

# RPB09-166 PRODUCT BULLETIN

**TO: Residential Distributors**  
**FROM: Matt Lattanzi**  
**DATE: 9/22/09**  
**RE: Equiguard Watchdog Program**

ROUTE TO:	✓ SEEN	No. of Copies Distributed

Last year on November 1, 2008, NORDYNE outsourced the sales and administration of its Watchdog Extended Service Agreement Program to Equiguard. Given their recent Chapter 11 filing, NORDYNE finds it necessary to bring this program back in-house. Below is a summary of information to assist in the transition to the NORDYNE in-house process. This information is relative to claims for plans purchased under the current Equiguard process.

### **Claims Process:**

Effective October 1, 2009, all claims under the Equiguard Watchdog program that have not been submitted to Equiguard, will be processed by the distributor utilizing a paper claim form. NORDYNE will process the claim and issue a credit to the distributor for the part. Labor can be credited to the distributor or paid directly to the contractor through E-pay.

### **Watchdog Claims already submitted to Equiguard that have not been processed:**

NORDYNE has begun paying approved claims that have been outstanding in excess of 90 days. We will continue processing approved claims in the order received. NORDYNE will begin adjudicating and processing outstanding pending claims on 10/1/2009.

### **Claims that have been paid but the Equiguard check has bounced:**

Equiguard is currently working to determine if new checks will be issued or if the existing checks can be re-submitted to your local bank for payment. We expect to get an answer on this very soon and will inform you as soon as this information becomes known.

### **Watchdog ESAs that have been sold to the consumer but the contractor has not yet paid Equiguard:**

NORDYNE recommends the contractor not purchase this ESA from Equiguard. We recommend waiting until the NORDYNE process is available and then purchasing the ESA directly from NORDYNE.

**Save-The-Date:** On October 7, 2009 at 2:00 CST, NORDYNE will be conducting a NIN broadcast to add further clarity to this process. Additionally, there will be a live Q & A session following the broadcast to answer additional questions.

If there are any questions, please contact your NORDYNE Regional Sales Manager.