



"Proudly Serving Military Families"

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DATE: June 18, 2010
TO: Military Agents of National Forwarding and Affiliates
FROM: Kevin Spealman, Vice President, Claims and Customer Service
SUBJECT: **Front Load Washers**

As a follow-up to our recent correspondence communicating our policy on front load washers, we wanted to pass on all of the information that we have obtained that may be of assistance to you in obtaining and installing the shipping bolts. We are aware of the fact that most of you have already been performing this service for quite some time, but in the event that this information may be of use to you, we wanted you to be aware of some of the means at your disposal to perform this function.

We are aware that this places an additional burden on you as an agent, particularly in light of SDDC's position that there shall be no compensation under DP3 shipments. We will reimburse you (see policy for details) for the parts nevertheless and absorb those costs. On one hand, we realize the additional burden. On the other hand, the government has determined that these washers are common, and that movers should all know how to handle them.

We realize also that the "It's Your Move" booklet on www.move.mil states that the shipper should get the bolts. However, our experience thus far has shown that it is a bad idea to simply rely on the customer to get the bolts. Sometimes they just don't do it. If the customer does indicate their willingness to get the bolts, there must be follow-up, and you would need to be able to step in at a moment's notice to supply the bolts. That's one reason why we feel it is necessary for the origin agent simply to take the responsibility for it if the member doesn't already have them. Regardless, just asking the service member to do it and then forgetting about it is not an option.

The first step, if this has not been part of your company's services before, is to appoint someone within the organization to be your "expert" on front loading washers. To obtain the bolts, here are some of the options open to you. Keep in mind that since ordering the bolts takes time, internet sites are only useful when the pre-move survey is done far enough in advance of loading.

- Local hardware stores and some Home Depots
- Go to www.SearsPartsDirect.com to order the parts – this site is not limited to Sears/Kenmore washers, but you will need the make and model number
- Local 3rd party companies
- Some National/Worldwide 3rd party companies may also be able to sell you just the kit (cost may be inflated but it's still an option)
- Referrals from other local agents
- The "LITKIT" – go to <http://www.litco.com/litkit/index.htm> for more info (this can be used instead of bolts and will work for any machine) – if used, the sticker that goes on the machine must also be used to alert the delivery crew to remove at destination

Here's some info for when the member has the kit and you need additional information on how to install the bolts:

- Most instruction manuals can be found online at managemylife.com. (Need to know Brand and Model #) The website is easy to navigate; from the home page you click on manuals, then the brand, then residential washers. It will list all manuals available with the corresponding model # (kits also come with instructions)
- Most FLW's have four bolts, some the occasional two. Some also need spacers, washers, and clamps. All necessary parts come in the kit; including the wrench needed to put on or take off bolts (most common wrench size seems to be 3mm). Without appropriate wrench, you risk stripping the bolts
- Two men are needed to install bolts; one to line up the drum, one to screw in bolts. Approximate installation of kit is 20 minutes.

Our company, and indeed the entire moving industry, emphatically disagrees with the government's position to exclude compensation for this service from DP3 shipments. AMSA and IAM are still working to try and convince government authorities that their position is not in anyone's best interests. In the meantime, however, we have to do the best we can to work with the situation. We sincerely appreciate your cooperation.

The following pages provide some more detailed information to assist you.

KS/Ig
Attachment

FRONT LOADING WASHER INFORMATION
(Top 10 Brands)

- Most front load washers have 4 bolts, some the occasional 2. Some also need spacers, washers, and clamps. All the necessary parts come in the kit needed to secure the washer including the wrench needed to put on or take off bolts. The most common wrench size is 3mm and without the appropriate wrench you risk stripping the bolts.
- Approximate installation/removal of kit takes about 20 minutes
- The information is provided for agents to make contact with a *live representative*. Make sure to have the **make** and **model number** when calling.
- Estimated prices for kits do not include shipping/handling charges and possible excessive costs for overnight service.

AMANA

Kits range from \$10.00-\$30.00

Ph: 866-616-2664

The automated system asks for home phone numbers, etc. To bypass ignore or say NO then follow the steps

Dial option #2

Dial option #2

BOSCH

Kits range from \$15.00-\$40.00

Ph: 800-944-2904

Dial option #3

ELECTROLUX

Kits range from \$15.00-\$40.00

Ph: 877-435-3287

Dial option #2

FRIGIDAIRE

Kits range from \$15.00-\$40.00

Ph: 800-374-4432

Dial option #3

Dial option #1

Enter the customer's zip code and they will give you a list of local places that carry the parts

GE

Kits range from \$15.00-\$40.00

Ph: 877-959-8688

Dial option #4 for a local dealer

Dial option #6 if you would like to order directly from GE

KENMORE

Kits range from \$15.00-\$40.00

Ph: 888-KENMORE (888-536-6673)

Dial option #2

LG

Kits range from \$20.00-\$40.00

Ph: 800-243-0000

Dial option #2

MAYTAG

Kits range from \$15.00-\$40.00

Ph: 800-344-1274

The automated system asks for home phone numbers, etc. To bypass ignore or say NO then follow the steps:

Dial option #2

Dial option #2

SAMSUNG

Kits range from \$20.00-\$50.00

Ph: 800-726-7864

Dial option #1

Dial option #3

WHIRLPOOL

Kits range from \$15.00-\$50.00

Ph: 866-698-2538

After saying AGENT twice, say WASHER and you will be transferred to a rep