



## Service Operating Guide

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### **POLICY ADJUSTMENT CLAIMS**

A Whirlpool representative may authorize assistance to the repair of an out-of-warranty product. Assistance may be defined as authorization to pay for labor, parts, or parts and labor. This type of authorization is referred to as a Policy Adjustment, and must be given by a Customer eXperience Center (CxC) representative. It is your responsibility as a designated service company to perform policy adjustment repairs at your existing warranty labor rate unless otherwise indicated by the Whirlpool representative. All Policy Adjustments are customer, product, and service company specific.

#### **Procedures**

Below are the various circumstances under which Policy Adjustments may be given and details on how each type is to be handled.

##### **(1) Service Requested By a Whirlpool Representative**

When a CxC representative asks you to perform a Policy Adjustment call, you will be provided with an authorization code, details of what is to be covered, along with the appropriate product and customer information. Once you have received this information, you are to complete the call as soon as possible and submit the claim to ServiceBench or mail to Warranty Claims Processing, 553 Benson Rd., Mail Drop 8020, Benton Harbor, MI 49022, for processing. Write the authorization number in the Special Authorization area of the claim form to assure payment.

##### **(2) Authorizations Given Directly to the Customer**

The Whirlpool Representative may decide to give the Policy Adjustment Authorization directly to the customer along with instructions as to which authorized Service Company to contact. When the customer contacts you for service, they should have the following information.

- Policy Adjustment Authorization Code.
- Instruction on exactly what is to be covered.
- Complete model and serial information.

After receiving this information, the service company should complete the repair as soon as possible and submit the completed claim to ServiceBench, or mail to Warranty Claims Processing, 553 Benson Rd., Mail Drop 8020, Benton Harbor, MI 49022.

***Note: If you have any questions regarding the validity of the authorization code, you should contact the CXC Trade Partner Service Support (TPSS) for assistance. (800-874-4698)***

##### **(3) Authorizations Given At the Service Company's Request**

An Independent Service Contractor may contact the CXC on behalf of the customer and request that a Policy Adjustment be authorized. The following information must be provided when requesting a Policy Adjustment.

- The customer's name, address and phone number.
- The complete model and serial number and date of purchase.
- The nature of the repair.

If the Whirlpool Representative agrees to authorize the repair, you will be given an authorization code along with instruction on what is to be covered. Once you have completed the call, submit the claim via Service Bench or to Warranty Claims Processing, 553 Benson Rd., Mail Drop 8020, Benton Harbor, MI 49022.



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### (4) Authorizations given prior to replacement of certain parts

There may be occasions that Whirlpool will require an authorization to replace certain part(s) on certain products or product lines to ensure that specific diagnostics or process(es) have been followed. Based on detailed instructions and notice to the servicer, the Technical Assistance Line or Trade Partner Support Services must be contacted by the servicer during the repair. The servicer must identify the name of the project and provide required information to receive a Policy Adjustment Authorization. If a service claim is processed without this authorization, the entire claim may be rejected.

### Claims Processing

The Warranty Claims Processing Department will check each claim against the customer's computer file to determine the validity of the claim and make sure only the authorized service was performed. **Following Whirlpool policy as it applies to in-warranty service, policy adjustments will not pay for installation correction or use and care instruction.**

### Verification of the Authorization Code

You are to check all Policy Adjustment Authorization codes received directly from customers to make sure they are in a valid format and to make sure the customer understands the amount of coverage being authorized. If you have any questions regarding the validity of an authorization code or what is to be covered, contact the TPSS for help (800-874-4698).

### Authorization Code Example

As indicated above, the normal warranty rate is to be charged for Policy Adjustments. All exceptions should be approved by the TPSS or by the Call Center Staff. Another authorization with a multiplier needs to be generated and noted on the work order.

The consultant should make it clear as to what the actual coverage will be when you receive this type of authorization. There may be a special request along with this type of authorization such as; Call TPSS, or Call Tech Line with diagnosis, etc.

<b>K</b>	<b>01</b>	<b>282131</b>	<b>E</b>	<b>PL</b>	<b>1</b>
Brand					
Call Center					
Policy Adjust Number					
Reason					
Level of Coverage					
Multiplier					



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<u>SIEBEL FIELD NAME</u>	<u>VALUES</u>
<u>Brand Code *</u>	<b><u>K = KitchenAid</u></b> <b><u>J = Jenn-Air</u></b> <b><u>W = Whirlpool</u></b> <b><u>M = Maytag</u></b> <b><u>R = Roper</u></b>
<u>Call Center Code *</u>	<b><u>01 = Benton Harbor</u></b> <b><u>02 = Knoxville</u></b> <b><u>03 = LaPorte</u></b> <b><u>04 = Outsource</u></b> <b><u>05 = LaVergne</u></b> <b><u>06 = Hilltop</u></b> <b><u>08 = Cleveland</u></b> <b><u>09 = Yakima</u></b>
<u>Policy Adjust Number</u>	<b><u>Random 6 Digit Number</u></b>
<u>Reason</u>	<b><u>A = Quality</u></b> <b><u>D = Goodwill</u></b> <b><u>E = Out of Warranty Goodwill Repair</u></b> <b><u>F = Warranty Food Loss</u></b> <b><u>L = Out of Warranty Food Loss</u></b> <b><u>P = Property Damage Settlement</u></b> <b><u>M = Warranty Service Authorization</u></b> <b><u>R = Rework</u></b> <b><u>S = Special Project</u></b> <b><u>T = Damaged Product</u></b> <b><u>W = Product Exchange (&lt;1 Yr)</u></b> <b><u>X = Product Exchange (&gt;1 Yr)</u></b>
<u>Level of Coverage</u>	<b><u>P = Parts Only</u></b> <b><u>L = Labor Only</u></b> <b><u>PL = Parts &amp; Labor</u></b>
<u>Multiplier</u>	<b><u>1 = Pay Single Call Rate</u></b> <b><u>1.3 = Pay One and 1/3 Times the Labor Rate</u></b> <b><u>1.5 = Pay One and 1/2 Times the Labor Rate</u></b> <b><u>2 = Pay Two Times the Labor Rate</u></b> <b><u>2.5 = Pay Two and 1/2 Times the Labor Rate</u></b> <b><u>3 = Pay Three Times the Labor Rate</u></b> <b><u>3.5 = Pay Three and 1/2 Times the Labor Rate</u></b>

### **PERSONAL INJURY OR PROPERTY DAMAGE**

Personal injury or property damage allegedly caused by a Whirlpool, Maytag, KitchenAid, Amana, Jenn-Air, Roper, Coolerator, Estate, or any OEM product serviced by Whirlpool should be communicated by phone to the Whirlpool TPSS immediately. TPSS will first suggest to the customer/homeowner to contact their Homeowner's Insurance Company. If the customer is uninsured or chooses not to involve their insurance carrier, then a Personal Injury/Property Damage Claim Form will be sent to the customer/homeowner within two (2) days.



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When reporting a personal injury or property damage incident to the TPSS, please include the following information:

- (1) Name, address, and telephone number(s) of the customer.
- (2) Appliance, model number, serial number, and date of purchase.
- (3) Date incident occurred.
- (4) Description of any service provided on the product.
- (5) Description of the injury or property damage.

**If the customer alleges that the damage was due to the fault of the appliance, all parts alleged to be defective must be preserved. If the customer wants to keep the parts, the technician should advise them to retain the parts as evidence. The service technician should note on the service ticket that the customer retained the parts.** In the event the customer does not want to retain the parts, they should be sent along with a copy of the damage claim form and/or Service Work Order to the following address:

For Whirlpool/Maytag Family Brand Products send to:

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

Good judgment should be exercised in discussing any such claim with the customer. **You should not:**

- (1) Admit or deny liability.
- (2) Give any opinion as to the cause of the personal injury or property damage.
- (3) Discuss any personal injury, property damage, or customer dissatisfaction experience with the same model or any other products.
- (4) Give any opinion as to the merits of the customer's claim.

### **Property Damage Inspection Process for the Service Technician**

As you inspect the site of reported property damage, 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 are 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.



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- (8) The Service claim should be submitted through Service Bench electronically in the normal manner.

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). Go to [http://www.servicematters.com/part\\_return/techcards.pdf](http://www.servicematters.com/part_return/techcards.pdf) for printing a label.

**You must have a copy of the service ticket in the box and any pictures/camera used.**

### **Important Phone Numbers:**

*For Customers/inquiries:* Whirlpool: 800-253-1301, KitchenAid: 800-422-1230, Jenn-Air: 800-688-1100, Maytag: 800-688-9900

*For Retail Trade (Dealers & Independent Service Companies):* 800-874-4698

*For Contract/Builder Channel:* 800-545-9086

### **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.
- Promptly return all used parts, and any requested items to the address above.

### **FOOD LOSS CLAIM PROCEDURE**

When a customer notifies you that a freezer needs repairing and that food has spoiled, your action should be as follows:

- (1) In the event food loss occurs during the warranty period, advise the customer to call the cXc. The cXc representative will obtain information and send a food loss claim form to the customer. When the claim form has been returned and approved, the cXc representative will process the request, and a check will be mailed to the customer for up to the amount specified by the product warranty.
- (2) Complete the freezer repairs as soon as possible, preferably within 24 hours.
- (3) Verify food spoilage losses. During the first year of ownership, the freezer warranty provides reimbursement (see table) for food actually spoiled while stored in the freezer as the result of defects in materials or workmanship.
- (4) During the second through fifth years of ownership, reimbursement will be made for food actually spoiled while stored in the freezer as the result of a failure of the sealed refrigeration system (see table on next page).
- (5) Have the technician complete a Service Claim Form in the following manner:
  - a) Indicate that food loss has occurred by writing: "ESTIMATED FOOD LOSS" on the Service Claim form, in the last line of the parts order information area.
  - b) Estimate the amount of food spoiled, with the customer's agreement, and indicate the amount next to the words "ESTIMATED FOOD LOSS".
  - c) The rest of the Service Claim form is to be completed in a normal manner and signed by the customer. Give the copy to the customer and forward the original copy to:

**Whirlpool Corporation  
Warranty Claims Processing  
553 Benson Rd. MD 8020  
Benton Harbor, MI 49022**

**NOTE:** Reimbursement for food loss will be based on freezer size, up to the total cumulative amount shown for the five-year warranty period.



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Unit Size	Maximum Payments	Maximum Payments
	Units Purchased Prior to 7/1/91	Units Purchased After 7/1/91
9.9 cubic feet or smaller	Up to \$ 75.00	Up to \$150.00
10.0 to 16.0 cubic feet	Up to \$125.00	Up to \$300.00
16.1 cubic or larger	Up to \$200.00	Up to \$400.00

The reimbursement amounts shown are representative for the contents of typical freezers by size, and may or may not cover the actual replacement costs of the contents of the freezer. They are maximum amounts; however, that will be paid and they are cumulative for the five-year warranty period.

Whirlpool Corporation is not responsible for food losses caused by natural spoilage, misuse, or negligent care of the freezer, or by accidental or intentional disconnecting of the electrical power cord, power interruption, and inadequate power.

**Whirlpool Corporation does not provide a food loss warranty for refrigerators.** If you service a Whirlpool refrigerator that failed and resulted in food loss and the customer asks about compensation, explain to the customer that there is no warranty for refrigerator food loss. If the customer persists, however, advise them to call the cXc to discuss their situation.

### **DISTRESSED PRODUCT WARRANTY CLARIFICATION**

From time to time, Whirlpool Corporation sells distressed product through its authorized retail dealers. Distressed product, commonly known as “ding & dent”, has specific warranties which differ from the original manufacturing warranty. The following classifications of distressed appliances are sold. These products are identified with identification labels attached to the product. Warranty Entitlement shall be verified on [www.ServiceMatters.com](http://www.ServiceMatters.com) or [www.ServiceBench.com](http://www.ServiceBench.com) prior to repair.

#### **Damage Class “B” – Ding & Dent appliances.**

Typically minor cosmetic damage – The warranty **EXCLUDES** cosmetic parts. Functional parts and labor to repair the product follow the original product warranty. Whirlpool Corporation will not pay for cosmetic repairs to Class B product.

**Whirlpool Corporation will not pay warranty claims submitted for product inspection or cosmetic repairs while in “dealer or store stock”.**

### **THIS BLEMISHED PRODUCT IS SOLD “AS IS”.**

This product may have cosmetic damage, such as scratches and dents. This product may have been: displayed in a dealer showroom; installed or operated by a customer; and/or repaired by a servicer. The manufacturer’s warranty on this product does not cover cosmetic damage.

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### **Damage Class “C” – Severely damaged appliances.**

Major damage to the appliance – products classified as “Class C” are sold without a warranty. Claims submitted for warranty payment on Damage “Class C” will not be paid.

**IMPORTANT NOTICE: THIS PRODUCT DOES NOT HAVE A MANUFACTURER’S WARRANTY. WHIRLPOOL EXPRESSLY DISCLAIMS ANY WARRANTIES, STATUTORY, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES SO THIS LIMITATION MAY NOT APPLY TO YOU. CLASS C** Part No. 8178514

### **Damage Class “D” - Scrap product**

Not for customer sale. Please contact the partner team immediately for assistance if this classification of product is found in the field. Claims submitted for warranty payment on Damage “Class D” will not be paid.

**SCRAP**  
**NOT FOR CONSUMER SALE**  
**CLASS D** Part No. 8178522



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