

2026 Mid-Year Broward County Appliance Failure Report™

What 134 Completed Appliance Service Calls Reveal About Appliance Failures Across Broward County

During the first half of 2026, The Appliance Experts completed **134 appliance service calls across Broward County, Florida.**

Those service events provide a real-world look at the appliance problems Broward homeowners encountered, the components technicians diagnosed, the repairs that were performed, and the situations in which repair was—or was not—the appropriate solution.

Unlike generalized lists of common appliance problems, this report is based on **actual field service activity recorded between January 1 and June 30, 2026.**

The service calls represented homes across **19 Broward County municipalities**, including Fort Lauderdale, Coral Springs, Pompano Beach, Margate, Tamarac, Hollywood, Coconut Creek, Parkland, Sunrise and surrounding communities.

The objective of this report isn't to rank appliance brands by reliability or predict which appliance will fail next.

Instead, it asks a simpler question:

When Broward County homeowners actually needed appliance service, what was going wrong?

Executive Summary

Analysis of the 134 completed service calls revealed several recurring themes.

2026 H1 AT A GLANCE	
134	Completed Broward County service calls
19	Broward municipalities represented
112	Calls with an identifiable appliance classification
22	Calls where appliance type could not be reliably determined
64	Documented repair/service-completed outcomes
19	Electronic-control/board failure-family occurrences
15	Airflow/fan occurrences
14	Ice-maker/ice-system occurrences

Important: 22 service calls involved multiple appliances. Appliance-category totals should not be interpreted as percentages of 134 as though every service call represented exactly one appliance.

Refrigeration and laundry appliances accounted for much of the identifiable service activity

Refrigerators, washers and dryers represented a substantial portion of identifiable appliance-service calls, with dishwashers, microwaves, ranges, ovens and other household appliances making up the remainder.

A symptom doesn't necessarily reveal the failed component

A washer that won't spin, refrigerator that isn't cooling or dryer that isn't heating can have several possible causes.

Technician diagnosis frequently identified relatively specific component failures—including switches, pumps, heating components, control boards, fans, valves, latches and other electrical or mechanical components.

Small components can cause major appliance symptoms

Several service calls involved appliances that appeared substantially disabled even though the underlying problem was isolated to a replaceable component.

This distinction matters when deciding whether an appliance should be repaired or replaced.

Not every appliance should be repaired

Some service calls identified major failures, unavailable parts, multiple component problems or other conditions where replacement could make more economic sense.

The service data therefore reinforces an important principle:

Repair-versus-replacement decisions should follow diagnosis—not precede it.

Appliance service history becomes increasingly valuable over time

For an individual homeowner, knowing what failed previously can help inform the next repair decision.

For property managers responsible for dozens or hundreds of appliances, maintaining that history can become even more important.

About the Data

The primary dataset used for this report consists of:

134 completed appliance service calls

Service dates: January 1–June 30, 2026

Geography: Broward County, Florida

Municipalities represented: 19

The data originated from completed service records maintained by The Appliance Experts.

Technician notes were reviewed to classify service events by appliance type, reported or diagnosed failure, component information and service outcome where the underlying record contained sufficient information.

Where a technician's notes did not provide enough information to confidently classify a particular characteristic, the record was **not assigned a category merely to complete the dataset**.

This means totals within individual analyses may be lower than 134.

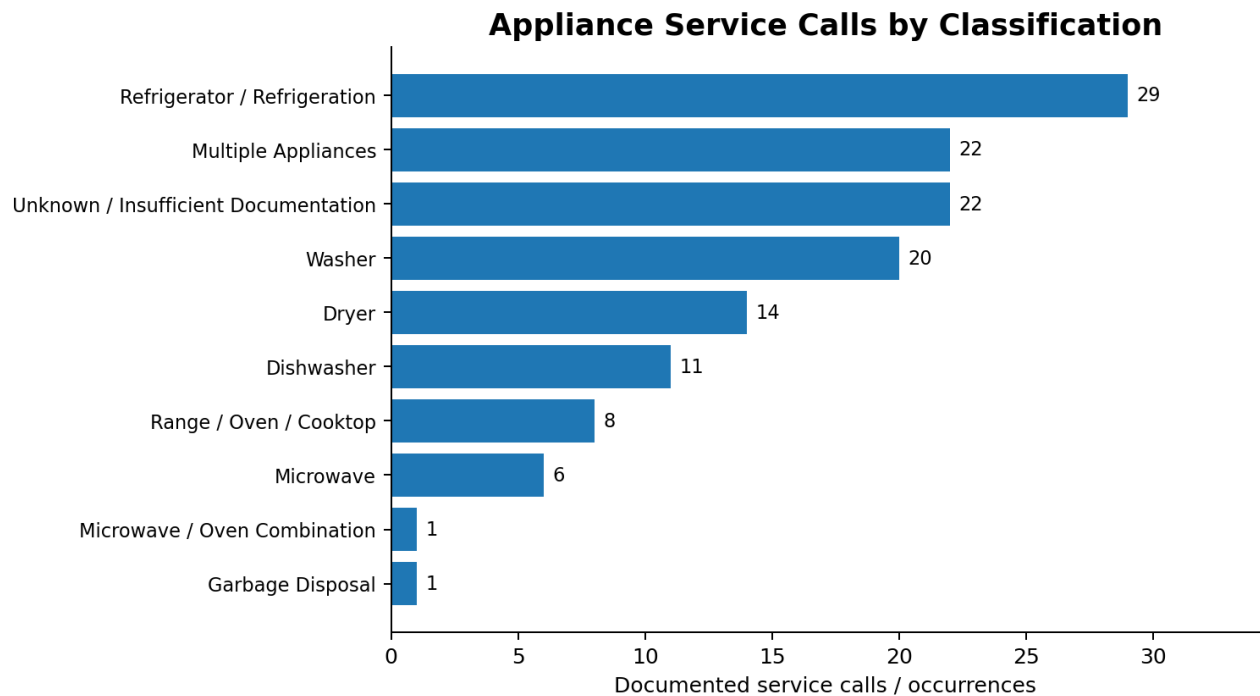
Which Appliances Generated the Service Calls?

The 134 completed Broward County service calls analyzed for this report involved a broad range of major household appliances.

After reviewing the technician's service notes and manually classifying records where the appliance type was not explicitly identified, three categories stood out as the primary sources of appliance-service activity during the first half of 2026:

Refrigerators, Washers and Dryers Led Service Activity

Appliance classification	Calls
Refrigerator / Refrigeration	29
Multiple Appliances	22
Unknown / Insufficient Documentation	22
Washer	20
Dryer	14
Dishwasher	11
Range / Oven / Cooktop	8
Microwave	6
Microwave / Oven Combination	1
Garbage Disposal	1
Total	134



Refrigerator and refrigeration-related service represented the largest single identified appliance category, appearing in 29 service calls. Washers followed with 20 calls and dryers with 14. Another 22 service events involved multiple appliances, while 22 records did not contain enough information to confidently assign a single appliance classification.

Because 22 service events involved multiple appliances, these classifications describe service-call records rather than a mutually exclusive count of individual appliances.

Refrigerators and refrigeration-related equipment represented the largest individual appliance category in the analyzed service records, followed closely by laundry appliances.

The service-call mix included:

Refrigerators & Refrigeration

Service calls included refrigerators, refrigerator/freezer combinations and related refrigeration components such as ice makers.

Common complaints included:

- Not cooling properly
- Ice-maker problems
- Water leaks
- Fan failures
- Defrost problems
- Compressor and sealed-system concerns
- Temperature-control problems

Washing Machines

Washers represented another major source of service activity.

Problems documented in the service records included:

- Not draining
- Not spinning
- Excessive vibration
- Water-fill problems
- Door and lid-switch failures
- Motor and belt problems
- Suspension and bearing issues

Some failures were caused by surprisingly simple mechanical problems. In one service event, clothing became caught in the washer's moving components and knocked the belt off the motor. The technician removed the obstruction, reassembled the motor and belt system, and restored operation.

Unexpected Finding: Not Every Appliance Failure Started With the Appliance
Fourteen documented service events involved pest activity or foreign objects, illustrating that some appliance problems originated from environmental conditions, debris or objects interfering with normal operation rather than ordinary component wear.

Clothes Dryers

Dryers also generated substantial service activity, with calls involving:

- No heat
- Long drying times
- Heating-element failures
- Thermostat and thermal-protection problems
- Control problems
- Belt and mechanical failures
- Airflow and venting issues

One documented Coconut Creek repair involved a Whirlpool electric dryer with a failed heating element. The element was replaced and the dryer was successfully returned to service.

Other Appliances Represented in the Data

The service records also included:

Dishwashers — drainage, water-supply, drying, electrical and cleaning-performance problems.

Microwaves and Microwave/Oven Combinations — door switches and latches, fuses, control boards, electrical failures and other operational problems.

Ranges, Ovens and Cooktops — heating elements, burner controls, electronic controls and other cooking-system failures.

Garbage Disposals and Other Appliances — a smaller portion of the overall service population.

What the Appliance Mix Does — and Doesn't — Tell Us

The distribution of service calls should **not be interpreted as a ranking of which appliance type is inherently least reliable.**

A service company's call mix can be influenced by many factors, including the number of each appliance type installed in local homes, appliance age, consumer repair-versus-replacement behavior and the types of services offered by the company.

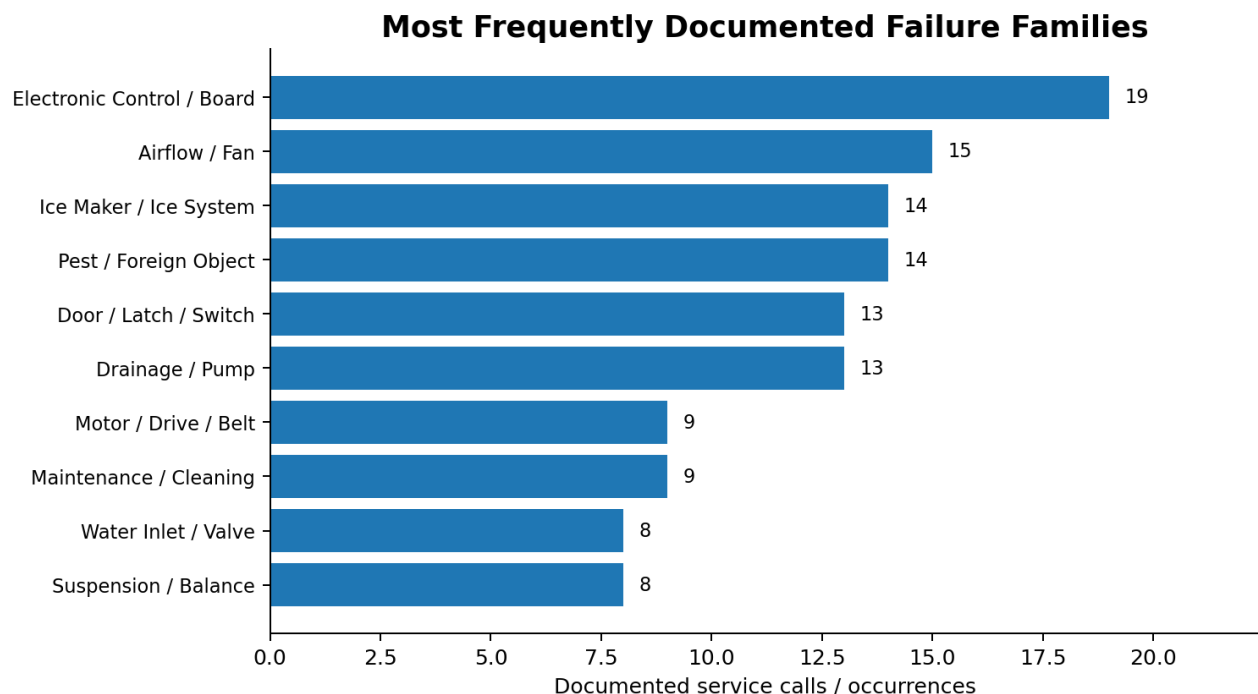
Instead, the data provides a picture of the appliance problems actually reaching technicians in the field.

And within this Broward County service population, the pattern was clear:

Refrigeration and laundry appliances accounted for a substantial share of the appliance problems requiring professional service during the first half of 2026.

That makes refrigerators, washers and dryers especially important categories for homeowners—and for property managers responsible for maintaining appliances across multiple rental units.

What Actually Failed? The Components Behind Appliance Breakdowns



Failure-family counts represent documented occurrences and are not mutually exclusive; a single service event may contain more than one failure condition. Additional documented families included Unspecified / Other (40), No Mechanical Failure (11), Electrical / Fuse / Wiring (6), Cooling / Sealed System (6), Sensor / Thermostat (6), and Heating System (5).

Knowing that a refrigerator, washer or dryer required service only tells part of the story.

The more useful question is:

What actually caused the appliance to stop working properly?

Our analysis of completed Broward County service calls during the first half of 2026 found that appliance problems frequently traced back to individual electrical, mechanical, heating, drainage, airflow and control components rather than failure of the appliance as a whole.

Among the components and failure areas documented in technician service notes were:

- Electronic control boards and relay boards
- Door, lid and safety switches
- Heating elements
- Thermal fuses and thermostats
- Drain pumps and drainage systems
- Motors and drive components
- Belts and suspension components
- Water inlet valves
- Fans and airflow components
- Ice-maker components
- Compressors and refrigeration-system components
- Door latches and locking mechanisms
- Wiring and electrical connections
- Sensors and temperature-control components

TOP DOCUMENTED COMPONENTS	Occurrences
Ice maker	14
Control board	12
Fan	9
Drain pump	8
Suspension rods	7
Motor	5
Thermostat / sensor	5
Door / lid switch	5
Latch / strike	4
Belt	4
Water valve	4
Capacitor	3
Fuse	3

In some cases, **one relatively small component was enough to prevent an otherwise functional appliance from operating normally.**

For example, a washer may stop spinning because of a door or lid-switch problem. A dryer may tumble normally but stop producing heat because of a failed heating-system component. A refrigerator may continue running while failing to cool one compartment correctly because of an airflow or control problem.

That distinction matters because the symptom a homeowner sees does not necessarily reveal the seriousness—or cost—of the underlying failure.

One Symptom Can Have Several Possible Causes

“No heat,” “not cooling,” “not draining” and “won’t start” are symptoms, not diagnoses.

A dryer that isn't heating could have a failed heating element, thermostat, thermal protection device, electrical-supply problem, wiring issue or control failure.

Similarly, a refrigerator that isn't cooling could involve an evaporator fan, damper, compressor, control board, sensor or another part of the refrigeration or airflow system.

This is one reason professional diagnosis becomes important before deciding whether an appliance should be repaired or replaced.

A good example appears in Verified Repair Report™ RR0030. A Whirlpool electric dryer in Coconut Creek was experiencing a heating problem. Diagnosis identified the **heating element** as the failed component. The element was replaced and the dryer returned to service; the customer subsequently reported that the dryer had been fixed in less than an hour.

The report also illustrates why symptoms alone aren't enough to select a replacement part: several other electrical, thermal and airflow problems can produce similar dryer-heating symptoms.

Multiple Component Failures Can Occur in a Single Service Event

Another important distinction in the data is the difference between a **service call** and a **component failure**.

One appliance service event can uncover more than one failed or damaged component.

That means the number of documented component problems can exceed the number of appliances serviced, and it is why this report treats:

Service events

and

Documented component failures

as separate measures.

This distinction will become increasingly useful as the Verified Repair Report™ database grows. Over time, it should allow us to identify not only which appliances generate service calls, but also which **failure families and components repeatedly appear in actual field diagnoses**.

What This Means for Homeowners

Perhaps the most useful takeaway is simple:

A broken appliance is not necessarily a broken appliance. Sometimes it's a broken component inside an otherwise serviceable appliance.

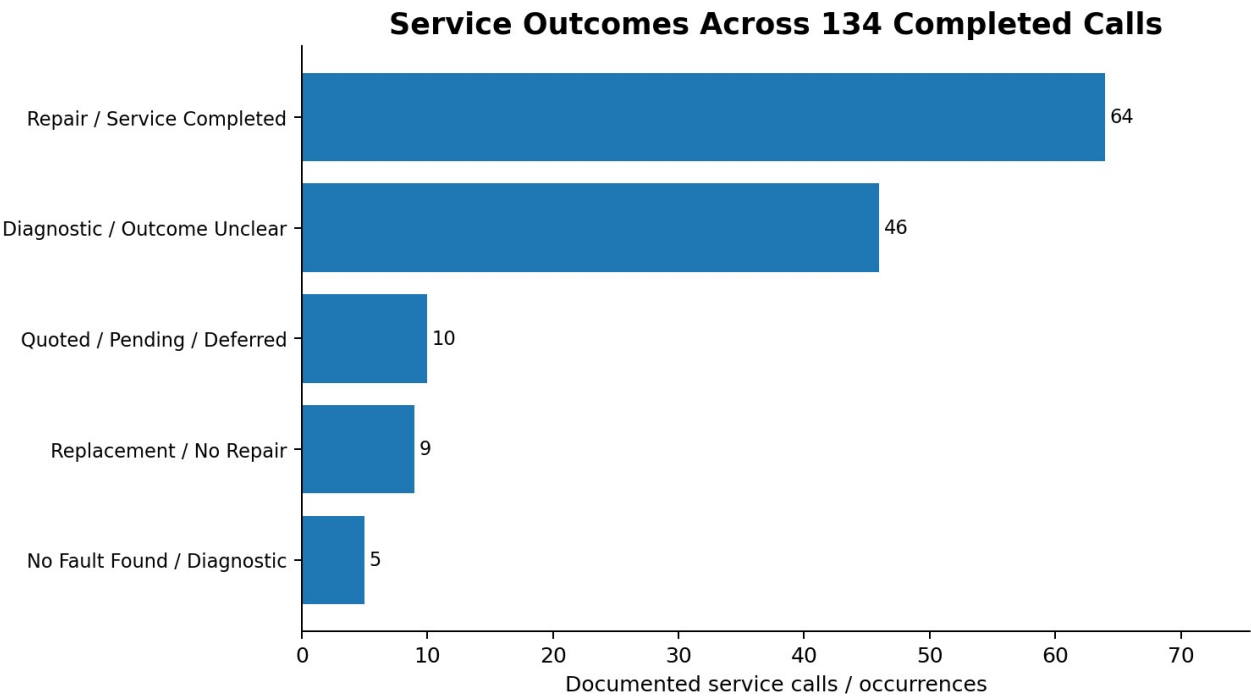
A failed switch, heating element, fan, valve, pump or control component can sometimes be replaced without replacing the entire machine.

Conversely, major failures, unavailable parts, multiple simultaneous problems or the overall condition of an appliance can make replacement the more practical decision.

The symptom starts the investigation. The diagnosis determines the decision.

Repair or Replace? What the Service Data Revealed

Recorded outcome	Calls
Repair / Service Completed	64
Diagnostic / Outcome Unclear	46
Quoted / Pending / Deferred	10
Replacement / No Repair	9
No Fault Found / Diagnostic	5
Total	134



A completed service call does not necessarily mean a completed repair. Because 46 records had an unclear final outcome, this report does not calculate a repair-success rate from the 134-call population.

Of the 134 completed service records, 64 contained documentation indicating that a repair or service action was completed. Nine resulted in replacement/no-repair outcomes, while ten were quoted, pending or deferred. Five documented no fault found or diagnostic-only outcomes. In 46 records, the available technician documentation was insufficient to confidently determine the final repair outcome.

One of the most important questions following an appliance failure is also one of the most difficult to answer without a diagnosis:

Should the appliance be repaired—or replaced?

The service records analyzed for this report show why the symptom alone rarely provides the answer.

An appliance that appears to have suffered a major failure may sometimes need only a replaceable component. At other times, a seemingly straightforward problem can uncover multiple failures, unavailable parts or damage extensive enough that replacement becomes the more practical choice.

Many Appliance Failures Were Repairable

The detailed Verified Repair Reports™ created from service events during this period document numerous appliances that were successfully returned to operation after diagnosis and targeted component replacement.

Repairs included components such as:

- Heating elements
- Door and lid switches
- Water inlet valves
- Drainage components
- Belts
- Motors
- Latches
- Electronic controls
- Burner components
- Fans and other mechanical parts

RR0030 provides a straightforward example.

A Whirlpool electric dryer in Coconut Creek required service for a heating problem. Diagnosis identified the heating element as the failed component. The element was replaced, the repair was completed, and the dryer was returned to service.

The important point isn't simply that the dryer was repaired.

It's that **professional diagnosis isolated the failure to a replaceable component**, allowing the customer to continue using the existing appliance rather than automatically replacing it.

But Repair Wasn't Always the Right Recommendation

The service data also contained cases where technicians recommended replacement.

And those cases illustrate an important distinction:

Being able to identify the failed component doesn't necessarily mean repairing the appliance makes sense—or is even possible.

For example, one Dacor built-in microwave in Parkland was diagnosed with multiple failures, including an electronic control board, fuse, power cord and door-latch assembly. The necessary replacement components were no longer available, so appliance replacement was recommended rather than attempting an incomplete repair.

Another service event involved a Whirlpool dishwasher in Pompano Beach with extensive wiring and connector damage caused by rodents. Because numerous electrical circuits had been damaged, replacement was considered more practical than attempting extensive wiring repairs.

And a Kenmore electric range in Fort Lauderdale was diagnosed with a failed main electronic control board. Although the failure was identified, the replacement board had been discontinued, making appliance replacement the practical recommendation.

Four Factors Repeatedly Influenced the Decision

Across the documented cases, several factors helped determine whether repair or replacement made more sense:

1. What actually failed

A single replaceable switch, valve, heating element or other component may make an appliance an excellent repair candidate.

2. Parts availability

An otherwise repairable appliance can become impossible to repair when the manufacturer no longer supplies a critical component.

3. Extent of the damage

Multiple simultaneous failures, extensive wiring damage or major structural/mechanical problems can change the economics of a repair.

4. Overall appliance condition and repair economics

The cost of the proposed repair must ultimately be considered alongside the appliance's age, condition, previous repair history and replacement cost.

RR0030 illustrates that principle directly: a failed heating element is often repairable, but the report notes that appliance age, overall condition, repair cost and previous repair history should still be considered.

The Symptom Doesn't Make the Decision. The Diagnosis Does.

Perhaps the clearest lesson from the service data is that homeowners shouldn't automatically assume either:

“It's broken, so I need a new appliance.”

or:

“It's probably just one cheap part.”

Both assumptions can be wrong.

The same broad symptom—an appliance that won't start, heat, cool, drain or operate correctly—can result from very different underlying failures.

That's why the repair-versus-replacement decision is best made **after the failed system or component has been identified.**

For many of the documented service events, diagnosis led to a targeted repair and continued appliance use.

For others, diagnosis prevented the homeowner from spending money attempting a repair when unavailable parts, extensive damage or multiple failures made replacement the better long-term decision.

The value of appliance diagnosis isn't simply finding out what's broken. It's determining what makes sense to do next.

Brands Represented in the Service Data

The 2026 Mid-Year Broward County Appliance Failure Report™ includes service calls involving a wide range of appliance manufacturers.

Brands represented in the service data and the more detailed Verified Repair Report™ subset include major manufacturers such as Whirlpool, GE, LG, Samsung, Kenmore, KitchenAid, Frigidaire, Electrolux and others.

Brand information provides useful context when examining appliance service activity, but it is important to understand what these numbers **do not** tell us.

Service-Call Frequency Is Not a Reliability Ranking

A brand appearing frequently in appliance service records does not necessarily mean that brand is less reliable than another manufacturer.

The Appliance Experts does not know the total number of appliances from each manufacturer installed in Broward County.

For example, if Brand A has substantially more appliances installed locally than Brand B, it would be reasonable for Brand A to generate more service calls even if its individual appliances failed at the same—or even a lower—rate.

Other factors can also influence how frequently a brand appears in service records, including:

- Local market share
- Appliance age
- Types of appliances sold by each manufacturer
- Availability of replacement parts
- Whether consumers choose repair or replacement
- Manufacturer warranty coverage
- Customer preferences when selecting a repair provider

For these reasons, **brand representation in this report should not be interpreted as a ranking of appliance reliability.**

Instead, the brand data provides a snapshot of the manufacturers represented among the actual appliances The Appliance Experts serviced during the study period.

As the Verified Repair Report™ database grows, brand-specific repair data may eventually provide additional insight into the types of symptoms, components and repairs technicians encounter across different appliance manufacturers.

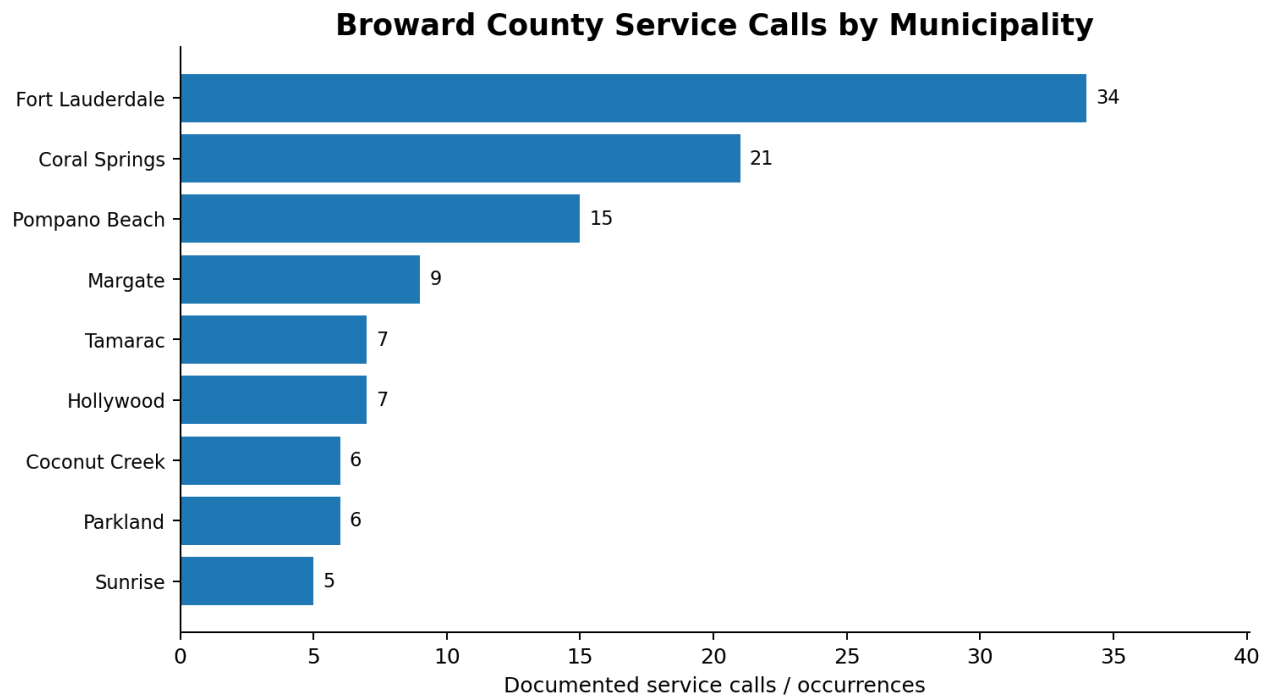
Where Appliance Service Calls Came From Across Broward County

The 134 completed Broward County appliance service calls analyzed for this report represented customers across **19 Broward County municipalities** during the first half of 2026.

The largest concentrations of completed service calls were:

Broward Municipality	Completed Service Calls
Fort Lauderdale / Ft. Lauderdale	34
Coral Springs	21
Pompano Beach	15
Margate	9
Tamarac	7
Hollywood	7
Coconut Creek	6
Parkland	6
Sunrise	5
Oakland Park	4
Plantation	3
Deerfield Beach	3
Lauderhill	3
North Lauderdale	2
Weston	2
Lauderdale-by-the-Sea	2
Davie	2
Wilton Manors	2
Lauderdale Lakes	1

Fort Lauderdale, Coral Springs and Pompano Beach together accounted for **70 of the 134 completed service calls**, or approximately **52% of the Broward County service activity represented in the dataset**.



52% — Fort Lauderdale, Coral Springs and Pompano Beach accounted for 70 of the 134 documented H1 service calls. This concentration reflects The Appliance Experts’ service footprint and does not establish higher appliance failure rates in those municipalities.

What the Geographic Data Means

These numbers should **not** be interpreted to mean appliances fail more frequently in Fort Lauderdale, Coral Springs or Pompano Beach.

The geographic distribution reflects several factors, including The Appliance Experts' existing customer base, service territory, marketing footprint and the locations from which customers requested service during the study period.

The data therefore describes:

Where The Appliance Experts performed documented appliance service—not the appliance failure rate of each Broward County municipality.

As the service-call database expands over multiple reporting periods, geographic data may become useful for identifying changes in the company's service footprint and understanding where different types of appliance service are being requested.

What Broward Homeowners Can Learn From the Data

One of the clearest lessons from the service records is that **the symptom a homeowner sees does not necessarily identify the component that failed.**

A refrigerator that isn't cooling, a washer that won't spin, or a dryer that isn't producing heat describes what the appliance is doing.

It doesn't necessarily explain **why**.

Several different components can sometimes produce very similar symptoms.

That makes diagnosis an important part of deciding whether an appliance should be repaired or replaced.

A Failed Component Doesn't Always Mean a Failed Appliance

Many of the service events examined for this report involved individual components that could be repaired or replaced without replacing the entire appliance.

Switches, heating components, pumps, latches, fans, valves, control components and other parts can sometimes disable an otherwise serviceable appliance.

One example is Verified Repair Report™ RR0030.

A Whirlpool electric dryer in Coconut Creek was diagnosed with a **failed heating element**. The technician replaced the heating element and returned the dryer to service.

The customer's subsequent Google review reported that the dryer was fixed in less than an hour, providing additional confirmation of the completed repair.

The important lesson isn't that every dryer without heat needs a heating element.

In fact, a dryer that tumbles but doesn't heat could potentially have a problem involving the heating element, thermal fuse, thermostat, wiring, electrical supply or another component.

The lesson is:

Diagnose the failure before making the repair-or-replace decision.

Repair vs. Replacement Is a Decision, Not a Symptom

Whether an appliance is worth repairing can depend on:

- Appliance age
- Overall condition
- Failed component
- Repair cost
- Previous repair history
- Availability of replacement parts

- Cost and condition of a comparable replacement appliance

RR0030 illustrates this distinction well. A failed heating element is often a repairable dryer problem, and in this particular service event the customer proceeded with the repair and the dryer returned to service.

Other service calls can lead to a different conclusion.

A major component failure, unavailable replacement part, multiple simultaneous failures or an appliance with an extensive repair history can make replacement the more reasonable recommendation.

The service data therefore supports a straightforward principle:

The goal of appliance diagnosis isn't simply to identify a broken part. It's to provide enough information to make a sensible repair decision.

What Property Managers Should Take Away From the Data

For a homeowner, an appliance failure is usually an individual event.

For a property manager responsible for dozens—or hundreds—of rental units, the same failures become an **operational problem**.

Every appliance service request can potentially involve:

Tenant reports problem → work order → service provider → scheduling → access coordination → diagnosis → repair estimate → approval → repair → invoice → service history

Multiply that process across an entire rental portfolio and appliance repair becomes more than a maintenance expense.

It becomes a **coordination and information-management problem**.

The Value of Appliance Service History

Consider a refrigerator that requires a \$300 repair.

Viewed in isolation, the property manager sees a \$300 decision.

But suppose that same refrigerator required another repair six months earlier and another repair the year before that.

The more useful question may be:

How much have we already spent keeping this particular appliance operating?

Without an accessible appliance-level service history, each repair decision can effectively begin from zero.

A structured service record can help a property manager see:

- Which appliance is installed at the property
- Brand and model
- Previous symptoms
- Previous diagnoses
- Components previously replaced
- Prior repair expenditures
- Frequency of service
- Current repair recommendation

Over time, that information can help support better-informed repair-versus-replacement decisions.

From Individual Repairs to Portfolio Intelligence

The 134 Broward service calls examined in this report illustrate what happens one appliance at a time.

Across a rental portfolio, those individual events can eventually reveal broader patterns:

Which appliance types generate the most service activity?

Which properties experience repeated appliance problems?

Which appliances have accumulated multiple repairs?

Where is maintenance money repeatedly being spent?

When might replacement make more financial sense than another repair?

That is one of the ideas behind **PropertyCare™**, a service-management program The Appliance Experts is currently piloting for property managers.

PropertyCare™ is designed to help coordinate appliance service while creating a more useful service history around the appliances being maintained.

The property manager remains in control of repair decisions while appliance-service coordination and documentation can be handled through a more structured process.

Methodology & About the Data

The **2026 Mid-Year Broward County Appliance Failure Report™** was developed using appliance service records from The Appliance Experts.

Study Period

The analysis covers completed service activity from:

January 1, 2026 through June 30, 2026.

Geographic Scope

The underlying Dispatch dataset contained **150 completed service calls** during the study period.

Sixteen service calls located outside Broward County were excluded from the Broward County analysis.

The final geographic dataset therefore contains:

134 completed appliance service calls across 19 Broward County municipalities.

Service-Call Classification

Service records were reviewed using available technician documentation, including information such as:

- Appliance type
- Customer-reported symptom
- Technician diagnosis
- Failed component
- Repair performed or recommended
- Service outcome
- Location
- Brand and model information when available

Technician notes varied in detail, particularly for service calls completed before The Appliance Experts began using more structured documentation practices.

Where appliance type or failure information could be identified with reasonable confidence from the service documentation, the record was classified accordingly.

Records without sufficient information were **not assigned unsupported classifications merely to increase category totals.**

Verified Repair Reports™

The report also draws upon a separate, more detailed collection of **Verified Repair Reports™**.

Verified Repair Reports™ document selected real-world service events in greater detail and may include:

- Appliance brand and model
- Customer complaint

- Technician diagnosis
- Failed component
- Repair performed
- Repair outcome
- Technician photographs
- Customer feedback when available
- Repair-versus-replacement considerations

The Verified Repair Report™ collection is a **curated subset of service events** and should not be treated as a statistically random sample of all appliance service calls.

For that reason, findings from the Verified Repair Report™ subset are identified separately when appropriate rather than automatically extrapolated to all 134 Broward County service calls.

Limitations

This report analyzes **The Appliance Experts' own service activity**.

It is not intended to represent every appliance failure occurring in Broward County.

The data does not establish:

- Countywide appliance failure rates
- Manufacturer reliability rankings
- Failure rates per appliance installed
- Market share by manufacturer
- The total number of appliances operating in Broward County

Service-call volume is influenced by The Appliance Experts' customer base, marketing footprint, service territory and consumer decisions about whether to request professional appliance repair.

The report should therefore be understood as:

An analysis of documented appliance service events encountered by The Appliance Experts during the first half of 2026—not a census of every appliance failure in Broward County.

About The Appliance Experts

The Appliance Experts provides appliance diagnosis and repair services throughout Fort Lauderdale and surrounding Broward County communities.

In addition to providing appliance service, The Appliance Experts documents selected real-world service events through its **Verified Repair Reports™** initiative.

These reports are designed to create a growing record of the symptoms, diagnoses, components and repair decisions technicians encounter in the field.

The **2026 Mid-Year Broward County Appliance Failure Report™** represents the next step in that effort—examining individual service events collectively to identify useful patterns and practical lessons for homeowners and property managers.

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