

# The Justanswer/Pearl rating system explained

**Excellent Service-** Customer is provided with proper diagnostic procedures in order to determine what component has failed. This includes, but is not limited to pages from a service manual, drawings, flow charts, component specifications, Volt/ohms readings, and button “dance” combinations to activate on board diagnostics systems. Once the unit is diagnosed, complete repair procedures, and parts ordering information is provided so that customer can effect repairs themselves. If customer returns with follow up questions the expert happily continues to assist until the problem is resolved, or it is determined that the unit can not be repaired.

**Good Service-** Customer is provided information, or asked questions to asses the situation and an immediate diagnosis from that information is given. This is usually in connection with common problems. (e.g; an oven that will not light and no glow is seen near the burner manifold). Basically simple diagnostics for common problems. Customer is given detailed instructions on how to access and replace the part, and part(s) ordering information.

**OK Service-** 1)Customer is given a diagnosis of their unit judging from the experts past experience, and the information the customer posted. No diagnostics are performed. Basic repair procedures are given. (e.g; remove top of unit, disconnect control panel and remove. Install new board and close unit). Links to parts, or inform the customer that parts are available locally.

2)Expert looks up customers model number after diagnosing the unit and determines that the part is listed as NLA (no longer available) Expert has invested a good amount of time researching the problem, working with the customer to determine what part has failed, etc., and has no other choice but to be honest and inform customer of the bad news. The expert has no control over this situation and did answer the question.

**Poor Service-** No diagnostics to determine what has failed. Guessing at the parts needed. No parts ordering information. No repair procedures, Condescending to the customers ability to do the work.

As an example:

Q: My dryer keeps getting hot and stops running until it cools down and then starts again.

A: If the motor is overheating, you'll need to order and replace the motor. That's not obviously a cheap or easy repair, but it is what needs to be done to fix the issue.

**Bad Service-** Bad spelling, rude to customer, unresponsive to the question.

Example:

Q- My MAH 3000AWW is giving me a 5d error. What does this mean?

A- U really shud get another washer. dis 1 suks. Or u cud call a washer place n tell em you skewed this one up and u ned anuther 1.

Click on xcellent service now.