

Guidelines for Tech Line Call Documentation

Tech Line will document the call:

- If the tech is with the product. (in the home or in the shop)
- All KitchenAid built in refrigerators.
- Repeated issue with the same product.
- No cool on refrigeration.
- Tech feels the customer's file should be documented. Even if tech is not with the product. (possible quality issue, operation not normal, damage issue)
- Tech needing a PEX on a unit. (Tech Line policy is that the tech should be with the product to process the PEX.)
- A Quality Issue on a product.

Tech Line will not document the call:

- Tech is not with the product and does not fit one of the processes above.
- Part calls for directions, wrong part, part number look up.

What is needed to document the call

- The customer's **HOME** phone number. (not a cell phone #)
- A complete model number including engineering numbers.
- A complete serial number.
- What the issue is with the unit.
- What has been done to the unit and what parts were used if previous service was done?
- Is this an ongoing issue with the unit?