

TECHNICAL SERVICE BULLETIN

TB08-167R

TO: RESIDENTIAL AND MAYTAG DISTRIBUTORS
FROM: TECHNICAL SERVICE DEPARTMENT
DATE: 2008
RE: Quality Pledge & Dependability Pledge Fax Transmission Form

Please use the current *Fax Transmission Form* to process your *Quality Pledge or Dependability Promise Claims*.

There are no policy changes; only a new form.

You may refer to TB08-109R of March 6, 2008 for additional information regarding the Policy of Quality Pledge and/or Dependability Promise Claim Processes.

NEW QP & DP Claim Form on second page.

NORDYNE
Technical Service Department

NORDYNE Fax Message Transmission

Date:	Number of pages (including this page): <input type="text"/>	Time: _____ a.m./p.m.
To: NORDYNE	Fax number: 636-561-7358	
FROM:	Reply required: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Subject: Qp or DP	TECHNICAL SERVICE FAX (636) 561-7358	

***Credit for unit and labor will not be issued until unit has been received, and testing is complete. *The authorization number just gives the servicer the OK to change out the unit. In order to receive credit a claim MUST be filed.**

- *OUTDOOR MODEL # - _____
- *OUTDOOR SERIAL # - _____
- *INDOOR MODEL # - _____
- *INDOOR SERIAL # - _____
- *HOMEOWNERS NAME - _____
- *INSTALL DATE - _____
- REGISTERED UNIT - _____
- *DISTR. NAME & CONTACT - _____
- *DISTRIBUTOR # - _____
- *DISTRIBUTOR PHONE # - _____
- SERVICER - _____
- SERVICER PHONE # - _____
- AUTHORIZATION # - _____
- *FAILURE - _____

Return unit to:

NORDYNE
2800 HOFF RD
DYERSBURG, TN 38024
Attn: Brad Boals

Freight Line:

AVERITT _____

MILAN _____

YELLOW _____

USF NEW HOLLAND _____

CON WAY _____

Ship Freight Collect

or

SCRAP UNIT _____

*REQUESTING COMPRESSOR REPLACEMENT ONLY: YES _____ NO _____

*YOUR FAX NUMBER: _____

INFORMATION MARKED WITH AN “ * ” MUST BE FILLED OUT COMPETELY AND CORRECTLY. FORMS WITH INCORRECT OR MISSING INFORMATION WILL BE SENT TO YOUR CORPORATE OFFICE.

INFORMATION NEEDED FOR WARRANTY CLAIM 1. OUTDOOR SERIAL # 2. INDOOR COIL SERIAL #3. COMPRESSOR DATA TAG
4. OUTDOOR UNIT TAG 5 AUTHORIZATION NUMBER

If transmission is incomplete or material not legible, please call sender at (636) 561-6720, extension: