



Know When to Book Appliance Repair Help

Navigating appliance issues can be tricky. Use this guide to determine whether you can tackle the problem yourself or if it's time to book a vetted Pro with Frontdoor's new in-person home services..

Step Identify the Issue

1 Is the appliance completely non-functional, partially working, or behaving unusually (e.g. odd noises, smells)?

Yes

No

Step Basic Troubleshooting

2 Check the power source and circuit breaker in your home.

Fixed the issue
Problem solved!

Issue persists

Step Performance Problems

3 Is the appliance running but not performing as expected?

Yes

No

Step Consult How-to Tips

4 Check the Frontdoor app for troubleshooting articles and videos

Fixed the issue
Problem solved!

Issue persists

Step Video chat a Frontdoor Expert

5 Need some professional advice?

Yes

No

Video chat with an Expert

Step Evaluate DIY vs. Professional

6 Do you feel comfortable and confident fixing the issue yourself?

Yes

No

Follow detailed instructions and step-by-step guidance in the Frontdoor app

Book Frontdoor In-Person Home Services with a vetted Pro