



Claim Processing

When a Whirlpool Gold® unit is suspected to be non-repairable the Whirlpool Gold® Dealer or Distributor will contact the Whirlpool® TSA (Technical Service Advisor) for assistance in determining the cause of the failure. The Whirlpool Gold® 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® distributor for TSA contact information)

If the TSA determines the 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 distributor when requesting credit for the unit being replaced.

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

In order for the Whirlpool® Distributor to receive credit for the original unit and any labor up to \$250.00, a detailed work order from the Whirlpool® 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.

The Whirlpool® Distributor will issue a vendor charge back to Tradewinds for the cost of the unit. A legible compressor label and unit labels of the non-repairable equipment must be returned to Tradewinds before Distributor credit will be issued.

All freight costs are the responsibility of the dealer

All credits will be issued to the Whirlpool® Distributor.

Send all correspondence to:

Tradewinds Distributing, LLC
HomeWise® Limited HVAC Warranty Claim
14610 Breakers Drive
Jacksonville, FL 32258