


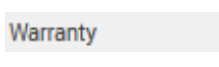

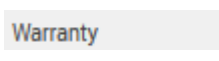


Service Type

- In-Home (IH) = Regular
- Stock Repair In-Home (SI) = Builder Ticket
- Stock Repair (SR) = Dealer Service
- Demo (DM) = Dealer HA service Cosmetic issue
(Home Depot, Lowe's, Best Buy etc.)
- Inspection (IS) = Can **NOT** use any parts under inspection ticket
- Recall (RC) = Recall part cover ONLY
- Insurance (IU) = EPP ticket (Normal service)
- Pick Up Service (PS) = TV Pick Up
- Phone Fix (PF) = ~~NO LONGER DO~~
- Carry In = ~~WE DON'T SERVICE~~

Warranty Terms

In-Home & Out-of-warranty

-   One time Extension (P) = Parts cover only (Collect money for Trip, Labor)
-   One time Extension (L) = Labor cover only (Collect money for Parts)
-   Out-of-warranty = Collect money for Trip, Labor, Parts

OTWE or OTWA = One-Time Warranty

OTWET = Dryer & Washing machine warranty

OTWEU = Pre-Paid Warranty

OTWER = Ice maker coverage only (IR Kit or PCB, Ice maker, Ice tray,)

(Any other Parts Need to get approval from T/S (Filter case, Ice route, etc.) OTWER TICKET.)

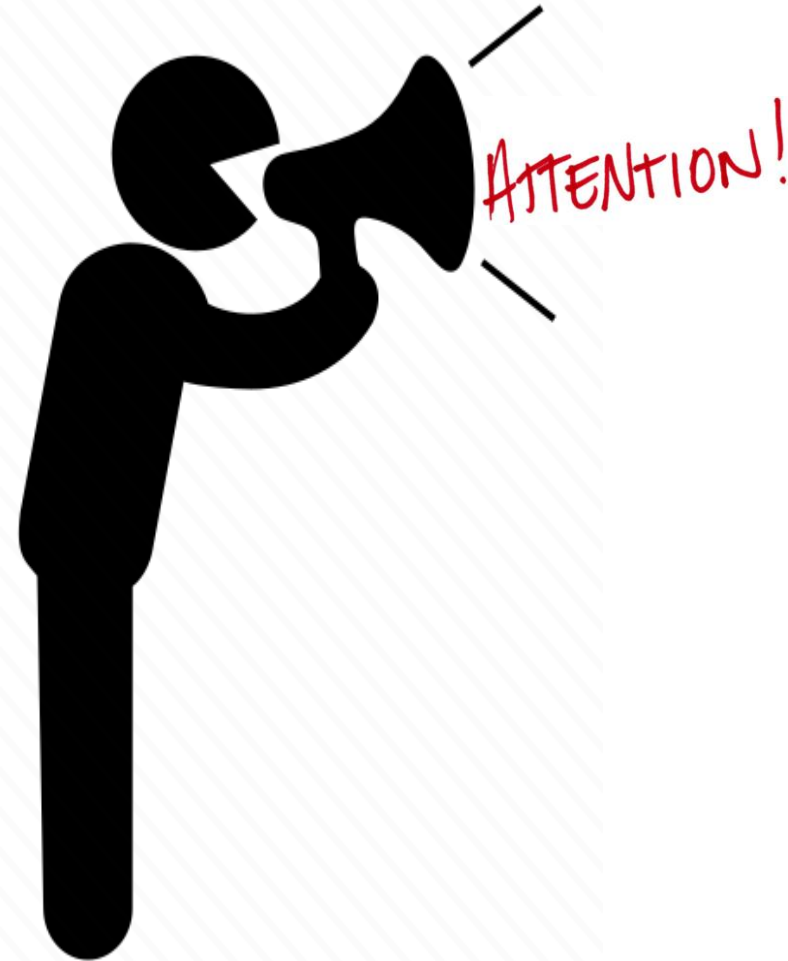
OTWEN = Ice maker cover ONLY for 2 YEARS from DOM (Date Of Manufacture).

(After 2 YEARS from DOM We need to treat ticket as OOW.)

POP Needed = MUST check customer receipt.

CARE 1 = Out Of Warranty ticket.

⚠ REDO COUNT STATUS ⚠



- **Count as REDO**

- PART COVER ONLY, LABOR COVER ONLY
- (IW) another Tech to (IW),
First Tech who complete ticket will get REDO
- Whichever tickets we collect money from Samsung
will count REDO

- **NO count as REDO**

- Out-of-warranty (OOW) to Extend warranty (EXT)
- In-warranty (IW) to Out-of-warranty (OOW)
- Status under different than IN-HOME
- Stock Repair, Stock IH Repair, Demo Service, Inspection



* We are NOT going back out for SR redo.*