Washer & Dryer

General guidance — your appliance make/model may differ. When in doubt, stop and contact PCPM.

Common symptoms

- Washer will not start, fill or drain
- Washer off-balance or walking
- Dryer runs but clothes stay damp
- Dryer will not start

Try this first

1. Check power, breaker and that the door/lid is fully closed (most will not start otherwise). Check for a Child Lock / Control Lock setting.
2. Washer will not fill: make sure the hot and cold valves behind the washer are fully open.
3. Washer will not drain or smells: front-loaders have a drain-pump filter behind a small lower-front panel — see your manual; have towels ready. Use HE detergent and do not overload.
4. Off-balance: redistribute the load; wash heavy items in pairs.
5. Dryer damp clothes: clean the lint screen every load, check the vent hose behind the dryer is not crushed, and check the outside vent flap opens when running.
6. Gas dryer will not heat: confirm gas service is on; do not touch gas connections.

Safety first

- Lint is a fire hazard — clean the screen every load. Never run the dryer when you are away or asleep.
- Do not dry items with oil, gasoline or solvent stains.
- Do not move a gas dryer or disconnect a gas line.

When to call PCPM

Call PCPM for leaks, burning smells, no heat after cleaning the lint screen, or if the machine is not working (if PCPM provides it).

Emergencies (no heat in freezing weather, active leak, no water, sparking/burning smell, sewage backup, security issue): call PCPM immediately at 417-844-6363. Non-emergencies: submit a request on the Tenant Portal or email pcpmrentals@gmail.com with photos.

Helpful links

- How to clean your dryer lint trap (YouTube)
- How to clean your dryer vent line (Ace Hardware) (YouTube)
- How to clear the drain pump on a front-load washer (YouTube)

- LG support
- Samsung support
- GE Appliances support