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For more information, contact:

Monica Feid, BizCom Associates, 972.490.8053 / monicafeid@bizcompr.com

**Mr. Appliance® Signs Agreement with Whirlpool Corporation:
Franchisees to sell HOMEWise® Service Protection Plan Exclusively**

WACO, Texas — (July 2002) — Mr. Appliance®, the only franchise in America for appliance service and repair, has signed an exclusive agreement with Whirlpool Corporation to sell its custom-designed HOMEWise® Service Protection Plan. HOMEWise® service offers extended coverage on all major household appliances from every manufacturer.

“Home maintenance and repairs are costly propositions for homeowners,” said Mike Owens, vice president of operations for Mr. Appliance. “But selling a superior protection plan like HOMEWise®, with the technical training and support of the Whirlpool Corporation, will allow Mr. Appliance to offer the best in customer service.”

On July 30, Mr. Appliance will roll out the HOMEWise® plan at the company’s annual convention in Las Vegas. Franchise owners across the nation will sell the HOMEWise® plan and receive factory-authorized status and training by Whirlpool Corporation. In addition, Mr. Appliance will have access to the Whirlpool Technical Assistance Center hotline and free admission to all Whirlpool training classes.

The HOMEWise® plan includes the following benefits for Mr. Appliance’s customers:

- coverage for functional parts, labor, and trip charges up to \$500 per service call
- a 24-hour toll-free number to schedule services
- no deductibles
- coverage on all brands up to 14 years old
- \$500 rebate toward the purchase of a new Whirlpool® manufactured replacement appliance if covered appliance is non-repairable

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- affordable three-month and six-month payment options
- food loss reimbursement of \$100 per contract term due to mechanical failure on covered refrigerator or freezer
- authorized technicians

Mr. Appliance will also include its own Customer Protection Plan, a 15 percent discount on future services and repairs, and a free biannual inspection to all customers who sign up for the HOMEWise® service plan.

About Mr. Appliance:

Mr. Appliance® was established in 1996 and now has 41 franchisees nationwide. Mr. Appliance has been nationally recognized by Entrepreneur magazine among its 2001 “Franchise 500,” “Top New Franchises,” and “Top 101 Home-Based Franchises.” The company is a subsidiary of The Dwyer Group, Inc. (NASDAQ:DWYR), one of the world’s largest franchise holding companies of franchised service business. For further information or to find the location nearest you, visit www.mrappliance.com.

About The Dwyer Group:

The Dwyer Group Inc., based in Waco, Texas, is a public holding company that owns six franchisor corporations. Each corporation sells and supports a different service-based brand name franchise under the following service marks: Aire Serv® Heating & Air Conditioning, Glass Doctor®, Mr. Appliance®, Mr. Electric®, Mr. Rooter® (Drain Doctor® in the UK), and Rainbow International® Carpet Care and Restoration Specialist. The Dwyer Group is also affiliated with another franchisor corporation named DreamMaker Bath & Kitchen by Worldwide® (an associate company). Collectively, the franchisees of these franchise concepts offer customers a broad base of residential and commercial services. The Dwyer Group concepts currently support over 900 franchisees in the United States and, through their master licensees, nearly 400 more franchisees in 24 other countries.

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