole industry of major appliances from you the consumer.

You tell us everything because of your needs and your feelings. I get all emotional when I think about the lack of involvement by the manufacturers in trying to gain from the knowledge that you give us. You would think that they would be on our doorstep asking to spend some time with you. They don't, and I doubt they ever will. We will continue to have much of the same as we

have had for years. Meanwhile you need me and I need you and this newspaper's involvement in consumer education such as this column can only make you a smarter consumer and save you some big bucks.

1. My built in dishwasher is not draining properly. — In the majority of cases, the problem is not with the dishwasher, but has to do with the drain system. In some cases you have an air gap on the kitchen sink. This is a thing with a plastic or chrome cap on and its on top of the sink and is obvious. This device which is a requirement in many city codes, when installing a dishwasher is a gadget to prevent garbage from your disposer backing up into your dishwasher and contaminating your clean dishes. It can plug up and cause drain problems. Take off the cap and use a small brush to clean the inside of it. The drain line from your dishwasher hooks up to this and from

See GAGNON, 8D

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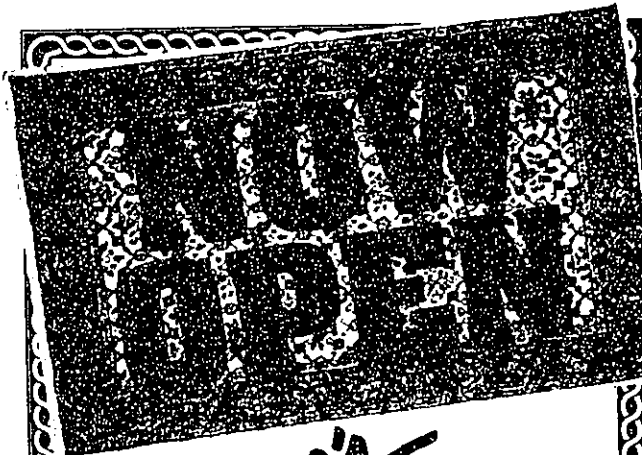


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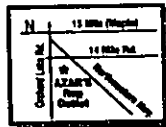
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