



June 30, 2006

To: Whirlpool® Distribution

Re: Technical Service Contacts

Normal Technical Service Questions

It is suggested that the sales location use its "technical person" to be the first line of assistance to the installing dealer. If the problem cannot be resolved at the sales location then contact the technical service advisor.

HomeWise® Limited HVAC Warranty

When a Whirlpool® Gold HVAC system is suspected of compressor or furnace heat exchanger failure, the Technical Service Advisor must be contacted immediately to assist in determining the nature of the problem and to qualify the replacement of the failed component.

(See the HomeWise® Limited Warranty documentation for systems that qualify. Installed systems must be properly registered for coverage)

The Technical Service Advisor will contact the installing Gold dealer with assistance to diagnose the situation. The advisor will be asking specific questions about the suspected failure. A list of the FAQ's by the Technical Service Advisor is provided for you and your dealer.

Call the following toll-free number for Whirlpool® technical assistance and HomeWise® warranty approval.

1-866-305-9974