



Advanced Heating
& Hot Water Systems

HTP Warranty Update Must Have Pictures



HTP Wholesalers, Contractors, End Customers

January 5, 2017

Subject: HTP Warranty Process Update

Dear HTP Wholesalers, Contractors, End Customers:

Please find following an update on the HTP Warranty Process from Jason Alpert , HTP Manager of Customer Experience. We would like to highlight the following:

- Beginning April 1st, 2017, HTP will require pictures with all warranty claims.
- HTP will no longer accept warranty claim requests entered by sales representatives. Claim requests must be entered by end customers, contractors, or wholesalers.

Thank you for your continued support. Please contact this office with any questions, concerns or issues.

Sincerely,
JTG/Muir Company





Advanced Heating and Hot Water Systems

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December, 2016

Dear Valued Sales Representative,

Nearly a year has passed since the launch of the HTP Warranty Wizard, and it has received rave reviews in many quarters. It has also greatly improved our claim resolution time in that we have closed out 39% of claims within 1 day and 76% of claim requests within 7 days. We can improve this even further as more customers provide the needed information up front. With that in mind we are working towards making improvements that will benefit us all.

When we launched the Warranty Wizard, we had a number of goals for the tool. The most important goal was to capture more information and gain greater insight into the failure mode of our products, all in an effort to make them better. We are working on enhancements to the tool, which will allow us to better study and learn from the failures.

Unfortunately, we have not received as many pictures as we were expecting. Some customers have done a great job in this area and we thank you for that. Others have not followed through on this. In today's technology centric world there are always ways to send in pictures.

Beginning April 1st, 2017, we will require pictures with all warranty claims. The tool has already been designed in such a way that anyone with either a serial number or a claim request number can upload photos. We recognize that we may get people who are new to the process, so we will be implementing a 3 strikes policy for contractors. Notice will be sent to them in an effort to educate them after each incident where photos are not provided. They will be given the opportunity to file claims, but if after 3 claims in which they do not provide pictures, we will deny their claims due to being incomplete.

We will also require that the process be followed in the correct manner. A warranty claim must be approved and an RMA number provided prior to providing a credit for a replacement product. We will no longer accept warranty claim requests entered by sales representatives. Claim requests should be entered by end customers, contractors, or wholesalers.

We expect you to communicate this down your distribution channel to your customers and their customers that this is happening. We will also be communicating to any contractors whose emails we have in the Warranty Wizard and HTP Rewards. We plan to send out another communication February 1st and March 1st ahead of the April 1st transition date.

Sincerely,

Jason Alpert

HTP Manager of Customer Experience