

What Seems To Be The Problem?

When you're an American Home Shield customer, you can call us anytime something goes wrong with your major home appliances or systems, and a qualified contractor who will contact you to set up a mutually convenient appointment time.

Whether there's a problem with your stove, your pool or your plumbing, the following troubleshooting charts can help you find what's wrong. They also offer some simple remedies for lots of typical problems around the house. You may save yourself a service call and the cost of one!

DISHWASHER TROUBLESHOOTING CHART

THE PROBLEM	POSSIBLE REASONS	WHAT YOU CAN DO
You can't get the dishwasher to run.	The door isn't locked. The timer or selector button is in the wrong position. No power is reaching the unit. The door switch is defective. Some wires are loose. The timer is defective.	Relock the door. Check the setting of both the timer and selector button. Check the fuse box/circuit breaker. Check the door switch for damage. Check all the terminals on both the timer and motor. Replace the timer.
Dishes are still dirty at the end of the wash.	The water isn't hot enough. The dishes are not correctly prepared for washing. The dishes aren't stacked correctly. The detergent is old. The detergent dispenser doesn't open. The spray arms are blocked. There is no water in the tub.	First, check the temperature of the hot water from the tap – it should be between 140°F and 150°F. Also check the hot water setting. Scrape and rinse all dishes before loading the dishwasher. Dishes can't touch and must face the direction of the spray to get completely clean. Start over with fresh dishwasher detergent. First, check the detergent cup and remove hardened detergent or mineral deposits. Also be sure the lid is not blocked and check the dispenser solenoid. The timer may be defective. Check and make sure nothing is blocking the arms. See the next section of the chart.
The dishwasher's tub doesn't fill with water.	There is a defect in the water inlet valve or solenoid. The water filter is clogged. The overflow switch has a defect. The timer is defective.	Check the valve. Check to see if your water inlet valve has a filter and clean it. Check the switch. If it freezes in the FULL position, the unit will not fill. Replace the timer.
You can't get the water to stop running.	The water inlet valve is stuck. The timer is defective. There is a defect in the overflow switch.	Check the valve and see if you can shut it. Replace the timer. If the switch is frozen in the EMPTY position, the water will continue to run.
The water isn't draining out of the unit.	There is a kink or a clog in the drain hose. There is a defect in the pump motor. The timer is defective.	Disconnect the drain hose and blow through it to be sure it is clear. Call a qualified contractor. Replace the timer.
The dishes aren't drying.	There are mineral deposits on the heating element. The heating element wire is loose. The heating element has burned out. The timer is defective.	The deposits should come off with vinegar. Check all the electrical connections around the heating element. Replace the heating element. Replace the timer.
Water is leaking out of the dishwasher.	The door seal is damaged. The overflow switch is defective. The door hinges are broken. The heating element nuts are loose. The hose clamps are loose.	Replace the door seal. Check the switch for damages. Replace the hinges. Tighten the nuts that attach the element to the tub. To see if there's a loose hose connection, you may have to move the unit.
The dishwasher is unusually noisy.	The spray arm is hitting the dishes. The water inlet valve is damaged (a knocking sound while the unit fills). There isn't enough water in the tub.	Reload the unit, so dishes don't touch the spray arm. Replace the water inlet valve. Stop using other faucets while the dishwasher fills.



GARBAGE DISPOSAL TROUBLESHOOTING CHART

THE PROBLEM	POSSIBLE REASONS	WHAT YOU CAN DO
You can't turn on the motor.	There is no power. The on/off switch is defective. The overload protector switch is tripped. The motor has a defect.	Check the fuse box/circuit breaker. And if the disposal is plugged into a wall outlet, check the outlet. On continuous-feed models, check the wall switch. On batch-feed models, check the stopper switch. If the flywheel is jammed, free it. Then, push the reset button. Call a qualified contractor.
Motor hums but unit doesn't grind.	The flywheel is jammed. The motor bearings have frozen.	Free the flywheel. Call a qualified contractor. You'll probably have to buy a new unit.
The disposal continuously blows fuses.	Too many appliances are plugged into the circuit.	Install a 15-amp circuit just for the disposal.
You can't stop the disposal.	The on/off switch is defective.	Call a qualified contractor.
The disposal grinds things too slowly.	There is not enough water. There is improper waste in the unit. The shredder ring is dull or the flyweights are broken.	Run more cold water when using the disposal. Only dispose of materials allowed by the manual. Replace defective parts.
The disposal drains slowly.	There is not enough water. The drain line is clogged. The disposal isn't grinding finely enough.	Run more cold water when using the disposal. Don't use harsh chemical agents. Flush with hot water to remove a grease clog, then remove the drainpipe and clear it. Replace a dull shredder ring or any broken flyweights.
The disposal is making an unusual amount of noise.	There is a metallic object in the unit. The mounting screws are loose. A flyweight is broken. The motor is defective.	Inspect the unit and fish out the object with tongs or forceps. Tighten the mounting screws. Replace the broken flywheel. Call a qualified contractor.
There is a leak in the disposal.	The sink connection is loose. The drain connection is loose. The housing gasket is damaged.	Tighten the flanges holding the gasket or replace the gasket. Tighten the drain flanges or replace the drain gasket. Replace the gasket.

