

RPB09-188 PRODUCT BULLETIN

TO: Residential Distributors

FROM: Matt Lattanzi

DATE: 12/28/09

RE: Watchdog Warranty Update

ROUTE TO:	✓ SEEN	No. of Copies Distributed

NORDYNE is implementing several changes to Watchdog Protection Plan Program. These policy changes are effective for **All** claims submitted after January 4, 2010.

Refrigerants:

R22 and R410A will now be reimbursed at the same rate (12\$/lb.). The maximum reimbursement is the system charge plus 1 lb.

Multiple Repairs:

The labor allowance for multiple repairs will be reimbursed on a prorated basis. The highest repair is for the full amount of the time allowed. All subsequent repairs will be prorated at ½ of the time allowed.

Service Call/Diagnostic Charges:

In addition to the hourly labor allowed, a service call/diagnostic fee of ½ hour at the appropriate hourly rate is also allowed.

Mileage Charges:

All rate plans are entitled to mileage reimbursement. Mileage reimbursement is based on a one way trip and is measured after the first 30 miles from the dealer's place of business. Reimbursement is \$1 per/mile with a maximum of \$30 reimbursement.

To receive these reimbursements, please indicate the above information into the "Work Performed" field on e-Nora during the claim filing process. NORDYNE will be working to improve the functionality of this process to make it more "user friendly". However, for the time being, we need this information typed into the aforementioned field.

If there are any questions, please contact the NORDYNE warranty department at 1-800-4AC-HEAT.