

2023 - Speed Queen Service Procedures

All Units *must* be looked at by a servicer before a scrap or exchange will even be considered that includes units in dealer's warehouse.

All Speed Queen Issues (Excluding concealed damage) where a return/scrap is being requested ***must*** include the following information when originally submitted:

- A. Original Consumer Invoice (Including model and serial number)
- B. All Service paperwork/documentation
- C. If it's a parts backorder must have Speed Queen/Alliance Parts order number (will start with a 309 or 003). Not the parts distributor order number or PO.

Once this information in its ***entirety*** is submitted, Potter will send into Speed Queen for an exchange and field scrap approval.

Potter will let Dealer know when a reply is received from Speed Queen with the resolution and next steps. Please Note it is solely Speed Queen's discretion to approve an exchange/scrap and usually requires three separate service/warranty calls before they will even consider an exchange.

****If unit is exchanged prior to approval from Speed Queen unit needs to be serviced at dealer's location****

Service

It is the consumer/dealer's responsibility to set up any service calls (Potter does not set up service).

All Authorized service companies can be found on Speed Queen's service locator on the website (link below):

<https://speedqueen.com/support/find-service/>

If no servicer listed in the area of the unit, contact the warranty department at Speed Queen Directly for additional available servicers:

800-552-5475

****Please note Potter Distributing does NOT pay and is not responsible for service/warranty calls performed on a unit unless dealer has received prior written approval directly from Potter****

Parts

All cosmetic parts can be ordered directly by your Potter Territory manager, and must include model, serial number and picture of damage on unit.

****There is NO allowance/reimbursement to replace/install cosmetic parts and this is not covered under warranty****

Damage Allowances

Please forward all information for any damage allowance directly to:

tarav@potterdistributing.com

Must include the following information for all allowances:

Model

Serial Number

Picture of damage on unit

(Front Panel and Top Damage: \$90.00, Side Panel Damage: \$70.00, Base and Back Panel Damage: \$50.00, please note these are the maximum per Speed Queen policy.)

