

APB11-101 PRODUCT BULLETIN

TO: Manufactured Housing Distributors

FROM: Matt Lattanzi

DATE: April 15, 2011

RE: Service Net Announcement

ROUTE TO:	√ SEEN	No. of Copies Distributed

NORDYNE has made the decision to outsource our extended warranty program (Watchdog) to a third party provider (Service Net). Service Net is a turnkey service management company that creates, administers, and markets service warranty solutions. They were founded in 1996 and currently have over 5 million active contracts. Service Net carries A+ rated insurance and is underwritten by Chartis. They have a diverse market base that includes customers in major appliances, HVAC, and other home technology products. Some of their larger customers include: Samsung, Rheem, DELL, Toshiba, Home Depot, Phillips, Lennox, and Sony.

The key dates relative to this transition are below:

May 1, 2011: Program documents available including new pricing

June 1, 2011: Service Net Program goes live

July 1, 2011: Watchdog program is turned off

The Service Net program is an installer-based on-line program. In other words, extended labor plans are purchased on-line by the installing contractor and claims are filed on-line by the contractor. Watchdog plans purchased between June 1, 2011 and July 1, 2011 will need supporting documentation indicating a job quote, proposal, bid, etc. that is dated prior to June 1, 2011.

We appreciate your business and your continued support of NORDYNE products. If you have any questions, please contact your regional sales manager.



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