

Every time a service call is made the vendor bills KPW. Unnecessary calls result in membership prices increasing to cover those costs. To keep membership fees low, please make sure your unit/appliance is broken. **KPW membership services do not cover instruction, misuse, abuse or preventative services.** Unnecessary calls will result in members being charged back for that call. We don't want to do it, and you don't want to pay it, but to be fair to all members, we can't provide free services that aren't covered by our agreement. We know you understand.

Washer- Not working/Not Filling, Not Dispensing Fabric Softener, Not Spinning:

1. Check the plug – maybe it got accidentally disconnected.
2. Check the breaker.
3. Some washers need to reset the motor. Check your manufacturer's manual for directions on how to Reset. Sometimes you can unplug and re-plug in the machine after about a minute, and the motor will reset. Sometimes you must open and close the lid a series of times after you re-plug it in. Each washer is different – check your owner's manual to see if this is possible with yours.
4. Was the load of clothes balanced or was it all on one side -that may cause the washer to stop.
5. Did you do a bunch of laundry, and the motor has heated up. Let it cool before you start it again.
6. Did you load too many clothes, a bedspread, or other large object that is preventing it from spinning, or not evenly distributed inside the washer?
7. Is the timer knob lined up correctly? Sometimes, you just must set it accordingly.
8. Is the water on? Has the water been turned off the neighborhood for a period of time? Is it off in the entire house, or just the washer?
9. Look at the drain hose, is it kinked? Straighten it out.
10. Have you cleaned out the fabric softener dispenser?
11. Is the lid closed all the way?
12. Is something stuck between the basket and the tub? Our vendor could

Washer- Not working/leaking, making noise, shaking, smells:

1. Are you using the recommended detergent for your machine?
2. Are you using too much detergent?

3. Is your machine level? Use a level and check, then adjust the feet of the washer.



4. In a front-loading washer, have you cleaned the gasket (rubber seal around the door)? It can get soap and debris and will eventually leak. Wipe it down with clean warm water or vinegar to get the gunk off it.
5. Fill the washer with hot water, half a cup of baking soda, and a cup of vinegar and wipe the inside of the washing machine, around the edges, and rubber gasket. Then run the cycle.
6. Have you cleaned your drain hose recently? Sometimes debris and lint can build up in there and cause smells or obstruction. This is preventative maintenance that is not covered by KPW, but important to do. Remember, issues that arise because maintenance was ignored will NOT be covered by KPW.
7. Is there a P-trap connected to your washer? Is it working properly? Sewer gas can back flow through the drain hose, into the washing machine. Your washer isn't broken, you need a plumber. Sometimes just pouring water into the standpipe will prevent the smells/gas from coming up through the pipe. This isn't a washer problem, this is a plumbing issue that is NOT covered by KPW.

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