

To: All Master-Bilt Service Providers

From: Marty Rushing

Date: 1-29-08

Subject: Policy change for 1st year and 2-5 year compressors for Cabinets

CC: M/B Tech Service Group, M/B Internal Sales & Marketing, M/B REPS, M/B Regional Managers, and M/B Staff

Master-Bilt is pleased to announce starting March 1, 2008 we will ship direct all warranty compressors to you our Service Provider. No more out of pocket expense for you or the customer. Below is the procedure for this new Warranty Policy.

Master-Bilt will now ship direct from the factory all warranty replacement compressors for cabinets. This will be both **1st year & 2-5 year** compressor failures. The procedure for **1st year** compressor failures will be as follows:

- The Service Company diagnoses a defective compressor.
- The Service Company calls Master-Bilt & confirms the compressor is in the **1st year** warranty.
- Master-Bilt will place an order for the replacement compressor & ship that same day, via UPS next day air, (if we have the compressor in stock and the call is received by 3:00 PM central standard time) to the Service Company or End User. At the same time as the compressor order is being placed, Master-Bilt will instruct the service company on the return of the old compressor.
- If we do not have the compressor in stock, we will then give the service company the approval to check with the local compressor wholesaler to see if they have one in stock.
- If they have the compressor, we will then authorize the service company to take the old compressor to the local supply house & swap it over the counter at **No Charge with the local wholesaler.**
- If neither Master-Bilt nor the wholesaler has the compressor in stock, we will place an order with our compressor supplier and ship it once it is received from our vendor.

The procedure for the **2-5 year** compressor failures will be as follows:

- The Service Company diagnoses a defective compressor.
- The Service Company calls Master-Bilt & confirms the compressor is in the **2-5 year** warranty.
- Master-Bilt will place an order for the replacement compressor & ship that same day, via UPS next day air, (if we have the compressor in stock and the call is received by 3:00 PM central standard time) to the Service Company or End User. At the same time as the compressor order is being placed, Master-Bilt will instruct the service company on the return of the old compressor.

- If we do not have the compressor in stock, we will place an order with our compressor supplier and ship it once it is received from our vendor.

Master-Bilt requires all failed compressors, **1st year** be returned to us, (if not exchanged in the **1st year** with the local supplier). **2-5 year** compressor must be returned to Master-Bilt as requested.

Attached is a field failure return tag that must be sent back along with the compressor. We will be covering the freight charge for the return of the old compressor. Before any warranty invoices are processed for payment on compressor change outs, we will require this tag to be filled out & returned to us with the failed compressor. Failure to return all requested documents will delay payment. You can return the compressor by UPS ground if the size & weight allows, otherwise it can be returned by a common carrier. Attached is a list of the common carriers for each region of the country.

It is Master-Bilt's intention with this new policy change to make it easier & more profitable for you our Service Provider when doing business with Master-Bilt. This change will also enable us in the improvement of quality for our equipment by compiling compressor failure data. We will use this data as we are working with our compressor vendors to improve the reliability of our product. Your cooperation in this endeavor is greatly appreciated.

Thank you,

Marty Rushing

Technical Service Manger

Master-Bilt's field compressor failures returns

Cabinet Serial Number

Customer Name:

Failure Date:

Reason for return: (Place an X in the appropriate box)

<input type="checkbox"/>	Locked Up	<input type="checkbox"/>	Leak-Suction
<input type="checkbox"/>	Won't Start	<input type="checkbox"/>	Leak-Discharge
<input type="checkbox"/>	Won't Run	<input type="checkbox"/>	Leak-Process
<input type="checkbox"/>	Won't Cool/Low Capacity	<input type="checkbox"/>	Leak-Weld
<input type="checkbox"/>	Runs Hot/Overheats	<input type="checkbox"/>	Leak-Other
<input type="checkbox"/>	High Suction Pressure	<input type="checkbox"/>	No-Holding Pressure
<input type="checkbox"/>	Runs-Not Pumping	<input type="checkbox"/>	Noise-Start Up
<input type="checkbox"/>	High AMPS	<input type="checkbox"/>	Noise-Shut down
<input type="checkbox"/>	Low AMPS	<input type="checkbox"/>	Noise-Steady
<input type="checkbox"/>	High Watts	<input type="checkbox"/>	Noise-Internal Rattle
<input type="checkbox"/>	Low Watts	<input type="checkbox"/>	Noise-Excessive/Vibration
<input type="checkbox"/>	Overload Trips	<input type="checkbox"/>	Noise-Intermittent
<input type="checkbox"/>	Grounded/Shorted	<input type="checkbox"/>	Shipping Damage
<input type="checkbox"/>	Open Circuit	<input type="checkbox"/>	Bent Tube/Other
<input type="checkbox"/>	Other: Comments	<input type="checkbox"/>	Broken Tube/Other

Compressor model# :

Compressor serial# :