



Let's Talk Service®

SERVICE BULLETINS :

Cooking

- ✓ 4317437 Condensation accumulation on microwave inner door
- ✓ 4317445 Built-in oven does not operate following self-clean

Refrigeration

- ✓ 4317442 Possible water valve deterioration, 50lb under-counter icemakers

Cleanup

- ✓ 4317439 DishDrawer will not stay open
- ✓ 8178759 Door makes rubbing, popping or similar noises

See ServiceMatters.com for more on Service Updates!

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- Service Professionals Profile -
Hyssong Appliance Center—Family Strong

With a customer base of more than 13,000, Hyssong Appliance Center is not new to the service industry, opening its doors in 1972 to the Frederick, Maryland community. Over the past 37 years, Jack and Shirley Hyssong worked hard to raise a family of three and a business, which has grown into one unit. Hyssong Appliance Center is now run by their three children: John, Karen and David.

The Hyssong children took the well-run family business to the next level in 2000, and purchased a 10,000 square foot retail storefront for their expanding sales and service company. For seven years, they were fierce competitors with the big box stores in the area. Being in sales meant needing additional personnel for deliveries. When these employees moved on, the Hyssongs were unable to find replacement help. They were faced with the tough decision to offer sales only, or go back to their roots of in-home service with a smaller retail storefront for parts sales.

In late summer 2006, Hyssong Appliance Center once again became a service-only company, but with an exponentially larger customer base and a strengthened name in the community.

The only non-family employee is Kim Midgley, Service Coordinator. She has a wonder-

ful personality and the customers love her, according to Karen. Karen handles the accounting and assists Kim. John and Dave perform all of the in home and shop service.

"Working with my family on a daily basis isn't tough," joked Karen Hyssong Carpenter. "I just tell my brothers what to do, and they do it."

"And, we let her think she's boss," responded John.

When asked what their parents think of the business 30+ years after its start, the "kids" believe Jack and Shirley are proud of their accomplishments and willingness to take risks, but most importantly, succeeding in those decisions out of hard work and a love for the business.

"When your name is on the front of

the building, you take extra pride in how you treat people," said Karen Hyssong Carpenter. "Our parents taught us what good customer service is, and we've worked hard to uphold that."

*Megan Barclay, Field Service Rep
 (for more on Megan, see Page 3)*

If you think your service company has a story to tell, please contact your FSR.



Current RTC Schedules may be found on-line, at www.servicematters.com



WHIRLPOOL TECHLINE TIPS

"CALL SERVICE" INDICATOR
Built-In Refrigeration Only

During normal cooling operation the main control board operates the compressor, the condenser fan and the evaporator fan based upon the freezer thermistor. The main control board will operate the air door, compressor and fans based upon the fresh food thermistor.

If the main control board can't read a thermistor then it will light the "call service" indicator, flash the appropriate temperature display and go into error mode operation. In Error Mode, things are operated as if they are on a timer.

If the freezer thermistor is not read for a

period of at least 2½ hours then the controller will turn the compressor on at low speed for 60 minutes, off for 10 minutes and repeat this cycle. The condenser fan and the evaporator fan will be on when the compressor is on. The condenser fan (but not necessarily the evaporator fan) will be off when the compressor is off.

If the fresh food thermistor is not read for a period of at least 2½ hours then the main control board will cycle the air door open for 30 minutes and closed for 30 minutes. Defrost mode periodically interrupts the error mode operation (just as it does in normal cooling mode).

The potential causes--starting with the most likely--are:

- (1) a bad thermistor,

- (2) a problem at a connector,
- (3) some other wiring problem, or
- (4) a bad input on the main control board.

A bad thermistor is the most likely cause for a built-in refrigerator that has been working fine in the home for several months or more. Recently installed or serviced units might have a loose wire or connector. If one of the temperature displays is blinking, try trading the freezer and fresh food thermistors to see if the blinking then swaps between freezer and fresh food. If so, then the thermistor itself is defective and everything else is okay.

*Chris Samuels,
Evansville Engineer*

There IS a difference between these two Service Pointers

Two recent Maytag® Plastic Tall Tub Dishwasher Service Pointers:

K8178708 (August 2008)

"REPLACEMENT TUBS AVAILABLE" is for replacement of the tub when the tub is damaged or cracked, failing to contain water. Do not order tub for a complaint of tub-to-door popping or rubbing noises.

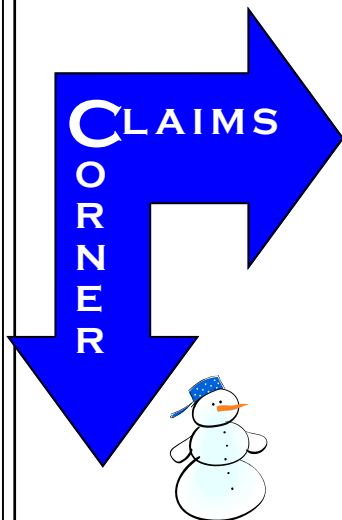
K8178759 (December 2008)

"DOOR MAKES NOISES" is for replacement of the inner door panel when the tub lip may be bowed and causes the door panel to rub against it. The customer complaint is usually a popping or rubbing noise when opening or closing the door. It is normal for the tub to bow after settling into a new environment. Tub replacement for this problem may

cause the symptoms to return after the replacement tub settles - resulting in a repeat call. Replacement door panels are designed to work with tub lip bow and solve the customer complaint of the door popping or rubbing.

*Phil Lalley, Product Service Manager
DeLain Bomer, Technical Communications Manager*

Notes From Nadia Uhlemann's Claims Processing Team



What happens when a claim is rejected in ServiceBench? Dealer is saying these are not sent back to them for review.

When the servicer submits the claim and it is rejected, the claim goes into a REJECTED status for 30 days, during which time they can make corrections to the claim and resubmit. After 30 days the claim goes into a CLOSED status and corrections can no longer be made to the claim. The servicer receives a notification on their check remittance (or email if they are set up for direct deposit). This is the only written notification the servicer receives. The claims can be viewed 24/7 on ServiceBench, so a servicer always has the ability to check

the status of claims. The servicer should be proactively keeping track of what has been paid and what is not paid, so they don't get caught in the year-end RECONCILING situation.

The HOTLIST is only for claims that are in a SAVED status and have not yet been submitted. Rejected claims are separate from claims in the servicer company's Hotlist.

If you have any questions on this, please contact the EXCEPTION MANAGEMENT TEAM, at 888-678-8808.

*AnneMarie Worthington,
Exception Management Team*

MORE WHIRLPOOL TECHLINE TIPS

Reasons For Ice Cubes Sticking Together

Infrequent Use

Ice cubes will stick together over time (see *LTS*, June 2008, Page 2 – “Disappearing Ice”). Customers that dispense ice infrequently (more than a week or so between dispensing) will notice this, because it is normal in their situation and it is probably the most common cause of “cube clumping” complaints. Look for cubes that appear normal (although over long periods some frost may build). Sublimation and melting occur at the molecular level even at temperatures that remain well below freezing. The water molecules condense and refreeze back on the cubes, causing cubes to freeze together at points of contact. The main points to take away from this are:

1. Neither warm temperatures nor airflow is necessary for ice cubes to

stick together. Over time, this will occur—even at extremely cold temperatures.

2. The cause? Molecules of water (ice) on adjacent cubes of ice join into the same ice crystal at the point of contact. The size and strength of the bonds grow with time. It begins happening immediately, but is too weak to notice initially.
3. Use of the dispenser drives an auger motor which breaks up bonds, at least until they have grown too strong to break easily.

Moisture

Unusual moisture levels in the freezer will accelerate the formation of bonds between ice cubes. In this case, the water forming the bonds does not come from the ice cubes themselves, but from the air. Look for cubes that appear to have frost built up on them. Moist air may leak in through damaged or incomplete seals on the dispenser ice door or gaps in the

freezer door gasket, and the moisture then deposits on the cubes. To a lesser extent, unwrapped items in the fresh food compartment may release moisture, which can get into the freezer through the air return. Clumping ice, caused by moisture, becomes more likely in tropical environments.

Occasional Warm Temperatures

If the temperature rises above freezing, there will be visible melting which will then refreeze when temperatures return to normal. This is probably the least common cause of cube clumping complaints. Look for misshapen cubes that appear to have melted, and for “over temperature,” “door open,” or “call service” faults. The most likely causes are power failures, the freezer door having been left ajar for an extended period, or the ice dispenser door failing to close completely.

*Chris Samuels,
Evansville Engineer*

Let's All Give a Warm Welcome To... Megan and Megan!

Two new Field Service Representatives, Megan Schutte and Megan Barclay, recently came onboard in the Eastern corridor.

Megan Schutte [*pronounced 'shoo-tee'*] was born and raised in St. Louis, MO. She attended Southern Illinois University at Edwardsville and graduated with a Bachelor of Science degree. In her spare time, she enjoys traveling, watching the sunset on the river in downtown Jacksonville and spending time with her family.



Her Whirlpool career began in June 2003, in Sales as a Market Brand Representative, where she worked with national accounts. Megan moved into an Associate Training Manager position, working as a

trainer for sales and for the Customer eXperience Center. A year later, she took a supervisory position, where she was responsible for a team of twenty-two representatives supporting independent retail accounts.

As a Contract Service Representative position in Jack-

sonville, Florida, Schutte worked primarily with builders and Associate Contract Distributors to assist with sales, service, parts and general support issues. She is currently the Field Service Representative for the North Florida market (809) [Chuck Newton moved to the South end of Florida (808)], and she is excited to work with all of you!

Megan Barclay is a native of Lakeland, Florida. She attended the University of Georgia, and remains an avid SEC fan to this day (Go DAWGS!). She began her career with Whirlpool in October 2006 as a Market Brand Representative in the Washington D.C. area, working with the four national accounts, which led to her second position on the Lowe's sales and marketing team.

In her spare time, she is a golfer, and enjoys taking in the sights in the D.C. area. Barclay is currently the FSR for district 805, covering Virginia, Maryland, Delaware and eastern West Virginia. She is catching on to the service side of the business quickly, and looks forward to working with each one of you.





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

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More "Kudos" to Independent Service Companies...

Teri McCubbins, Knoxville TPSS:
"Hopkins Appliance in Raleigh, NC consistently goes above and beyond in taking care of our builders and ACD's in the Raleigh market. Jim and his son Greg take the time to turn a bad situation into a positive experience for our customers. Their knowledge, dependability and professionalism makes our customers feel they are getting individualized treatment!

Resort Appliance in Bluffton, SC is another great servicer. They not only take care of their customers, but our builders as well. Robby and Emily never turn me down when asking for help. They go out of their way to make sure our customers are happy with a service experience!"

Adrian Mateo, Benton Harbor TPSS:

"Bragg's Appliance is extremely helpful with taking care of the customers ASAP and making the customer's

experience a good one. Also, they are very proactive about getting things done quickly, effectively and efficiently."

Danielle Lay, Knoxville TPSS:
"Taylor's Appliance in Riverside CA- This company is a self servicing dealer; however, whenever I have an appliance issue that no other company can seem to fix, they are always willing to help, even if they didn't sell the unit. Eighty percent of the time I use them, they end up saving a PEX!"

Green Maintenance

Today's automobile is a complex machine with more than 3,000 interactive parts. Regular maintenance can help your vehicle run longer, as well as reduce CO2 emissions. Typically, your owner's manual will provide a recommended service schedule to keep your vehicle operating efficiently. According to the U.S. EPA, you can improve your fuel economy by 1 percent to 2 percent by using the manufacturer's recommended grade of motor oil.



Schedule Periodic Engine Tune-ups--typically, this can improve gas mileage by an average of 4 percent.
Replace Air Filters Regularly. According to the U.S. Department of Energy, replacing a clogged air filter can increase your mileage by 10 percent. And, **Check Your Tire Pressure Monthly.** The Department of Energy estimates that 1.2 billion gallons of fuel were wasted in 2005, as a result of driving on under-inflated tires.

Check the Weather, then Check Your Tires. Tire

pressure changes an average of 1 PSI (pounds per square inch) for every 10 degrees Fahrenheit change in air temperature. **Invest in a Tire Pressure Gauge.** Tire pressure monitoring systems will indicate when your tires are under-inflated by 25 percent, but it is always advisable to check your tires with a tire pressure gauge before you see the warning light. **Reduce Aerodynamic Drag.** Wind resistance can reduce mileage, so you can maximize your mileage by removing luggage racks, roof-top carriers and ski racks when they are not needed.

Tighten Your Gas Cap--As much as 30 gallons of gasoline could be lost annually to evaporation when the fuel cap is not fully tightened. **Remove Excess Weight from Your Vehicle.** An extra 100 pounds in the truck or car typically reduces mileage by about 2 percent. **Finally, Consider Purchasing Fuel-Efficient Tires.** Your tires can make a difference. "Lower rolling resistance" tires are now available, and these tires can improve mileage.

Source: www.EcoDrivingUSA.com



REGIONAL TRAINING CENTER (RTC) TRAINING SESSION SCHEDULE 2009



WINTER/SPRING 2009 TRAINING SESSION SCHEDULE

Robert Morgan Educational Center (MIAMI, FL)

Refrigeration	Feb. 10, 2009 - Feb. 13, 2009
Laundry	Feb. 17, 2009 - Feb. 20, 2009
Kitchen	Feb. 24, 2009 - Feb. 27, 2009

Tulsa Technology Center (TULSA, OK)

Refrigeration	Mar. 17, 2009 - Mar. 20, 2009
Laundry	Mar. 24, 2009 - Mar. 27, 2009
Kitchen	Mar. 31, 2009 - Apr. 03, 2009

Hacienda La Puente Adult Education (LA PUENTE, CA)

Refrigeration	Apr. 28, 2009 - May 01, 2009
Laundry	May 05, 2009 - May 08, 2009
Kitchen	May 12, 2009 - May 15, 2009

SUMMER/FALL 2009 TRAINING SESSION SCHEDULE

Tulsa Technology Center (TULSA, OK)

Refrigeration	Dates TBA on June 1, 2009
Laundry	Dates TBA on June 1, 2009
Kitchen	Dates TBA on June 1, 2009

Madison Park Technical Vocational High School (BOSTON, MA)

Refrigeration	Dates TBA on June 1, 2009
Laundry	Dates TBA on June 1, 2009
Kitchen	Dates TBA on June 1, 2009

Los Medanos Community College (PITTSBURG, CA)

Refrigeration	Dates TBA on June 1, 2009
Laundry	Dates TBA on June 1, 2009
Kitchen	Dates TBA on June 1, 2009

- BRANDS TRAINED ON
 - All Whirlpool Brands
 - Maytag Brands Built After 2006
- PRODUCTS TRAINED ON
 - Domestic Refrigeration Products
 - Domestic Laundry Products
 - Domestic Kitchen Products
- REGISTRATION FEE
 - Authorized Service Company
 - \$695.00 with/Hotel
 - \$550.00 no/Hotel
 - Non-Authorized Service Company
 - \$750.00 with/Hotel
 - \$600.00 no/Hotel
- ITEMS INCLUDED IN REGISTRATION FEE
 - Breakfast, Lunch & Snacks
 - 4 Nights Hotel if Selected
 - 28 Hours of Instruction
 - Student Program Guide
 - Various Handouts & DVDs
 - Training Sessions presented by 2 Whirlpool Trainers
 - All Tools Provided
 - Transportation Between the Training Center and Hotel Each Day

*REMEMBER CLASS SIZE IS LIMITED TO THE
FIRST 12 PAID PARTICIPANTS
SO REGISTER EARLY AS TRAINING SESSIONS
FILL UP QUICKLY*

**NOW AVAILABLE ON-LINE CREDIT CARD
REGISTRATION**

FOR ADDITIONAL RTC INFORMATION GO TO
WWW.SERVICEMATTERS.COM
OR CALL 954-585-2256

IMPORTANT NOTICE PLEASE READ

For a training session to be conducted there needs to be 8 registered students by the registration deadline. If not, the training session will be canceled. For this reason we highly recommend that you do not make any airline reservations that cannot be canceled or changed before the training session registration deadline.