



United Servicers Association

“Jennifer’s Warranty Tips”



Tip # 6 – Electrolux Servicers

Did you know that if you install an upgrade kit into an Electrolux refrigerator (ice maker upgrade), dishwasher (wash-ability kit or leak kit) and then have an unrelated repair issue(s) you can split the claim to get paid twice?

Are you collecting all of the labor that is available to you?

- Refrigerator icemaker upgrade, policy # RF1001 – the labor should pay at your Electrolux sealed system labor rate.
- Dishwasher filter upgrade/wash-ability kit, policy #DW1001 – the labor should pay at your standard Electrolux labor rate.
- Dishwasher leak kit, policy # DW1002 – the labor should pay at your Electrolux sealed system labor rate.
- All second claims or unrelated issue claims pay at your Electrolux standard labor rate.
- After you have filed your claim with the upgrade, wash-ability or leak kit part and using the policy # that applies, any additional parts and labor should be billed on a second claim.

Example: Policy claim

Claim # 12345A

Electrolux refrigerator

Model # EI28BS55IS, Serial # 4A90706641

Complaint: The icemaker is not making any ice.

Repair Description: Installed a new ice maker upgrade kit, part # 5303918485

Policy # RF1001

**Labor will be paid at the contracted Electrolux Sealed System labor rate.



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Example: Second/Split claim

Claim # 12345B

Electrolux refrigerator

Model # EI28BS55IS, Serial # 4A90706641

Complaint: The unit is now making a knocking noise when the ice is being dispensed and is leaking water from the lower freezer door gasket.

Repair Description: Installed new left and right freezer rails, lower socket, freezer door gasket and blades.

(No policy # is required)

**Labor will be paid at the contracted Electrolux Standard labor rate.

Summer's over, the weather is changing once again.
Time to get ready for the USA Conference in San Diego!
"Check back next month for warranty tip #7"
Jennifer

Best wishes,

Jennifer