

Let's Talk Service[®]

LTS



Service Pointers

WI0464738—Use of oval-shaped duct to exhaust clothes dryers

WI0464741—Whirlpool® Cabrio® and Maytag® Bravos® 1.75 washers & dryers: New “riser”

WI0470122—Top load direct drive washers—Replacement bearing procedure

WI0475711—Top load direct drive washer: Washer overfills

WI0477756—Top load, belt drive washer Cabrio® and Bravos® 1.75: Top access change

WI0484432—Front load, belt drive washer: Tub & basket replacement

WI0475713—Stainless steel dishwashers: Vent removed

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Great Customer Service Is In Your Truck!

J&H Appliance Service

Providing the best customer service experience possible has always been a priority at J&H Appliance Service in San Jose, CA. According to Scott Munger, J&H’s Service Manager/Owner, “Recently, one of the ways we have improved our



Billy Kessler, J&H Appliance

QOS scores is through the increased sale of water filters and Affresh® products, that help enhance the product’s performance and re-

mind the customer of the service that we delivered.” Technician Billy Kessler has been very effective in water filter sales and consistently reminds his customers when their filter will expire. He then offers a replacement filter to assure that it is available at the right time. “I enjoy the process of the added sales and have been able to improve my overall earnings through water filter sales. I always keep a number of different filters available on my truck – the Pur® filters move very fast.”

Similarly, Jose Contreras has had a great deal of success in utilizing Affresh® laundry cleaning accessories on HE laundry products. “I

always offer the customer the added service of cleaning the washer with the Affresh® 3X product, and demonstrate how well the cleaner works in our hard water environment. The customers appreciate this, and normally are happy to purchase the retail pouch, once they know how well it works on the hard water deposits and it removes the mold and mildew.”



Jose Contreras, J&H

Coast Appliance Parts

According to a recent survey on retirement, many Americans have accepted the fact that they may have to continue working well

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Service Matters LIVE!

Whirlpool Corporation is proud to announce the introduction of Service Matters Live (SML), our distance based learning tool, launching in early March 2012. Service Matters Live is internet-based and will be accessed through Service Matters University (SMU).

Through PowerPoint® presentations, streaming live images, live chats and question and answer sessions, Service Matters Live gives Whirlpool Corporation the ability to broadcast training on technical subjects, including (but not limited to):

- **New Products**
- **Service Pointers**

- **Updates**
 - **Administrative Information**
- on a timely basis. Stay tuned and continue to check ServiceMatters.com, Service Matters University, and *Let's Talk Service* for more information, broadcast dates and times for your location.

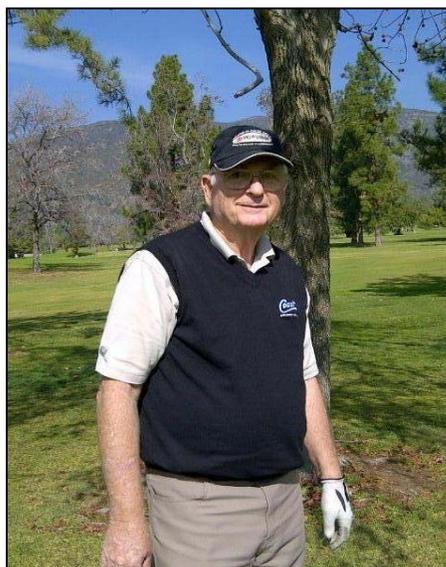
Greg Doster, DBL Technical Training & Recruiting Manager, Whirlpool Corporation



Great Service, Continued from Page 1

into their eighties to make ends meet. This is no problem for Bert Miles, Regional Sales Manager at *Coast Appliance Parts* in Los Angeles, California. Despite surpassing the 65-year mark almost a decade ago, Bert continues to make his sales calls throughout the Southern California area with energy and enthusiasm, and acts as a goodwill ambassador for the continued success of the industry. Anyone who has attended a service industry event in Southern California or worked in appliance parts is sure to have met Bert and learned from the vast experience and knowledge

that he has shared. Whether trying to spread the word about an upcoming trade school event, training class, or



Bert Miles, Coast Appliance Parts

industry seminar, no one communicates the message better than Bert. His face to face contacts and natural salesmanship results in having training seats filled.

When asked if he has ever pondered retirement, Bert responds with humor. "That's only for government employees anymore. Besides, several of my friends who still work at Coast have a lot of years on me, and they keep working – why should I pack it in?"

Don Dellario, Business Manager, Whirlpool Customer Care

Whirlpool® Tech-Line™ Service

There is no doubt the Whirlpool® Tech-Line™ Service is very popular. Unfortunately, increases in volume and call length could result in increased hold times for our service technicians. We understand that time is valuable! Here are a few suggestions to help reduce the hold times.

- Know your service account number and the current security code.
- Have the customer information ready, product model and serial numbers, customer phone number, customer address.
- Have the product ready to perform service checks.
- Have your meter ready to provide readings.
- Run standard diagnostics before calling. Be able to provide the results from diagnostics to the technical support team.
- Please remember that the technical support is not able to look up parts.
- If calling for a control part authorization,

make sure you are with the product and have already run appropriate diagnostics.

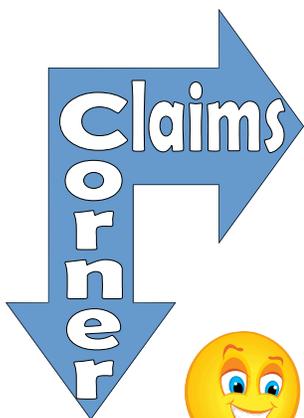
- Tech-Line™ Service cannot give accurate diagnostics for pre-screening calls made prior to going to the customer's home.
- ServiceMatters.com has a wealth of information at your fingertips, and may actually provide the service information needed to resolve your question.



Please note: Whirlpool® Tech-Line™ Service is holding their annual *Train the Trainer* meetings February 27 through March 3, 2012. Operation hours are limited to 9 a.m. to 6 p.m. EST. You should expect longer hold times due to reduced staffing. Check www.servicematters.com or the phone announcement when calling in for assistance. Thanks for your help —

Technical Support Team

Claim Rejected? How To Correct It Yourself



If you have ever had a claim rejected in *ServiceBench*, and find there are corrections needed to resubmit the claim, it is not always necessary to call the Exceptions Team to make the corrections for you.

As long as the claim is in a *rejected* status, you are able to access the claim thru the Claims Review screen. Once you have the claim pulled up on the screen, you are able

to make necessary corrections to the claim.

After you have made all the needed corrections, you then click on the blue box located at the bottom of the screen **SAVE AS NEW CLAIM**. A pop-up box will appear, stating **THIS WILL CREATE A NEW CLAIM WITH THE CURRENT INFORMATION CONTINUE?** you will click on **OK**. You will then click on the blue box located at the bottom of the

screen, **SUBMIT**. Finally, as a last step, another box will appear, asking **ARE YOU SURE YOU WANT TO SUBMIT THIS CLAIM FOR \$XXX** (whatever the total dollar amount of the claim is). You would then click **OK**. This will resubmit your claim with your corrected information.

Kim Rosencrantz, Exceptions Management Team

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ServiceMatters.com—Password Reset or Change

Having problems logging into ServiceMatters.com? Help with your password and user ID issues is only a click or two away! The links below will help you reset and/or change your ServiceMatters.com password. With the help of the easy to follow instructions, you can quickly have access into ServiceMatters.com.

RESET your password



If you are locked out, please copy and paste the link below into your browser and follow the on-screen instructions.



<https://servicematters.com/files/servicematterspasswordReset.pdf>

CHANGE your password



Want to change the provided password to something you can easily remember? Please follow the instructions at the link below.



<https://servicematters.com/files/ServiceMattersPasswordChange.pdf>

Additional questions or concerns about the subscriptions or access may be addressed with an email to our ServiceMatters email box:

NAR_servicematters@whirlpool.com

*Kelsey Kelm, Project Coordinator,
Field Service Administration*