

**IMPORTANT NOTICE REGARDING YOUR WARRANTY CLAIM  
PROCESSING**

To: Authorized Dealers, Warranty Administrators  
From: Kool Star Technical Service Department  
Subject: Online Warranty Submission

Kool Star is pleased to announce that you now have the ability to submit claims to us electronically using Warranty Central. This will reduce the time it takes to process your warranty claims. **Starting November 1, 2010**, all warranty claims should be submitted through Warranty Central. Listed below are the instructions on getting you started.

**Your username and password information is as follows:**

Your username is “KST” plus your Kool Star vendor number. For instance, if your Kool Star vendor number is 55748, then your username is KBT55748. If you don’t know your Kool Star vendor number, please e-mail us at [warranty@koolstar.com](mailto:warranty@koolstar.com).

Your password is your account number plus ‘KST’. For instance, your Kool Star vendor number is 55748, then your password is 55748KST.

The website address to access Warranty Central is [www.warrantycentral.net](http://www.warrantycentral.net).

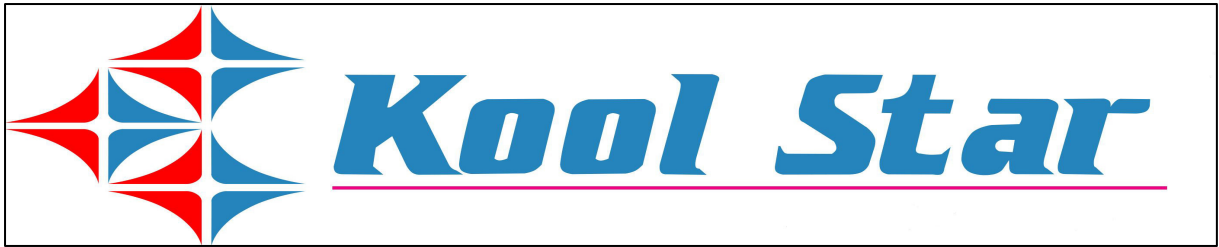
**Before you get started!** Before you begin using Warranty Central, it is imperative that you log in and make sure your company information is correct and up-to-date. To update your company information in Warranty Central you will log in and go to Setup/Company Information. Once you add to or update any of the fields, be sure to save your changes. If there is a change in your address, please contact Kool Star at 310-952-8000.

**How to get Started!**

**Training Information:** For step-by-step instructions on how to use Warranty Central, you will log into your account and click on the Tech Support Icon. In the Tech Support section you will see a link to the Warranty Central User’s Guide. To learn how to submit a claim, click on this link. If you still need assistance, please give Service Management Group a call when you have a claim ready and they will walk you through the process.

**Technical Issues:** If you experience any problems with the system or need help, contact Service Management Group at 866-213-2362 or 601-268-7330 and ask for Warranty Central Support.

**Claim & Warranty Issues:** If you know that your problem is specifically related to a discrepancy in labor rates, part numbers, part pricing, warranty policy exceptions, serial numbers or something that only a Kool Star Administrator can resolve, please call Kool Star at 310-952-8000 or e-mail us at [warranty@koolstar.com](mailto:warranty@koolstar.com).



To: All Kool Star Service Providers  
From: Kool Star Service  
Date: 11/1/2010

Subject: Compressor Program

This is a just a reminder that we are still shipping all 1<sup>st</sup> and 2-5 year compressor failure replacements from our factory. Upon receipt of a replacement compressor from the factory, please return a copy of the enclosed packing slip and the tag from the defective compressor to the factory.

1<sup>st</sup> year compressors in most cases will need to be returned to the factory for return to vendor and for any warranty service being submitted for payment. Your service technician should be able to advise.

We also ask that specific parts be returned to factory to ensure warranty payment on any claims you may file. Your service technician will instruct you when a part, other than a compressor, needs to be returned to the factory.

It is Kool Star's intention with these policy changes is to make it easier & more profitable for you, our Service Provider, when doing business with Kool Star. This change will also enable us in the improvement of quality for our equipment by compiling compressor & part failure data. We will use this data as we are working with our vendors to improve the reliability of our product. Your cooperation in this endeavor is greatly appreciated.