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KEEPING PROBLEM APPLIANCES FACILITATES SOLUTION

If you are having problems with a major appliance, keeping the appliance available makes assistance from the manufacturer more likely. Regardless of the type of problem, the appliance should be available during the complaint process in the event the manufacturer wishes to repair or to buy back the appliance.

To resolve problems with your appliances, the following steps are suggested:

First contact the authorized service agency trained to repair the brand you own. Obtain a written diagnosis of the problem, a list of the parts required to repair it and an estimate of the costs for both parts and labor.

Second, write the manufacturer's main customer relations office outlining your complaint. You can usually find the manufacturer's address in the Use and Care manual that came with the appliance. Clearly describe your problem, including the model and serial numbers of your appliance, proof of purchase and a copy of the written diagnosis provided by the authorized service technician.