



Service Operating Guide

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Property Damage Inspection Process for the Service Technician

As you inspect the site of reported property damage for Whirlpool Corporation, you are requested to do the following:

- (1) Be courteous and polite.
- (2) Look around for any areas of damage prior to starting any repairs.
- (3) Be careful not to cause any additional damage to the site.
- (4) Please purchase a disposable camera if requested by the Whirlpool representative who arranged for you to inspect the site. Take at least ten (10) good pictures, from different angles, of the inside and outside of the product and the surrounding area.
- (5) Document appropriate information on the Service Work Order. Describe only the observed damage and state your determination whether the damage was the result of a product part failure, faulty installation, or some other identifiable cause.
- (6) Please do not speculate. Offer your opinion based upon observable facts.
- (7) Within the part number area of the Service Claim, please write "DAMAGE". If there any actual parts used during your visit please include these on the same claim, on the next available part line. Any additional cost such as the purchase of a disposable camera should be included on the service claim in the "**travel**" area. The cost of labor should be entered in the normal manner. If the product is out of the traditional/normal labor warranty period, a policy adjustment number should be obtained from Whirlpool and entered on the claim in the traditional area.
- (8) The Service claim should be submitted through Service Bench electronically in the normal manner.
- (9) After you complete the inspection and or repair, please mail any requested parts/product/ camera "with a copy" of the service work order & receipts via traceable means (United Parcel Service, Federal Express, or DHL). To print label, go to http://www.servicematters.com/part_return/techcards.pdf -

IMPORTANT NOTE: The customer may elect to keep the alleged failed part; however, the servicer must note on the work order that "the customer has retained the part," and the customer must sign the work order. If the servicer takes the part, it must be returned as specified above. Failure to track the part may result in your company being liable for the damage claim.

Important Phone Numbers:

For Customers/inquiries, Whirlpool: 800-253-1301; KitchenAid: 800-422-1230

For Builders & supporting Service Co's (All Brands), 800-551-5146 ext. 2655

Please remember to:

- Make every effort to inspect the site/surroundings and where needed repair the product within a 24 hour period.
- Accurately document the service claim with your findings and repair.



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- Promptly return all used parts, and any requested items to the address below.

Whirlpool Family Branded Products:

Whirlpool Corporation
Attn: Claims Department MD 2113
211 Hilltop Rd
St Joseph, MI 49085



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