



November 2011

To Our Valued Distributors:

Earlier this year, ICP announced that we would approach the implementation of ServiceBench, our new warranty claims processing system, in three phases. The three phases are **Security Setup and Entitlement**, **Claims Processing Pilot** with a few distributors, and then final roll out to all distributors for **Claims Processing**. Our three phase approach allows us to segregate the training to specific users and also manage some of the changes and work necessary for the system implementation.

We will officially kick off the first step of phase one next week with your Warranty Security Administrators (WSA). The WSA role is new. The WSA is responsible for all warranty setup and access profiles in ServiceBench for your company. To help us define the right person for this new role, we reached out to your eBusiness person for guidance. We have done some pre-work with your WSA to define how many accounts you have and if they are used for filing warranty claims. The next step is assigning the different access profiles for your employees and the registration of your dealers.

We appreciate your endorsement and support of our phase one ServiceBench implementation with your employees. If you have questions or need additional clarification, please let me know.

Regards,

A handwritten signature in black ink that reads 'Cindy Farmer'.

Cindy Farmer

Director of Customer Service

International Comfort Products, LLC

650 Heil-Quaker Avenue, Lewisburg, Tennessee 37091