

## **FAQ: Samsung Washing Machine Cleaning & Maintenance Service**

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

Please log on to [www.samsung.com/sg/washpromo](http://www.samsung.com/sg/washpromo) to register via our online form or call in to our Customer care hotline 1800-SAMSUNG (7267864). 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 Samsung washing machine purchased from authorised resellers in Singapore

### **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 Samsung washing machine at home. Every Samsung washing machine purchased from authorised resellers in Singapore is eligible for this one time complimentary cleaning and maintenance service.

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

For Samsung top load washing machine, the service encompasses the cleaning of the detergent box, cleaning of the Filter, basic cleaning and check on the top cover interior.

For Samsung Front load washing machine, the service encompasses the cleaning of the detergent box, the pump filter and the rubber door seal.

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?**

For Samsung top load washing machine, the service is limited only to the cleaning of the detergent box, cleaning of the Filter, basic cleaning and check on the top cover interior.

For Samsung front load washing machine, the service is limited only to the cleaning of the detergent box, the pump filter and the rubber door seal.

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

All Samsung washing machines that were purchased from authorised resellers in Singapore are eligible for this service.

### **7. How long is the duration for the cleaning and maintenance service?**

The service takes around 30 minutes.

### **8. 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](mailto:washerpromo@samsung.com) for assistance.

**9. 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.

**10. 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](mailto:washerpromo@samsung.com) for assistance.

**11. 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](mailto:washerpromo@samsung.com) for assistance.

**12. 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.

**13. 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.

**14. 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](mailto:washerpromo@samsung.com) to reschedule.

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

Service dates are from 2nd May 17 to 31st December 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 log on to [www.samsung.com/sg/washpromo](http://www.samsung.com/sg/washpromo) to register via our online form or call in to our Customer care hotline 1800-SAMSUNG (7267864).

**16. 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.

**17. Can I request for this service again next time?**

This service is a one-time complimentary service available only during the promotional period from 2nd May to 31st July 17.

**18. Can I request for repair service during the cleaning and maintenance service?**

Please call in to our Customer care hotline 1800-SAMSUNG (7267864) for repair service assistance separately.

For Samsung top load washing machine, the service encompasses the cleaning of the detergent box, cleaning of the Filter, basic cleaning and check on the top cover interior.

For Samsung Front load washing machine, the service encompasses the cleaning of the detergent box, the pump filter and the rubber door seal.

**19. Am I eligible for the cleaning and maintenance service if my washing machine is out of warranty?**

All Samsung washing machines that were purchased from authorised resellers in Singapore are eligible for this service.

**20. 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.

For Samsung top load washing machine, the service encompasses the cleaning of the detergent box, cleaning of the Filter, basic cleaning and check on the top cover interior.

For Samsung Front load washing machine, the service encompasses the cleaning of the detergent box, the pump filter and the rubber door seal.

On top of these services, we will also be giving you a complimentary packet of drum cleaning powder with instruction kit.

**21. 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 Samsung washing machine that was purchased from authorised reseller in Singapore. 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>)

Upon confirmation, you need to provide your name, contact number, email address, full address and preferred service date to make an appointment.

**22. 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 washing machine that was purchased from authorised reseller in Singapore.