



US Sales Team:

Whirlpool Corporation recently completed a transaction in which the Omaha, Nebraska direct parts business was sold to [Dey Appliance Parts Company](#). Dey will sell and service parts in the markets previously serviced by Whirlpool's Omaha Regional Parts Distribution Center (RPDC). It is recommended that all servicers and trade partners who have been purchasing parts directly from the Omaha RPDC contact Dey at 1-800-397-1339 as soon as possible.

A general communication about the sale has been posted on [Service Bench](#) and on [Service Matters](#) for all service partners and a letter has been sent directly to all active Whirlpool direct parts sales customers. If servicers and trade partners are unable to immediately transition their business, they will be able to place orders through the Whirlpool call center in Knoxville, Tennessee through November 24, 2005 for in-stock parts only. However, Dey will invoice these orders. All part orders that were on backorder with Whirlpool have been forwarded to Dey for fulfillment. Dey will also be contacting the effected service partners and will be invoicing these parts.

The Direct Builder Channel (builders, multi-family new construction, property management, hospitality, and manufactured housing) may continue to order parts through the current process by calling Knoxville Parts at 800-259-7278. This includes parts billed to trade partners or an internal Sales organization cost center. Account Managers who need to order parts for trade partners using a cost center number may continue to do so by calling Knoxville Parts, the Partner Team, or faxing the Missing Part Form to directly to Knoxville. Parts that appear on the Whirlpool and KitchenAid pricing sheets in Partner Store will still be available through the SAP ordering system.

Please work with your local Field Service Market Manager and/or Field Parts Regional Manager to address trade partner questions. A listing of these contacts may be accessed through Service Matters under [Field Service Support](#) and [Parts Support](#). You may also refer to the original RPDC communication [Q&A document](#) for additional support.

Thank you,

Tom Welke

Vice President and General Manager  
Consumer and Appliance Care

Sam Abdelnour

Vice President, US Sales