

# Before You Start



Be sure to have audio enabled



After each scenario, you'll be given the chance to suggest how the service technician should have responded



Move your mouse over a tip button to see additional helpful information

CUSTOMER SATISFACTION



Your choices will affect the customer satisfaction level bar

# Course Goals

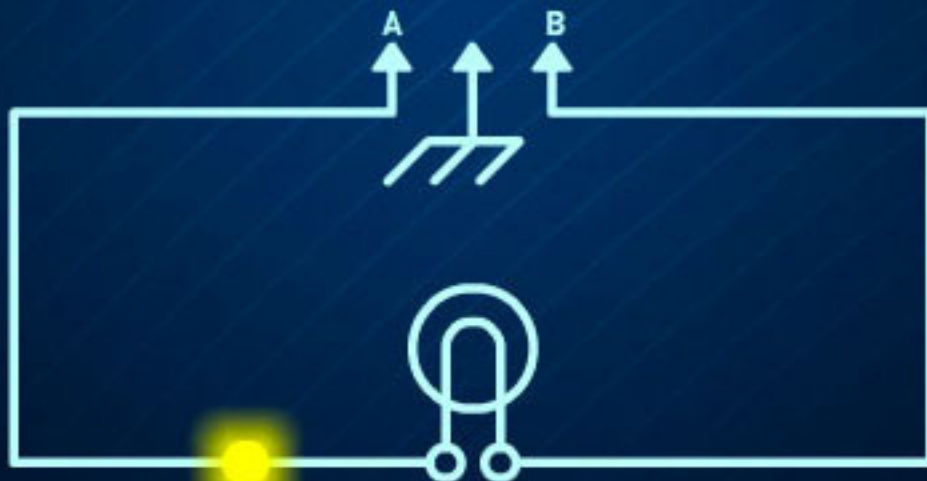
This Level 2 course, "A Day in the Life of a Technician," walks you through a series of video scenarios to help you learn about Whirlpool Corporation's recommendations for superior customer care.

As you watch each scenario, be on the lookout for how you could improve on the customer service skills initially shown.

# Circuits

## A Complete Circuit

When electricity can flow all the way from point A to point B without interruption, it is called a complete (or CLOSED) circuit.



Factory Certified Care

WHIRLPOOL CORPORATION

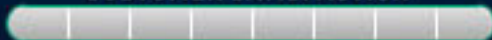
# **A Day in the Life of a Technician**

NEXT ▶

# The Morning Routine



CUSTOMER SATISFACTION



# The Morning Routine

How can you best improve  
this morning routine?

- Make sure to have a healthy breakfast
- Make sure the uniform is cleaned and ironed

# The Morning Routine

***CORRECT!***

CUSTOMER SATISFACTION



NEXT ►

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# Level 1 Test

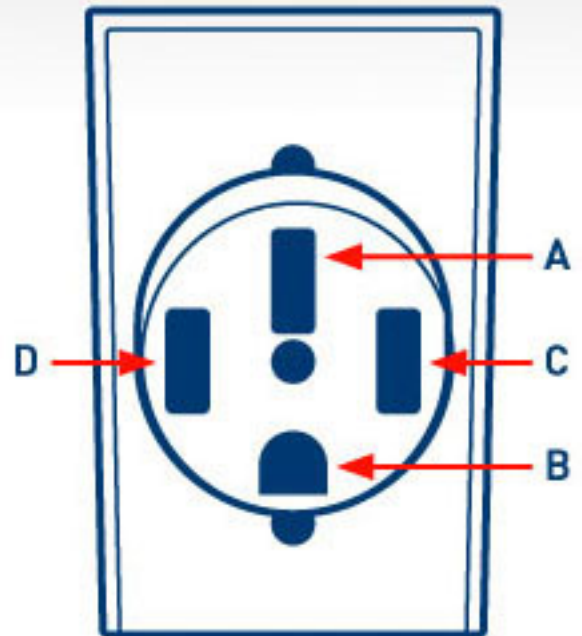
Electricity



# Test Equipment

Between which test points would you expect to read 0 Volts?  
Check all that apply.

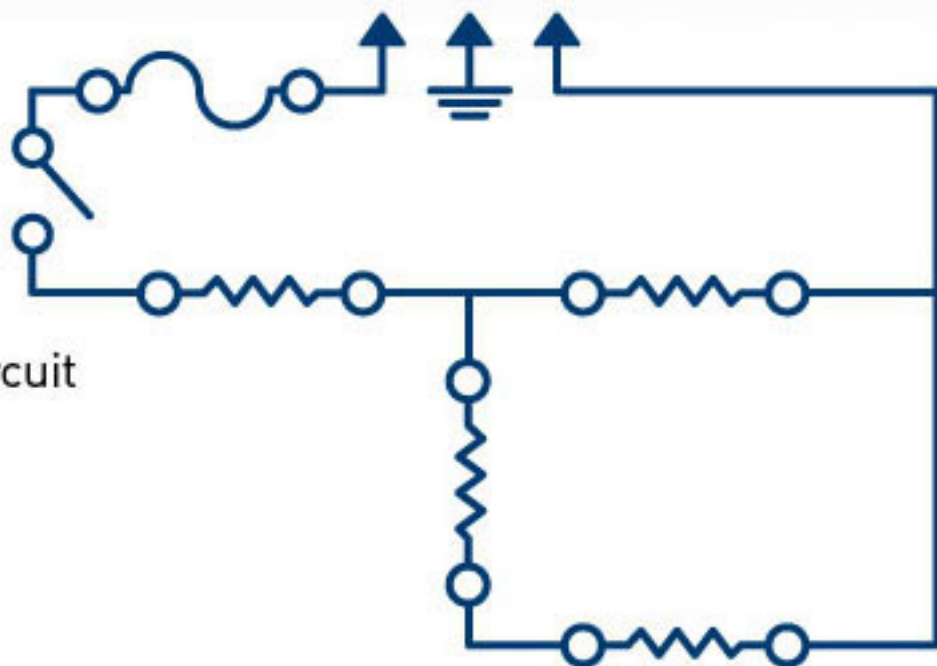
- A) Between A and C
- B) Between A and B
- C) Between B and C
- D) Between B and D



# Circuits

What type of circuit is shown below?

- A) Series circuit
- B) Parallel circuit
- C) Series-parallel circuit
- D) Short circuit



# Circuits

Move the schematic symbol depicting a solenoid into the answer box.



SOLENOID

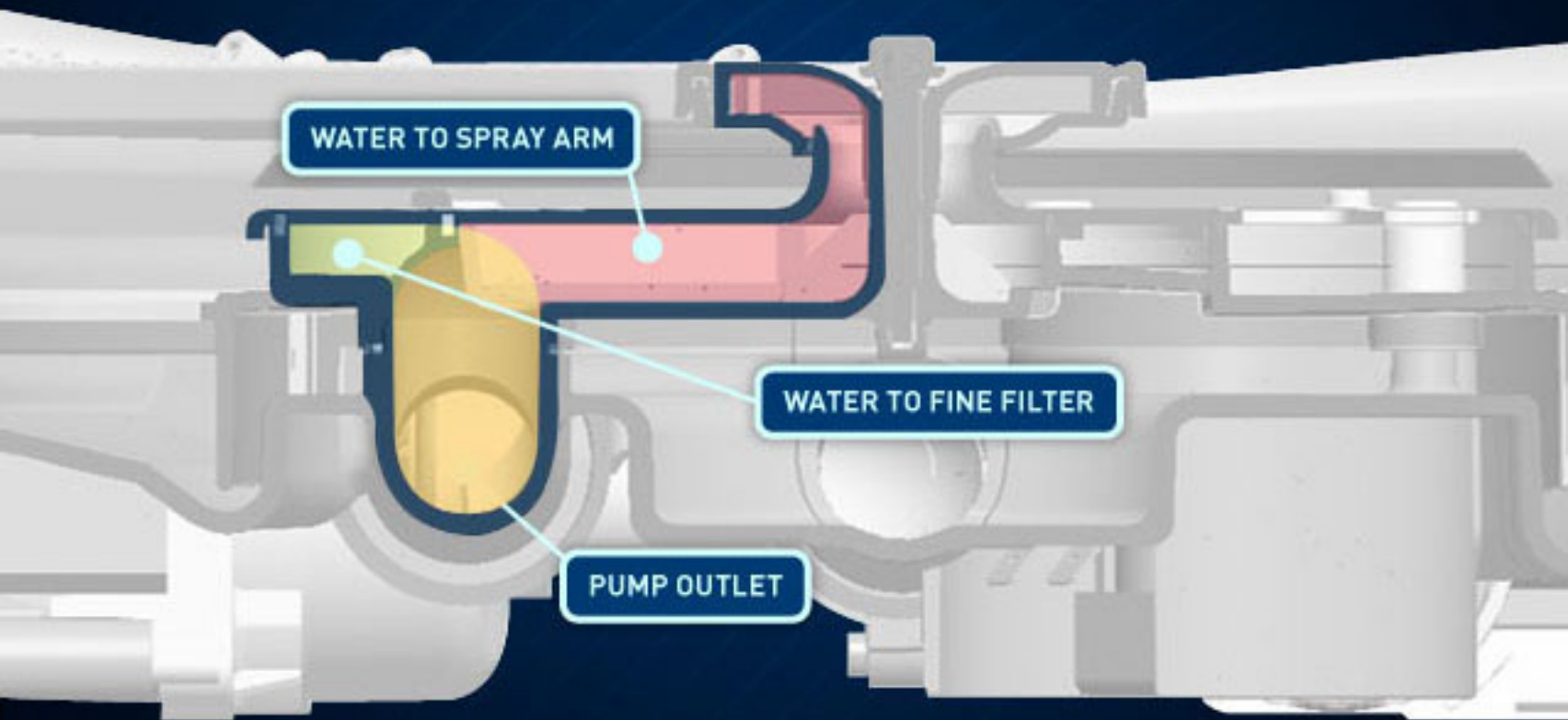
# Basic Electricity

The amount of resistance can be changed in a circuit by a \_\_\_ resistor.

- A) Variable
- B) Current
- C) Shunt
- D) Fixed

# Dishwasher Drawer

## Main Wash/Filtration



# Dryers

## Increasing the Surface Area of the Liquid

Finally, the process of evaporation can be accelerated by increasing the surface area of the liquid. Water in a glass, for example, can be poured out onto the floor.

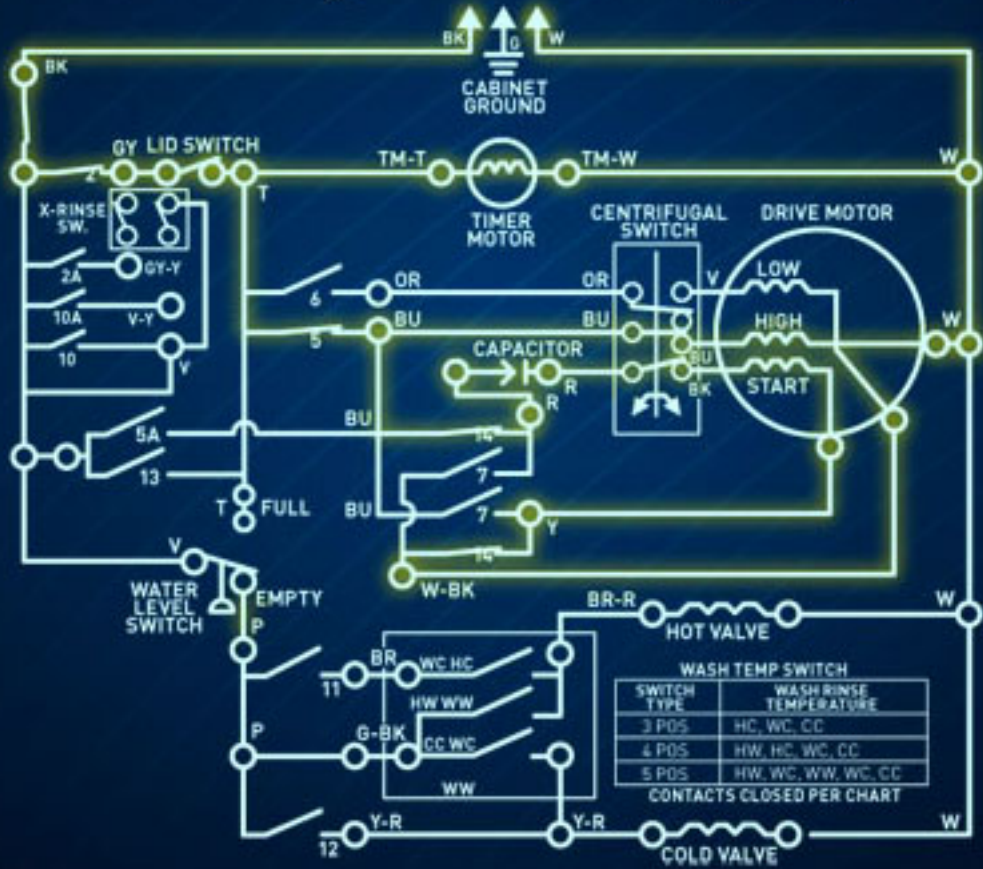
When spread out in a puddle, more of the water is exposed to the air, thus increasing the speed of evaporation.

In a dryer this is accomplished by tumbling the clothes to ensure all surfaces are equally exposed to heat and air.



# Top Load Washers

## Theory: Drain/Spin



WASH TEMP SWITCH	
SWITCH TYPE	WASH/RINSE TEMPERATURE
3 POS	HC, WC, CC
4 POS	HW, HC, WC, CC
5 POS	HW, WC, WW, WC, CC

CONTACTS CLOSED PER CHART

# Complaints

## Unremoved Food Soils

**Cause:** Water temperature is too low.

**Solution:**

- Assure that the inlet water temperature meets the manufacturer's minimum requirements for the dishwasher model
- Run the hot water before starting the dishwasher in order to clear the line of cold water, especially when using a shorter wash cycle







# HE Washers

## Top Load Bottom Components

