



# Household Goods and Freight Forum

January 29 - February 1, 2007  
Westin Hotel, Charlotte, NC

FFFS

# The Future of the Freight Fuel Surcharge

# BPCP

# Big Picture of the Claims Process

# Prevention and Process

# Types of Claims

Property Claim

Inconvenience Claim

Residence Claim

Cargo Claim

# Property Claim

These include damage to driveways, sidewalks, lawns, trees, shrubs, fences, etc...

They do not include damage to the shippers residence.



# Inconvenience Claim

This occurs when pickup or delivery occurs at a time other than was agreed to in the contract.

These may result in compensation to the shipper for expenses incurred for temporary living expenses.

# Residence Claim

Damage to walls, light fixtures, floor coverings, or woodwork.

These most often result from the movement of bulky, heavy, or oversized items.

# Examples

Damage to walls or ceiling while carrying bulky furniture, especially up/down stairs.

Scratches or gouges to linoleum or hardwood floors when pushing or sliding appliances or furniture.

Water leak from dripping or uncapped icemaker line.



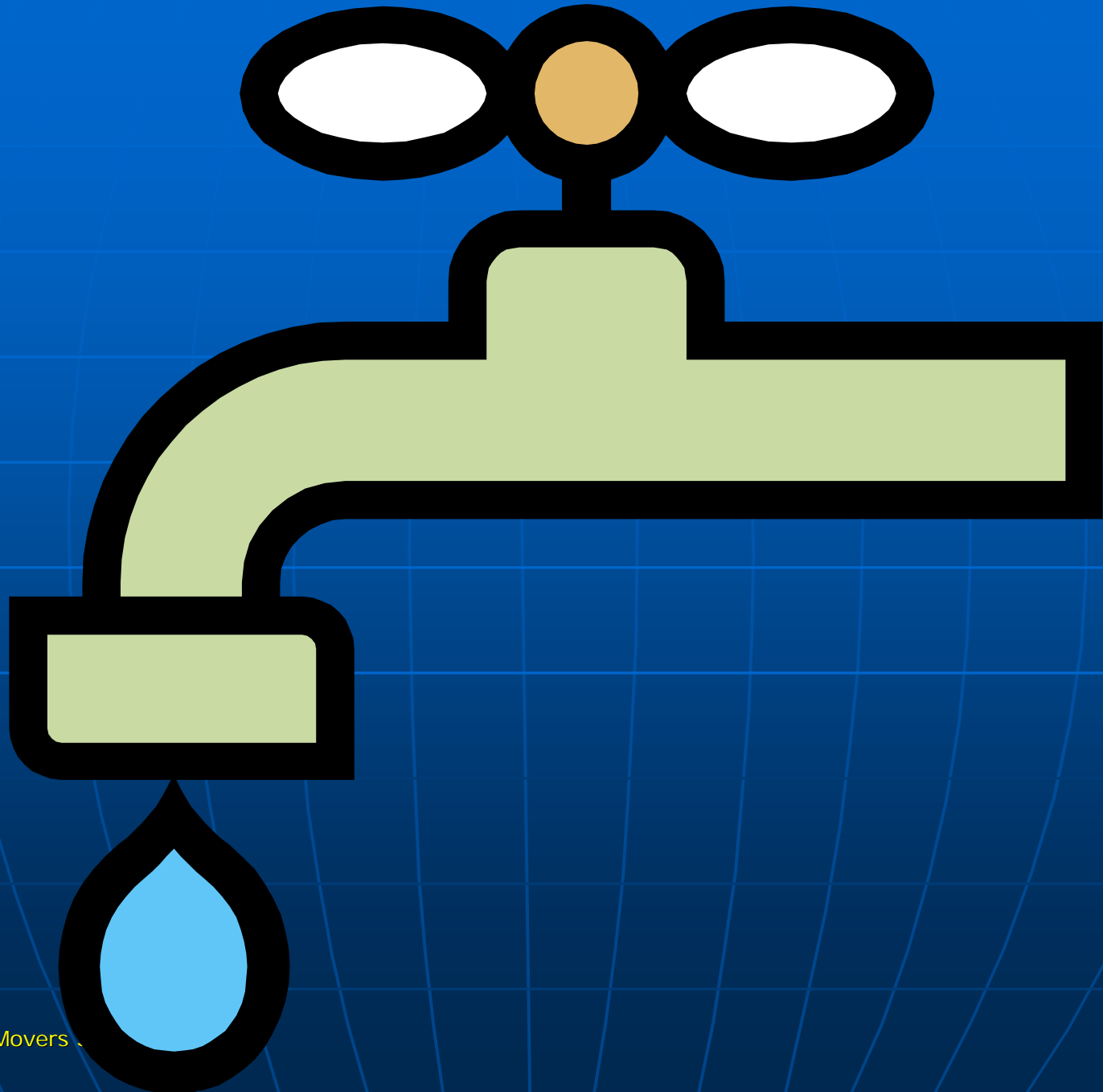


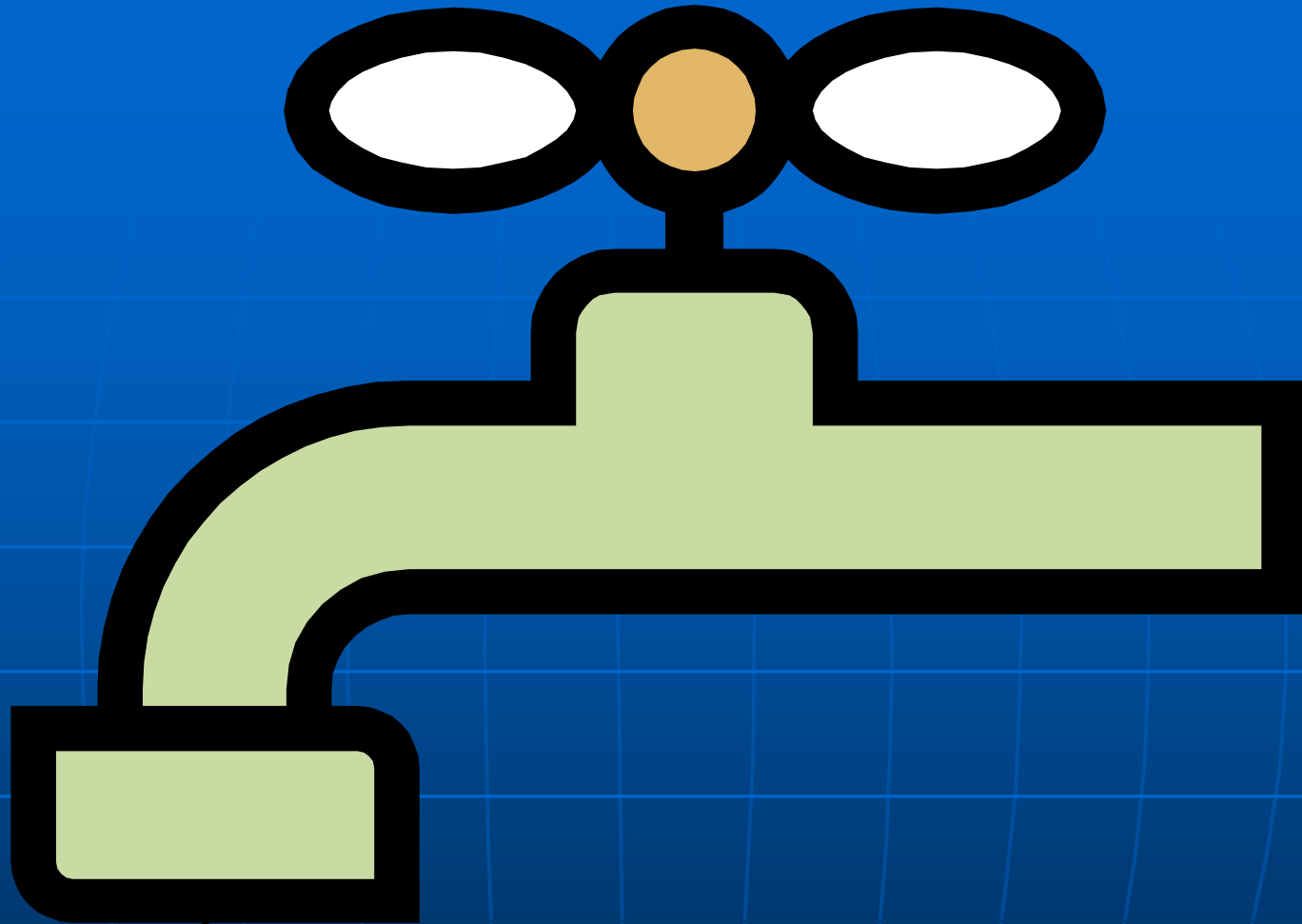
**\$ 2173.00**

LEI

**\$750.00**





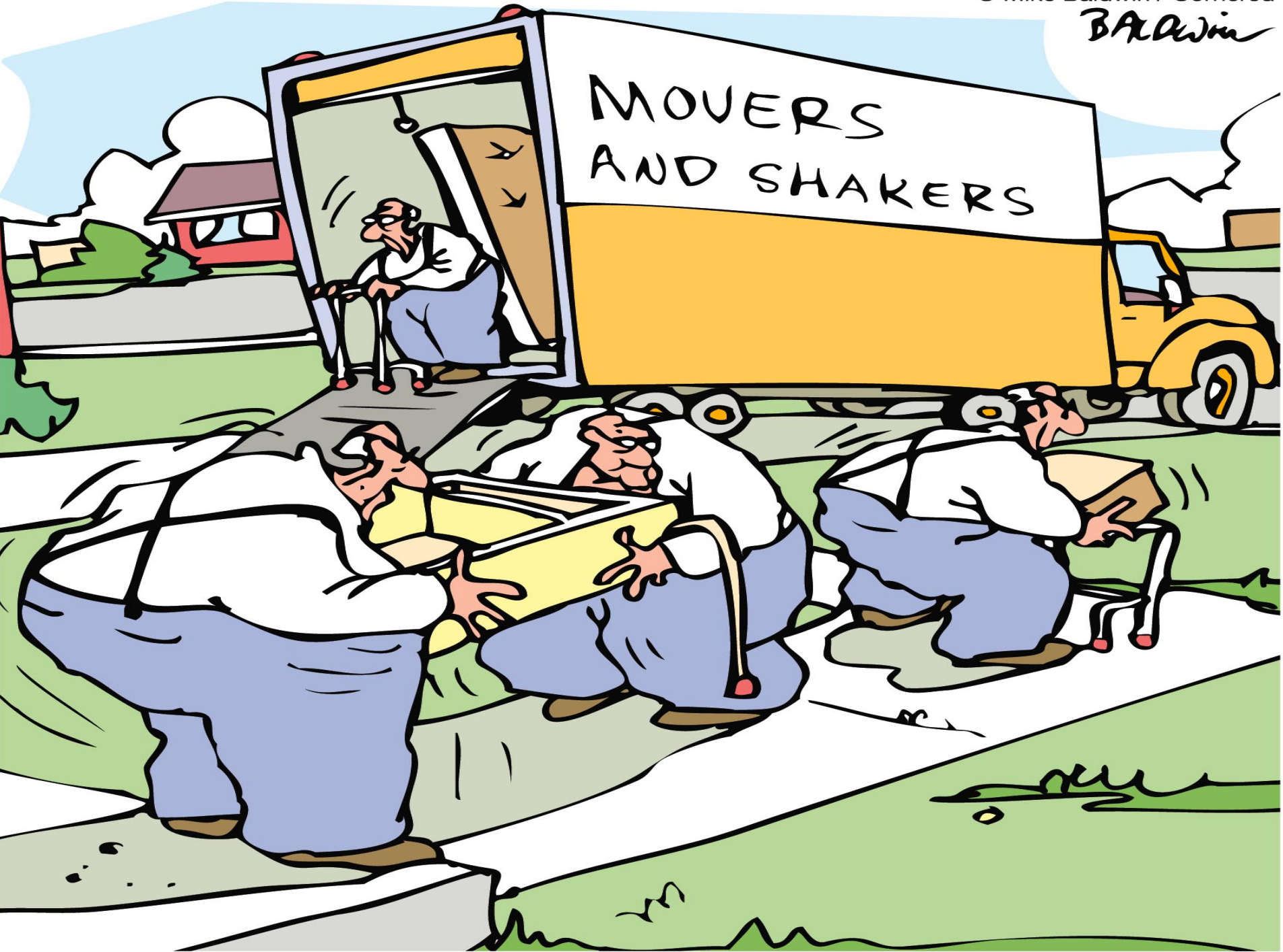


\$ 59,500.00

# Cargo Claim

Claim occurs when HHG are lost or damaged during transportation or while in storage.

This can occur as a result of poor packing / wrapping, rough handling, or incomplete preparation or disassembly of delicate or unusual items.



# Examples

Breakage of marble or glass tops.

Damage to sensitive items such as Plasma Televisions, Washers, or Grandfather clocks.

Damage to structurally unsound furniture that is not disassembled. (Particle board items).



Darkness  
'03

\$ 4,253.00



Darkone '13

Darkone Studios







\$ 1,157.00





\$ 985.00

# Third Party Service Companies

Provide nationwide specialized services to the Moving Industry.

These include custom crating of antique / high value items and disassembly or servicing of special household items that a mover is not equipped to handle

# Commonly Performed Services

Front Load Washers

Plasma Televisions

Grandfather Clocks

Pool Tables

Chandeliers

Swing Sets

Trampolines

Pressboard Furniture

Computer Desks

Waterbeds

Universal Gyms

Custom Crating

Gas Dryers

Surround Sound Systems

Armoires

Pinball Machines

Ceiling Fans

Jungle Gyms

Portable Basketball Hoops

Schranks

Wall Units

Cribs

Elliptical Trainer

# Why Use a Third Party Company?

## Experience

The major companies deal with the regular and unusual services on a daily basis.

## Training

Some have training centers where they gain technical expertise on the latest models.

## Service Network

Most have a network of experienced service providers across the country.

## Education

Technological advances, especially in electronics, require continuing education.

## Liability

Third Party Service companies remove the liability from the driver, agency, and the Van Line.

**What the heck  
are these?**



# Front Load Washers

Large capacity – no agitator

Less water – lower energy cost

Gentler – cleans certain items better

Horizontal drum - quieter

Better spin – more energy efficient

**Sears**

**Miele**

**Kenmore**

**BOSCH**

 *General Electric*

 **MAYTAG**

*Frigidaire*  
Solutions for Real Life

**SAMSUNG**

***Amana***

**Whirlpool**  
CORPORATION



**\$ 539.00**



**\$ 2,039**













Maytag



This photo shows the TWO Black Straps in place in the  
washer drum and the two orange bolts in place in the  
washer. **MADE FOR REPAIR AND MAINTENANCE.**  
**THE WASHER IS NOW READY FOR SERVICE.**  
MAYTAG CORPORATION, DAYTON, OHIO 45424-0001  
MAYTAG IS A REGISTERED TRADEMARK OF MAYTAG CORPORATION.

Neptune Washer Drum Liner No. 4110411111. This  
model was designed to last longer than the original washer.  
**BUY THE ORIGINAL PARTS!**  
MAYTAG CORPORATION



**WARNING/AVERTISSEMENT**  
TO REDUCE THE RISK OF ELECTRIC SHOCK, DISCONNECT THIS APPLIANCE FROM THE POWER SUPPLY BEFORE ATTEMPTING ANY USER MAINTENANCE. TURNING THE CONTROLS TO THE OFF POSITION DOES NOT DISCONNECT THIS APPLIANCE FROM THE POWER SUPPLY.  
POUR RÉDUIRE LE RISQUE DE DÉCHARGE ÉLECTRIQUE, DÉBRANCHEZ CET APPAREIL AVANT DE FAIRE TOUT ENTRETIEN LA VOIE À L'ARRÊT. LES COMMANDES SE COUPE PAS L'ALIMENTATION DE CET APPAREIL.  
©2014 Whirlpool

VERIFIED FOR ENERGY PERFORMANCE

**WARNING**  
SEE THE USER MANUAL FOR THE LOCATION OF THE SERVICE PANEL.  
MINIMUM CLEARANCES FOR CLOSET AND IN-DOOR INSTALLATION:  
SIDE TO SIDE: 2 1/4 IN.  
TOP TO BOTTOM FRONT: 1 IN.  
FRONT FROM MUST HAVE THE UNDERCOUNTER AND OVERCOUNTER COUNTERS INSTALLED TO 2 1/4 IN. MIN.  
CLOSET DOOR MUST BE OPENED TO THE FULL EXTENT OF THE DOOR.  
DO NOT INSTALL THIS APPLIANCE IN A CLOSET OR UNDERCOUNTER AREA WITHOUT THE PROPER CLEARANCES.  
SEE THE USER MANUAL FOR THE LOCATION OF THE SERVICE PANEL.  
©2014 Whirlpool

**AVERTISSEMENT**  
VOIR LE MANUEL D'UTILISATION POUR LA LOCALISATION DU PANEAU DE SERVICE.  
CLARANCES MINIMALES POUR LES INSTALLATIONS EN CLOSET ET À L'INTÉRIEUR:  
DES CÔTÉS À CÔTÉS: 2 1/4 PO.  
DES CÔTÉS À CÔTÉS: 1 PO.  
L'ÉCART ENTRE LE CLOSET ET LE CLOSET DOIT AVOIR AU MOINS 2 1/4 PO. DE LIBRE ESPACE.  
LA PORTE DU CLOSET DOIT ÊTRE OUVERTE À 100%.  
NE PAS INSTALLER CET APPAREIL DANS UN CLOSET OU UN ESPACE SANS LA CLARANCE ADÉQUATE.  
VOIR LE MANUEL D'UTILISATION POUR LA LOCALISATION DU PANEAU DE SERVICE.  
©2014 Whirlpool


MODEL (P) MAH6700A  
1063099GN

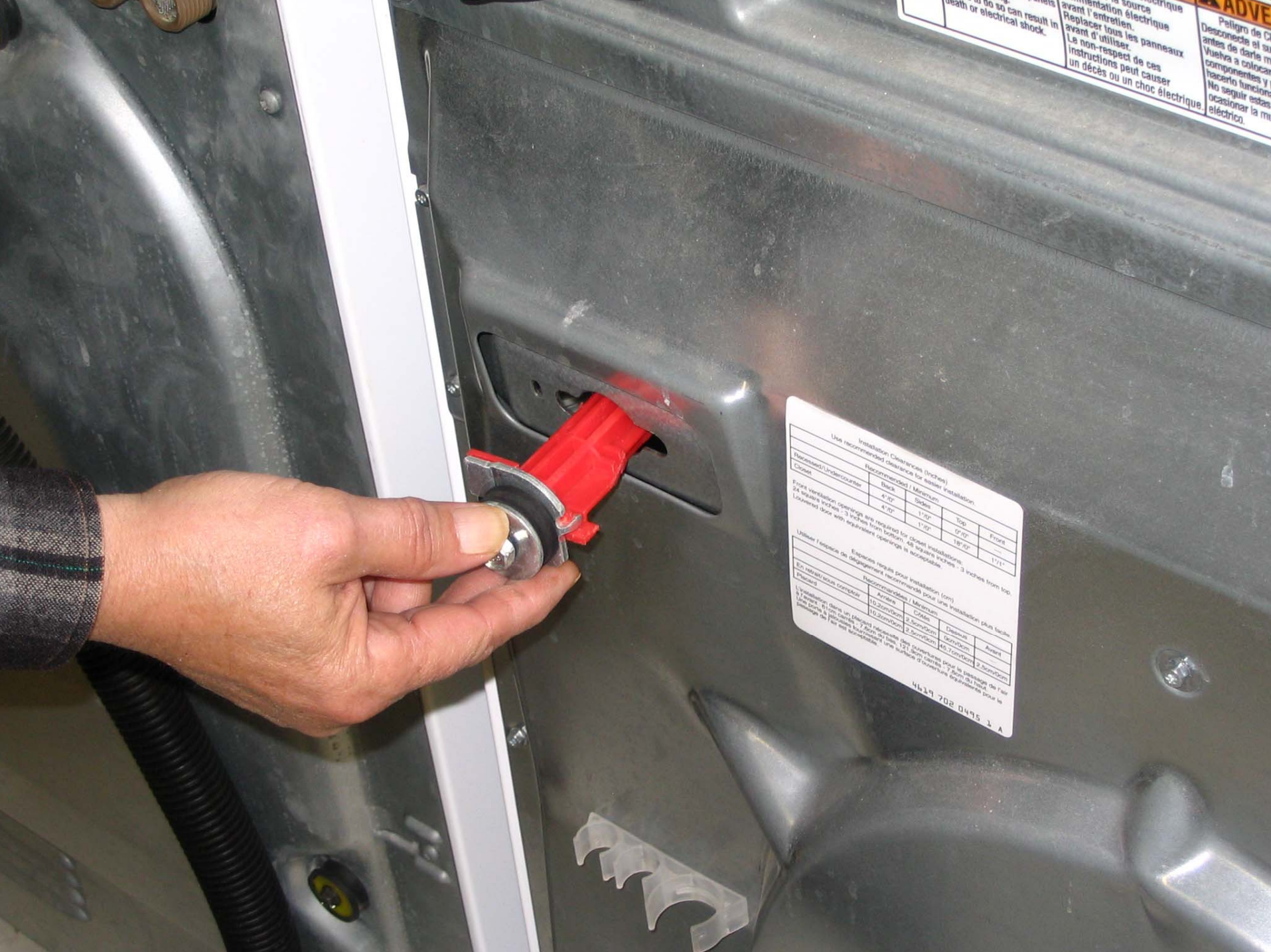
**27" Front Load Washer - Technical Information MAH6700A\***

\* Due to possibility of personal injury or property damage, always contact an authorized technician for servicing or repair of this unit.  
Refer to Service Manual 1822503 for detailed installation, servicing, testing, troubleshooting, and disassembly instructions.

**CAUTION**  
All safety information must be followed as provided in Service Manual 1822503.

**WARNING**  
To avoid risk of electrical shock, personal injury or death, disconnect power to washer before servicing, unless testing requires power.





do so can result in death or electrical shock.

avant l'entretien électrique. Réplacer tous les panneaux avant d'utiliser. Le non-respect de ces instructions peut causer un décès ou un choc électrique.

Desconecta el suministro eléctrico antes de darle mantenimiento y no volverlo a conectar hasta haberlo funcionado. No seguir estas instrucciones puede ocasionar la muerte o un choque eléctrico.

**ADVERTENCIA**

Use recommended clearance for installation (inches)

Clearance/Undercounter/Closet	Recommended		Minimum	
	Back	Side	Top	Front
Front ventilation openings are required for closed installations. 24 inches inches - 3 inches from bottom. 48 inches inches - 3 inches from top. (Covered door with separate openings is acceptable.)	4"0"	4"0"	1"0"	0"6"
	4"0"	4"0"	1"0"	1"0"
			1"0"	1"7"

Utiliser l'espace de dégagement recommandé pour l'installation (en centimètres)

Espace de dégagement / Sous comptoir / Placard	Recommandé		Minimum	
	Arrière	Côté	Supérieur	Avant
Les ouvertures de ventilation devant être présentes pour les installations fermées. 24 pouces en haut - 3 pouces de la base. 48 pouces en haut - 3 pouces de la base. (Une porte couverte avec des ouvertures séparées est acceptable.)	10,2 cm (4")	10,2 cm (4")	2,5 cm (1")	1,5 cm (0,6")
	10,2 cm (4")	10,2 cm (4")	2,5 cm (1")	2,5 cm (1")
			2,5 cm (1")	4,3 cm (1,7")

4429 702 0495 1.1

# Plasma Televisions

Space saver

High resolution

Flat screen

Wide viewing area

Excellent color resolution



“Anything to declare, aside from personal bankruptcy?”

Wal-Mart  
\$ 1294.00





Sharp's 108" LCD TV

\$ 80,000?





**\$ 3995.00**

WARNING: STAND CLEAR WHEN DOOR IS IN MOTION

SHOCKWATCH MONITORED SHIPMENT

IF SHOCKWATCH INDICATOR IS RED

1. DO NOT REPAIR shipment
2. FILE SHIPPING CLAIM FOR LOSS OR DAMAGE TO SHIPMENT
3. CONTACT SHERIDAN, 1-800-368-7273

HANDLE WITH CARE

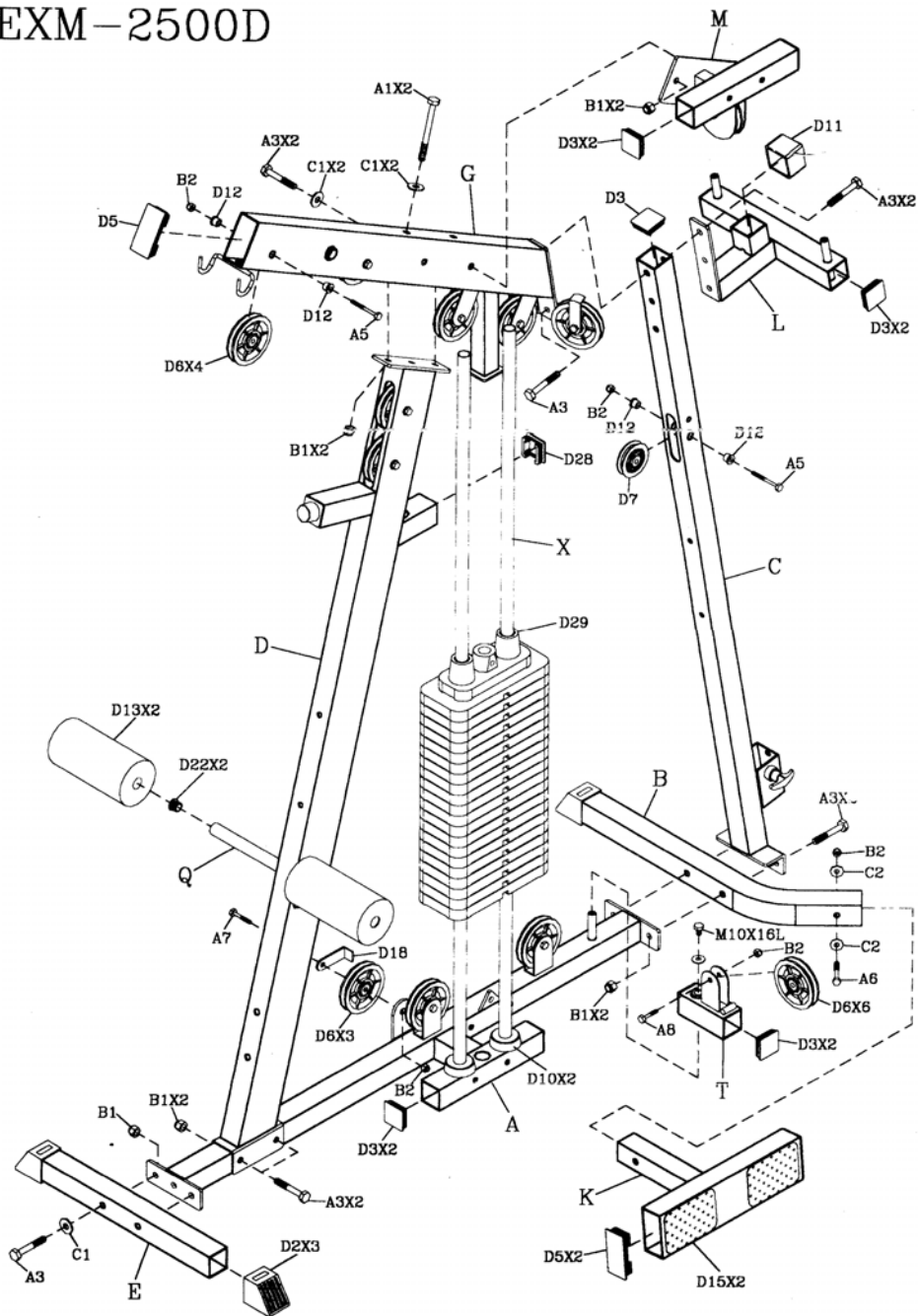
**WARNING**



# Assembly

We rarely get a good schematic...

# EXM-2500D





22  
3:24 PM

# Prevention?

Save original cartons (with inserts) for any electronics

Keep any shipping "kits" for appliances

Maintain a file for any instructions or photo's of complex items

Check the inventory carefully-understand any exceptions that are listed

Verify that any water, gas, or electrical connections are properly attached or capped off



# Results?

Save time

Save money

Items are expertly prepared

Shift liability to Third Party

Satisfied customer

Smoother move

# Questions?

For additional information please contact:

Mark Eschbacher

President

Household Movers Services

[marke@hmsusa.com](mailto:marke@hmsusa.com)

800-526-0887



# Mathis Gardner

Senior Traffic Management Specialist  
General Services Administration