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Date: August 9, 2017
To: All Advanced Distributor Products Representatives
Subject: ADP limited warranty terms update

In the past ADP has maintained separate limited warranty documents for each product family. To streamline this, we have combined these into a new common document. In addition, we have added a dispute resolution process. This process, which has been adopted by all major OEM brands, provides clarity around how disputes will be resolved.

We have also made two clarifications to the warranty terms to address specific issues or questions that have been raised in the past:

- Warranty claim information must be submitted to ADP no later than 90 days after part failure date
- Extended warranties require the unit is installed in an owner occupied single-family residence

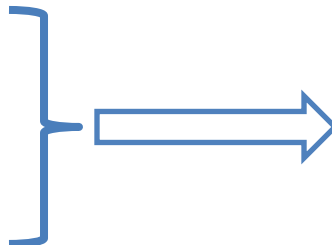
The updated warranty terms apply to all product manufactured after 8/1/2017 and is not retro-active.

Products manufactured **before** 8/1/17

Products manufactured **after** 8/1/17

Coil standard warranty
 Air Handler standard warranty
 Unit Heater standard warranty
 Parts/Accessories standard warranty

Coil extended warranty
 Air Handler extended warranty



ADP limited warranty terms

The updated document is attached, and can be accessed in the future from www.adpnow.com.

If you have any questions or concerns, please contact your RSM.

Best regards,

Timothy Orr
Director, Sales & Product Management