

June 16, 2009

To: HydroHeat Wholesalers and Dealers

Subject: **New Warranty Policy**

HydroHeat, LLC is proud to announce a new Warranty Policy for our geothermal line of heat pumps. In an effort to better serve our customers, the new policy will be a **2 Year Parts & Labor Warranty and 5 Year Warranty on certain Refrigeration Components from the date of homeowner purchase**. This Policy will be retroactive to cover all units manufactured by and purchased from HydroHeat, LLC since January 1, 2009.

We have also streamlined our labor reimbursement policy by publishing a labor allowance schedule based on the part being replaced. Enclosed is the labor allowance schedule.

As part of our new Warranty Policy, we will be implementing a new Warranty Claim Form. Our current Return Material Tag form (RMT) and Request for Labor Allowance form (RLA) have been consolidated into one form that will be submitted for all parts and labor claims. This form will also be used to request returns on unused parts and part repairs outside of warranty. A copy of this form is attached along with our new Warranty Policy. This form can be found on our website, [www.hydroheat.com](http://www.hydroheat.com) at the Wholesaler/Distributor login. If you do not have a wholesale distributor login, registration can be completed on our website. Please begin to use this new form immediately by submitting you claim request to our claims department at [claims@hydroheat.com](mailto:claims@hydroheat.com) or fax to (412) 373-7766.

HydroHeat, LLC is proud to be your source for geothermal heat pumps and we look forward to working with you to grow sales in your market in 2009 and beyond. If you have any questions, please contact me or your Regional Sales Manager.

Sincerely,

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Director of Sales & Marketing  
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Enclosures (4)

