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Headquarters  
United States Army Installation Management Command,  
Europe Region  
Sembach, Germany

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Maintenance of Supplies and Equipment  
Domestic Appliance Repair, Replacement, and Turn-In

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**Summary.** This pamphlet provides information about appliance-repair services available through the Domestic Appliance Repair Contract.

**Summary of Change.** This revision adds—

- The provision that customers will be charged if they fail to clean appliances before a service call or before the appliance is picked up and the contractor has to clean it ([para 6](#)).
- The provision that customers will be charged if they miss a service call after the initial missed scheduled service call ([para 6](#)).
- Instructions for cleaning appliances ([app A](#)).
- A list of cleaning fees to be charged if the customer does not clean the appliance before a service call or before the appliance is picked up ([app B](#)).

**Applicability.** This pamphlet applies to Army in Europe personnel who have Government-owned appliances.

**Suggested Improvements.** The proponent of this pamphlet is the Furnishings Management Branch, Garrison Support Element, IMCOM-Europe (IMEU-GF, mil 544-4612). Users may suggest improvements to this pamphlet by sending DA Form 2028 to IMCOM-Europe (IMEU-GF), Unit 23103, APO AE 09136-3013.

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### 1. What is the Domestic Appliance Repair Contract?

The United States Army Installation Management Command, Europe Region (IMCOM-Europe), has contracts with European appliance-repair companies that guarantee your appliances will be quickly repaired or replaced if they break down. This contract covers Government-owned, stand-alone appliances for—

- Family housing.
- Private-leased housing.
- Government-leased housing.
- Nonappropriated fund (NAF) activities (household-type appliances (repair only)).

## 2. What equipment is covered by the contract?

Equipment covered by the contract includes only Government-owned—

- Dishwashers (will be gradually phased out).
- Freezers.
- Gas and electric ranges.
- Ice-making machines (free-standing).
- Microwave ovens (no repairs, replacement only).
- Refrigerators (also with icemakers).
- Washers and dryers.

The contract does not cover large, heavy-duty, food-service equipment in commissaries and dining facilities, nor built-in or industrial appliances.

## 3. What are my responsibilities when I have Government-owned appliances in my home?

You are responsible for remaining at home while the appliance is in use. You also must turn off faucets for washers and dishwashers before leaving your home to prevent water damage from burst water hoses or defective faucets.

When requesting repair, issue, or turn-in of a household appliance, you must be home for your appointment. If you cannot be home, you must notify the DPW workorder section ahead of time or make arrangements with a trusted neighbor to ensure the repair worker has access to your appliance. [Paragraph 11](#) provides details on missed appointments.

Perhaps the most important thing you can do is to treat your appliance with proper care and keep it clean. Dirty appliances are more than a health hazard; they break down more often and are more difficult to repair.

## 4. May I have my personal appliances repaired under the contract?

No. The contract covers only Government-owned, stand-alone appliances. You must make your own arrangements with the Army and Air Force Exchange Service, Europe, or a local firm for service or repair of your personal appliances.

## 5. Who pays for repairing or replacing appliances?

The Government pays for the repair and replacement of appliances from the following funds:

- For appliances in Family housing, private rental housing, and Government-leased housing, Army Family housing funds are used for repair or replacement.
- For appliances in bachelor housing or Soldier quarters, Operations and Maintenance, Army (OMA), funds are used for repair or replacement. The unit using the appliance does not pay for repair unless it is more advantageous for the unit to do so. For example, it may be quicker for the unit to call a local repair company than to wait for the Parts Management Section of the central warehouse facility to order and receive a required repair part ([para 14](#)). If the unit chooses to call a local company, the unit will be responsible for covering the expenses for the repair.

- For NAF appliances, the activity using the appliance will pay for all repair actions and parts or replacement.

## **6. Do I ever have to pay?**

If you, your Family members, or guests damage your appliance, you will have to pay for the repair or replacement of the item. If, for example, you puncture the cooling tubes in your refrigerator while trying to chip ice off the wall with a knife, or your children sit or stand on the oven door and break it, you have to pay. Repair costs are calculated with applicable vendor rates; replacement costs are calculated with a straight line-depreciated value. Any additional delivery costs resulting from damages will also be charged to you based on applicable vendor rates.

You will have to pay the applicable average labor rate for your area for all missed service calls to your home after the first appointment ([para 11](#)).

Cleaning charges will be assessed if appliances are not cleaned properly before an item gets repaired or picked up from your home. [Appendix A](#) provides standards for cleaning various appliances. [Appendix B](#) lists the costs that will be charged for cleaning an appliance if you fail to do the cleaning entirely or fail to clean the appliance in accordance with the standards in [appendix A](#), which results in the contractor having to clean the appliance.

## **7. What do I do if one of my Government-owned appliances breaks down?**

Before you report a broken appliance, make sure the appliance is plugged in and has not blown a fuse or tripped a circuit breaker. If the appliance is a washing machine, make sure the water is turned on and the drain is not clogged. If the power is on and the appliance still does not run or runs badly, call the DPW workorder section. The telephone number is listed in your Army Community Service telephone and information directory.

If the broken appliance is a washer or dryer in a Government-quarters laundry room, the designated building coordinator should place the request for repair service. This prevents multiple calls for the same appliance. Every effort should be made by building coordinators and common-area points of contact to report multiple appliances in need of repair at the same time under a single workorder request.

## **8. When I report a broken appliance, what information should I provide?**

- Your name and a telephone number where you can be contacted.
- Your street address, including your apartment number. If you live in Soldier quarters, give the building number and the location of the appliance in the building. You or the first sergeant should ensure the appliance is accessible and make arrangements to meet the contractor.
- The type of appliance, including the make, model, serial number, and inventory number or eMH barcode number. This information will be on a white label attached to the front of the appliance or on a red label on the side or back of the appliance. All appliances have a manufacture's data plate affixed to it, which provides additional information about the appliance. Failure to provide this information will delay the repair.

- A complete description of the problem. (For example, “My refrigerator makes loud rattling noises and does not get cold,” or “When I press the run switch on my dryer, the switch clicks and nothing happens,” or “The broiler in my oven does not work,” or “The water does not drain from my washer.”)

The more information you provide about the type of appliance and the nature of the problem, the better the chance that the contractor can bring the correct repair parts and fix your appliance during the first visit.

### **9. How does the workorder section respond?**

The workorder-section reception clerk will ask when you can be at home for a service call and make an appointment with you. If you cannot be at home the whole day, the clerk can schedule a morning or afternoon appointment.

Because the workorder section cannot know how long repairs will take, the clerk cannot precisely schedule the time of your repair call. For morning appointments, you must be home from 0730 to 1300. For afternoon appointments, you must be home from 1200 to 1630.

If you cannot be home for your appointment, reschedule the service call or give the clerk the name of a neighbor you trust with the key to your home. Remember, it is your responsibility to keep your appointment.

### **10. What happens after the appliance is fixed?**

After the work is finished and before you sign the workorder, make sure the repair worker has correctly entered the time the work was started and completed. The repair worker will give you a copy of the workorder and a customer questionnaire. Please complete the questionnaire and drop it in the nearest Army post office mailbox to provide feedback on the quality of service you received. This is the only way we can evaluate if the contractor’s performance is acceptable.

### **11. What if I miss a scheduled service call?**

If you are not at home when the repair worker arrives, your repair request will be canceled and you will have to request a new appointment. The Army must pay for all service calls even if the repair worker cannot get into your home. Consequently, scheduling an appointment then not being home when the worker arrives results in wasting Government money. For all missed service calls to your home after the first missed appointment, you will have to pay the applicable average labor rate for your area.

### **12. Will repair workers speak English?**

Most repair workers speak and understand enough English to do their job. If you have given a good description of your appliance and the problem to the DPW workorder-section reception clerk, the repair worker should not need to ask too many technical questions.

If you have a problem communicating, call the DPW workorder section where you first reported the broken appliance. Someone there will help translate.

### **13. How quickly will my appliance be repaired?**

The contractor will try to repair all appliances within 24 hours. This time limit starts from the time the workorder section informs the contractor of the broken appliance. You can speed up the repair process by ensuring you provide the workorder desk all details requested in [paragraph 8](#) when you submit your request for repair.

The contractor works from 0730 to 1630, Monday through Friday. On these days, if you report before 1400—

- A water leak or water damage caused by an defective appliance, the DPW workorder section will contact the contractor as soon as possible to repair the appliance within 3 hours.
- An appliance that shorts the power supply or trips the circuit breaker or a completely nonfunctioning freezer, refrigerator, or range, the contractor will try to repair it that afternoon.

The contractor will not accept workorders on Saturdays, Sundays, or German holidays; the contractor does work on American holidays that do not fall on German holidays. If your refrigerator or range breaks during one of these days, the DPW or point of contact at your garrison may be able to help you get a small refrigerator or a loaner tabletop stove to use until your appliance can be repaired.

If, however, the malfunction or defect of your appliance could potentially cause a life-threatening situation (for example, a gas leak), call the fire department at 112.

### **14. What if my appliance cannot be repaired on the first call?**

If the Parts Management Section does not have the required repair parts on hand, your appliance will be replaced as soon as possible. The Parts Management Section, however, will order repair parts that are not on hand for broken appliances in laundry rooms, Soldier quarters, or NAF activities. The broken appliances will be tagged “waiting for parts.” If several washers are tagged in one laundry room, the contractor should recommend the appliances be replaced.

When the contractor has the necessary parts, the workorder section will schedule another appointment.

If your appliance is not clean because of improper use or improper maintenance, the contractor may refuse to repair the appliance until you have cleaned it.

### **15. What if the repair workers damage my home when they repair the appliance?**

The contractor must pay for any damage workers cause when repairing or replacing appliances. If workers damage your home (for example, they deeply scratch a wooden floor when bringing in a new stove), be sure to note the damage on your workorder before signing it. You should also list the damage on your customer questionnaire and mail it in. The workorder section will make an appointment with you to repair the damage. This also applies to damages that occur while appliances are being delivered to or picked up from your home.

## 16. What if my appliance is not reparable?

If you live in Family housing, bachelor housing, or Soldier quarters, the workorder section or the repair worker will make an appointment to replace the appliance. If the contractor decides the appliance is not reparable, you should receive a replacement within the following times:

- 48 hours for refrigerators, freezers, and ranges.
- 72 hours for dishwashers, washers, and dryers.

Remember, delivery personnel do not repair appliances.

## 17. May I turn in my appliance without cleaning it?

No. If your appliance is going to be removed, you must clean it first. The contractor is not responsible for cleaning. [Appendix A](#) prescribes the requirements for cleaning appliances. If appliances are not cleaned before being removed, you will be charged a cleaning fee ([app B](#)).

## 18. Is the procedure for requesting the repair or replacement of an appliance the same for each type of quarters?

The procedure is the same whether you are in bachelor housing, Soldier quarters, or Family housing.

## 19. What if I have an irreparable appliance in a NAF activity?

If an appliance in a NAF activity is not reparable, the repair worker will inform the activity manager. An inspector will verify the appliance is not reparable, “red-tag” it, and give the manager the paperwork needed to dispose of the appliance. The NAF organization is responsible for replacing the appliance.

## 20. What repairs can I do myself?

Your self-help store has a number of items (for example, burner drip pans, knobs, refrigerator light bulbs, shelves, handles, dryer filters) that you can replace on your appliance. Items, however, will not be exchanged just because they are dirty. For example, burner drip pans must be cracked, rusted through, or damaged in some other way to be replaced. You must bring the broken part with you in order to receive a replacement part.

Be sure you know the make and model of your appliance. This information is located on the appliance’s inventory tag (if available) or on the data plate ([para 8](#)).

You can help care for your appliances by—

- Ensuring you do not use sharp objects like knives to clean an appliance or to chip frost out of the refrigerator.
- Cleaning the lint filter each time you use the dryer. This will keep the lint from building up inside the dryer housing and help keep the dryer from overheating, which can cause a fire.
- Adding a special water-softening salt to your dishwasher or using a product that already includes water-softening salt. If you do not use the salt, lime will build up in the dishwasher’s pipes and nozzles

and your dishes and glasses will start turning gray. The manufacturer's instruction manual can tell you where the water-softening salt compartment is located. Be careful, however, not to put detergent into the water-softening salt compartment. Doing so will ruin the dishwasher and result in your having to pay for it.

- Ensuring heavy loads are not placed on open oven doors. Children sitting or standing on the door may break the door or cause the range to tip. Tipping the range can cause injuries, especially if pots or pans filled with hot food slide off the stovetop.
- Cleaning ceramic-top ranges with only special cleaning products made for those surfaces. Other cleaners will scratch and damage the ceramic surface. Be sure to wipe any spills immediately, especially grease and sugar, to prevent their burning into the surface and becoming impossible to remove.
- Ensuring you have instruction manuals on how to operate and care for your appliances. Instruction manuals are provided when appliances are delivered. If your manuals are missing, contact the workorder-section reception clerk who can order a copy from the Parts Management Section of the central warehouse.



## APPENDIX A CLEANING INSTRUCTIONS

**A-1. Refrigerator.** Defrost the refrigerator and remove all accumulated dried-on food particles. Clean the inside surface, including the door seal, gaskets, vegetable crispers, racks, shelves, inside walls, and food bars. Vacuum the cooling coils on the back (if applicable). Wash the outer surfaces (all three sides and the top) to remove dirt, film, dust, and food particles. Clean the drip pan underneath to remove water deposits, dust, and dirt.

**A-2. Washer.** Remove all clothes from the washer. Clean the inside of the basket and the top of the washer-basket tub ring (white piece of plastic). Tilt the agitator post from side to side and remove soap buildup, hair, dust, and dirt. Clean all four sides, control knobs, hinges, the inside of the lid, agitator, and the top to remove soap scum, laundry soap, fabric softener, dust, and dirt. Disconnect and drain the water lines.

**A-3. Dryer.** Remove all clothes from the dryer drum. Wash the outer surface to remove dirt, dust, soap, and detergent. Remove all dust and lint from the lint filter. Clean the inside of the dryer door and the door gasket to remove dust and lint.

**A-4. Range.** Clean the top, all four sides, storage compartments, control knobs, broiler pans, inside racks, and door handles to ensure they are free of grease and burned-on food particles. Clean the outer glass of the oven door. Taking the range door apart to clean the inside glass is not required.

**A-5. Microwave.** Remove and wash the tray with the tray spindle. Remove all crumbs and food residues from the inside and outside of the microwave. Wash off the inside and outside of the microwave with warm soapy water or a heated vinegar-water solution. Wipe off the vents. Leave the door open for 15 minutes after cleaning. Replace the tray and spindle.

**A-6. Dishwasher.** Run the dishwasher through a complete cycle using a dishwasher-safe cleaning solution. After the cycle is complete, remove the dish and utensil racks. Using a wet sponge or cleaning rag, wipe off all sides of the interior of the dishwasher. Wipe off the door gasket and seal. Remove the filter from the pump area and rinse the filter. Wash the pump area, the drain area, and the filter area. Ensure that hard-to-reach corners are washed and wiped down. Wipe down the complete outer surface of the dishwasher including all sides.

**NOTE:** Users must clean their appliances routinely and always follow the manufacturer's instructions for use.

## **APPENDIX B CLEANING CHARGES**

**B-1.** If you fail to clean appliances as prescribed in [appendix A](#) before they are picked up, you will be charged the following fees:

- a. Dishwasher: \$15.
- b. Dryer: \$15.
- c. Microwave: \$15.
- d. Range: \$30.
- e. Refrigerator: \$30.
- f. Washer: \$15.

**B-2.** All fees are subject to change without notice, based on the day-to-day conversion rate for euros to dollars.