

Survey 03 - Clothes Dryer Maintenance

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Thank you for choosing to participate in this survey, which will ask you about your experiences with clothes dryers. This survey should take less than 15 minutes. If you have any comments concerning the accuracy of this time estimate or have any suggestions for reducing it, please send them to us at cof@cpsc.gov. To avoid influencing other people's responses, please do not discuss this survey or disclose the contents of the survey to anyone until after [INSERT CLOSING DATE].

All questions marked with an asterisk (*) are required. To navigate through the survey, please use the buttons provided on the survey pages. Do not use your browser's Back and Forward buttons. Clicking CANCEL will close the survey, but you can log back into the Forum anytime before [INSERT CLOSING DATE] to complete it.

To begin, please click NEXT.

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1. Most clothes dryers use a rotating drum to tumble the clothes while hot air is blown through them. Do you own or regularly use a tumbler-type clothes dryer to dry clothes?*
- ☐ Yes
- ☐ No

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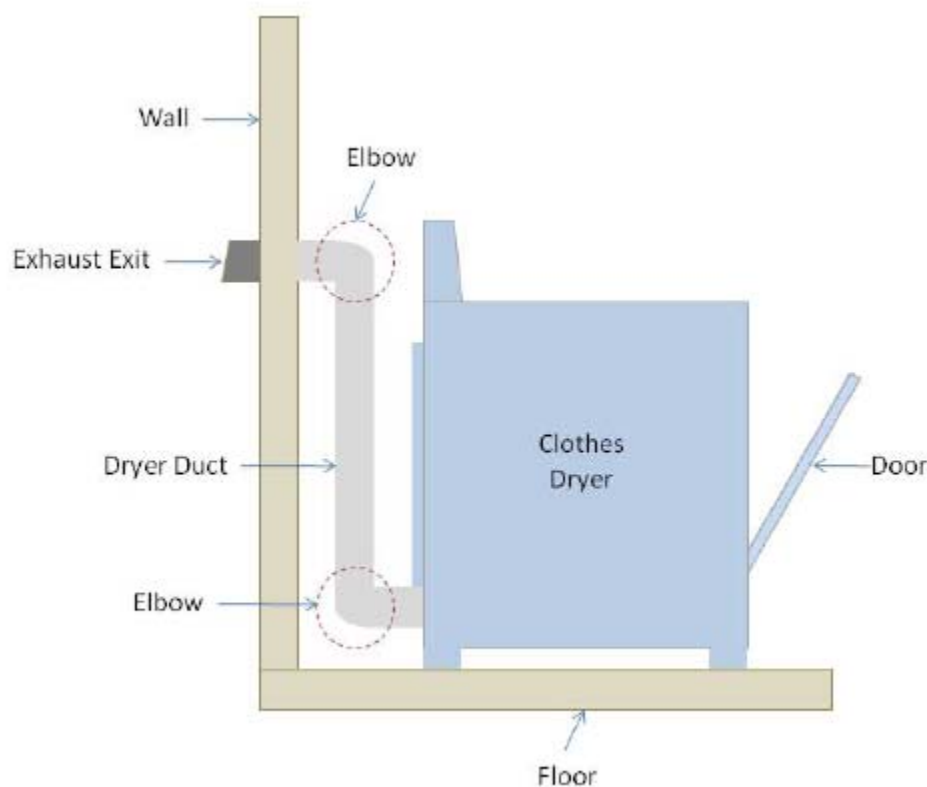
2. Most clothes dryers use either electric or gas-fueled heaters to heat the air in the dryer, but there are other types. What type of clothes dryer do you own or regularly use?
Choose one.
- ☐ Electric
- ☐ Natural Gas
- ☐ LP (Propane)
- ☐ I don't know
- ☐ Other, please specify

3. How old is the clothes dryer?

- ☐ Less than 5 years old
- ☐ 5 to 10 years old
- ☐ 11 to 15 years old
- ☐ More than 15 years old
- ☐ I don't know

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The drawing below shows an example of how a clothes dryer might be vented to the outside using a dryer duct. In this example, a dryer duct exits the back of the dryer and passes through an exterior wall to the outside. The dryer duct might have several bends, or elbows, before passing through the wall.



4. Is your dryer vented to the outside?*
- ☐ Yes
 - ☐ No
 - ☐ I don't know

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5. Is your dryer connected to an indoor lint trap, indoor dryer vent, or similar lint-trapping device intended to filter lint from the dryer exhaust before it enters the house?
- ☐ Yes
- ☐ No
- ☐ I don't know

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6. What type of ducting or venting material is connected to the dryer?

Check all that apply.

- ☐ Rigid Metal
- ☐ Flexible Metal
- ☐ Flexible Accordion-Type Foil
- ☐ Flexible Accordion-Type White Plastic
- ☐ I don't know
- ☐ Other, please specify

7. Approximately how long, in feet, is the dryer duct that runs from the clothes dryer to the wall?

The value must be greater than or equal to 0.

8. Approximately how many elbows, or bends, are in your dryer duct before it passes through the exterior wall?

The value must be greater than or equal to 0.

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9. Have you ever had an operating problem with your clothes dryer?*

- ☐ Yes
- ☐ No

☐ I don't know

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10. Please list the problem(s) you have had with the clothes dryer.

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11. On average, how many loads of laundry do you dry in your clothes dryer each week?

- ☐ Less than 3 loads a week
- ☐ 3 to 6 loads a week
- ☐ 7 to 10 loads a week
- ☐ 11 to 15 loads a week
- ☐ More than 15 loads a week

12. Have you ever cleaned the lint filter in your clothes dryer?*

- ☐ Yes
- ☐ No

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13. On average, how often do you clean your lint filter?

- ☐ At every load
- ☐ Once every 2 to 6 loads
- ☐ Once every 7 to 10 loads
- ☐ Once every 11 to 15 loads

☐ Once every 16 or more loads

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14. Do you think there are any benefits to cleaning the lint filter?*

- ☐ Yes
☐ No
☐ I don't know

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15. What are the benefits of cleaning the lint filter? In other words, why do you think the lint filter should be cleaned?

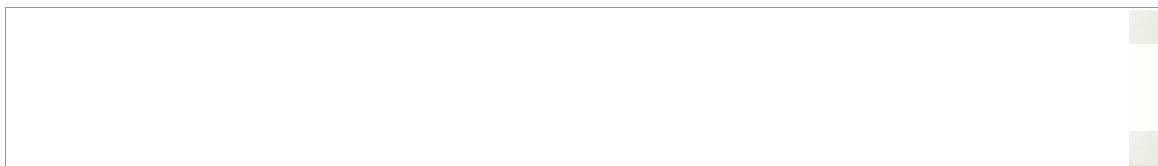
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16. Have you ever removed the lint filter and cleaned the area below using a brush, vacuum cleaner, or similar tool?*

- ☐ Yes
☐ No
☐ I don't know

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17. About how long ago was the last time you cleaned the area under the lint filter?

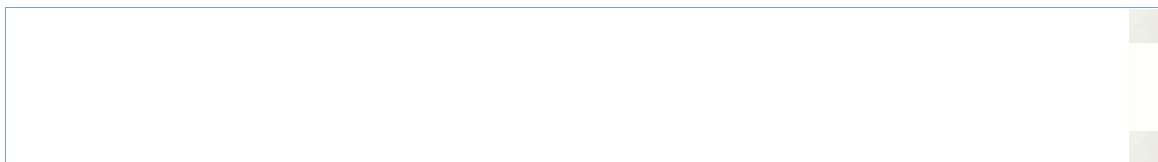
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18. Have you or anyone else ever cleaned the space inside your dryer cabinet between the rotating drum and the inside surface of the dryer cabinet? This area is not visible when you open the dryer door.*

☐ Yes
☐ No
☐ I don't know

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19. About how long ago was the last time you cleaned, or had someone else clean, the space inside your dryer cabinet?

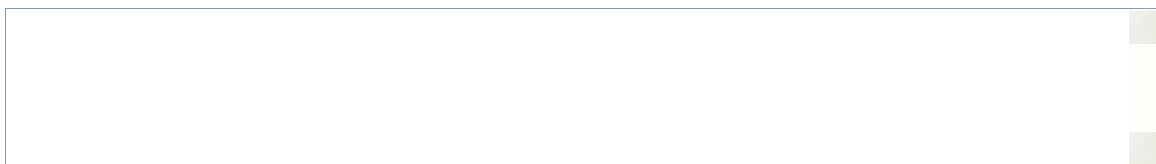
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20. Do you think there would be any benefits to cleaning the inside of the dryer cabinet?*

☐ Yes
☐ No
☐ I don't know

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21. What are the benefits of cleaning the inside of the dryer cabinet?

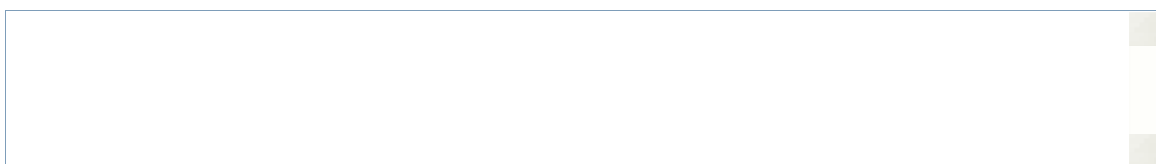
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22. Have you or someone else ever cleaned the inside of the dryer duct along its full length?*

- ☐ Yes
- ☐ No
- ☐ I don't know

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23. About how long ago was the last time you had the dryer duct cleaned?

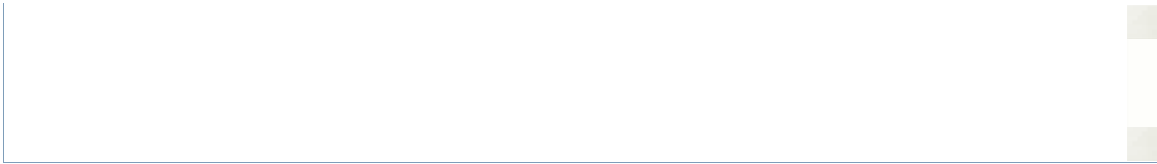
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24. Do you think there would be any benefits to cleaning the dryer duct?*

- ☐ Yes
- ☐ No
- ☐ I don't know

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25. What are the benefits of cleaning the dryer duct?

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26. Have you or someone else ever checked the exhaust exit, outside, for blockages?*

- ☐ Yes
- ☐ No
- ☐ I don't know

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27. About how long ago was the last time you checked the exhaust exit for blockages?

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28. Have you ever experienced a fire that was later determined to be related to a clothes dryer?*

- ☐ Yes
- ☐ No

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29. Was a specific part or location on the clothes dryer identified as the source of the fire?*

- ☐ Yes, a specific part or location on the dryer was identified.
- ☐ No. The dryer was involved, but no specific parts or locations were identified.
- ☐ I don't remember

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30. What was the specific part or location on the clothes dryer that was identified as the source of the fire?

- ☐ Control panel
- ☐ Lint trap
- ☐ Timer
- ☐ Thermostat
- ☐ Motor
- ☐ Dryer duct/vent
- ☐ Electrical system
- ☐ Electrical plug or cord
- ☐ Heater coil
- ☐ Rotating drum
- ☐ Other, please specify

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31. Was lint specifically identified as the first item that caught fire?

- ☐ Yes
- ☐ No
- ☐ I don't remember

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Thank you for taking the time to complete this survey. The following are some recommendations to help dry your clothing efficiently and prevent dryer fires:

- Clean the lint screen/filter before or after drying each load of clothes. If clothing is still damp at the end of a typical drying cycle or drying requires longer times than normal, this may be a sign that the lint screen or the exhaust duct is blocked.
- Clean the dryer vent and exhaust duct periodically. Check the outside dryer vent while the dryer is operating to make sure exhaust air is escaping. If it is not, the vent or the exhaust duct may be blocked. To remove a blockage in the exhaust path, it may be necessary to disconnect the exhaust duct from the dryer. Remember to reconnect the ducting to the dryer and outside vent before using the dryer again.
- Clean behind the dryer, where lint can build up. Have a qualified service person periodically clean the interior of the dryer cabinet, between the rotating drum and the exterior surface of the dryer, to minimize the amount of lint accumulation. Keep the area around the dryer clean and free of clutter.
- Replace plastic or foil, accordion-type ducting material with rigid or corrugated semi-rigid metal duct. Most manufacturers specify the use of a rigid or corrugated semi-rigid metal duct, which provides maximum airflow. The flexible plastic or foil type duct can more easily trap lint and is more susceptible to kinks or crushing, which can greatly reduce the airflow.

To end this survey, please click on DONE.

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Thank you for taking the time to complete this survey. To end the survey, please click on DONE.