

GARBAGE DISPOSAL TROUBLESHOOTING GUIDE:

FOR YOUR SAFETY, never put your hand down into the garbage disposal hopper (grinding chamber).

PROBLEM: DISPOSAL WILL NOT TURN ON AND THERE IS NO NOISE

If the disposal will not turn on and it is NOT making a humming sound, there may be an electrical problem.

- 1) Verify that the disposal is plugged in.
- 2) Press "Reset" button found on the bottom of the unit.
 - If it has reset, the button will be popped out.
- 3) Check to see if the circuit breaker has tripped.
 - Turn breaker off then back on.
- 4) If the breaker has not tripped and the reset button is not popped out:
 - Locate switch that powers the unit.
 - It should be located on the wall but may be under the sink (GFCI switch).
- 5) ***IF NONE OF THESE WORK PLEASE CALL OUR REPAIR HOTLINE: [503-465-5789](tel:503-465-5789).***



PROBLEM: DISPOSAL WILL NOT TURN ON AND IT IS MAKING A HUMMING NOISE

If the garbage disposal won't turn on but makes a humming sound when you flip the switch, it won't do that for long. This means you have a stuck flywheel and the reset button on the unit itself or the fuse or circuit breaker in your electrical service panel will trip and turn off very quickly. The flywheel is stuck because something is lodged between it or the impeller(s) and the shredder ring.

- 1) Turn off power to the garbage disposal at the electrical service panel.
- 2) Take offset wrench, that came with unit, and insert into flywheel turning hole in the bottom of the unit.
 - If you don't have the wrench, you can pick one up from a hardware store that sells your disposal.
- 3) Once the wrench is inserted, turn it clockwise to dislodge the stuck impeller or flywheel.
 - When it dislodges, you'll feel the flywheel turn freely.
- 4) Try and use a wooden broom-handle or similar wooden object to free the stuck impeller and flywheel from the top of the unit through the drain.
 - Place the broom-handle into the hopper and against an impeller. Use leverage to try and free the stuck flywheel. As before, when it dislodges you'll feel the flywheel turn freely.
- 5) ***IF NONE OF THESE WORK PLEASE CALL OUR REPAIR HOTLINE: [503-465-5789](tel:503-465-5789).***



THINGS TO AVOID: TO HELP REDUCE CHANCES OF CLOGS OR SLOW DRAINING

- 1) Do not grind up potato peelings.
 - They will form a starchy paste similar to mashed potatoes and will clog drain.
- 2) Do not put coffee grounds or eggshells into your disposal.
 - They create tiny granular waste that will stick to any sludge in the pipe and quickly create a clog.
- 3) Do not put grease down drain.
 - Grease sticks to the insides of the pipes that connect the home to the city's sewer.
 - Garbage disposals don't keep grease out of sewer pipes.