



Date: June 1, 2020

To ensure that we provide the best warranty service support to the customers who purchase Nor-Lake and Master-Bilt products, we have identified the need to have a select network of service companies and identify them as our Authorized Service Providers. Over the past 12 months, we have worked to develop this network and solidify our relationship with these companies. Beginning July 1st, 2020, only service companies who are in our authorized service network will be eligible to submit claims to Nor-Lake and Master-Bilt for warranty reimbursement. Work performed by non-authorized service agents will not be eligible for warranty reimbursement. This would apply to non-authorized service companies seeking reimbursement or end users seeking reimbursement for work they paid for out of pocket to non-authorized service companies.

We firmly believe this change will allow us to better serve all of our customers who need warranty repair work. Limiting our network will allow our end users to be serviced by companies with vast experience with our catalog of products. Our network of authorized service providers can be easily identified through our service company locator on the websites of both the Nor-Lake and Master-Bilt brands.

We recognize that many end users have a favorite refrigeration company or maintenance company they contact to work on their equipment. Although many of these companies will be Authorized Service Providers, some will not. Regardless of if these companies have submitted warranty reimbursements in the past, effective July 1st, only authorized service providers, as featured on our websites, will be reimbursed for warranty work. End users can continue to use whichever service company you would like for non-warranty related repairs.

Work completed prior to this change on July 1st will be reimbursed by whichever service company completed the work. However, our warranty guidelines stipulate that claims must be submitted within 90 days of the work being completed, so very old claims will not be reimbursed moving forward.

Please share this memorandum with all pertinent parties who will be impacted by this change.

Should you have any questions or concerns, please reach out to me.

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