



United Servicers Association

## **“Jennifer’s Warranty Tips”**

### **Tip #8 – Dealer Stock Repair Rules**

Is your service company doing stock repairs? Keeping up with the ever-changing rules provided by each manufacturer can be daunting. Make it easier on your technicians and office staff with this easy to follow cheat sheet.

#### **GENERAL ELECTRIC**

- 1 stock repair allowed
- must be within 1 year of manufacture date
- no cosmetic repairs covered

#### **SAMSUNG**

- 1 stock repair allowed, 2 stock repairs allowed for Lowes
- must be with-in 24 months of manufacture date, dates and the # of stock repairs can be checked on the Samsung login page
- limited cosmetic repairs - must check with Samsung first

#### **WHIRLPOOL**

- stock repairs must be done within 1 year of the date the unit was issued to the dealer, dates can be checked on Service Bench under entitlement
- no cosmetic repairs covered

#### **FRIGIDAIRE**

- 1 stock repair allowed
- must be with-in 18 months of manufacture date (sometimes longer, must call Frigidaire for an ok and record name of person, date and time of who you spoke to)
- cannot be owned by a customer for more than 6 months and taken back into stock
- limited cosmetic repair - must check with Frigidaire first
- NO STOCK REPAIRS allowed on any 17 cubic foot refrigerator and smaller
- NO STOCK REPAIRS allowed on countertop microwaves because they are exchange only units
- Pedestals have a part only warranty, no labor



## United Servicers Association

### **LG**

- 1 stock repair allowed
- must be within 18 months of manufacture date
- limited cosmetic repair - must check with LG first
- all replacement doors must be pre-approved by LG

### **BOSCH**

- stock repairs must be done within 1 year of the manufacture date
- limited cosmetic repair - must check with Bosch first (usually allowed within the first 30 days of being issued to the dealer)

### **FISHER PAYKEL**

- stock repairs must have an authorization # prior to service
- all cosmetic repairs must be approved by tech rep

Be sure to check back next month for my next tip.

Best wishes,

*Jennifer*