

# INTRODUCING: IN-WARRANTY SERVICE INITIATIVE



**NEW**

## EXCEPTIONAL CONSUMER APPLIANCE CARE STARTS HERE

At Whirlpool Corporation, we understand that a satisfied customer is at the core of business success. That's why we developed In-Warranty Service Initiative, a simple way to enhance the service experience by referring new appliance owners to a branded toll-free number for any appliance questions or to determine service needs.

By centralizing in-warranty service calls through our Customer eXperience Center, new appliance owners will have the opportunity to speak with trained agents equipped to troubleshoot and resolve use and care issues right over the phone. This helps eliminate the need for unnecessary service calls while offering new appliance owners a consistent, personalized and branded experience.

INCLUDED IN THE INITIATIVE	EXCLUDED FROM THE INITIATIVE
United States	Canada, International, or Units in "disaster zones" (i.e. Hurricane Sandy)
All Whirlpool Corporation Brands: <ul style="list-style-type: none"> <li>• Premium</li> <li>• Mass</li> <li>• Value</li> </ul>	<ul style="list-style-type: none"> <li>• KA Small Appliances</li> <li>• Commercial Laundry</li> <li>• Product Exchanges</li> <li>• Kenmore Brand and other Trade Customer-owned Brands</li> <li>• Domestic products installed Commercially (covered by Lowes')</li> </ul>
<ul style="list-style-type: none"> <li>• Service Companies</li> <li>• Non-Servicing National Accounts</li> <li>• Builders</li> <li>• Contractors</li> <li>• ACDs</li> <li>• Trade Customers</li> </ul>	<ul style="list-style-type: none"> <li>• Self-servicing Dealers (SSD)</li> <li>• Servicing Dealers (SD)</li> <li>• International Servicing Companies</li> <li>• Referral Companies</li> <li>• PEX Companies, Assurant/Repair Plus One</li> <li>• National Accounts (set up as SSD)</li> <li>• Military Bases</li> <li>• Recreational Vehicle Dealers</li> <li>• Reworks (R-Codes) and Special Projects (S-Codes)</li> </ul>
Base warranty	<ul style="list-style-type: none"> <li>• Extended Warranties</li> <li>• Limited Parts Warranties</li> </ul>



# HOW IT WORKS

Our Customer eXperience Center agents are available, Monday through Friday from 8:00 a.m. to 8:00 p.m., Eastern Standard Time (EST). NOTE: Consumers will need to provide the model and serial number of the appliance when calling for in-warranty service.

APPLIANCE BRAND	TOLL-FREE NUMBER	WEB SITE*	ONLINE SELF-SERVICE SCHEDULING
JENN-AIR	1-800-536-6247	<a href="http://jennair.com">http://jennair.com</a>	NO
KITCHENAID	1-800-422-1230	<a href="http://www.kitchenaid.com">http://www.kitchenaid.com</a>	YES
MAYTAG	1-800-344-1274	<a href="http://www.maytag.com">http://www.maytag.com</a>	YES
WHIRLPOOL	1-800-253-1301	<a href="http://www.whirlpool.com">http://www.whirlpool.com</a>	YES
AMANA	1-800-843-0304	<a href="http://www.amana.com">http://www.amana.com</a>	NO
OTHER COVERED APPLIANCE BRANDS: Roper, Estate, Inglis, Magic Chef, Admiral, Gladiator	1-800-253-1301		NO

After Hours and Weekend support is also available to consumers:



New appliance owners can schedule service after hours using our automated phone system.



Online, self-service scheduling is also available 24/7 on select branded web sites.

\*NOTE: Consumers scheduling after-hours via our automated phone system or one of our branded web sites are automatically categorized as an out-of-warranty service call until validated as in warranty by the servicing company.

**Direct new appliance owners for In-Warranty Service today!**

## Emergency Service Claims

Service requests constituting emergency service include gas leaks, flooding, no cool, perceived safety issues, consumer medical conditions, inoperable delivered products and home closings for builders. In case of emergency after hours, please refer consumers directly to an authorized Whirlpool Service Provider. An emergency code has been provided to ensure immediate support.

## Trade Customer Service Support

To resolve product and service issues, expedite service repairs, inquire about the status of current service parts, or request a parts quote and/or order parts:

**PHONE** Contract: 1-800-952-2537 → Option 2  
Retail: 1-800-321-7613 → Option 2 → Option 3

**EMAIL** [Service\\_Accounts@Whirlpool.com](mailto:Service_Accounts@Whirlpool.com)

**Whirlpool® Trade Customer Service Center: Monday through Friday from 8:00 a.m. to 5:00 p.m. Local Time**