



Whirlpool Techline Email/Fax Sheet

Email Addresses:

Whirlpool_Techline @whirlpool.com
Maytag_Techline @whirlpool.com

FAX:

Whirlpool: 1-800-772-9712
Maytag: 1-866-266-6704

Process:

All Emails will automatically be entered into the Siebel system by a process called POP 3. "Siebel is the program used to document all calls coming into Whirlpool Call Centers."

Email will benefit the service company because the file is created in Siebel the system
Faxes will be manually entered into Siebel.

All Emails and Faxes will be answered the same day if received by 3:00 PM EST.

Note: If the question you send in needs to be forwarded to Engineering for an answer, it may take up to **five business** days to receive an answer. If your email is forwarded to engineering you will receive an Email/call/fax stating that it was forwarded.

Coversheet:

Please try to use the attached cover sheet to make sure all information necessary to answer your inquiry is provided.



Whirlpool Techline Inquiry for FAX or EMAIL

Your FAX Number _____

Your Email address _____

Is the unit operational YES NO "Customer can not use the unit for any function or unit is a no cool"

Date:

Service Account Number:

Contact Phone Number:

Is unit owned by a customer? YES NO

Is the unit a dealer's stock item? YES NO

Customer's or Dealer's information:

Name:

Phone Number:

Model Number:

Serial Number:

Date of Purchase:

Complaint:

Product Service History (if any): include dates, what was done, parts replaced.

Electric circuit checked: YES NO

Voltage Reading:

Polarity correct:

Grounded properly:

Gas units Natural Gas

LP/Propane

Diagnostics Run? YES NO

Any Failures codes appear?

"If a temperature issue please provide temperature readings:"

Oven/stove: Temperature reading: _____ degrees F

Refrigeration: Temperature reading:

Freezer: _____ F

Fresh food section: _____ F

Crispers: _____ F

Microwave Wattage test:

Water Temperature before test: _____ F

Water temperature after test: _____ F

What is the information you need or question answered:

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