

Advanced New  
Features  
Even More  
Amazing



**MPH DIAGNOSTICS**<sup>®</sup>  
A SERVICE COMPANY SOLUTIONS PRODUCT



## Super-Charge Your Triage For A Quantum Leap In Your Rate Of First-Call-Completes!

Based on a massive database (garnered from the collective experience involving hundreds of participating companies), see instantly which parts are commonly used to solve issues on any model. Even see which symptoms, in regard to your own company's experience, have been associated with each part.

ServiceDesk and ePASS users have a built-in interface for completely integrated access and usage; all other users have access via our fast and friendly mobile web interface. Read on for all of the details.

## What Is One Large Improvement That Would Radically Improve Your Bottom Line?

Consider that you only get paid on completed jobs and the average tech manages just eight stops per day. If you have a 63% rate of first-call-completes, that's five completions per tech per day. If you are netting 20% profit overall, its only the 5th completion that gets you past break-even and into the black.

What if, out of the tech's eight stops, you get one more completed call? Do you realize your profits would double? That's right double!

It takes small changes in matters as this, to make very large differences in your bottom line.

*Are you interested? Good!*

- yes
- no
- maybe

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The simple key is to access extensive data from tens of thousands of service jobs from hundreds of different service companies. By entering a model number, you can retrieve symptom descriptions and the parts that have been used to address each problem. Real world experience providing real world solutions. Imagine seeing that – instantly and easily – as you contemplate an upcoming job!

Now you're equipped. Now you're empowered. Now you really know.

You have true visibility to see and know exactly what makes sense to pre-order for each job. Now, when your tech goes out, there is going to be a much higher probability he is carrying the parts that will enable that super important first-call-complete.

Your customer will be far more pleased. Perhaps more importantly, so will your bank account.

# Here's How It Works!

The System Returns Both Exact Matches & Similar Matches

Enter A Model Number (or partial Model Number)

Common Part Numbers Displayed

Number of Times This Part Has Been Used

Description Of Part/Repair

## NEW FEATURES

Use Percentage For This Part

Percentage of Times Additional Parts Used

Search Complaints For Related Parts

What is the complaint?

Complaint: No Power

How do I select?

Cancel

Part #	Part Sub	Qty	Part Description	Actions
8194001	36%	459	CABLE/ROLLER KIT	
8193762	12%	188	FUSE KIT	
8270168	11%	132	USER INTERFACE	
8564543	6%	81	CONTROL BOARD	

Recommended Parts Will Highlight In Green. The More Intense The Green The Stronger The Match.

Model Number  
KUDS01FLSS6

Please enter model number

Your Customer Complaints Associated to This Part

Additional Models Associated with the Part Number

Model numbers: KUDS01FLSS6, KUDS01FLSS3, KUDS01FLSS2, KUDS01FLSS1, KUDS01FLBL6, KUDS01FLSS5, KUDS01FLSS, KUDS01FLBL1, KUDS01FLBL3, KUDS01FLBL2, KUDS01FLSS0, KUDS01FLWH1, KUDS01FLBL5, KUDS01FLSS6, KUDS01FL, KUDS01FLSS3, KUDS01FLWH6, KUDS01FLBT6, KUDS01FLSS02, KUDS01FLSS7, KUDS01FLWH2, KUDS01FLWH5, KUDS01FL551, KUDS01FLBT2, KUDS01FLSS-SP, KUDS01FLWH3, KUDS01FLWH0, KUDS01FLBL6, KUDS01FL883, KUDS01FL886, KUDS01FLBL, KUDS01FLBL0, KUDS01FLBL5, KUDS01FLSS, KUDS01FLWH2, KUDS01FL\*\*\*, KUDS01FLB65, KUDS01FLBL0, KUDS01FLBL5, KUDS01FLBT5, KUDS01FLSJ3, KUDS01FLSS/SP, KUDS01FLSS00, KUDS01FLSS01, KUDS01FLSS30, KUDS01FLSSS1, KUDS01FLWH, KUDS01FLWH0, KUDS01FLBL1, KUDS01FLBL2, KUDS01FLFF6, KUDS01FLSS1, KUDS01FLSS2, KUDS01FLSS5, KUDS01FLWH6



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# Inside Service Desk

To use the tool, simply open a job and right-click on the triage button.

Showing for Model: **RF260BEAESR**  
repair experience from leading services across all of North America

Part No.	Description	Qty	Y	13%
DA82-01415A	BULLETIN WATER LEAKAGE ASSY	1	Y	13%
DA97-12609C	EVAP COVER ASSY,F/F	1	Y	13%
DA97-12663A	HOUSING, WATER FILTER	1	Y	7%
DA92-00384E	PCB	1	Y	6%
DA61-03734A	SCREW, DOOR HANDLE	1	Y	5%
DA97-12683A	MULLION ASSY	1	Y	5%
DA32-10104N	*TEMP SENSOR,F/F	1	Y	5%
DA97-00209Z	I/M FILL TUBE W/HEATER	1	Y	3%
DA97-04049D	DRAIN TUBE, F/F & FRZ	1	Y	3%
DA81-06007A	DRIER	1	Y	3%
MKV190CL2/5M1	COMPRESSOR	1	Y	3%
DA91-03924A	REF DOOR ASSY LH	1	Y	3%
DA61-01920A	CASTER SHAFT	1	Y	3%
DA97-07603A	*ICEMAKER ASSY	1	Y	3%
DA61-04702A	CASTER FRONT	1	Y	3%

Regarding this listing  
DA82-01415A BULLETIN WATER LEAKAGE ASSY

Do you wish to:

- See system descriptors that were associated with use of this part.
- Do a [M]Partship part inquiry.
- Encourage this as an inventory item, please say [Y].
- Check for the item in your inventory.
- Create an inventory type [asp] or [n].
- Create an internal special order?

In connection with 28 reported uses of DA82-01415A (BULLETIN WATER LEAKAGE ASSY) on Model RF260BEAESR, we have available the following 858 complaint/symptom descriptions:

- 2019-09-01: WATER UNDER DELL/PRODUCE DRAWER, LOOKS LIKE DRAIN MAY BE PLUGGED
- 2019-08-05: QUOTE \$72.95 CUST TO PAY TRIP/LABOR, SAMSUNG IS COVERING PARTS-IMER FREEZING UP
- 2019-08-04: \$109-ICE MAKER NOT WORKING
- 2019-08-04: \$109 NOT MAKING ICE
- 2019-08-04: I/M FROZEN OVER, NOT MAKING OR DISPENSING ICE, REPLACE ICEMAKER PART PER SAMSUNG IM

In the 56 instances where a W1126J376 (CONTROL) was used on Model W1126J376, the following also occurred:

- 28 incidents used a W1126J376 (CONTROL RWELL)
- 25 incidents used a W1126J376 (PUMP MOTOR ASM. [M038])

**Advanced New Features Now Available In SD & ePASS**



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# Inside ePASS

Click on the MPH logo to open MPH Diagnostics

Brand: SPT  
Product: WASHERS  
Model #: W1126J376

Part No.	Description	Qty	Y	13%
W1126J376	WATER VALVE DOUBLE	4	Y	13%
W1126J376	WATER VALVE SINGLE	4	Y	13%
W1126J376	WATER VALVE DOUBLE	4	Y	13%
W1126J376	WATER VALVE SINGLE	4	Y	13%

Part No. Description Qty Your GOH Main/Loc

Part No.	Description	Qty	Your GOH Main/Loc	Off Inv
316443320	RELAY BOARD, OVEN CONTROL	14		
316576410	UIB BOARD	8		
316538416	TOUCH PANEL ASSY GLASS BLK	6		
316216703	TRIPLE ELEMENT BOARD POWER RELAY	4		

## What's The Cost?



Well, the only true cost would be if you did not use this system; it's a system that simply makes you money. Perhaps you wanted to ask:

### *What is the price of this service?*

Like always with Service Company Solutions, LLC, there are no contracts or long-term commitments.

<b>Setup (One Time)</b>	<b>\$49.00 Setup</b>
<b>Per Lookup</b>	<b>18¢ Per Lookup (12¢ if uploading)</b>
<b>Minimum Per Month</b>	<b>\$20 Minimum Per Month</b>
<b>Max Monthly Fee</b>	<b>\$100 Maximum (for the first 3 months)</b>

The Max Monthly Fee ensures that each company can evaluate their usage without fear of excessive bills. No obligations, no long-term contracts. Pricing subject to change without notification.

## Ready To Enroll?



Enrolling is easy. Go to <https://Diagnostics.Mypartshelp.com>  
Click the "Sign Up Now" button - each company should only register once, then add additional users.

**Please Note:** Your current MPH or Blue Book Credentials will not work for MPH Diagnostics. You must register on the new system for MPH Diagnostics. Your current login will continue to work on MPH & Blue Book.



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