

Preliminary Washer Repair Form



For brand, model and serial, fill out the below or provide clear pictures of the tags.

Brand	
Model #	
Serial #	

Main Contact for Scheduling

Address of Appliance	
Name (First & Last)	
Phone #	
Email	

Billing Info

Company/Landlord Name	
Billing Address	
Phone #	
Email	

Property Info

Is there available parking for technicians?		
Guest Stalls	Designated Area	Street Parking
Does the property only allow servicing at a certain time?		
Yes, only from ____ to ____.		No, normal operating hours is fine.

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Unit Information

Does the washer have a dryer stacked on top of it?	
Yes	No
Is the appliance inside of a laundry closet?	
Yes	No
If "Yes" to the above, is the doorway for the laundry closet at least 5 inches wider than the appliance?	
Yes	No, see below
If the doorway is not at least 5 inches wider than the appliance, please provide pictures of the surrounding area.	

Washer Does Not Spin/Clothes Still Wet After Wash

1) Do you hear a loud banging noise during the spin cycle?		
Yes	No	
If "Yes" to question 1, try to push down on the tub and then quickly release it. Do you notice the tub bounce more than once?		
Yes	No	
If "No" to question 1, choose one of the below:		
Washer is able to finish a full cycle	Stops in the middle of the cycle/error codes	Constantly loops between rinse and spin

Washer Does Not Start

2) Do the lights turn on at all?	
Yes	No
If "Yes" to question 2, does it make any noises after pushing the start button?	
Yes	No

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If "No" to question 2, please check the outlet by plugging in a different electrical device.

Washer Is Leaking

3) Does the washer leak regardless if it is on or not?

Yes

No

If "Yes" to question 3, please turn the water off at the house.

If "No" to question 3, when do you notice the leak?

At the start, while it is filling

While it is draining

Unable to tell

If you answered "While it is draining" to the above, are you able to see water coming out from the wall where the drain hose goes in or any dampness in the surrounding area?

Yes

No

Unit Information

Does the washer have a dryer stacked on top of it?

Yes

No

Is the appliance inside of a laundry closet?

Yes

No

If "Yes" to the above, is the doorway for the laundry closet at least 5 inches wider than the appliance?

Yes

No, see below

If the doorway is not at least 5 inches wider than the appliance, please provide pictures of the surrounding area.

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Please provide as much additional information as possible.