



## Service Operating Guide

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### SERVICE TRAINING

Whirlpool product training is provided to the Independent Service Contractor (ISC) network through our Field Service Representatives (FSR) by means of seminars, product updates and reviews of past service requirements.

The FSR establishes training dates and locations, informs the ISCs and posts on Service Matters. It is required that all invited ISCs attend training seminars held in their vicinity as per their Service Agreement. Should you have questions concerning training sessions in your vicinity contact your FSR.

#### Authorized Training Centers

Whirlpool has **Authorized Regional Training Centers** that hold week-long training courses. These courses cover our products in-depth and are designed for new or experienced technicians. For information regarding the nearest Training Center please see <http://www.ServiceMatters.com>, IHSP Services, Educational Solutions, and choose RTC (Regional Training Centers) or ATC (Authorized Training Centers).

#### TECHNICAL ASSISTANCE LINE (TechLine)

Whirlpool / KitchenAid / Roper / Maytag / Amana / Jenn-Air / Samsung Technical Assistance Technical Assistance 800-832-7174.

The Technical Assistance Line is available for Whirlpool authorized ISCs only and is provided at no charge for In-Warranty product repair assistance. To ensure adequate resources for in-warranty assistance, the TechLine reserves the right to charge a fee for Out Of Warranty repair assistance. This fee may be charged yearly and/or on a per use basis for all of the Whirlpool family of products.

You must enter your authorized service store number to access the Technical Assistance Lines.

In order to help keep the phone lines available for immediate technical assistance, all other inquiries should be directed to the department in question. Should consumers need to contact Consumer Service, they should be given Consumer Assistance 800 numbers (See Section K. To better serve you, please review the policies and procedures below and be prepared for the following:

1. Callers into the Tech Line should be the servicing technician. **Service managers, office staff, etc., that cannot supply answers to the tech assist staff, should not be calling this department.**
2. The calling technician needs to **follow and select the correct menu choices available to ensure the technician is delivered to the correct area of tech assist.**

Having these items available prior to your call to Technical Assistance will help ensure an accurate, efficient response.

- Your company's Servicer Store Number.
- The customer phone number
- Complete product model and serial number
- Complete understanding of the product complaint
- Product tech sheet handy with the product broken down to the suspected area at fault
- All tools and test equipment necessary



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