

# APB11-108 PRODUCT BULLETIN

**TO:** Manufactured Housing Distributors

**FROM:** Matt Lattanzi

**DATE:** May 31, 2011

**RE:** Service Net Update

ROUTE TO:	√ SEEN	No. of Copies Distributed

NORDYNE announced the decision to terminate the Watchdog ESA program and move this program to Service Net per bulletin APB11-101. This bulletin indicated the below transition plan.

May 1, 2011: Program documents available including new pricing

June 1, 2011: Service Net Program goes live

July 1, 2011: Watchdog program is turned off

Unfortunately, we were unable to provide the program documents as scheduled. However, the program information is now available on our e-nora website under the Contractor's Preferred tab shown below.



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The revised transition plan for the change to Service Net is as follows:

Available: Program documents available including new pricing

June 1, 2011: Service Net Program goes live

August 1, 2011: Watchdog program is turned off

The Service Net program is an installer-based on-line program. In other words, extended labor plans are purchased on-line by the installing contractor and claims are filed on-line by the contractor. **Prior to purchasing Extended Service Agreements the dealer must first complete the dealer enrollment form located on e-nora and send to Service Net as indicated. ESA purchases and claim submittals can be done on-line at [www.contractorspreferred.com](http://www.contractorspreferred.com).**

**Watchdog plans purchased between July 1, 2011 and August 1, 2011 will need supporting documentation indicating a job quote, proposal, bid, etc. that is dated prior to July 1, 2011.**

We appreciate your business and your continued support of NORDYNE products. If you have any questions, please contact your regional sales manager.