



Service Operating Guide

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LABOR PAYMENT POLICY

1. **GENERAL STATEMENT** —Whirlpool Corporation provides **warranty service free of charge** (see paragraph 4.M.) to the customer to correct any defect in materials or workmanship for which Whirlpool is responsible. The extent of this responsibility will be stated in the printed warranty enclosed with each product. Whirlpool warranty service responsibility covers the Whirlpool, KitchenAid, Maytag, Jenn-Air, Amana, Roper, Estate and Coolerator brands. Whirlpool also has warranty service responsibility for certain OEM brands or products. ([See Section A, part 4](#))

2. ACCEPTABLE WARRANTY REPAIRS

A. QUALIFYING REPAIRS:

Any repair necessary to correct a defect in manufacturing materials or workmanship within the stated warranty period should be made at no charge to the customer.

B. COMPLETED REPAIRS:

The repairs must be completed prior to submitting a service document (paper or electronic) for payment. See [Service Document Procedure Section](#) for a properly completed claim form for warranty work.

C. MULTIPLE PRODUCT (SAME DAY/SAME LOCATION) REPAIRS:

Repairs on additional in-warranty appliances while at the same address (e.g. customer's homes, apartment **complexes**, dealerships, distributorships, distribution centers, etc.) should be made only if specifically requested by the customer. (Casual customer requests or courtesy "checkouts" or inspections do not qualify.) When such repairs are necessary, the service company should prepare a separate service document claiming their negotiated carry-in rate.

D. INSPECTION CALLS:

An Independent Service Contractor may be called to inspect product in a location other than in a customer's home (e.g. dealerships, distribution centers, etc). When the inspection results in a repair to correct a defect in materials or workmanship, those claims will be paid under warranty. If the failure is the result of the product being damaged or physically abused, or any other circumstance other than "defect in materials or workmanship" or what is listed in 2A Qualifying Repairs, the repairs will not be paid under warranty.

When a product is inspected and no problem is found, the party that requested the inspection should be billed by the servicer. These claims are not to be submitted to warranty unless Whirlpool Corporation requested the inspection. Upon Whirlpool's request, you will be given an authorization number, which must be indicated, in the "Special Authorization" area of the claim form (paper or electronic).

E. ADD-ON CALLS (SAME DAY/SAME LOCATION):

Service companies are not to solicit warranty service while in the customer's home. Add-on calls should only be made at the customer's request if the customer perceives there is a defect in materials or workmanship in another in-warranty Whirlpool appliance. When such repairs are necessary, the service



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company should prepare a separate service document claiming their negotiated carry-in rate. All other inspections, maintenance checks, etc., requested by a customer are not covered under the Whirlpool warranty and must be paid by the customer.

3. UNACCEPTABLE WARRANTY REPAIRS

A. OUT-OF-WARRANTY REPAIRS:

Repairs made on appliances to correct deficiencies which are not the responsibility of Whirlpool, or repairs for component failure which occur after the stated warranty period, are not covered by the warranty.

The Independent Service Contractor is required to verify the appliance is within the warranty period. The customer must provide proof of purchase. If no proof of purchase is available, the Independent Service Contractor can add 8 weeks to the serial number code date to establish a date of purchase. See table in [Section F](#) for a listing of alpha and numeric Whirlpool serial number code date indicators.

The warranty on products installed in newly constructed homes starts on the date the home is first occupied. The customer can verify the date of purchase by producing closing papers. If you are repairing an appliance in an unoccupied home, submit the claim as stock.

If you have any questions establishing the date of purchase, call the cXc TPSS (800-874-4698).

B. INCOMPLETE REPAIRS:

Payment requests for partially completed repairs, incomplete part orders, and customer not home, etc., should not be made. This includes calls rescheduled for any reason.

C. REPEAT CALLS OR CALLBACKS:

The Service Agreement requires a 30-day labor warranty. On those occasions where the Service Company must correct their own previous repair, the cost of the additional repair(s) must be borne by the Service Company. If additional parts are required, submit a claim for the parts only.

D. DAMAGE IN CUSTOMER'S HOME

Cosmetic damage, including scratches, dents, chips, or other damage to the finish of a major appliance, is not covered under the manufacturer warranty, unless such damage results from defects in materials or workmanship and is reported to Whirlpool within 30 days from the date of purchase. If the damage is major and cannot be repaired by the service company, they must call the TPSS to resolve the issue with the customer. Any damage caused by a delivering company is the sole responsibility of that delivery company or the selling dealer, and is not covered under the 30 day cosmetic warranty.

E. MISSING PARTS:

Missing parts are not covered under our product warranty. However, if you are asked to run a call to replace a missing part that can easily be installed by the customer (knobs, dials, shelves, grates, etc.), have the customer call the CXC Arrangements will be made to have the part sent at no charge to the customer.



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NOTE: Missing parts in dealer stock should not be submitted on a CLAIMS FORM. The dealer should call the Partner Team.

F. MODIFICATION:

Any modification to the appliance, not authorized by Whirlpool, voids the product warranty and any repair cost becomes the customer's responsibility.

G. SERIAL PLATES

A missing, altered or mutilated serial plate voids the product warranty and any repair cost becomes the customer's responsibility. If there is proof of purchase and the model and serial number is known, a new serial plate may be ordered from the cXc. Any products that do not have a model serial plate will not be covered under warranty.

H. PICKUP AND DELIVERY:

All appliances carry either an in-home or carry-in warranty. Independent Service Contractors who insist on removing the appliance for service must bear the costs for pickup, delivery, and/or reinstallation.

Customers, requesting a product (with an in-home warranty) be serviced away from the home, must bear the costs for pickup, delivery and/or reinstallation. Under these conditions, the ISC should bill Whirlpool at the agreed upon carry-in labor rate.

A non-servicing dealer, lacking the proper utility hookups, may request you to take a product to your shop for repairs and return the product after service has been completed. Under these conditions, the ISC should submit a claim for the full warranty rate for each product that requires service.

Documentation on the claim form should show that the dealer requested pickup and delivery and that the necessary utilities were not available at the dealership.

I. INSTALLATION CALLS:

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 (other than to the selling dealer 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.

J. CUSTOMER INSTRUCTION CALLS:

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 other than the selling service company), which result in a customer receiving instruction as to the proper use



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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.

K. STORE STOCK

- 1) Whirlpool will pay for cosmetic repairs within the first 90 days from the Ship Date on 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.
- 2) 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 is available, the Independent Service Contractor can add 8 weeks to the serial date code to establish a date of purchase.

L. COMMERCIAL USE OF HOME APPLIANCES:

Home appliances used in commercial applications are not covered by either the home standard or commercial warranty. Whirlpool commercial products used in a commercial application will be covered by the commercial warranty.

M. ADD-ON CHARGES

On any in-warranty service call on a product (unless specified in the warranty for that product, i.e. "remote location"), no additional charges, including but not limited to the following: surcharges, gas or fuel surcharges, mileage, service call, etc., may be levied against the customer.

4. TOTAL BRAND SUPPORT

Whirlpool is the Original Equipment Manufacturer (OEM) for independently owned brand lines. Whirlpool is also the warranty service provider for Products produced by other manufacturers. The Service Agreement covers certain Whirlpool manufactured OEM Products and Products produced by other manufacturers with which Whirlpool has entered into a warranty service agreement. ISC is also designated to provide in-warranty service and repair on OEM Products, and on those Products produced by other manufacturers with which Whirlpool has entered into a warranty service agreement. Refer to the Service Parts Literature or call Whirlpool's CxC to determine whether an OEM Product or other Product is covered.

Whirlpool may manufacture all of the OEM brand product line or only certain models. Warranty servicing and processing of warranty claims for OEM Whirlpool-built product is the same as Whirlpool brand product.

NOTE: Whirlpool will not pay for service or repair performed on OEM products not manufactured by Whirlpool, or other manufacturer's products in which Whirlpool has not entered into a warranty service agreement. To verify if Whirlpool has built the OEM Product, or has entered into a warranty service agreement a specific manufacturer, service providers should refer to the Warranty Summary Guide posted on www.servicematters.com or on the entitlement page of www.servicebench.com.



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Currently, Whirlpool supports the following brands with Warranty service:

BRAND NAME	STATUS OF WARRANTY COVERAGE
Admiral®	All major appliances
Amana®	All major appliances
Comfort Aire®	Air Conditioning & Dehumidifier product distributed by Heat Controller
Crosley®	Various products and models
Estate®	All major appliances
Hampton Bay®	Some A/C models with applicable sealed system warranty
Jenn-Air®	All major appliances
Kirkland®	All major appliances
KitchenAid®	All major appliances
Magic Chef®	All major appliances
Maytag®	All major appliances
Roper®	All major appliances
Signature®	All major appliances
Whirlpool®	All major appliances

Brands no longer supported by Whirlpool Warranty service, or with limited coverage:

BRAND NAME	STATUS OF WARRANTY COVERAGE
Amana Commercial®	None
Dacor®	None
Hoover®	None
Jade®	ONLY built-in refrigeration and dishwasher

Licensed Product – Warranty Service by Licensee:

BRAND NAME	PRODUCT	REFERRAL
Admiral®	Room A/C, Dehumidifier	877-465-3566 (Hisense)
Amana®	Room A/C, Dehumidifier	877-337-3639 www.haieramerica.com
Jenn-Air®	Gas Grill, Grill Accessories, Portable SS Sink, Outdoor Compactor Refrigeration units	800-913-8999 www.nexgrill.net or 800-668-5323 www.cfmcorp.com or 800-229-5647 www.sureheat.com depending on model (all Lowes' licensed)
Magic Chef®	Microwave, Refrigeration, Freezer, Wine Cooler	888-775-0202 www.magicchef-ewave.com
Maytag®	Room Air Conditioner & Dehumidifier	866-629-8241 (was Fedders)
Whirlpool®	Room Air Conditioner & Dehumidifier > 1/1/08	877-465-3566 (Hisense after 1/1/08)
Whirlpool®	Wine Cellar & Beverage Center	800-263-2629 www.danby.com



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Product warranty support for OEM and other manufactures are subject to change without notice; always verify the Warranty Summary Guide posted on www.servicematters.com or on the entitlement page of www.servicebench.com.

SUMMARY OF ACCEPTABLE AND UNACCEPTABLE WARRANTY REPAIRS:

SITUATION	SUBMIT CLAIM TO WARRANTY	DO NOT SUBMIT TO WARRANTY
Multiple Product Repairs	If service is required on more than one in-warranty Whirlpool branded product on the same day at the same location (customer's home, dealership, etc.), submit a claim at your established single call rate for the first repair and for your carry-in rate for every additional appliance requiring service due to a manufacturing defect in materials and/or workmanship.	Casual customer requests, courtesy "checkouts" or inspections that do not result in a repair will not be paid by Whirlpool. The party that requested the inspection is responsible for paying the servicer. If the cXc requests this service, be sure to get an authorization number.
Inspection Calls	If the cXc requests this service, be sure to get an Authorization number.	<ul style="list-style-type: none"> • If the failure is the result of the product being damaged or physically abused, the repairs will not be paid under warranty. • If no manufacturing defect is found, do not submit a claim to warranty. • If the product is inspected and no problem is found, the party that requests the inspection should be billed by the servicer. These claims are not to be submitted to Warranty.
On Site Add-On Calls	A customer may ask a servicer to check a second in-warranty Whirlpool branded product because they perceive that product as having a manufacturing defect in materials and/or workmanship. If you make a repair on a second product, submit a separate CLAIM FORM claiming your carry-in rate. NOTE: The servicer is not to solicit calls of this nature.	Maintenance checks, courtesy checks, etc., are not covered under warranty. The customer is responsible for calls of this nature.
Repeat Calls or Call-Backs		If a service company is called back to correct their own previous repair within 30 days of the original repair, the cost of the additional repair(s) must be borne by the service company. Whirlpool will not pay these claims.



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SUMMARY OF ACCEPTABLE AND UNACCEPTABLE WARRANTY REPAIRS *(cont'd)*

SITUATION	SUBMIT CLAIM TO WARRANTY	DO NOT SUBMIT TO WARRANTY
<p>Damage—Dealer's Stock</p> <p>Damage—Customer's Home</p>	<p><u>See section A, Page 2, Part D</u></p>	<ul style="list-style-type: none"> • Damage discovered in the dealer's stock is the dealer's responsibility. Whirlpool will not pay for service calls to inspect or repair damaged dealer stock. • Damage on product in a customer's home due to accident, abuse or misuse of the appliance is the customer's responsibility and will not be paid by Whirlpool.
Installation Calls	<p>For the first 30 days following purchase, Whirlpool will pay for warranty service calls performed by a non selling service company, which result from improper installation, as outlined in the "Installation Instructions" included with the product.</p>	<ul style="list-style-type: none"> • Repair costs due to incorrect self-installation by the customer are the customer's responsibility. • Installation corrections performed by the selling dealer are not covered under warranty.
Customer Instruction Calls	<p>For the first 90 days following purchase, Whirlpool will pay for warranty service calls performed by a non selling service company, which result in the customer receiving instruction as to proper use and/or care in the operation of the product.</p>	<p>The selling dealer is responsible for all costs of service calls that result in customer instruction in the use or operation of the appliance.</p>
Store Stock Repairs and/or Builder Stock Repairs	<ul style="list-style-type: none"> • Whirlpool will pay for cosmetic repairs within the first 90 days from the Ship Date from 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 is available, the Independent Service Contractor can add 8 weeks to the serial number code date to establish a date of purchase. 	<ul style="list-style-type: none"> • Whirlpool will not pay for any cosmetic part after 90 day from the Invoice, or Ship-to Date.

