



A NEWSLETTER FOR NATIONAL VAN LINES SERVICE PROVIDERS

Front Loading Washing Machines

Front loading washing machines are becoming more and more common in commercial (COD & National Account) shipments today. We are finding that it is very important that these units be “prepped” correctly prior to transport.

Most units come with “if you move this” instructions—so please be sure that you research the specific model and plan accordingly.

Some units have bolts that are removed by the original delivery crew that are to be reinstalled if the unit is relocated. If the customer no longer has these bolts, here are some suggestions where you can find them:

- Local hardware store.
- 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 third party companies.
- Some National/Worldwide third 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 information (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.

- Third party relocation services such as CSNS Relocation (www.csnsrelo.com) or A.E. Worldwide (www.aeworldwide.us) can also service washing machines.

The important thing is that the tub must be stabilized so that it does not move during transport.

If the customer already has the bolts or a kit, here is some information on how to install:

- Most instruction manuals can be found online at www.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 front load washers 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 is 3mm). Without the appropriate wrench, you risk stripping the bolts.
- Two men are needed to install the bolts; one to line up the drum, one to screw in bolts.
- Approximate installation of kit is 20 minutes.

The following information about the top ten brands of front loading washers is provided for agents to make contact with a *live representative*. Make sure to have the make and model number when calling.

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AMANA

Kits range from \$10-\$30

Phone: 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-\$40

Phone: 800-944-2904

Dial option #3

ELECTROLUX

Kits range from \$15-\$40

Phone: 877-435-3287

Dial option #2

FRIGIDAIRE

Kits range from \$15-\$40

Phone: 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-\$40

Phone: 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-\$40

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

Dial option #2

LG

Kits range from \$20-\$40

Phone: 800-243-0000

Dial option #2

MAYTAG

Kits range from \$15-\$40

Phone: 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-\$50

Phone: 800-726-7864

Dial option #1

Dial option #3

WHIRLPOOL

Kits range from \$15-\$50

Phone: 866-698-2538

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

Some Agents have also learned (the hard way) that a lot of the newer model washing machines (front or top load) now have no cover on the bottom. This means that the pump sits just inches from the bottom of the tub and is exposed. If you are not very, very careful when you use a dolly, it is possible to hit the bottom of the pump and crack it.

Some suggestions on how to handle a washing machine that has no cover on the bottom are:

1. Litco International offers a LitSkid, which is a cross-laminated, corrugated pad that slides underneath the washing machine.
2. Place a piece of plywood underneath the washing machine.
3. Strap the washing machine on an appliance dolly.

Again, the important thing is that you pay attention to the type of unit you are handling and that the proper precautions are taken.

If you have any questions regarding this matter, please do not hesitate to contact Shelly Zachary (800) 323-1962 ext. 1975 or Customer Service at (800) 333-6851.

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