



SPPN Service Center Dispatch Processes with Beko and Blomberg

Below is some information about Beko and Blomberg and their specific processes:

- **Industries Covered:** Major home appliances
- **Products Covered:**
 - Dishwasher
 - Laundry
 - Microwave oven
 - Range-Electric
 - Range Hood
 - Range-Gas
 - Refrigerator
 - Wine Cooler
- **Brands Covered:** Beko and Blomberg
- **Technical Support and Point of Contact:** Technical support will be provided. The technical support team will also be your point of contact.
 - **Beko** – The technical support team can be reached by calling **888-459-0618**. Business hours are Monday through Friday from 7 AM PST to 4 PM PST, excluding holidays.
 - **Blomberg** – The technical support team can be reached by calling **800-459-9848**. Business hours are Monday through Friday from 7 AM PST to 4 PM PST, excluding holidays.
 - Technical documentation can be provided during a technical support call.
- **Parts Process:** Parts will be provided free of charge through Encompass directly on the HUB portal via the work order details. See steps below:
 1. Log in to hub.servicepower.com.
 2. Search for the work order that requires a part order.
 3. Once you are under the 'Work Order Details', go to the 'Product Details' and Select 'Part Order'.
 4. The new screen will bring up the Encompass portal which will allow you to search by part number (item number) or by description.

5. Once you've selected the parts and quantities required, you can select to ship the parts to the customer, your default address, or an alternate address.

Part order status and tracking information will be visible directly on the part order and will also be emailed to the email address added to the order.

- **Payment Terms:** Claim payments will be processed based on the period end processing dates for each brand. See below.
 - **Beko** – Claim payments will be processed on the 15th and end of month.
 - **Blomberg** – Claim payments will be processed on Wednesdays.

If you require assistance with updating your profile, please reach out to our Servicer Support Team at service@servicepower.com, Monday through Friday, 6:30 AM to 4 PM PST, excluding holidays.