



Domestic Appliance Fault Diagnosis Guide

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Common Tumble Dryer Faults

Dead Machine

Check mains lead, plug fuse and wiring, and mains outlet. Make sure the door is closed properly, the on/off switch is on and if you have a condenser dryer, that the water tank is empty.

Timer turns, but no drum rotation

If the drum is not turning your drum belt may have snapped. Contact a qualified repairer.

Clothes slow to dry

Condenser Dryers

The most likely cause is that the condenser is blocked. Take out the condenser from the bottom front panel and flush out fluff and other debris under a tap of running water.

Vent Hose Model

Check the filter in the door is not blocked. This should be cleaned after every cycle. Also check that the vent hose at the back of the dryer is not blocked or crushed.

Clothes overheat or burn

It is likely that either the thermostat or the thermal cut-out are faulty. Contact a qualified repairer.

Clothes tangled or creased

The reversing timer may be faulty. Contact a qualified repairer.

Not heating

The most likely cause is a faulty thermostat or heater element but first check that the filter or condenser isn't blocked.

Common Dishwasher Faults

Dead Machine

Check the flex, plug wiring, fuse and mains supply for faults. Make sure that the door is properly closed and that water supply is turned on.

Check for hose filter blockages.

No water present

Ensure water supply is present and turned on. Check inlet valve for blockages.

Does not wash clean

Refer to the manufacturer's user manual to make sure you are using the correct quantities of detergent and loading your dishwasher properly.

Check that the spray arms are not blocked, that the salt reservoir is full and the rinse aid compartment topped up.

If the problem persists, the sump filter may be blocked.

Water not draining

Make sure that the filters or drain hose are not blocked. If this is not the cause of the problem you may have a faulty pump. Call a qualified repairer.

Detergent Tablet Stuck in Dispenser

After each wash cycle wipe excess water from inside dispenser. If the problem persists, check that the spray arms aren't blocked.

Common Washing Machine Faults

Washing machine is leaking

If the water is clear and there is no sign of detergent, the leak is probably occurring before the water gets to the detergent tray. Check inlet hose and valve and tighten or replace as necessary.

If the water is soapy it is likely that the door seal, sump hose or pump are leaking. Call a qualified repairer.

If the water is dirty you probably have a defective drain hose.

Washing machine won't start

Check the flex, plug wiring, fuse and mains supply for faults and make sure that the door is properly shut. If the door won't close, this may be due to a faulty interlock which will need replacing.

The other main reason why a machine won't start is because it is not taking in water so check the water supply and your hose and inlet valve filter for blockages and kinks.

Clothes not getting clean

Check that the detergent dispenser isn't clogged and clean if necessary.

If this isn't the cause of the problem you may have a loose or broken belt or worn motor brushes. Call a qualified repairer.

Washes but not spinning

Check the drum isn't jammed with an item of clothing.

The belt may be broken or the motor faulty. A single heavy item can also cause the drum to go into out of balance mode. Call a qualified repairer.

Door won't open at end of programme

The most likely cause is the water not draining. Refer to Machine Not Draining section below.

Machine overfills and floods

Make sure the drain hose is at a height recommended in the manufacturer's instructions. If too low, this could cause the machine to overfill.

Disconnect the machine from power supply. If water continues to flow in, the hot or cold inlet valve is faulty. You can find out which by turning off each tap in turn.

If water stops flowing in, the problem lies with the pressure system. Contact a qualified repairer.

Machine Not Draining Water

Check the filter and remove any items trapped inside the drain pump.

If still not draining contact a qualified repairer.

Stuck on wash cycle

There are a number of potential causes, including a faulty timer, faulty heater or faulty thermostat.

Contact a qualified repairer.

Machine Noisy When Spinning

This is most often caused by worn drum bearings, which in most cases would mean replacing the outer drum kit.

Contact a qualified repairer.

Common Fridge and Freezer Faults

Water accumulates in the base of the fridge

The most likely cause is a blocked drain outlet (situated at the base of the back wall of the fridge compartment).

This can easily be unblocked by using the drain pipe unblocker supplied with the appliance or a straw. Just push it gently down the drain outlet to clear.

Vegetables freezing in the salad bins

This is not a problem with the fridge as the rest of the items are keeping cold and fresh. The most likely cause is that water droplets are getting inside the wrappers and turning to ice.

To cure this keep the items sealed with cling film after opening.

The fridge is not cold enough

Check what temperature the thermostat is set to. It is best to keep the dial at the number that is recommended in the handbook for your particular appliance make and model as these do vary from one manufacturer to another.

If the problem persists, contact a qualified repairer.

Light not working

The most likely cause is that the bulb has blown. Switch off the appliance and unplug, change the light bulb by taking off the cover situated near to the thermostat where you can easily access the lamp to change over.

Be sure to replace with the correct type and wattage of bulb.

Ice build up

All non-frost free freezers need to be defrosted from time to time. The best way to do this is to switch off the appliance and put a bowl of warm water inside. Never use a knife or sharp instrument to defrost your freezer as you risk puncturing the runners where the refrigeration gas is contained. Once punctured these cannot be repaired.

Common Electric Oven Faults

Oven will not heat up

Check the clock is not flashing and that the timer is set to manual.

If the thermostat has tripped turn off the oven and wait for it to fully cool down before trying again. If the problem persists you may have a faulty control thermostat. Contact a qualified repairer.

One or more elements fail to heat up

If the element has failed it will need to be replaced. Contact a qualified repairer.

Thermostat trips when using grill

To avoid the thermal cut-out being tripped make sure the oven door is left open by the recommended amount during grilling.

Oven not cooking properly

Refer to manufacturer's handbook for recommended temperatures and shelf positions.

Check and clean fan. If the problem persists the fan may need replacing. Contact a qualified repairer.

Sparks or burning smell

The cause is likely to be a loose connection of poor contacts. Turn the oven off immediately and contact a qualified repairer.

Noisy fan

The most likely cause is dirt or grease inside the fan motor. Contact a qualified repairer.