



**Report Date: February 09, 2011**

**Category:**  
Appliance Repair - Large

**Work Done:**  
Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**  
February 03, 2011

**Hire Again:**  
Yes

**Approximate Cost:**  
\$250.00

**Home Build Year:**  
1992

**Description Of Work:**

. It was the main mother board that needed to be replaced, plus another part

**Member Comments:**

Referred Wooten Appliance to my son, whose refrigerator wasn't working properly. He called and got a quick appt and who brought all the parts necessary to fix. It was the main mother board that needed to be replaced, plus another part and he happened to have everything necessary to complete in one trip. My son called immediatley after repair was done and told me how great the service was and how professional the service person had been. He wanted me to make sure I passed along the excellent service rendered!!



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: February 03, 2011**

**Category:**  
Appliance Repair - Large

**Work Done:**  
Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**  
December 27, 2010

**Hire Again:**  
Yes

**Approximate Cost:**  
\$156.00

**Home Build Year:**  
1936

**Description Of Work:**

Igniter for gas stove replaced.

**Member Comments:**

The scheduler took my information, including make and model of my stove and the part number since I thought it might be the igniter. The night before, Darryl confirmed he would have the part and gave me a two hour window. He arrived promptly at the beginning of the two hour window and began to work to confirm that it was a burned out igniter and to replace it. He was very personable, and considerate (taking his shoes off at the door even to spare my carpet) and clearly knows the repair business. I would definitely contact him again.



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: January 28, 2011**



**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

December 10, 2010

**Last Modified Date:**

February 06, 2011

**Hire Again:**

Yes

**Approximate Cost:**

\$150.00

**Home Build Year:**

1996

**Description Of Work:**

I used Wooten Appliance to fix the baking element in my stove. He also fixed a light switch button that had caved in.

**Member Comments:**

He was responsive and professional. He was very capable and solved the problem at a very reasonable price. The job went very well. I think he can fix anything. He is absolutely terrific and just a great person. I received an Angie's List discount too. I would ask people to call him first to fix any broken appliances. I would highly recommend him.

Transcribed from a telephone interview

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: January 24, 2011**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

January 10, 2011

**Hire Again:**

Yes

**Approximate Cost:**

\$167.00

**Home Build Year:**

1986

**Description Of Work:**

Fixed leaking dishwasher.

**Member Comments:**

He came a few days after I called him and diagnosed the problem. Two days later he returned with the part and fixed the dishwasher. He was very pleasant and did a great job in a timely manner for a reasonable price!

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: January 05, 2011**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

December 15, 2010



Overall	A
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**Hire Again:**

Yes

**Approximate Cost:**

\$150.00

**Home Build Year:**

1910

**Description Of Work:**

We had a gas oven that was not holding its temp.

**Member Comments:**

The service provide by Wooten was great. We called them after two canceled visits from Sear's Appliance Service. Wooten was able to make it out the day after I called them. They were on time and had the part that I needed on their truck. He also took the time to let me know what the problem was, why it occurred and what to do in the future. It was the igniter which basically wears out every 7 years or so. In less than 30 minutes the service was done. I was very happy and would call them again.

Additional Questions Answered when completing this report

How much did the final cost compare to the original estimate? **n/a**

How does the value of the work compare to the price? **I got more than my money's worth**

How far in advance did you schedule the work? **within a week**

Did you find the company through Angie's List? **yes**

If yes, which source(s)? **website**

Why did you choose this contractor? **reputation**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **He was professional and friendly.**

What surprises came up during the course of the work? **I like that he shared information with me about the appliance.**

What words of advice would you give other members considering this contractor? **Hire him.**

What words of advice would you give this contractor? **Keep up the great work.**

**Report Date: December 24, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

December 13, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$110.00

**Home Build Year:**

Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	B
Punctuality	B
Professionalism	A



1988

**Description Of Work:**

The cloth dryer would run, but not generate heat. Repairman checked unit and found a blown fused assembly. Fuse assembly needed replacing.

**Member Comments:**

Overall the service was very good, price was cheap and problem was easy to fix. The only problem was the time it took to find & fix the problem. On the first appointment scheduled (4-7 pm) received a call near end that the repairman was running late and would not be there until after scheduled window. I rescheduled for 12/13/10, the repairman came on that day and found the problem, but did not have the fuse assembly needed (he said that he usually did have it on hand), he came back the next day with the assembly and fixed the dryer.

**Report Date: December 10, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

October 28, 2010

**Last Modified Date:**

December 14, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$45.00

**Home Build Year:**

1962

**Description Of Work:**

washing machine would not spin or fully drain. tech opened up machine and described likely possibilities as he went. he quickly eliminated possible faults and got to the specific problem. he showed me what was wrong and forewarned me about the likely high price of the "MACHINE CONTROL BOARD" he called around and got part prices while delicately hinting the repair was not worth doing on an old machine. once I agreed the price was too high....he explained how to best use the washer till I got a new one and he reconnected everything and tested it before he was done. I asked for recommendations on the new machine and he mentioned two brands with pros and cons for each. he even mentioned and listed the part number in case I could find it on Ebay or somewhere else at a better price. I did find the part at several places and it was priced pretty much as he had described so he proved to me he was being fully honest. his price for all this (with Angie's List discount) was \$45.....I'm almost embarrassed he was so reasonable

**Member Comments:**

this experience is exactly why I joined Ange's list. I could not have asked for a better experience. Wooten Appliance could not have been more professional in every way. At first they were hesitant because they don't usually go this far down into P.G. county but when they heard Angie's List they were all over it to be helpful. they were on time, friendly, professional, and over and above my expectations. I would use them again in a heartbeat...and I expect I will ! thanks Angie's List and thanks Wooten. pride and professionalism still exist....you just have to look for them. Lastly, my only question is, how do they make a living

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A



and remain this reasonable? thanks again . This was perhaps the best experience of this type that Ive ever had. Lastly he was right about the brands to consider for a new machine.....I got a new one and I'm very pleased

Additional Questions Answered when completing this report

How much did the final cost compare to the original estimate? **n/a**

How does the value of the work compare to the price? **I got more than my money's worth**

How far in advance did you schedule the work? **within a week**

Did you find the company through Angie's List? **yes**

If yes, which source(s)? **website**

Why did you choose this contractor? **reputation**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **open friendly honesty.....and desire to truly help me**

What did you like least about this contractor? **nothing**

What surprises came up during the course of the work? **the techs willingness to describe what he was doing and why...his experience and logic**

What words of advice would you give other members considering this contractor? **work with him and benefit from his experience**

What words of advice would you give this contractor? **charge more .... a little.....I'm feeling guilty**

This is your space. Feel free to give us your two cents ... or quote your favorite movie? **this experience could only have been better if he had been able to fix my washer for free**

**Report Date: December 09, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

November 30, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$80.00

**Home Build Year:**

1997

**Description Of Work:**

The control panel on our dishwasher stopped working, and Daryl Wooten

Overall A

Price A

Quality A

Responsiveness A

Punctuality B

Professionalism A



came out to diagnose the problem (the panel needed to be replaced). He suggested that I call the manufacturer and press them for a free replacement (the dishwasher was only two months past warranty), which turned out to be good advice since they did so. He returned to install the new panel when it arrived.

**Member Comments:**

Mr. Wooten and his dispatcher were courteous, professional, and responsive. Mr. Wooten seemed knowledgeable, honest, and capable -- though this was a relatively simple job. I should note that the 80\$ includes both calls, and I used a \$25 Angie's List coupon.

**Report Date: December 03, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

December 03, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$141.00

**Home Build Year:**

1996

**Description Of Work:**

Replaced baking element and repaired oven light switch on Thermador stove.

**Member Comments:**

I think Daryl could fix anything! He is professional, punctual and reasonably priced. I'm so happy to find an honest, knowledgeable repair person and I wouldn't call anybody else. C. Fouts, Rockville

**Report Date: November 30, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

November 02, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$86.00

**Description Of Work:**

Removed object (plastic part of dishwasher that broke off) from pump housing.

**Member Comments:**

Very professional and on time. Removed object from pump housing of dishwasher, did not have to replace motor. He will apply paid amount of labor to motor replacement labor, if replacement is necessary in near future! Used Angie's list coupon and saved \$25.00. Will definitely call again if repairs are needed for any large appliance.

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: November 30, 2010**



**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

November 29, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$200.00

**Home Build Year:**

1985

**Description Of Work:**

Wooten Appliance replaced the broken glass in our oven door.

**Member Comments:**

The service was excellent. The repair was done on schedule and for a very reasonable price. I will definitely use them again and recommend them highly.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: November 16, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

November 10, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$200.00

**Home Build Year:**

1908

**Description Of Work:**

Two jobs. Job 1: Repaired water on refrigerator, reattached dishwasher to wall, repair of oven hinges, inspected washer/dryer. Job 2: Unclogged dishwasher

**Member Comments:**

Wooten Appliance repair is excellent. Daryl Wooten is a one-man appliance repair machine. He showed up on time, dove into the task, fixed it and the price was right.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: November 01, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

November 01, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$250.00

**Home Build Year:**

1985



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A



**Description Of Work:**

Repaired refrigerator

Professionalism A

**Member Comments:**

Very pleased with the punctuality, professionalism and quality of work. Our 7 year old refrigerator literally died overnight. We contacted Wooten Appliance based on their prior Angie's list rating. An appointment was scheduled and Daryle arrived right on time. He quickly diagnosed the problem, a bad board, confirmed he had the correct replacement board, and then replaced it. The charge was reasonable and Daryl was both very professional and personable. I was so impressed that I asked him to send me information on his providing us with a year-round service contract. After many bad experiences with incompetent and overpriced appliance repair firms Wooten Appliance was a breath of fresh air.

**Report Date: October 04, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

October 01, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$135.00

**Home Build Year:**

1976

**Description Of Work:**

Repaired drain hose and replaced T-fuse on Dishwasher

**Member Comments:**

My dishwasher would continue to run all through the night into the morning after turning it on the night before. There would be a burning smell. Water would also settle on the bottom of the washer that would offer a awful odor. Went on Angie's List to find a company who repaired appliances and decided on Wooten Appliance. I was scheduled right away. I was given a 4 hour window and Daryl arrived at the top of the hour and fixed the drain and had to come back on Monday to replace the t-fuse. This was a great experience and I will use them again.

Thanks, Daryl for the efficient service.

**Report Date: September 24, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

September 16, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$76.00

**Home Build Year:**

1987

**Description Of Work:**

My washer stopped draining and spin-drying-- while washing sheets! Darryl looked at the machine, the hook-up, opened the washer and quickly diagnosed a clogged pump. He cleaned the pump of all debris, and made sure he left no messes afterward.

Overall A

Price A

Quality A

Responsiveness A

Punctuality A

Professionalism A



**Member Comments:**

The repair was successful. Darryl and his dispatcher were very professional and courteous. I am glad to know I can call him for appliance repairs.

**Report Date: September 23, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

No

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

September 22, 2010

**Last Modified Date:**

October 01, 2010

**Hire Again:**

Yes

**Home Build Year:**

1940

**Description Of Work:**

Wooten Appliance came and gave an estimate for me today to repair an oven. He will come back and fix it.

**Member Comments:**

He needed a part and has to order it and get back. He told me what it would cost for the part and service. I previously had him come out for my dryer and dishwasher. He came out promptly and told me that I could fix the dryer myself. He also told me how to do it. I was very impressed with that. I would have been pissed otherwise, because it was a very simple fix. He didn't charge me for that. He told me what to do if it happens again. It required more time for the dishwasher than he had allotted for my visit. So he said that he would send his assistant who could fix it. He sent his assistant and he took care of it. I called him when I had some issues with my coil in the oven. They are usually able to come out in a day or two. He said that he would call me 45 minutes before he would come and he did call me.

Transcribed from a telephone interview

**Report Date: September 21, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

August 15, 2010

**Last Modified Date:**

September 28, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$100.00

**Home Build Year:**

1980

**Description Of Work:**

Overall	A
Price	N/A
Quality	N/A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	C
Price	N/A
Quality	A
Responsiveness	D
Punctuality	A
Professionalism	A



**Member Comments:**

Transcribed from a telephone interview

**Report Date: September 15, 2010**

**Category:**  
Appliance Repair - Large

**Work Done:**  
Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**  
September 15, 2010

**Hire Again:**  
Yes

**Approximate Cost:**  
\$226.00

**Description Of Work:**  
Daryl replaced a broken part on my Whirlpool Duet Steam washing machine.

**Member Comments:**

I don't know where to start to describe the outstanding experience I had with Wooten. Two days ago, my Whirlpool Duet Steam front loader washing machine was displaying error code F35 -- but the bottom line was that it didn't work. I found Wooten on Angie's List and I called that same morning. I spoke with a very pleasant customer service representative who told me that Daryl could come that same day between 1:00 and 4:00 (!! Same Day? Who knew!) When I set up the appointment, she asked me how long it would take me to get home from work. I said about 30 minutes. She said Daryl would call me at work 30 minutes before he was to arrive so I could get home to meet him without missing more work than I had to. (Sensitive to my schedule? Who are these people!) Sure enough, I got a call from Daryl later that day telling me he would be coming by my house in 30 minutes. I went home and he arrived shortly thereafter. He spent about an hour thoroughly checking my machine. He then told me I needed a new part. He checked his warehouse and he had it in stock so he told me he would come the next day to fix my machine. Like clockwork, he came the next day and repaired my machine. End result: my washing machine was repaired 16 hours after my initial call. Not only was he a skilled worker, he (and his office) was extremely pleasant to deal with.

PAGE OF.  
**happiness**  
NOMINEE

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: September 06, 2010**

**Category:**  
Appliance Repair - Large

**Work Done:**  
Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**  
August 30, 2010

**Hire Again:**  
Yes

**Approximate Cost:**  
\$270.00

**Home Build Year:**  
1980

**Description Of Work:**  
Our electric stove was malfunctioning. The broiler was on all the time even when all the



setting were OFF. Daryl came on a Friday morning to check the stove, found the problem and called us later that day after he ordered the part. He came late on Tuesday to replace the board of the stove. He maintained contact by phone on when the part arrived. He agreed immediately (on Friday) to come in the evening after 6 PM to finish the repair in order to accomodate our work schedule.

**Member Comments:**

Daryl was very professional, clearly he knew exactly how to fix the problem. His price was very reasonable. He stated that he is willing to come evening and weekends to accomodate schedule and to avoid bigger issues such as can happen when the repair can be critical such as a refrigerator. I would use him again.

**Report Date: September 02, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

August 30, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$70.00

**Home Build Year:**

1980

**Description Of Work:**

Diagnose and repair malfunctioning refrigerator - the main compartment was not cooling, though the freezer was still working in a french door, bottom freezer model. Also, diagnose and repair a built in microwave with an arcing problem.

**Member Comments:**

Daryl spent a lot of time on the phone listening carefully to my description of the problem. He came by my house the same day I called, even though it was late. I did not meet him in person as I had to leave for an appointment. My son (college age) said Daryl was very professional. He got the fridge running again for the price of the service call. Even without his generous coupon, the price was very reasonable. For his knowledge, I give high marks. He is following up with the part for the microwave. I also like that he was very upfront about the potential cost.

Additional Questions Answered when completing this report

How much did the final cost compare to the original estimate? **lower than estimate**

How does the value of the work compare to the price? **I got more than my money's worth**

How far in advance did you schedule the work? **same day**

Did you find the company through Angie's List? **yes**

If yes, which source(s)? **website**

Why did you choose this contractor? **reputation**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **Responsiveness and knowledge**



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A



What did you like least about this contractor? **nothing comes to mind**

What surprises came up during the course of the work? **none**

What words of advice would you give this contractor? **keep up the good work!**

**Report Date: September 01, 2010**

**Category:**  
Appliance Repair - Large  
**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**  
September 01, 2010

**Hire Again:**  
Yes

**Approximate Cost:**  
\$350.00

**Home Build Year:**  
1980

**Description Of Work:**

Replaced the control board on my Cabrio washing machine.

**Member Comments:**

My Whirlpool Cabrio washing machine stopped working and gave us an "F" message. I called Daryl and he came out the next day, He quickly diagnosed the problem and told me there was either one or two parts that needed to be replaced. He returned to make the repair as soon as the part came in and told me that there was only one part that needed to be replaced which saved me \$100. He was prompt courteous, honest, and knowledgeable. He was also willing to help out with switching the direction of the door on my dryer to make it more efficient for me to use with my washer. I would definitely use him again in future and highly recommend him.



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: August 26, 2010**

**Category:**  
Appliance Repair - Large  
**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**  
June 29, 2010

**Hire Again:**  
Yes

**Approximate Cost:**  
\$120.00

**Home Build Year:**  
1967

**Description Of Work:**

Fixed our dryer which was not producing any heat.

**Member Comments:**

Fantastic, Daryl showed up on time and fixed the issue quickly.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: August 22, 2010**

Appliance Repair - Large



**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

July 15, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$274.00

**Description Of Work:**

replaced circuit board in GE refrigerator

**Member Comments:**

A power surge caused by an electrical storm caused my fridge to stop working properly. I called Wooten and left a message. They called back promptly and were able to schedule an appointment for that day. He determined that the circuit board had been damaged, and installed a used replacement from his truck to keep my fridge running until he could get me a new one. He would have returned the next day, but I wasn't able to be home again until the following day, so he returned at a time that fit my schedule and installed the new circuit board.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: August 20, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

August 20, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$150.00

**Home Build Year:**

1919

**Description Of Work:**

Refrigerator repair

**Member Comments:**

Called them on Thursday. Daryl came out Friday morning within the window of time they suggested. He quickly diagnosed the problem, offered some advice about the reliability of the appliance, and was able to make the fix in a few minutes because he had the part in his van. A great experience.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Additional Questions Answered when completing this report

How much did the final cost compare to the original estimate? **n/a**

How does the value of the work compare to the price? **I got exactly what I paid for**

How far in advance did you schedule the work? **within a week**

Did you find the company through Angie's List? **yes**

If yes, which source(s)? **website**

Why did you choose this contractor? **reputation**



Have you used this company before? **this is the first time I've used this company**

**Report Date: August 19, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

August 13, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$70.00

**Description Of Work:**

Very prompt and professional. Came to fix a laundry machine that had stopped at the spin cycle and wouldn't drain water. Determined an easy repair and only charged me for the service call, despite the fact that he spent about an hour checking things to make sure they were in good working order.

**Member Comments:**

Excellent -- professional and gave me good advice on numerous other issues with appliances in the house.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: July 31, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

July 20, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$216.00

**Description Of Work:**

Wooten Appliance fixed my washing machine this month.

**Member Comments:**

Overall it went very well. He came one day, diagnosed it and ordered the part. He came back another day and fixed it. Their price was average.

Overall	A
Price	C
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Transcribed from a telephone interview

**Report Date: July 29, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

July 09, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$40.00

**Home Build Year:**

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A



1948

**Description Of Work:**

I had water on my basement floor and thought it was the washer leaking. They took it apart, checked everything, ran it through its cycle with the back of and reported that there was no problem.

**Member Comments:**

Excellent. The water on the floor turned out to be the basement door leaking from the rain. They were absolutely honest and saved me a repair.

**Report Date: July 14, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

July 12, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$180.00

**Home Build Year:**

1936

**Description Of Work:**

Wooten came and fixed my dryer and washer very quickly. They came when they said that they were coming, gave me the curtesy of providing a 1.5 hour window on the day of the repair (narrowing down the 4 hour window). The telephone service was professional and polite and the repair people were just as good. I am going to use them again. Can't recommend them highly enough.

**Member Comments:**

Flawlessly. A previous contractor left me high and dry with my dryer disassembled and parts all over the laundry the folks from Wooten came, fixed the dryer and the washer and were out of there in a relatively short period of time.



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

**Report Date: June 04, 2010**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Work Completed Date:**

January 30, 2010

**Hire Again:**

Yes

**Approximate Cost:**

\$100.00

**Home Build Year:**

1951

**Description Of Work:**

Diagnosed and repaired a stove that was not heating.

**Member Comments:**

After we had the floor replaced in our kitchen, our gas oven was not heating. Darryl came out promptly, diagnosed the problem as a bent fuse (?) on the back of the oven (caused when the workers shoved it back against the wall), and spent considerable time (about 2 hours) taking



apart, examining, reassembling, and testing the components of the oven to make sure everything was now working properly. He was careful and thorough, and his prices are very reasonable. We also used Wooten 2 years ago to diagnose a non-working microwave oven. In that case, Darryl lost our first appointment. However, as soon as he realized he forgot us, he rescheduled on a holiday and offered a reduced rate. As it turned out, he found that it was more expensive to repair our microwave than to replace it, and he advised us accordingly. We replaced the microwave ourselves later that day. We have been very pleased with his expertise and service and would contact Darryl first, any time we had an appliance problem.

**Report Date: March 17, 2009**

**Category:**

Appliance Repair - Large

**Work Done:**

Yes

\* More Weight is given to a report where work has been completed.

**Hire Again:**

Yes

**Approximate Cost:**

\$120.00

**Home Build Year:**

1946

**Description Of Work:**

Daryl Wooten replaced the door lock on my washer.

**Member Comments:**

Daryl was friendly, responsive, and highly professional. Without my asking, he pointed out ways to save money on the repair and performed the work in the least costly way possible.

Additional Questions Answered when completing this report

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

How much did the final cost compare to the original estimate? **right on**

How does the value of the work compare to the price? **I got more than my money's worth**

How far in advance did you schedule the work? **within a week**

Did you find the company through Angie's List? **no**

If no, what was the other source? **appliance part store**

Why did you choose this contractor? **reputation**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **Professionalism**

What words of advice would you give other members considering this contractor? **Hire him.**