

Operating Letter

Operating Letter #100

January 1, 2013

ORDER SERVICES AND PRICING

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Operating Letter

Operating Letter #106

January 1, 2013

ORDER SERVICES & PRICING

Terms of Payment

PURPOSE

Terms of Payment

PROCEDURE

Standard Terms:

2.00% 3rd Monday

1.25% 5th Monday

Net 7th Monday

Commercial Terms:

2.00% 8th Monday

1.00% 12th Monday

Net 16th Monday

Example: Invoice date of January 1 through January 7, 2012

Standard Terms:

2.00% January 23

1.25% February 6

Net February 20

Commercial Terms:

2.00% February 27

1.00% March 26

Net April 23

The face of the invoice will reflect the actual date(s) for payment.

ALL PAYMENTS MUST BE RECEIVED IN OUR LOCK-BOX BY THE STATED DUE DATES TO EARN A CASH DISCOUNT OR AVOID INTEREST CHARGES FOR LATE PAYMENT.

INTEREST CHARGE

Customer agrees to pay those amounts due to the manufacturer on a timely basis and in accordance with the terms of sale. Customer also agrees that all arrearage will bear interest at a rate as advised by manufacturer in writing from time to time. The interest rate shall be no less than 1% per month and no greater than 1.5% per month, or the highest rate permitted by law, whichever is less. If the interest rate at any time would exceed the highest lawful rate, but for the limitations contained herein, the actual rate of interest to accrue on the unpaid principal amount shall be limited to the highest lawful rate. It is the intention of the manufacturer to strictly obey and comply with applicable usury laws. If any excess interest is charged, paid, collected or received, it shall be deemed a mistake and the same shall either be refunded to the customer account or credited on the unpaid principal amount of customer's account. Customer will reimburse manufacturer for all cost of collection including court cost and legal fees and disbursements. As to the enforcement of other provisions of this agreement, the prevailing party will be entitled to legal fees and disbursements.

OTHER PAYMENT TERMS

Other payment terms may be issued at various times by International Comfort Products' Credit department, at its sole discretion.

All prices are subject to the addition of any tax imposed by any present or future federal, state, county or municipal law on the sale of such material.

International Comfort Products may, at its sole discretion, in event of any Distributor Agreement breach, or any change, in its sole opinion, in the financial condition of the distributor, put the account on hold, require C.O.D. payment, reduce credit line, or take any other action it deems necessary to protect its interests.

Operating Letter

Operating Letter #109

January 1, 2013

ORDER SERVICES & PRICING

PRICING POLICY

PURPOSE

To define corporate policy as it relates to the pricing of all mainline equipment.

PROCEDURE

Mainline Products

All mainline equipment sold by International Comfort Products will be billed at the region prices in effect at time the order is placed.

Exceptions

Price Increases/Changes

- A. Region Price: International Comfort Products reserves the right to adjust prices at any time it may deem necessary. Every effort will be made to notify distributors at least thirty (30) days prior to any price change of mainline equipment. All orders will be priced protected for an additional 30 days if received prior to the price increase effective date unless otherwise stated in the details of the price change.
- B. Special offers, such as surplus equipment, etc., may define a given period in which the prices are in effect.

Operating Letter

Operating Letter #113

January 1, 2013

ORDER SERVICES & PRICING

ORDER POLICY

PURPOSE

To establish an order program that provides product to distributors in a timely manner.

PRODUCT

All Mainline products

PROCEDURE

Orders should be sent to:

INTERNATIONAL COMFORT PRODUCTS

Attn: Order Services

650 Heil Quaker Avenue

Lewisburg, TN 37091

Phone: 931-270-4222

Efax: Customer Service Account Managers

Fax: 931-270-4200 or 931-270-4202

ADVANCE ORDERS – 14 DAYS

International Comfort Products advance order program is defined as purchase orders placed with at least 14 calendar days of lead time. Purchase orders are considered firm and non-cancelable when fewer than 14 calendar days remain until the customer's requested ship date.

Shipment and freight terms are determined by the purchase order point value or dollar value at the time of the purchase order receipt. Purchase orders that total

- Less than 99 points or value less than \$24,999 USD will ship to the distributor freight collect
- From 100 to 149 points or value from \$25,000- \$39,999 USD will be shipped to the distributor with a \$150 USD stop off charge.
- More than 150 points or value at least \$40,000 USD will be shipped to the distributor freight prepaid.

Purchase orders will be released for shipment within 7 working days of the distributor's requested shipment date. If ICP backorders items from the purchase order because of product not being available, the backordered items will be released to the distributor at ICP's expense as soon as they become available. To avoid partial shipments, the distributor should adjust the customer requested ship date to match the item with the longest lead time (refer to Powerlink Main Menu for current lead time updates).

To avoid LTL releases, ICP will wait 14 days after the original requested ship date to release an LTL shipment, hoping to pool with the next truckload release. If there is no additional truckload release pending, the remaining product will be released to ship LTL at ICP expense. Terms of payment for advance orders are ICP's standard payment terms.

Inability to release a purchase order shipment due to credit reasons, limited distributor stocking space, etc. within 5 days of the distributor's requested shipment will result in order cancellation. If restocking fees or warehousing expenses have occurred, the distributor could incur a cancellation charge. The charge will be determined by the value of the product ordered.

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AT ONCE ORDERS

International Comfort Products accepts orders for immediate shipment for available product. These orders are non-cancelable. These orders are subject to product availability, and will be prioritized and product will be reserved or allocated using the order receipt date and the requested shipment date. Shipment will be defined by the size of the purchase order at the time of purchase order receipt. Purchase orders for at once orders that total:

- Less than 99 points or value less than \$24,999 USD will ship to the distributor freight collect
- From 100 to 149 points or value from \$25,000- \$39,999 USD will be shipped to the distributor with a \$150 USD stop off charge.
- More than 150 points or value at least \$40,000 USD will be shipped to the distributor freight prepaid.

Terms of payment for orders received requesting shipment as soon as possible are ICP's standard payment terms.

ADD ON ORDERS

Orders can be added to existing advance orders with no freight penalty to the customer, but must be placed at least 8 working days prior to the original shipment request date and be in inventory. Customers wanting to add product to planned shipments that is not available may cancel or re-enter a new purchase order to coincide with the next planned shipment to the distributor's ship point consolidating freight.

SHIPPING POLICY

All purchase orders will be shipped following ICP's order freight policy defined in this Operating Letter. Purchase orders received totaling less than 150 points or value less than \$40,000 could incur a delay of no longer than 7 working days while waiting for a pool partner for shipment.

SHIPMENTS FROM INTERNATIONAL COMFORT PRODUCTS FACTORY DISTRIBUTION CENTERS

ICP reserves the right to charge an additional handling charge of 20-25% for shipments processed from other International Comfort Products locations. The handling charge will be added to the original invoice amount.

SPECIAL PRICE QUOTATIONS OR SPECIAL PROMOTIONS

To ensure correct pricing and to minimize pricing purchase order errors at time of invoicing, ICP ships all orders at zone/region price. Discounting will be allowed and claimed using the price claims process. See Operating Letter's 114 & 114A regarding pricing claims to define policy and procedures for discounting.

PAYMENT TERMS

All orders follow International Comfort Products standard distributor payment terms defined in Operating Letter 106.

PURCHASE ORDER ACKNOWLEDGEMENTS AND CHANGE ORDERS

ICP faxes an order acknowledgement to each customer for each original purchase order or change order received. This acknowledgement should be reviewed for model accuracy and for the expected shipment from ICP.

WILL CALL ORDERS

Will Call orders will have no additional service charges applied. A 24 hour notice for Will Call orders is necessary. Will Call orders must be picked up at the distribution center within 72 hours after release to the warehouse. After 72 hours, the shipment will be canceled and the product returned to stock.

CANCELLATIONS

Cancellations of orders that are 15 calendar days away from requested shipment are accepted. Cancellations after that time are not accepted. Orders are considered firm and non-cancelable 14 calendar days prior to the requested shipment date. Any cancellation request that does not fall within the order policy guidelines is subject to a 15% cancellation fee.

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RETURNED GOODS

Written requests for return of product must be forwarded to International Comfort Products with a copy of the original International Comfort Products invoice. A serial listing of all products to be returned should also accompany the written request for return. Goods purchased by the customer may not be returned for credit until the distributor has received a **Return Goods Authorization** from ICP. Operating Letter 204 summarizes the Return Authorization process. A written form outlining the details and the terms of the return is sent to the distributor. All goods must be new, unused, undamaged, in the original carton, listed in the current product trade catalog, and in current production to be authorized for return. ICP has the right to deny a request for a Return Goods Authorization due to ICP's current inventory levels of the product being requested for return or for any requested product that is over 18 months old. Return Goods Authorizations are valid for 30 days from the date of issuance. ICP will cancel any Return Goods Authorization not returned to ICP within the allotted time. Approved returns will be handled with a 15% restocking fee, calculated against the original purchase price. All return freight charges are the responsibility of the distributor.

Operating Letter

Operating Letter #114

January 1, 2013

ORDER SERVICES & PRICING

SPECIAL PROJECT QUOTE & VOLUME DEALER PROCESS

PURPOSE

To outline the procedure to be followed upon receipt of factory approved special pricing to meet competitive prices in the market place.

PRODUCT

All Mainline product and accessories for which special prices are granted by International Comfort Products.

PROCEDURE

Quotation Request

- A. Job Quotation Request
- a. To receive special project price consideration, the distributor **MUST** complete “Special Pricing Quotation” form (sample below). This quotation request must be e-faxed, e-mailed, or mailed to your Pricing Analyst in the Customer Service Pricing Department.

Special Pricing Quotation Form
See Powerlink Forms

[illegible]

References

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The following information must be included:

- a. Distributor name
- b. Contact information
- c. Specific job name with city and state job is located in
- d. Builder and/or dealer name
- e. Models and quantities required
- f. Competitive brands and selling price (by model, if possible)
- g. Length of time price protection required
- h. Competitive length of time price protection offered

Requests for quotations that do not include the required fields will be denied. Please provide any additional competitive data to be considered with each request for special pricing.

B. Volume Dealer Quotation Request

To register dealers for this program, complete a Volume Dealer Registration for (sample below) and a Special Pricing Quotation Form and return to your Regional Business Manager (RBM) for review.

Note: Competitive detail must accompany the Volume Dealer registration form when submitting a request using a Special Pricing Quotation Form.

Special Pricing Quotation Form
See Powerlink Forms

INTERNATIONAL COMFORT PRODUCTS VOLUME DEALER APPLICATION FORM IS SUBJECT TO THE FOLLOWING <u>APPLICATION TERMS AND CONDITIONS:</u> 1. The primary purpose of this program is to meet competitive price with a volume dealer when the region price is not adequate. (Note- This program is not meant to compete against existing ICP distributor/dealer relationships.) 2. Documentation of the competitive price is <u>required</u> for any volume dealer request. 3. Each volume dealer request must be approved in advance by the ICP Regional Business Manager assigned to that area of responsibility. 4. A current dealer of another brand of ICP is ineligible for volume dealer consideration until an official request on the dealer's business letterhead is received from the dealer advising he is no longer doing business with the other ICP distributor. 5. Pricing will be withdrawn if offered or applied to non-approved dealers. 6. Volume dealer purchases from the distributor will be reviewed periodically based on claim activity. A dealer could be dropped from the program due to low levels of activity against the discounted price. 7. This program is a claimback program. Distributors purchase product at their regular region cost. <u>CLAIMS TERMS AND CONDITIONS:</u> See Operating Letter 114A for additional claims terms and conditions. 1. Distributors have several options to file their claims. • ICP Number ICP720 (Request for Special Pricing Quote Claim Form) • ICP approved computerized claim form provided by the distributor with the required information. (Format must be approved in advance.) • Electronic claims processing either through Powerlink/ Atlas or via FTP. I CERTIFY THAT I HAVE READ THE ABOVE INFORMATION AND IT IS CORRECT AND I HAVE COMPLIED TO THE STIPULATIONS. DISTRIBUTOR SIGNATURE _____ DATE _____

Operating Letter

VOLUME DEALER APPLICATION FORM

INTERNATIONAL COMFORT PRODUCTS
ATTN: PRICING DEPARTMENT
FAX: 931-270-4202

New Volume Dealer Request: _____
Add to Parent Quote: _____ Parent Quote #: _____

DISTRIBUTOR: _____ CONTACT: _____ ICP ACCT # _____
EMAIL _____ PHONE# _____ FAX # _____

DEALER NAME: _____ DEALER ACCT #: _____
CONTACT: _____ PHONE # _____
ADDRESS: _____

CITY: _____ STATE _____ ZIP CODE _____

IS THIS CUSTOMER AN EXISTING DEALER OR A NEW CUSTOMER?
(CIRCLE THE APPROPRIATE REPLY)

CURRENT EQUIPMENT PURCHASES:

BRAND	EST. % OF TOTAL	REMARKS

Is this customer an AOR (Add or Replacement) _____ or RNC (Residential New Construction) _____ dealer?
AOR% _____ RNC % _____

Approximate Total Annual Equipment Purchases by the Dealer \$ _____

Anticipated Annual Purchases of ICP Product \$ _____

Has Dealer Purchased ICP Product in the Past? Yes _____ No _____

If yes, the Brand purchased _____ from Distributor _____

Note- 1. Any dealer purchasing ICP product on any other ICP key dealer or volume dealer program will not be considered for this program.

2. Violation of policy in-so-far as information pertaining to ICP purchased product from another distributor, may result in loss of key dealer pricing in their area.

3. The volume dealer program is subject to audit by an ICP Representative or a Regional Business Manager (RBM).

I CERTIFY THAT THE ABOVE INFORMATION IS CORRECT AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

DISTRIBUTOR SIGNATURE _____ DATE _____

TITLE: _____

ICP REGIONAL BUSINESS MANAGER (RBM) _____

DATE _____

Internal use: Quote # _____

Effective Date of Quote _____

Revised 01/2006

ICP will periodically send all distributors a list of all quotes that are expiring or a list of quotes that have automatically been extended with a letter of explanation. The distributor is responsible for reviewing the list, advising ICP of issues and updating their pricing systems. This will avoid unnecessary denial of claims.

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ISSUANCE OF QUOTATIONS AND CONFIRMATION

After evaluation by International Comfort Products, the distributor may be given a special price quotation.

Distributors who have been provided with quotations must notify International Comfort Products Pricing Department when they have been awarded the business so that the quotation can be confirmed. This is important because the quotation is not considered valid until it has been confirmed. The distributor should confirm the models, quantities and shipping schedule.

Special quotations will be valid through the expiration date shown on the quotation, after which time the company reserves the right to cancel or re-quote.

International Comfort Products reserves the right to revise prices on any quotation that has not been confirmed within 30 days of the date the quotation was issued. Special quotations, which have not been confirmed prior to an announced price increase by International Comfort Products, will be modified to take into consideration the announced price adjustment.

OTHER QUOTATIONS

The Sales Department may request the Pricing Department to issue other types of quotations to meet specific competitive conditions within the market. In such cases, the procedure for filing claims, as outlined in Operating Letter 114A, must be followed.

Operating Letter

Operating Letter #114A

January 1, 2013

ORDER SERVICES & PRICING

Pricing Claim Process

PURPOSE

To explain ICP's price claiming policies, methods, and tools so that distributors can successfully file pricing claims and receive pricing credits for products sold in accordance with a confirmed Special Price Quote (SPQ). Operating Letter 114 explains ICP's quote process. Without a solid understanding of quotes, the claiming process and policies may be difficult to follow.

PRODUCT

All Mainline products and accessories for which special prices are permitted by ICP

PROCEDURE

An SPQ, also referred to simply as a "quote," is a pricing agreement between a distributor and ICP used to meet specific competitive pricing needs in the market. More specifically, it allows distributors to receive pricing from ICP at a discount to the standard region pricing invoiced to distributors so that, in turn, the distributor can compete with lower dealer pricing than would be possible otherwise. To receive discounted pricing in accordance with a quote, distributors are issued credits or "claim-backs" by ICP for the difference between standard and quoted prices.

In order to initiate credits for qualifying sales transactions, distributors must submit pricing claims to ICP. One method of doing so is by completing a paper claim form and mailing the required documentation to ICP. A more popular method is to enter the pricing data into an online claim entry screen within ICP's Powerlink/Atlas website. Still another method is by uploading a claim file to ICP through the Atlas FTP tool. Whichever method is used, these claims contain a variety of important information necessary for ICP to understand who filed the claim, the quote referenced, the products, dates, prices, quantities, and dealers associated with the transaction, and the resulting eligibility of the units claimed so that pricing credits can be calculated. Distributors should contact their assigned Pricing Claims Associate with any questions or concerns related to claims. A map displaying Claims Associate assignments by state or province is available on Navigator under *Who to Contact, Area Maps, Pricing Claims Associate Territory Map*.

This operating letter will explain the composition of a claim, ICP's price claiming policies, and the various methods of filing claims. A number of forms and documents necessary to file claims or gain access to the online tools available to the distributor are included within this operating letter.

CLAIM COMPOSITION

A pricing claim is composed of one or more models and associated data that are eligible for special pricing from a particular quote, with all such models sharing a common claim number. The distributor assigns a unique "customer claim number," and ICP assigns an "ICP claim number." Whenever a different quote number is referenced, a different claim number is required. A single claim can consist of models sold on many different dealer invoices to a variety of dealers, as long as all of the models and dealers are associated with the same quote number. The smallest component of a claim is a claim line, consisting of the specific model number and associated sales information listed on the dealer invoice. These additional details include the quantity sold, dealer price, dealer invoice number, invoice date, and the dealer number, if applicable.

PRICE CLAIMING POLICIES

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Distributors filing pricing claims must understand a number of important policies and requirements to receive appropriate price claim credits. The following categories of policies are discussed below:

- Quote Requirements
- Claim Submission Period
- Re-submissions
- Documentation and Field Verification / Audits, and
- Listing of Dealer Invoices

QUOTE REQUIREMENTS

Fundamental to all price claims is the concept that a distributor's sales transaction for which a claim is filed must meet all requirements established by the quote. Quotes are created for a specific time period, with specific models and prices, and often for specific quantities, dealers, and geographic regions. A unit eligible for claiming against a given quote will have...

- Its exact model number listed on the quote
- An invoice date to the dealer that falls within the effective period of the quote, i.e., the quote has not expired
- A dealer price that is less than or equal to the Sell Price provided on the quote
- Required sell prices are submitted in the quote request process
 - If higher sell prices are attainable, then this must be established on the quote
 - Actual transactions priced above these stated requirements are ineligible
- An available claim-quantity remaining, as some quotes are quantity-specific
- The invoiced dealer attached to the quote, if applicable
- Been sold in the appropriate geographic territory, if applicable
- Been sold for use in a particular project, if applicable, as defined on the quote

CLAIM SUBMISSION PERIOD

A critical aspect of the claiming process is that all pricing claims must be *received* at ICP within **90 days** from the date the unit was invoiced to the dealer. Paper claims are stamped with a receive-date the day they arrive in the mail, while electronic claims are received the day they are submitted online. The 90-day claim window was established with consideration for the busy-season, claims personnel absences, employee turnover, and all manner of other unexpected events that cause legitimate delays for distributors filing claims. The majority of claims are filed within 45 days, but ICP allows twice that amount of time. Claims received after 90 days will be rejected without further consideration for credit.

CLAIM RE-SUBMISSIONS

Claims that are deemed ineligible for credit are denied. Most reasons for denial relate to a mismatch of data with the referenced quote, and are easily understood from the denial code and description displayed with each denied line on the credit memo. For instance, if model 1234A is claimed instead of 1234B, which is on the quote, the claim line will be denied under code 07, "model not on referenced quote." The list of denial codes and descriptions are displayed below. Distributors are allowed 90 days to re-submit denied claims from the date that the claim is processed. No re-submissions will be permitted after this period.

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CLAIM DENIAL CODES

<u>Code</u>	<u>Denial Description</u>	<u>Code</u>	<u>Denial Description</u>
1	Quote number is invalid	18	Invoice prior to change date
2	Quote is unconfirmed	19	Invoice not provided
3	Dealer not registered	20	Dealer not active for invoice
4	Invoice date past expire date	21	Obsolete model/no discount allowed
5	Invoice date before start date	22	Invoice Price greater than sell price
6	Not submitted within 90 days	23	Dealer not found on program
7	Model not on referenced quote	24	Invoice date less than program start date
8	Quantity limit has been met	25	Inv date greater than program expire date
9	Sold over quoted sell price	26	Dealer not found on program
10	Region and buy price are equal	27	Model not found on program
11	Region less than buy price	28	Region Price not found on program/old
12	No dealer price submitted	30	Invoice before program start date
13	Quantity must be entered	31	Invoice after program expiration date
14	Cannot claim deleted line	32	Model not set up for Customer (X-ref)
15	Inv Date > Date Claim Entered	33	Invoice before dealer active date
16	Inv Date > Date Claim Received	34	Invoice after dealer expiration date
17	Quote belongs to another distributor	50	Distributor Invalid for Pricing Program
		80	Quote Number is for Parent

DOCUMENTATION AND FIELD VERIFICATION / AUDITS

Distributors filing paper claims submit copies of dealer invoices that substantiate their claims. With electronic claims, however, ICP does not require distributors to submit dealer invoices with each claim, which greatly reduces claiming administration. Instead, for claim verification purposes, distributors are required to maintain their claiming records and provide copies of dealer invoices to ICP upon request. More specifically, ICP, at its sole discretion and at any such time during normal business hours as it deems necessary, reserves the right to audit or review a distributor's records to verify sales and/or related data on which a special price quote has been issued, and the distributor must fully cooperate in any such audit. Some audits are administered by mailed or emailed letters requesting samples of dealer invoices used in recent claims to be mailed or faxed to ICP. In other cases, audits are conducted at the distributor location(s). Claiming discrepancies found will result in recoveries of ineligible claims and, in some cases, termination of the distribution relationship with ICP.

LISTING OF DEALER INVOICES

The electronic claim form, explained in a later section, requires a dealer invoice number for *each* claimed sales transaction. Providing this information as requested allows distributors a means of knowing whether a particular transaction was claimed, and ICP a means of requesting the referenced invoice number for claim verification purposes. Models sold on *different* invoices must be submitted with a *separate* claim line per invoice, and should not be "rolled up."

"Rolling up" claim lines refers to an *improper* claim method in which like transactions on different invoices are totaled and claimed as if they were all on one invoice in an attempt to reduce claiming keystrokes. For instance, if a particular model of a unit is sold to a dealer with a quantity of one on each of five invoices, a "rolled up" claim would include one claim line with a quantity of five, rather than five claim lines with the associated invoice number and date on each. This claiming "shortcut" is sometimes attempted with honest intentions but inaccurate assumptions that all of the transactions are identical and can therefore be claimed as a batch rather than individually. It can also lead to duplicate claiming, as identifying exactly which units have already been claimed becomes more difficult. This

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approach may lead to serious audit issues, as an invoice referenced on a claim with rolled-up quantities will indicate a much lower quantity actually sold when reviewed by an auditor. Depending on how well records are kept at the distributor, transactions claimed this way could be difficult to substantiate for an auditor, and significant claim dollars could be debited back by ICP.

PAPER CLAIMS

The most basic method of filing pricing claims is by completing a paper claim form, available online under *Navigator*, *Operating Letters*, *Powerlink Forms*, *ICP Special Price Quote Claimback Form*, and mailing it to ICP's claims department. This is a one-page form in which all of the critical claim data is entered. Two pages of instructions and field descriptions explaining the form are included in the document, which is also attached to the end of this operating letter.

Note that when filing claims by paper, distributors must also provide a copy of their dealer invoice that supports the information submitted on the claim. The invoices should include unit serial numbers if the unit is serialized.

ELECTRONIC CLAIMS

The vast majority of pricing claims are filed electronically using ICP's Powerlink/Atlas website. Electronic claims may be filed through the Claim Entry screen, or by the File Upload feature. The online security requirements to access these tools, and explanations of the two claiming methods, are discussed below.



ONLINE USER SECURITY SETUP

The claim entry and file upload tools are located within ICP's secure Powerlink website located at www.icpusa.com. Atlas is the site within Powerlink that provides interactive tools used to query and submit information, and the tools we discuss here are located within the "Pricing Claims" section of Atlas. To use the site, distributor personnel must be issued a username and password from ICP's Data Administration department. Each distributor has one or more designated E-Business contacts that are authorized to submit the "Powerlink User Security Form" for its employees. This form communicates to ICP exactly which online features and tools a given user should be granted access to, including the authorization to submit pricing claims electronically. Access to upload claim files will only be granted after working with ICP's data administration department to ensure that the distributor is capable of generating claim files that meet the necessary file format requirements. This form also permits E-Business contacts to designate multiple distributor users as authorized to submit electronic claims, assuming the users are already set up with Powerlink access. The form is located in Navigator under Operating Letters, Powerlink Forms, and is also attached to this Operating Letter for your convenience. If you do not know who your designated distributor E-Business contact is, contact ICP's Data Administration department for assistance.



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ATLAS PRICING CLAIMS MENU / SWITCH ACCOUNTS

The pricing claims menu displays links across the top for various screens including Switch Account, Claim Entry, Claim Inquiry, File Upload, Main Menu, and Help. When the pricing claims menu is selected, the user is taken to the "Switch Account" page. Each user is assigned a default account number that is active when they first sign on. If the user is setup with only one account number, then this page is not meaningful, but some users are setup to submit claims for numerous branches. If so, it is important to ensure that the intended branch account number is active before attempting to enter a claim. Once an account is selected, any claim entries or inquiries will be associated with that account.

Pricing Claims PowerLink v2.0

Switch Account Claim Entry Claim Inquiry File Upload Main Menu Help

International Comfort Products

Customer Number: 37
Address:
INTERNATIONAL COMFORT PRODUCTS
650 HEIL AVENUE
LEWISBURG, TN 37091

Ship-To Number: 1
Address:
INTERNATIONAL COMFORT PRODUCTS
650 HEIL AVENUE
LEWISBURG, TN 37091

To switch to another account:
To switch to another account, select an account from the drop down box below or enter one in the text box and click "Switch Account"

Account #: Switch Account

To search drop down box by Customer Name, enter first characters of name and click "Search"

Customer Name: Search

37 INTERNATIONAL COMFORT PRODUCTS 650 HEIL AVENUE LEWISBURG, TN

Switch to above Account

CLAIM ENTRY MENU

Once the desired account number has been chosen, the claim entry menu can be selected. Click on the "New Claim" link to begin entering a pricing claim.

Switch Account Claim Entry Claim Inquiry File Upload Main Menu Help

• [New Claim](#)

Instructions:

New Claim:

Clicking "New Claim" will start a new Pricing Claim.

CLAIM HEADER PAGE

Claim "header" information is required first. This page includes the

- Customer Claim Number – the distributor's unique reference number
- Requester's name – the user entering the claim
- Quote Number – the 6-digit number of the quote granting special pricing
- Total Amt Requested – the total claim-back amount expected from the entire claim, used for reference only. ICP will calculate the actual amount to credit.
- Receive Date – the current date
- Claim Notes – enter any relevant notes necessary for the claims associate to receive

The continue button proceeds to the detail page. Clicking the suspend button allows the user to save the claim so that it can be completed later. "Confirm" submits the claim, while cancel deletes the claim and returns the user to the Claim Entry screen.

Switch Account Claim Entry Claim Inquiry File Upload Main Menu Help

Claim Number		Customer Number	37
Customer Claim Number		Customer Name	INTERNATIONAL COMFORT PRODUCTS
Total Amt Requested	\$0.00		

Customer Claim Number:

Quote Number: CPM Claim: ☐

Total Amt Requested:

Receive Date: 11/16/2007

Requester's Name:

Claim Notes:

Continue Suspend Confirm Cancel

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CLAIM DETAIL PAGE

Once the claim header information has been provided, the detail page allows the user to enter the model level details, as shown below. Distributors should reference the appropriate dealer invoices or a reliable report with the necessary information when entering claim data. Do not use the quote as your primary reference tool when entering claims, as this can lead to discrepancies with the actual invoices that auditors may later inquire about.

Mass Dealer: Mass Item:

Dealer Number	Item Number	Dealer Invoice Date	Dealer Invoice Number	Quantity	Dealer Invoice Price	Process
						Add Clear Search

Dealer Number	Item Number	Dealer Invoice Date	Dealer Invoice Number	Quantity	Dealer Invoice Price	Process

Detail Fields are as follows:

- Dealer Number – the distributor’s customer number assigned to the dealer, as registered with ICP, if applicable. Claims that do not require dealer registration do not require a dealer number to be entered, but some distributors prefer to enter this information for all claims for reference purposes.
- Item Number – this is the model number. This should be the exact model number on the dealer invoice and on the referenced quote number.
- Dealer Invoice Date – this is the actual date the unit was sold to the dealer as shown on the referenced invoice number.
- Dealer Invoice Number – this is the invoice reference number on which the claimed unit was sold. Do not use an order or pick ticket number.
- Quantity – this is the number of units claimed
- Dealer Invoice Price – this is the distributor’s price to the dealer, as shown on the dealer invoice. Do not simply enter the price listed on the quote. This price should match exactly the price listed on the referenced invoice.

When a line of data is entered, click the “add” button to add the line to the claim and begin a new line. If the user is entering many claim lines for the same dealer, the dealer number can be set in the “Mass Dealer” box. This will cause the set dealer number to auto-populate the Dealer Number field with each new line. Clear the mass dealer number or change to a new one when finished with claims for that dealer. The Mass Item box works the same way for cases when the same model is claimed on many different invoices. The user may return to the header page to make any necessary changes by clicking the “change header” button. Click “Confirm” to complete the claim.

CLAIM INQUIRY

The claim inquiry feature allows users to check the status and details of any pricing claim processed through the account number that the user currently has activated through the “Switch Accounts” screen. Claims may be queried by quote number, job quote name, credit memo number, customer claim number (the distributor assigned claim number), or ICP claim number. Suspended claims may also be queried so that the user can complete unfinished claims. A screenshot of the Claim Inquiry Screen is shown below.

Operating Letter

[Switch Account](#) [Claim Entry](#) [Claim Inquiry](#) [File Upload](#) [Main Menu](#) [Help](#)

Please select one of the below search criteria. Then press the find button to search for Claims in the system.

☒ By Quote Number:

☐ By Job Quote Name:

☐ By Credit Memo Number:

☐ By Customer Claim Number:

☐ By ICP Claim Number:

☐ Suspended Claims

FILE UPLOAD / FTP CLAIMS

The file upload feature of the Pricing Claims menu allows authorized users to transmit via File Transfer Protocol (FTP) a pricing claim file to ICP for processing, rather than manually key the data into the Claim Entry screens. Once setup properly, this is the most efficient method of filing pricing claims. However, information systems work is necessary up front to develop a process that creates claim files in the specific format required by ICP. If interested in exploring the possibility of filing claims via FTP, contact ICP's Data Administration department. Prior to discussions with ICP, the distributor may want to share the Powerlink File Upload Manual document with appropriate information technology personnel to assess the viability of this option. The File Upload Manual explains the detailed format requirements for claim files uploaded to ICP, and includes the fields and formats necessary for Pricing Claims as well as Warranty Claims. This manual is available in Navigator under *Operating Letters-Forms, Pricing & Order Services*.

UPLOAD INTERFACE

The actual File Upload screen, displayed below, consists simply of a filename box with browse functionality for the distributor user to locate the desired pricing claim file on the user's computer. Only one file may be selected at a time. When the proper file has been selected, the "send file" button uploads the claim file to ICP's website. A confirmation page is generated when a file has been successfully transmitted. Please print and file each confirmation page as evidence of a claim submission. If the claim file passes all initial format validations, it will be downloaded into ICP's price claim system.

[Switch Account](#) [Claim Entry](#) [Claim Inquiry](#) [File Upload](#) [Main Menu](#) [Help](#)

Filename:

FILE FORMAT VALIDATIONS

Upon upload, the distributor's claim file must pass a number of format validations in order to be eligible for import into ICP's claim system. These validations have nothing to do with the content of the claim, such as whether the referenced quote has expired. Rather, the *formats* are validated, meaning that if a particular character in a claim line, for instance, is supposed to be numeric, but is found to be in alpha format, or vice versa, then an error will occur that causes the file to be rejected. When these upload errors occur, ICP's Data Administration department is alerted with basic user and file error information. If the errors are easily correctable, ICP's data analyst will often make the necessary changes as a courtesy, and resubmit the claim file with no further distributor activity.

Operating Letter

required. However, if the errors are more substantial or have become frequent, then the data analyst will notify the distributor that the file upload was unsuccessful so that the distributor can correct the file and re-upload the revised claim file.

No direct communication or online claim status is available for distributors to know immediately that an uploaded claim file has passed or failed the format validations. Usually, “no news is good news,” meaning that if the ICP data analyst has not contacted the user within a few hours, the file likely passed the format validations. If the user suspects that an uploaded claim file may have contained errors, please do NOT resubmit a revised file until the ICP data analyst has confirmed the error. This is because if the file passed the validations after all, then additional submissions will create duplication errors requiring manual intervention to eliminate.

For your convenience, the following forms and/or documents are included in the Pricing & Order Services Forms section of the Operating Letters:

- ICP SPQ Claimback Form and Instructions
- Powerlink User Security Form

These documents are also located on Navigator under Operating Letters, Powerlink Forms.

Operating Letter

Operating Letter #115

January 1, 2013

ORDER SERVICES & PRICING

PRICING DISCOUNT TOOLS (RDT, CDT, MDT and COPS)

PURPOSE

The purpose of this operating letter is to define and explain the pricing discount tools that include the: RDT, CDT, MDT and COPS so that distributors can use these tools to be more competitive in the marketplace. This document assumes the reader has a basic understanding of volume dealer quotes and the pricing claims process. Details of ICP's special price quotes and volume dealer program may be found in *Operating Letter 114*. Pricing claims are covered in *Operating Letter 114A*.

PRODUCT

All equipment and accessories listed on the pricing discount tools

PROCEDURE

The Residential Discount Tool (RDT), Commercial Discount Tool (CDT) and Market Discount Tool (MDT) have the same functionality. The main difference is the dealer registration requirement on the RDT that is not required on the CDT or MDT. The RDT represents a different kind of volume dealer quote. As such, it may be used only for volume dealers, who are by definition registered with ICP. Differences in the tools also include the program number used for filing pricing claims. COPS (Commercial Option Price Selector) can be used to quote commercial jobs or to price commercial product with FIOP's or Factory Installed Options.

Rather than stating specific quote *prices*, the tools define pre-approved discount price *ranges*.

The tools are communicated in the form of an Excel spreadsheet containing a list of eligible products. In addition to displaying price ranges, this file allows distributors to select specific price points or margin percentages for a given unit based on their particular competitive needs. The structure and features are explained below, followed by important details related to the pricing claims process.

STRUCTURE AND FEATURES

The tools are structured into three sections. The "price list" section contains model numbers, descriptions, and prices. On the same tab, the "quote price calculation options" section allows price customization. The "claim calculator" is useful for calculating expected pricing claim credits. These sections and associated features are explained below.

Price List

The price list section displays model numbers and descriptions with groups of Sell Prices, Buy Prices, and Distributor Margins. Sell prices refer to the prices at which a distributor sells to its customers. Buy prices refer to the net prices paid by the distributor to ICP after claiming. Within each group are Region, Quote, and Start prices.

Exhibit 1: Price List

A	C	D	E	F	G	H	I	J	K
SELL PRICES				BUY PRICES			DISTRIBUTOR MARGINS		
Model	Region	Quote	Start	Region	Quote	Start	Region	Quote	Start
N2A318AKA	\$737	\$625	\$547	\$604	\$539	\$514	18.00%	13.76%	6.00%
N2A318AKB	\$758	\$645	\$562	\$621	\$555	\$528	18.00%	13.95%	6.00%
N2A318AKC	\$774	\$700	\$574	\$634	\$586	\$539	18.00%	16.29%	6.00%

Operating Letter

Referring to Exhibit 1, each field from left to right is defined as follows:

- (A) Model – equipment model number
- (B) Description – brief model description (not displayed here to conserve space)
- (C) Region Sell – the sell price associated with the Region Buy (F) based on the Region Margin percentage (I) of 18% in this example. The Region Sell represents the upper limit of the range of RDT sell prices.
- (D) Quote Sell – the sell price associated with the Quote Buy (G) and Quote Margin (J). This is the price for which you expect to actually sell the unit to your customer based on price or margin information entered. This is one of two customizable fields. Quote price customization will be explained later.
- (E) Start Sell – the sell price associated with the Start Buy (H) and Start Margin (K) of 6% in this example. The Start Sell is the lower limit in the range of RDT sell prices.
- (F) Region Buy – your region price, the price at which you are always invoiced from ICP. This represents the upper range of RDT buy prices. It corresponds with the Region Sell (C) and Region Margin (I).
- (G) Quote Buy – the buy price associated with the Quote Sell (D) and Quote Margin (J). This is the distributor's discounted price from ICP. The difference between the Quote Buy and the Region Buy represents the claim amount that will be credited per unit claimed.
- (H) Start Buy – the lowest buy price supported by the RDT. This price corresponds to the Start Sell (E) and Start Margin (K). Buy prices below this level require a specific quote request to ICP's pricing department.
- Region Margin – this is the distributor margin percentage associated with the Region Buy (F) and Region Sell (C) prices. This represents the upper range of RDT margins.
- (J) Quote Margin – this is the margin % calculated from the Quote Buy (G) and Quote Sell (D) prices per the formula of $(\text{Sell} - \text{Buy}) / \text{Sell}$.
- (K) Start Margin – this is the margin percentage associated with the Start Buy (H) and Start Sell (E) prices. The Start Margin represents the lower limit in the range of RDT distributor margins.
- (L) Notes– a brief note is displayed here in a couple of situations. When a customized price is lower than the Start Sell, then a "Request Quote" note is displayed. If the customized price is obtainable without price support, i.e., the sell price is higher than the Region Sell, then "Qt Sell > Region Sell" is displayed. The Notes field is not displayed in Exhibit 1 due to space constraints.

Quote Price Calculation Options

The quote price calculation section contains a Primary option and a Secondary option, illustrated in Exhibit 2. The Primary option allows the user to enter a specific Sell price (column M) per model. The spreadsheet will then calculate a target distributor margin percentage (O) and a resulting buy price (N) based on the entered Sell price and target margin. Primary Option prices, if entered, will always populate the price list section, along with the actual margin percentage. The Sell price entered must be greater than or equal to the Start Sell price. If a lower price is needed, please submit a quote request to ICP's pricing department with competitive price data.

The Secondary option allows the user to enter a desired distributor margin percentage (R), which should be no lower than the Start Margin percentage. When a margin is entered, quote Sell (P) and Buy (Q) prices are calculated. However, these prices may or may not populate the price list section. Secondary Option prices will only display in the price list if the Primary section is left blank. Compare the entries in Exhibit 2 to the price list in Exhibit 1 to see the priority of the Primary Option.

Exhibit 2: Quote Price Calculation Options

A	M	N	O	P	Q	R
	Primary Option			Secondary Option		
Model	SELL	Buy	Margin %	Sell	Buy	MARGIN %
N2A318AKA	\$625	\$539	13.82%			
N2A318AKB				\$645	\$555	14.00%
N2A318AKC	\$700	\$586	16.34%	\$658	\$566	14.00%

Operating Letter

Claim Calculator

The claim calculator is located on the “Calculator” tab, illustrated in Exhibit 3. This is a tool to help distributors determine the claim amounts to expect when filing pricing claims. It may also be useful in building a proposal for a dealer, as sales dollars, margin dollars, and margin percentages are totaled at the top (H - M).

To use this tool, in the yellow shaded areas (columns A-C), enter the quantity, exact Model number, and Sell price, which is the invoiced price to the dealer. Many distributors extract this information from their systems, copy it, and then paste it into these fields for easy data entry. The resulting Buy price, Margin dollars, and target Margin percentage are displayed in columns D, E, and F, respectively. The unit’s region price is in column G, followed by the expected claim dollar amount (H), which is calculated as the Region Price minus the Buy Price. Columns I – M then show extended amounts, meaning per-unit amounts multiplied by the quantity claimed. In this example, the distributor would expect to receive a \$245 pricing claim credit.

Exhibit 3: Claim Calculator

A	B	C	D	E	F	G	H	I	J	K	L	M
							Qty	Ext Sell	Ext Buy	Ext Marg	% Marg	Claim Amt
TOTAL							4	\$2,615	\$2,235	\$380	14.53%	\$245
Qty	Model	Sell Price	Buy Price	Marg \$	Marg %	Region Price	Claim \$	Ext Sell	Ext Buy	Ext Marg \$	Marg %	Ext Claim \$
1	N2A318AKA	\$625	\$539	\$86	13.82%	\$604	\$65	\$625	\$539	\$86	13.82%	\$65
2	N2A318AKB	\$645	\$555	\$90	14.00%	\$621	\$66	\$1,290	\$1,110	\$180	14.00%	\$132
1	N2A318AKC	\$700	\$586	\$114	16.34%	\$634	\$48	\$700	\$586	\$114	16.34%	\$48

PRICING CLAIM INFORMATION

A few important differences exist between standard volume dealer quotes and the pricing tools when it comes to filing pricing claims. These include the use of Program Numbers and the importance of accurate Sell prices when filing claims. To aid in understanding the variable pricing structure, an example model will be presented with various prices.

Program Numbers

When filing claims, standard quotes are referenced with a 6-digit “quote number,” while the pricing tools use a 4-digit “program number” Whether filing claims electronically or by paper, simply use the Program Number in place of the Quote Number.

Variable Buy Prices and Claims Amounts

Standard quotes establish a single, firm buy price for a given time period. Thus, when a claim is properly filed against such a quote, the buy price used to calculate the claim amount is clearly understood. The difference between this buy price and the region price, multiplied by the quantity, is the claim amount.

With the pricing tools, however, the Buy price is variable. It will “slide” between the Start Buy and Region Buy based upon the specific Sell price provided on the claim. More specifically, as sell prices decrease, buy prices and distributor margins also decrease, and vice versa, until the lower or upper price range is reached. Sell prices that fall below the Start Sell price will receive the Start Buy price. Sell prices above the Region Sell price require no pricing support and will be rejected on the claim. All of this means that the claim amount will change with each change in Sell price. For example, if a distributor sells a unit to the same customer 10 times at 10 different prices within the range, then 10 different claim amounts will be generated. Note that very slight changes in Sell price may not change the Buy price due to rounding in the calculations.

Operating Letter

Accuracy of Sell Price

The accuracy of sell prices provided on pricing claims is always important, but in the case of the pricing tools, it is absolutely *critical*. The variable nature of pricing tools buy prices means that submitting inaccurate sell prices will result in inaccurate claim amounts. This is not always true with claims against standard quotes. To ensure that the correct sell prices are provided when entering claims, always reference the dealer invoice. Distributors who manually enter claims online sometimes reference quotes, order documents, or price lists that they assume reflect the actual prices invoiced, but find that they are mistaken after an audit has been conducted. Distributors who manually create CSV files in Excel for upload must also be careful that sell prices are formatted properly. If a Sell price of \$500 is accidentally submitted as \$50, then the maximum claim amount will be calculated when a much smaller amount may have been appropriate. Such claiming mistakes are subject to recovery by ICP.

Example Model at Various Prices

Exhibit 4 illustrates the changes in Buy prices and Claim amounts at various Sell prices for the same model using the first several columns of the Claim Calculator. In this example, the Sell price of \$1,032 in Row 1 is the Region Sell, so the Buy price calculated is also the Region price. This means that no claim amount is necessary. The actual distributor margin percentage is 20.06%. As the Sell price decreases by \$100 in each of Rows 2 – 4, the Buy price and distributor Margins also decrease, while the claim amounts increase.

The Start Sell price in this example is \$685 (Row 5), which corresponds with a Start Buy price of \$633 and Margin percentage of 7.5%. The maximum claim amount possible is \$192. Notice as the Sell price continues lower in Rows 6 – 8, the margins will continue lower, and at a faster pace, as the Buy price is now locked at the Start Buy of \$633. Unlike the Quote Price Calculation Options section, the Claim Calculator will accept Sell prices below the Start Sell price, as this tool is intended to display the claim amounts distributors will receive at any given price.

Exhibit 4: Example Model Prices

Row	Qty	Model	Sell Price	Buy Price	Margin \$	Margin %	Region Price	Claim \$
1	1	Example Model	\$1,032	\$825	\$207	20.06%	\$825	\$0
2	1	Example Model	\$932	\$774	\$158	16.96%	\$825	\$51
3	1	Example Model	\$832	\$721	\$111	13.35%	\$825	\$104
4	1	Example Model	\$732	\$663	\$69	9.42%	\$825	\$162
5	1	Example Model	\$685	\$633	\$52	7.50%	\$825	\$192
6	1	Example Model	\$680	\$633	\$47	6.91%	\$825	\$192
7	1	Example Model	\$633	\$633	\$0	0.00%	\$825	\$192
8	1	Example Model	\$600	\$633	-\$33	-5.50%	\$825	\$192

COPS – COMMERCIAL OPTION PRICE SELECTOR

The COPS tool is to be used to quote commercial business or to get a region price and/or pre-approved quote level pricing on FIOP (Models with Factory Installed Options) models. COPS was created to help manage the mass number of FIOP model combinations that are available in the product offering.

STRUCTURE AND FEATURES

The COPS tool works by building the model to include features such as: Family, Size, Voltage, Heat, Motor, Air, FIOP options and coil. It uses the same quote price calculations as described above in the RDT, CDT and MDT pricing tools to allow for pricing by selecting a sell price or a GM percentage.

The pricing that is selected from the COPS tool can be used to quote new business. Note: A quote request is necessary to process the claim against if the business is won using the pricing selected from the COPS tool.

Operating Letter

Exhibit 5: Example COPS Model Builder Page

Go to... [ROOFTOPS](#) [SPLIT SYSTEMS](#) [FAN COILS](#) [Clear All](#) [Select Base Options](#) [Go to Price History](#)

Model: ?????????????? [Build Status: Enter selections from left to right](#)

Family	Size	Voltage	Heat	Motor	Air	FIOP	Coil	Rev

Prices: Base Motor Air FIOP Coil Total

Region Sell:

Quote Sell:

Start Sell:

Region Buy:

Quote Buy:

Start Buy:

Features

Family:

Size:

Voltage:

Heat:

Motor:

Air:

FIOP:

Coil:

Revision:

SELL PRICES				BUY PRICES			
18%	X%	10%	18%	X%	10%		
Region	Quote	Start	Region	Quote	Start	Quote	
Sell	Sell		Price	Buy	Buy	GM %	
Model							
????????????????							

NOTES:

[Copy Pricing](#) [Clear Price Selections](#)

Quote Price Calculation Options

Primary Option			Secondary Option		
Quote	Quote	Quote	Quote	Quote	Quote
SELL	Buy	GM %	Sell	Buy	GM %

ROOFTOPS SPLITS FAN COILS Price History Instructions

Operating Letter

Operating Letter #122

January 1, 2013

ORDER SERVICES & PRICING

ORDER POLICY – COMMERCIAL PRODUCTS

PURPOSE

To establish an order program that provides product to distributors in a timely manner.

PRODUCT

All Commercial Products (3 Phase Commercial Rooftop Units, Commercial Split Systems and associated accessories)

***Note: Rooftops 180 and below can ship in an enclosed van. Rooftops 181 and larger require a flatbed truck in order to properly transport the unit.*

PROCEDURE

Orders should be sent to:

INTERNATIONAL COMFORT PRODUCTS

Attn: Order Services

650 Heil Quaker Avenue

Lewisburg, TN 37091

Phone: 931-270-4222

Efax: Customer Service Account Managers

Fax: 931-270-4200 or 931-270-4202

ADVANCE ORDERS – 14 DAYS

International Comfort Products advance order program is defined as purchase orders placed with at least 14 calendar days of lead-time. Purchase orders are considered firm and non-cancelable when fewer than 14 calendar days remain until the customer's requested ship date.

Shipment and freight terms are determined by the purchase order point value or dollar value at the time of the purchase order receipt.

Shipment Requested for Jobsite Delivery

Freight Prepaid – Order must be \$15,000 or more

\$300 Flatbed Charge- Rooftops 181 and larger, but order total is less than \$15,000

Shipment to Distributor's Warehouse

Freight Prepaid - Order must be \$10,000 or more

*** Note: Commercial orders can be requested to ship with residential ICP branded product placed as a future order with lead-time. Commercial orders must be received at least 8 working days prior to the residential order's requested ship date to coordinate combining the order.*

Purchase orders will be released for shipment within 7 working days of the distributor's requested shipment date. If ICP backorders items from the purchase order because of product not being available, the backordered items will be released to the distributor at ICP's expense as soon as they become available. To avoid partial shipments, the distributor should adjust the customer requested ship date to match the item with the longest lead time (refer to Powerlink Main Menu for current lead time updates).

Operating Letter

To avoid LTL releases, ICP will wait 14 days after the original requested ship date to release an LTL shipment, hoping to pool with the next truckload release. If there is no additional truckload release pending, the remaining product will be released to ship LTL at ICP expense. Terms of payment for advance orders are ICP's standard payment terms.

Inability to release a purchase order shipment due to credit reasons, limited distributor stocking space, etc. within 5 days of the distributor's requested shipment will result in order cancellation. If restocking fees or warehousing expenses have occurred, the distributor could incur a cancellation charge. The charge will be determined by the value of the product ordered.

AT ONCE ORDERS

International Comfort Products accepts orders for immediate shipment for available product. These orders are non-cancelable. These orders are subject to product availability, and will be prioritized and product will be reserved or allocated using the order receipt date and the requested shipment date. Shipment will be defined by the size of the purchase order at time of purchase order receipt.

Shipment Requested for Jobsite Delivery

Freight Prepaid – Order must be \$15,000 or more

\$300 Flatbed Charge- Rooftops 181 and larger, but order total is less than \$15,000.

Shipment to Distributor's Warehouse

Freight Prepaid - Order must be \$10,000 or more.

Terms of payment for orders received requesting shipment as soon as possible are ICP's standard payment terms.

ADD ON ORDERS

Orders can be added to existing advance orders with no freight penalty to the customer, but must be placed at least 8 working days prior to the original shipment request date and be in inventory. Customers wanting to add product to planned shipments that is not available may cancel or re-enter a new purchase order to coincide with the next planned shipment to the distributor's ship point consolidating freight.

STOCKING ORDERS

To assist distributors with stocking commercial products, ICP offers additional payment terms for all purchase orders totaling \$30,000 of commercial product including 3 phase packaged rooftop units, commercial split systems, and associated accessories.

Commercial Stocking Terms

2.00% 8th Monday

1.00% 12th Monday

Net 16th Monday

Orders must meet a minimum order value of \$30,000 and the purchase order must clearly state "Commercial Stocking Terms" in order to qualify for this program.

SHIPPING POLICY

All purchase orders will be shipped following ICP's order freight policy defined in this Operating Letter. Purchase orders received totaling less than \$10,000 could incur a delay of no longer than 7 working days while waiting for a pool partner for shipment.

SHIPMENTS FROM INTERNATIONAL COMFORT PRODUCTS FACTORY DISTRIBUTION CENTERS

ICP reserves the right to charge an additional handling charge of 20-25% for shipments processed from other International Comfort Products locations. The handling charge will be added to the original invoice amount.

Operating Letter

SPECIAL PRICE QUOTATIONS OR SPECIAL PROMOTIONS

To ensure correct pricing and to minimize pricing purchase order errors at time of invoicing, ICP ships all orders at zone/ region price. Discounting will be on claim back pricing. See Operating Letter's 114 & 114A regarding pricing to define policy and procedures for discounting.

PAYMENT TERMS

All orders follow International Comfort Products standard distributor payment terms defined in Operating Letter 106, unless the Commercial Stocking terms described in this letter apply.

PURCHASE ORDER ACKNOWLEDGEMENTS AND CHANGE ORDERS

ICP faxes an order acknowledgement to each customer for each original purchase order or change order received. This acknowledgement should be reviewed for model accuracy and for the expected shipment from ICP.

WILL CALL ORDERS

Will Call orders have no additional service charges applied. A 24 hour notice for Will Call orders is necessary. Will Call orders must be picked up at the distribution center within 72 hours after release to the warehouse. After 72 hours, the shipment will be canceled and the product returned to stock.

CANCELLATIONS

Orders for commercial products normally stocked by ICP may be cancelled up to 15 days prior to the requested ship date and may be subject to a 15% cancellation fee. Orders for commercial products not normally stocked by ICP and where factory orders have been scheduled are considered firm and non-cancellable. Any cancellation request that does not fall within the order policy guidelines is subject to a 15% cancellation fee.

RETURNED GOODS

Written requests for return of product must be forwarded to International Comfort Products with a copy of the original International Comfort Products invoice. A serial listing of all products to be returned should also accompany the written request for return. Goods purchased by the customer may not be returned for credit until the distributor has received a **Return Goods Authorization** from ICP. Operating Letter 204 summarizes the Return Authorization process. A written form outlining the details and the terms of the return is sent to the distributor. All goods must be new, unused, undamaged, in the original carton, listed in the current product trade catalog, and in current production to be authorized for return. ICP has the right to deny a request for a Return Goods Authorization due to ICP's current inventory levels of the product being requested for return or for any requested product that is over 18 months old. Return Goods Authorizations are valid for 30 days from the date of issuance. ICP will cancel any Return Goods Authorization not returned to ICP within the allotted time. Approved returns will be handled with a 15% restocking fee, calculated against the original purchase price. All return freight charges are the responsibility of the distributor.

Operating Letter

Operating Letter #124

January 1, 2013

ORDER SERVICES & PRICING

INTERNATIONAL INQUIRIES TO DOMESTIC SALES OFFICE (Final Destination Outside of the continental 48 states in the USA and Canada)

PURPOSE

This operating letter outlines the procedure regarding North American based Distributors who wish to support customers within their territories who need to purchase ICP equipment that will be manufactured in North America and exported outside North America for projects located overseas.

PROCEDURE

United States and Canada based distributors may not quote, sell or export products for overseas projects without following this procedure. This restriction includes all government and military installations located outside of the continental 48 states in the USA and Canada.

Before providing information, quoting or accepting a purchase order for products intended for export:

- Contact the **Residential and Light Commercial Export Sales Department**,
Primary contact: Colin Perkins Colin.Perkins@ICPUSA.com Phone 931-270-4304
Secondary contact: Jose Lague Jose.Lague@ICPUSA.com Phone 931-270-4378
- Provide the following information up front to the appropriate contact:
 - Location that the equipment will be installed (country, city or closest major city and distance to jobsite).
 - Identify if it's a U.S. military (all branches) site or any other branch of the U.S. government
 - Any relevant ambient conditions (coastal, elevation, corrosive environment, design temperature, etc.).
 - All post sale requirements (startup, first year parts and labor warranty, any additional warranty, specialized site access, or any other special requirements).
 - Freight terms: ex-factory and the customer is responsible for all customs, insurance and freight (CIF). Or freight (including CIF) to country where the jobsite is located. Inland freight to jobsite will have to be determined on individual basis.
 - Perform an equipment selection for the equivalent North American product using the appropriate builder program. Provide a PDF file showing all operating conditions, performance, dimensions, weights, configuration, options, and accessories from the selection program (essentially a submittal package) and include with the above information.
 - List any information (options, accessories) that the local sales team will need to complete a selection for their market (voltage, etc.) and to provide pricing for the piece of equipment.
- Equipment quotation from the overseas selling company will be provided to the United States or Canada based distributor sales person. The sales person will have to mark up the quotation from the overseas selling company in order to generate margin from their office company. This will be a buy/re-sell transaction.
- If successful, the United States or Canada based distributor will provide a purchase order to the overseas selling company for the equipment and services (per quotation). The overseas selling company will place the order with the respective factories, will execute the order and invoice the United States or Canada based Distributor. The United States or Canada based Distributor will pay the overseas selling company directly.

ICP POWERLINK USER SECURITY FORM

www.icpusa.com

Select One: ☐ New User Setup ☐ Existing User Revision ☐ Multiple User Setup for Electronic Claims Processing Only

Distributor Name		
Distributor Location/Address		
Corp. ICP Acct Number	Company Phone #	Company Fax #

Individual User Setup: Enter the individual user information below and select the appropriate security options for this user

User name (First Last)		User Email	
List all ICP account numbers the user needs to access, attach additional sheet if necessary. Enter default acct number in first box.			
<u>Account Info</u>	<u>Sites & Tools</u>	<u>Inquiry</u>	<u>Entry</u>
Invoice/Debit Memo ☐	Navigator ☐		
Credit Memo ☐	GO Site Dealer Resource ☐		
Chargeback Invoices ☐	Order Services/Mainline ☐		☐
Proof of Delivery ☐	Load Build Reservation ☐		
Statement of Account ☐	Order Services/Literature ☐		☐
Payment History ☐	Order Services/Fast Parts ☐		☐
Fund Mgmt/CO-OP ☐	Pricing Claims ☐		☐
User is a TSA ☐	Field Reporting System (TSA Only) ☐		☐
<u>Brands for Literature</u>			
			Airquest ☐
			Arcoaire ☐
			Comfortmaker ☐
			Day & Night ☐
			Heil ☐
			ICP Commercial ☐
			Keeprite ☐
			Kenmore ☐
			Tempstar ☐
File Upload: ☐ Pricing Claims ☐ Inventory Reporting EPMS: ☐ Inquiry ☐ Availability ☐ Pricing			

Multiple User Setup for Electronic Claims Processing Only

List all employees authorized to submit *electronic* Pricing and/or Warranty claims (P = Pricing, W = Warranty)

User First and Last Name	P	W	User First and Last Name	P	W	User First and Last Name	P	W
	☐	☐		☐	☐		☐	☐
	☐	☐		☐	☐		☐	☐
	☐	☐		☐	☐		☐	☐
	☐	☐		☐	☐		☐	☐
	☐	☐		☐	☐		☐	☐

Warranty E-Verify ServiceBench Website

www.Servicebench.com

To receive credentials please contact your Warranty Security Administrator at your distributor

I hereby authorize the "Individual User Setup" selections above. I also authorize individual(s), as indicated in the "Multiple User Setup" above, to enter/submit electronic pricing and/or warranty claims to ICP for my distributorship. I recognize that this is highly sensitive and confidential information. All competitive information will be kept in the strictest confidence. Dealer invoices are not required to be submitted with electronic pricing claims. Warranty 751 forms and associated warranty documents are not required to be submitted with electronic warranty claims. However, ICP reserves the right to audit pricing and warranty claims at its discretion and without formal notice. All dealer invoices and/or warranty information should be kept for a minimum of 5 years to meet federal requirements. Any FTP claim files submitted should be retained a minimum of 6 months. ICP reserves the right to deny access to Powerlink, including the Atlas pricing and warranty claiming system. See Operating Letter 114A for pricing claim information, and Operating Letters 705, 705A, 705B, and 705C for paper and electronic warranty claim related information.

Authorized E-Business Contact Signature

Printed Name

Date

Please Fax Completed Form To Powerlink Security: 860-998-2516

Revised 11/27/12

ICP PowerLink File Upload Manual

The PowerLink File Upload application is available in Pricing Claims for uploading multiple claims at once via a manually or computer-generated claim file. This document describes the file formats that are accepted in PowerLink Pricing Claims. For questions or concerns regarding the file upload process please call 800-451-0911.

To use this tool, a username and password with appropriate security is required. A security request form must be completed and faxed to ICP by your E-Business contact. Test files must also be submitted for testing prior to upload functionality being added to an approved user's profile.

Any of the following programs may be used to generate an electronic claims file:

- Excel
- Notepad
- Your own Claim generator program

The primary objective is to ensure that your file format and layout matches the accepted format and layout described in this document. In the event a file is submitted that fails to upload properly, the user that uploaded the file will be contacted via email with a description of the error and a copy of the file that was originally submitted.

FILE NAME FORMAT

The file naming convention is: "P" for pricing claims + ICP distributor account number + day of the month the file is transmitted to ICP + an alpha character to distinguish a unique file for the day. For example, if the ICP distributor account number is 123456 and the file transmission date is 11/15/12 then the file name would be P12345615A. A second file for that account on the same day would be P12345615B and so on.

FILE FORMATS ACCEPTED

Two basic types of formats are accepted by the File Upload application. The specific layout of the data in each of these formats is described in the Claims File Layout Definitions at the end of this document.

Fixed

Length - A flat file generated from an AS/400 DB2 database is an example of a Fixed Length file (ASCII not EBCDIC)

Comma

Delimited - A comma delimited CSV file generated from an Excel worksheet is an example of a Comma Delimited file. An Excel document can be saved as a CSV (Comma Delimited) file from the File Menu – Save As command.

Notes:

Only Claim data should be submitted. No column headings should be submitted.

Claims are limited to 9,999 lines

All formats should be "human readable" when opened in Notepad or another similar text editor (Don't use Word or WordPad). No binary files!

DATA TYPES

The data types for each field in a claim are defined in the Claims File Layout Definitions at the end of this document. These are the generic definitions for both data types.

Numeric

The valid characters for a Numeric data type are as follows:

0123456789

{ }

Alpha

The valid characters for an Alpha data type are as follows:

Any ASCII character

Notes:

The } and { characters are allowed in Pricing Claims in the Total Requested or Quantity Claimed fields for expressing a positive or negative number. The } or the { character must be the last character in the field to pass validation. If other characters are sent in Numeric fields, the file processing will be delayed and in some cases the file may be returned to you.

No decimal points should be included in any numeric field.

FILE FORMAT EXAMPLES

The following examples represent fictional pricing claims in fixed length and comma delimited formats. Please note that real pricing claims would contain many additional fields. See the Claims File Layout Definitions at the end of this document for the complete field list.

Fixed Length

In a Fixed Length format each field is distinguished by position. Numeric fields must be right justified, meaning they must be padded or prefixed with zeroes to fill empty positions. Alpha fields must be left justified meaning they must have trailing spaces to fill empty positions. Numeric and Alpha fields are checked for field length and data type. Decimals should NOT be sent in numeric fields in either format. Decimals are distinguished by position in both Comma Delimited files and Fixed Length files. See the Claims Layout File Definitions at the end of this document for more details.

Example 1:

CH123456002000HD7AT2U2SER5 0000015940019045650000020121029T9MVX100L20A000000000010000130500B0O1W0

Positions 1-2 – Value = CH – Data Type = Alpha – This is the pricing claim

Positions 3-8 – Value = 123456 – Data Type = Numeric – This is the ICP Claim Customer Account Number

Positions 9-14 – Value = 002000 – Data Type = Numeric – This is the Quote Number

Positions 15-26 – Value = HD7AT2USER5 – Data Type = ALPHA – This is the Customer Claim Number

Positions 27-28 – Value = two blank spaces – Data Type = BLANK – This is for internal user only

Positions 29-39 – Value = 0000159400 – Data Type = Numeric – This is the Total Requested

Positions 40-51 – Value = 190456500000 – Data Type = Alpha – this is the Dealer Invoice Number

Positions 52-59 – Value = 20121029 – Data Type = Numeric – This is the Date YYYYMMDD

Positions 60-74 – Value = T9MVX100L20A000 – Data Type = Alpha – This is the Model Number

Positions 75-85 – Value = 00000001000 – Data Type = Numeric – This is the Quantity Claimed

Positions 86-92 – Value = 0130500 – Data Type = Numeric – This is the Dealer Invoice Price

Positions 93-104 – Value = B0O1W0 – Data Type = Alpha – This is the Dealer Number

Comma Delimited

In a Comma Delimited format, each field is separated by a comma. Unlike the Fixed Length format, the position of each character in a field is not important except for decimals. Decimals should NOT be sent in numeric fields in either format. Decimals are distinguished by position in both Comma Delimited files and Fixed Length files. See the Claims Layout File Definitions at the end of this document for more details. Commas are NOT counted against the character count for each field. Numeric and Alpha fields are checked for field length and data type. Field justification is handled automatically by the ICP claims process.

Example 2:

CH,123456,2000,HD7AT2U2SER, ,159400,1904565,20121029,T9MVX100L20A,1000,130500,B001W0

Size 2 – Value = CH – Data Type = Alpha – This is the pricing claim

Size 6 – Value = 123456 – Data Type = Numeric – This is the ICP Claim Customer Account Number

Size 6 – Value = 2000 – Data Type = Numeric – This is the Quote Number

Note the Quote number if fewer characters than the allowed 6 characters, but there are no trailing spaces required

Size 12 – Value = HD7AT2USER5 – Data Type = ALPHA – This is the Customer Claim Number

Size 2 – Value = two blank spaces – Data Type = BLANK – This is for internal user only

Size 11 – Value = 159400 – Data Type = Numeric – This is the Total Requested

Size 12 – Value = 1904565 – Data Type = Alpha – this is the Dealer Invoice Number

Size 8 – Value = 20121029 – Data Type = Numeric – This is the Date YYYYMMDD

Size 15 – Value = T9MVX100L20A000 – Data Type = Alpha – This is the Model Number

Size 11 – Value = 1000 – Data Type = Numeric – This is the Quantity Claimed

Size 7 – Value = 130500 – Data Type = Numeric – This is the Dealer Invoice Price

Size 12 – Value = B001W0 – Data Type = Alpha – This is the Dealer Number

CLAIM FILE LAYOUT DEFINITIONS

In the tables below the following information is provided:

Field Description – This is the description of the data in the field.

Field Length – This denotes the required length in the Fixed Length format and the maximum length for the Comma Delimited file format. Numeric field lengths are listed as X,Y. The X is the actual field length and the Y is the number of positions from the right where the decimal is entered when the claim is processed. Decimals should NOT be sent in numeric fields in either format. Decimals are distinguished by position in both Comma Delimited files and Fixed Length files. For example a “7,2” field length means that the total length of the field is 7 digits and the last 2 digits are after the decimal. So a value sent as 1234567 would be translated as 12345.67.

Validation Rules – These are the validations performed on each field. If a numeric field is not required, zeroes will be accepted for Fixed Length formats or blanks for Comma Delimited formats. If an alpha field is not required, spaces will be accepted for Fixed Length formats or blanks for Comma Delimited formats.

In this example of a Comma Delimited file, Field 2 is blank. Notice no space is entered between the commas.

Example of blanks: Field1,,Field3

Other validation: Claims are limited to 9,999 lines.

PRICING CLAIM FIELDS AND FORMATS

Field Description	Field Length	Validation Rules
Record ID	2	Alpha, Required, Must be 'CH'
ICP Customer Account #	6,0	Numeric, Required, ICP Distributor number
Quote Number	6,0	Numeric, Zeroes
Customer Claim Number	12	Alpha, Required, Claim Reference number
Reason Code	2	Leave blank, Internal use only
Total Requested	11,2	Numeric, Required { and } characters are accepted as the last digit of this field as negative indicators. Remember, this includes 2 decimals, so a total request amount of \$25 would translate to 2500. The value in this field is optional, as it is used for ICP's reference when processing the claims. Forcing a value of 100 into this field for every line would be the equivalent of \$1, which is the minimum absolute value allowed. Entering 100 here will not affect the claim amount received.
Dealer Invoice Number	12	Alpha, Required
Dealer Invoice Date	8,0	Numeric, Required, Valid date YYYYMMDD
Model Number	15	Alpha, Required
Quantity Claimed	11,3	Numeric, Required { and } characters are accepted as the last digit of this field as negative indicators. Quantity must be ≥ 1 or ≤ -1 . Remember, this 3 decimals, so a quantity of 1, for example, would translate to 1000.
Dealer Invoice Price	7,2	Numeric, Zeroes, Required. Remember, this includes 2 decimals, so a dealer price of \$525 would translate to 52500. \$525.99 would translate to 52599.
Dealer Number	12	Alpha, Spaces or Blank accepted. Do not use leading zeroes.

International Comfort Products
PO Box 128
Lewisburg, TN 37091
Attn: Pricing Claims Department

DISTRIBUTOR NAME:										CLAIM NUMBER:		AMT. REQUESTED:	
ADDRESS:										DIST. NUMBER:		QUOTE NUMBER:	
CITY, STATE, ZIP:										CLAIM DATE:			
DEALER NUMBER	INVOICE #	INVOICE DATE	MODEL	INVOICE PRICE	QUOTE PRICE	DIFFERENCE	QTY	TOTAL AMT	DEALER PRICE				
REQUESTED BY: NAME & PHONE NUMBER													

International Comfort Products
PO Box 128
Lewisburg, TN 37091
Attn: Pricing Claims Department

ICP SPQ CLAIMBACK FORM INSTRUCTIONS

Paper pricing claims must include the completed SPQ Claimback form above, as well as corresponding copies of the distributor invoices to the dealer substantiating the claims. Distributor invoices must include the serial number if the unit is serialized. Claims must be received by ICP within 90 days of the date the distributor sells the product to its dealer/contractor. File one claim form per quote number. Claim denial codes are included in Operating Letter 114A. See the field descriptions below to better understand how to properly complete the form above.

- **DISTRIBUTOR NAME AND ADDRESS** The distributor company name and address must be complete in order to receive correspondence in a timely manner.
- **CLAIM DATE** The date the claim was prepared. The claim must be submitted and *received* by ICP within 90 days of the invoice date, or it will be rejected without further consideration for credit.
- **CLAIM NUMBER** A **unique** 12-digit (or less) internal tracking number assigned by the distributor. Use one tracking number per claim.
- **AMOUNT REQUESTED** The total dollar amount requested on the claim.
- **DISTRIBUTOR NUMBER** The six-digit account number assigned to each distributor location by ICP. This account will receive the pricing claim credit.
- **QUOTE/PROGRAM NUMBER** The number assigned to a special price quote/program that is set up by the Pricing Department. File one claim form per quote/program number. The quote/program is set up with specific start and expiration dates, and must be confirmed before a claim can be submitted. Please confirm by calling your pricing analyst.
- **DEALER NUMBER** Identification number (account number) assigned to a dealer by the distributor. This number may be up to 8 digits, and is only required on quotes that require dealer registration.
- **INVOICE NUMBER** The document number on the distributor's invoice to the dealer.

International Comfort Products
PO Box 128
Lewisburg, TN 37091
Attn: Pricing Claims Department

- **INVOICE DATE** The date of the invoice to the dealer. This is the date sold, which starts the 90-day period distributors are allowed to submit pricing claims.
- **MODEL** The complete ICP model number as listed on the quote/program that the distributor is claiming back for credit.
- **REGION PRICE** This is the standard price for which ICP invoices a distributor in a particular price region.
- **QUOTE PRICE** The amount of the special project quote price/program buy quoted to the distributor.
- **DIFFERENCE** The region price minus the quote/program price. This is the claim-back amount on a per unit basis.
- **QUANTITY** The total number of the models that are being claimed. ***Each model has to have an ICP serial number included on the dealer invoice (where applicable).***
- **TOTAL AMOUNT** The sum of the difference multiplied by the quantity, i.e., (Region price – Quote price) x Qty
- **DEALER PRICE** The price for which the distributor sells the unit to the dealer. The competitive dealer price is provided to ICP at the time of the special project quote negotiations. This competitive dealer price becomes the “sell price” at confirmation, unless the distributor informs the Pricing Department of a change and the change is approved. **The dealer price must be less than or equal to the quote sell price in order to qualify for credit.**
- **CLAIM REQUESTED BY NAME & PHONE NUMBER** The contact name and number is needed should the ICP claims processor have questions concerning this claim. This will reduce the number of re-submittals, denials, or partial denials as the claim is being processed.

Operating Letter

Operating Letter #200

January 1, 2013

PHYSICAL DISTRIBUTION

Table of Contents for Section 200

Letter Number	Title
201	Transportation Freight Terms
202	Selection of Carriers
203	Transportation and Damage Handling Policy
204	Return of Product
	Traffic Credit Claim Form

Volume Dealer Application Form

International Comfort Products

Attn: Pricing Department

Add to Quote #: _____ RDT: _____

DISTRIBUTOR: _____ CONTACT: _____ ICP ACCT # _____

EMAIL _____ PHONE# _____ FAX # _____

DEALER NAME: _____ DEALER ACCT #: _____

CONTACT: _____ PHONE # _____

ADDRESS: _____

CITY: _____ STATE _____ ZIP CODE _____

PLEASE CHECK THE APPROPRIATE BOX REGARDING THIS DEALER.

☐

EXISTING DEALER (CURRENTLY USING REGION PRICE)

☐

NEW DEALER (NEED ADDITIONAL DISCOUNTING TO MEET COMPETITORS PRICE)

CURRENT EQUIPMENT PURCHASES:

BRAND

EST. % OF TOTAL

REMARKS

Is this customer an AOR (Add or Replacement) _____ or RNC (Residential New Construction) _____ dealer?

AOR% _____ RNC % _____

Approximate Total Annual Equipment Purchases by the Dealer \$ _____

Anticipated Annual Purchases of ICP Product \$ _____

Has Dealer Purchased ICP Product in the Past? Yes _____ No _____

If yes, the Brand purchased _____ from Distributor _____

Note- 1. Any dealer purchasing ICP product on any other ICP key dealer or volume dealer program will not be considered for this program.

2. Violation of policy in-so-far as information pertaining to ICP purchased product from another distributor, may result in loss of key dealer pricing in their area.

3. The volume dealer program is subject to audit by an ICP Representative or a Regional Business Manager (RBM).

I CERTIFY THAT THE ABOVE INFORMATION IS CORRECT AND ACCURATE TO THE BEST OF MY KNOWLEDGE.

DISTRIBUTOR SIGNATURE _____ DATE _____

TITLE: _____

ICP REGIONAL BUSINESS MANAGER (RBM) _____

DATE _____

Effective Date of Quote _____

Revised 10-06-2011

Volume Dealer Application Form

APPLICATION TERMS AND CONDITIONS:

1. The primary purpose of this program is to meet competitive price with a volume dealer when the region price is not adequate. (Note- This program is not meant to compete against ICP distributor/dealer relationships)
2. Documentation of the competitive price is required for any volume dealer request.
3. Each volume dealer request must be approved in advance by the ICP Regional Business Manager assigned to that area of responsibility.
4. A current dealer of another brand of ICP is ineligible for volume dealer consideration until an official request on the dealer's business letterhead is received from the dealer advising that he is no longer doing business with the other ICP distributor.
5. Pricing will be withdrawn if offered or applied to non-approved dealers.
6. Volume dealer purchases from the distributor will be reviewed periodically based on claim activity. A dealer could be dropped from the program due to low levels of activity against the discounted price.
7. This program is a claimback program. Distributors purchase product at their regular region price.

CLAIMS TERMS AND CONDITIONS:

See Operating Letter 114A for additional claims terms and conditions.

1. Distributors have several options to file their claims.
 - ICP Request for Special Price Quote Claimback Form)
 - ICP approved computerized claim form provided by the distributor with the required information.
(Format must be approved in advance)
 - Electronic claims processing either through Powerlink/Atlas or via FTP.

I CERTIFY THAT I HAVE READ THE ABOVE INFORMATION AND IT IS CORRECT AND I HAVE COMPLIED TO THE STIPULATIONS.

DISTRIBUTOR SIGNATURE _____

DATE _____

* Heating and Air Conditioning *

LOCATION/ICP ACCOUNT # *

COMPETITION *:

SHIPPING DATE:

PRICE PROTECTION REQUIRED:

COMMENTS:

STATE *:

Revised 06/2012

Operating Letter

Operating Letter #201

January 1, 2013

PHYSICAL DISTRIBUTION TRANSPORTATION FREIGHT POLICY

PURPOSE

Define transportation criteria for ICP mainline product.

PRODUCT

All Products

PROCEDURE TRUCKLOAD SIZE ORDERS

USA

A full truckload is defined as 300 points. The minimum prepaid quantity is 150+ points (1/2 truck load).

Purchase orders received greater than 150 points will ship freight prepaid within 5 working days after being released to Traffic.

Purchase orders received totaling less than 150 points could incur a delay of no longer than 7 working days while waiting for a pool partner for shipment.

Freight charges beyond the contiguous 48 states will not be paid by ICP. ICP will pay the freight only to the port-of-departure.

Shipment and freight terms are determined by the purchase order point value or dollar value at the time of the receipt.

Please refer to Order Policy Operating Letter 113 for additional details.

CANADA

A full truckload is defined as 300 points. The minimum prepaid quantity is 150+ points.

Purchase orders received greater than 150 points will ship freight prepaid within 5 working days after being released to Traffic.

Purchase orders received totaling less than 150 points could incur a delay of no longer than 7 working days while waiting for a pool partner for shipment.

Shipment and freight terms are determined by the purchase order point value or dollar value at the time of receipt.

Please refer to Order Policy Operating Letter 113C for additional details.

LTL SIZE ORDERS

Purchase orders received with less than 99 will ship to the distributor at the distributor's expense. It can ship "Collect" with the distributor's preferred LTL carrier. This request will be honored when feasible. It also can ship "Prepaid" and the freight added to the product invoice (PPA). With PPA, ICP's contract carriers are used and the distributor takes advantage of ICP's low LTL rates.

WILL CALL ORDERS

Will Call orders have no additional freight charges. A 24 hour notice for Will Call orders is necessary. Will Call orders must be picked up at the distribution center within 72 hours after release to the warehouse. After 72 hours, the shipment will be canceled and the product returned to stock.

Operating Letter

Operating Letter #202

January 1, 2013

PHYSICAL DISTRIBUTION

SELECTION OF CARRIERS

PURPOSE

Inform distributors of methods and reasons for carrier selection.

PRODUCT

All Products

PROCEDURE

Carrier Logistics selects Priority Carriers, both Truckload and LTL, which coincide with our volume of business and destination of each shipment.

CARRIER SELECTION

ICP reserves the right to select the carrier on all prepaid or prepaid and add (PPA) shipments. Requests for specific carriers by customer will be honored when feasible if the carrier is included in our carrier listing for a Prepaid or PPA shipment. If difficulties are experienced (poor transit time, excess damage, driver problems, etc) with a specific carrier please notify the ICP Traffic Dept. Outline the specific type and extent of the carrier's negligence.

ICP will honor customers request for specific carriers for "Collect" shipments when feasible.

DISTRIBUTORS RESPONSIBILITY

Where our Contract Carriers are used, the distributor will be responsible for unloading without driver assistance.

The distributor will be responsible for additional charges assessed by the delivering carrier such as:

- Driver assistance is required to unload
- Detention - Unloading is delayed beyond the free-time authorized by the delivering carrier.

Operating Letter

Operating Letter #203

January 1, 2013

PHYSICAL DISTRIBUTION

TRANSPORTATION & HANDLING DAMAGE POLICY

PURPOSE

Explanation of reasons and methods for damage claims.

PRODUCT

All Products

PROCEDURE

All product moves F.O.B. Origin. This means it is the property of the distributor and distributor's responsibility once it leaves ICP's dock no matter if it is collect or prepaid. Exceptions are handled differently for each mode of transportation.

LTL (LESS-THAN-TRUCKLOAD)

- Accept the shipment, noting on the delivery receipt description of damage.
- Unpack and/or visually inspect remainder of the shipment for possible hidden damage. All this must be done while the driver is still available to witness your discovery.
- Note the model and serial number of damaged units on delivery receipt.
- Leave the damaged item in its original carton. **Do not destroy packaging.**
- Call the carrier for inspection. Do not move the product until an inspection by the carrier is completed. The carrier is required to inspect within 15 days of your initial request for inspection. If he does not, then the claim report along with your photos become the official report.
- **Photograph all damages, if possible.**
- Initiate a damage claim with the delivering carrier.
- Before settlement, if filed for full value, the carrier will notify the distributor of pickup for the salvage and send a check for unit. If filing for repairs or discount, a check will be sent for the amount claimed.

PARCEL

- Accept or refuse the shipment noting any damage on the delivery receipt.
- Contact ICP Traffic at 931-270-3516 to report the damage. Have available the tracking number, item number of the damaged unit, and a description of the damage.
- All damages must be submitted with a photograph in order for credit to be issued.
- ICP will issue a credit to the distributor and file the damage claim with UPS.

TRUCKLOAD

- Accept the shipment noting on the delivery receipt any exceptions (loss, shortage, visible and concealed damage).

Operating Letter

- File a formal claim on the Credit Request Form (sample attached below) with ICP. This claim must be filed within 90 days. Effective January 1, 2008, instead of having your RBM verify the damage, all claims can be filed with photos that clearly show the damage. Consideration will be given if the photo shows the damage while the units are still on the trailer. The same documentation required for submitting claims to freight carrier should be forwarded to ICP.

INTERNATIONAL COMFORT PRODUCTS		
CREDIT REQUEST FORM		
Use this form for machine equipment only..... <u>NOT PARTS</u>		
FAX TO Connie Garner at 866-669-7911, phone# 931-276-5529		
DATE: _____ Your Debit Memo or Reference # _____		
Name of person making this request: _____		
Phone Number: _____		Fax Number: _____
Company Name: _____		
City and State: _____		
Nature of Claim: _____ Shortage/Overage/Damage		
If damage, was it concealed damage? Please be sure to sign the delivery receipt that the truck driver has and note any Shortage or damage. Claims must be filed within 90 days of receiving shipment.		
B/E # _____ LOADE _____ or P.O.# _____		
INVOICE# (if available) _____		
Model# _____	Serial # _____	Amount of credit requested _____

COMMENTS / DESCRIPTION OF DAMAGE		

GENERAL DISTRIBUTION RESPONSIBILITIES

Distributor personnel responsible for receiving and unloading merchandise are requested to provide reasonable inspection of the merchandise and complete a **“Condition on Arrival Card”** (sample below) entering the following information:

- Condition on Arrival marked by an “X” in the most appropriate box.
- Date of Arrival.
- Manifest No.
- Note No. of Cartons and/or No. of Units Damaged (if applicable).
- List Model No. and Qty of Damaged Units (if applicable)
- Receiving location
- Signature of the Receiver.

Operating Letter

TO OPEN TEAR OFF THIS RED TAB	☐ IF SHIPMENT ARRIVED IN GOOD CONDITION, PLACE "X" IN BOX, SIGN AND MAIL CARD.	International Comfort Products	DATE OF ARRIVAL	
	PLACE "X" IN APPROPRIATE BOX		MANIFEST NO.	
	01 ☐ VEHICLE IN ACCIDENT	IF SHIPMENT CONTAINED DAMAGED CARTONS OR UNITS, NOTE BELOW	NO. OF CARTONS DAMAGED	NO. OF UNITS DAMAGED
	02 ☐ LEAKING VEHICLE			
	03 ☐ LOAD SHIFT SIDE TO SIDE	LIST MODEL NUMBER AND QUANTITY OF DAMAGED UNITS	MODEL NUMBER	QUANTITY
	04 ☐ LOAD SHIFT END TO END			
	05 ☐ PROTRUDING BOLTS OR NAILS	RECEIVING LOCATION	SIGNATURE OF RECEIVER	
	06 ☐ WALLS OR FLOOR OF VEHICLE			
	07 ☐ AIR DUNNAGE DEFLATED	THIS DOCUMENT DOES NOT CONSTITUTE A CLAIM	PACKING LIST ENCLOSED	
	08 ☐ CARRIER HANDLING			
	09 ☐ BRACING CREASING CARTONS	FOLD TAB UNDER TO SEAL		
	10 ☐ NO DIVIDERS BETWEEN DIFFERENT PRODUCT			
	11 ☐ DUNNAGE FAILURE			
12 ☐ LATE DELIVERY				
13 ☐ MISSED APPOINTMENT				

LOSS OR SHORTAGE

When loss or shortage occurs, the distributor preparing the above CONDITION ON ARRIVAL CARD is required to mail a copy to the ICP Distribution Center within 24 hours after unloading. .

OVERAGES

Authorization to reship or return the overage must be given by ICP. A **Return Goods Authorization** (see Operating Letter 204) will be issued for the unit to be returned to a specific ICP facility. .

All documentation provided must support evidence of a shortage or overage claim, or ICP will not assume liability for the claim.

VISIBLE DAMAGE INITIAL DETERMINATION

When visible damage is noted during unloading, the distributor or dealer preparing the Condition on Arrival Card should request inspection by the driver. **Both parties must sign the noted exception on the delivery receipt (both carrier and distributor's copy).** Be factual as to the cause and extent of damage. Take photos while still unloading. If bracing, strapping, or taping is broken, dislodged, or non-existent, take photos immediately to illustrate the possible problem. **The photos will help substantiate the record of damage.**

Always leave the damaged item in its original carton. Do not destroy until claim is settled.

In no event will ICP accept a return for damaged merchandise. Repair or sell at markdown as necessary.

CONCEALED DAMAGE INITIAL DETERMINATION

ICP will participate in this type of damage only when damages can be identified as resulting from manufacturing or handling processes. **All documentation must show evidence to support negligence against ICP. If this is not accomplished within 90 days, ICP will not assume liability for the claim.**

FIELD SCRAPPED DAMAGE PRODUCT

Digital pictures showing the carton, damaged unit, and internal damage must be submitted to ICP Traffic for Field Scrap Authorization. If a damage unit (regardless of the cause) is field scrapped, the serial plate must be removed from the unit. Serial plates of scrapped product must be rendered to the ICP Claims Department before credit can be issued.

EXCEPTIONS TO SPECIFIC LIABILITIES

Operating Letter

Liability for damages attributed to the following causes will always accrue to the distributor, regardless of the mode of transportation:

- Act of nature
- Water damage
- Truck accident
- Theft
- Car derailment (if intermodal)

Operating Letter

Operating Letter #204

January 1, 2013

PHYSICAL DISTRIBUTION

RETURN OF PRODUCT

PURPOSE

To inform the distributor of reasons and means for seeking a return authorization for Mainline Product.

PRODUCT

All Mainline Products

PROCEDURE

All returns must be approved by ICP. ICP will not accept the return of any product without prior written authorization. Product returned to ICP without such authorization will be returned to the distributor collect and will not be credited to the distributor's account. Requests for the return authorization should be directed through your Customer Service Account Manager.

All returns will be shipped **collect** by ICP's authorized carriers. The authorized carrier will be supplied with the approved return authorization. This will enable the distributor to take advantage of ICP's inbound freight savings. If the return authorization will be shipped back via UPS, ICP's authorized UPS code will be supplied with the approved return authorization. If the customer is responsible for the return freight, ICP will charge back the freight as a separate line item on the credit memo. **A Return Goods Authorization is valid for 30 days from date of issuance.** ICP will cancel any Authorization not returned within the allotted time frame.

VALID REASONS TO REQUEST A RETURN

- Defective Merchandise*
- Truckload Damage*
- Shipping Error
- Excess Inventory
- Customer Error
- LTL Damage*
- Distributor Closeout
- Order Entry Error
- Rebalance
- Incomplete Information

**Photographs of damaged or defective merchandise may be required. Send electronically to connie.garner@icpusa.com*

Occasionally, it may be mutually beneficial to authorize a pricing allowance on certain categories of legitimate returnable items. These include duplicate or excessive shipments or damaged units. Repair parts will be shipped "No Charge" rather than incur excessive transportation cost to physically move these units back to the Distribution Center.

REASONS FOR DENIED PRODUCT RETURN REQUESTS

ICP has the right to deny a request for Return Goods Authorization due to the following reasons:

- ICP's current inventory levels of the product being requested for return
- Product requested to return is over 18 months old
- Visible and concealed damage on LTL shipments (claim to be made with delivering carrier)

Operating Letter

- Order error by the customer

INFORMATION NEEDED AT THE TIME OF REQUEST

- Distributor's name, address and customer number.
- Complete model, quantity, and serial number.
- The invoice number from the original ICP invoice.
- Reason for requesting the return.

RETURN THE MERCHANDISE

A bill of lading must be prepared by the distributor, which indicates shipment to deliver to the following address **COLLECT**.

International Comfort Products
650 Heil Quaker Avenue
Lewisburg, TN 37091

The Return Authorization number must appear on the bill of lading. A copy of the Return Goods Authorization form must be attached to the returned product (sample below). The authorized carrier to use for this return will appear on the Return Goods Authorization form.

All authorized returns must be in accordance with the instructions furnished in this Operating Letter.

ICP will not accept any returned product that exceeds the quantity specified on the Return Goods Authorization form.

International Comfort Products RETURN GOODS AUTHORIZATION FORM			RGAS	Requested By:	Approved By:
Contributor		Account	DATE	ICP Version #	
		Contact			
		Fax			
RETURN TO: INTERNATIONAL COMFORT PRODUCTS 650 HEIL QUAKER BLVD LEWISBURG, TN 37091			*** Note: All returns are to be sent least freight collect per returning instructions below. Freight costs, if owed to customer, will be reflected on credit memo.		
			Freight Responsibility	ICP	Customer
QUANTITY	MODEL NUMBER	SERIAL NUMBER		INVOICE PRICE	RETURNED PRICE
AUTHORIZED REASON			RGAS TOTAL		
Reason Code & Description			ROUTING INSTRUCTIONS		
ICP-Customer Error			Under 8000 pounds - Yellow Freight Over 8000 pounds - Call Wendy Spivey at 931-370-3324		
SPECIAL INSTRUCTIONS:					
***All goods must be new, unused, undamaged, in the original carton, listed in the current product trade catalog, and in current production to be authorized for return. ***If product is not returned within 30 days after the date the RGAS was issued, authorization will be voided.					
SPECIAL DISTRIBUTION SPECIAL (SIGNATURE) DATE			***Customer is responsible for return freight plus a 15% restocking fee on all returns. Special exceptions must be approved prior to authorization.		
RETURNED ON			DATE		

INTERNATIONAL COMFORT PRODUCTS MAINLINE EQUIPMENT CREDIT REQUEST FORM

Use this form for Mainline Equipment only....NOT to be used for FAST PARTS Claims

FAX or Email completed forms to your ICP Claims Associate - Contacts are based on area of the country you are located in. See ICP ML-USA Claims Analyst Territories Map for details:

Phone #: 1-800-458-6650

Fax #: 860-660-7911

Connie Garner connie.garner@icpusa.com
Vernetta Irvin vernetta.irvin@icpusa.com
Christy Thompson christy.thompson@icpusa.com

Date: _____ Your Debit Memo or Reference # _____

***Name of person making this request: _____

***Phone number: _____ Fax number: _____

***Company Name: _____

City and State: _____

Nature of Claim: _____

Shortage / Overage / Damage

If damage, was it concealed damage? _____

Please be sure to sign the delivery receipt that the truck driver has and note any shortage or damage. Claims must be filed within 90 days of receiving shipment.

B/L# _____ Load # _____ PO# _____

Invoice# (if available) _____

***Model #	***Serial #	Amount of credit requested

Comments / Description of Damage

Operating Letter

Operating Letter #500

June 8, 2013

FAST PARTS

Table of Contents for Section 500

Letter Number	Title
500A	FAST Key Contact Personnel
501	Distributor Order Procedure for Parts
502	Standard Pricing and Conditions for Parts Sales U.S. Distributors Only
503	Special Price Quotations Procedure
504	FAST Parts Terms of Payment U.S. Customers Only
505	FAST Parts Limited Warranty Policy
506	FAST Parts Re-Balance Program
507	FAST Parts Compressor D.O.A. Policy
508	Quarterly Stocking Rewards Program
509	Electronic Parts Marketing System
510	FAST Parts Scrap Program
511	Standard Returns
512	FAST Parts Credit Requests

Operating Letter

Operating Letter #500A

January 1, 2013

FAST PARTS

FAST Parts Key Contacts

PURPOSE

To provide easy access to the FAST Parts administration:

U.S. KEY CONTACTS

Phone: 866-380-3278

Fax: 800-431-9752

FAST Sales Manager

Mike Duvic

Phone: 937-205-0217

Fax: 860-998-1564

Inside Sales Support

Melissa Harrison

Phone: 615-220-2614

Fax: 615-220-2684

FAST Regional Sales Manager

Frank Dzialo

Phone: 770-846-9181

Customer Service Representative

Maggie Sunsera

Phone: 866-380-3278

Fax: 931-270-3325

Marketing

Tom Austin

Phone: 615-220-2603

Fax: 860-353-4979

Customer Service Representative

Jane Dean

Phone: 866-380-3278

Fax: 931-270-3324

Customer Service Manager

Denise Holt

Phone: 888-427-4207

Fax: 860-660-7925

Customer Service Representative

Jennifer Warmath

Phone: 866-380-3278

Fax: 860-660-7936

Customer Service Representative

Lisa Hargrove

Phone: 866-380-3278

Fax: 860-660-7982

CANADIAN KEY CONTACTS

Manager, National Operations

Dave Prosser

Phone: 905-795-6654

Fax: 860-998-8734

Senior Customer Service Representative

Trish Mohon

Phone: 877-696-4423

Fax: 860-660-7918

Senior Customer Service
Representative

Lezlie Calahan

Phone: 877-696-4421

Fax: 860-998-2513

Senior Customer Service Representative

Karla Miller

Phone: 877-696-4420

Fax: 860-660-7946

Operating Letter

Operating Letter #500C

January 1, 2013

FAST PARTS

Table of Contents for Section 500

Letter Number	Title
500A	FAST Key Contact Personnel
501	Distributor Order Procedure for Parts
502C	Standard Pricing and Conditions for Parts Canada Only
503	Special Price Quotations Procedure
504C	FAST Parts Terms of Payment Canada
505	FAST Parts Limited Warranty Policy
506	FAST Parts Re-Balance Program
507	FAST Parts Compressor D.O.A. Policy
508C	Quarterly Stocking Rewards Program Canada
509	Electronic Parts Marketing System
510	FAST Parts Scrap Program
511	Standard Returns
512	FAST Parts Credit Requests

Operating Letter

Operating Letter #502

January 1, 2013

FAST PARTS

Standard Pricing and Conditions of Parts Sales U.S. Distribution Only

PURPOSE

To establish pricing, terms, and conditions for the sale of parts.

PRODUCT

All Parts

PROCEDURE – Pricing

Periodically, FAST Parts will publish price lists via, electronic files on the company website, or on our Electronics Parts Marketing System (EPMS). (See Operating Letter 509 for EPMS participation information). The parts price lists and EPMS include all parts available and will show suggested list price. The price applied to an invoice will be the price in effect on the date of order entry.

DISCOUNT

The distributor's net price will be list price times a .325 multiplier.

FREIGHT TERMS

All parts are sold and priced F.O.B. shipping point. Parts orders valued at \$1,500.00 or more at distributor net cost will be shipped freight prepaid *with the exception of commodities (primarily refrigerant)*. International Comfort Products reserves the right to select the carrier on all shipments which are freight prepaid. This \$1,500.00 exemption does not apply to premium freight, international shipments, or some commodities. Ask your Fast Customer Service Coordinator for specifics.

Refrigerant orders require a 4,000 Lb. minimum for prepaid freight. Refrigerant orders must be sent on separate purchase order from all other parts orders.

TITLE

Title and risk of loss will pass to the consignee upon delivery of parts and accessories to the carrier at the point of shipment. **No item is to be returned to International Comfort Products LLC, be it damaged, refused, or for any other reason without prior written authorization from International Comfort Products, LLC.** The distributor has thirty days from the date parts are received to request parts return authorization. The invoice must accompany the return request to receive a return authorization. A 15% restocking fee will apply to individual parts returned during the 30 day window.

Within 60 days of the original invoice the distributor has the responsibility to file packing list discrepancies, claims of damage, or proof of delivery. After those 60 days the conditions of the sale will be considered final.

All prices, specifications, discounts, and terms are subject to change.

Please refer to Mainline Operating Letter #203, Transportation and Handling Damage Policy.

TAXES

Prices are subject to any tax imposed by federal, state, local, or foreign regulation and will be paid by the distributor.

PAYMENT TERMS

See Operating Letters 504 & 508 for details on payment terms.

MINIMUM CHARGE

A \$25.00 minimum will apply to all parts orders.

Operating Letter

Operating Letter #501

February 4, 2013

FAST PARTS

Distributor Ordering Procedure for Parts

PURPOSE

To establish a procedure for all distributors to use when ordering FAST Parts

PRODUCT

All Parts

PROCEDURE

Parts ordering procedure for emergency and stocking orders:

Orders can be placed electronically through PowerLink via the ICP web page – www.icpusa.com or by faxing the FAST Parts organization at the numbers below.

U.S. Distributors

Fax: 800-431-9752

Toll Free Phone: 866-380-3278

Canadian Distributors

Trish Mohon

Phone: 877-696-4423

Fax: 860-660-7918

Karla Miller

Phone: 877-696-4420

Fax: 860-660-7946

Lezlie Calahan

Phone: 877-696-4421

Fax: 860-998-2513

PowerLink Orders:

When entering PowerLink orders over \$1500 you must choose the LTL option to receive prepaid freight. If you choose Fed Ex or UPS Ground, you will incur freight charges. Remember: PowerLink entered orders receive a one hour deadline advantage over faxed orders. PowerLink orders can be entered Monday through Friday as late as 3:00 p.m. Central Standard Time.

FAXED orders may be placed Monday through Friday from 7:00 A.M. to 2:00 P.M. Central Standard Time for same day shipment on items in stock. FAST Parts does not guarantee 100% same day shipment of all orders. Refer to the Emergency Same Day Shipment Order policy below.

Standard Stocking Orders:

Ground Freight will be prepaid for Standard Stocking orders over \$1,500 and will ship within 3 business days if the parts are in stock.

Orders Shipping the Following Business Day:

If the order is requested to ship the following business day (next day) all freight will be billed to the customer regardless of the order value. Freight will be charged (collect or prepaid/billed) on ALL orders.

Emergency Same Day Shipment Orders:

All freight will be billed. A \$25 minimum order charge will apply. An emergency order premium of 5.5% of the total order value will be added as a handling charge.

Operating Letter

Parts and compressors are eligible for inclusion on emergency orders. However, emergency shipments cannot be guaranteed on stocked items which are in backorder status, non-stock and direct ship items and compressors. Every effort will be made to expedite these items in emergency situations. In addition, for emergency orders that are booked on a Friday, you must specify in the notes "For Saturday Delivery" and indicate freight carrier to be used. If this is not done, your order may not be delivered until the following Monday. Please note, that anytime Saturday Delivery is requested, an additional charge "SAT DELIVERY FEE" will appear on your invoice for this order.

*Emergency orders are given priority over any other orders currently being processed. They can be shipped premium freight, **IF REQUESTED**. This type of freight is generally expensive, and the cost of the shipment will be **PAID BY THE DISTRIBUTOR regardless of the order value.***

NOTE: All same day shipments for emergency orders require a call to the customer service account representative immediately after booking your order. It is the distributor's responsibility to advise the order coordinator of an emergency order and to supply any special instructions, including shipment by premium freight. If the parts order coordinator is not advised of the emergency, the order will not be given any priority and will be handled as a regular order.

MINIMUM CHARGE

A \$25.00 minimum order charge will apply to all parts orders.

Example:

If a \$15 order is placed, customer will be charged the minimum amount of \$25.00. If it is an emergency same day shipment it will also be charged the 5.5% premium handling charge on the \$25.00 or the full value of the order.

Parts must be ordered by part number and not by description. Please refer to printed copies of International Comfort Products equipment parts lists and/or the Fast Parts EPMS system.

Orders for parts will be only accepted from our authorized distributors.

IMPORTANT: Please distribute this information to all persons in your organization responsible for ordering parts from FAST Parts.

Operating Letter

DIRECT SHIP EMERGENCY FREIGHT BILLING

RC bills shipping and handling for certain orders based on the freight rate table below. A rate from this freight charge table is assessed to all emergency orders, all nonemergency ship-to override orders [that are shipped directly to you or your customers], and all priority 0 and priority 4 orders that are less than \$1,500; for items on those orders that are shipped directly from our vendors. The shipping and handling charges assessed are based on the order value of each shipment.

The shipping and handling charges will be as follows:

2012 Direct Ship Emergency Freight Billings

Shipment Order \$ Value	Shipping & Handling
\$0.00 - \$10.00	\$4.25
\$10.01 - \$15.00	\$6.25
\$15.01 - \$20.00	\$9.50
\$20.01 - \$25.00	\$12.50
\$25.01 - \$50.00	\$19.75
\$50.01 - \$100.00	\$24.00
\$100.01 - \$250.00	\$43.75
\$250.01 - \$500.00	\$68.75
\$500.01 - \$750.00	\$81.00
\$750.01 - \$1,000.00	\$86.50
\$1,000.01 - \$2,000.00	\$97.00
\$2,000.01 - \$3,000.00	\$99.00
\$3,000.01 - \$4,000.00	\$127.00
\$4,000.01 - \$5,000.00	\$192.00
\$5,000.01 - \$7,500.00	\$277.00
\$7,500.01 - \$10,000.00	\$321.00

Direct Ship emergency and Ship to override orders with an invoice value in excess of \$10,000.00 will continue to be billed at the actual freight charge incurred by RC.

We will review this process on an ongoing basis to ensure that in aggregate the shipping and handling charge is consistent with the expense incurred at RC.

Operating Letter

Operating Letter #502C

January 1, 2013

FAST PARTS

Standard Pricing and Conditions of Parts Sales Canadian Distribution Only

PURPOSE

To establish pricing, terms, and conditions for the sale of parts.

PRODUCT

All Parts

PROCEDURE – Pricing

Periodically, FAST Parts will publish price lists via, electronic files on the company website, or on our Electronics Parts Marketing System (EPMS). (See Operating Letter 509 for EPMS participation information). The parts price lists and EPMS include all parts available and will show suggested list price. The price applied to an invoice will be the price in effect on the date of order entry.

CONDITIONS FOR SALE OF FAST/OEM PARTS

A distributor's appointment to sell FAST/OEM Parts requires the distributor to promote (including, but not limited to, promotion by advertising and marketing materials) only FAST/OEM Parts for use in ICP-branded Products to best ensure the safety, longevity and performance of ICP-branded Products.

DISCOUNT

The distributor's net price will be list price times a .39 multiplier.

FREIGHT TERMS

All parts are sold and priced F.O.B. shipping point. Parts orders valued at \$1,500.00 or more at distributor net cost will be shipped freight prepaid *with the exception of commodities (primarily refrigerant and linesets)*. International Comfort Products reserves the right to select the carrier on all shipments which are freight prepaid. This \$1,500.00 exemption does not apply to premium freight, international shipments, or some commodities. Ask your FAST Parts Customer Service Coordinator for specifics.

Refrigerant orders require a 4,000 Lb minimum for prepaid freight. Refrigerant orders must be sent on separate purchase order from all other parts orders.

TITLE

Title and risk of loss will pass to the distributor upon delivery of parts and accessories to the carrier at the point of shipment. **No item is to be returned to International Comfort Products, LLC, be it damaged, refused, or for any other reason, without prior written authorization from International Comfort Products, LLC.** The distributor has thirty days from the date parts are received to request parts return authorization. The invoice must accompany the return request to receive a return authorization. A 15% restocking fee will apply to individual parts returned during the 30 day window.

Within 60 days of the original invoice the distributor has the responsibility to file packing list discrepancies, claims of damage, or proof of delivery. After those 60 days the conditions of the sale will be considered final.

All prices, specifications, discounts, and terms are subject to change.

Operating Letter

Please refer to Mainline Operating Letter #203, Transportation and Handling Damage Policy.

TAXES

Prices are subject to any tax imposed by federal, state, local, or foreign regulation and will be paid by the distributor.

PAYMENT TERMS

See Operating Letters 106C for details on payment terms.

MINIMUM CHARGE

A \$25.00 minimum will apply to all parts orders.

Operating Letter

Operating Letter #503

January 1, 2013

FAST PARTS

Special Price Quotations Procedure

PURPOSE

To state the procedure for receiving factory approved special pricing to meet competitive quotations and/or volume commitments.

PRODUCT

All Component Parts sold through the FAST Parts Program

PROCEDURE

1. To obtain special pricing quotations, the distributor must provide to FAST Inside Sales the following information:
 - Distributor name
 - Part number and quantities required
 - Competitive information:
 - Manufacturer and other source
 - Selling price
 - Terms of sale
 - Freight terms
 - Approximate shipping schedule required
2. After evaluation by FAST Inside Sales, the distributor may be given a special quotation, which will be valid for 30 days, unless stated differently in the quotation.

ONLY THE FAST PARTS SALES DEPARTMENT HAS THE AUTHORITY TO QUOTE SPECIAL PRICING.

3. Enter your orders through POWERLINK or fax your written purchase order, referencing the special quotation, to the FAST Parts Sales Department for processing.

U.S. Distributor Fax numbers: 800-431-9752

Canadian Distributor Fax numbers:

Trish Mohon: 860-660-7918

Karla Miller: 860-660-7946

Lezlie Calahan: 860-998-2513

4. Unless otherwise stated on a special pricing quotation, all pricing will be based on the price list in effect at time of order placement.
5. If the distributor elects to change part numbers, quantities and/or shipping schedule, International Comfort Products reserves the right to withdraw or adjust the special pricing quotation.

Operating Letter

Operating Letter #504

January 1, 2013

FAST PARTS

Parts Terms of Payment for U.S. Customers Only

PURPOSE

Terms of Payment – Standard Orders
(See Operating Letter #508 Stocking Rewards Program for Quarterly Terms).

PRODUCT

All Components sold through FAST Parts

PROCEDURE

TERMS OF PAYMENT- STANDARD ORDERS

(SEE OPERATING LETTER #508 STOCKING REWARDS PROGRAM FOR QUARTERLY TERMS)

Terms of Sale: 2.00% 3rd Monday
1.25% 5th Monday
Net 7th Monday

The face of the invoice will reflect the actual date(s) for payment. *These terms do not apply to refrigerant orders. Refrigerant will carry standard terms.*

FREIGHT TERMS

All parts are priced F.O.B. shipping point. Parts orders valued at \$1,500.00 or more at distributor net price will be shipped freight prepaid. **FAST Parts reserves the right to select the carrier on all shipments which are freight prepaid.** This \$1,500.00 exemption does not apply to premium freight, next day shipments, international shipments, or some commodities e.g., refrigerant. *Refrigerant orders require a 4,000 Lb. minimum for prepaid freight. Refrigerant orders must be sent on separate purchase order from all other parts orders.*

INTEREST CHARGE

Customer agrees to pay those amounts due to the manufacturer on a timely basis and in accordance with the terms of sale. Customer also agrees that all arrearage will bear interest at a rate as advised by manufacturer in writing from time to time. The interest rate shall be no less than 10% per annum and no greater than the highest rate permitted by law, whichever is less. If the interest rate at any time would exceed the highest lawful rate, but for the limitations contained herein, the actual rate of interest to accrue on the unpaid principal amount shall be limited to the highest lawful rate. It is the intention of the manufacturer to strictly obey and comply with applicable usury laws. If any excess interest is charged, paid, collected or received, it shall be deemed a mistake and the same shall either be refunded to the customer account or credited on the unpaid principal amount of customer's account. Customer will reimburse manufacturer for all cost of collection including court cost and legal fees and disbursements. As to the enforcement of other provisions of this agreement, the prevailing party will be entitled to legal fee disbursements.

OTHER PAYMENT TERMS

Alternative payment terms may be issued at various times by International Comfort Products Credit Department.

All prices are subject to the addition of any tax imposed by any present or future federal, state, county, municipal law or foreign regulation on the sale such material.

Terms are strictly related to lead time and dollar amounts. All orders are based on bill-to, but can have multiple ship-to locations. All bill-to orders stand alone for terms and freight.

Operating Letter

Operating Letter #504C

January 1, 2013

FAST PARTS

Parts Terms of Payment

PURPOSE

Terms of Payment – Standard Orders

PRODUCT

All Service Parts ordered through Fast Parts

PROCEDURE

Standard Terms for Fast Parts orders will be identical to the terms in place for your Mainline orders. Please refer to Canadian Operating Letter #106 for details.

FREIGHT TERMS

All parts are priced and shipped F.O.B. shipping point. Parts orders valued at \$1,500.00 or more at distributor net price will be shipped freight prepaid. International Comfort Products reserves the right to select the carrier on all shipments. This \$1,500.00 exemption does not apply to premium freight or international shipments.

OTHER PAYMENT TERMS

Alternative payment terms may be issued at various times by the International Comfort Products Credit Department. All prices are subject to the addition of any tax imposed by any present or future federal, state, county, municipal or foreign regulation on the sale of such material.

Terms are strictly related to lead time and dollar amounts. All orders are bill-to location but can have multiple ship-to locations. All bill-to orders stand alone for terms and freight.

Operating Letter

Operating Letter #505

January 1, 2013

FAST PARTS

FAST Parts Limited Warranty Policy

PURPOSE

Define the warranty provided for all parts or accessories purchased from or through FAST Parts Division of International Comfort Products, LLC.

PRODUCT

All parts purchased through the FAST Parts division

Note: This limited warranty does not apply to parts provided in satisfaction of the ICP factory limited warranty on equipment. Such parts are covered by that warranty for the remaining period of the original factory warranty only.

PROCEDURE

The FAST Parts Limited Warranty applies only to parts or accessories that are installed inside and remain inside the continental United States, Alaska, Hawaii, and Canada.

PARTS

Unless specified otherwise herein, during the first year after installation, International Comfort Products' FAST Parts distributors will replace or issue credit to dealers for any FAST Part that fails due to defect in materials or workmanship. The part to be replaced must be returned to our FAST Parts distributor in exchange for the replacement part. Reasonable proof of the original installation date of the part must be presented. The distributor must submit a warranty claim through the standard warranty process. The distributor may dispose of the failed part once credit has been issued unless instructed otherwise.

ACCESSORIES

Unless specified otherwise herein or in documentation included with the product, accessories made up of multiple functional removable components (including but not limited to humidifiers, electronic air cleaners, ductless air conditioners, etc.) have a one-year component part warranty only. Credit will not be considered for the complete unit without special authorization from the FAST Parts sales staff or customer service representative.

THIS WARRANTY DOES NOT COVER AND WE WILL NOT BE RESPONSIBLE FOR:

- Damage caused by accident, abuse, negligence, misuse, riot, fire, flood, or acts of God;
- Damages to the part caused by operating the unit in a corrosive atmosphere containing salt, chlorine, fluorine, or any other damaging chemicals;
- Damages to the part caused by any unauthorized alteration or repair of the unit affecting its stability or performance;
- Damages to the part caused by improper matching or application of the unit or the unit's component;
- Damages to the part caused by failing to provide proper maintenance and service to the unit;
- Any expense incurred for erecting, disconnecting, or dismantling the unit in order to replace the part;
- Damage to the part caused by faulty installation;
- Electricity or fuel costs or any increase in electricity or fuel cost whatsoever caused by the failure of the part, including additional or unusual use of supplemental electric heat.
- Labor for any reason. (except as stated in #507 Compressor DOA)

Operating Letter

International Comfort Products will not be liable for any incidental, consequential or special damages or expenses in connection with any use or failure of a FAST part. Your only remedies are provided in this warranty and no other express warranties are made. **All implied warranties, including, but not limited to, any implied warranty of merchantability or implied warranty of fitness for a particular use or purpose, are hereby disclaimed. If such warranties cannot be disclaimed as a matter of law, they shall only last for one year after the original installation of the part.**

The distributor should refer to the Customer Assurance section of the ICP OPERATING LETTERS for handling of in-warranty parts as covered by this policy.

Operating Letter

Operating Letter #506

January 1, 2013

FAST PARTS

Re-Balance Program

PURPOSE

The Re-balance Program (surplus returns) was established to allow for the return of new and unused inventory in exchange for an order of new product of equal value of the return. Product being returned must be approved prior to being shipped. The purpose of this Operating Letter is to define the guidelines and requirements for returning surplus inventory.

GUIDELINES FOR RE-BALANCE (SURPLUS RETURNS)

1. Distributor must request authorization prior to return of parts for credit. The distributor should prepare a list of parts to be returned and send list to the Inside Sales Associate Representative. The following items **MUST** be included on the request for return:
 - Part number
 - Quantity
 - Description
2. A like order of equal value must accompany request for re-balance return. A 15% restocking fee will apply.
3. All parts returned must be new and unused, and in saleable condition upon warehouse inspection. The cartons must not be damaged or deteriorated. FAST Parts may, at its discretion, replace cartons if needed for an additional 15% charge. Distributor part numbers added at distributor locations must be removed prior to return, or credit will be withheld on those parts or parts will be scrapped and not returned to distributor.
4. Requests to return surplus material must be submitted in an excel spreadsheet and emailed or faxed to:

US Distributors: melissa.harrison@icpusa.com

Fax: 615-220-2684

Canadian Distributors: dave.prosser@icpusa.com

Fax: 860-998-8734

5. The request will be evaluated and a Return Merchandise Authorization ("RMA") will be emailed or faxed to the distributor listing only the parts that have been authorized for return. The RMA form must be returned with the parts. You will have **45 days to return authorized inventory** back to FAST Parts. **Anything not returned within this timeframe will be considered unauthorized**, and the original RMA will be void after this timeframe. A new authorization will need to be obtained if the distributor still wishes to return the parts. (See Unauthorized Returns - Section 12.)
6. All parts authorized for return should be sent to FAST Parts in one shipment. Return parts requests will be closed once the material is received by FAST Parts even if the entire amount authorized on the RMA has not been received. Subsequent receipt of parts against closed RMA's will be considered unauthorized, and no credit will be issued (See Unauthorized Returns – Section 12).
7. **The distributor has 45 days from date of credit memo to file for discrepancy. After 45 days the transaction will be closed and final.**

Operating Letter

8. Requests for return of parts are to be made immediately following the end of a season. Heating parts are to be returned in **April / May / June** and air conditioning parts are to be returned during **September / October / November**. **In a single year, 2% of the prior year's parts net purchases, less commodity items, in dollars may be submitted for return request.**
9. FAST Parts will allow up to 2% return based on your prior year's net purchases. Any unclaimed surplus returns will be forfeited for that year and new surplus funds will be established in the following year.

10. Parts NOT qualifying for Re-balance Returns

- a. Electrical components more than 5 years old
- b. Circuit boards – All circuit boards that are not in the original anti-static packaging and with protective seal intact.
- c. Compressors more than 4 years old
- d. Parts purchased more than 5 years prior to return request
- e. Non-current parts or parts that have substitution numbers
- f. Parts purchased in closeout or special quote
- g. Parts that are less than standard pack
- h. Commodities and hazardous material
- i. Parts with a shelf life (Gaskets, o rings, etc.)
- j. Discontinued aftermarket products
- k. Parts not originally supplied by FAST Parts
- l. FAST Parts reserves the right not to authorize return of parts that are direct ship, non-stock, damaged, or that carry excessive on-hand inventory levels.

11. Guidelines for Shipping Re-balance Returns

- a. Packages must be neatly packaged and securely fixed on a pallet. All pallets must clearly show the RMA# and contain a packing list that shows all part numbers and descriptions for each pallet.
- b. If material being returned is less than pallet load, put new and unused product in a shipping carton, and clearly write the RMA# on the outside of the carton. The RMA # should never be written directly on the new and unused product that will be placed in stock for re-sale.
- c. Only one RMA # per pallet- do not mix RMA numbers on a pallet
- d. Returns must be in original packaging, clean and ready for restocking/resale.
- e. Shipment must be sent to the warehouse location indicated on the RMA. If product is shipped to wrong warehouse, FAST Parts will, at our discretion, return to customer freight collect or scrap at our location and no credit will be issued.
- f. Only full standard pack quantities or multiples of the standard pack quantity will be accepted (no broken standard packs)
- g. Compressors that are returned via UPS will be denied and sent back C.O.D. to the distributor. No credit will be issued.
- h. Distribution is responsible for all return freight costs.
- i. A like order of equal value is required to participate in this program.
- j. There will be a 15% restocking fee charged to re-balanced orders.
- k. Warehouse has the right to inspect parts. If damaged, not in "new and unused" condition, or not in standard pack, part will be scrapped and no credit will be issued.
- l. Upon receipt of material, FAST Parts has a 30 day target to process credit.

Operating Letter

12. Unauthorized Returns – No Credit Issued

If product is returned under any of the following conditions, FAST Parts, at our discretion upon warehouse inspection, will either return the product freight collect or scrap product at our location and no credit will be issued.

- a. Returns, intentionally or unintentionally, that were not previously authorized
- b. Refused shipments or other returns that do not have the RMA# marked on the outside of the pallet or shipping container.
- c. Parts authorized for return that are not sent as one shipment.
- d. Parts approved for return but are not received within 45 days of the date of the RMA. The RMA will be VOID after this time.
- e. Returns shipped to the warehouse not listed on RMA
- f. Any product returned listed under section Guidelines for parts NOT qualifying for return
- g. Product not in new and unused condition
- h. Product not in standard pack
- i. Product not originally supplied by FAST Parts
- j. Compressors returned via UPS

Operating Letter

Operating Letter #507

January 1, 2013

FAST PARTS

FAST Parts Compressor D.O.A. Policy

PURPOSE

To establish a participating labor allowance when a purchased FAST Parts replacement compressor fails to start.

PRODUCT

FAST Replacement Compressors

PROCEDURE

After the initial installation, the dealer should check voltage supply, capacitor, contactor, etc., to ensure the problem is actually in the compressor should a FAST Parts replacement compressor fail to start.

If, after performing these checks, the compressor is found to be defective, it should be replaced and a #751 warranty claim form filed for credit. You will be paid a labor allowance of \$50.00 when the CAT Tip box on the #751 form is marked "0507". **FOR FURTHER REFERENCE ON LABOR ALLOWANCE TOWARDS COMPRESSOR reference each OL for equipment.**

Refer to Operating Letters 705 and 707 for instructions on filing warranty claims and disposition of defective warranty compressors.

This allowance applies only on FAST replacement compressors that fail at time of startup.

Operating Letter

Operating Letter #508

January 1, 2013

FAST PARTS

Quarterly Stock Reward Program

PURPOSE

Terms of Payment for Quarterly Orders.

PRODUCT

All Components sold through FAST Parts during preseason period.

PROCEDURE

Terms of Payment for Quarterly Orders:

Order Amount	Orders Placed 1st Month of Qtr	Orders Placed 2nd Month of Qtr	Orders Placed 3rd Month of Qtr
\$15,000	2.5% cash discount due on 10th of 2nd month or Net 10th of 3rd month	2.0% cash discount due on 10th of 2nd month or Net 10th of 3rd month	1.5% cash discount due on 10th of 2nd month or Net 10th of 3rd month
\$45,000	3.5% cash discount due on 10th of 3rd month or Net 10th of 4th month	3.0% cash discount due on 10th of 2nd month or Net 10th of 4th month	2.5% cash discount due on 10th of 2nd month or Net 10th of 4th month

PROGRAM DETAILS

- Offering preseason terms quarterly
- Not in addition to the prompt pay program
- Multiple purchase orders can be combined
- Orders must be placed at the same time and can have multiple ship to locations, however, each location must place separate purchase orders.
- Orders must be noted with "Quarterly Stocking Rewards Program Order" in order to qualify. This is very important to ensure that you receive the program terms.
- Orders will be allowed once a quarter
- For orders placed in the first month of a quarter, half the order must be shipped in the first month and the other half must be shipped in the second month. This will require two separate PO's to be sent in.
- For order's placed in the second month of a quarter, half the order must be released the first month the order is placed and the other half must be released the second month the order is released. This will require two separate PO's to be sent in.
- For orders placed in the third month of a quarter, those PO's must be released during the same quarter.

FREIGHT TERMS

Standard freight terms as listed in Operating Letter # 504 apply to all preseason orders.

Operating Letter

INTEREST CHARGE

Customer agrees to pay those amounts due to the manufacturer on a timely basis and in accordance with the terms of sale. Customer also agrees that all arrearage will bear interest at a rate as advised by manufacturer in writing from time to time. The interest rate shall be no less than 10% per annum and no greater than the highest rate permitted by law, whichever is less. If the interest rate at any time would exceed the highest lawful rate, but for the limitations contained herein, the actual rate of interest to accrue on the unpaid principal amount shall be limited to the highest lawful rate. It is the intention of the manufacturer to strictly obey and comply with applicable usury laws. If any excess interest is charged, paid, collected or received, it shall be deemed a mistake and the same shall either be refunded to the customer account or credited on the unpaid principal amount of customer's account. Customer will reimburse manufacturer for all cost of collection including court cost and legal fees and disbursements. As to the enforcement of other provisions of this agreement, the prevailing party will be entitled to legal fee disbursements.

OTHER PAYMENT TERMS

Alternative payment terms may be issued at various times by International Comfort Products Credit Department.

All prices are subject to the addition of any tax imposed by any present or future federal, state, county, municipal law or foreign regulation on the sale such material.

Terms are strictly related to lead time and dollar amounts. All orders are based on bill-to, but can have multiple ship-to locations. All bill-to orders stand alone for terms and freight.

Notice:

- **Special terms may not apply to special quotations.**
- **Refrigerant does not qualify for special terms.**
(Refer to Operating Letter #504)

Operating Letter

Operating Letter #508C

January 1, 2013

FAST PARTS

Quarterly Stocking Program - Canada

PURPOSE

Offer special terms of payment for stocking orders placed on a quarterly basis

PROCEDURE

Special Terms Offered

Order Amount	Orders Placed 1st Month of Qtr	Orders Placed 2nd Month of Qtr	Orders Placed 3rd Month of Qtr
\$15,000	2.5% cash discount due on 10th of 2nd month or Net 10th of 3rd month	2.0% cash discount due on 10th of 2nd month or Net 10th of 3rd month	1.5% cash discount due on 10th of 2nd month or Net 10th of 3rd month
\$45,000	3.5% cash discount due on 10th of 3rd month or Net 10th of 4th month	3.0% cash discount due on 10th of 2nd month or Net 10th of 4th month	2.5% cash discount due on 10th of 2nd month or Net 10th of 4th month

Products

All components purchased through Fast Parts during pre-season period

PRE SEASON PERIOD

- Offering preseason terms quarterly
- Not in addition to the prompt pay program
- Multiple purchase orders can be combined
- Orders must be placed at the same time and can have multiple ship to locations.
- Orders will be allowed once a quarter

FREIGHT TERMS

Standard freight terms as listed in Operating Letter # 504 apply to all preseason orders.

OTHER PAYMENT TERMS

Alternative payment terms may be issued at various times by the International Comfort Products Credit Department. All prices are subject to the addition of any tax imposed by any present or future federal, state, county, municipal or foreign regulation on the sale of such material.

Terms are strictly related to lead time and dollar amounts. All orders re bon on bill—to location but can have multiple ship-to locations. All bill-to orders stand alone for terms and freight.

NOTICE

Special terms may not apply to special quotations and/or orders of commodity items such as refrigerant.

Operating Letter

Operating Letter #509

January 1, 2013

FAST PARTS

FAST Parts Electronic Parts Marketing System

PURPOSE

To outline the EPMS software program

PRODUCT

All Products

PROCEDURE

EPMS PROGRAM VIA WWW.ICPUSA.COM

ICP Distributors may access the EPMS web based 1.0 by filling out the attached security form & faxing to the toll free fax number shown at the bottom of the form.

Features of the EPMS Program include:

- Identification of parts by number and description.
- Complete parts substitution chain.
- User customized price multipliers.
- Additional parts information.
- Functional and Nonfunctional parts list by model number on product from 1979 to present.
- Exploded view of functional and nonfunctional parts on product from 1992 to present.
- Product parts list look up by part number, description, or "key reference" to exploded view.
- Identification of all models where particular part is used.
- Enhanced Compressor Compatibility program.
- Ability to access compressor compatibility from anywhere within the program.
- Distributed on CD for widespread compatibility.
- Operates on current Microsoft Windows PC operating systems.
- Updated periodically with the release of new models.

Features of the EPMS Program without pricing are the same as stated above, with no pricing included on any screens or print outs.

Program Hardware Requirements:

- Processor Pentium 450 or higher
- Disk Space 650mb minimum to run program from CD
- MS WINDOWS® Operating system either 32 bit or 64 bit platforms.
- WINDOWS 7, WINDOWS XP, XP PRO, Vista, 2000, and 9X.
- **EPMS CD ROMS will be delivered to the ICP distributors.**
- The ICP Distributors will automatically receive the CD with list prices included in the program.
- The Dealer CD's will be sent to the Distributor's contact person at the Distributor's location.
- It will be the distributor's responsibility to deliver the CD to the dealer or contractor.
- One of the two versions must be selected for the dealer.

Operating Letter

All DEALER/CONTRACTOR orders for the EPMS Program should be entered on a copy of the enclosed order form and directed to:

FAST Parts Marketing Dept.
328 Weakley Lane
Smyrna, TN 37167
FAX: (860) 353-4979
PHONE : (615) 220-2603

EPMS PROGRAM VIA WWW.ICPUSA.COM

ICP Distributors may access the EPMS web based 1.0 by filling out the attached security form and faxing to the toll free fax number shown at the bottom of the form.

Operating Letter

EPMS CD ORDER FORM

ELECTRONIC PARTS MARKETING SYSTEM for WINDOWS
FAX ORDER FORM TO (860) 353-4979

DISTRIBUTOR	
STREET ADDRESS	
CITY	
STATE	
ZIP CODE	
PHONE	
FAX	
EMAIL	

QUANTITY	
	EPMS WITH DISTRIBUTOR LIST
	EPMS WITHOUT DISTRIBUTOR LIST
	CANCEL CURRENT MAILING (we use the web based version)
	I NEED INFORMATION ON HOW TO ACCESS THE EPMS WEB VERSION

*FAST PARTS WILL PROMPTLY SEND THE DEALER'S DISK TO THE DISTRIBUTOR'S LOCATION
ONCE THIS DISTRIBUTOR AUTHORIZED ORDER FORM HAS BEEN RECEIVED AT FAST PARTS
MARKETING DEPARTMENT.
LIMIT TWO PER DEALER

Operating Letter

POWERLINK (WWW.ICPUSA.COM) NEW /REVISED USER REQUEST FORM

Request Type ☐ New ☐ Revised

USER'S FIRST & LAST NAME: _____

EMAIL ADDRESS: _____

COMPANY NAME: _____

COMPANY ICP CUSTOMER #: _____

Please include ALL locations and All Brands (Ex: Tempstar, ICP Commercial etc) you need to access.

COMPANY ADDRESS

STREET: _____

CITY: _____

STATE & ZIP: _____

COMPANY PHONE #: _____

COMPANY FAX #: _____

SECRET WORD: _____

**Hint Your Mother's Maiden Name or other word you can remember for security purposes.

CHECK THE APPROPRIATE OPTIONS TO ACCESS ON THE WEBSITE:

Account Information

- ☐ Invoice/Debit Memo
- ☐ Credit Memo
- ☐ Chargeback Invoices
- ☐ Proof of Delivery
- ☐ Statement of Account
- ☐ Payment History
- ☐ Fund Management (Co-op)

Navigator
"GO" On-Line HVAC Resource Center
Order Services/ Mainline
Load Build Reservation
Order Services/ Literature
Order Services/ Fast Parts
Pricing Claims
Warranty Claims
Field Reporting System (TSA's only)
EPMS Web:
Inquiry ☐
Availability
Pricing ☐

Inquiry

- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐

Entry

- ☐
- ☐
- ☐
- ☐
- ☐
- ☐
- ☐

*Additional security form required

Brand Information:

** This designates the brands of literature you will have access to on Navigator

FILE TRANSFERS

- | | | |
|--|---------------------------------------|---|
| ☐ Pricing Claims | ☐ Airquest | ☐ ICP Commercial |
| ☐ Warranty Claims | ☐ Arcoaire | ☐ Keeprite |
| ☐ Inventory Reporting | ☐ Comfortmaker | ☐ Kenmore |
| | ☐ Day & Night | ☐ Tempstar |
| | ☐ Heil | ☐ TSA |

Authorized Signature: _____ Date: _____

Must be the Distributor designated e-business contact
Please fax completed form to Powerlink Security @ 860-660-7868

Operating Letter

Operating Letter #510

January 1, 2013

FAST PARTS

Scrap Program

PURPOSE

Distributors over the years will accumulate parts, which have been ordered in error or become obsolete due to age or substitution. This program will allow the distributor, after obtaining FAST Parts' approval, to scrap parts per guidelines below, rather than return them with a re-stocking fee.

The basis for fund accrual will be 1.75% of the distributor's prior year's net purchases less commodity items. Scrap will be reimbursed at 90% of the last purchased price paid. Commodity items are defined as refrigerant and linesets.

Scrap requests must have a minimum value of \$50.00 (in aggregate).

PRODUCT

All parts purchased from FAST Parts, except refrigerant and linesets

PROCEDURE

The distributor should prepare a list of products complete with part number(s) that the distributor plans to scrap. Submit the list on an excel spreadsheet to Melissa Harrison at melissa.harrison@icpusa.com.

CANADIAN Distributors; submit request to Dave Prosser at dave.prosser@icpusa.com.

Scrap fund requests can be submitted throughout the year as funds accrue, however all requests must be submitted by January 15th of the subsequent year. (There is no carryover of unused funds.)

Should there be a part on the list FAST Parts can use, rather than scrap, the distributor will be notified and sent a return authorization to return it to FAST Parts freight prepaid along with a copy of the return authorization. Only those products purchased from FAST Parts are eligible for this program. FAST Parts will send written confirmation of the parts that are approved to be scrapped. The distributor will provide proof of disposal of the scrapped inventory within 30 days of approval by emailing photos.* If the proper documentation is not provided to Melissa Harrison (pictures showing the parts which you will be scrapping), within the 30-day window, credit will not be issued and the scrap will be considered void. A new request will have to be submitted and new authorization will have to be obtained.

Example: Assume a distributor has total net purchases less commodities of \$100,000.00 in 2011; distributor would then be eligible to scrap up to \$1,750.00 worth of FAST Parts at no expense to them in 2012 per the requirements of this operating letter. (There is no carryover for unused funds.)

***Once the list of parts is approved to be scrapped, FAST Parts will require a few pictures of the parts which you will be scrapping. Please email the pictures to:**

ICP Canada----- dave.prosser@icpusa.com

ICP USA----- melissa.harrison@icpusa.com

For any other information, please contact FAST Parts Inside Sales:
615-220-2614 in the U.S.
905-795-6654 in CANADA

Operating Letter

Operating Letter #511

January 1, 2013

FAST PARTS

Standard Return Program

PURPOSE

The purpose of this Operating Letter is to assist the distributor in returning inventory, which could include:

- Mis-shipments
- Concealed damage
- New and unused parts
- Defective parts
- Customer order error

GUIDELINES FOR STANDARD RETURNS

1. Distributor must request authorization prior to return of parts for credit. After the request has been evaluated and approved, a Return Merchandise Authorization (RMA) will be sent to the distributor. The RMA # must be referenced on the outside of the box.
2. Request for return must be a minimum of \$100 per individual invoice. Customers, who choose, can use their Scrap Funds or Surplus Funds to claim back for parts which do not meet the minimum.
3. A restocking fee of 20% will apply to returns for reasons not at the fault of FAST Parts. Reasons include return of new and unused parts, wrong parts ordered by distributor, customer cancelled order, etc. Parts that are returned due to a non-saleable nature, at the discretion of the FAST Parts, may be returned within 30 days of invoice; however, these returns will be freight prepaid by the distributor.
4. All parts returned must be new and unused, and in saleable condition upon warehouse inspection. The cartons must not be damaged or deteriorated. FAST Parts may, at its discretion, replace cartons if needed for an additional 15% charge, or return the parts at the distributor's expense. Distributor part numbers added at distributor locations must be removed prior to return, or credit will be withheld on those parts or parts will be scrapped and not returned to distributor.
5. Parts approved for return must be received at FAST Parts warehouse with **45 days** of the date of the RMA. If not received during that time period, the RMA will be void. If parts are returned after the 45 days, parts will be considered as an Unauthorized Return (See Unauthorized Returns – Section 11.)
6. If there is a determination that product will need to be returned directly to our supplier, you will receive a copy of an FSO (Factory Shipping Order) along with a Return Merchandise Authorization form. The FSO is to be used as the packing slip and is to be placed in the carton of material being returned to the supplier, per the instructions sent to you with the RMA paperwork.
7. When shipping parts with the FSO, please send RC Accounting (or your FAST Parts customer service representative) the Bill of Lading and a copy of the RMA.
8. Special returns requests will be considered if FAST Parts ships an incorrect part(s). FAST Parts will review the original order to determine if the part was entered incorrectly or incorrectly shipped. If it is determined that FAST Parts shipped in error, we will issue a RMA and full credit will be issued. If the original part was not received and it is due to a part substitution, then no RMA or credit is due. Damaged items will not be considered for return, as the distributor should follow the procedure for damaged receipts as outlined in ICP **Operating Letter 203**.

Operating Letter

9. Guidelines for parts NOT qualifying for return

- a. Circuit boards – All circuit boards that are not in the original anti-static packaging and with protective seal intact.
- b. Non-current parts or parts that have substitution numbers
- c. Parts purchased in closeout or special quote
- d. Parts that are less than standard pack
- e. Commodities and hazardous material
- f. Parts with a shelf life (gaskets, o rings, etc.)
- g. Discontinued aftermarket products
- h. FAST Parts reserves the right not to authorize return of parts that are direct ship, non-stock, damaged, or that carry excessive on-hand inventory levels.

10. Guidelines for Shipping Return Material

- a. Packages being returned on pallet must be neatly packaged and securely fixed on a pallet. All pallets must clearly show the RMA# and contain a packing list that shows all part numbers and descriptions for each pallet.
- b. If material being returned is less than pallet load, put new and unused product in a shipping carton, and clearly write the RMA# on the outside of the carton. The RMA # should never be written directly on the new and unused product that will be placed in stock for re-sale.
- c. Only one RMA # per pallet- do not mix RMA numbers on a pallet
- d. Returns must be in original packaging, clean and ready for restocking/resale.
- e. Shipment must be sent to the warehouse location indicated on the RMA. If product is shipped to wrong warehouse, FAST Parts will, at our discretion, return to customer freight collect or scrap at our location and no credit will be issued.
- f. Only full standard pack quantities or multiples of the standard pack quantity will be accepted (no broken standard packs)
- g. FAST Parts will only accept parts that were originally supplied by FAST Parts
- h. Compressors that are returned via UPS will be denied and sent back C.O.D. to the distributor. No credit will be issued.
- i. Warehouse has the right to inspect parts. If damaged, not in “new and unused” condition, or not in standard pack, part will be scrapped and no credit will be issued.

11. Unauthorized Returns – No Credit Issued

If product is returned under any of the following conditions, it will be considered an unauthorized return. FAST Parts, at our discretion upon warehouse inspection, will either return the product freight collect or scrap product at our location and no credit will be issued.

- a. Returns, intentionally or unintentionally, that were not previously authorized
- b. Refused shipments or other returns that do not have the RMA# marked on the outside of the package
- c. Parts approved for return but are not received within 45 days of the date of the RMA. The RMA will be VOID after this time.
- d. Returns shipped to the warehouse not listed on RMA
- e. Any product returned listed under section Guidelines for parts NOT qualifying for return
- f. Product not in new and unused condition
- g. Product not in standard pack
- h. Product not originally supplied by FAST Parts
- i. Compressors returned via UPS

Operating Letter

Operating Letter #700

January 1, 2013

WARRANTY & TECHNICAL SERVICE

Table of Contents for Section 700

Letter Number	Title
701	After-the-Sale Technical Service Support
702	Technical Evaluation Forms
703	Saving equipment which may be involved in a claim or lawsuit
704	Product Warranty Summary
705	Warranty Claims – OVERVIEW
705A	Warranty Claims – PAPER
705B	Warranty Claims – ELECTRONIC
706	Disposition of Defective In-Warranty Parts
707	Disposition of Defective In-Warranty Compressors
708	Participating Labor Allowances – DOA Components
709	Participating Labor Allowances – Heat Exchanger Replacement
710	Participating Labor Allowances – 1-5 ton Compressor Replacement
711	Limited Warranty Certificates – Cooling & Heating Product
712	Participating Labor Allowances – 6 1/3-25 ton Compressor Replacement
713	Participating Labor Allowances – 1-5 ton Leak Allowance
715	Participating Labor Allowances – 6 1/3-25 ton Leak Allowance
717	Unavailable Heat Exchangers
718	Failure at Initial Start Up and Consumer Refusal
719	Distributor Technical Service Advisor (TSA) Program
720	Warranty and Field Scrap of Complete Mainline Units
722	Commercial Parts Handling Procedure
724	Date Code Identification
725	Extended Service Agreements-Current
725A	Extended Service Agreements-Prior to 2010
725B	Extended Service Agreements-Past
730	No Hassle Replacement Program
	Attachment 1 Heat Exchanger Evaluation Form
	Attachment 2 Compressor Evaluation Form
	Attachment 3 Refrigerant Coil Evaluation Form
732	Indoor Warranty Coil Process

Operating Letter

Operating Letter #701

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

After-The-Sale Technical Service Support North America

PURPOSE

Providing post-sale product support

PRODUCT

All Products

PROCEDURE

DISTRIBUTOR RESPONSIBILITY

The distributor is responsible for providing dealers with technical data and service information published by International Comfort Products. Distributors are required to maintain an inventory of authorized factory service parts. In addition, through participation in the TSA (Technical Service Advisor) program, the distributor is responsible for providing local assistance and/or on-site visits to resolve service related issues for those dealers who require such assistance.

Distributors are responsible for addressing inquiries from homeowners and dealers on ICP products they have sold. In the event the homeowner or dealer does not know the name of the distributor, the contact will be referred to the nearest distributor selling the homeowner's brand of product.

ICP RESPONSIBILITY

ICP maintains a staff of trained technical service employees to provide technical information to the distributor. Every effort will be made through the distributor to aid the dealer in resolving technical issues. When the distributor cannot resolve a field service issue, there are two channels for factory support.

The first level of support is telephone troubleshooting assistance through ICP's Product Support department. Although preference is given to TSA's and other distributor personnel, dealer communication with ICP's Product Support group is possible but only by means of a conference call with participation from the appropriate distributor representative. ICP's Product Support group may be reached at 931-270-4306.

The second level of technical support is the Technical Service Manager (TSM). ICP assigns a TSM to a geographic region in which the distributor is located. The TSM offers phone support as well as onsite assistance. TSM onsite assistance may be requested after TSA onsite and first-level attempts fail to correct the issue.

For all levels of technical support, distributors and dealers must provide accurate and detailed information as required by ICP personnel. To assist field personnel in gathering this information, Technical Evaluation Forms (TEF) are available for ICP's products. These forms are available on ICP's Powerlink website (Navigator/Product/TSA Information). TSM onsite visits are conditional on the receipt of a properly completed TEF form for the product(s) to be inspected.

The distributor's TSA should handle routine service locally. However, when the distributor does not accept technical support responsibilities or takes unnecessary advantage of the TSM's time, ICP reserves the right to debit distributors with a minimum charge of \$300.00 (U.S. or Canada) per day, plus travel and expenses.

Operating Letter

Operating Letter #702

August 1, 2013

WARRANTY AND TECHNICAL SERVICE

After-The-Sale Technical Service Support North America Technical Evaluation Forms

PURPOSE

Providing an easy and consistent method of collecting technical data to help assist in evaluating the performance of ICP branded heating and cooling products

PRODUCT

All Products

PROCEDURE

Complete the Cover Sheet as well as the appropriate Technical Evaluation Form relating to the product being evaluated. In some situations multiple forms may be appropriate and necessary for a complete and thorough evaluation.

These forms are available for download at the ICP Navigator website under the TSA Information Tab. To gain access you will need access permission from the ICP web administrator to logon to WWW.ICPexcellence.com website.

Note:

The TSA will provide these completed forms to the ICP technical support representative anytime a request for technical support via phone, email, or fax is made.

Operating Letter

Cover Sheet

FIELD TECHNICAL EVALUATION FORM



Page 1

DATE: _____

Distributor Name:	Dealer Name:
Address:	Address:
City & State:	City & State:
Zip Code TEL:	Zip Code TEL:

HM Name:
Address:
City & State:
Zip Code TEL:

Model Number		Serial Number		Date installed
Model Number		Serial Number		Date installed
Model Number		Serial Number		Date installed
Model Number		Serial Number		Date installed

Reason for field investigation:

The Technical Evaluation Form is to be completed anytime a request for assistance from any International Comfort Products Technical Staff is made. This Document has a detailed list of questions that are designed to help narrow down the possible reasons for a product not operating or performing as expected. All questions on this form are important and none should be unanswered unless otherwise stated by ICP technical staff.

This form is intended to maximize the effectiveness of the technical support staff at ICP as well as the efforts of the TSA by insuring that all necessary information is at hand when technical support is requested.

Note: This sheet should accompany: Gas furnace, Oil Furnace, and Heat Pump troubleshooting questionnaires.

Operating Letter

AC/HP TECHNICAL EVALUATION FORM



Distributor: _____ Job Site Reference: _____

Dealer: _____ Date: _____

Technician's Name: _____ Installation date: _____

[illegible]

Operating Letter

AC/HP TECHNICAL EVALUATION FORM



REFERENCE CHARTS

PRESSURE-TEMPERATURE CHART

Temp °F	R-22 Pressure	R-410A Pressure
-50	6.2	3.5
-45	2.7	8.5
-40	0.5	11.6
-35	2.6	14.9
-30	4.9	18.5
-25	7.4	22.5
-20	10.1	26.9
-15	13.2	31.7
-10	16.5	36.8
-5	20	42.5
0	23.9	48.6
5	28.2	55.2
10	32.8	62.3
15	37.7	70
20	43	78.3
25	48.7	87.3
30	54.9	96.8
35	61.5	107
40	68.5	118
45	76	129.7
50	84	142.2
55	92.5	155.5
60	101.6	169.6
65	111.2	184.6
70	121.4	200.6
75	132.2	217.4
80	143.6	235.3
85	155.7	254.1
90	168.4	274.1
95	181.8	295.1
100	195.9	317.2
105	210.7	340.5
110	226.3	365
115	242.7	390.7
120	259.9	417.7
125	277.9	445.9
130	296.8	475.6
135	316.5	506.5
140	337.2	539
145	358.8	572.8
150	381.5	608.1

QUICK SYSTEM ANALYSIS (v)

SYSTEM PROBLEM	OPERATING TRENDS (LOW-NORMAL-HIGH)														
	SUCTION PRESSURE			DISCHARGE PRESSURE			SUPERHEAT			SUBCOOLING			AMPERES		
	L	N	H	L	N	H	L	N	H	L	N	H	L	N	H
Overcharge			•			•	•					•			•
Condenser (Air) Restricted			•			•	•			•					•
Non-Condensibles in System			•			•	•			•					•
High Evaporator Load			•			•	•			•					•
Loose TXV Feeder Bulb															
- Oversized TXV															
- Leaking TXV Seat			•			•	•			•					•
- Wrong Equalizer Connection															
- Uninsulated Feeder Bulb															
Undercharge	•			•					•	•			•		
Liquid Line Restriction	•			•					•				•	•	
Low Outdoor Ambient	•			•					•				•	•	
Suction Line Restriction	•			•					•				•	•	
Evaporator Air (Cooler Liquid) Restricted	•			•			•						•	•	
Undersized TXV															
- Leaking Feeder Bulb	•			•					•				•	•	
- No External Equalizer															
Inefficient Compressor			•	•					•				•	•	
ACTUAL SYSTEM OPERATION (III)															

INDOOR DRY BULB ADJUSTMENT

Use equations below in conjunction with unit's "Tech Label" information for total and sensible capacities @ indoor dry bulbs other than 80°F entering coil.

$$\text{Sensible Capacity at Indoor db LOWER than 80°F} = (\text{MBh} \times \text{S/T}) - \frac{((80 - \text{Indoor db}) \times 835 \times \text{Indoor cfm})}{1000}$$

$$\text{Sensible Capacity at Indoor db HIGHER than 80°F} = (\text{MBh} \times \text{S/T}) + \frac{((\text{Indoor db} - 80) \times 835 \times \text{Indoor cfm})}{1000}$$

SYSTEM CAPACITY CALCULATOR

Temperature	Enthalpy	Temperature	Enthalpy	Temperature	Enthalpy	Temperature	Enthalpy	Temperature	Enthalpy	Temperature	Enthalpy
Wet-Bulb (F)	Btu/LB	Wet-Bulb (F)	Btu/LB	Wet-Bulb (F)	Btu/LB	Wet-Bulb (F)	Btu/LB	Wet-Bulb (F)	Btu/LB	Wet-Bulb (F)	Btu/LB
40	15.23	48	19.21	56	23.84	64	29.31	72	35.83	80	43.69
41	15.7	49	19.75	57	24.48	65	30.08	73	36.74	81	44.78
42	16.17	50	20.3	58	25.12	66	30.83	74	37.66	82	45.9
43	16.66	51	20.86	59	25.78	67	31.62	75	38.61	83	47.04
44	17.15	52	21.44	60	26.46	68	32.42	76	39.57	84	48.22
45	17.65	53	22.02	61	27.15	69	33.25	77	40.57	85	49.43
46	18.16	54	22.62	62	27.85	70	34.09	78	41.58		
47	18.68	55	23.22	63	28.57	71	34.95	79	42.62		
INDOOR COIL (EVAPORATOR)						OUTDOOR COIL (CONDENSOR)					
ENTERING		LEAVING		DIFFERENCE		ENTERING		LEAVING		DIFFERENCE	
W.B.						(Air) D.B.				ΔT = °F	
Enthalpy				Δh = Btu/LB		CONDENSOR CAPACITY					
EVAPORATOR CAPACITY						BTUH = 1.10 x COND. Cfm x ΔT					
BTUH = 4.5 x cfm x Δh											

Due to varying field conditions, a tolerance of 10% must be expected when comparing test data to actual performance.

* Used in the "Total External Static" method in conjunction with the "Blower Performance Data" in Product Specification sheets or the unit's "Tech Label" to calculate airflow.

+ Temperature rise is equal to the supply air temp. minus the return air temp. at steady state operation. The supply air temp. should be measured away from the line of sight of the heat exchanger.

Operating Letter

SPP TECHNICAL EVALUATION FORM				
Distributor: _____		Job Site Reference: _____		
Dealer: _____		Fail Date: _____		
Technician's Name: _____		Installation date: _____		
MODEL INFO	Model #	Serial #	ELECTRICAL INFO	
Package Unit: _____			Control Voltage: _____ Vac	
Air Cleaner: _____			Supply Voltage: _____ Vac Φ _____	
UV Lights: _____			3 Phase (Φ) Voltages: T1→T2 _____ Vac	
Thermostat: _____			T1→T3 _____ Vac T2→T3 _____ Vac	
Electronic Air Cleaner: _____			AIRFLOW (EQ. On page 2)	
Humidifier: _____			Electric Heat Temp Rise CFM Method	
COMPRESSOR DATA			Volts = _____ Amps = _____	
Comfort Alert Code: _____			Ret. Air Temp. _____ °F Sup. Air Temp. _____ °F	
Comp. Start Voltage: _____ Vac			cfm = _____	
Comp. Run Amps: Com _____ Run _____ Start _____			*Total External Static Method	
Locked Rotor Amps: _____ amps R→S= _____ Ω			Ret. Static + Sup. Static = Total External Static	
Run Cap: _____ μ F (1 Φ only) R→C= _____ Ω			Use the Total External Static in conjunction with the "Blower Performance" data in the Product Specification Sheets or the unit's "Tech Label".	
Do Refrigerant Pressures Equal When Power is Removed?: _____ yes _____ no S→C= _____ Ω			NOTE: 350-400 CFM PER TON	
Hard Start Kit Used?: _____ yes _____ no R→S $\approx$ R→C+C→S			SYSTEM CAPACITY (Cal. On page 2)	
REFRIGERANT PROPERTIES			Htg. Capacity (HP): _____ btuh	
A. Vapor Line Temp. at Service Port: _____ °F	SuperHeat _____ °F (A - B)		Clg. Capacity (AC/HP): _____ btuh	
B. Vapor Pressure at Service Port: _____ psig = _____ °F			GAS HEAT PROPERTIES	
C. Liquid Line Temp. at Service Port: _____ °F	SubCooling _____ °F (C - D)		Local Heat Content**: _____ btu/hr	
D. Liquid Pressure at Service Port: _____ psig = _____ °F			Seconds per Revolution**: _____ sec/rev	
AC/HP PROPERTIES	Filter Type: _____		High Fire Rate**: _____ btu/h NG _____	
Return Air: _____ °FDB _____ °FWB			Low Fire Rate**: _____ btu/hr LP _____	
Supply Air: _____ °FDB _____ °FWB			Supply Pressure***: _____ "w.c.	
Return Static Pressure*: Hi _____ "w.c.			Orifice #: _____ Flash Code: _____	
cfm: _____ cfm			Manifold Pressure: High Fire: _____ "w.c.	
Clg. Metering Device: _____ txv _____ piston # _____			Low Fire: _____ "w.c.	
Htg. Metering Device: _____ txv _____ piston # _____			Htg. Blower Speed Tap: Hi _____ Lo _____	
Clg. Blower Speed Tap: Hi _____ Lo _____			Blower Amps: Hi _____ amps Lo _____ amps	
Blower Amps: Hi Cool _____ amps Lo Cool _____ amps			Supply Air Temp.: High Fire: _____ °F	
Defrost Time Interval: _____ min	Quiet Shift: _____ On _____ Off		Low Fire: _____ °F	
Air Temp. Entering Outdoor Coil: _____ °F			Return Air Temp.: High Fire: _____ °F	
Air Temp. Leaving Outdoor Coil: _____ °F			Low Fire: _____ °F	
Outdoor Fan Amps: _____ amps			Temperature Rise†: High Fire: _____ °F	
ADDTL. COMMENTS:			Low Fire: _____ °F	
			Inducer Amps: High Fire: _____ amps	
			Low Fire: _____ amps	
			Pressure Switch Close: _____ "w.c.	
			Pressure Switch Open: _____ "w.c.	
			Supply Static*: High Fire: _____ "w.c.	
			Return Static*: High Fire: _____ "w.c.	
			Flame Sensor Current: _____ μ A dc	
			Heat Off-Delay: _____ sec	

* Used in the "Total External Static" method in conjunction with the "Blower Performance Data" in Product Specification sheets or the unit's "Tech Label" to calculate airflow.

*** Supply pressure should be checked with all other gas appliances running.

† Temperature rise is equal to the supply air temp. minus the return air temp. at steady state operation. The supply air temp. should be measured away from the line of sight of the heat exchanger.

Operating Letter

HEATING TECHNICAL EVALUATION FORM



Date: _____ Installation Date: _____

Dealer: _____ Distributor: _____

Tech: _____ Customer: _____

Equipment

	Model #	Serial #
Furnace		
Thermostat		
Humidifier		
Indoor Coil		
Outdoor Unit		
Electronic Air		

INSTALLATION DATA

Furnace Location _____ Furnace Orientation: Upflow, Downflow, Horizontal Right, Horizontal Left

Type of Fuel _____ Filter Size _____ inches Thickness _____ inches
(Natural Gas, LP, Oil)

Single Stage Furnace

Heat Off Delay _____ sec. Heating Speed Tap Selected _____ Cooling Speed Tap Selected _____

Two Stage Furnace

Low Fire Tap Selected _____ High Fire Tap Selected _____ Cooling Speed Tap Selected _____

Furnace Control Board DIP Switches: 1. ON /OFF 2. ON /OFF 3. ON /OFF (Circle answer)

Variable Speed Furnace

Tap Select Interface Board Part # (TSIB) _____ Board Color GREEN /WHITE (Circle answer)

TSIB DIP Switch Settings 1. ON/OFF 2. ON/OFF 3. ON/OFF 4. ON/OFF 5. ON/OFF

6. ON/OFF 7. ON/OFF 8. ON/OFF (Circle answer)

HK42PG003 (White Board) J1 jumper position : + NOM/ NOM / - NOM J2 jumper: AC/HP EFFICIENCY /HP COMFORT

OPERATIONAL CHECKS

FLASH CODE _____ (number) FLAME SENSOR CURRENT _____ μ A D.C.

Voltage Checks

Line Voltage _____ vac(s) Control Voltage _____ vac(s) Line Voltage _____ vac(o) Control Voltage _____ vac(o)

Main Limit _____ vac(o) Roll Out Switch _____ vac(o) Pressure Switch _____ vac(o)

* S = Static Condition O = Operating Condition

Operating Letter

AIRFLOW TECHNICAL EVALUATION FORM



Distributor: _____ Job Site Reference: _____
 Dealer: _____ Installation Date: _____
 Technician's Name: _____ Fail Date: _____

MODEL INFO	Model #	Serial #	ELECTRICAL INFO
Outdoor/Package Unit:			Control Voltage: _____ Vac
Indoor Unit:			Supply Voltage: _____ Vac Φ _____
Air Cleaner:			3 Phase (Φ) Voltages: T1→T2 _____ Vac
Thermostat:			T1→T3 _____ Vac T2→T3 _____ Vac
Electronic Air Cleaner:			
Humidifier:			

DUCT SIZE	
SQUARE DUCT Area = $h \times w$ Height (h): _____ in Width (w): _____ in Cross Section Area of Square Duct: $h \times w =$ _____ in² Height (h) Width (w)	ROUND DUCT Area = $\pi \left(\frac{d}{2}\right)^2$ Diameter (d) = _____ in $\pi = 3.14$ Cross Sectional Area of Round Duct: $\pi \left(\frac{d}{2}\right)^2 =$ _____ in² Diameter (d)

*Traversing The Duct NOTE: If using a Hot Wire or a Vane Anemometer, skip to filling out table in step 3.

Pressure Method "Pitot Tube"

1. Divide your duct into equal sections taking your measurements approximately every two inches. Refer to duct diagrams to the right for examples. Take pressure measurements at letter designations.

8"

A	D	G	J
B	E	H	K
C	F	I	L

6"

A	B	C	D	E	F
G	H	I	J	K	L

16"Ø

G	H	I	J	K	L
A	B	C	D	E	F

2. Using your pitot tube and the equation to the right find the Velocity Pressure at each point and record them below.

Velocity Pressure = Total Pressure - Static Pressure

A = _____ w.c.	D = _____ w.c.	G = _____ w.c.	J = _____ w.c.	M = _____ w.c.
B = _____ w.c.	E = _____ w.c.	H = _____ w.c.	K = _____ w.c.	N = _____ w.c.
C = _____ w.c.	F = _____ w.c.	I = _____ w.c.	L = _____ w.c.	O = _____ w.c.

3. Convert your recorded Velocity Pressures above into Velocity by using the equation to the right and recording in the table below.

Velocity = $4,005 \sqrt{\text{Velocity Pressure}}$

A = _____ ft/min.	D = _____ ft/min.	G = _____ ft/min.	J = _____ ft/min.	M = _____ ft/min.
B = _____ ft/min.	E = _____ ft/min.	H = _____ ft/min.	K = _____ ft/min.	N = _____ ft/min.
C = _____ ft/min.	F = _____ ft/min.	I = _____ ft/min.	L = _____ ft/min.	O = _____ ft/min.

4. Add all the Velocities together and divide by the number of measurements to get an Average Velocity. (Use calculated Velocities from the table in step 3.)

Average Velocity = _____ ft/min.

5. Multiply your Average Velocity by your Cross Sectional Duct Area to get your Airflow in cfm.

CFM = $\frac{\text{Cross Sectional Area (in}^2\text{)} \times \text{Average Velocity (ft/min)}}{144}$

cfm = _____ ft³/min

† Temperature rise is equal to the supply air temp. minus the return air temp. at steady state operation. The supply air temp. should be measured away from the line of sight of the heat exchanger.

*In small ducts or where traverse operations are otherwise impossible, an accuracy of ±5% can frequently be achieved by placing Pitot tube or Anemometer in center of duct. Determine velocity from the reading, then multiply by 0.9 for an approximate average velocity.

Operating Letter

COMPRESSOR CHANGE-OUT TECHNICAL EVALUATION FORM



Compressor Winding Information

Ohm Ω Reading between terminal 1 and 2 = _____ Ω (Ohm reading)

Between terminal 2 and 3 = _____ Ω

Ohm reading between terminal 1 and 3 = _____ Ω

Ohm reading between terminal 1 and ground _____ Ω

Ohm reading between terminal 2 and ground _____ Ω

Ohm reading between terminal 3 and ground _____ Ω

Winding reading (1,3) + (1,2) = (3,2) *if not compressor winding is damaged*

Note: A reading of infinity to ground should be detected between each terminal to ground. **If not**, test for short to ground at the compressor windings.

Capacitor testing

Run capacitor value _____ mfd. Did capacitor test good with capacitor tester or volt ohm meter ☐ yes ☐ no

Other Inspections

Operating Letter

COMPRESSOR CHANGE-OUT TECHNICAL EVALUATION FORM



Inspect all wiring, is there any damage to wire or wire terminals ☐ yes ☐ no

Inspect compressor contactor, are the contact points burned ☐ yes ☐ no

Has the compressor failed any of the winding tests ☐ yes ☐ no, if so than an acid test must be made of the compressor oil

Has acid been detected in the compressor oil ☐ yes ☐ no

Whenever the system is opened to the Atmosphere, it is required that a replacement Liquid line drier be installed at the outdoor unit. When Acid is detected in a system utilizing a acid test kit, a Suction Line Filter Drier must be installed!!!

Compressor Mechanical Tests

Note: before the mechanical testing can be completed the compressor and the unit wiring must be reconnected as per unit electrical wiring diagram.

With the unit connected to electrical power, will the compressor operate ☐ yes ☐ no

If no: revert back to compressor winding information and collect information again.

Compressor Pressure Information

Operating Letter

COMPRESSOR CHANGE-OUT TECHNICAL EVALUATION FORM



Discharge pressure at compressor _____ psig
Suction pressure at compressor _____ psig
Superheat at suction tubing at outdoor unit _____ F°
Sub cooling at the liquid line leaving the outdoor unit _____ F°
Amp draw at run winding _____ a. Amp draw at start winding _____ a.
Amp draw at common winding _____ a
Voltage at compressor contactor terminal T1 and T2 _____ v.(single phase)
T1, T2, _____ v. T2, T3, _____ v. T1, T3 _____ v. (3 Ø)

If the Compressor will not operate:

What is the lock rotor amp rating on the listed for that unit _____ amp?
What is the lock rotor amp draw on the common wire to the compressor _____ amp?
What is the lock rotor amp draw on the run winding _____ amp?
What is the lock rotor amp draw on the start winding _____ amp?

For additional compressor pressure and temperature testing questions refer to the A/C and/or Heat Pump Field Assistance Request Form!

Technician's name: _____ Date: _____

Operating Letter

OIL FURNACE TECHNICAL EVALUATION FORM



Electrical Readings

Voltage to oil furnace _____ Voltage at 60 ϕ ☐, 50 ϕ ☐

Control voltage at primary oil control _____ Voltage

Voltage across terminals of run capacitor _____ voltage
(Motor operating at high speed, blower door in place)

Oil Delivery Components

Single pipe oil delivery ☐ Two pipe oil Delivery ☐

Length of oil lines from oil tank to furnace _____ ft. in.

Lift (height) from tank to oil furnace _____ ft. in.

Size of oil lines _____ inch diameter

Size of oil line filter _____ (model number)

Tank installed in the ground ☐ 275 Gal. Above ground tank ☐

Is a lift pump being used with installation? ☐

Chimney vent system

Height of chimney _____ ft. Diameter of chimney _____ in.

Length of chimney connector _____ Ft.in. Connector height from furnace to chimney _____ Ft.in.

Single appliance vent application ☐ multiple appliance vent application ☐

Vent connector diameter _____ in.

Diameter size of barometric damper _____ in.

Distance from barometric damper to furnace _____ in.

Operating Letter

OIL FURNACE TECHNICAL EVALUATION FORM



Oil Pump Operation Readings

Oil pressure at the oil pump outlet _____ PSI Oil pressure at inlet to oil pump _____ in.wc
Oil nozzle size _____ GPM Oil angle pattern _____, hollow ☐ semi solid ☐ solid ☐

Efficiency Readings

Draft at the breach of furnace _____ inch WC.
Draft before the barometric damper at smoke pipe _____ inches WC.
Flue temperature (before barometric damper in flue pipe) _____ °F
Ambient temperature at furnace _____ °F
Net flue temperature of furnace _____ °F
CO² reading at flue pipe (before barometric damper) _____ % CO²
Smoke reading at flue pipe (before barometric damper) _____

Air Flow Readings

Return air temperature at furnace (4 readings, one from each side of the return plenum)
_____ °F _____ °F _____ °F _____ °F = _____ °F (averaged readings)
Supply temperature before cooling coil ☐ after cooling coil ☐
_____ °F _____ °F _____ °F _____ °F = _____ °F (averaged temperature)

Technician's Name: _____

DATE: _____

Operating Letter

Operating Letter #703

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Preservation of Equipment that may be involved in a claim or lawsuit North America

PURPOSE

To provide guidance on the preservation of any equipment and/or parts returned to the distributor that may be involved in a claim or lawsuit

PRODUCT

All Products

PROCEDURE

Equipment and/or parts that are involved in an incident or situation that may lead to a claim or lawsuit and are returned to the distributor should be preserved for examination and/or testing. Examples include equipment or parts involved in incidents of water damage, frozen pipes, soot or smoke damage.

The equipment and/or any of its parts should be clearly labeled with the owner and dealer's name and the following statement: **"Preserve for possible litigation. Do not examine or dispose of without permission of ICP Manager, Technical Services."**

Do not process any of these parts or equipment through normal warranty procedures. International Comfort Products LLCs' Manager, Technical Services must be immediately notified and they will advise concerning disposition. ICP's Manager, Technical Services may be reached at 931-270-4132. Alternately, you may contact your assigned Technical Service Manager (TSM) who can provide guidance and notify the Manager, Technical Services.

If you have any questions or need assistance, contact your TSM.

Operating Letter

Operating Letter #704

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Product Warranty Verification Methods North America

PURPOSE

To explain the methods of determining the warranty coverage for a specific product

PRODUCT

All ICP Manufactured Products

PROCEDURE

Four primary methods are available to distributors to determine the warranty coverage of a particular unit.

- Refer to the warranty certificate
- Query the serial number in ServiceBench Entitlement via www.servicebench.com
- Refer to the Warranty Summary Booklet for older products
- Call the warranty verification number to ask a warranty associate

Refer to the warranty certificate

The warranty certificate is the surest way to determine the warranty coverage of a particular product. ICP will always honor the coverage on the certificate, providing the conditions and exclusions listed in the certificate do not disqualify the unit for coverage. Page one of the current warranty certificates list the product families in a table with the associated years of coverage for parts, No Hassle Replacement™ Limited Warranty, and the other relevant components of coverage (compressor, coil, heat exchanger, etc). Refer to [Operating Letter 711](#) for more details regarding ICP Limited Warranty Certificates, including the location of current and prior certificates on ICP's Powerlink Navigator website.

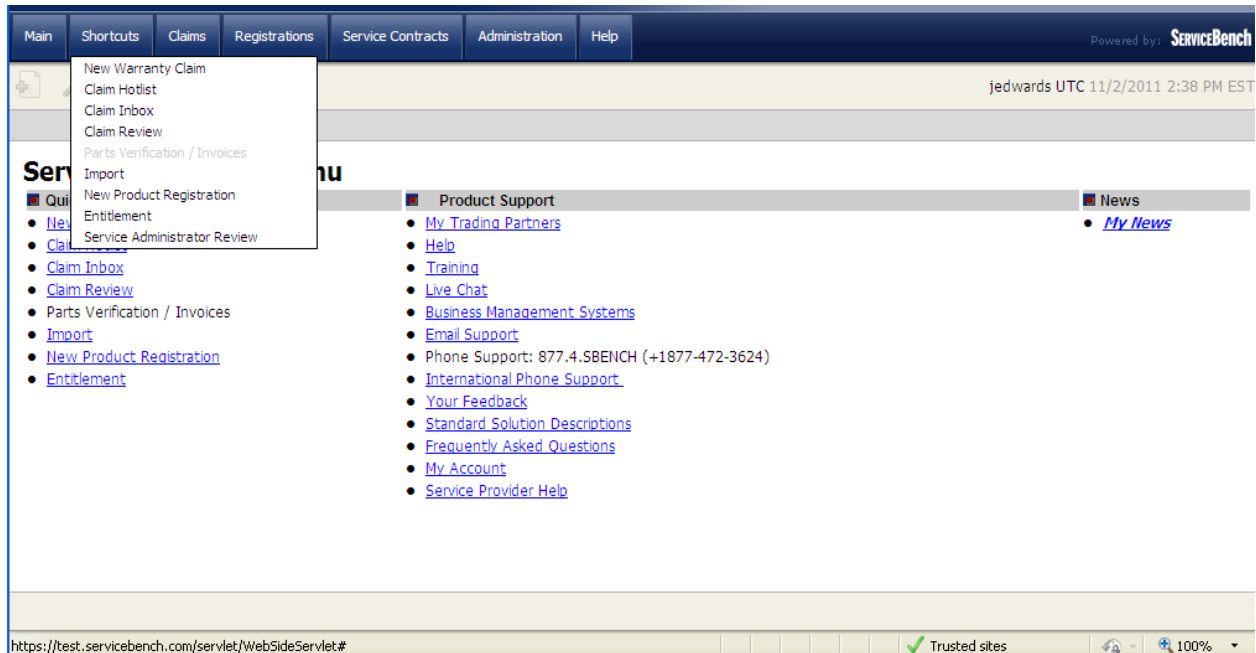
Query the serial number in Entitlement

The serial number inquiry screen in ServiceBench is called Entitlement. Once the serial number is entered the screen will display warranty coverage details specific to the serialized unit. This tool also shows many other key fields relevant to filing a warranty claim, such as the date of installation. If you need the warranty coverage of a model and do not have a specific serial number to query, then you will need to refer to the warranty certificate.

Model Name	Refrigerant	Compressor	Coil	Parts
Trans. Heat. Split, Trans. Heat. Split	10	10	10	7
Trans. Heat. Split, Trans. Heat. Split	7	10	7	5
Trans. Heat. Split, Trans. Heat. Split	8	10	8	5
Trans. Heat. Split, Trans. Heat. Split	1	10	8	5
Trans. Heat. Split, Trans. Heat. Split	1	10	8	5
Trans. Heat. Split, Trans. Heat. Split	1	10	8	5

Accessing the Serial Number Inquiry screen:
Place your cursor over the shortcuts or just click on Entitlement:

Operating Letter



Enter the serial number and click search:

The screenshot shows the 'Entitlement Search' form in the ServiceBench web application. The form is titled 'Entitlement Search' and includes the following fields:

- Service Administrator: United Technologies Corporation
- Model Number:
- Serial Number *:
- First Name:
- Last Name:
- Phone:
- Service Contract Number:

Below the form, there is a 'Check Entitlement' section with the following fields:

- Purchase Date:
- Purchased From:

A 'Search' button is located at the bottom of the form. The bottom of the page shows a browser address bar with the URL: https://test.servicebench.com/servlet/WebSideServlet#.

From this screen you can verify the model, the install date, if the unit is registered, and the status of the warranty coverage, the policy number and if the product was registered on time its eligibility for enhanced warranty coverage.

Operating Letter

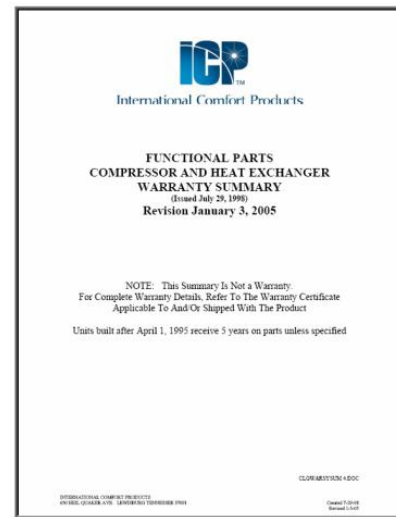
Product Name:	FURNACE-80% DLX 50M 2-STG VS
Model Number:	H8MPV050B12B
Serial Number:	A053144832
Owner:	EDWARDS, CHRIS
Date Installed:	03/27/2008
Warranty Policy Code:	IGF8NX0500
Warranty Policy Description:	IGF8NX0500 GAS FURNACE 03/01/2008; 5 YR PARTS; 20 YR HT EX
Standard Labor Warranty Expiration Date:	
Standard Part Warranty Expiration Date:	
Registered On Time	Yes
Enhanced Warranty	Yes
Mark As:	
Shipped Date:	03/20/2008
Shipped-to Distributor Name:	TOTAL SUPPLY INC
Shipped-to Distributor Number:	593051
Shipped-to Distributor City:	NASHVILLE
Shipped-to Distributor State:	TN
Replacement Of Model:	
Replacement Of Serial Number:	

Warranty Information

Brand	Application Type	Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ICP	Owner Occupied Residential	Original	Primary Heat Exch-Furnace	25 years	03/01/2008	03/27/2008	03/27/2033
			Secondary Heat Exch-Furnace	25 years			03/27/2033
			No Hassle	10 years			03/27/2018
			No Hassle-Labor	10 years			03/27/2018
			Enhanced Parts Warranty	10 years			03/27/2018
Brand	Application Type	Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ICP	Owner Occupied Residential	ALL	Primary Heat Exch-Furnace	20 years	03/01/2008	03/27/2008	03/27/2028
			Secondary Heat Exch-Furnace	20 years			03/27/2028
			Standard Parts Warranty	5 years			03/27/2013
			No Hassle	5 years			03/27/2013

The Entitlement screen also advises the Application Type (Residential, Commercial, or Other Residential) which helps determine the warranty policy coverage. The Equipment Owner distinguishes coverage differences between the original owner and the subsequent owner. All warranty coverage starts based on the install date of the unit.

Operating Letter



Refer to the Warranty Summary Booklet for Older Models

The warranty summary booklet contains a listing of model families and associated warranty coverage details for products prior to 2005. With the changes to warranty certificates and the improved query features online, ICP no longer updates this document. However, it may be useful when referring to much older product for which warranty certificates are not available online. A hardcopy may be ordered as part # 401 06 1075, or found online in Navigator under Warranty Information\Forms and Documents. The document name is: "Pre-2005 Unit Compressor and HX Warranty Summary.pdf." A similar document located in the same place online contains a listing of pre-2005 ICP Canada models and associated warranty coverages. Its filename is: "Pre-2005 ICP-Canada Warranty Summary.pdf."

Call the Warranty Verification Number to Ask for Assistance

If a unit shows clearly incorrect or no warranty coverage on the inquiry screen, the Warranty Department will be able to find out the correct coverage and alert someone internally so that the model will display properly on the inquiry screen.

ICP Warranty Department: Call 800-319-6514 or email ICP Warranty at wcissues@icpusa.com

Operating Letter

Operating Letter #705

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Warranty Claims Overview North America

PURPOSE

To explain how to successfully file warranty claims with ICP.

PRODUCT

All ICP Products Covered by Warranty

PROCEDURE

In order to receive credit for a warranty part or labor, distributors must file a warranty claim with ICP. A warranty claim contains a variety of important information necessary to understand who is filing the claim, the dealer and homeowner involved, the type of claim being filed, what unit and parts failed, when and why they failed, whether the failed unit was eligible for parts and/or labor coverages, what parts were used as replacements in the repair, and what credit amount is due the distributor. Claims must be completed properly for eligible units, and submitted within specified timeframes.

This document will explain the warranty claims process, policies, and procedures necessary to successfully file warranty claims with ICP. Some topics are discussed only briefly and refer the distributor to a specific Operating Letter for details. Topics discussed are as follows:

- Who to Contact for Warranty Issues
- Steps and Timing in the Claims Process
- Key Dates and Timeframes
- Online Warranty Tools
- Submitting Warranty Claims and Corrections
- Determining Warranty Coverage
- No Hassle Replacement™ Limited Warranty
- Extended Warranty

Who to Contact for Warranty Issues

For day-to-day warranty claim issues, distributors should contact the ICP Warranty Department at 800-319-6514 or send an email to the warranty mailbox at wcissues@icpusa.com.

Technical warranty questions and/or requests for exceptions to normal warranty policies due to unusual circumstances should usually be directed to the distributor's assigned Technical Service Manager (TSM). Such issues are usually product failure, repair, substitution, or labor related questions. A TSM territory assignment map is also located on Navigator in the same location as the Warranty Analyst map. The link is "Technical Service Manager Area Map."

Submitting the claim

The warranty claims process begins with the distributor submitting a warranty claim to ICP via a paper "751 Form", or electronically by entering the information into the online claim entry screen in Service Bench or by uploading a file through the BMS tool. Paper claims are slower to process due to mail delivery time and time to key the claim data at ICP.

Operating Letter

Claims Validation

Once a claim is received electronically or entered manually, ICP's warranty system evaluates the claim. Serial, model, and part numbers are validated, various dates are checked for obvious errors or inconsistencies, timeframes and warranty periods are calculated and assessed for eligibility purposes, etc. After all the validations are completed, if no errors were encountered, the claim is accepted. A credit memo is generated the next business day and mailed to the distributor. Accepted claims that were submitted electronically are usually processed within 2-3 days, while paper claims generally take 3-5 days from date of receipt.

Claims that Encounter Problems

Claims that encounter problems in the system evaluation step are placed on manufacturers review and are looked at daily by the ICP Warranty Analyst. The analyst determines whether the claim is correctable internally by ICP, externally by the customer, or is not correctable at all.

- Service Bench provides, at claim entry, error codes. Please be aware of the codes at time of Save and fix or address the issue so that the claim can be submitted for payment. If a claim is validated but goes on Manufacturers Review then it is in the queue at ICP to be reviewed and paid or rejected by an ICP warranty analyst.
- Claims that are submitted can be reviewed by the distributor daily in the Claims Review Queue or the Hot List screen. Distributors may also run various reports in Service Bench that can provide any necessary information regarding claims and their status in the system.
- Claims that cannot be corrected are rejected. A rejection code is assigned, describing the reason for denial. If the rejected claim was submitted in a batch of claims containing at least one accepted claim, then the rejected line will be listed among the accepted claims with zero dollars listed and a rejection reason code.

Key Dates and Timeframes

Many different dates are used and referenced in warranty processing, and some key timeframes must be observed in order to be eligible for warranty credits. This section defines all of the relevant dates and timeframes that the distributor should be familiar with. Exhibit 2 graphically displays many of the key dates and timeframes discussed below.

Date Definitions

- | | |
|--------------------------------|--|
| • <u>Manufacture Date:</u> | Date built per the serial number. |
| • <u>Ship Date:</u> | Date shipped from ICP to the distributor. |
| • <u>Install / Start Date:</u> | Date installed by dealer or when usage starts. Begins warranty period. |
| • <u>Fail / Repair Date</u> | Date unit fails / is repaired. |
| • <u>End Date</u> | Date warranty coverage ends. |
| • <u>Claim Date</u> | Date ICP receives the claim. |
| • <u>Post Date</u> | Date ICP pays or rejects the claim. |
| • <u>Correction Date</u> | Date correction information is received by ICP. |

Key Timeframes

- | | |
|-----------------------------------|--|
| • <u>Warranty Period</u> | Time from Install/Start Date to End Date. |
| • <u>90-Day Claim Period</u> | Fail/Repair Date to Claim Date. Claims are rejected after this period. |
| • <u>90-Day Correction Period</u> | Claim date to Correction Date. Claims are rejected after this period. |

More About Dates

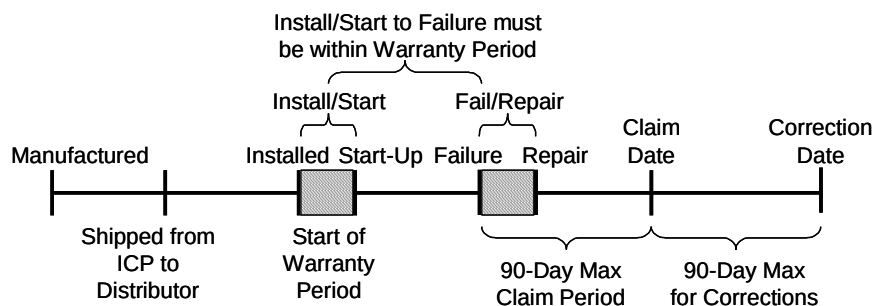
- Manufacture Dates are estimated from the serial number. The 2nd through 5th digits of the serial number indicate the year and week of manufacture. More specifically, digits 2 and 3 indicate the year, while digits 4 and 5 indicate the week number. Serial E070512345, for example, was built in 2007 during Week 5, which was during the last week of January. [Operating Letter 724](#) explains ICP serial numbers in greater detail.
- Install Dates and Start Dates are considered synonymous for warranty purposes, and mark the start of warranty coverage. Different forms and online screens may use either of these terms interchangeably.

Operating Letter

Technically, the date a unit is physically installed is the true “install date,” and is usually the appropriate date to use for warranty purposes. In some circumstances, a unit may be installed well before usage is effectively started, such as a new construction home that is completed but sold months later. In such cases, the home’s closing date would be the appropriate “start date.” Some additional items worthy of note related to install dates are as follows.

- When the first claim is received for a given serial number, the install date is permanently established at ICP based upon the install date provided on the claim. Thus, it is important that accurate install dates are provided so that future claims do not experience install date problems.
 - Permanently established install dates may be adjusted if adequate documentation is provided.
 - Once the install date has been permanently established, we generally use that date for claims processing purposes, regardless of the install date provided by the distributor. If these dates are greater than five years apart, however, we will bring the issue to the distributor’s attention.
 - If the distributor cannot obtain a unit’s true install date, the unit’s ship date plus 30 days is an acceptable estimate.
 - When a unit is claimed for the first time, if the install date provided on the claim is two years or more after the unit’s ship date, then proof of install documentation will be requested.
 - In early 2008 ICP will begin capturing product registration data from homeowners and/or dealers, and install dates from these registrations will establish permanent install dates.
- Fail Dates and Repair Dates are also treated as the same date in ICP’s warranty system, and generally these dates are within days of each other. The 751 Form used for paper claims asks for the “Date Failed”, while the online claim entry screen asks for the “Fail/Repair Date.” In most circumstances, the date provided on the claim should be the actual date that the unit failed, not when it was repaired. A unit’s eligibility for warranty coverage is based on this true date of failure. However, the Fail/Repair Date is also used as the starting point of the 90-Day Claim Period. Thus, the greater the time between failure and repair, the shorter the period available to the distributor to submit the claim. The lengthy 90-day period allowed for claim submissions was established with such issues in mind, as most distributors will still have plenty of time from the Repair date to file their claim. In rare circumstances, such as product availability issues caused by ICP that lead to significant delays between failure and actual repair dates, distributors could find they have very little or even no time to file the claim within the 90-day period that started at the Fail Date. If claims are placed on hold or rejected for such an issue, the distributor should contact their Warranty Analyst and explain the circumstances. Documentation with the repair dates may be requested, and, where possible, the Analyst may use the true Repair Date instead of the actual Fail Date. Such date substitutions require careful consideration to ensure that claims are not then rejected for falling outside of their warranty coverage period.

Exhibit 2: Warranty Claim Key Dates and Timeframes



Online Warranty Tools

ICP offers distributors a number of online tools that are extremely helpful in managing warranty claims. These tools are within ICP’s Service Bench website located at www.servicebench.com. To use the site, distributor must contact the Warranty Security Associate at his distributorship and be given a username and password.

Claim Entry

The Claim Entry screen allows distributors to create a claim by entering claim data into an online form. The details of how to complete these forms are explained in [Operating Letter 705B](#). All ICP Distributors are encouraged to enter all of their claims via the Entitlement button to view the important information on the unit prior

Operating Letter

to starting a new claim. (By clicking the new claim button on the bottom of the entitlement screen)

Claim Review

The Claim Review screen allows distributors to inquire upon the status of a claim and see all the details that were submitted. Users may search for claims by the customer claim number, reference number, and serial number.

Entitlement of a Unit (Serial Number Inquiry)

The entitlement button in Service Bench is to be used for serial number inquiry. This screen can provide important data associated with a particular serial number. This data includes ship and install dates, prior claim history, and warranty coverage information, among other things. This tool is explained in greater detail in [Operating Letter 704](#). All ICP Distributors are encouraged to enter all of their claims via the Entitlement button to view the information on the unit and then click on the New Claim Button.

BMS File Upload

The File Upload tool is used by distributors who upload a specially formatted warranty claims file. This avoids data keying by the distributor and by ICP. Details related to the specific file format and requirements to upload warranty claim files are explained in [Operating Letter 705B](#).

Submitting Warranty Claims and Corrections

Warranty 751 claim forms may be by hand and mailed to ICP, where the data is then keyed into ICP's claim system generally within three days. Detailed instruction on how to complete a 751 Form are explained in [Operating Letter 705A](#).

Electronic Claims are the most common filing method. These may be submitted via our online claim entry screens, or by uploading a claim file via BMS in Service Bench, but this process requires front-end IT work to ensure that claim files are created in the proper format. [Operating Letter 705B](#) explains how to file claims.

Claim corrections were discussed briefly in the warranty claims process review (#2) above, under "Claims that Encounter Problems." Recall that claims with incomplete or inaccurate data, or that require additional documentation or approvals, will not be submitted to ICP until all error codes are resolved on the entry side of the system. Understanding how to file a claim is important, understanding the errors are key to easy process and quick payments to your corporation. Note that a significant percentage of claims filed experience some type of problem. The better the distributor understands how to properly file a warranty claim, the fewer corrections will be required. [Operating Letter 705C](#) explains in detail how to file claim corrections, and the tools available to understand correction codes and the claims currently withheld.

Determining Warranty Coverage

[Operating Letter 704](#) explains the four primary means of determining a unit's warranty coverage. Briefly, these are referencing the warranty certificates, querying a serial number in Service Bench Entitlement and referring to an available spreadsheet for older models, or asking a Warranty Analyst or Associate in ICP's Warranty Department. The operating letter provides the online locations of warranty certificates for current and older products, which are located in different places. In addition, screenshots and explanations of the various fields in the Serial Number Inquiry screen are provided.

A screenshot of the 'Serial Number Inquiry' screen from the Service Bench system. The screen displays a form with various fields for entering a serial number and retrieving warranty information. At the bottom, there is a table titled 'Warranty Coverage by Product Line' which lists different product lines and their corresponding warranty durations in years and months.

No Hassle Replacement™ Limited Warranty

- ICP's No Hassle Replacement limited warranty program is a strong selling point for many homeowners, who, research shows, value strong warranties over brand names. To properly use "No Hassle" as a selling feature and receive warranty credits for units replaced, however, distributors must thoroughly understand the mechanics of the program. [Operating Letter 730](#) explains the program and includes evaluation forms that must be properly completed and submitted to ICP's warranty department along

Operating Letter

with a claim. Distributor Technical Service Advisors (TSA's) and any personnel involved in filing warranty claims or selling the feature to dealers should read Operating Letter 730, and then read it again.

At a high level, the program is as follows:

- One-time unit replacement for qualifying mainline products
 - Does not affect standard warranty coverage
- Covers qualifying failures on key components
 - Compressors
 - Coils
 - Heat Exchangers
- Appropriate Evaluation form must be completed and signed by authorized TSA or TSM
 - TSA Levels 3 or 4 are authorized
 - TSA Levels 1 and 2 require TSM approval
- Appropriate "like for like" units should be used as replacement
- Complete evaluation form and warranty claims must be submitted to Warranty Department



Operating Letter

Operating Letter #705A

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Warranty Processing – Paper Claims North America

PURPOSE

To explain how to properly file claims using Warranty Claim Form #751, also known as the “751 Form”, (Order form under Part #103051B).

PRODUCT

All Products Covered by Warranty

PROCEDURE

To receive credit for a warranty part or labor, distributors must submit a completed warranty claim to ICP. One method of submitting a claim is to manually completing the paper 751 Form. This form contains a variety of important information necessary for ICP to understand who is submitting the claim, who are the dealer and homeowner, the type of claim being submitted, what unit or part has failed, when and how they failed, if the failed unit was eligible for parts and/or labor coverage, what parts were used as replacements during the repair, if the component has been scrapped, and what credit amount is due the distributor. This document will explain how to complete the 751 warranty claim form and how to use the “labels and tags” page of the form. In addition, part disposition and warranty corrections will be briefly discussed and followed by a detailed review of the various sections of the 751 Form.

TYPES OF WARRANTY CLAIMS

Warranty Claim Form #751 is used to file claims related to the product limited parts warranty, policy labor allowances, FAST parts, and the No Hassle Replacement™ limited warranty program.

Parts Limited Warranty

Warranty claims are submitted for part reimbursement based on coverage defined in the standard equipment warranty. As listed in the “Warranty Status” section of the form, ICP will categorizes a claim as either

- 1st Year Equipment Warranty (Mainline Product), or
- 2nd Year or greater Equipment Warranty (Mainline Product)

Policy Labor Allowance Claims

A policy labor allowance claim type allows for the payment of a labor fee when no part is replaced. A labor payment is allowed when the payment is defined on a specific service bulletin. Claims submitted using the terms outlined in Operating letters will require a failed part or refrigerant be replaced/ added and noted on the claim. Any claim where labor is requested must include the appropriate operating letter or service bulletin number on the form. For FAST claims that allow labor, the claim type should be FAST Parts Claim, not Policy Labor Allowance.

FAST Parts Claims

Claims may be submitted for parts purchased from FAST Parts that have failed within the 1-year parts warranty period (12 months from date of part installation). However, if the part is installed in a unit that still qualifies for parts warranty, then the claim should be filed under the appropriate equipment warranty type.

Operating Letter

No Hassle Replacement Limited Warranty Claims

No Hassle Replacement limited warranty claims are those submitted in accordance with [Operating Letter 730](#). All of the same fields used in a standard equipment claim should be completed, but the claim type should be checked and [Operating Letter 730](#) should be referenced. Note that four specific No Hassle Replacement limited warranty defect codes (69 – 72) are listed and one code must be selected and checked as appropriate. The replacement unit's model and serial numbers should be listed where a replacement part would be listed on a standard claim. A properly completed and authorized troubleshooting evaluation form must accompany the 751 Form. If not included with the 751 Form, the claim will be rejected and will have to be resubmitted with the proper documentation for payment.

DISPOSITION OF PARTS

Most parts may be field scrapped after warranty credit has been received, unless instructed otherwise. However, ICP sometimes requires that certain parts be returned for evaluation. Specific parts and return information is communicated through ICP Bulletins. See [Operating Letter 706](#) for "Disposition of Defective In-Warranty Parts," and [Operating Letter 707](#) for disposition information related specifically to compressors.

WARRANTY CLAIM ISSUES/CORRECTIONS

Claims with incomplete or inaccurate data are placed on hold in the Service Bench system at time of entry and require further research and corrections by the distributor prior to re-submitting and processing. Claims requiring additional approvals or documentation are placed on manufacturers review. Corrected claims are processed daily by an ICP warranty analysts. [Operating Letter 705C](#) explains in detail claim entry, processing, review queue, reports, and other tools related to warranty claim processing.

THE 751 FORM FIELDS

A blank 751 Form is displayed below with various sections numbered for reference. The instructions and explanations that follow correspond to those numbered sections. Section 11 also provides a substantial discussion of the relatively new "scrap indicator" field.

Operating Letter

[illegible]

Distributor & Dealer Information

The distributor's company name, account number and debit/reference number for the credit, signature of the distributor contact submitting the claim, and the date submitted. Without an account number, ICP cannot credit the distributor. The claim date is the date the claim is submitted by the distributor, and is for reference only, as the date the claim is *received* at ICP is the official "claim date" as defined in [Operating Letter 705](#). The claim Tag Number, E0000001 in this example, is to the right of the claim date.

Enter the name, city, state, and phone number of the servicing dealer. This information is required data that will cause the claim to go on hold if not listed.

Operating Letter

Warranty Status / Claim Type

This section refers to the “warranty status,” or type of claim being submitted. Please select *one* appropriate claim type as follows:

- Standard Warranty – Equipment that failed within the timeframe of the warranty certificate
- Service Parts – A claim for parts purchased through FAST Parts that failed with the 1-Year Fast Warranty
- Bulletin – A labor only claim allowed for a specific Service Bulletin
- Unit Exchange - A claim for a change out on a unit, coil, or serialized accessory
- No Hassle – Warranty Claims for product that qualifies for No Hassle coverage.
 - See [Operating Letter 730](#) for details regarding No Hassle Claims.

Homeowner Information

Enter the name and address of the homeowner whose unit was repaired. This is particularly important for No Hassle claims and other units with warranties that vary depending on whether the homeowner is the original purchaser of the equipment.

Failed Unit

This section is extremely important, as it provides critical information used to determine warranty eligibility. In Section 7, enter the model and serial number of the *failed* unit, or the FAST part number if filing a FAST claim. For example, if a heat pump experiences a compressor failure, the heat pump model and serial numbers would be entered here—not the compressor. However, if the heat pump were outside of its compressor warranty period, and a compressor purchased from FAST Parts has failed within the 1-Year, FAST Parts warranty, then the claim would be filed as a FAST Parts warranty claim type, and the compressor model and serial numbers would be listed in Section 7.

Enter the install/start date and date failed of the unit, or, if filing a failed unit claim due to a FAST Parts part failure, enter the install/start date and date failed of the part. See [Operating Letter 705](#) for details related to install/start dates and fail/repair dates.

Failed Replacement Part Information

For FAST Part claims or equipment warranty claims submitted for a part failure, enter accurate failed and replacement ICP part numbers and quantities using the exact part numbers appearing and listed on the component or component packaging, e.g., 1172271. If the part is a compressor, also include the compressor manufacturer’s model number in the “Compressor/Component Model Number” field. This is generally the Copeland model number with a “ZR,” “CR,” or “ZP” prefix. The unit or compressor serial number is entered in the final column. Please include a general description for the parts in the “Description” field, but these do not have to be precise descriptions.

For claims requiring a mainline equipment unit replacement, such as evaporator coils, heat strips, or units involved in a No Hassle Replacement limited warranty claim, the failed/replacement “part” is the *unit*. Enter the corresponding failed and replacement unit *model* numbers under the “PART NUMBER” column, and the corresponding serial numbers in the last column labeled, “Compressor/Component Part Date Code / Serial Number.”

Scrap Indicator

The scrap indicator is a new field on the 751 form that applies mostly to evaporator coils. To prevent potential claiming problems in the future, it is important that the distributor understand this field and mark/check the appropriate unit as scrapped. Typically, a failed unit is physically scrapped, meaning it is rendered unusable and discarded. Scrapped units are flagged in ICP’s warranty system to prevent future claims from being paid against them. However, in some circumstances, the physical unit that is scrapped and the serial number that should be *marked* as scrapped for warranty purposes will differ. The Scrap Indicator field that the distributor checks on the 751 form should indicate the serial number that has been removed from circulation, meaning that if a future repair

Operating Letter

of the unit is required, the dealer/contractor will not report back to the distributor with a serial number previously marked as scrapped. If not indicated, ICP will use a default scrap selection, which may not reflect what really happened. Note that when a failed unit is scrapped, the replacement unit assumes the remaining warranty coverage of the original failed unit.

The complication with the scrap indicator lies with evaporator coils, and how some contractors make these repairs. A few different coil repair scenarios exist. Let's review the scenarios and which unit should be marked as scrapped.

Scenario 1: The failed and replacement units are both uncased coils.

- This is a straight-forward scenario where the failed unit is physically scrapped, and its serial number should also be marked as scrapped.
- The replacement coil carries the serial rating plate that would be referenced in a future claim.
- ICP will mark the failed unit as scrapped by default if the scrap indicator is not checked.

Scenario 2: The failed unit is a cased coil, and the replacement unit is an uncased A-Coil.

- The replacement coil in this scenario is treated like a normal part, where the failed unit will continue forward, so the replacement serial number is scrapped.
- The failed coil serial number continues in circulation, as it is located on the casing.
- ICP will mark the replacement unit as scrapped by default if the scrap indicator is not checked.

Scenario 3A: The failed and replacement units are both cased coils, and the failed cased coil is completely replaced (case and all) by the replacement cased coil.

- The failed cased coil is physically scrapped, and its serial number should be scrapped.
- The replacement coil has a serial number on the case that carries forward.
- ICP will mark the failed unit as scrapped by default if the scrap indicator is not checked.

Scenario 3B: The failed and replacement units are both cased coils, and the replacement coil is removed from its case and installed in the case of the failed coil, leaving the original case intact. The case doors, where serial rating plates are attached, are then swapped.

- By putting the replacement cased coil's door on the failed unit's case, the repair is now equivalent to Scenario 3A.
- The replacement unit's serial number carries forward with the repaired unit, so the failed unit's serial number, which was attached to the discarded door, should be scrapped.
- Swapping the doors so that the replacement unit's serial number carries forward with the unit is the preferred method when the failed and replacement units are both cased coils.
- ICP will mark the failed unit as scrapped by default if the scrap indicator is not checked.

Scenario 3C: The failed and replacement units are both cased coils, and the repair is identical to Scenario 3B, except that the doors from the cases are NOT swapped.

- Having extracted the replacement coil from its case, the circumstances are now similar to Scenario 2, where the replacement unit is treated like a part being absorbed by the failed unit.
- The replacement unit should be marked as scrapped, as the serial number of the replacement unit was on the case that has now been discarded.
- The failed cased coil still carries the serial number that would be referenced for any future claim.
- ICP will mark the failed unit as scrapped by default if the scrap indicator is not checked, but this is actually opposite of what should happen in this repair scenario.

Scenario 4: The failed is an uncased coil and the replacement unit is a cased coils.

- Whether the replacement cased coil is installed case-and-all or extracted from its case and swapped with the failed coil, the failed coil in this scenario should be scrapped.
- The serial number of the replacement unit should be on the installed case.

Operating Letter

- ICP will mark the failed unit as scrapped by default in this scenario.

Defect Codes

The defect code is used to identify the cause of the failure. Please take a moment to mark the correct box indicating the reason for the part/unit's failure. This information assists ICP in its pursuit of continually improve quality.

Operating Letter / Service Bulletin Number

Enter any applicable Service Bulletin or Operating Letter number in this box. Please verify this number before filing the claim with ICP. If the service bulletin applies to labor only, no part information is required. However, if both parts and labor are covered by the bulletin, all information relative to the failed and replaced components must be provided.

Operating Letter

Operating Letter #705B

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Warranty Processing – BMS Batch Warranty Claim File Import Process

North America

PURPOSE

The purpose of this documentation is to provide ICP ServiceBench Batch Warranty Claim File Import assistance in creating batch files, importing batch files and/or processing warranty claims via the ServiceBench application.

PRODUCT

All Products Covered by Warranty,

PROCEDURE

The BMS functionality within ServiceBench is designed to allow users the ability to import warranty claim data via a file.

ServiceBench allows for two file types to be used with the import process. These file types include:

- Fixed Format Text File
- Comma Separated Values File (CSV)

Each of these file types allows for two different file formats to be uploaded. These file formats include:

- Format 1 (Minimum Requirements)
- Format 2 (Full Requirements)

Format 1, or Minimum Requirements, has been designed to allow users to submit batch files in a format that is very similar to that of the current ICP PowerLinks system. The purpose of this is to create minimal effort for Distributors to convert to file submissions with the new system.

Format 2, or Full Requirements, provides a format that allows for a full import of data that is currently required when entering Warranty Claims manually through the interactive interface. All Distributors will be required to switch to this format before October 2013.

[Operating Letter 705](#) provides an overview of the warranty claims process, and includes a review of the online warranty tools available to distributors. This document, however, will focus on the BMS upload tools, explaining the required data and associated authorizations necessary to gain access to these tools. A few other general claiming topics are also mentioned, with references to the appropriate operating letters for further details.

Operating Letter

ServiceBench Application Environments

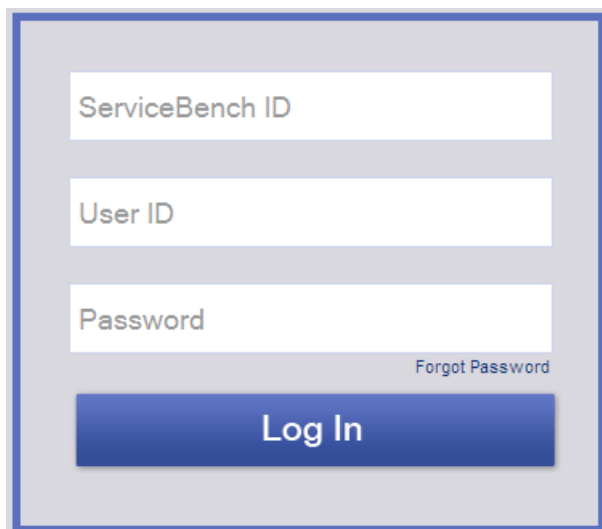
Two environments are currently available for working with the ServiceBench application. These environments include:

- **UAT (User Acceptance Testing)**
 - o <https://test.servicebench.com>
 - o This environment is made available for testing functionality with the ServiceBench Warranty application. Test Batch files can be executed in this environment to verify proper file formats and data.
- **Production**
 - o <https://www.servicebench.com>
 - o This is the live environment for submitting ICP Warranty claims.

ServiceBench Login

Your Login will be provided by ServiceBench and will consist of the following credentials:

- **ServiceBench ID (Company ID)**
- **User ID**
- **Password**

A screenshot of the ServiceBench login interface. It features three input fields stacked vertically: 'ServiceBench ID', 'User ID', and 'Password'. To the right of the 'Password' field is a link that says 'Forgot Password'. Below these fields is a large blue button with the text 'Log In' in white.

Operating Letter

** Note - BMS Import Security

Your specific user account will be attached to a User Access Profile. This User Access Profile must grant access to Import with Read/Write authority under Claims Services.

The screenshot shows the 'United Technologies Corporation User Access Profile' configuration page. The 'Name' field is 'WTYClaim' and the 'Description' is 'UTC Internal Admin Claims Only Sub'. Below this, there are three sections: 'Claim Types', 'Claims Processing', and 'Claims Services'. Each section contains a list of items with corresponding dropdown menus for permissions.

Section	Item	Permission
Claim Types	Return	None
	Warranty	Write
Claims Processing	Product Registration	Read
	Registration Attachments	Read
	Order Number Update	None
	Claim Review	Yes
	Factory Review	None
	PreAuthorization	Read
	Preauthorization Request	None
Claims Services	Import	None
	Export	None
	Service Provider Payments	Write
	Service Administrator Payments	Read
	Submit For Service Provider	Yes
	Claim Inquiry	None

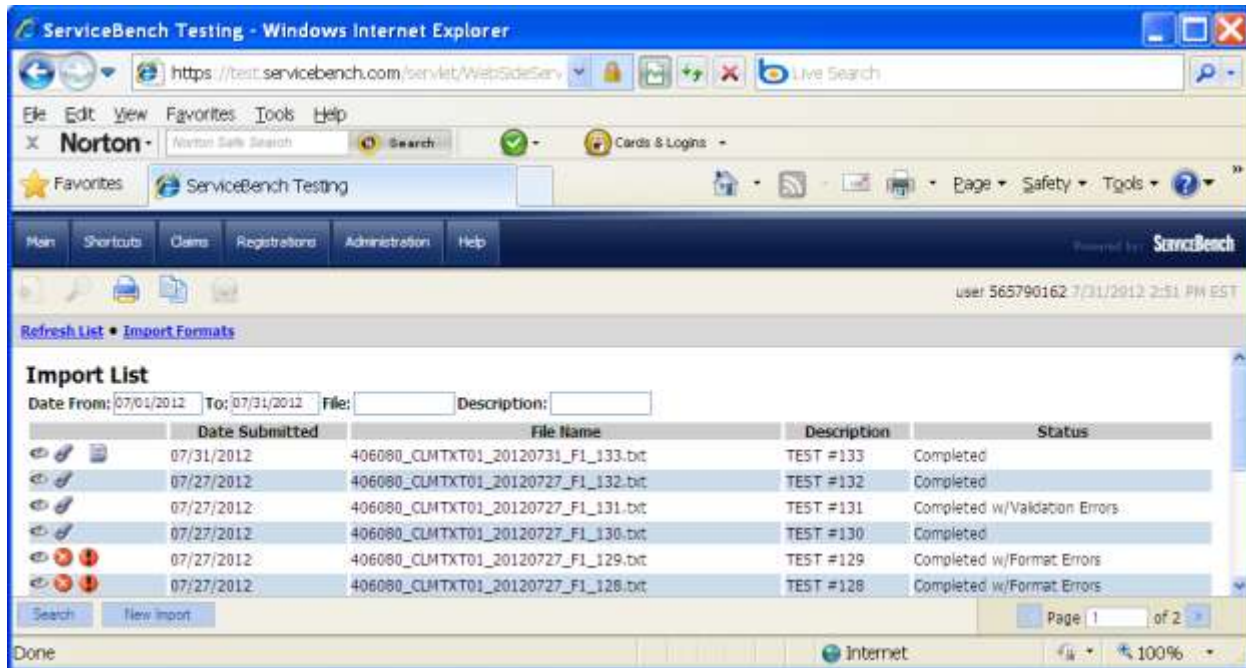
BMS Navigation

When logging into Service Bench, the user is placed on the Main Menu. The option to **Import** a file should be available under the “**Quick Links**” section.

The screenshot shows the 'ServiceBench Main Menu' in a web browser. The 'Quick Links' section is expanded, showing a list of links including 'New Warranty Claim', 'Claim History', 'Claim Inbox', 'Claim Review', 'Import', 'New Product Registration', and 'Enhancement'. The 'Product Support' section is also visible, containing links like 'My Trading Partners', 'Help', 'Training', 'Live Chat', 'Business Management Systems', 'Email Support', 'Phone Support', 'International Phone Support', 'Your Feedback', 'Frequently Asked Questions', and 'My Account'.

Operating Letter

The Import Screen provides a list of imports as displayed below. This screen allows users to review previous imports and/or execute new warranty claim imports.



The following **ACTIONS** can be taken from the Import screen:

- **Refresh List (Link)**
 - o Clicking this link will refresh the list panel displayed. This is helpful to see when processing of a file has completed.
- **Import Formats (Link)**
 - o Clicking this link will display a list of valid File Import Formats that may be used with BMS. Valid File formats start with UTC CLAIM...
- **Search (Button)**
 - o Clicking this link will refresh the list panel display using the Date From, Date To, File and/or Description as filter criteria.
- **New Import (Button)**
 - o Clicking this link will bring up a screen to allow for selection of file format type, entry of description, and browsing/selection of file to import.
- **View Log**
 - o Icon:
 - o View log will bring up a screen showing processing information regarding the creation of the claim and/or errors encountered with the claim submission.
- **View Claims**
 - o Icon:
 - o View Claims will bring up a screen showing a list of claims that have been generated by the file import.
- **View Report**
 - o Icon:

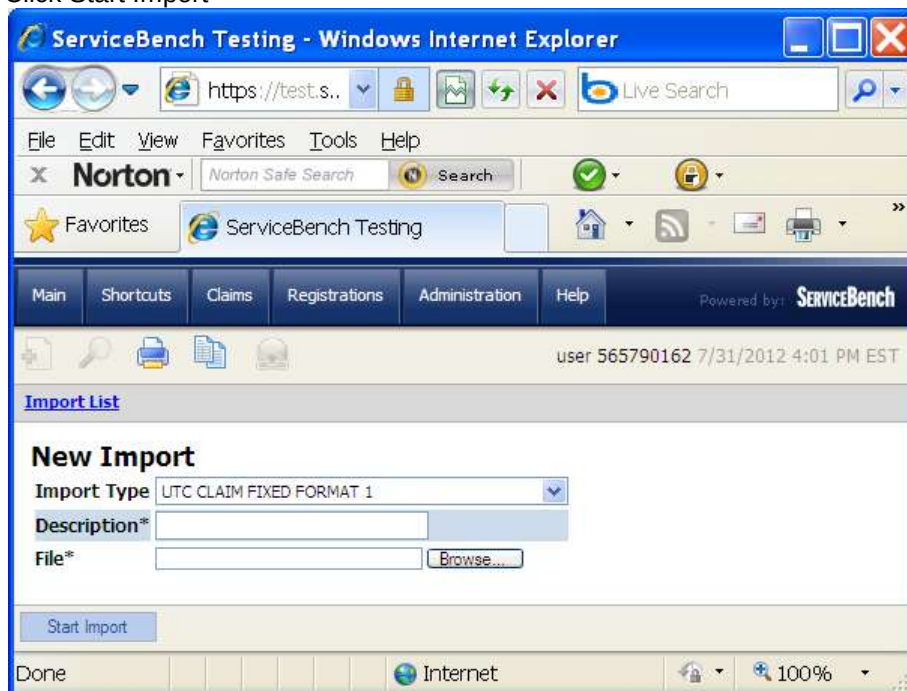
Operating Letter

- View Report will provide the user with an excel report of claims and amounts submitted by the file import.
- **Delete Import**
 - Icon: 
 - Delete Import will remove the import from the list panel. This option is only available if no claims have been generated.
- **View Bad Data**
 - Icon: 
 - View Bad Data allows the user to view the raw data pulled in via the imported file. This helps with viewing format errors.

Executing a BMS Import

The following are the steps to executing a BMS Import of a Warranty Claims file:

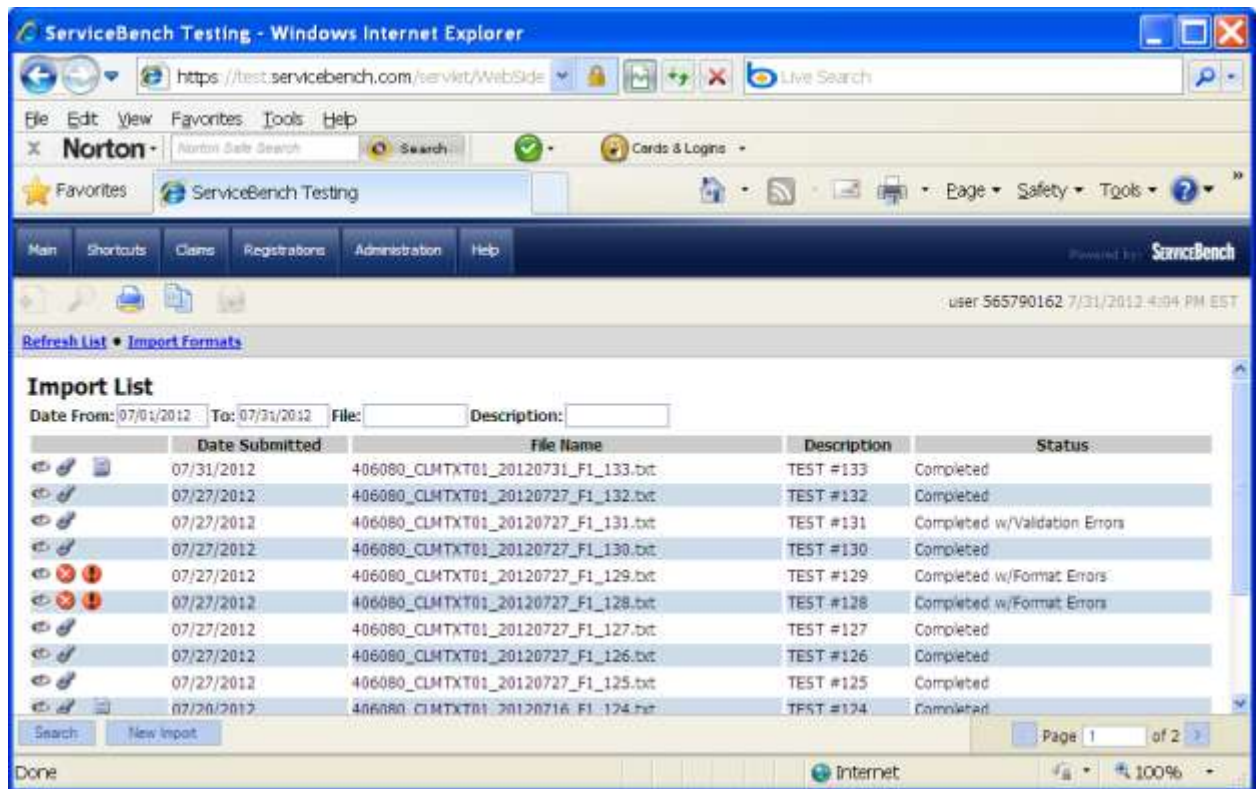
1. Click "New Import" Button from BMS Import List Page
2. Select and Fill Out File Import Information
 - a. Select File Import Format Type (Drop Down)
 - i. UTC CLAIM FIXED FORMAT 1
 - ii. UTC CLAIM CSV FORMAT 1
 - iii. UTC CLAIM FIXED FORMAT 2
 - iv. UTC CLAIM CSV FORMAT 2
 - b. Enter a Description (This is searchable on the Import List)
 - c. Browse and Select File for Import
 - d. Click Start Import



The screenshot shows a web browser window titled "ServiceBench Testing - Windows Internet Explorer". The address bar shows "https://test.s..". The page has a menu bar with "Main", "Shortcuts", "Claims", "Registrations", "Administration", and "Help". Below the menu is a user information bar showing "user 565790162 7/31/2012 4:01 PM EST". The main content area is titled "Import List" and contains a "New Import" form. The form has three fields: "Import Type" (a dropdown menu currently showing "UTC CLAIM FIXED FORMAT 1"), "Description*" (a text input field), and "File*" (a text input field with a "Browse..." button next to it). At the bottom of the form is a "Start Import" button. The browser's status bar at the bottom shows "Done", "Internet", and "100%".

3. Click the Refresh Link to continue updating the status of the Import until status value shows a "Complete" message (may show Complete with w/Validation Errors or w/ Format Errors).

Operating Letter



4. From this point, you take action on the import using the icons to:
 - a. View Import Log
 - i. Provides information on errors with processing, missing data and claims created and their respective status.
 - b. View Claims Loaded
 - i. If claims were created during the import, a list of claims will be provided with a status allowing the user to view the actual claim.
 - c. View Report
 - i. Provides an Excel® report of claims created with amounts and status'.
 - d. View Bad Data
 - i. If errors show bad or missing data, this will allow users to view the data in question as a string of text within the browser.
 - e. Delete Import
 - i. Only if no claims were created, the import can be removed from the Import List.

Operating Letter

Application Issues

You can request support for issues associated with the ServiceBench application (non-warranty claim processing errors) using several means:

- Contact ServiceBench
 - 877-4-SBENCH (877-472-3624)
 - Email Support (under Help Button on Menu Bar)
 - Live Chat (under Help Button on Menu Bar)

Warranty Claiming Processing Issues

You can request support for Warranty Claim questions and processing issues by contacting your ICP Warranty Representative.

Operating Letter

Operating Letter #706

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Disposition of Defective In-Warranty Parts (Excluding Compressors - See ICP Operating Letter #707 for compressors) North America

PURPOSE

To define procedures for the disposition of defective in-warranty parts.

PRODUCT

All Products

PROCEDURE

In order to continuously improve product quality, ICP requests that distributors return certain defective parts to the manufacturer or ICP for quality analysis. Parts not requested for return may be field scrapped after the warranty credit has been received. This operating letter will discuss which parts are to be returned, along with the associated shipping details. While part returns are often initiated by warranty transactions, this document focuses primarily on the part returns process. Warranty claims should be filed exactly as they would without a part return, though it is recommended that shipping documentation be maintained with the warranty records. For details related to filing warranty claims, see Operating Letter 705.

The following topics are covered in this operating letter:

- Items on the "Parts Return List"
- Honeywell Gas Valves
- Copeland Compressors
- Special Returns
- No Hassle Replacement Limited Warranty™ Unit Disposition
- All Other Parts, and
- Charges and Inspections

ITEMS ON THE "PARTS RETURN LIST"

For quality improvement purposes, ICP Engineering maintains a list of parts requested to be returned for analysis. These parts are requested by several mechanisms.

One mechanism is the Operating Letter 706 - Special Request Parts List that is located on the Navigator website under:

Warranty / Forms and Documents/Parts Return List.

The list will be modified as needed, and a broadcast fax/email will be sent to distribution when this occurs. Only return parts that are included in this list (except for gas valves and compressors discussed later).

A second mechanism is direct contact from your Technical Service Manager who may provide a list of parts that you have recently claimed that is subject to the latest request from engineering for the parts return program. If you receive such a list please locate and ship the parts as soon as possible.

A third mechanism is through Service Bench that flags these parts for return. As the claim is entered in Service Bench you will be notified that the part is to be returned for analysis. Please locate and ship these parts as soon as possible.

Operating Letter

Please ship any eligible parts as soon as possible instead of holding for a larger shipment. Shipping Instructions are now provided at the same location as the part return list at.

Warranty / Forms and Documents/Parts Return Shipping Instructions.

When returning the parts, include the *part manufacturer's copy* of the 751 claim form or a screen-print of the Atlas claim or the Service Bench Packing List with the returned part. Also attach a tag (provided with 751 forms) to the part with the ICP claim number, distributor name, city, and state. If the claim was filed electronically, create your own tag with the requested information. Any additional comments about the failure that you can provide are appreciated.

HONEYWELL GAS VALVES

Howeywell previously requested gas valves that were claimed in warranty and met certain criteria to be returned directly to them. These parts are no longer being requested by Honeywell for return. Please discontinue returning these parts

COPELAND COMPRESSORS

See Operating Letter 707 for details related to compressor returns.

SPECIAL RETURNS

In addition to the above parts, others may be requested for return as part of ICP's "Return Material Authorization" (RMA) program. If ICP requests these parts, detailed instructions for the return of the part will be provided by ICP's Technical Service Manager for the distributor at the time of the request.

ALL OTHER PARTS

In general, parts not requested for return may be field scrapped upon receipt of warranty credit. Parts involved in possible LEGAL ACTIONS, however, must be held for ICP inspection or disposition instructions. For field scrapping instructions related to evaporator coils or air handlers, see Operating Letter 732. Note that certain parts, especially semi-hermetic compressors and larger motors, may be repaired on the job or by a local service center. Semi-hermetic compressors are also subject to exchange at the nearest authorized compressor service agency. Please refer to ICP Operating Letter 722 entitled "Commercial Parts Handling Procedure."

NO HASSLE REPLACEMENT WARRANTY UNIT DISPOSITION

Units removed under the No Hassle Replacement Warranty policy are to be held at the distributor's location a minimum of 30 days after receiving credit for the claim. Please refer to Operating Letter 730 for complete details. As stated in OL730, the exception to this holding period is for units that were provided No Hassle Replacement warranty coverage due to a compressor failure. For compressor failures that occur within 16 months of compressor manufacture, both the compressor and Comfort Alert Module are to be returned to the compressor manufacturer as outlined in Operating Letter 707. Please note the compressor model and serial number, as these are required on the Evaluation Form. The 30-day failed unit holding period does not apply when the compressor is returned to the manufacturer. However, units with compressor failures greater than 20 months from manufacture should be held for the 30-day period.

CHARGES AND INSPECTIONS

Specific shipping instructions and eligibility criteria for various part returns are detailed above, and in referenced operating letters (#707 for compressor returns, in particular). Failure to return products in accordance with these shipping instructions and eligibility criteria can lead to part vendors charging ICP for disposal fees, shipping and handling charges, and other administrative fees related to unnecessary and/or improperly shipped parts. These charges, along with inappropriate or unnecessary shipping fees paid directly by ICP, may be recovered by ICP through a debit memo to the distributor.

ICP reserves the right to make periodic inspections of defective parts in the distributor's place of business when necessary, and to request that certain parts be returned for inspection

Operating Letter

Operating Letter #707

May 20, 2013

WARRANTY AND TECHNICAL SERVICE

Disposition of Defective In-Warranty Copeland Compressors North America

PURPOSE

To define procedures for the disposition of defective in-warranty compressors using the warranty claim form.

PRODUCT

All Products

PROCEDURE

Only defective R-410A compressors, that fail within **18 months** of **COMPRESSOR** date code and whose serial number ends with 0, 1, or 2, should be returned. All other compressors should be field scrapped.

Compressor Serial Number Identification Guide

Copeland Compressor Serial Number: 08C0A001L

08	C	0001C	L
Year	Month	Sequence Number	Plant

Only
Compressors with
last number of
0, 1, or 2 in this
field are to be
returned

Year: 08 = 2008

Month:

A – Jan	B – Feb	C – Mar	D – Apr	E – May	F – Jun
G – Jul	H – Aug	I – Sep	J – Oct	K – Nov	L – Dec

Sequence Number:

This is the production number. The format of this number varies from factory to factory. **If the last number in sequence of 5 digits ends with a 0, 1, or 2, it should go back to the compressor manufacturer.**

Within 90 days from the compressor failure date, the distributor must submit to ICP the properly completed warranty claim form for the compressor.

Warranty claim forms submitted with incorrect or missing information will not be credited until the correct information is received. (See Operating Letter #705, "Missing or Incorrect Information".)

PROCEDURE/ITEMS TO RETURN TO ICP FOR CREDIT

- ICP Copy (page 1) of each #751 Warranty Claim Form
- Bill of Lading

Operating Letter

Note: To receive warranty credit, mail all above to:
International Comfort Products, LLC
Warranty Administration
P.O. Box 128
650 Heil Quaker Avenue
Lewisburg, TN 37091

ITEMS TO RETURN TO COMPRESSOR MANUFACTURER

- Attach Part Identification Tag (from back page of #751 Warranty Claim Form showing distributor name and complete address) to the compressor being returned. In lieu of the tag, Atlas users should return the rating plate on an 8 ½ x 11 sheet of paper. Also attach any tags supplied with the replacement compressor manufacturer.
- "Part Manufacturers Copy" (page 3) from #751 Warranty Claim Form (Atlas users should attach a print out of the claim).
- Bill of lading (packed with shipment). The bill of lading should reference the number of parts, and number of skids. The trailer number of the carrier is helpful is proof of delivery should be required.

SHIPPERS MUST CERTIFY ON SHIPPING ORDER AND BILL OF LADING THE ACTUAL VALUE OF PROPERTY AS FOLLOWS:

"Use Compressor RVNX \$1.50 per pound.
NMFC = 123275 Sub 2"

All compressors returned to the vendor by common carrier truck may be shipped "freight collect", but not C.O.D. The UPS charges should be indicated so the expense may be credited on the compressor warranty claim.

WARNING!!!

- Compressors must be shipped **no more than 90 days from failure date**.
- Be prepared to substantiate that the return shipment was made to the compressor manufacturer (Substantiation of claim shall consist of proof of delivery, which is a freight bill signed by an employee of the compressor manufacturer, and will only be requested when credit to International Comfort Products is not issued by the compressor manufacturer. If the requested proof of deliver is not provided, the credit issued will be billed back until the proof of delivery is received.
- Freight and disposal fees incurred on compressors that should be field scrapped, not manufactured by Copeland, or that are delivered late are subject to be debited to the distributors account.

Forwarding Address for Compressors:
Copeland:
Copeland Corporation
1675 W. Campbell Road
Sidney, OH 45365-0669

You must return the ICP copy of the warranty claim (USA & Canada) along with a copy of the returned compressor rating plate to ICP Warranty Department to receive credit.

In Canada return to:
International Comfort Products
6060 Burnside Court, Unit 1
Mississauga, ONT L5T 2T5

Operating Letter

Claims returned to ICP with **NO COPIES OF COMPRESSOR RATING PLATES** will receive **NO CREDIT**.

Use only those LTL carriers designated by the compressor manufacturer's routing guidelines. Note following Charts of Carriers.

When compressors are returned to a distributor by a compressor manufacturer, the distributor must submit a **new** warranty claim form and ship to the correct compressor manufacturer.

When compressor returns are billed back by the compressor manufacturer as being "functional," "non-defective," or "customer damaged," a debit memo may be issued to the distributor for the claim associated with the vendor bill back. A copy of the vendor billing will be provided.

All refrigerant tubes or stubs on the old compressor must be sealed to prevent spilling of oil. The rubber plugs removed from the new compressor may be used to seal the stubs of the old compressor. A piece of tubing may also be soldered in the stub with the end crimped and soldered to form a seal. **DO NOT PINCH OFF THE COMPRESSOR STUB.** This will prevent testing from being performed.

The compressor nameplate must be intact.

RETURNS TO INTERNATIONAL COMFORT PRODUCTS FOR TOSHIBA AND SANYO COMPRESSORS

After completing all required information on the warranty form, the Part Manufacturer Copy and shipping copies, along with the bill of lading, are attached to the shipment for return to International Comfort Products.

The warranty part identification tag must be completed (showing distributor name, city, and state) and attached to the compressor. The warranty claim form with the "ICP Copy" of the warranty claim tag, plus a copy of the bill of lading, are then mailed to the Warranty Claims Department of International Comfort Products Corporation (LLC).

Retain the Distributor Copy of the warranty claim form, and the shipper copy of the bill of lading. The shipper must describe the returning compressors on all bills of lading or shipping documents as follows:

**"Used Compressors = RVNX \$1.50 per pound.
NMFC = 123275 Sub 2"**

The bill of lading should reference the number of compressors, and number of skids. The trailer number of the carrier is helpful if proof of delivery should be required.

Shipments to International Comfort Products must be addressed as follows:

**International Comfort Products Corporation (LLC)
650 Heil Quaker Avenue
Lewisburg, TN 37091**

Freight that is incurred on compressors that should be field scrapped will be debited to the distributor.

FIELD SCRAPPING COMPRESSORS

The dealer should complete the warranty form and add the distributor name, city, and state to the part tag and attach it to the defective compressor. The dealer will retain the copy marked number "4" and forward the remaining copies, along with the tagged part, to the distributor.

Operating Letter

The distributor will keep copy number 2, marked as "Distributor Copy" and return others to:

International Comfort Products Corporation, LLC
Attn: Warranty Claims Department
650 Heil Quaker Avenue
Lewisburg, TN 37091

When compressors are field scrapped, the rating plate of the compressor must be attached to the warranty form and returned to the Warranty Claims Department, Lewisburg, Tennessee. Freight and disposal fees incurred on compressors that should be field scrapped will be debited to the distributor.

Unless otherwise advised, the distributor may field scrap the defective parts 60 days after filing claim. International Comfort Products personnel may make periodic inspections of the defective compressors in the distributor's place of business. ICP also reserves the right to request parts be returned to International Comfort Products at any time deemed necessary.

Operating Letter

COMPRESSOR TRUCK ROUTING GUIDE

COPELAND

State	CARRIER	State	CARRIER
AL	ROADWAY TO OHIO BIRM/NASHVILLE EXP. TO AL	AL	AVERITT
AR	ROADWAY	AR	ROADWAY
AZ	ROADWAY	AZ	ROADWAY
CA	ROADWAY	CA	ROADWAY
CO	ROADWAY	CO	ROADWAY
CT	ROADWAY	CT	YELLOW
DC	ROADWAY	DC	YELLOW
DE	ROADWAY	DE	YELLOW
FL	ROADWAY	FL	ESTES
GA	ROADWAY	GA	AVERITT
IA	ROADWAY	IA	ROADWAY
ID	ROADWAY	ID	YELLOW
IL	CCX TO OHIO ROADWAY TO ALABAMA	IL	FIOADWAY
IN	CCX TO OHIO ROADWAY TO ALABAMA	IN	FIOADWAY
KS	ROADWAY	KS	YELLOW
KY	CCX TO OHIO ROADWAY TO ALABAMA	KY	AVERITT
LA	ROADWAY	LA	ROADWAY
MA	ROADWAY	MA	YELLOW
MD	ROADWAY	MD	YELLOW
ME	ROADWAY	ME	YELLOW
MI	CCX TO OHIO ROADWAY TO ALABAMA	MI	ROADWAY
MN	ROADWAY	MN	ROADWAY
MO	ROADWAY	MO	ROADWAY
MS	ROADWAY TO OHIO BIRM/NASHVILLE EXP. TO AL.	MS	AVERITT
MT	ROADWAY	MT	YELLOW
NC	ROADWAY	NC	AVERITT
ND	ROADWAY	ND	YELLOW
NE	ROADWAY	NE	YELLOW
NH	ROADWAY	NH	YELLOW
NJ	ROADWAY	NJ	YELLOW
NM	ROADWAY	NM	ROADWAY
NV	ROADWAY	NV	ROADWAY
NY	ROADWAY	NY	YELLOW
OH	ROADWAY	OH	ROADWAY
OK	ROADWAY	OK	YELLOW
OR	ROADWAY	OR	YELLOW
PA	ROADWAY	PA	YELLOW
RI	ROADWAY	RI	YELLOW
SC	ROADWAY	SC	AVERITT
SD	ROADWAY	SD	YELLOW
TN	ROADWAY TO OHIO BIRM/NASHVILLE EXP. TO AL.	TN	AVERITT
TX	ROADWAY	TX	ROADWAY
UT	ROADWAY	UT	ROADWAY
VA	ROADWAY	VA	WILSON
VT	ROADWAY	VT	YELLOW
WA	ROADWAY	WA	YELLOW
WI	CCX TO OHIO ROADWAY TO ALABAMA	WI	ROADWAY
WV	CCX TO OHIO ROADWAY TO ALABAMA	WV	YELLOW
WY	ROADWAY	WY	YELLOW

Operating Letter

Operating Letter #708

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

DOA Participating Labor Allowance (Component failure) North America

PURPOSE

To outline methods of requesting component DOA allowances covering all ICP manufactured products. The Operating Letters 709, 710, 712, 713, and 730 may also apply to DOA failures of Compressors, Heat Exchangers and Refrigerant Coils.

PRODUCT

All Central Heating, Cooling Products, and Combination Gas/Electric

PROCEDURE

Specified participating labor allowances are available through authorized distributors. The labor allowances, in all cases, are participating allowances designed to partially offset dealer warranty cost for DOA component replacements.

A warranty 751 claim form (tag) must be properly completed by the service technician and submitted through the distributor to receive labor allowances outlined. **Invoices submitted for credit without a warranty claim form will be returned to the distributor for reprocessing.**

NOTE: Reference to Operating Letter **708** must be made on the warranty claim form to receive the appropriate labor credit. **Multiple Operating Letter claims for a single equipment installation will be rejected. If a labor allowance is given in a Service Bulletin, then an Operating Letter labor claim for the same equipment will be rejected.**

DOA COMPONENTS

Participating labor allowances are available, within the **first 30 days** from original installation date, for the replacement or repair of factory-installed components that are defective/DOA. (Motors, gas valves, contactors, control boards etc.) This Operating letter only covers labor to replace DOA components.

No labor allowance is provided if a component is not replaced. Failed parts must be held for inspection by Technical Service Manager (TSM). Unless advised otherwise, the failed part may be scrapped 60 days after filing claim.

Failure of components due to improper installation or improper voltage will not be covered.

A one-time labor allowance of **\$50.00 USD or CAD** will be given to make repairs or replacements.

Operating Letter

Operating Letter #709

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Participating Labor Allowance (Heat Exchanger Failure) North America

PURPOSE

To outline methods for requesting authorized factory heating labor allowances.

PRODUCT

All Central Heating Products and Combination Gas/Electric Equipment

PROCEDURE

Specified labor allowances are available through authorized distributors. The labor allowances, in all cases, are participating allowances designed to partially offset dealer warranty cost for heat exchanger replacements.

A warranty 751-claim form (tag) must be properly completed by the service technician and submitted through the distributor to receive labor allowances outlined. **Invoices submitted for credit without a warranty claim form will be returned to the distributor for reprocessing.**

NOTE: Reference to Operating Letter 709 must be made on the warranty claim form to receive the appropriate labor credits. **Claims for a single installation that reference multiple Operating Letters will be rejected. If a labor allowance is given in a Service Bulletin, then an Operating Letter labor claim for the same equipment will be rejected.**

HEAT EXCHANGER REPLACEMENT LABOR ALLOWANCE

A participating labor allowance of **\$150.00 USD or CAD** is available within the **FIRST 90 DAYS** of original installation for replacement of defective primary and/or secondary heat exchangers in specified units.

THESE ALLOWANCES APPLY ONLY FOR THE REPLACEMENT OF THE ORIGINAL EQUIPMENT HEAT EXCHANGER, AND DO NOT APPLY TO ADDITIONAL HEAT EXCHANGER REPLACEMENTS. Failed heat exchangers must be held for inspection by Technical Service Manager (TSM) for 60 days. Unless otherwise advised, the distributor may field scrap the defective heat exchanger 60 days after filing the claim.

Furnaces installed during the months of May through September and not placed into operational use until the following fall will have the 30-day time period beginning October 1, provided proof of installation date accompanies the claim.

Operating Letter

Operating Letter #710

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Participating Labor Allowance (Compressor Replacement) North America

PURPOSE

To identify methods for submitting an authorized factory labor allowance.

PRODUCT

All Central Cooling Products, Heat Pumps & Combination Gas/Electric Equipment **1 to 5 tons.**

PROCEDURE

Specified labor allowances are available through authorized distributors. The labor allowances, in all cases, are participating allowances designed to partially offset dealer warranty costs for compressor replacements.

A warranty 751claim form (tag) must be properly completed by the service technician and submitted through the distributor to receive labor allowances outlined.

NOTE: Reference to Operating Letter **710** must be made on the warranty claim form to receive the appropriate labor credits. **Claims for a single installation that reference multiple Operating Letters will be rejected. If a labor allowance is given in a Service Bulletin, then an Operating Letter labor claim for the same equipment will be rejected.**

COMPRESSOR REPLACEMENTS

The participating labor allowance is available within the **first 90 days** of original installation for replacement of defective compressors in specified units. **THESE ALLOWANCES APPLY ONLY FOR REPLACEMENT OF THE ORIGINAL EQUIPMENT COMPRESSOR** and do not apply to additional compressor replacements.

Cooling units installed during the months of October through March and not placed into operational use until the following spring will have the 90-day time period beginning April 1, provided proof of installation date accompanies the claim.

Allowances have been adjusted to include use of recycle equipment.

Nominal Tonnage

Labor Allowance

710-A 1 TO 5 TON \$150 USD or CAD R-22 (Includes dollars for refrigerant, driers, etc.)

710-B 1 TO 5 TON \$205 USD or CAD R410A (Includes dollars for refrigerant, driers, etc.)

Operating Letter

Operating Letter #711

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Limited Warranty Certificates North America

PURPOSE

To provide information related to ICP limited warranty certificates, including where they may be located online.

PRODUCT

All ICP Products.

PROCEDURE

The ICP Limited Warranty Certificate is the best source for determining the warranty coverage of a given unit. Prior to 2006, nearly all product types were covered by a single limited warranty certificate. Afterward, certificates were created for each major product category. This allows more specific and relevant details, such as "No Hassle" coverage, to be provided in a clearer manner.

The ICP Limited Warranty Certificate gives consumers specific legal rights, and may also allow other rights which may vary from state to state and province to province. Consumers experiencing product difficulties should contact a qualified dealer of the consumer's choice to service the unit. Dealers, in turn, should receive any necessary assistance from the distributor. ICP will support the distributor in issues that they cannot resolve. If a dealer contacts ICP for assistance, ICP will refer the dealer to an ICP distributor in their area for service. Consumers who contact ICP for assistance will be directed to an ICP dealer and/or distributor in their area.

CURRENT WARRANTY CERTIFICATES

The current limited warranty certificates available are as follows:

Limited Warranty Certificate for Commercial Products

Limited Warranty Certificate for Duct Free Split System AC and HP

Limited Warranty Certificate for Fan and Evaporator Coil Products

Limited Warranty Certificate for HandleZ Product

Limited Warranty Certificate for Residential Gas and Oil Furnace

Limited Warranty Certificate for Residential Outdoor AC and HP

Limited Warranty Certificate for Small Package Products

These may be found on ICP's Powerlink website at www.icpusa.com. Log in using your user ID and password (contact the Atlas Administrator if you do not have security to the website), then click on your brand link under the "ICP Pathfinder Dealer Resources" heading. The "product information" menu at the top of the page contains a "Current Warranties" link that will direct you to a list of PDF files representing the various warranty certificates. Current warranty certificates are also available on Navigator under Warranty Information, Warranty Certificates.

Operating Letter

International Comfort Products, LLC
Limited Warranty Certificate

COVERED PRODUCTS: RESIDENTIAL AIR CONDITIONER AND HEAT PUMP PRODUCTS SMALLER THAN 65,000-BTUH COOLING CAPACITY (See Chart Below)

FOR SERVICE OR REPAIR:

Contact a qualified dealer or service technician of your choice. When requesting service, please have the model and serial number from each unit readily available. If your dealer needs assistance, the distributor is available to provide support and we, International Comfort Products, LLC, support the distributor. This warranty is effective for units installed on or after January 1, 2008.

Fill in the installation date, model and serial number of the unit in the space provided below and retain for your records.

Model No. _____ Serial No. _____
Date of Installation _____ Installed In _____
Name of Dealer _____ Address of Installation _____

Subject to the conditions and exclusions listed below, and on the reverse side, International Comfort Products, LLC (hereinafter referred to as ICP) warrants this product to be free from defects in material and workmanship.

NO HASSLE REPLACEMENT WARRANTY – If covered products in all models, see chart below for list of covered models and duration of warranty. If the compressor or condenser/coil fails due to defect during the applicable No Hassle Replacement Warranty time period, a one-time replacement with a comparable ICP unit will be provided. This warranty is in addition to the Limited Compressor, Limited Outdoor/Condenser Coil and Limited Parts Warranties and applies only to the original purchaser. Proof of purchase and installation date will be required. No Hassle warranty replacements are subject to review and verification by an ICP representative. The remaining balance of the original unit's warranty will be transferred to the replacement unit.

LIMITED COMPRESSOR WARRANTY – If the compressor fails due to defect within five or ten years (depending on model, see chart below) from the date of original installation of the product, ICP will provide a new compressor unit, without charge for the part itself. As an ICP's sole option, allow a credit in the amount of the then factory selling price for a new equivalent compressor toward the retail purchase price of a new ICP product.

LIMITED OUTDOOR/CONDENSER COIL WARRANTY – If the outdoor/condenser coil fails due to defect within five or seven years (depending on model, see chart below) from the date of original installation of the product, whether in or out of actual use begins on that date ICP will provide a new coil, without charge for the part itself. As an ICP's sole option, allow a credit in the amount of the then factory selling price for a new equivalent coil toward the retail purchase price of a new ICP product.

LIMITED PARTS WARRANTY – If a part fails due to defect within five or seven years (depending on model, see chart below) from the date of original installation of the product, whether in or out of actual use begins on that date ICP will provide a new or remanufactured part. As ICP's sole option, to replace any defective part, without charge for the part itself.

NO LABOR – None of these warranties cover labor or other costs incurred for diagnosing, repairing, removing, installing, servicing or handling of other failed parts, or replacement parts, or new units.

Warranty Details by Model Family

Air Conditioner and Heat Pump Model Series	Years of Warranty			
	No Hassle	Compressor	Coil	Parts
TH40, HH40, CH40, TH47, HH47, CH47 TH48, HH48, CH48, TH49, HH49, CH49	10	10	10	7
TH45, HH45, CH45 TH46, HH46, CH46	7	10	7	5
TH43, HH43, CH43 TH42, HH42, CH42	5	10	5	5
TH40, HH40, CH40 TH39, HH39, CH39	1	10	5	5
TH42, HH42, CH42, TH44 HH42, HH44, HH43, HH45	-	5	5	5

101-00-0001-01 July 2008

Page 1 contains warranty coverage details related to the No Hassle Program, Compressors, Condenser Coils, Parts, and Labor. Similar certificates covering other types of product may describe different features, such as heat exchangers and evaporator coils. A warranty coverage matrix displays the product families and associated years of coverage by category.

International Comfort Products, LLC
Limited Warranty Certificate

Conditions and Exclusions:
The Limited Warranty only applies if the following conditions are met:

- The unit must be installed by a licensed or otherwise qualified dealer or contractor.
- The unit must be installed in accordance with ICP's installation instructions and in compliance with local codes. Improper installation may endanger the occupants of the dwelling.
- The unit must be operated in accordance with ICP's owner's manual provided with each unit. The product must not be misused.
- The unit must be installed and located in the continental U.S.A., Alaska, Hawaii, Puerto Rico, and Canada.
- Warranties apply only to products installed in their original installation location.
- Defective parts must be returned to the distributor through a servicing dealer for credit.
- If the installation date cannot be determined it will be based upon the date of unit manufacture.
- The No Hassle warranty only applies if the following conditions are met:
 - An ICP outdoor unit must be installed in combination with a matching indoor unit, and the combination must be certified and listed in the AHJ (Authority Having Jurisdiction) Directory of Certified Products (DCE) – Air Conditioning and Refrigeration Institute.
 - The matching indoor unit must have a TSS (refrigerant metering device).
 - The supplied filter – other must be installed per the installation instructions.
- Warranties do not extend to single-family, residential applications. Units installed in commercial or multi-family applications will have a 5-year compressor limited warranty and a 1-year limited warranty on all other parts.

This Warranty Does Not Cover:

- Normal maintenance as defined in the installation and servicing instructions or owner's manual including not cleaning, filter cleaning and/or replacement, and lubrication.
- Damage or repairs required as a consequence of improper shipping or handling, faulty installation, misoperation, abuse, improper venting, unauthorized alteration, and/or improper operation.
- Failure to distribute due to voltage conditions, blown fuses, open circuit breakers or other damages due to the building or interruption of electrical service.
- Damage as a result of floods, winds, fire, lightning, accidents, corrosive environments, contact for corrosive steel units in corrosive environments, rust and wear or other conditions beyond the control of ICP.
- Parts not supplied or designated by ICP or damages resulting from their use.
- Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever including additional or unusual use of equipment exceeding rated.
- This warranty, whether in commercial property or residential, is void where prohibited by law.** Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Super protection plans are available through your dealer/retailer and HCLP (Homeowner's Extended Labor Program) is a factory-backed extended service agreement that will provide the coverage. This plan provides additional years of service protection and must be purchased and submitted within one year from the date the unit was received. For more information and complete details about HCLP contact an ICP dealer, visit our website at www.icp.com or call 877-ICP-HELP (877-427-4367).

In the USA:
International Comfort Products, LLC
650 Heil Quaker Avenue
PO Box 126
Lewisburg, Tennessee 37091
(615) 275-4100

In Canada:
International Comfort Products
6580 Burnside Court Unit 1
Mississauga, Ontario L4T 2T3
(905) 763-8173

Manufacturers of Arisair®, Arisair® Cool®, Climate®, Comfortair®, Delux®, Heat®, Keapair®, Tempair®, ICP Commercial®, and other quality brand name products and products.

401-00-0001-01 July 2008

Page 2 contains warranty conditions and exclusions specific to the type of product in the certificate. Items explicitly not covered in this warranty are detailed in the second column.

NON-CURRENT WARRANTY CERTIFICATES

Non-current warranty certificates can also be found on a different page within the Pathfinder website. To access these certificates, go to the "Product Information" menu and select "Technical." A number of links will be listed on the left-hand side of the page. Select the "NON-CURRENT TECHNICAL" link. This will expand to show several more links. Select the "NON-CURRENT WARRANTIES" link. Links to certificates as old as 1997 are available. Navigator does not include non-current warranty certificates.

Operating Letter

Operating Letter #712

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Participating Labor Allowance (6 1/3 – 25 Ton Compressor replacement) North America

PURPOSE

To outline methods of requesting authorized factory labor allowances.

PRODUCT

All Central Cooling Products, Heat Pumps & Combination Gas/Electric Equipment 6 1/3 through 25 tons.

PROCEDURE

Specified labor allowances are available through authorized distributors. The labor allowances, in all cases, are participating allowances designed to partially offset dealer warranty costs for compressor replacements.

A warranty claim form (tag) must be properly completed by the service technician and submitted through the distributor to receive labor allowances outlined.

NOTE: A reference to **712** must be made on the warranty claim form to receive the appropriate labor credits. **Claims for a single installation that reference multiple Operating Letters will be rejected. If a labor allowance is given in a Service Bulletin, then an Operating Letter labor claim for the same equipment will be rejected.**

COMPRESSOR REPLACEMENTS

A participating labor allowance is available within the **first 90 days** of original installation for replacement of defective compressors in specified units. **THESE ALLOWANCES APPLY ONLY FOR REPLACEMENT OF THE ORIGINAL EQUIPMENT COMPRESSOR** and do not apply to additional compressor replacements.

Cooling units installed during the months of October through March and not placed into operational use until the following spring will have the 90-day time period beginning April 1, provided proof of installation date accompanies the claim. (If installation date is not provided, ICP will default to ship date of product plus 30 days to determine the warranty period)

Allowances have been adjusted to include use of recycle equipment.

Nominal Tonnage

Labor Allowance

6 1/3 Thru 25 TON

\$250.00 USD, \$267.50 CAD
(Includes dollars for refrigerant, driers, etc.)

Operating Letter

Operating Letter #713

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Participating Labor Allowance (Leaks and restrictions) North America

PURPOSE

To outline methods for requesting authorized factory labor allowances.

PRODUCT

All Central Cooling Products, Heat Pumps and Combination Gas/Electric Equipment 1 through 5 ton.

PROCEDURE

Specified labor allowances are available through authorized distributors. The labor allowances, in all cases, are participating allowances designed to partially offset dealer warranty costs for system refrigerant leaks, and/or restrictions.

A warranty claim form (tag) must be properly completed by the service technician and submitted through the distributor to receive labor allowances outlined.

NOTE: Reference **713-A (R-22)** or **713-B (R410A)** must be made on the warranty claim form to receive the appropriate labor credits. **Multiple Operating Letter claims for a single equipment installation will be rejected. If a labor allowance is given in a Service Bulletin, then an Operating Letter labor claim for the same equipment will be rejected.**

LEAKS AND RESTRICTIONS

A participating labor allowance is available within the **first 90 days** of original installation for repair of factory leaks and/or restrictions. (If installation dates is not provided, ICP will default to ship date of product plus 30 days to determine the warranty period.)

Cooling units installed during the months of October through March and not placed into operation until the following spring will have the 90-day time period beginning April 1, provided proof of installation date accompanies the claim.

Allowances have been adjusted to include use of recycle equipment.

Nominal Tonnage

Labor Allowance

713-A 1 Thru 5 TON (**R-22**)

\$90 USD or CAD (includes \$ for refrigerant, driers, etc.)

713- B 1 Thru 5 TON (**R-410A**)

\$170 USD or CAD (includes \$ for refrigerant, driers, etc.)

NOTE: The leak and restriction allowances apply only to the repair of leaks at factory joints, coil defects resulting in a refrigerant leak, or the replacement of a defective indoor coil. (Labor allowances will not be considered for misapplication of coils.) Replacement of coil should not be attempted if the coil can be repaired easily. Leak allowances will only be paid one time per unit. These allowances also apply to component replacements in the refrigerant system, such as reversing valves or TXVs, excluding compressors. (See compressor replacement allowances Operating Letter #710.)

Operating Letter

Operating Letter #715

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Participating Labor Allowance (Leaks and restrictions) North America

PURPOSE

To outline methods for requesting authorized factory labor allowances.

PRODUCT

All Central Cooling Products, Heat Pumps and Combination Gas/Electric Equipment 6 1/3 through 30 tons..

PROCEDURE

Specified labor allowances are available through authorized distributors. The labor allowances, in all cases, are participating allowances designed to partially offset dealer warranty costs for system refrigerant leaks, and/or restrictions.

A warranty claim form (tag) must be properly completed by the service technician and submitted through the distributor to receive labor allowances outlined.

NOTE: Reference to the policy number as identified below must be made on the warranty claim form to receive the appropriate labor credits. **Multiple Operating Letter claims for a single equipment installation will be rejected. If a labor allowance is given in a Service Bulletin, then an Operating Letter labor claim for the same equipment will be rejected.**

LEAKS AND RESTRICTIONS

A participating labor allowance is available within the **first 90 days** of original installation for repair of factory leaks and/or restrictions. (If installation date is not provided, ICP will default to ship date of product plus 30 days to determine the warranty period.)

Cooling units installed during the months of October through March and not placed into operation until the following spring will have the 90-day time period beginning April 1, provided proof of installation date accompanies the claim.

Allowances have been adjusted to include use of recycling equipment.

Policy	Nominal Tonnage	Labor Allowance
715A	6 1/3 Through 15	\$225 USD or CAD (Includes \$ for refrigerant, driers, etc.)
715B	16 through 20	\$270 USD or CAD (Includes \$ for refrigerant, driers, etc.)
715C	25 through 30	\$300 USD or CAD (Includes \$ for refrigerant, driers, etc.)

NOTE: The leak and restriction allowances apply only to the repair of leaks at factory joints, coil defects resulting in a refrigerant leak, or the replacement of a defective indoor coil. (Labor allowances will not be considered for misapplication of coils.) Replacement of coil should not be attempted if the coil can be repaired easily. Leak allowances will only be paid one time per unit. These allowances also apply to component replacements in the refrigerant system, such as reversing valves or TXV's, excluding compressors. (See compressor replacement allowances Operating Letter #712.)

Operating Letter

Operating Letter #717

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Unavailable Heat Exchanger Policy North America

PURPOSE

A procedure for handling a request for warranty on a heat exchanger when the part is no longer available. (May also be used as an option if heat exchanger is not available within a specified number of business days during freezing weather conditions. (See Chart below).

PRODUCT

All Central Heating Products and Combination Gas/Electric

PROCEDURE

Sustained Outdoor Temperature	Residential Only <i>Order must have a SR number</i>	Commercial <i>Order must have a SR number</i>
60 - 50°F 15.5 - 10 °C	5 ≥ weeks Backorder	8 ≥ weeks Backorder
50 - 40 °F 10 to 4.4°C	2 ≥ weeks Backorder	5 ≥ weeks Backorder
40 - 30 °F 4.4 - (-1.1°F)	5 ≥ days Backorder	Contact RBM for guidance
30 - 20 °F (-1.1) - (-6.6°C)	3 ≥ days Backorder	Contact RBM for guidance
< 20°F <(-6.6°C)	Contact RBM for guidance	Contact RBM for guidance
Note: special homeowner circumstance may allow for reduced backorder timeframes (Residential Only)		

Replacement heat exchangers for some non-current model furnaces may no longer be available. Also, due to varying circumstances, a heat exchanger may be temporarily out of stock. In order to satisfy a warranty commitment, ICP will offer the option to purchase a replacement ICP Furnace at a discounted price or provide monetary reimbursement.

CONDITIONAL STATEMENT (PLEASE READ CAREFULLY)

Warranties are intended to provide repair or replacement assistance when a part fails due to a defect in the manufacturer's materials or workmanship. Due to the unavailability of a replacement heat exchanger for a furnace within the warranty period, ICP will waive the right to question cause of a failure if the furnace owner agrees to purchase a new furnace at a discounted price based on the following procedure and discount charts, depending on length of furnace warranty.

If this offer is unacceptable for any reason, then the furnace in question must be inspected by the **ICP Technical Servicel Manager (TSM or at his discretion the TSA at the distributorship)** to determine the cause of failure. *If the failure occurred due to any reason other than defective materials or workmanship of the product, no warranty provision for the heat exchanger will be applicable.* If the problem is due to defective materials or workmanship, the TSM shall make disposition of the claim.

Operating Letter

FOLLOWING ARE THE PROCEDURES FOR CALCULATING AND HANDLING THE CLAIMS UNDER THIS PROVISION

Important Note: It is intended that the distributor discount the replacement furnace to the dealer based on the Distributor cost plus normal % mark up. Then the dealer, in turn, should take that cost and apply his normal % mark-up so the end user receives a "True Discounted" price considering the warranty situation.

e.g.: Gas Furnace 5 years old with 10 Year Warranty and Failed Heat Exchanger - No Replacement Available; be advised (*Example in U.S. Dollar*)

Distributor cost for replacement furnace is	\$375
Less Discount per Policy -	\$280
Dist Cost of replacement	\$ 95
Normal % Mark-Up (+25%) add +	\$ 24
= Cost to Dealer	\$119
Normal % Mark-Up (+50%) add +	\$ 60
Estimated Cost to Homeowner	\$179 + Installation

For purchase of new furnace, homeowner receives new product warranty and may purchase extended warranty agreement through the dealer if desired.

NOTE "If furnace is less than 3 Years Old, the amount of warranty provided should be sufficient in most cases for the distributor to provide the furnace at No Cost to the dealer and consequently also to the homeowner.

CHART A 10 YEAR WARRANTY					CHART B 15 YEARS & GREATER WARRANTY			
Product Age (see Note 1)	Std/Pwr Vent Gas	OIL	1.5-3Ton Pkg Gas ^{note2}	3.5-5Ton Pkg Gas ^{note2}	Product Age (see Note 1)	Std/Pwr VentGas	Condensing (90+) GAS	OIL
Less than 3 years	\$400	\$750	875 ^{note2}	1250 ^{note2}	Less than 3 years	\$400	\$700	\$750
greater than 3; less than 4	\$360	\$675	787 ^{note2}	1125 ^{note2}	greater than 3; less than 4	\$380	\$665	\$713
greater than 4; less than 5	\$320	\$600	700 ^{note2}	1000 ^{note2}	greater than 4; less than 5	\$360	\$665	\$675
greater than 5; less than 6	\$280	\$525	\$612	\$875 ^{note2}	greater than 5; less than 6	\$340	\$595	\$638
greater than 6; less than 7	\$240	\$450	\$525	\$750 ^{note2}	greater than 6; less than 7	\$300	\$525	\$563
greater than 7; less than 8	\$200	\$375	\$437	\$625 ^{note2}	greater than 7; less than 8	\$260	\$455	\$488
greater than 8; less than 9	\$160	\$300	\$350	\$500 ^{note2}	greater than 8; less than 9	\$220	\$385	\$413
greater than 9; less than 10	\$120	\$225	\$262	\$375	greater than 9; less than 10	\$180	\$315	\$338
greater than 10 out of warranty	\$0	\$0	\$0	\$0	greater than 10; less than 12	\$160	\$280	\$300
SEE NOTES BELOW CHART					greater than 12;- less than 13	\$140	\$245	\$263
					greater than 13;- less than 14	\$120	\$210	\$225
					greater than 14;- Till end of wty.	\$100	\$175	\$188

Operating Letter

CHART A 10 YEAR WARRANTY					CHART B 15 YEARS & GREATER WARRANTY			
Product Age (see Note 1)	Std/Pwr Vent Gas	OIL	1.5-3Ton Pkg Gas ⁿ²	3.5-5Ton Pkg Gas ⁿ²	Product Age (see Note 1)	Std/Pwr VentGas	Condensing (90+) GAS	OIL
Less than 3 years	\$428	\$802	\$936 ^{note2}	1338 ^{note2}	Less than 3 years	\$428	\$749	\$803
greater than 3; less than 4	\$385	\$722	\$842 ^{note2}	1204 ^{note2}	greater than 3; less than 4	\$407	\$712	\$763
greater than 4; less than 5	\$342	\$642	\$749 ^{note2}	1070 ^{note2}	greater than 4; less than 5	\$385	\$712	\$722
greater than 5; less than 6	\$299	\$561	\$654	\$936 ^{note2}	greater than 5; less than 6	\$363	\$637	\$683
greater than 6; less than 7	\$256	\$482	\$561	\$802 ^{note2}	greater than 6; less than 7	\$321	\$562	\$602
greater than 7; less than 8	\$214	\$401	\$467	\$669 ^{note2}	greater than 7; less than 8	\$278	\$487	\$522
greater than 8; less than 9	\$171	\$321	\$375	\$535 ^{note2}	greater than 8; less than 9	\$235	\$412	\$447
greater than 9; less than 10	\$128	\$240	\$280	\$401	greater than 9; less than 10	\$193	\$337	\$362
greater than 10 out of warranty	\$0	\$0	\$0	\$0	greater than 10; less than 12	\$171	\$300	\$321
SEE NOTES BELOW CHART					greater than 12;- less than 13	\$149	\$262	\$281
					greater than 13;- less than 14	\$128	\$225	\$241
					greater than 14;- Till end of wty.	\$107	\$187	\$202

NOTE 1: GAS ELECTRIC UNITS - IF THE COMPRESSOR IS STILL IN WARRANTY, IT MUST BE FIELD SCRAPPED AND THE RATING PLATE OF COMPRESSOR AND UNIT MUST BE RETURNED WITH CLAIM.

SPECIAL NOTE: AS AN ALTERNATIVE TO REPLACING UNIT, IF GAS ELECTRIC HEAT EXCHANGER “WILL BE AVAILABLE,” AFTER THE 10 WORKING DAY LIMIT, ICP WILL PROVIDE A \$300 LABOR ALLOWANCE TO REPLACE HEAT EXCHANGER IF HOMEOWNER AGREES TO UTILIZE TEMPORARY HEAT AND WAIT FOR REPLACEMENT IN LIEU OF REPLACING THE UNIT. BILL FROM SERVICER PLUS SPECIAL AUTHORIZATION NUMBER RECEIVED FROM FAST PARTS MUST ACCOMPANY CLAIM FOR HEAT EXCHANGER CREDIT. THIS APPLIES ONLY TO UNITS IN CHART REFERENCE NOTE 2.

FILING AND HANDLING PROCEDURE

General Filing Instructions:

- Complete a 751 warranty claim form or electronic equivalent being sure to provide all the information as required
- In the space provided for “REPLACEMENT PART”, please **provide the REPLACEMENT UNIT MODEL AND SERIAL NUMBER instead.**
- In the area provided for Svc Bulletin/Operating Letter, **write in this Operating Letter number.**
- If this claim is for a heat exchanger that is only “**TEMPORARILY**” OUT OF STOCK, this policy may be utilized to satisfy the need for heat for the end user **only when FAST Parts has exhausted all methods of obtaining a replacement.** However, this requires a special authorization code to be assigned by FAST Parts. SEE FOLLOWING IMPORTANT DETAILS.

Operating Letter

VERY IMPORTANT

- The **UNIT RATING PLATE** from the Failed Unit **MUST BE RETURNED** with the warranty claim to ICP and the unit is to be *field scrapped only after credit is received*.
- **SPECIAL CONDITIONS FOR PACKAGE PRODUCT** - If the unit to be scrapped is a **PACKAGE GAS/ELECTRIC** and the compressor is still covered by warranty, to receive credit the **RATING PLATE FROM THE COMPRESSOR MUST BE RETURNED**. **If labor allowance is desired instead of unit replacement (per chart note 2), a copy of servicer bill for replacement and a special authorization number obtained from FAST Parts must be provided. NO EXCEPTIONS will be allowed without approval code.**
- The **REPLACEMENT UNIT MODEL** and **SERIAL NUMBER must be supplied** on the claim form to receive credit.
- **IF THIS CLAIM IS DUE TO A “TEMPORARY” OUT OF STOCK** situation in FAST Parts, where the part should normally have been available but could not be obtained within (*See Chart*) *working days, during freezing weather conditions*, **SPECIAL AUTHORIZATION AND APPROVAL CODE NUMBER FROM** the FAST Parts Account Administrator **IS REQUIRED**. This number must be provided in the area on the claim form marked “Pre-Authorization Number” (or remarks section on BMS claims). If this information is not provided in these cases, the warranty claim will be withheld until the distributor can verify authorization from FAST Parts. Claims for heat exchangers that are “No Longer Available” may be processed without prior approval.
- **IF FILING ELECTRONICALLY** - If you are submitting claims electronically, this claim will be handled in the same method as field scrapped compressors, etc. in that credit will be withheld pending receipt of the rating plates required. It is suggested that you send these via UPS or Express Mail to insure timely credit of your claim.
- **If you have any question regarding the proper procedures to follow, please contact the ICP Warranty Department at 1-800-591-8908.**

Operating Letter

Operating Letter #718

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

FAILURE AT INITIAL START UP AND CONSUMER REFUSAL OF PRODUCT (Residential) North America

PURPOSE

To define procedures for addressing when a compressor fails to operate during initial startup.

PRODUCT

Components: Compressors

PROCEDURE

Compressor

When a compressor does not operate at initial startup, every effort should be made to achieve operation by acceptable means, such as start kits or system analyzers with start assist capabilities, inspection of electrical supply, etc.

If the compressor still does not start, then it should be replaced. It is recognized that in certain situations the ultimate consumer may refuse to accept the unit with a compressor replacement. **Only if it becomes necessary to remove and replace the unit will International Comfort Products LLC provide the additional allowance as stated in the "Allowance" section of this policy.**

GENERAL POLICY

ALLOWANCES WILL **NOT** BE PERMITTED WITHOUT PRIOR APPROVAL FROM THE TECHNICAL SERVICE MANAGER TO THE DISTRIBUTOR UPON THE DISTRIBUTOR'S REQUEST. THE REQUEST MUST BE MADE AT THE TIME OF INITIAL "STARTUP".

Information on what was done to correct the problem in the field, such as locked rotor voltage, amperage, etc., will be required to obtain Technical Service Manager (TSM) approval.

When the product is removed, it is expected that the dealer will retain the removed unit for repair and/or resale. A distributor may wish to accept return of the unit from the dealer. If that is the case, the distributor is free to determine the manner in which the single allowance will be allocated. **EQUIPMENT WILL NOT BE RETURNED TO THE FACTORY FOR EITHER CREDIT OR REPAIR.**

When requesting the additional allowance from this Operating Letter, contact the Technical Service Manager (TSM) and have the following information available:

- Model Number
- Serial Number
- Installation Date
- Homeowner's Name and Address
- Mode of Failure
- Service Information -- See ICP OPERATING LETTER #702

Operating Letter

PROCEDURE

The following steps should be used when handling this type claim:

- Distributor must call the TSM with the above information to get approval for removing the equipment.
- When removal is approved, the Distributor will then submit Warranty Claim Form to TSM.
- The TSM will review the information, approve the additional allowance and direct claim form to the Warranty Department for processing.

ALLOWANCE

**COMPRESSOR
NOMINAL TONNAGE**
1- thru 5-Ton

***REPROCESS/
RESALE ALLOWANCES**
\$250.00 USA or CAD

* The \$250.00 USD or CAD allowance in this Operating Letter (#718) has been raised to cover both replacing the compressor and other components, and offering the unit at a reduced selling price.

Note: Reference **718** must be made on the warranty claim form to receive this allowance. **Multiple Operating Letter claims for a single equipment installation will be rejected. If a labor allowance is given in a Service Bulletin, then an Operating Letter labor claim for the same equipment will be rejected.**

Do not file an additional claim for compressor replacement, as was the practice in the past.

Note: The \$250 USA or CAD allowance in this Operating Letter will not be paid for units that are scrapped.

Operating Letter

Operating Letter #719

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

DISTRIBUTOR TECHNICAL SERVICE ADVISOR (TSA) PROGRAM North America

PURPOSE

Distributors of ICP products are responsible for providing technical support for each ICP brand they sell and in each geographic area they are selling ICP product. Distributor participation in the Technical Service Advisor Program is mandatory for all distributors.

The purpose of the Technical Service Advisor Program is to assist the distributor in providing technical support on each ICP product offered by the distributor. This is achieved by providing a technical support system to the TSA in an effort to:

- Increase dealer knowledge of International Comfort Products' equipment
- Improve dealer technical skills with product training and troubleshooting assistance as required.

The Technical Service Advisor Program is designed to assist distributors in resolving service and installation concerns. Advancing equipment technology requires ongoing dealer product training. This training should be provided by the distributor TSA, or other qualified personnel.

This program benefits both the distributor and manufacturer by:

- Providing dealers a faster response to service needs,
- Making personnel aware of service support materials
- Providing product training and information to your dealers.

These benefits can improve dealer loyalty and provide increased reputation of the products.

PRODUCT

All Products

PROCEDURE

Distributor Responsibilities

To participate in the Technical Service Advisor Program, each distributor must fulfill the following responsibilities:

- Designate a qualified, full-time employee as a staff Technical Service Advisor (TSA). To qualify as a TSA, this employee should meet the qualifications as outlined herein. As a TSA, this employee's first priority will be to provide dealers with service support and product training on all International Comfort Products' (ICP) equipment. ICP reserves the right to interview and approve all candidates.
- Provide the TSA with the necessary tools and test equipment that allows the TSA to properly advise the dealer in the dealer's efforts to proper troubleshooting commercial or residential central heating and air conditioning products.
- Provide International Comfort Products with a detailed inspection report if factory assistance is required. (See Operating Letter #701)
- If the manager of the Technical Service Advisor Program, Technical Service Manager (TSM) and the distributor determine that the Technical Service Advisor representative does not have adequate product knowledge or technical skills to perform these duties, the distributor shall provide adequate training. The TSA must achieve the needed skills within one (1) year following enrollment in the program.

Operating Letter

- The Technical Service Advisor will be required to attend all TSA meetings sponsored by International Comfort Products. Repetitious failure to attend meetings will disqualify the TSA and related benefits to the distributor.

TSA SELECTION AND NUMBER

Selection: To ensure the integrity of the TSA program, certain criteria have been established for participating TSA's. Any TSA considered for enrollment must be a full-time employee of the distributor and be interviewed for approval by the Technical Service Manager prior to acceptance in the program.

The qualified TSA will have the following abilities:

- Technically competent to assist dealers in the diagnosis and resolution of service problems on products marketed by the distributor
- Full knowledge of products marketed by ICP and sold by the distributor
- Ability to conduct training sessions for local dealers in a competent and professional manner
- Courteous and professional in appearance and attitude
- Ability to supervise and manage a service organization as necessary in the distributor's organization

ICP'S RESPONSIBILITIES

International Comfort Products LLC will support each Technical Service Advisor with the following:

TSA Meetings

International Comfort Products LLC will sponsor TSA meetings to keep TSAs up to date on product, service, and other issues.

Service Information

ICP will make available via Internet websites technical information that may include: service manuals, technical support literature, and other related service information. This information will be updated by ICP as required.

Technical Support

International Comfort Products will work closely with each Technical Service Advisor to insure adequate service support. When the TSA and the dealer cannot resolve a problem, the Product Support Department should be contacted by phone at Lewisburg. (931) 270-4306. If Product Support personnel determine that further help is needed; the appropriate Technical Service Manager should then be contacted to provide additional assistance.

Training

International Comfort Products will provide the tuition cost for the Technical Service Advisors' enrollment in the Train-The-Trainer program. It will be the distributor's responsibility to provide travel, meals and lodging.

Regional Support

Additional product and service information will be provided by the Technical Service Manager as required to address local concerns.

TSA FUNCTIONS SUMMARIZED

The function of the TSA is to serve as a service manager in the distributor organization that includes the following:

- Provide technical service support, diagnostic assistance, and on-site inspections for dealers as needed.
- Ensure adequate distribution of service literature (i.e., Service Bulletins, application bulletins, etc.) to his assigned dealer network as well as appropriate distributor personnel.
- In multiple branch operations, supervise all service support provided through the branches in his assigned region.
- Stay abreast of current installation and service practices and information applicable to International Comfort Products equipment marketed by the TSAs organization.

Operating Letter

- Conduct regularly scheduled training sessions for dealers as needed to maintain a competent dealer network.

IMPLEMENTATION

To enroll in the program, complete the TSA Enrollment Form and contact the Technical Service Manager (TSM) in your area.

RECOMMENDED TOOLS

The TSA should have at least the following tools available:

- 1 – Carrying case for items listed below
 - 1 – Charging manifold with gauges
 - 2 – Pocket thermometer (0° to 220°)
 - 2 – Pocket thermometer (-30° to 120°)
 - 1 – Sling Psychrometer
 - 1 – Volt Ohmmeter
 - 1 – Amp meter
 - 1 – Magnehelic Gauge (0" to 15" W.C.)
 - 1 – Refrigerant Leak Detector – Electronic
 - 1 – Inclined Manometer up to 1" W.C. and/or magnehelic 0" to 1"
 - 1 – Nut driver set and assorted hand tools
 - 1 – Set hex key wrenches
 - 1 – Camera
 - 1 – Electronic thermometer
 - 1 – Electronic scale or graduated refrigerant charging cylinder (10 lbs.) with heater
- NOTE: TSA's in the northern zone states also need a CO2 combustion analyzer kit.

This is not intended to be a complete list of tools. As new tools and test equipment becomes available to make troubleshooting easier, the TSA should update as needed.

NOTE: the distributor TSA should have these tools available, if the servicing contractor does not have adequate tools and test equipment, the TSA should act as an "advisor" when involved in on-site equipment inspections and have the servicing contractor perform needed adjustments to installed equipment as outlined in current I & O manuals, technical manuals, and national/local codes.

The purchase and maintenance of the above tools are the distributor's responsibility.

Operating Letter

CUSTOMER ASSURANCE
OPERATING LETTER 719



TSA ENROLLMENT FORM

DATE: _____

RESPONSIBLE FOR THE FOLLOWING AREAS (LISTED BY CITY, STATE, and REGION):

PRODUCT BRAND NAME: _____

DISTRIBUTOR ACCOUNT #: _____

	OLD	NEW
TSA NAME		
DISTRIBUTOR NAME		
ADDRESS		
CITY AND STATE		
ZIP CODE		
E- MAIL ADDRESS		
PHONE	()-- --	()-- --
FAX	()-- --	()-- --
Old TSA Delete Date		
New TSA Start Date		

COMMENTS: (Reason for Change)

SUBMITTING BY: (Your Name) _____

Operating Letter

Operating Letter #720

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Warranty and Field Scrap of Complete Mainline Unit (Condensing Units, Etc.) North America

PURPOSE

To define procedures for handling mainline (serial number bearing) products returned to the distributor for warranty credit.

PRODUCT

All Mainline Products

PROCEDURE

General Statement

With the exception of evaporator coils and some heater assemblies, **warranties apply to only replacement of individual parts, not total units.** Exceptional labor provisions, when appropriate, are made to assist the dealer with expenses for repair of certain products. (See ICP Operating Letters #708 through #715, #718, #732). For procedure to handle warranty of mainline evaporator coils, coils in air handlers, etc. see Operating Letters #732 Warranty Processing and Field Scrapping of Evaporator Assemblies / Coils Installed in Fan Coils or Cased Coils - North America.

In some isolated instances, repair of a product may not be feasible and the product must be replaced. When a problem of this nature occurs, the product must be handled in accordance with applicable operating letters, or held at the distributors' location for inspection and disposition by the International Comfort Products Technical Service Manager (TSM). **Product must be within 36 months of manufacturer's date of production to be considered.**

MAINLINE PRODUCT MAY NOT BE RETURNED TO THE FACTORY UNLESS WRITTEN AUTHORIZATION IS RECEIVED FROM THE TSM. PRODUCTS SHIPPED TO INTERNATIONAL COMFORT PRODUCTS WITHOUT AUTHORIZATION WILL BE RETURNED, FREIGHT COLLECT, TO THE SHIPPER; OR DISPOSED OF AT INTERNATIONAL COMFORT PRODUCTS' DISCRETION. ANY REQUEST FOR PRODUCT CREDIT WILL CONSEQUENTLY BE DENIED.

Exceptions: Mainline Evaporator Coils, etc.

To expedite the handling of warranty for mainline *evaporator coils*, ICP allows the field scrap of these items without prior approval of the TSM. See Operating Letter #732 for warranty and field scrapping of evaporator coils.

If you have any doubt regarding the disposition of returned products, please contact your International Comfort Products TSM or the Warranty Administration Department.

Operating Letter

Operating Letter #722

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Commercial Parts Handling Procedure North America

PURPOSE

To assure adequate parts availability for commercial equipment

PRODUCT

All Commercial Products

PROCEDURE

Distributor's Responsibility

Distributors or wholesalers offering commercial equipment are expected to carry an adequate supply of functional parts for the equipment they sell.

Dealer/Contractor's Responsibility

Dealer/contractor should, in addition to instructing the owner or user in the proper operation and care of the unit, encourage the institutional user (hospitals, clinics, etc.) or large office complexes where maintenance personnel are available, to purchase a limited supply of functional parts (i.e., capacitors, relays, etc.) for emergency repairs.

WARRANTY PARTS

Warranty parts or their components, found to be defective in material or workmanship, will be repaired or replaced (with new or remanufactured parts or components) at our option and in accordance with the written warranty.

Commercial Units with HERMETIC Compressors

Compressors failing within the warranty period will be returned to the distributor with the necessary paperwork for credit. The distributor will dispose of the compressor in accordance with standard procedures.

Commercial Units with DUAL Compressors

Compressors failing within the warranty period will be returned to the distributor with the necessary paperwork for credit. The distributor will dispose of the compressor in accordance with standard procedures. On these compressors, there should be an individual rating plate on each compressor and a stick-on label for warranty use only. When submitting a warranty claim for a field scrapped dual compressor, all three rating plates are required to be sent to the Warranty Department. When filling out the warranty claim, please reference the compressor model and serial number that is on the stick-on label.

Commercial Units with SEMI-HERMETIC Compressors

Semi-hermetic compressors are to be repaired at the job site whenever possible. If the dealer cannot make the necessary repairs, the compressor is to be removed from the unit and delivered to the nearest compressor service agency. All components, such as covers, valve plates, etc., that are a part of the compressor, must be included.

A new or remanufactured compressor or parts required for the job site repairs will be provided to the dealer for replacement. If the compressor is within the manufacturer's warranty, the replacement compressor or parts will be provided free of charge (excluding transportation charges). If the compressor or a part is out of the manufacturer's warranty, the servicing dealer will be billed at the compressor service agency's current exchange

Operating Letter

price. International Comfort Products will reimburse the dealer, through the appropriate distributor, for the exchange price upon receipt of the compressor service agency's invoice.

Parts missing from the return compressor will be added to the exchange price and are not subject to reimbursement. Labor or other costs incurred for diagnosis, dismantling, removing, installing, shipping, servicing or handling are excluded. International Comfort Products can make available a list of authorized compressor service agencies.

Motors

Motors that cannot be repaired at job site are to be removed from the unit and delivered to the distributor from whom the unit was purchased for replacement with a new or rebuilt motor. Motors of one horsepower and larger may be taken to the nearest authorized motor repair station for repairs or exchange. A list of authorized motor repair stations will be made available by International Comfort Products to all distributors. Under the standard terms of our warranty, International Comfort Products will reimburse the distributor for the cost of repairing the motor (not to exceed the replacement cost) or the exchange price upon receipt of the repairer's invoice. Labor or other costs incurred for diagnosis, dismantling, removing, installing, shipping, servicing and handling are excluded.

Heat Exchanger

Heat exchangers failing within the warranty period should be replaced with new heat exchangers ordered from International Comfort products. The removed heat exchanger should be disposed of in accordance with standard procedures.

This procedure does not supersede or alter, in any way, the written warranty provided with commercial equipment.

Operating Letter

Operating Letter #724

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Date Code Identification North America

PRODUCT

All Products

PROCEDURE

Due to consolidation of companies, (Heil Quaker, Keeprite, Snyder General and others) International Comfort Products LLC has marketed under several brands having varied serial number schemes over a long period of time. The following lists below include only the product and compressor date code systems. To expedite identification, product date codes are arranged by brand categories. For other parts, consult the FAST Parts EPMSII program

SERIAL NUMBER LOGIC:

L = Lewisburg
A = Indianapolis
C = Mexico Plant C
G = Tyler
E = Collierville
X = Mexico Plant A
U = Mexico Plant B
V = Purchased Product

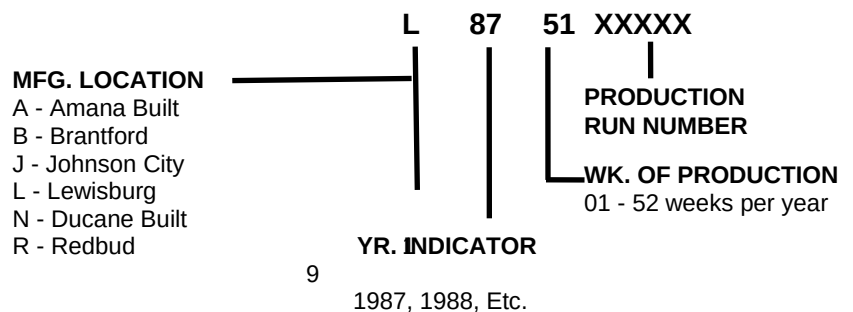
****Serial Labels can have both ICP and UTC Logos & Serial Numbers.**

PRODUCT CODE SYSTEM

AIRQUEST, HEIL, TEMPSTAR, WHIRLPOOL OCTOBER 1987 - PRESENT

ARCOAIRE, COMFORTMAKER DECEMBER 1991- PRESENT

These products normally only have a 4 alpha character prefix MODEL number (ie:NUGK105AK01, NCA5524VKD1, etc.)



Airquest, Heil, Tempstar, Whirlpool ONLY

JANUARY 1971 TO OCTOBER 1987

Operating Letter

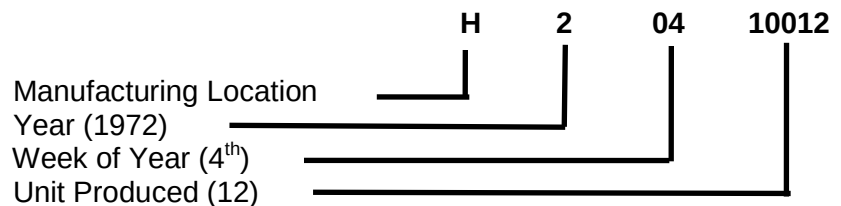
Effective January 1, 1971, all mainline items carried a serial number indicating the week and year produced plus the number of that particular unit. These products normally only have a 2-3 alpha character prefix MODEL number (ie: GU105AE1CR; VG105AE1R, NUO112AF01, DXB24B, etc.)

The SERIAL NUMBER normally consists of nine or ten characters as in the following example of serial number H20410012.

ALPHBETICAL DIGITS - The first one (or two) digits indicate manufacturing location, such as H, L, or Y indicating plant of origin.

FIRST THREE NUMERICAL DIGITS - Such as "204" indicates year and week produced. The first number "2" being the year (1972) and the next two numbers "04" being the week of the year.

LAST FIVE NUMERICAL DIGITS - Such as "10012" indicates the unit produced in that week beginning with 10001.

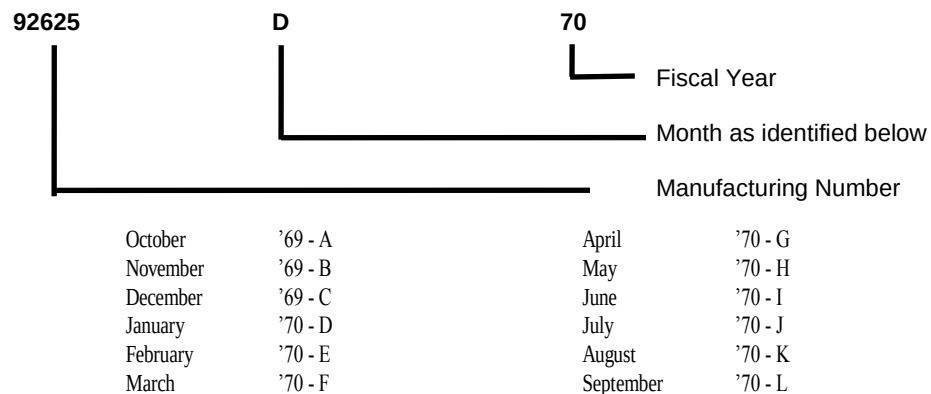


Airquest, Heil, Tempstar, Whirlpool ONLY

PRE-JANUARY 1971

All items manufactured prior to 1971 incorporate a date code, based on a fiscal year of October thru September, in the manufacturing number as indicated below. The separate serial number indicates the unit produced in that month. These products normally had a 2 alpha character MODEL identifier (ie: CU24, UG105, RT36100, UO84, etc.)

EXAMPLE: Manufacturing No. 9265L70 Serial No. 10012



In order to completely identify a product or part for any purpose, the following must be provided:

Prior to January, 1971 – Complete Model Number, Serial Number, Manufacturing Number/Date Code.

January 1971 - Forward – Complete Model Number, Serial Number/Date Code.

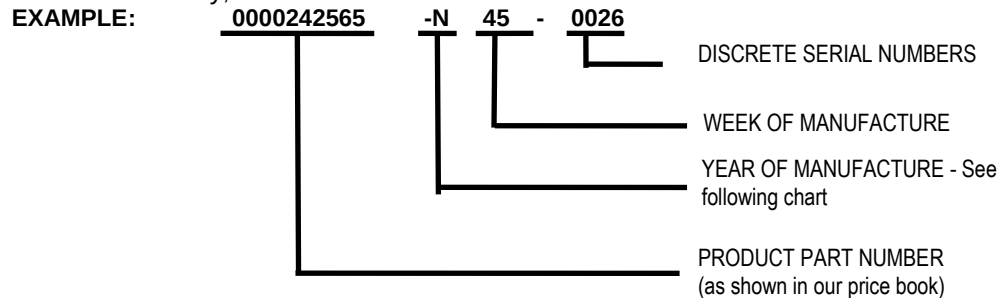
Arcoaire, Comfortmaker, Singer, American Air Filter ONLY – Pre 1992

Operating Letter

The list below includes the Snyder General Corporation's Arcoaire and Comfortmaker date code systems from 1974 to present day. For other units sold, but not manufactured by Snyder General Corporation, consult the Warranty Administration Department.

JANUARY 1974 TO DECEMBER 1987

Products manufactured in our Red Bud, Illinois, facility are serialized by a unique number that identifies the product, the year and week of assembly, and the discrete serial number.

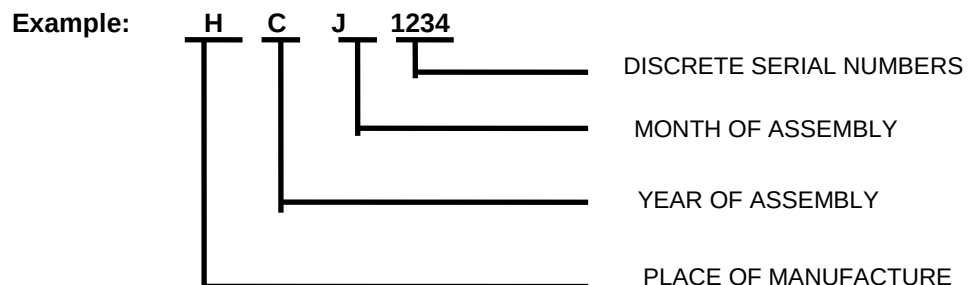


This serial number system is based on the following code:

<u>YEAR</u>	<u>YEAR</u>	<u>YEAR</u>
A = 1974	G = 1980	N = 1986
B = 1975	H = 1981	P = 1987
C = 1976	J = 1982	Q = 1988
D = 1977	K = 1983	R = 1989
E = 1978	L = 1984	
F = 1979	M = 1985	

JANUARY 1984 TO JANUARY 1988

Products manufactured in our Hutchins, Texas facility are serialized by a unique number that identifies place of manufacture, year and month of assembly, and the discrete serial number.



LOCATION
H = Hutchins

YEAR
A = 1984
B = 1985
C = 1986
D = 1987
E = 1988

MONTH
A = January
B = February
C = March
D = April
E = May
F = June
G = July
H = August
J = September
K = October

Operating Letter

L = November

M = December

Products utilizing this serial number system include outdoor condensing units and heat pumps, indoor evaporator coils, and specialty factory assembled air handlers (i.e., A, AH, BEA, BYHA).

JANUARY 1974 TO DECEMBER 1997

Products manufactured in Red Bud, Illinois facility were serialized by a unique number that identified the product, the year and week of assembly, and the discrete serial number.

Example:

00002425654 N 45 0026

Place of Mfr.
Production Part Number
(as shown in our Price book)

Year of Mfr.
N = produced in 1986
M = produced in 1985
Etc.

Week of Mfr.
06 = sixth week of Mfr
15 = fifteenth week of Mfr.
Etc.

Serial Number
0010 = 10th unit of this type for week produced
0112 = 112th unit produced
1500 = 1500th unit produced
Etc.

Operating Letter

FEBRUARY 1988 TO APRIL 1992

Products were manufactured in Hutchins, Texas and Red Bud, Illinois. The serial numbers were consolidated to show place of manufacture, year of manufacture, week of manufacture and a discrete serial number.

Example:

R 88 06 0010

Place of Mfr.

R = Red Bud

H = Hutchins

Year of Mfr.

88 = produced in 1988

89 = produced in 1989

Etc.

Week of Mfr.

06 = sixth week of Mfr

15 = fifteenth week of Mfr.

Etc.

Serial Number

0010 = 10th unit of this type for week produced

0112 = 112th unit produced

1500 = 1500th unit produced

Etc.

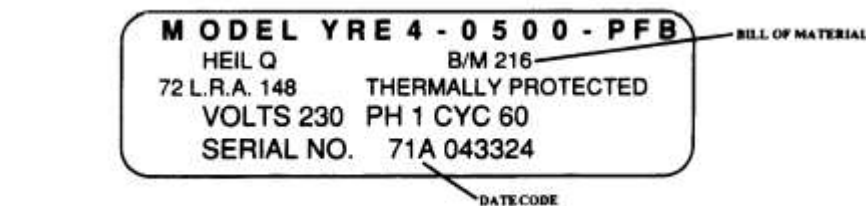
Operating Letter

COMPRESSOR DATE CODE IDENTIFICATION FOR ALL PRODUCTS FOLLOWS THIS SECTION

Compressor Date Codes

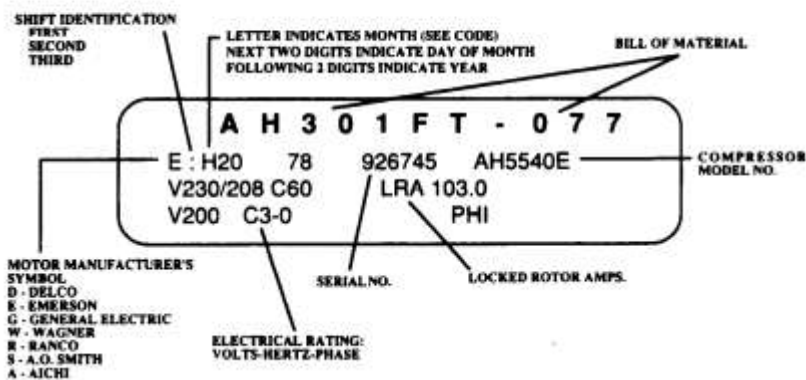
Copeland includes the date code in the bottom line on the rating plate, marked SERIAL NO. This will be in the format noted below.

XX	X	XXXXX
2 digits	1 letter	5 digits
Year of Manufacture	Month of Manufacture	Serial Number
68 = 1968	A = Jan.	
69 = 1969	B = Feb.	
70 = 1970	C = Mar.	
71 = 1971	D = Apr.	
72 = 1972	E = May	
73 = 1973	F = June	
74 = 1974	G = July	
etc.	H = Aug.	
	I = Sept.	
	J = Oct.	
	K = Nov.	
	L = Dec.	



Tecumseh provides the following illustration of its Date Coding System.

TYPICAL CURRENT SERIAL PLATE



DATE OF MANUFACTURE

The date of manufacture is determined by a code on the serial plate or unit nameplate. This code is as follows: Starting in January 1940, the date designation on all new and factory rebuilt hermetic compressors was simplified to one letter.

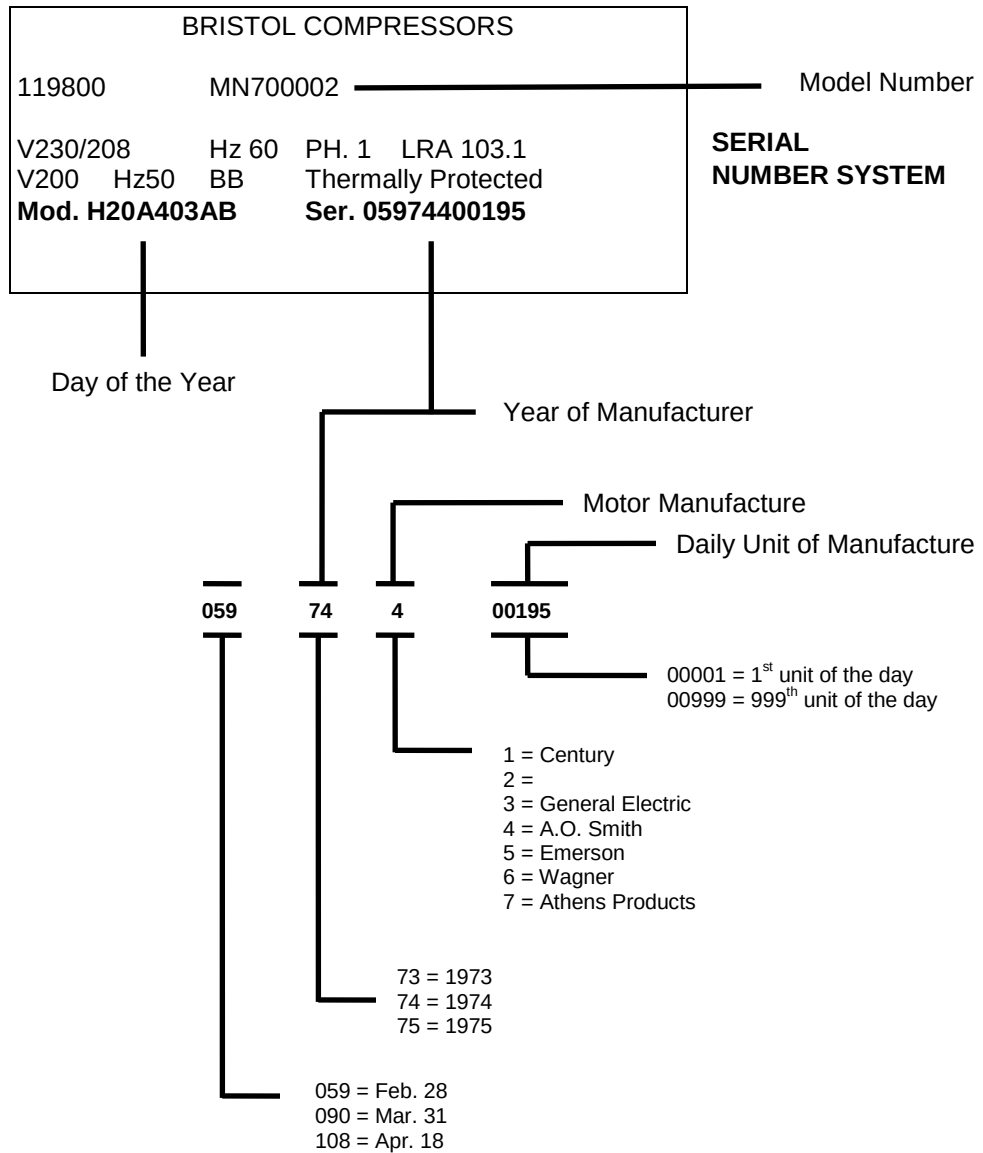
The months are lettered as follows:

January - A	March - C	May - E	July - G	September - J	November - L
February - B	April - D	June - F	August - H	October - K	December - M

Operating Letter

BRISTOL
CODE PLATE (LOCATED ON TOP OF COMPRESSOR)

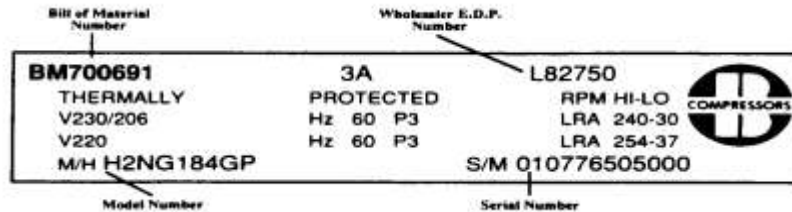
Bill of Material



Operating Letter

ADDITIONAL BRISTOL INFORMATION FOLLOWS THIS SECTION BRISTOL CORPORATION – Code Plate

(LOCATED ON TOP OF COMPRESSOR)



16-0201

CU Charge Processing Code (Stamped in yellow on top of compressors)

Components Code (Stamped in yellow on top of compressor)

Note: Sample code plate shown is for 15 Volt, two-speed, "G" series compressor

BRISTOL CORPORATION – Model Number System Model Number System



Operating Letter

Operating Letter #725

April 5, 2013

WARRANTY AND TECHNICAL SERVICE

ComfortPromise™ Extended Service Agreements North America

PURPOSE

Provide information for the ComfortPromise™ Warranty Program.

PRODUCT

Extended Service Agreements (ESAs) sold through Service Net/AIG after March 15, 2013

PROCEDURE

Submitting a Claim for ComfortPromise™ ESAs

The dealer must log on to ServiceBench to submit parts claim. After submitting the standard parts claim they will be directed to the ComfortPromise website to finish the process on the labor claims. To obtain assistance filing a claim, dealers should contact Service Net/AIG directly at hvacsupport@servicenet.com or via phone (866) 525-2454.

Operating Letter

Operating Letter #725A

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Extended Service Agreements US

PURPOSE

To define the process for Help Claim Processing

PRODUCT

Prior US HELP CLAIMS sold before January 1, 2010

PROCEDURE

Submitting a Claim for Prior HELP Claims

The dealer must call for pre-authorization on all claims. The phone number is 1-800-235-5121. If possible, please have the ICP part number and dealer cost information which will expedite the pre-authorization process.

Address for Assurant

Assurant Solutions
Equiguard Special Claims Handling
P.O. Box 21647
Saint Petersburg, FL 33742

Operating Letter

Operating Letter #725B

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

U.S. Extended Service Agreements

PURPOSE

To define the process for Extended Service Agreement (ESAs) claiming through Assurant Solutions

PRODUCT

ESAs sold between January 1, 2011 and March 15, 2013

PROCEDURE

Assurant Solutions is the underwriter and administrator of the Service Protection Advantage extended service plan for ESAs sold with ICP branded products between January 1, 2011 and March 15, 2013 and will be responsible for all claim processing for such ESAs.

Submitting a Claim

The dealer must call for pre-authorization on all claims. The phone number is 1-866-305-1947. If possible, please have the ICP part number and dealer cost information which will expedite the pre-authorization process.

Address for Claims Assurant

Assurant Solutions
P.O. Box 21647
Saint Petersburg, FL 33742

Operating Letter

Operating Letter #730

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

NO HASSLE REPLACEMENT™ LIMITED WARRANTY PROGRAM

PURPOSE

Establish procedures for filing warranty claim when a unit is replaced under the terms of the manufacturer's No Hassle Replacement™ limited warranty. This operating letter does not replace the standard warranty policy listed in the warranty certificate. Other warranties may apply outside of this operating letter.

Operating Letters 728 and 729 are superseded by this operating letter and are no longer in effect.

PRODUCT

Qualifying mainline single phase products

PROCEDURE

General Policy: This warranty allows for a ONE-TIME replacement of the original unit to the ORIGINAL purchaser – See Warranty Certificate. Replacement units are covered by the remaining warranty period of the original unit that was replaced, excluding the No Hassle Replacement™ limited warranty for which there would be no remaining coverage. **Coverage applies for owner-occupied, single-family residential applications only.**

Policy: If an eligible unit is within the No Hassle Replacement™ limited warranty coverage period and experiences a qualifying failure in its heat exchanger, compressor, outdoor refrigerant coil, or standard indoor refrigerant coil, ICP will provide an appropriate replacement unit at no charge and \$300 in labor for any of the product manufactured after 2005. Product manufactured prior to 1/1/2006 that is eligible for the No Hassle Replacement™ limited warranty coverage has a labor policy of \$250 for the first year after installation.

Product Manufacture Date	Labor Policy	Policy Number
Prior to 1/1/2006	\$250 for the first year, Unit cost only for balance of coverage	730A
After 12/31/2005	\$300 for the duration of the No Hassle Replacement coverage	730B

Qualifying Replacement Units

The intent of this policy is that the replacement unit should have characteristics equal to or, in limited circumstances, better than those of the failed unit. In general, an acceptable replacement unit is one with the same size, efficiency, refrigerant, and other significant characteristics as those of the failed unit. If a significant feature is no longer available, then the next best feature is allowed. For instance, if the failed unit is a mainline 12 SEER 3-ton R22/ R410A Heat Pump that is no longer available, then an otherwise-equivalent 13 SEER unit is allowed (mainline 13 SEER 3-ton R410A Heat Pump). Other than the common 12 SEER to 13 SEER scenario described in the above example, the distributor should contact the TSM for authorization to use a replacement unit with significant characteristics different from those of the failed unit.

Qualifying Failures

Failures caused by "exclusions" discussed in the *International Comfort Products Limited Warranty Certificate* do NOT qualify for No Hassle Replacement™ limited warranty coverage.

Operating Letter

Heat Exchanger failures are defined as failures that cannot be corrected using normal cleaning or maintenance processes to remove soot or other foreign materials causing internal heat exchanger blockages.

Compressor failures are defined as failures causing internal electrical failure or internal mechanical failure resulting in no compressor operation. **Other component failures that only render the compressor noisy or temporarily inoperative do not constitute compressor failure.** The compressor must be in an outdoor unit that is installed in combination with a matching indoor coil. The combination must be certified and listed in the ARI Unitary Directory of Certified Products. The matching indoor coil must utilize a non-bleed TXV refrigerant metering device. The supplied filter- drier must be installed per the installation instructions.

Refrigerant Coil failures are defined as refrigerant leaks in the fin pack area of the coil or at the end sheets of the coil. This policy does not provide coverage for damaged or corroded fins.

Disposition of Failed Units

Failed units removed under this policy are to be held at the distributor's location a minimum of 30 days after receiving credit for the claim, as the TSM may request the unit be shipped to ICP for failure analysis audit. After this period, the unit may be scrapped. **Units that are audited and found to have failure modes outside of the No Hassle Replacement™ limited warranty coverage will be charged back to the distributor.**

For compressor failures, check the date of compressor manufacture. **Compressor failures that occur within 18 months of compressor manufacture require both the compressor and Comfort Alert Module. If the unit is not requested for audit, return the compressor and Comfort Alert module to the manufacturer as outlined in Operating Letter 707.** Please note the compressor model and serial number, as these are required on the Evaluation Form.

How to Receive Credit for a No Hassle Replacement™ Limited Warranty Unit

To receive credit for a No Hassle Replacement™ limited warranty claim, the distributor must properly complete and submit the following two items to the ICP Warranty Department:

- The appropriate No Hassle Replacement™ limited warranty evaluation form
- The Warranty Claim

Incomplete, inaccurate, or ineligible submissions will cause the claim to be rejected or put on hold until correct information is provided. Claims that have not been corrected within 90 days of claim receipt at ICP will be rejected and no further consideration of the claim will be allowed.

Evaluation Forms

Evaluation forms for heat exchangers, compressors, and refrigerant coils are provided in Attachments 1, 2, and 3, respectively. These may be completed by either the distributor or dealer personnel. Authorized approvers of evaluation forms, however, consist only of level 3 or 4 Technical Service Advisors (TSA) and ICP TSM's. If the distributor does not have a TSA level 3 or 4, then the TSM is to be contacted for approval. Claims not in compliance will be reversed. If approved, the distributor should send the completed evaluation form along with the associated claim paperwork (discussed in the "Warranty Claims" section below) to the TSM. The TSM will then sign and send the completed evaluation form and claim paperwork to the ICP warranty department.

TSA-authorized evaluation forms should be sent with the associated claim paperwork directly to ICP's warranty department.

The appropriate Evaluation form must be filled out as completely as possible. Be sure to REMOVE THE RATING LABEL from the unit and attach it to the last page of the Evaluation form. For compressors that are not returned to the compressor manufacturer, also attach the compressor label to the Evaluation Form. For

Operating Letter

refrigerant coils, the leak location must be identified on the coil diagram. For units returned for audit found to be non compliant, the unit may be returned to the distributor “as is” with no warranty. All shipping costs related to returning the non compliant unit to the distributor are the responsibility of the distributor.

Warranty Claims

No Hassle Replacement™ limited warranty claims may be filed electronically via Service Bench or by paper with a 751 claim form. When filing by paper, be sure to:

- Check the “No Hassle Replacement™ Warranty Claim” box in the form’s upper right,
- Reference code 730A or 730B (as indicated on page 1) in the “Operating Letter / Service Bulletin” box near the lower right of the form
- Enter the failed unit model and serial number on the failed part line, and the replacement model and serial number on the replacement part line
- Select the appropriate Defect Code as follows:
 - 69 for a heat exchanger failure
 - 70 for a refrigerant coil failure
 - 71 for a compressor electrical failure
 - 72 for a compressor mechanical failure*(If using an older 751 Claim form, write in the above codes.)*

The remainder of the form should be completed as normal. See Operating Letter 705 for further information related to properly completing the remainder of the form.

For efficient claim processing, submit the 751 form together with the completed Evaluation form. If filing electronically, submit a printed copy of the electronic claim together with the associated Evaluation form. Electronic claims (or paper claims submitted without an Evaluation form) will be placed on hold until the Evaluation form is received by the ICP Warranty Administration Department.

Multiple Operating Letter claims for a single equipment installation will be rejected. Labor allowances given in a Service Bulletin may not be combined with labor allowances offered in Operating Letter 730 for the same serial numbered equipment.

Extended Warranty

Failed units replaced under the No Hassle Replacement™ limited warranty program that are also covered under a HELP Extended Service agreement will require the servicing dealer to contact HELP/Equiguard administrators for assistance in transferring the remaining balance of coverage to the replacement unit.

Operating Letter

NO HASSLE REPLACEMENT™ LIMITED WARRANTY

Process Checklist

NOT TO BE RETURNED WITH PAPERWORK

This checklist is intended to help distributors through the various steps in the No Hassle Replacement™ limited warranty process. Check the boxes as the listed conditions and activities have been completed.

1. Homeowner is original purchaser of failed equipment ☐
2. Homeowner understands this is a one-time replacement ☐
3. Product validated using ICP warranty web system that unit qualifies for No Hassle Replacement™ limited warranty ☐
4. Failure qualifies for No Hassle Replacement™ limited warranty per "Qualifying Failures" section ☐
5. Replacement is a like unit per qualifying Replacement Units section ☐
6. Requested information on evaluation form has been filled out ☐
7. Valid approval has been given:
 - 7.1. No TSA or TSA is level 1 or 2 and TSM has been contacted for approval ☐
 - 7.1.1. TSM has given verbal or written approval to replace unit under No Hassle Replacement™ limited warranty program ☐
 - 7.2. TSA is level 3 or 4 and has determined all conditions meet No Hassle Replacement™ limited warranty requirements ☐
 - 7.2.1. TSM 3 or 4 has signed evaluation form authorizing warranty replacement of the unit ☐
8. If compressor failure, checked compressor date of manufacture ☐
 - 8.1. Failure was 20 months or less from compressor manufacture date ☐
 - 8.1.1. Entered compressor model/serial # on form ☐
 - 8.1.2. Returned compressor & comfort alert module to manufacturer ☐
 - 8.2. Failure was greater than 20 months from compressor manufacture date ☐
 - 8.2.1. Compressor label has been attached to form ☐
9. Failed unit rating plate has been attached to form ☐
10. Failed unit (minus rating plate) model/serial #'s have been marked on unit and unit has been stored in event shipment to ICP is requested for product analysis Electronic or paper (751 form) warranty claim has been completed ☐
11. A copy of the evaluation form and claim has been filed for distributor record ☐
12. 751 claim form or print-out of electronic claim has been stapled to evaluation form ☐
13. Mail paperwork (evaluation form with paper claim or copy of electronic claim) ☐
 - 14.1. If TSA level 1 or 2, paperwork has been mailed to TSM for signature (TSM will forward to ICP Warranty Department) ☐
 - 14.2. If TSA level 3 or 4, paperwork has been mailed to ICP Warranty Department ☐

Operating Letter

Attachment 1 Heat Exchanger Evaluation Form



This form is to be completed by either the distributor or dealer personnel whenever a request for unit replacement is made under the terms of Operating Letter 730. A Technical Service Advisor (TSA) Level 3 or level 4 is authorized to sign and approve a replacement of a unit. All other approvals require a Technical Service Manager (TSM) to approve the replacement. In this case, this form should be completed and forwarded to the distributor's TSM for authorization.

Warranty Tag #		Date	
Model Number		Serial Number	
Date Installed		Date Failed	
Name of Person Filling out Form		Homeowner Name	
Person's Company		Original Homeowner	yes no

A No Hassle Replacement™ limited warranty of a gas furnace is to be made only due to a failure of the heat exchanger that cannot be corrected using normal cleaning or maintenance processes to remove soot or other foreign materials causing internal heat exchanger blockages, and is not failures caused by "exclusions" discussed in the International Comfort Products Limited Warranty Certificate.

Since a heat exchanger failure can be caused by an improper installation, it is required that the Start Up Check Sheet that is included with the replacement furnace's Installation Instructions be completed for the replacement furnace. This completed form may be requested by the TSM at a later date.

Is the heat exchanger cracked?	Yes ☐ No ☐
Combustion Analysis: CO level in furnace flue	_____ PPM
CO level in supply airstream	_____ PPM
CO level in Return Air stream	_____ PPM
If not cracked, what is the failure that is the reason for the No Hassle Replacement™ limited warranty?	

If more space is needed, attach another sheet.

Printed Name of Level 3 or 4 TSA:		Name of Distributor:	
TSA Level 3 or 4 signature:		Date:	
OR ICP TSM signature:		Date:	

Operating Letter

Signing this claim indicates you have reviewed the information and agree to it's authenticity and accuracy

Attachment 1 Heat Exchanger Evaluation Form



DISPOSITION OF PRODUCT

This gas furnace is to be held at the distributor location for 30 days after credit is received for this claim. If no disposition instructions have been received from ICP after the 30 days, the unit can be scrapped. This time allows for ICP to review the evaluation forms and determine if they have an interest in further analysis of the unit.

Please attach the rating label here!

Operating Letter

Attachment 2 Compressor Evaluation Form



Warranty Tag #:		Date	
Outdoor Unit Model:		Indoor Coil Model:	
Outdoor Unit Serial:		Indoor Coil Serial:	
Date Installed:		Date Installed:	
Date Failed:		ARI match # (Req'd for non ICP Indoor)	
Compressor Model		Homeowner Name	
Compressor Serial		Original Homeowner	yes no
Name of Person Filling out Form		Person's Company	

This form is to be completed by either the distributor or dealer personnel whenever a request for unit replacement is made under the terms of Operating Letter 730. A Technical Service Advisor (TSA) Level 3 or Level 4 is authorized to sign and approve a replacement. All other approvals require a Technical Service Manager (TSM) to approve the replacement. In this case, this form should be completed and forwarded to the distributor's TSM for authorization.

Comfort Alert Diagnostic

Is the Comfort Alert module powered on the unit.

Yes ☐ no ☐

Enter the diagnostic flash code from the Comfort Alert Module: _____
(when Comfort Alert is available on the product)

For your reference here is a listing of the flash codes

- **Green "POWER"** Module has power Supply voltage is present at module terminals.
- **Red "TRIP"** Thermostat demand signal Y1 is present, but the compressor not running.
- **Yellow "ALERT"**
 - **Flash Code 1: Long Run Time.** Comp. running extremely long run cycles.
 - **Flash Code 2: System Pressure Trip.** Discharge or suction pressure out of limits or compressor overloaded.
 - **Flash Code 3: Short Cycling,** Compressor is running only briefly.
 - **Flash Code 4: Locked Rotor**
 - **Flash Code 5: Open Circuit**
 - **Flash Code 6: Open Start Circuit,** Current only in run circuit
 - **Flash Code 7: Open Run Circuit,** Current only in start circuit
 - **Flash Code 8: Welded Contactor,** Compressor always runs
 - **Flash Code 9: Low Voltage,** Control circuit < 1 7VAC

Operating Letter

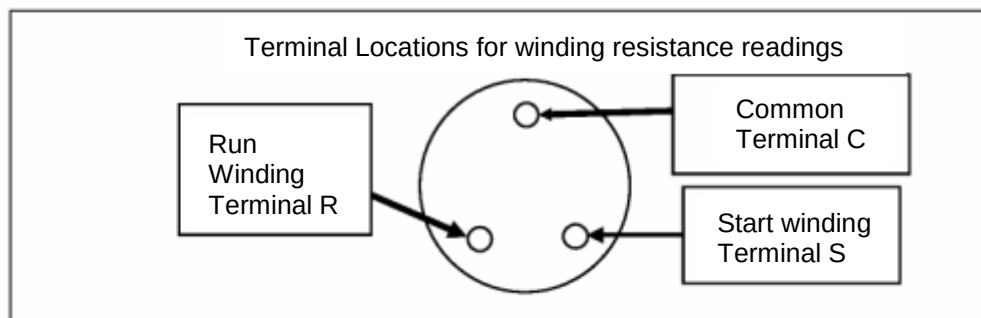
Attachment 2 Compressor Evaluation Form



Proof of Compressor Electrical Failure

(Defined as Compressor windings electrically open, shorted or winding resistance measurements not correct. If electrically open, the internal overload may be open and steps must be taken to determine if a problem external to the compressor is the cause of the overload trip.)

Important Note: Prior to testing the compressor, disconnect all electrical power to system, including indoor and outdoor power sources.



Compressor Winding Resistance Information

R to C	S to C	R to S	C to Ground	R to Ground	S to Ground

Use the ∞ symbol for Open circuit

The sum of the start and run winding resistances should be equal to the value measured between “R” and “S”. Resistance reading (R to C) + (S to C) = (R to S) **if not, compressor winding is damaged**

If R to C and S to C are open circuit and R to S has resistance, the internal overload is open. The compressor needs time to cool to allow the internal overload to close. If the overload has opened, then other problems may be present in the refrigerant system that needs to be evaluated. Some possible causes of an open internal overload include insufficient refrigerant charge, restriction in the refrigerant circuit, and power supply problems. Replacing the unit may not solve these problems.

Operating Letter

Attachment 2 Compressor Evaluation Form



Proof of Compressor Mechanical Failure

(Defined as Compressor electrically correct, but either will not operate or will operate but not pump refrigerant. **Noisy or vibrating units DO NOT QUALIFY for No Hassle Replacement™ limited warranty.**)

Note: this portion of the test procedure requires electrical power be supplied to the unit. Caution should be used to prevent personal injury due to electrical shock.

**With the unit connected to electrical power, will
the compressor operate: yes no**

Line voltage at contactor between L1 & L2: _____ Volts. 60 ☐ 50 ☐
Control Voltage across contactor coil: _____ Volts
Amp draw at run winding _____ A.
Amp draw at start winding _____ A.
Amp draw at common terminal _____ A
Voltage at compressor contactor terminal T1 and T2 _____ Volts.

If Compressor Operates

Pressure at liquid service valve: _____, suction service valve _____
Temperature of Liquid Line: _____ °F, Suction Line: _____ °F

Other Inspections

Inspect all wiring. Is there any damage to wire or wire terminals? yes no
Inspect compressor contactor. Are the contact points burned? yes no
Does the capacitor have the correct capacitance for the compressor? Yes ☐ no ☐
Measured Capacitor value? _____ µf

Operating Letter

Attachment 2 Compressor Evaluation Form



For additional compressor pressure and temperature testing questions refer to the A/C and/or Heat Pump Field Assistance Request Form!

Printed Name of Level 3 or 4 TSA:		Name of Distributor:	
TSA Level 3 or 4 signature:		Date:	
OR ICP TSM signature:		Date:	
Signing this claim indicates you have reviewed the information and agree to it's authenticity and accuracy			
Failure Description Comments: _____			
Check the Appropriate Defect Code	71 Compressor/Electrical	72 compressor/Mechanical	

DISPOSITION OF PRODUCT

If the compressor has failed within 20 months from the date of the compressor manufacture, the compressor is to be returned to Copeland per Operating Letter 707. **In addition to the compressor, the Comfort Alert module is also to be returned with the compressor.**

Age of Compressor	_____ Months
If 20 Months or less complete below	
Way Bill Number:	_____
Date Returned:	_____

If the compressor has been returned to Copeland, the unit can be scrapped. If the compressor does not meet the requirement to be returned to Copeland then the unit is to be held at the distributor for 30 days after receipt of credit. If no disposition instructions have been received from ICP after the 30 days, the unit can be scrapped. This time allows for ICP to review the evaluation forms and determine if they have an interest in further analysis of the unit.

Operating Letter

Please attach the rating label for the unit here!
If the compressor is not being returned to Copeland, attach the
compressor rating label here also.
Make sure to identify the unit for further analysis!

Operating Letter

Attachment 3 Refrigerant Coil Evaluation Form



Warranty Tag #		Date	
Model Number		Serial Number	
Date Installed		Date Failed	
Name of Person Filling out Form		Homeowner Name	
Person's Company		Original Homeowner	yes no

This form is to be completed by either the distributor or dealer personnel whenever a request for unit replacement is made under the terms of Operating Letter 730. A Technical Service Advisor (TSA) Level 3 or Level 4 is authorized to sign and approve a replacement. All other approvals require a Technical Service Manager (TSM) to approve the replacement. In this case, this form should be completed and forwarded to the distributor's TSM for authorization.

Printed Name of Level 3 or 4 TSA:		Name of Distributor:	
TSA Level 3 or 4 signature:		Date:	
OR ICP TSM signature:		Date:	
Signing this claim indicates you have reviewed the information and agree to it's authenticity and accuracy			
Failure Description Comments: _____			

No Hassle Replacement™ limited warranty coverage is only for refrigerant leaks in the fin pack of the coil or at the end sheet of the coil.

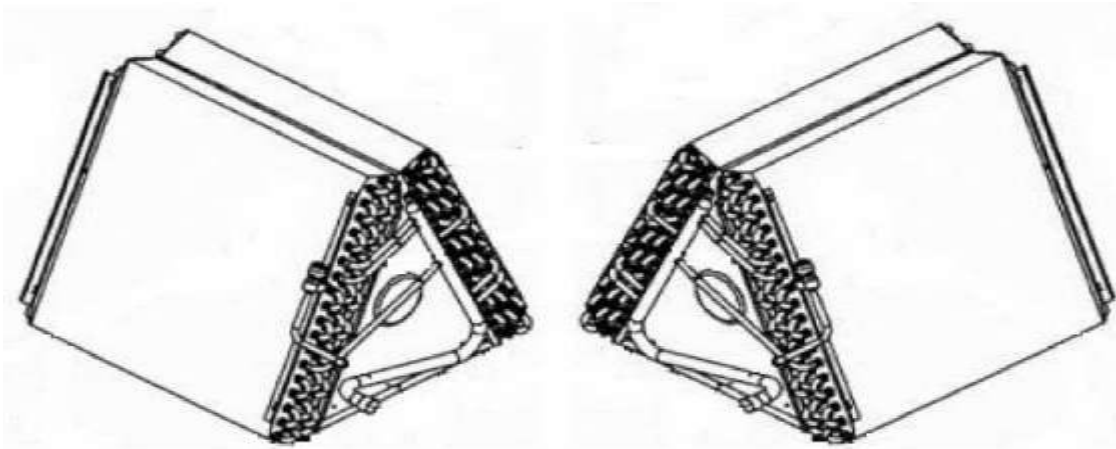
Operating Letter

Attachment 3 Refrigerant Coil Evaluation Form

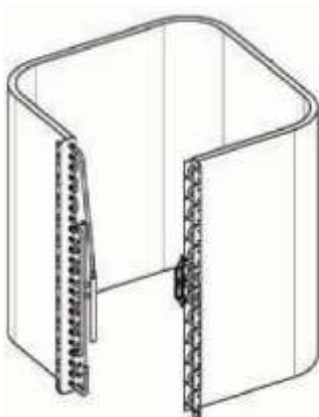


Mark the appropriate drawing with the location of the refrigerant leak.

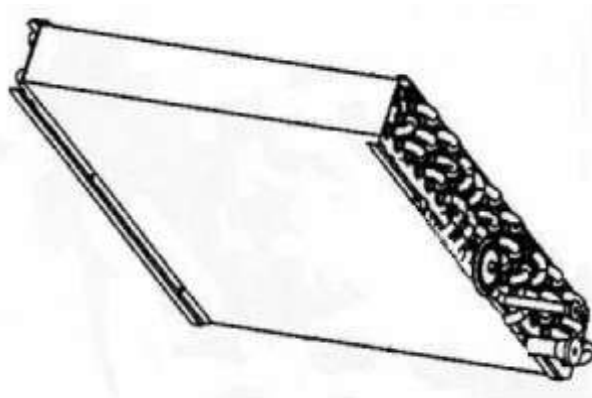
Evaporator "A" Coils



Split System Condenser Coil



Slab Shaped Evaporator Coil

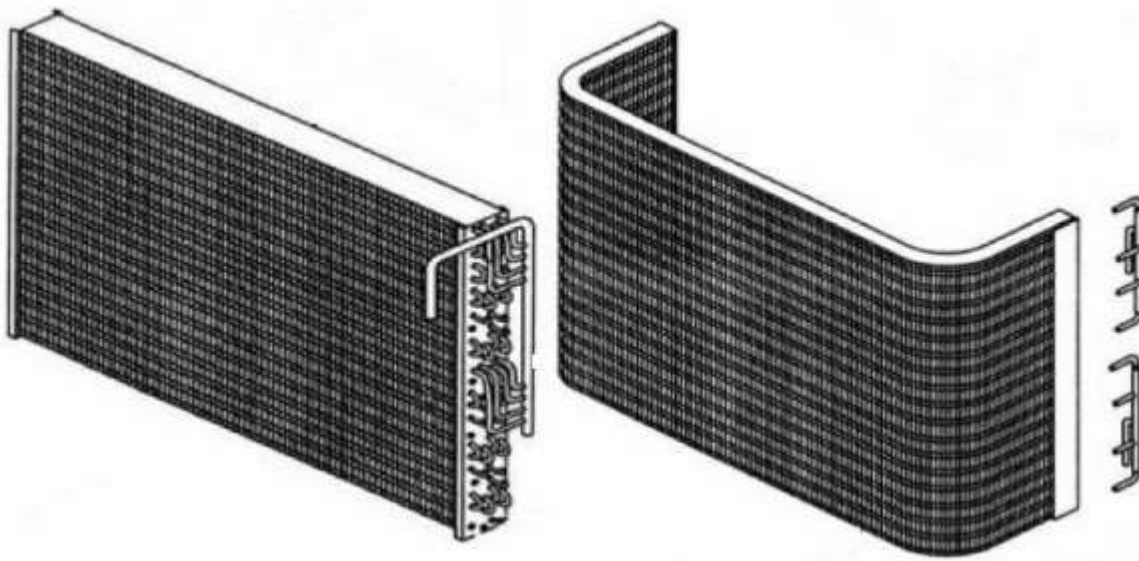


Operating Letter

Attachment 3 Refrigerant Coil Evaluation Form



Packaged Product Coils



DISPOSITION OF PRODUCT

This refrigerant coil is to be held at the distributor location for 30 days after credit is received for this claim. The coil should be held intact with the complete unit. If no disposition instructions have been received from ICP after the 30 days from receipt of credit, the unit can be scrapped. This time allows for ICP to review the evaluation forms and determine if they have an interest in further analysis of the unit.

Please attach the rating label here!

Operating Letter

Operating Letter #732

January 1, 2013

WARRANTY AND TECHNICAL SERVICE

Warranty Processing and Field Scrapping of Evaporator Assemblies/Coils Installed in Fan Coils or Cased Coils North America

PURPOSE

To define procedures for submitting warranty claims when the replacement of evaporator assemblies or coils in the listed product is necessary.

PRODUCT

Fan Coils and Cased Coils

Note: Additional Warranty may be available on Operating Letter 730

PROCEDURE

ICP allows for field scrapping of evaporator assemblies without prior TSM approval when the following procedures are followed.

When a refrigerant leak or restriction is identified in an evaporator coil, every effort should be made to repair the coil. If the coil cannot be repaired or if a leak has occurred in the fin pack of the coil, the failed evaporator coil can be field scrapped and replaced with another evaporator coil. The following procedure must be followed:

1. Complete the warranty claim form as instructed in [Operating Letter 705](#). Provide the specific model and serial number of both units in the Part Number section of the warranty claim form and mark one of them as scrapped depending on the specific circumstances associated with the following scenarios.

Scenario 1: The failed and replacement units are both uncased coils.

- This is a straight-forward scenario where the failed unit is physically scrapped, and its serial number should also be marked as scrapped.
- The replacement coil carries the serial rating plate that would be referenced in a future claim.
- ICP will mark the failed unit as scrapped by default if the scrap indicator is not checked

Scenario 2: The failed unit is a cased coil or the coil assembly is a fan coil, and the replacement unit is an uncased A-Coil.

- The replacement coil in this scenario is treated like a normal part, where the failed unit will continue forward, so the replacement serial number is scrapped
- The failed coil serial number continues in circulation, as it is located on the casing
- ICP will mark the replacement unit as scrapped by default if the scrap indicator is not checked

Scenario 3A: The failed and replacement units are both cased coils, and the failed cased coil is completely replaced (case and all) by the replacement cased coil.

- The failed cased coil is physically scrapped, and its serial number should be scrapped
- The replacement coil has a serial number on the case that carries forward
- ICP will mark the failed unit as scrapped by default if the scrap indicator is not checked

Operating Letter

Scenario 3B: The failed and replacement units are both cased coils, and the replacement coil is removed from its case and installed in the case of the failed coil, leaving the original case intact. The case doors, where serial rating plates are attached, are then swapped.

- By putting the replacement cased coil's door on the failed unit's case, the repair is now equivalent to Scenario 3A
- The replacement unit's serial number carries forward with the repaired unit, so the failed unit's serial number, which was attached to the discarded door, should be scrapped
- Swapping the doors so that the replacement unit's serial number carries forward with the unit is the preferred method when the failed and replacement units are both cased coils
- ICP will mark the failed unit as scrapped by default if the scrap indicator is not checked

Scenario 3C: The failed and replacement units are both cased coils, and the repair is identical to Scenario 3B, except that the doors from the cases are NOT swapped.

- Having extracted the replacement coil from its case, the circumstances are now similar to Scenario 2, where the replacement unit is treated like a part being absorbed by the failed unit
- The replacement unit should be marked as scrapped, as the serial number of the replacement unit was on the case that has now been discarded
- The failed cased coil still carries the serial number that would be referenced for any future claim
- ICP will mark the failed unit as scrapped by default if the scrap indicator is not checked, but this is actually opposite of what should happen in this repair scenario

Scenario 4: The failed unit is an uncased coil and the replacement unit is a cased coils

- Whether the replacement cased coil is installed case-and-all or extracted from its case and swapped with the failed coil, the failed coil in this scenario should be scrapped.
- The serial number of the replacement unit should be on the installed case
- ICP will mark the failed unit as scrapped by default in this scenario

Scenario 5: The coil assembly in a fan coil has failed and the replacement coil is a Fast Parts non-serialized coil assembly

- The claim is handled as a normal component failure with the failed part number of the failed coil and replacement coil entered into the Part Number section of the claim form.
- Since neither part is serialized, neither part needs to be indicated as scrapped.

2. Regardless of the scenario, the warranty period of the new replacement coil will revert to the remainder of the original warranty coverage of the original unit.
3. Unless the coil is requested to be returned, render the DEFECTIVE COIL unusable by crushing or flattening the tube hairpins located at the coil end sheet.

Operating Letter

Operating Letter #810

January 1, 2013

CONTRACTUAL DUTIES

Right to Audit for Pricing Claims and Special Programs

PROCEDURES

Manufacturer may offer special pricing and occasionally may offer special programs to promote the sale of its Products through Distributor.

Distributor, by participation in and/or submission of any claim under any special program offered by Manufacturer, agrees to fully cooperate in any audit by Manufacturer of any and all Distributor records relative to the same, and to make such records readily available to Manufacturer.

Manufacturer may exercise this right of audit at any time, in its sole discretion, it deems necessary for conduct of such programs and/or the granting of any credit or payments to Distributor thereunder.

Operating Letter

Operating Letter #800

January 1, 2013

CONTRACTUAL DUTIES

Table of Contents for Section 800

Letter Number	Title
801	General Provision • Definitions • Additional Documents • Non Waiver of Default • Entire Agreement • Nonassignability • Compliance with Operating Letters • Non Exclusive Territories • Legal Relationship of Parties • Electronically Transmitted Documents • Notices • Sussessor-In-Interest • Severability
802	Installing and Servicing Dealer Section and Training
803	Sales Duties and Warranty Support • General • Customer Complaints • Forecasts • Promotional Duties • Records and Reports • Adverse Actions of Installing and Servicing Dealers
804	Ordering Products and Credit Terms • Procedures • Price Changes • Credit Terms • Refunds/Written Consent • Standard Orders and Changes
805	Intellectual Property and Proprietary Information
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810	Right to Audit for Pricing Claims and Special Programs

Operating Letter

Operating Letter #801

January 1, 2013

CONTRACTUAL DUTIES

General Provisions

PURPOSE

Section 800 of these Operating Letters (hereinafter "Contractual Duties") is referenced in and incorporated into the Distribution Agreement and further describes the contractual obligations of the Distributor and International Comfort Products.

PROCEDURE

Definitions

As used in this section of the Operating Letters: "Agreement" means the current Distribution Agreement for the calendar year beginning on the effective date stated above. "Manufacturer" means International Comfort Products, LLC; "Distributor" means you; "Products" means Heil, Tempstar, Arcoaire, Comfortmaker, Keeprite, FAST or other designated brand heating and air conditioning products, accessories, parts, literature, and sales promotional materials; "Obsolete Products" means any Product that for the six months prior to termination of the Agreement was not included on a current price sheet from International Comfort Products, or was on a price list but noted as available only until supply exhausted; "Installing and Servicing Dealer" means independent contractors who install and/or service the Products; "Customer" means the end-user and/or owner to whom the Installing and Servicing Dealer sells Products; "Parties" and "Party" refer to the Distributor and/or Manufacturer.

Additional Documents

Manufacturer and Distributor agree to do all acts and things, and execute all instruments and documents, as may reasonably be necessary to carry out the provisions and intent of the Agreement, regardless of whether such acts, things, instruments, or documents are specifically provided for or contemplated in the Agreement or Operating Letters.

Non-Waiver of Default

No waiver of any provision of the Agreement or Operating Letters shall be implied by failure to enforce any right or remedy therein provided, and no express waiver shall affect any provision other than that to which the waiver is applicable and only for that occurrence.

Entire Agreement

The Agreement and Operating Letters supersede all previous agreements and understandings between the Parties with respect to the sale of the Products or the relationship of the Parties. The Agreement and Operating Letters constitute the entire Agreement between Distributor and Manufacturer concerning the matters discussed therein, and no other agreement, understanding, or representation of any kind shall be binding upon the Parties with respect to such matters except that any security agreement or corporate or personal guarantees between Manufacturer and Distributor made before, contemporaneous with, or after the execution of the Agreement shall be valid and binding upon the Parties.

Nonassignability

Distributors' personal reputation, character, skill and financial viability are crucial to performance under the Agreement and are material to Manufacturer's decision to enter into the Agreement with Distributor. Therefore, notwithstanding paragraph (11) below, Distributor may not assign or otherwise transfer Distributor's rights under the Agreement.

Compliance with Operating Letters

Distributor shall comply with the provisions of Manufacturer's current Operating Letters and any reasonable amendments thereto that Manufacturer may make from time to time.

Operating Letter

Non Exclusive Territories

Manufacturer believes that Distributor's promotional sales effort as a distributor will be most effective if such effort is directed to Distributor's Area of Responsibility as defined in the Agreement (hereinafter "Area of Responsibility"). Periodic evaluation of Distributor's performance will be based on Distributor's overall sales effort and results in its Area of Responsibility.

Distributor shall only sell or deliver the Products to Installing and Servicing Dealers located within the Area of Responsibility for resale and installation with the Area of Responsibility. Also, Distributor shall not sell the Products to others who would act as sub-distributors without the prior written approval of Manufacturer. Distributor will not sell Products over the internet for delivery to any location outside the Area of Responsibility, and shall not knowingly sell Products to any other party who does so.

Legal Relationship of Parties

Distributor acknowledges and agrees that it is not an Installing and Servicing Dealer of the Products and that the Agreement is not intended to create, and does not create, and shall not be construed as creating any franchise or business opportunity rights under any federal, state, or local law, and Distributor hereby acknowledges and agrees that such laws will not be in any way applicable to the relationship created by the Agreement.

Distributor shall be responsible for all expenses or disbursements incurred or made by Distributor. Distributor shall be responsible for the hiring, compensation, termination, and all other matters relating to any persons, companies, or corporations employed by or associated with Distributor.

Electronically Transmitted Documents

The Parties hereby acknowledge and agree that any electronically transmitted data, document, or printout is considered to be as any other admissible written instrument, and if it contains a signature or other indicia of intention to authenticate, the writing will be deemed to have been signed. Each Party is responsible for ensuring that it can effectively and reliably transmit and receive such documents, and each Party shall take actions that are reasonably sufficient to prevent unauthorized transmissions and to protect all documents from improper access.

Notices

Whenever the Agreement or Operating Letters require notice to the other Party, the notice shall be in writing and shall be effective when personally delivered to the other Party or when mailed through the U.S. Mail by certified mail with a return receipt requested properly addressed to the other Party at the address set forth in the Agreement, or when delivered by a courier service such as, by way of example only, FedEx or DHL Express. Distributor hereby agrees that all service of process may be made by registered mail directed to Distributor at the address set forth in the Agreement and that such service will be complete and effective upon receipt.

Successor-in-Interest

Any successor-in-interest of either Party to the Agreement shall have and be entitled to exercise any and all discretion, rights and powers of the original Party. However, this provision shall not restrict or in any way invalidate any other right or power granted in any other provision or paragraph of the Agreement or Operating Letters.

Severability

If any provision of the Agreement or the Operating Letters is found by a court of competent jurisdiction to be invalid or unenforceable, the remaining portions of this Agreement shall not be affected and shall be given full force and effect; provided that, if the invalidity or unenforceability of such provision(s) in any way, in the sole opinion of the party to whom such consideration was due, impairs some consideration for this Agreement, the Agreement shall be and become null and void, at the sole option of such party. Additionally, the parties herein agree that this section of the Agreement constitutes consideration for the Agreement and that each individual part of the total consideration contained throughout this Agreement is considered to be essential to this Agreement.

Operating Letter

Operating Letter #802

January 1, 2013

CONTRACTUAL DUTIES

Installing and Servicing Dealer Selection and Training

PROCEDURE

Distributor, not Manufacturer, is responsible for the selection and qualification of Installing and Servicing Dealers. Methods of selecting and qualifying Installing and Servicing Dealers are solely Distributor's responsibility. Distributor agrees to take reasonable and appropriate action, including training of Installing and Servicing Dealers, to assure that they can properly select, install, and maintain the Products. To assist Distributor in Installing and Servicing Dealer training, Manufacturer will make periodic and limited service training available, for a reasonable fee, to Distributor and Installing and Servicing Dealers. This training is not intended to substitute for a full-time technical school or training wherein a degree, diploma or certificate might be awarded.

Operating Letter

Operating Letter #803

January 1, 2013

CONTRACTUAL DUTIES

Sales Duties and Warranty Support

PROCEDURE

General

Distributor shall advance the sale of the Products by the following methods:

- Actively participating in sales promotions made available to Distributor by Manufacturer.
- Encouraging Installing and Servicing Dealers to advertise and promote the Products and participate in sales promotions made available by Manufacturer.
- Providing sales and current product training to each of Distributor's salespeople.
- Coordinating Installing and Servicing Dealer advertising with Manufacturer to assure that it follows Manufacturer's guidelines and requirements and does not mislead or deceive Customers, provided that sole responsibility, for the legality or otherwise, of such advertising is and remains the sole responsibility of the entity proposing the same.
- Purchasing sales promotional literature, advertising packages, signs, and point-of-sale materials in sufficient quantities to provide Installing and Servicing Dealers with support appropriate to their marketing efforts.
- Purchasing, in the Yellow Pages telephone directory, a listing of Installing and Servicing Dealers that offer the Products as applicable in Distributor's area of responsibility.

Customer Complaints

Distributor shall cooperate fully with Manufacturer to resolve customer complaints concerning the Products. Distributor shall make no representations regarding the Products other than representations contained in promotional or informational materials provided by Manufacturer.

Forecasts

Distributor shall prepare, with the assistance of Manufacturer's regional sales representative, forecasts of Distributor's Product needs and shall furnish such forecasts to Manufacturer when requested. Additionally, if requested, Distributor shall provide to Manufacturer a report of Product inventory and statistical information concerning sales by models and quantities of the Products sold to Sears, Roebuck & Co.

Promotional Duties

To all Installing and Servicing Dealers who buy Products from Distributor, Distributor shall make available on a proportional basis any advertising allowances and other promotional payments, materials, and services that from time to time may be made available to Distributor by Manufacturer for use by the Installing and Servicing Dealers.

Manufacturer requires that its Products be sold in compliance with applicable laws at all levels of distribution. The Federal Trade Commission's "Guides for Advertising Allowances and Other Merchandising Payments and Services" sets forth the required standards under the Robinson-Patman Act. To insure compliance with these guides, Distributor shall:

Operating Letter

- Offer to all Installing and Servicing Dealers buying Products from Distributor all promotional materials offered by Manufacturer to Distributor.
- Inform all of Distributor's Installing and Servicing Dealers annually (and with respect to new Installing and Servicing Dealers at the time of their appointments as Installing and Servicing Dealers) of the types and availability of all promotional materials. Such information shall include a description of the promotional materials and all other relevant details. If the promotional materials are used in connection with a seasonal promotion or other promotion requiring reasonable advance notice, the notice must be given in time for each Installing and Servicing Dealer to decide whether to participate.
- Distribute the promotional materials to all of Distributor's Installing and Servicing Dealers who wish to have them.
- Distribute the promotional materials to Distributor's Installing and Servicing Dealers in proportion to the Installing and Servicing Dealer's respective unit or dollar volume of purchases of the particular Products being promoted.
- Upon request, certify to Manufacturer, on forms to be provided by Manufacturer, that Installing and Servicing Dealers are being treated in conformity with the requirements of the Robinson-Patman Act or other applicable law.
- Cooperate with Manufacturer, which may make spot checks of Distributor's Installing and Servicing Dealers in order to verify that Installing and Servicing Dealers have been notified of the availability of the promotional materials furnished by Manufacturer.

Records and Reports

Distributor shall comply at all times with all laws, ordinances, rules and regulations applicable to the Products and the sale thereof. Distributor shall cooperate fully with Manufacturer in complying with any governmental agency order or rule of law that obligates Manufacturer or Distributor to take reasonable steps to remedy any Product problems and/or defects including, but not limited to, the determination of to whom Distributor sold Products.

Distributor shall maintain records to track the sale of specific products in the event of a recall, as required by the Consumer Product Safety Act, and Distributor shall advise Distributor's Installing and Servicing Dealers to maintain similar records. Distributor shall assist and cooperate with Manufacturer by providing this information on request. If Distributor is unable to promptly comply with such a request, Distributor agrees to establish a time, during reasonable working hours, for Manufacturer to have access to Distributor's records or to audit Distributor's records pertaining to safety matters.

Warranty Support

In order to make certain that prompt and efficient service and warranty support are available, Distributor shall:

- Provide service to users of the Products through Installing and Servicing Dealers who service the Products and by designating an employee within Distributor's organization as a Technical Service Advisor (hereinafter referred to as "T.S.A.") and by supporting and participating in Manufacturer's T.S.A. Program. The T.S.A. must be qualified and technically competent as provided in the T.S.A. Program.
- Provide parts, under the terms of the Products warranties, to persons performing warranty service in Distributor's Area of Responsibility.
- Use only parts acquired from or listed by Manufacturer for in-warranty replacement parts on the Products unless Manufacturer has notified Distributor that such parts are not available. Manufacturer does not provide any warranty for parts that do not come from Manufacturer.

Operating Letter

- Maintain an adequate inventory of approved parts for warranty service and repair of the Products.

Adverse Actions of Installing and Servicing Dealers

If any of Distributor's Installing and Servicing Dealers take actions that in the opinion of Manufacturer are materially adverse to Manufacturer's interest including, but not limited to, the submittal of false claims, warranty or otherwise, in an attempt to defraud Manufacturer, Distributor agrees to terminate, upon Manufacturer's request, the sale of the Products to any such Installing and Servicing Dealer.

Operating Letter

Operating Letter #804

January 1, 2013

CONTRACTUAL DUTIES

Ordering Products and Credit Terms

PROCEDURES

All orders from Distributor are offers for the purchase of Products and are subject to acceptance by Manufacturer in Tennessee. Title and risk of loss passes to Distributor when the Products are duly delivered to the carrier, and Distributor shall be responsible for obtaining insurance beginning at the time of shipment.

Manufacturer reserves the right, in its sole discretion, to reject orders, to revoke acceptance of orders, to cancel or limit deliveries of Products that are in short supply or discontinued, to alter the design of any Product, to add new Products, and to allocate supply of Products. Manufacturer shall not be liable to Distributor or Distributor's Installing and Servicing Dealers for any failure to fill orders.

Orders will be sent to Manufacturer's order department in Tennessee. Generally, Distributor's order of specific model numbers requires Manufacturer to manufacture and assemble, after receipt of the order, to meet the requirements of the order. Thus, the majority of the Products are made to fill specified orders.

PRICE CHANGES

Payment for Products shall be at the prices, terms, and conditions of sale in effect at the time of shipment. Such prices, terms, and conditions are contained on Manufacturer's current price sheets or are otherwise located within these Operating Letters. Manufacturer reserves the right to revise its prices, terms, and conditions of sale at any time without prior notice. However, Manufacturer shall make reasonable efforts to notify Distributor 30 days in advance of any such revision.

CREDIT TERMS

Credit terms applicable to purchases shall be determined solely by Manufacturer. All orders are subject to credit approval until shipped. Credit decisions are made at Manufacturer's administrative offices in Tennessee, at Manufacturer's sole discretion.

REFUNDS/WRITTEN CONSENT

No refunds, discounts, credits, or allowances shall be given on Products returned to Manufacturer without its prior written consent, regardless of the reason for such return.

STANDARD ORDERS AND CHANGES

To provide reliable Product availability to Distributor, Manufacturer has established an order entry and shipping policy, which includes specified time periods within which to cancel orders. Distributor hereby agrees to follow such policy.

Operating Letter

Operating Letter #805

January 1, 2013

CONTRACTUAL DUTIES

Intellectual Property and Proprietary Information

PROCEDURES

All trademarks, service marks, trade names, copyrights, patents, proprietary information and other intellectual property related to the Products or Manufacturer or its programs or services, whether now or hereafter used or owned (hereinafter collectively referred to as "Intellectual Property"), are the property of Manufacturer. Distributor is permitted to use the Intellectual Property only in the form, style, manner, and time period specified by Manufacturer and only during the duration of the Agreement. Distributor shall assist Manufacturer in its continuing efforts to assure proper use by others of the Intellectual Property and shall immediately bring to the attention of Manufacturer all instances involving misuse or possible misuse of the Intellectual Property.

All materials and information concerning the manufacturing, marketing, or distribution of the Products shall be treated by Distributor as confidential, and Distributor agrees not to disclose any confidential or proprietary information relating to Manufacturer, its business, its Products, or its Customers to any third party, except to the extent that such use or disclosure (i) is required in the performance of Distributor services hereunder or (ii) has been authorized in writing by Manufacturer. All documents and materials furnished to Distributor shall remain the property of Manufacturer, and upon the termination of the Agreement, Distributor shall promptly return such documents and materials to Manufacturer together with all records and information and copies thereof in Distributor's possession. Following termination, Distributor shall not retain or use at any time confidential information obtained from Manufacturer and shall not retain or use any of Manufacturer's Intellectual Property. Distributor shall not acquire any rights to the Intellectual Property. If, during the term of the Agreement, any such right should become vested in Distributor by operation of law or otherwise, Distributor shall assign such rights to Manufacturer upon Manufacturer's request or upon termination or expiration of the Agreement.

Operating Letter

Operating Letter #806

January 1, 2013

CONTRACTUAL DUTIES

Defaults and Delinquent Accounts/Remedies

PROCEDURES

In the event one or more of Distributor's payments to Manufacturer is in arrears (unpaid as of the net due date), Manufacturer shall have the right to take any one or more of the following actions:

- Withhold shipments to Distributor.
- Reject or cancel all or any orders from Distributor.
- Sell to Distributor on different terms and conditions.
- Terminate the Agreement upon such notice as is otherwise set out herein or in the Agreement.
- Repossess or reclaim any Products sold to Distributor on credit.
- Exercise any rights provided to Manufacturer pursuant to any security agreement between Distributor and Manufacturer.
- Institute a reclamation action or institute litigation to recover such payments if Distributor has not made arrangements for payment satisfactory to Manufacturer as evidenced by a written document from Manufacturer.
- Exercise any and all rights and remedies available at law or in equity.

Operating Letter

Operating Letter #807

January 1, 2013

CONTRACTUAL DUTIES

Termination of Distribution Relationship

PROCEDURES

Notice of Termination, Partial Termination and Survival

Either party may terminate a distribution Agreement and/or the distribution relationship for any cause whatsoever, or without cause, upon a minimum of ninety days' written notice, or such other notice procedure and period as may be required by applicable law. If Distributor has more than one distributor agreement with ICP, or if an Agreement involves two or more Product Lines, Brands, or Territories, a partial termination may be made. Indemnification rights, and other rights under the Agreement that are expressly intended to survive, shall survive any termination of the distribution relationship and expiration of the term of the Agreement.

Termination for Just Cause

The failure of either party to comply with the terms of an Agreement shall constitute good, just and reasonable cause for termination by the other party on thirty days' written notice. Failure of either party to terminate the Agreement because of such noncompliance shall not be deemed a waiver of the right to do so.

Immediate Termination for Certain Causes

ICP may immediately terminate Distributor's appointment, a Distribution Agreement and the distribution relationship by giving written notice to Distributor at any time after any of the following: (a) close-out, transfer or sale of a substantial part of Distributor's business related to the distribution of Products; (b) a change in the location of Distributor's places of business without ICP's advance written consent, which consent will not unreasonably be withheld; (c) default by Distributor under any debt, debt instrument or security agreement between Distributor and ICP; (d) revocation or discontinuance of any guaranty of Distributor's present or future obligations to ICP; (e) the falsification of records, contracts, reports, or any other documents Distributor has submitted to ICP or its affiliates; (f) misrepresentations as to the direct or indirect ownership of Distributor or as to the financial status of Distributor, Distributor's principals, or a guarantor of Distributor's present or future obligations to ICP; (g) any misrepresentation by the Distributor to ICP upon which ICP has relied to its detriment; or (f) acts by Distributor that damage the goodwill of ICP or its brands or the Products.

Material Adverse Financial Events

Either party, in case of insolvency or bankruptcy of the other, or the appointment of a Receiver or Trustee, or an assignment for the benefit of creditors, or entry of a judgment, or issue of a warrant of attachment against the other's property, or any event which may affect the other's credit and payment of obligations, or order of a court of competent jurisdiction, the entering into a forbearance agreement with a lender, or a defaulting or acceleration of a loan agreement, may terminate, at its option, a Distribution Agreement and/or relationship immediately on written notice, without incurring any obligation to the other from said termination.

Operating Letter

Operating Letter #808

January 1, 2013

CONTRACTUAL DUTIES

Inventory Return Following Termination by Wholesale Distributor or by Manufacturer for Stated Good Cause

PROCEDURES

In the event: (a) the Agreement is terminated by Distributor; (b) Distributor fails to sign and return a new Distribution Agreement within 30 days of receipt of a new Distribution Agreement and after the expiration of the current Agreement; or (c) the Agreement is terminated by Manufacturer for fraud, misrepresentation, nonpayment or acts of Distributor that damage the goodwill of ICP, its brands or the Products, then:

- Manufacturer shall have the right, but not the duty, to purchase from Distributor's inventory any or all Products that are current, unused, complete, undamaged and in their original containers, at the net price paid by Distributor for such Products less:
 - Freight charges
 - A reasonable restocking charge
- Distributor shall deliver all of the repurchased Products free and clear of all liens and encumbrances together with a bill of sale or other document transferring title to Manufacturer, along with any documents necessary to comply with any provisions of the bulk sales act or applicable law. The Products shall be shipped, at Distributor's expense, to the location selected by Manufacturer; provided, however, that the freight charge to ship the Product to the location selected by Manufacturer does not exceed the freight charge to return the Product to Manufacturer's distribution center in Tennessee. Any obligations of Manufacturer to Distributor, including, but not limited to, Manufacturer's purchase of Products from Distributor's inventory, may be offset against any amount that Distributor owes to Manufacturer. Upon receipt of repurchased products by Manufacturer, Distributor's account will be credited for the amount due under Subpart A above. If such credit results in a credit balance due to Distributor, after deduction of all amounts otherwise due Manufacturer, a payment in that amount will be issued to the Distributor.

Operating Letter

Operating Letter #809

January 1, 2013

CONTRACTUAL DUTIES

Inventory Return Following Termination by Manufacturer Without Stated Just Cause

PROCEDURES

If (a) the Agreement is terminated by Manufacturer without stated just cause; or (b) Manufacturer elects not to enter into a new sales agreement when the term of the Agreement expires, then:

- Manufacturer will have the right and the duty of repurchasing from Distributor the current Products and parts that are unused, complete, undamaged, in their original containers, at the net price paid by Distributor for such goods.
- Distributor shall deliver all of the purchased Products free and clear of all liens and encumbrances, together with a bill of sale or other document transferring title to Manufacturer, along with any documents necessary to comply with any applicable provisions of any bulk sales act or other applicable law. The Products shall be shipped to a location selected by manufacturer within 90 days of the date of termination or expiration of the Sales Agreement. The Manufacturer shall specify the transportation carrier and shall pay freight.

Any obligations of Manufacturer to Distributor, including but not limited to Manufacturer's purchase of products from Distributor's inventory, may be offset against any amount that Distributor owes to manufacturer.

If the Agreement is terminated or no new Agreement is entered into, Manufacturer shall notify Distributor of all amounts owed by Distributor to Manufacturer, less the appropriate credit for the repurchase of Products by Manufacturer as provided herein. After applying such repurchase credit all amounts, still owing by Distributor, if any, shall be due and payable as of the due date of any unpaid invoice or as of the date of termination, whichever occurs later. If such repurchase credit results in a credit balance due to Distributor, payment for such amount will be issued to Distributor on receipt of repurchased Products by Manufacturer.

If, as of the date of any notice of termination, Manufacturer considers Distributor to be a credit risk, Manufacturer may in its sole and absolute discretion require payment in advance on any unshipped orders or portions thereof.

Operating Letter

Operating Letter #512

January 1, 2013

FAST PARTS

Credit Requests

PURPOSE

The purpose of this Operating Letter is to define guidelines for requesting credit for the following allowable reasons:

- Invoice error
- Pricing error
- Shortage
- Wrong part shipped and do not wish to return
- Freight charged incorrectly
- Overages and do not wish to return (customer notification/request will be used to generate billing for the overage)

GUIDELINES

1. If necessary to request credit based upon one of the reasons listed above, please contact your FAST Parts customer service representative as requests to return material need prior approval.
2. FAST Parts will not honor any requests for credit involving freight damaged compressors shipped where the customer requested a shipping method of Federal Express or UPS.
3. Replacement Parts – If an error is made by FAST Parts, replacement parts are not automatically shipped. If replacement parts are needed, a new order must be entered and processed.
4. Approved claims will be processed for payment once all approvals and audits are complete. To request status of a claim, please contact your FAST Parts customer service representative.
5. Rejected claims will be returned to the distributor, along with the appropriate reason(s) for rejection.