



Service Operating Guide

Date	Supersedes	Subject	Section	Page
11/01/07	11/01/06	PRODUCT EXCHANGE	I	1

PRODUCT EXCHANGE

Whirlpool may choose to replace, exchange, or offer a refund for a customer's appliance in order to achieve customer satisfaction. Once the decision has been made by Whirlpool to replace a customer's product, a company will be selected to deliver the new product to the customer in exchange for the customer's old product. This company is referred to as the Product Exchange (PEX) Company.

The following material is intended to instruct you on the proper procedures for completing a product exchange.

Selection of the Product Exchange Company

Whirlpool will use a vendor provided solution, ServiceBench (which contains registered PEX Companies) to select a company to perform an exchange, based on the customer's zip code and the area covered by the PEX Company. PEX Companies who enroll in this new PEX Program will need to define their PEX coverage area by zip code.

Any PEX Company and/or ISC that Whirlpool engages in an exchange that is not registered in ServiceBench will need to follow a manual process, which is outlined in Appendix A – A Manual PEX Process and Turnaround Document, of this section.

Communication With the Product Exchange Company

A Whirlpool representative will select and generate a dispatch for the PEX Company via ServiceBench and will verify the accuracy of the PEX Company's information. The dispatch communication will have all of the information needed to complete the exchange. Upon completion of the dispatch, the Whirlpool representative will place the new product order (or request a refund check) and ensure that it will be delivered to the proper PEX Company. As a requirement of this new process, the PEX Company will be set up in ServiceBench to auto-accept an exchange dispatch request generated by Whirlpool electronically via ServiceBench. Should there be any order updates, a Whirlpool representative will electronically update the dispatch in ServiceBench.

Exchange Labor Rates

The labor rates for each PEX Company are stored in ServiceBench and are referenced each time a company is selected to perform an exchange. It is the responsibility of the local Whirlpool Field Service Representative (FSR) to establish these rates for each PEX Company.

Product Exchange Turnaround Document

The TAD process has changed and is now handled electronically via a web interface through ServiceBench. The new process will be available for all PEX Companies that are registered with ServiceBench and are a Whirlpool approved PEX Company. PEX Companies that are not registered with ServiceBench will use a manual process that is outlined in Appendix A of this section.

Exchange Labor Payments

The PEX Company is paid for performing the exchange after the exchange has been completed. The PEX Company will need to complete and close the Return Detail screen in ServiceBench, and generate the claim form from the Return Detail screen. Submitted claims will be reviewed and approved by Whirlpool for payment. The PEX Company will have the ability to view the status of their claim via the ServiceBench web interface.



Service Operating Guide

Date	Supersedes	Subject	Section	Page
11/01/07	11/01/06	PRODUCT EXCHANGE	I	2

Instructions for Completing the Product Exchange

- A. Receive the Dispatch –The dispatch will have all of the information needed to complete the exchange, including the old model and serial number and any special disposition requirements from Whirlpool. You may receive an updated dispatch with a revised replacement product ETA.
- B. Receive the Replacement Product (or Refund Check) – At the time the new product is received, you must record the new product model and serial number into the Return Detail screen within ServiceBench.
- C. Contact the Customer – Once you have received the new product (or refund check), you should contact the customer within 24 hours, and arrange to deliver and install the new product and remove the old product.
- D. Verify the Correct Model and Serial Number – Before removing the old appliance you are to verify the model and serial number on the old appliance with the model and serial number on the dispatch. If the model or serial numbers do not match, you are to call the Whirlpool representative listed on the dispatch (using the toll free number) for further instructions.
- E. Complete the Exchange – After verifying the model and serial numbers, you are to remove the customer's old appliance and install the new appliance (or deliver the refund check).
- F. Deliver or Dispose of the Old Appliance – After completing the exchange and removing the old appliance from the customer's home, you are to process the disposition of the old appliance as instructed on the dispatch. Each disposition (return to manufacturer, mandatory scrap or repair and resell) has its own list of required information that must be noted on the disposition section of the Return Detail screen within ServiceBench.
- G. Complete and Sign the Electronic Claim Form –After the instructions on the dispatch have been completed and the old appliance has reached its final destination, you will access ServiceBench to complete and electronically sign the Return Detail screen. From the Return Detail screen you will select Generate Claim, to process your claim. Once complete information is submitted, payment for the established tiered rate will automatically be processed. Any payments in excess of the tiered rates must be approved by your FSR.



Service Operating Guide

Date 11/01/07	Supersedes 11/01/06	Subject PRODUCT EXCHANGE	Section I	Page 3
-------------------------	-------------------------------	------------------------------------	---------------------	------------------

Products within each tier are as follows

Tier 1	Tier 2	Tier 3
90100 – Washer, Automatic 90200 – Washer, Comm'l 91000 – Dryer, Electric 91100 – Dryer, Gas 91210 – Dryer, Comm'l Electric 91220 – Dryer, Comm'l Gas 91400 – Clothes Refresher 91500 – Warming Drawer 91600 – Microwave, Built-In 91800 – Laundry Accessory 92000 – Range, Electric F/S Tier 1 (cont'd) 92100 – Range, Gas F/S 92210 – Cooktop, Electric 92220 – Cooktop, Gas 92600 – Range Hoods 92700 – Microwave Countertop 93000 – Dishwasher, Portable 93100 – Dishwasher, Built-In 93300 – Disposers 94000 – Refer, T/B, Midline 94310 – Refer, Compact 94320 – Wine Cooler 94400 – Refer, T/B, Value Line 94500 – Freezer, Horizontal 94600 – Freezer, Vertical 94700 – Icemaker 95500 – Compactor 96000 – Air Conditioner Room 96100 – Dehumidifier 96200 – Air Purifier 97200 – Water, Hot Dispenser	91910 – Thin Twin, Electric 91920 – Thin Twin, Gas 92400 – Oven, Gas Built 92500 – Combo Microwaves 94100 – Refer, Side by Side	94200 – Refer, Built-In

Customer Refunds

Customer refunds are to be handled the same as product exchanges except, instead of delivering a new appliance to the customer you are delivering a check. Once the instructions on the dispatch have been completed, you are to complete and close the Return Detail screen, and then select Generate Claim to submit your claim for payment.



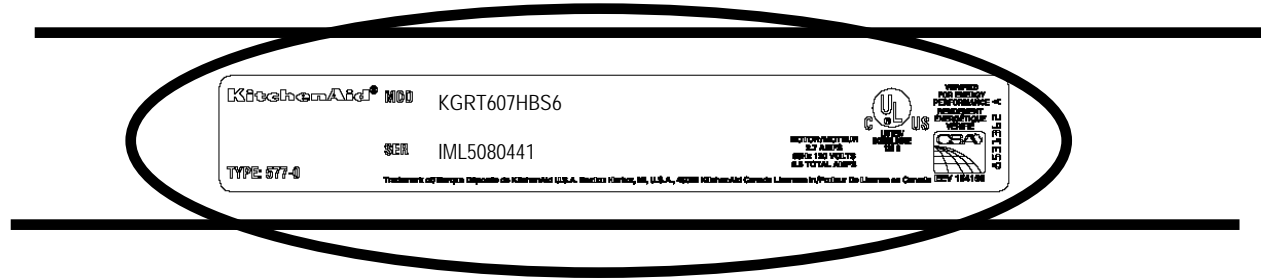
Service Operating Guide

Date	Supersedes	Subject	Section	Page
11/01/07	11/01/06	PRODUCT EXCHANGE	I	4

Old Product Disposition

Mandatory Scrap - Scrapping the Old Appliance – If you are asked to scrap the old appliance you are to:

- Leave the model/serial tag on the appliance.
- Using a permanent marker, draw a circle around the tag and two horizontal lines outlining the tag. Cut the power cord from the unit to render it unusable.



- Completely destroy and dispose of the unit in accordance with all federal, state, and local regulations.
- Complete and sign the Disposition Affidavit. If the disposition is a Mandatory Scrap, you will be prompted to sign and date that you have read and followed the Mandatory Scrap instructions. You will need to complete this step before you will be able to submit a claim.

- ***Sealed System Refrigerant Removal***

Whirlpool requires that all refrigerants (CFC/HCFC/HFC) be recovered from sealed system products designated for scrap, prior to their being disposed of by the PEX Company. The refrigerant recovery and disposal must be done in accordance with all federal EPA, state, and local regulations. If the company performing the exchange does not have the proper equipment to purge and capture the refrigerants, they must contact a designated Independent Service Contractor to perform the procedure prior to disposing of the unit.

- ***Repairing the Old Appliance***

If you are instructed to repair the old appliance after exchanging it, all repair labor charges must be submitted on a separate, non-PEX claim form, via ServiceBench.

- ***Delivery/Pickup of the Old Appliance***

If the old appliance is to be delivered or picked up for resale by another company, you are to input that company's name in the disposition section of the Return Detail screen within ServiceBench and complete the form as usual.



Service Operating Guide

Date	Supersedes	Subject	Section	Page
11/01/07	11/01/06	PRODUCT EXCHANGE	I	5

APPENDIX A: MANUAL PEX PROCESS AND TURNAROUND DOCUMENT

There will be cases in which the PEX process cannot be transacted using the online system, ServiceBench. These cases will use a new, revised TAD and will be faxed to the company selected to do the exchange. See below for an example of this document.

Selection of the Product Exchange Company

The Whirlpool representative will need to contact the prospective PEX Company for a specific area via telephone to gather availability and service rates. A Company will be selected based on those two criteria.

Communication With the Product Exchange Company

Once the selection has been made, a Whirlpool representative will verify the accuracy of the PEX Company's information and fill out and send the TAD (via fax or email) to the company. The PEX Company will receive the TAD and verify all information. In this case, the TAD will serve as the dispatch request for the PEX Company. After sending out the TAD, the Whirlpool representative will place the new product order (or request a refund check) and ensure that it will be delivered to the PEX Company. Should there be any order updates, a Whirlpool representative will contact the PEX Company via fax or telephone.

Exchange Labor Rates

In most cases, PEX labor rates will exist, as Tier 1, Tier 2 and Tier 3, in ServiceBench. In some cases, the rate will be one, flat PEX labor rate. If the labor rate has not been previously negotiated, the Whirlpool representative will negotiate a rate before selecting a PEX Company.

Exchange Labor Payments

The PEX Company is paid for performing the exchange when the TAD has been completed and returned to Whirlpool for processing.

Instructions for Completing the Product Exchange

- a) **Receive the Turnaround Document** – The TAD will have all of the information needed to complete the exchange, including the old model and serial number and any special disposition requirements from Whirlpool. You may receive an update via fax or telephone with a revised replacement product ETA.
- b) **Receive the Replacement Product (or Refund Check)** – At the time the new product is received, you are to record the new product model and serial number on the TAD.
- c) **Contact the Customer** – Once you have received the new product (or refund check), you should contact the customer within 24 hours, and arrange to deliver and install the new product and remove the old product.
- d) **Verify the Correct Model and Serial Number** – Before removing the old appliance you are to verify the model and serial number on the old appliance with the model and serial number on the dispatch. If the model or serial numbers do not match, you are to call the Whirlpool representative listed on the TAD (using the toll free number) for further instructions.
- e) **Complete the Exchange** – After verifying the model and serial numbers, you are to remove the customer's old appliance and install the new appliance (or deliver the refund check).
- f) **Deliver or Dispose of the Old Appliance** – After completing the exchange and removing the old appliance from the customer's home, you are to dispose of the old appliance as instructed on the TAD. Each possible disposition (return to manufacturer, mandatory scrap or repair and resell) has its own list of required information that must be listed on the TAD under "Delivery Site Company."



Service Operating Guide

Date 11/01/07	Supersedes 11/01/06	Subject PRODUCT EXCHANGE	Section I	Page 6
-------------------------	-------------------------------	------------------------------------	---------------------	------------------

INSTRUCTIONS FOR COMPLETING THE PRODUCT EXCHANGE (Continued)

- g) **Complete and Sign the Turnaround Document** – After the instructions on the TAD have been completed and the old appliance has reached its final destination, you will complete and sign the TAD and fax (or mail) it back to Whirlpool at the address on the form. Once complete information is submitted, payment for the agreed-upon rate will be processed. Any payments in excess of the negotiated rate must be approved by your FSR and will require submittal of an additional claim.

Customer Refunds

Customer refunds are to be handled the same as product exchanges except, instead of delivering a new appliance to the customer you are delivering a check. Once the instructions on the TAD have been completed, you are to fill out, sign and return the form in order to receive payment.

Old Product Disposition

- **Mandatory Scrap - Scrapping the Old Appliance** – If you are asked to scrap the old appliance you are to:
 - Do Not Remove the Model/Serial Tag**
 - a. Leave the model/serial tag on the appliance.
 - b. Using a permanent marker, draw a circle around the tag and two horizontal lines outlining the tag. Cut the power cord from the unit to render it unusable.



- c. Completely destroy and dispose of the unit in accordance with all federal, state, and local regulations.
- d. Complete and sign the Disposition Affidavit on the TAD.

- **Sealed System Refrigerant Removal** - Whirlpool requires that all refrigerants (CFC/HCFC/HFC) be recovered from sealed system products designated for scrap, prior to their being disposed of by the PEX Company. The refrigerant recovery and disposal must be done in accordance with all federal EPA, state, and local regulations. If the company performing the exchange does not have the proper equipment to purge and capture the refrigerants, they must contact a designated Independent Service Contractor to perform the procedure prior to disposing of the unit.



Service Operating Guide

Date	Supersedes	Subject	Section	Page
11/01/07	11/01/06	PRODUCT EXCHANGE	I	7

- **Repairing the Old Appliance** - If you are instructed to repair the old appliance after exchanging it, all repair labor charges must be submitted on a separate NARDA document.
- **Delivery/Pickup of the Old Appliance** - If the old appliance is to be delivered or picked up for resale by another company, you are to input that company's name on the TAD and complete the form as usual.

REVISED PRODUCT EXCHANGE TURNAROUND DOCUMENT

Section 1: Dispatch (to be completed by Whirlpool)
PEX Number
Customer Name
Customer Street Address Line 1
Customer Street Address Line 2
Customer City, State and Zip
Customer Telephone Number(s)
Original Model Number
Original Serial Number
Special Disposition Requirements
Additional Comments



Service Operating Guide

Date 11/01/07	Supersedes 11/01/06	Subject PRODUCT EXCHANGE	Section I	Page 8
-------------------------	-------------------------------	------------------------------------	---------------------	------------------

Section 2: Claims (to be completed by PEX Company)
Date of Installation
Exchange Company Name
Exchange Company Address Line 1
Exchange Company Address Line 2
Exchange Company City, State and Zip
Exchange Company Telephone Number(s)
Exchange Company Fax Number
Exchange Company e-mail Address
New Model Number
New Serial Number
Disposition
Delivery Site Company
Carrier
Carrier Tracking Number
Resell Cost
<p style="text-align: center;">DISPOSITION AFFIDAVIT:</p> <p>Whirlpool is requesting, and you have agreed, to scrap/destroy this unit and render it unusable for any future purpose. To properly scrap this unit, Whirlpool requires that you:</p> <ol style="list-style-type: none"> 1. Use a permanent marker to properly mark the unit's model and serial tag and cut the power cord from the unit in accordance with Section I of the Whirlpool Service Operating Guide. 2. Destroy and dispose of the unit in accordance with federal, state and local regulations. <p>By signing this Affidavit, you are legally confirming that you have fully complied with this Disposition process.</p> <p>Signature: _____</p> <p>Title: _____</p> <p>Date: _____</p>



Service Operating Guide



Date	Supersedes	Subject	Section	Page
11/01/07	11/01/06	PRODUCT EXCHANGE	I	9

Please Return Document To Whirlpool Corporation

Via Fax: Attn: PEX Coordinators
269-759-7729

Via Mail: Attn: PEX Coordinators
Whirlpool Corporation
553 Benson Road MD 8020
Benton Harbor, MI 49022



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