



LTS Let's Talk Service®

SERVICE BULLETINS:

Laundry

- ✓ 8178732 Cabrio® & Bravos® washer—intermittent leak
- ✓ 8178746 Top Load washers—ATC switch regulation

Cooking

- ✓ 8178734 Maytag® MHC — microwave will not always heat
- ✓ 8178740 Maytag® — Oven starts a function before temp is selected

Check ServiceMatters.com for Service Updates!

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ARE YOUR CLAIMS UP TO PAR?
Important Communication Regarding Procedures for a Properly Documented Service Claim

By now you've heard about the **PAR Program** in your training meetings, news articles, websites, and mailings. This program provides you with information to help expedite the processing and payment of your warranty claims, by including complete information in identifying the **Problem, Action, and Repair** during a service call. The **PAR Program** is designed to reinforce the importance of submitting claims that are accurate and complete, so they can be approved and paid in a timely manner.

Below is a recap of common issues addressed during routine auditing of claims. Be sure you are familiar with, and adhere to these requirements. For the complete policy, please refer to Whirlpool's Service Operating Guide (SOG).

- Complete and accurate customer information must be included on the service work order for verification purposes, *including* customer telephone number and an alternate number, such as a work or cell phone.
- Obtain a valid signature from the customer or the customer's representative.

- A copy of the Service Work Order, stating the complete and specific record of repair, must be retained in your files.

A copy of the Service Work Order must also be left with the customer for all service performed. Please note that travel and freight charges are not contracted or applicable for policy adjustment, and must be approved by your FSR. If freight is being requested as an exception, the freight bill must be supplied, either by attaching a scanned image to the claim or by faxing it to 269-759-6990. These exceptions must include a freight bill and comments to the FSR to justify why monies in addition to the handling fee are required.

Why is this information important? Omission of required information, or lack of appropriate records during an audit, **will** result in a rejection/bill-back for the entire repair, including parts, parts handling fee, and labor, per the Service Agreement. Don't get caught short . . . make sure your claims are **Up To PAR**.

Larry Jordan, Data Quality Team



Warranty Responsibility for Room Air and De-hums Rests with Hisense

Effective January 1, 2008, Whirlpool Corporation discontinued selling air conditioners and dehumidifiers in the North America Region. Whirlpool has authorized Hisense Kelon Electrical Holdings Co., Ltd to sell and distribute Whirlpool® branded air conditioners and dehumidifiers, pursuant to a trademark license agreement.



Hisense Kelon Electrical Holdings Co., Ltd to sell and distribute Whirlpool® branded air conditioners and dehumidifiers, pursuant to a trademark license agreement. Hisense products can be identified by the **serial number** which patterns after the Admiral brand numbering system:

Serial number example, 200601000001 ("2006" is the production year, "01" is production month, and "000001-000002..." is the changeable number of production quantity for the model)

At this time, Whirlpool branded air products will be available for sale in the U.S., only at Rent-A-Center locations.



Hisense Kelon will be solely responsible for licensed products built in 2008.

See **Warranty Responsibility, Continued on Page 3**

W H I R L P O O L T E C H L I N E T I P S

Reminder to service techs: Warranty service does not pay for damages to appliances from flooding. If you have any questions on this policy, BEFORE YOU SERVICE, please contact your Trade Partner Service Support team, at 800-874-4698, or the Exception Management Team at 888-678-8808, or contact your FSR. If the customer has any questions, please refer them to the telephone number for the appropriate brand (listed in the SOG, Section K).

TECHS: We need your HELP on our new KitchenAid® Architect® Series II Built-In Ovens

Claims have been received for “imperfections being replaced. We need to better understand If you can help us, please email pictures with a imperfections to:



on the oven doors,” resulting in the oven door skin the defect and the location of the imperfections. short description of the location on the door, and the

Whirlpool_Techline@whirlpool.com

Any pictures would be greatly appreciated.

Models:

KEBK101SBL	KEBK101SSS	KEBK101SWH	KEBK171SBL	KEBK171SSS	KEBK171SWH
KEBK276SBL	KEBK276SSS	KEBK276SWH	KEBK206SBL	KEBK206SSS	KEBK206SWH
KEBS177SBL	KEBS177SSS	KEBS177SWH	KEBS207SBL	KEBS207SSS	KEBS207SWH
KEBS107SBL	KEBS107SSS	KEBS107SWH	KEBS208SBL	KEBS208SSS	KEBS208SWH
KEBS277SBL	KEBS277SSS	KEBS277SWH	KEBS278SBL	KEBS278SSS	KEBS278SWH
KEMS308SBL	KEMS308SSS	KEMS308SWH	KEMS378SBL	KEMS378SSS	KEMS378SWH
KEBU107SSS	KEBU208SSS	KEHU309SSS	KBHS179SSS	KBHS109SSS	



*Robert K. Crawford,
Product Service Manager, Cooking*

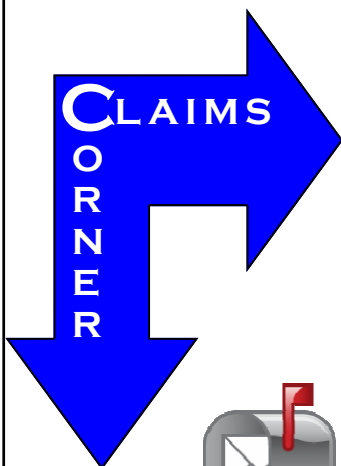
New Dishwasher OWI Sensor

We have started using the optical water indicator (OWI) sensor to save energy and resources. If the customer pre-washes the dishes prior to loading into dishwasher, the dishwasher will detect low soil during the first wash of the cycle. If the dishwasher detects low soil, the unit

will PAUSE, BUT NOT DRAIN. The first time it will drain is at the end of the main wash, which is after the detergent is dispensed. THIS IS NORMAL - DO NOT CHANGE THE CONTROL.

*Courtesy of Phillip C. Lalley,
Product Service Manager,*

Avoid Claims Rejections



Independent service companies can help dodge rejections on their claims before they are submitted to Service Bench for service coding.

When a part is replaced, NAME the part that was replaced and give the condition that caused the failure, in order for the claim to be service coded correctly.

Example: **“replaced part sent no charge”**

Better would be: **“due to leak, replaced pump that was sent no charge”**

(hmmm, “no charge part sent...” See this month’s “LTS Puzzler,” Page 3)

Also, for *Replacement Part* warranty, don't forget to **change the Purchase Date to when the first replacement part was installed.** This way, the system knows to charge against the prior replacement part, which is under the 90 day warranty.

*Thanks to Ann Marie Worthington
Claims Operation Coordinator*

Removing Odors From Inside the Refrigerator



Remove bins and shelves from the product and wash them in a 50/50 vinegar and water solution.

Then rinse items with a 50/50 lemon juice and water solution. This will remove most of the odor from the plastic, but not all of it.

Put shelves and bins back into the product--but not the food.

Get some activated charcoal (pet stores are a good source), put some in a couple of paper bowls, and place 1-2 in the freezer and 1-2 in the refrigerator section. Open a couple of boxes of baking soda, placing one in freezer and one in refrigerator section.

Take newspaper and roll the pages in loose paper balls place several on a paper plate. These should be placed on each shelf in the freezer and refrigerator, and then add one drop of cooking vanilla to one of the paper balls in the refrigerator section.

Turn the product on and close the doors. Depending on how bad the odor, wait a couple of days or a week, check, and repeat above steps, if necessary. You will gradually notice the odor disappearing, and be able to use the product. Advise the customer it could take several weeks or months for the smell to completely dissipate. Keep repeating these processes until odor is gone.

For hard to remove odors such as fish, shrimp juice etc., spilled in the product, wet a breath mint and place it on a paper plate or bowl in the refrigerator section. Leave in refrigerator, dampening periodically to allow the mint to circulate throughout the unit. Leave the mint in for only 2-3 days.

Van S. Maychszak
Product Service Manager

Energy Efficiency Tip for the Selling Organization

In a recent USA Today Newspaper article addressing current sky-rocketing electric bills it is expected that an increase in some electric utility bills throughout the country will rise as much as 29% by July 2008 due to rising fuel costs and/or utility upgrades.

We can help soften the impact of rising energy costs. Whirlpool Corpo-



ration branded ENERGY STAR® qualified appliances actually act as a shock absorber against rising energy costs. As an example, at today's national average electric rate of \$0.1081/kWh, a conventional top-load clothes washer will cost approximately \$1,073 to operate over an 11 year span. However, a Whirlpool brand WFW9600T would cost only \$233 to operate over the same 11 year period. The ENERGY STAR® Qualified Whirlpool WFW9600T clothes washer will save approximately \$840 over 11



years compared to a conventional top-load model. With a 29% electric utility cost increase over an 11 year period (not including compounding and inflation), the WFW9600T will save approximately \$1083 compared to the conventional top-load clothes washer.



Source: Whirlpool Corporation,
News From NAR Sales,
week of June 15, 2008

Warranty Responsibility, Continued from Page 1

****Whirlpool Corporation is still responsible for all Air Control products built prior to January 1, 2008. (800-253-1301)****

Following are the Hisense Kelon Co. contacts **(Do not call these numbers for any product built prior to 2008):**

Hisense/Kelon, Inside Sales Coordinator 877-465-3566

Eddie Collier, General Sales 513-583-9921

Hisense/Kelon Warranty Service 877-465-3566



*Tip of the hat to:
Phillip C. Lalley,
Product Service Manager,
Whirlpool Corporation*

ANSWER TO JUNE "LTS PUZZLER"*

The answer to the June 2008 "LTS Puzzler" was found in two places!

Both are in Section A; either on page 4 or on page 7. **Now, try this one:**

What is the distributor number that must be used on a claim when Whirlpool sends out no charge parts to be installed on a customer's appliance. In which SOG section can this policy be found?



* Open to employees of Whirlpool-authorized service companies. Employees of Whirlpool Corporation and their immediate family members are not eligible. Winner determination made by time stamp of email or fax receipt. Please include your Whirlpool store number and your name, along with your address and phone & fax numbers. If you won a "LTS Puzzler" from last month's issue, in the words of the guys from Lake Woebegone, "Sit on your hands, and give another guy a chance!"

Whirlpool - Maytag - KitchenAid - Jenn-Air

Decals & Patches

Order Form



Item #	Product Name	Qty	Price	Total
WS08-01	KitchenAid Decal		\$6.65	
WS08-02	Jenn-Air Decal		\$6.65	
WS08-03	Whirlpool Decal		\$7.65	
WS08-04	Maytag Decal		\$7.65	
WS08-05	KitchenAid Patch		\$2.25	
WS08-06	Jenn-Air Patch		\$2.25	
WS08-07	Whirlpool Patch		\$2.50	
WS08-08	Maytag Patch		\$2.50	
			Subtotal	
			6% sales tax in Michigan	
			Shipping & Handling 10% of subtotal (minimum \$7.50)	
			TOTAL	

Fax, Mail or Email orders
 Competitive Edge, LLC Phone: (269) 429-0404, Ext 126
 5924 Red Arrow Highway Fax: (269) 429-0158
 Stevensville, MI 49127 Email: shadley@competitive-edge.net
 Attn: Sarah Hadley

Name on Credit Card _____
 Billing Address for Card _____

 Credit Card type _____
 Credit card number _____
 Exp. date _____

Company Name _____

 Ship to Address _____

 City _____
 State _____ Zip _____
 Ship Attn _____
 Phone _____
 Authorized Buyer _____

*Note: 1. Orders will be invoiced by Competitive Edge. Companies are responsible for payment of all orders.
 2. Orders will be fulfilled only to Whirlpool Authorized Service Companies.*



SMG Directory Marketing Introduces Internet Advertising for Whirlpool/KitchenAid Dealers

Reach customers who are searching online!

SMG Directory Marketing is your agency authorized to manage your print and online yellow pages. Many of you have been placing yellow pages ads with us for several years. Now you can advertise with us online too. Internet Yellow Pages (IYPs) and Local Search are powerful tools that connect you with ready-to-buy appliance customers who are searching online.

Internet Yellow Pages (IYPs)

Internet Yellow Pages (IYPs) serve as an online extension of traditional yellow pages and are assuming a dominant role in the growing and increasingly popular "local search" arena.

- According to industry researcher comScore MediaMetrix, 1 out of every 4 Internet users utilizes IYPs as a part of their buying process.
- Similar to the print version, IYPs are used by individuals who are at an important point in their purchase decision. 67% of IYP users make or intend to make a purchase at the time of use.
- Importantly, IYPs not only deliver online traffic to a web site, but also provide potential customers with phone number and contact information.

Sample IYP Ad

Bob's Appliances

3000 Lakeside Drive, Suite 305S, Bannockburn, IL 60015
(866) 555-1234 [Call](#)

[Visit Web Site](#)



Based on 4 reviews.
[Rate it](#) | [Read Reviews](#)

[More Options](#)

tor.com, Addresses.com

YellowBook.com

Affiliated with the following sites: Google, Yahoo, WebReach Search Engine Marketing

CitySearch.com

Affiliated with the following sites: AOL, MSN, Ask City, Insider Pages, Match.com, Mapquest, Excite, Local.com, Merchant Circle, Adelphia, WeatherBug, Magic Yellow, Marchex, YellowBot, Superpages.com, FlightView, 1800-Free-411, Charter

IYP Prices

The annual prices of the IYP listings generally range from approximately \$480 to \$1,200 per year depending on the IYP site and your local market. The annual price includes placement of your listing under 3-5 categories depending on the site. This allows you to market yourself under sales, service, and different product lines for one low price.

The links will go directly to your website. If you do not have a website we can create a customized landing page that is like a mini website for only \$150 more annually.

Local Search Program

SMG Directory Marketing now offers a customized Local Search program tailored to your specific market's needs. We review keywords most frequently searched online by local customers in your market, and determine relevant coverage and marketing spend levels.

Examples of local keywords: Home appliances, Dallas TX, Major home appliances, Whirlpool refrigerators, KitchenAid ranges, Whirlpool appliance repair, Dallas, TX, etc.

This includes placement of specific keywords near the top of local search results on major search engines such as **Google, Yahoo! and MSN.**

SMG offers programs on the following IYP sites:

Yellowpages.com

Affiliated with the following sites: AOL Yellow Pages, AnyWho, Yahoo! Yellow Pages, Yahoo! Local, 411.com, Areaguides.net, Addresses.com

Superpages.com

Affiliated with the following sites: Google, Yahoo!, Switchboard, About.com, Local.com, 411 Info, WhitePages.com, America 411, MojoPages, CitySearch, InfoUSA, ZipCodez, Lycos, BigFoot, Info Space, HotBot

Dexknews.com

Affiliated with the following sites: Google, Yahoo! Local, Live Search, Local.com, Welcome Wagon, InsiderPages, Real-

Reporting

Through SMG's online tools you will have 24/7 access to real time campaign data. You will be able to see how many phone calls are generated through your campaign and how many emails or lead inquires is driven by the program.

Contact Us

Online advertising can be purchased at anytime and are quickly activated providing measurable results.

Call us at 800-333-1100 ext. 6855, or email astrin.thompson@smgdm.com. Astrin Thompson can assist you with your yellow pages print and online needs.

**W H I R L P O O L
C O R P O R A T I O N**

Whirlpool Corporation
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Benton Harbor, MI 49127
Email to: Judith_A_Wittmann@Whirlpool.com
Fax: 269-759-7112

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**REGIONAL TRAINING CENTER
(RTC)
TRAINING SESSION SCHEDULE —
2008
Call 760-662-5078**

**RTC SUMMER/FALL 2008
TRAINING SESSION SCHEDULE**

Tulsa Technology Center (TULSA, OK)

Refrigeration Jul. 29, 2008 - Aug. 01, 2008
Laundry Aug. 05, 2008 - Aug. 08, 2008
Kitchen Aug. 12, 2008 - Aug. 15, 2008
Refrigeration Aug. 19, 2008 - Aug. 22, 2008

Madison Park Vocational Tech HS (BOSTON, MA)

Refrigeration Sep. 09, 2008 - Sep. 12, 2008
Laundry Sep. 16, 2008 - Sep. 19, 2008
Kitchen Sep. 23, 2008 - Sep. 26, 2008
Refrigeration Sep. 30, 2008 - Oct. 03, 2008

Hacienda La Puente Adult Education (LA PUENTE, CA)

Refrigeration Oct. 14, 2008 - Oct. 17, 2008
Laundry Oct. 21, 2008 - Oct. 24, 2008
Kitchen Oct. 28, 2008 - Oct. 31, 2008
Refrigeration Nov. 04, 2008 - Nov. 07, 2008

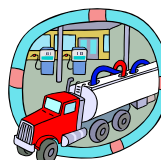
**Tips on Pumping Gas
(Reprinted by Request)**

√ Only buy or fill up your car or truck in the early morning when the ground temperature is still cold. Remember that all service stations have their storage tanks buried

below ground. The colder the ground, the denser the gasoline. When it gets warmer, gasoline expands, so when you buy in the afternoon or in the evening....your gallon is not *exactly* a gallon.

- √ When you're filling up, do not squeeze the trigger of the nozzle to a fast mode. In slow mode you should be pumping on low speed, thereby minimizing the vapors that are created while you are pumping. If you are pumping on the fast rate, some of the liquid that goes to your tank becomes vapor. Those vapors are being sucked up and back into the underground storage tank, so you're getting less worth for your money.
- √ One of the most important tips is to fill up when your gas tank is HALF FULL or HALF EMPTY. The reason for this is, the more gas you have in your tank, the less air occupying its empty space. Gasoline evaporates faster than you can imagine. Gasoline storage tanks have an internal floating roof. This roof serves as zero clearance between the gas and the atmosphere, so it minimizes the evaporation. Unlike service stations, here where I work, every truck that we load is temperature compensated so that every gallon is actually the exact amount.
- √ If there is a gasoline truck pumping into the storage tanks when you stop to buy gas, DO NOT fill up — most likely the gasoline is being stirred up as the gas is being delivered, and you might pick up some of the dirt that normally settles on the bottom.

Hope this will help you get the most value for your money.



**Contributed by Candice Corley,
Colorado Dept. of Public Health
and Environment**