



S E R V I C E B U L L E T I N



'Dispatch' Offers Increased Profitability, Efficiency

by John Carroll, EHP National Service Manager

At Electrolux Home Products, we look for initiatives to innovate and improve the efficiency of the referral of service calls to our Independent Service Company network. To that end, EHP's partnership with Service Bench is a perfect example of initiative at work. Service Bench provides a capability that has the potential to revolutionize the way service companies do business – by making them more efficient, flexible and profitable.

This program – called Dispatch – is a service through which Electrolux Home Products can refer COD, Extended Service Agreement, and Warranty work to your business. Service companies that are using Dispatch through Service Bench are receiving *over 37% new COD work*, 16% calls from Extended Service Agreements, and 46% warranty related calls.

There are several ways the Dispatch program can benefit you – most importantly by

continued on page 2

Frigidaire, Frank Lloyd Wright, and a unique home built on a waterfall

Early in 1939, Pittsburgh department store magnate Edgar Kaufmann hired architect Frank Lloyd Wright to design a weekend home for his family near a waterfall on property they owned outside Mill Run, Pa. Months dragged by without news of progress – and finally an irate Kaufmann called Wright to say he was driving to Wright's office and that he wanted to see a design by the time he got there!

Wright had yet to put pen to paper, but he must have been thinking about the project nevertheless. By the time Kaufmann arrived, Wright had drafted out initial design plans for the house. The concept was stunning. Wright had designed a home **ON** the waterfall, rather than by it.

Today the home, named "Fallingwater" is managed by the West Pennsylvania Conservancy as an icon of American architectural design and a masterpiece of twentieth century art.

Kaufmann's department store in Pittsburgh sold Frigidaire appliances. It comes as no surprise to learn that a Frigidaire Imperial Cyclamatic CTI-150 stands in Fallingwater's kitchen. The appliance was introduced in 1952 and it offered automatic defrosting for the refrigerator compartment. While icon of design and masterpiece of art are not words we would use in connection with the Cyclamatic, we are proud of the fact that a very nice piece of 50s era industrial design is associated with this magnificent home. The association appears to be more than just a purchase by



Photo courtesy of the West Pennsylvania Conservancy

Kaufman – Wright's original designs for the home actually specified "Frigidaire" on his North elevation of the kitchen. So, in a small way, we were part of the architect's vision for Fallingwater.

Late in October, the curator of Fallingwater told us that the home was undergoing its first major restoration. The Cyclamatic was in need of repairs

and EHP was contacted for parts and service advice. It is not uncommon for EHP to honor an out of date warranty – so we said yes. Many Cyclamatics are still working today (August/September bulletin, Page 10), so an effort has begun to locate spare parts and plan the first service call to determine what problems the Fallingwater Cyclamatic may have. We'll update you in a future article. — Mark Newell



Photo courtesy of the West Pennsylvania Conservancy

Consumer Survey Statistics

In January 2003, Electrolux began organizing our work around Consumer Survey responses. Consumers are randomly selected from those who have had a recent experience with one of our Independent Authorized Servicers.

Currently, we are tracking a high response rate of consumer surveys. The information we receive allows EHP to recognize those servicers who are providing stellar service to our consumer base. On the other hand, we can review those

who received poor ratings and identify ways to make improvements. Also, EHP can determine who may need additional technical training or which geographical areas may have special needs.

These surveys ultimately provide a means for the consumer to 'speak,' and it is our responsibility to 'listen.'

Since July 1, 2003, all authorized servicers have had the ability to check their individual performance surveys via www.servicebench.com.

January 01, 2003 to November 15, 2003

1. Overall, how would you rate the service you received from our Authorized Service Company?		
RATING	TOTAL RESPONSES	PERCENT EACH
Excellent	14431	59.7%
Good	6915	28.6%
Poor	2339	9.7%
No Service Performed	499	2.1%
Grand Total	24184	100.0%

2. How satisfied were you with the speed of the service provided?		
RATING	TOTAL RESPONSES	PERCENT EACH
Very Satisfied	13955	57.6%
Satisfied	7137	29.4%
Dissatisfied	3152	13.0%
Grand Total	24244	100.0%

3. Following your call for service, how long before the service technician arrived?		
RATING	TOTAL RESPONSES	PERCENT EACH
1 - 2 Days	13100	55.3%
3 - 4 Days	5968	25.2%
5 - 7 Days	2695	11.4%
8 or more	1939	8.2%
Grand Total	23702	100.0%

4. How many trips were required to complete the repair?		
RATING	TOTAL RESPONSES	PERCENT EACH
1	12464	53.2%
2	8036	34.3%
3	1675	7.2%
4 or more	1236	5.3%
Grand Total	23411	100.0%

5. How would you rate the technician who serviced your product?		
RATING	TOTAL RESPONSES	PERCENT EACH
Excellent	16252	67.9%
Good	6193	25.9%
Poor	1473	6.2%
Grand Total	23918	100.0%

6. Would you use this Authorized Service Company again or recommend them to others?		
RATING	TOTAL RESPONSES	PERCENT EACH
Yes	20947	88.4%
No	2762	11.6%
Grand Total	23709	100.0%

7. If you called our Customer Service Department, how satisfied were you with our performance?		
RATING	TOTAL RESPONSES	PERCENT EACH
Very Satisfied	8763	50.0%
Satisfied	6369	36.4%
Dissatisfied	2383	13.6%
Grand Total	17515	100.0%

8. Would you recommend the Frigidaire brand of products to others?		
RATING	TOTAL RESPONSES	PERCENT EACH
Yes	17840	80.7%
No	4273	19.3%
Grand Total	22113	100.0%

'Dispatch' cont'd

increasing the amount of service calls you receive. Other benefits and features of the Dispatch program include: Ease of integration with many business management systems, a wide range of search and look-up features, a complete set of management tools, as well as the fact that Service Bench provides the Dispatch service to you at no charge – yes, *it's free!*

As a whole, the Dispatch system provides service companies with the ability to receive, process, manage and track your service requests. It allows you to control your service schedule and adjust it to your business demands. You determine openings in your schedule, and your appointment mix can be changed at any time. On top of all these features, you also have control over updating your published service rates and the geographic areas that you cover.

Signing up for Dispatch is easy. You only need to contact Service Bench - via email at help@servicebench.com or via the telephone at 877.472.3624 - and mention that you would like to sign up. Take the first step towards streamlining your business and increasing your profitability today! This is just another example of how EHP is leading the industry in passing along technological advances to its nationwide network of independent servicers.



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Inside Frigidaire's 'Precision Wash System'

Even though our new, quiet, water efficient dishwasher system was introduced in 1996 - consumers are still calling, expressing concern that the spray arms are not circulating properly. This misconception has in turn prompted EHP engineer **Bob Kenworthy** to explain the technology behind Frigidaire's 'Precision Wash System.'

The 'Precision Wash System' used in all of our duel spray arm dishwashers, stands out as very quiet while in operation for a household product. The normal sound associated with spraying water in a dishwasher has been reduced by using alternating spray arms through out an entire wash cycle. This alternating wash system also reduces the amount of water needed to clean dishes to only 1.2 gallons of water in the wash and rinse phases of a complete cycle. Although this wash system has been around since 1996, it is very new to a large number of service technicians now servicing our products. For that reason it maybe helpful to explain how 'The Precision Wash' system works along with how to check its operation.

When servicing the Precision Wash system, the first change you will notice is the small amount of water found in the tub after the water valve shuts off. The normal amount of water in the tub at the end of the fill cycle will be to the point where the heater mounting brackets attach to the plastic tub. On all of our dishwashers, the float - in the front left corner of the tub - is not used to determine water level, but acts only as a safety in case of an over-fill or a no-drain situation. This wash system uses a timed fill and a flow washer in the water valve to maintain water level.

Once the fill cycle is complete, the wash pump starts and water is pulled into the intake of the sump assembly - then directed to the right side of the sump. The wash pump rotates in a counter-clockwise direction, forcing water into what is called a 'volute cover.' This cover houses a small check ball resting at the bottom of a ramp, molded into the sump, where the check ball is covering an opening, which leads to the center spray arm. The check ball does not completely close off this opening, a small amount of water bypasses the ball, and exits the sump into a delivery tube mounted to the right side of the tub. The majority of the water - which fills the volute cover - now exits out the center

top of the cover into the lower spray arm. This water under pressure forces the lower arm to turn so cleaning is performed from the lower arm. All spraying will be from the lower arm in the pre-wash and all rinses before the main wash cycle.

Changing of the spray arm begins in the main wash cycle, and continues through the final rinses to the dry cycle. The main wash cycle washing action starts as before, with water entering the volute cover and the majority of the water exiting into the lower spray arm. At this point, the water pressure in the volute cover is holding the check ball tight into the opening on the right side of the sump. As it comes time to change the spray from the bottom spray arm to the center spray arm, the timer or control pauses the wash pump for a fraction of a second. The water pressure holding the check ball into the hole is removed - and this makes the check ball free to move. Gravity now pulls the water that has collected in the delivery tube back into the sump.

As this water returns, the check ball travels up the short ramp and away from the opening. As quickly as the wash pump stopped, it now restarts - this time finding the check ball away from the opening it was covering. As the pressure returns, water now is in front of the check ball - this forces it up into the opening for the lower spray arm. Water now exits the hole in the right side of the sump, enters into the delivery tube, travels to the top of the tub, thus re-entering the tub, and finally sprays into a funnel mounted in the center of the upper rack. The center spray arm is mounted to the under side of the upper rack, water under pressure enters from the top into the center arm the arm begins to turn. The changing of the spray from bottom to center will continue through the remainder of the cycle about every 90 seconds. To check the wash system and see the changing of the arms can be done in two ways: manually, or by setting the timer and allowing it to

continued on page 11

Range Products

Chattering Oven Light Relay

Models:	PLES389ACA,	PLES389ACB,	PLES389ACC,	PLES389ACD,	PLES389CCA,
	PLES389CCB,	PLES389CCC,	PLES389DCA,	PLES389DCB,	PLCS389ACA,
	PLCS389ACB,	PLCS389ACC,	PLCS389ACD,	PLCS389CCA,	PLCS389CCB,
	PLCS389CCC,	PLCS389DCA,	PLCS389DCB,	GLES388ASA,	GLES388ASB,
	GLES388ASC,	GLES388ASD,	GLES388ASE,	GLES388CSA,	GLES388CSB,
	GLES388DBA,	GLES388DQA,	GLES388DSA,	GLED388ASA,	GLED388ASB,
	GLED388ASC,	GLED388ASD,	GLED388CSA,	GLED388CSB,	GLED388DBA,
	GLED388DQA,	GLED388DSA,			

Problem: The interior oven light flickers and/or the electronic oven control (EOC) *oven light relay* chatters when opening or closing the oven door. ***This ONLY applies to products that have an ON/OFF oven light key pad incorporated into the EOC.***

Solution: Replace original light switch 318089911 or 318089914. All inventory of these switches have been inspected and corrected.



Parts: Ordered from Division 22, Source 790, **PN 318089914**

Select 'Non-Self Cleaning' Gas Range Models - Burner Grates 'slide out' of Grate Recess Area on Main Top

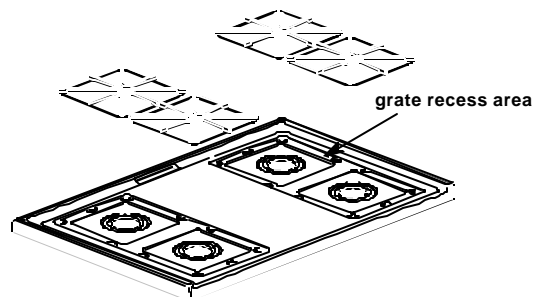
Models:	CFGF316BSx	FPF312BSx	FGF312BSx	GGF316BSx	FGF316ASx
	TGF317AWx	FGF316BSx	TGF317BWx	FLF316CSx	

Serial Numbers Affected: VF300XXXXX through VF325XXXXX

Problem: The top surface burner grates, mostly on the right side, have the potential to slide out of the recess area of the main top.

Solution: Replace the main top.

Parts: White: **PN 316104401**
Bisque: **PN 316104412**



Range Products

Recommended Tools - for servicing gas cooking appliances

The following list of instruments is considered to be essential equipment for technicians servicing Electrolux cooking products.

Proper testing and diagnostic procedures are not possible without these tools.



- Volt/ohm Meter (pictured)
Must be capable of measuring resistance from 0 to 2 meg ohms and a voltage measurement of 0 to 500 volts AC. This usually requires a meter that utilizes a 9 volt battery. Either digital or analog meters are acceptable however most technicians find analog meters easier to use.

- Clamp on Amp Meter
Should be capable of measuring from 0 to 60 amps.

- Temperature Meter
Should be high quality with thermocouple or electronic "K-type" test probe. Capable of temperature readings up to 1000 degrees Fahrenheit.

Additional instruments that a technician will need to have access to at various times include the following:

- Combustible gas leak detection meter.
- U Tube Manometer (*or equivalent testing device*)
For measuring LP and Natural gas line pressure on gas appliances. Measurements must be in IWC (inches water column).
- Carbon Monoxide (CO) Detection Meter
Must be capable of measuring from 0-1000 PPM (parts per million).
- Microwave Leak Detection Meter

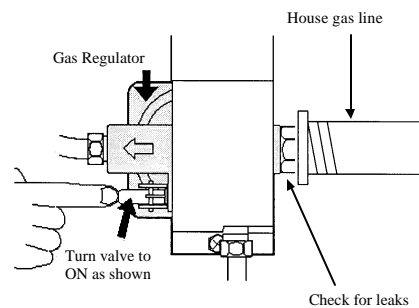
Range Products

NO Gas to Oven / Broiler Burners

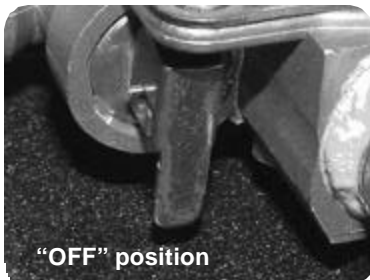
Problem: New range just installed and the oven and/or broiler burner will not light even though the range cooktop burners work fine.

Solution: Check the shut-off valve on the gas regulator to make sure that it is in the ON position (see diagram). Be sure to check for leaks at the connection point between the regulator and the house gas line. Spray the connection with Bubble Leak. The presence of bubbles indicates a leak. Make sure that you use pipe sealing compound on the connection threads.

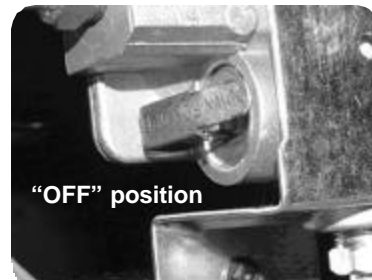
Note: Make Certain the Shut-Off Lever is set to the ON position.



Pressure regulator located under cooktop right rear corner.



Pressure regulator located at lower rear of range left side as viewed from rear.



Refrigeration Products

Food Grade Silicone

Problem: Servicers are indicating the need for a lower-cost food grade silicone for refrigerator water-related applications; including repair of water line fittings, various icemaker components, and water filter O-ring lubrication.

Cause: Current food grade lubricant can be expensive for servicers to use in refrigerator repairs.

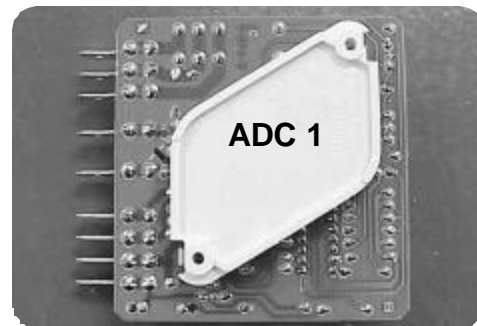
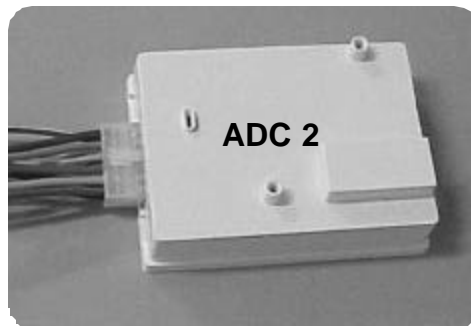
Solution: Use lower cost food grade lubricant, part #5304435999. This is supplied in a 10 oz. aerosol can and meets all NSF and FDA requirements.

Side by Side Refrigerators with Bad ADC's

Problem: Side by Side Refrigerators not defrosting due to a bad ADC.

Cause: The old ADC could go into vacation mode when it did not meet the required criteria for vacation mode.

Solution: The ADC 2 went into production in August. There is now a kit: part number 5303918302 has the ADC2 part number 241508001 and wire adapter part number 241527001. This kit will allow you to install the ADC2 in place of the ADC1.



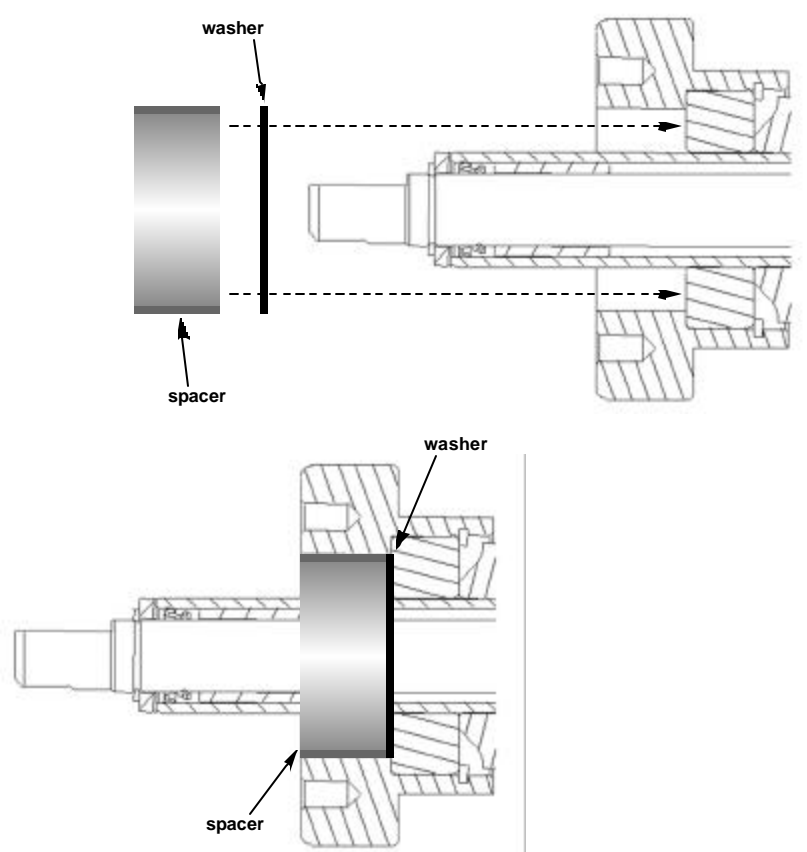
Wet Products

Top Load Washer Transmission Update

Problem: Field Service reported that replacement transmissions were received without the washer and spacer located below the one-way bearing.

Cause: The Supplier of the one-way bearing recommended removal of the spacer and washer due to process controls implemented in the manufacture of the bearings. EHP review of component data on control of the critical characteristics provided by the supplier as well as Comprehensive Design Verification testing at the factory has shown the washer and spacer are no longer needed. As of 7/21/03, replacement and production transmissions do not have the washer and spacer located below the one-way bearing.

Solution: Install replacement transmission without the spacer and washer as these parts are no longer required. (refer to the diagram below)



Name	Reason For Call	Phone Number	Fax Number
Customer Assistance Center	Any Consumer Issue	706-860-4110	706-651-7135
Credit Department	Balance on Account Need Invoice	614-825-0849	614-781-9312
Damage Claim Center	Return Authorization Damage Claims Damage Allowances	800-456-4669 (Option 1)	706-651-7715
Dealer / Distributor	Allowances	800-456-4669 (Option 2)	706-651-7054
National Locator	Parts, Service, Dealer, Manuals	800-444-4944	
Parts Department	Parts Questions	800-599-7569 (Option 2)	706-869-9096 706-228-4598
Product Specialist (DDPS)	Product Exchange	800-456-4669 (Option 2)	706-651-7135
Service Assistance Center (SAC)	Wiring Diagram Technical Feedback Territory Manager Pay Increase Technical Specifications	888-842-3660 option 1 for refrigerators, freezers, air conditioners or dehumidifiers option 2 for cooking option 3 for laundry or dishwashers option 4 for territory administrator option 8 to repeat	
Service Contract NOTE: This information is also available by logging onto ServiceBench.com or Frigidaire.com	Contact Status Number Type Model/Serial Number Expiration Date Full Coverage Deductible	888-842-3660 (Option 4)	706-651-7735
Warranty NOTE: This information is also available by logging onto ServiceBench.com		888-842-3660 (Option 4)	706-651-7735

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change on its own. First you can change the spray action manually. The way this is done is to allow the dishwasher to fill with the proper amount of water, which allows the wash motor to start. The water spray will be from the lower spray arm, you must allow it to spray from the bottom for at least 25 to 30 seconds before continuing, this allows enough water to enter the delivery tube for the ball to change.

After this period of time, lightly push in on the top of the dishwasher door. This does two things: first it will keep the door from moving out, and second it will release pressure on the door latch. Now depress the door latch handle. This opens the door switches, stopping the wash pump. As soon as the pump stops, release the latch handle and allow the pump to restart. If done properly, you will hear a difference to the spray sound in the tub - which is due to the spraying now coming from the center arm.

The first time you try this you may need to repeat the operation to get the arms to change. One caution: you must not open the door. By opening the door, the

pump will stop for too long - which can allow the ball to fall back to the right side opening.

The second way is to allow the ball to change by itself. On timer models, turn the timer dial to the beginning of the light, short or china cycles. This is where the main wash is located. With the timer set in this cycle, close and latch the door - the drain pump will start. The changing of the ball starts after the second fill. With the drain pump running, slowly advance the timer through the first drain, fill, and pre-wash to the second drain. Once this point has been reached allow the timer to advance on it's own from here. The dishwasher will fill, the wash pump starts, then if the detergent dispenser is closed you will hear the snap of the detergent door opening. After the detergent door opens the changing of the arms will start. If the product is an electronic model the best way to have the arms change automatically is to set the control into the water test cycle, this advances the control through all cycles including the changing of the spray arms.

— Bob Kenworthy

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