



June 30, 2006

**To: Whirlpool Brand Distribution and Whirlpool Gold Brand Dealers**

**Re: HomeWise® Limited Warranty**

## **Announcement**

We are excited to announce the addition of HomeWise® Limited Warranty to our Whirlpool Gold™ product for 2006 this limited warranty applies only to the new 2006 condenser products W2GC, W2GH, W4GC, and W4GH models and furnaces WGFB, WGFD, WGFE models installed since January 1<sup>st</sup>, 2006.

The HomeWise® Limited Warranty provides the homeowner with a comparable Whirlpool Gold™ replacement unit should a major component (compressor or furnace heat exchanger) of the system become non-repairable within the first five years.

## **Scope of Limited Warranty**

This program is underwritten and **requires system registration immediately upon installation** at **www.whirlpoolvac.com/dealer**.

When an authorized Whirlpool Gold brand dealer installs the manufacturer approved, matched Whirlpool Gold™ air conditioning and heating system, we'll include the HomeWise® consumer protection plan. If the Whirlpool Gold™ unit should fail in the first five (5) years due to a compressor or furnace heat exchanger failure a comparable Whirlpool Gold™ replacement unit will be provided and labor fee up to \$250.00 will be paid to the Whirlpool Gold brand dealer to assist with the change out of the unit. (*Conditions and exclusions apply*)

## **Claim Processing**

When a Whirlpool Gold™ unit is suspected to be non-repairable the Whirlpool Gold brand dealer will contact the Whirlpool brand TSA (Technical Service Advisor) for assistance in determining the cause of the failure. The Whirlpool Gold brand dealer will provide the information requested by the TSA while at the unit location. The TSA may require additional trouble shooting information from the dealer to help in determining the scope of the problem. A list of questions required by the TSA is provided for the dealer. (Contact your Whirlpool brand distributor for TSA contact information)



If the TSA determines the Whirlpool Gold™ unit is defective within the parameters of the limited replacement warranty, a case number will be issued to the distributor. This case number must be referenced on all correspondence to the Whirlpool brand distributor when requesting credit for the unit being replaced.

Once the case number is issued to the Whirlpool brand distributor, the Whirlpool Gold brand dealer must bring the unit data plate along with the data plate from the compressor to the Whirlpool brand distributor which is then returned to Tradewinds in order to receive credit for the replacement unit. The data plates must be legible and not defaced. The factory does not require the unit to be returned but does require the unit data plate and compressor data plate to be returned to the Whirlpool brand distributor. The Whirlpool Gold brand dealer must dispose of the defective unit in accordance with local, state, and federal codes and regulations.

In order for the Whirlpool brand distributor to receive credit for the original unit and any labor up to \$250.00, a detailed work order from the Whirlpool brand dealer must be provided to the distributor showing the homeowner's information along with the original and replacement unit information (model and serial numbers) and the labor up to the maximum amount allowed referencing the case number.

All credits will be issued to the Whirlpool brand distributor.

A logon and password will be necessary to access the dealer website and an additional logon and password will be required to access the registration site. Contact your Whirlpool brand distributor for your registration site logon and password.

Online registration can be accomplished online at [www.whirlpoolhvac.com/dealer](http://www.whirlpoolhvac.com/dealer) and is the preferred choice. In the absence of online capability the registration can be sent by fax to 904.407.8470 or US mail to Tradewinds at the address below. If U.S. mail is used, registered service is recommended.

The dealers and distributors can verify system registration by serial number search on the same website at anytime after the initial registration.

- **Systems not properly registered will not be considered for coverage.**
- **No third party components will qualify the system for coverage.**

All correspondence to HomeWise® Limited HVAC Warranty will be sent to:

**Tradewinds  
HomeWise HVAC Limited Warranty  
14610 Breakers Drive  
Jacksonville, FL 32258**