

To: Residential Distributors and Dealers
From: Technical Service Department
Date: December 28, 2009
Re: Phone System Auto-Attendant Upgrades

NORDYNE is happy to announce major improvements to our auto-attendant phone system. These improvements allow us to better utilize existing resources to service our Distributors.

Following the options offered by the auto-attendant will provide the quickest answer to callers by moving the call to the correct department, and reducing time spent transferring calls internally. The following is the message protocol that has been implemented, with comments indicating what service is or is not provided at each option.

Caller dials 1-800-4AC HEAT. (800-422-4328).

The auto-attendant then directs them to the proper call group as listed below.

- If you are a homeowner or consumer **PRESS 1** (Sub-Options are then offered)
 - To locate a equipment or service dealer in your area **PRESS 1**
 - Homeowner or consumer calls will be directed to a local distributor or qualified dealer for assistance.
 - To speak to a consumer relations representative **PRESS 2**
 - This call is directed to a NORDYNE consumer relations call center.
- For Technical Service **PRESS 2**
 - This call goes to the Technical Service Bullpen. Distributors or qualified Dealers can be assisted with application and installation questions.
 - Homeowners will not be helped. Technicians can only assist Distributors and qualified Dealers.
- For Service Parts information **PRESS 3** (Sub-Options are then offered)
 - If you are a Homeowner or consumer **PRESS 1**
 - Homeowner or consumer calls will be directed to a local distributor or qualified dealer for assistance.
 - If you are a Distributor with a part order, part availability, or order status question **PRESS 2**
 - This call is directed to Inside Sales Representative (ISR).
 - Homeowners and Dealers will not be helped, only Distributors can be given part availability, pricing, or order status.
 - If you are a Dealer or Distributor and need technical part assistance **PRESS 3**
 - This call is sent to the Technical Service Part call center, answered by a technician.
 - Homeowners will not be helped. Technicians can only assist Distributors and qualified Dealers.
 - Part availability, Pricing, or Order Status, can only be answered by the ISR. Technicians do not have access to this information.
- If your call is regarding a Warranty issue **PRESS 4**
 - This call is sent to the warranty call center and answered by a warranty adjuster.
 - Distributors, qualified Dealers, and Homeowners can be assisted with warranty and product registration questions

Please feel free to share this information with your dealers.

Thank you
Nordyne Technical Service