

Whirlpool Service Companies

Whirlpool has made several updates to the Service Operating Guide (SOG). We are changing the service guidelines on Customer Instruction, Installation Correction and Store Stock warranty calls.

Why is Whirlpool changing these service policies?

Whirlpool is focused on continuous improvement and reducing unnecessary warranty costs. New product warranties **continue** to advise consumers that service calls related to Installation Correction or Customer Instruction on use and care **are not** covered under warranty. The new policy timelines now give service companies the flexibility of covering these calls under warranty within 30 days for Installation Correction and 90 days for Customer Instruction.

What are the new service policies?

Installation Correction

If a selling dealer originally sold the appliance, that dealer is responsible for the cost of any repairs or corrections to the product as a result of a faulty installation made by or arranged for by the dealer. Repair costs due to incorrect self-installation by the customer are the customer's responsibility.

For 30 days after the date of purchase, Whirlpool will pay a non-selling service company for warranty service calls to correct installation issues, as outlined in the "Installation Instructions" included with the product. A customer is responsible for all installation correction service calls after 30 days from the purchase date.

Customer Instruction

Familiarization of the customer with an appliance and its operation, proper hookups, etc., is an obligation of the selling dealer. The selling dealer is responsible for the cost of any service calls that result in customer instruction in the use or operation of the appliance.

For 90 days after the date of purchase, Whirlpool will pay for warranty service calls performed by a non-selling service company, which result in a customer receiving instruction as to the proper use and/or care in the operation of a product, as outlined in the "Use and Care Manual." A customer is responsible for all customer instruction service calls after 90 days from the purchase date.

Store Stock

Whirlpool will pay for cosmetic repairs within the first 90 days from the Ship Date of the invoice, for any major appliance that has been opened at the store and has not yet been sold to a customer. The selling dealer is responsible for all cosmetic repairs after 90 days. Whirlpool will **only** pay for functional repairs after 90 days up to one (1) full year from the Ship Date.

For all products that have been returned by a customer to the dealer, Whirlpool will **only** pay for functional repairs on the store stock unit up to one (1) full year from the date of purchase by the original customer.

If no proof of purchase or Ship Date information is available, the Independent Service Contractor may add 8 weeks to the serial number code date to establish a Ship Date or date of purchase.

What is my role as a service company?

The best rule of thumb to follow is to inform your customers that a service charge may be applied in cases of installation correction or customer instruction when the problem is due to customer usage, perception, installation, power supply, and/or water issue.