

FAQ: Samsung Top Load Washing Machine Cleaning & Maintenance Service

1. How do I sign up for the complimentary cleaning and maintenance service?

Please call in to our Customer care hotline 1800-SAMSUNG (7267864) or email to washerpromo@samsung.com for assistance. You can also log on to www.samsung.com/sg/washpromo after 15 May 2017 to register via our online form. Our appointment slots are from Mon to Fri (9am to 6pm) and on Saturday (9am to 1pm), subject to availability based on a first-come-first-served basis.

2. How many times can I register for the complimentary cleaning and maintenance service?

Each household is eligible for this one time complimentary cleaning and maintenance service per eligible Samsung Top Load washing machine.

3. Can I sign up for more than 1 cleaning and maintenance service if I have more than 1 washing machine at home?

Yes, if you have more than 1 eligible Samsung Top Load washing machine at home. Every eligible washing machine is eligible for this one time complimentary cleaning and maintenance service.

4. What does the complimentary cleaning and maintenance service include?

This service encompasses the cleaning of the detergent box, cleaning of the Magic Filter, basic cleaning and check on the top cover interior. On top of these services, we will also be giving you a complimentary packet of drum cleaning power with instruction kit.

5. Can I request for additional cleaning services to be done on top of what Samsung is offering?

This service is limited only to the cleaning of the detergent box, cleaning of the Magic Filter, basic cleaning and check on the top cover interior.

6. Which models of washing machines are eligible for this complimentary cleaning and maintenance service?

All Samsung Top Load washing machines that were purchased from authorised resellers in Singapore are eligible for this service, except for WA10J5730SS, WA10J5750SP, WA11J5750SP, WA13J5750SP, WA16J6750SP, WA10F5S5QWA, WA11F5S9MTA, WA80F5S7MTA, WA85F5S3QRY, WA90F5S5QWA & WA90F5S9MTA.

7. Why are not all washing machines eligible for this complimentary cleaning and maintenance service?

We are running this programme in appreciation of the support from our customers, and this service is applicable for Samsung Top Load washing machines that are not as water efficient but the users are not ready to upgrade to a more water efficient Samsung washing machine yet.

8. If I have a front load washing machine, can I also request for this complimentary cleaning and maintenance service?

This service is applicable only for selected Samsung Top Load washing machines only.

9. How much is the cleaning and maintenance service worth? If I have a front load washing machine, can I request for a cleaning & maintenance service? I am willing to pay for this service.

This service is worth up to \$100 and is applicable only for selected Samsung Top Load washing machines.

10. How long is the duration for the cleaning and maintenance service?

The service takes around 30 minutes.

11. I have missed the registration period, what can I do?

Please call in to our Customer care hotline 1800-SAMSUNG (7267864) or email to washerpromo@samsung.com for assistance.

12. What happens after I have filled in my particulars and registered my interest for the complimentary cleaning and maintenance service?

Our Customer Care will contact you within 3 working days to confirm your appointment, subject to availability based on a first-come-first-served basis. Upon confirmation of your appointment, our service engineer will visit your premises and provide our cleaning and maintenance service for your washing machine.

13. It has been 3 working days but I have not received a call from Samsung. What should I do?

Please call in to our Customer care hotline 1800-SAMSUNG (7267864) or email to washerpromo@samsung.com for assistance.

14. I would like to change my preferred service date. What should I do?

Please call in to our Customer care hotline 1800-SAMSUNG (7267864) or email to washerpromo@samsung.com for assistance.

15. How do I qualify for a free replacement of filter?

Replacement of filter is solely at the discretion of our service engineer after checking the condition of your filter.

16. Is the date and time I choose on the form confirmed?

The date and time which you have chosen are subject to slot availability. Our Customer Care will contact within 3 working days to confirm your appointment.

17. I missed my appointment, can I reschedule?

Yes. Please call in to our Customer care hotline 1800-SAMSUNG (7267864) or email to washerpromo@samsung.com to reschedule.

18. What are the available date and time slots for the cleaning and maintenance service?

Service dates are from 2nd May 17 to 30th June 17. Our appointment slots are from Mon to Fri (9am to 6pm) and on Saturday (9am to 1pm), subject to availability based on a first-come-first-served basis. Please call in to our Customer care hotline 1800-SAMSUNG (7267864) or email to washerpromo@samsung.com to arrange an appointment. You can also log on to www.samsung.com/sg/washpromo after 15 May 2017 to register via our online form.

19. Can I have additional packet of drum cleaning powder?

As we have limited stock available, we can only provide one packet per household. We appreciate your understanding on this. You may purchase similar drum cleaning powder from a local supermarket.

20. I have another newly bought washing machine. Can you do this service for that washing machine also?

This service is applicable only for selected Samsung Top Load washing machine models eligible for this promotion. You may call in to our customer care hotline 1800-SAMSUNG (7267864) to check if your newly purchase washing machine is eligible.

21. Can I request for this service again next time?

This service is available only during this promotional period.

22. What is this program about?

In appreciation of your loyal support for our washing machine, we are offering a one-time complimentary cleaning and maintenance service to you. This service encompasses the cleaning of the detergent box, cleaning of the Magic Filter, basic cleaning and check on the top cover interior. On top of these services, we will also be giving you a complimentary packet of drum cleaning power.

23. How do I check if my Samsung top load washing machine qualifies for the complimentary cleaning and maintenance service?

All Samsung Top Load washing machines that were purchased from authorised resellers in Singapore are eligible for this service, except for WA10J5730SS, WA10J5750SP, WA11J5750SP, WA13J5750SP, WA16J6750SP, WA10F5S5QWA, WA11F5S9MTA, WA80F5S7MTA, WA85F5S3QRY, WA90F5S5QWA & WA90F5S9MTA. The model number can be found at top left corner of the Washing machine or at the back of the washing machine (<http://www.samsung.com/sg/support/skp/faq/1121858>)

24. What information do I need to provide to make an appointment for the cleaning and maintenance service?

You need to provide the model number of your existing eligible Samsung Top Load washing machine. Upon confirmation, you need to provide your name, contact number, email address, full address and preferred service date to make an appointment.

25. What if your Service Engineer visits my home and tells me that my Samsung Top Load washing machine is not eligible for the cleaning and maintenance service?

As the complimentary cleaning and maintenance service is only applicable for eligible Samsung Top Load washing machines, the Service Engineer will not proceed with the cleaning and maintenance service if your washing machine is not eligible.

26. I have decided to opt for a trade-in instead of the cleaning and maintenance service. What should I do?

You can visit any major consumer electronic stores or Samsung authorized retailers to enjoy the trade in offer as long as you own a Samsung Top Load washing machine that is eligible for this promotion (excluding WA10J5730SS, WA10J5750SP, WA11J5750SP, WA13J5750SP, WA16J6750SP, WA10F5S5QWA, WA11F5S9MTA, WA80F5S7MTA, WA85F5S3QRY, WA90F5S5QWA & WA90F5S9MTA).