



Dear Valued Service Provider:

In August of 2002, **MARTA COOPERATIVE**, a national buying group representing over 100 high-volume appliance and electronics retailers designated Warrantech as their preferred extended warranty provider. The selection of Warrantech represents an opportunity for an additional 455 storefronts in 26 states to sell Warrantech's extended warranty program.

Additionally, **Rex Stores, a 255-store chain** selling electronics and appliances, recently engaged Warrantech to sell renewals on all extended warranties approaching their expiration date. This agreement also allows Warrantech to handle the "Second Effort" program for **Rex Stores**. Warrantech will solicit **Rex** customers who did not purchase an extended warranty with their product.

With the **addition of more than 700 retail locations** offering our extended warranty program Warrantech will experience a substantial increase in the need for qualified service providers.

You are receiving this letter because your service center has either been identified as a **MARTA/Rex Stores** preferred service provider or you are currently an active service provider for Warrantech. We would like take this opportunity to establish or enhance our business relationship. We ask for your assistance in assuring that we continue to provide the very best service to our existing and growing customer base.

If you are a *current* Warrantech service provider we would like the opportunity to review/update your profile to ensure that we have all of your current information. This will allow us to appropriately assign service to your location. This review will also help us recognize any new types of service offerings that you may be able to provide to our customers.

If you are a *new* servicer to Warrantech, we need to collect your information for entry into our service dispatch database. This will help us determine which products you can service for **MARTA, Rex Stores** or any other retailers in your service area on behalf of Warrantech service contract holders.

Finally, this review will also afford us the opportunity to update you on all of the improvements that Warrantech has made over the last year which make submitting claims so much easier for you.

With the addition of Jim Rolison as Senior VP of Service Network and Mike McCray as Service Network Project Manager, Warrantech was able to benefit from their many years of experience as service business owners and officers/board members of NESDA. This experience has made them acutely aware of what servicers need in order to create a mutually beneficial relationship with Warrantech.

The following changes have been made to ensure that your experience with Warrantech is smooth and easy every time:

1. **Electronic Claims** submission through [www.wcpsonline.com](http://www.wcpsonline.com). By using WCPSONline you will drastically reduce submission errors and rejections thus speeding up the payment process. This is a service available to all of our contracted service providers and has resulted in our current rate of payment of less than 21 days.
2. **Parts invoices** have been eliminated in favor of the electronic process.
3. **Increased Pre-Authorizations** for our contracted service providers enables you to complete more repairs without having to contact Warrantech for special authorizations. Warrantech provides competitive pre-authorized rates in your area for each repair category.
4. **Established "Priority Phone Extensions"** for service center personnel and on-site technicians enabling them to get quick answers or authorizations without excessive hold times.
5. **Improved handling of submitted estimates.** Most estimates are handled the same day or by the next morning depending on what time we receive the estimate.

In order for current service providers to benefit from these improvements it is important that you submit an updated profile and sign a new agreement with Warrantech. This process will also provide you with the opportunity to renegotiate your rates, add new manufacturer certifications and update your ZIP code coverage areas. Once your new agreement is in place, you will receive your pre-authorization table and a username/password for access to WCPSONline.

We look forward to a mutually profitable relationship and hope to hear from you in the near future! Should you have concerns or additional questions please feel free to contact Sheila Gullett, Senior Service Network Coordinator or Mike McCray via fax, voicemail or e-mail using the information listed below:

**Service Network Contact Information:**

Voicemail: 800-328-2655 x6177

Fax: 817-785-6713

E-mail: [servicenetwork@warrantech.com](mailto:servicenetwork@warrantech.com)

Thank you,

Jim Rolison, Senior VP of Service Network  
Warrantech Consumer Product Services

# Instructions for Completing the Information Packet

**Exhibit A**, Service Provider Information: Fill in the appropriate information concerning your qualifications, number of service technicians, hours of operations, etc.

**Exhibit B**, Service Facility Locations: REMIT to ADDRESS: Address where checks will be mailed must be filled in even if there is only one location. Other locations may be listed after the Remit to Address.

**Exhibit C**, Manufacturer Warranty Authorizations: Please include your manufacturer ASC number. Place an X for each product you are authorized for, each product you service only as COD and each product for which you provide On-site service. Please fill out even if you are not an ASC, this information is important to WCPS.

**Exhibit D**, Recommended Equipment: Check the box next to the test equipment you own.

**Exhibit E**, Rate Structure: Please complete the rates for the types of service you perform.

**Audio Video** - Provide flat rates for all rate schedule categories. *No hourly rates.*

**Appliance** - Provide labor rate and service call/trip charge. *No hourly rates.*

**Computer Products** - Provide carry-in flat labor rate. Trip and labor for on-site computer service is a combined flat rate excluding part(s). *No hourly rates.*

**Depot** - Please provide flat rate shipping, labor and part(s) fee per item that you will be servicing. Include method of shipping, i.e. two or three way shipping and if you will be providing a box for the customer to ship their product.

**Exhibit F**, Zip Codes: - The area you service on-site. You can find zip codes in your local phone book. [www.usps.gov](http://www.usps.gov) is also a resource. If the zip codes are substantial, you can email a spreadsheet to [servicenet@warrantech.com](mailto:servicenet@warrantech.com) along with the rest of the information packet.

**Exhibit G**, Servicer Invoice Requirements: If you do not use a NARDA/NESDA form, please provide a sample of your invoice. We require that it include the information listed on this Exhibit G.

**Exhibit H**, Sample NARDA: For your reference. It is very important to include all the highlighted information.

**Exhibit I**, Trade References: A list of vendors with whom you are in good standing.

**Exhibit J**, Certificate(s) of Insurance: This Certificate must provide coverage for General Liability/Contractual Liability with the following limits; Bodily Injury - \$1,000,000.00; Property Damage - \$1,000,000.00; Bailee Legal Liability - \$100,000.00. In addition, a Certificate of Workers Compensation Insurance and, if providing On Site repairs, a Certificate of Auto Insurance must be included.

**Exhibit K**, W-9 Request of Taxpayer Identification Number and Certification: Signed by an officer of the company [available on [www.IRS.gov](http://www.IRS.gov)]

**Exhibit L**, Photos (Optional): Photos of Service Center Work Area, Storefront, Customer Reception Area and, if performing On-site service, and photos of your Service Vehicles.

**Exhibit M**, Important Warrantech Contact Numbers: For your reference. Retain for your files

**Exhibit N**, Pre-Approved Rates: This document will be included with your signed Agreement

**Exhibit O**, Sample R/O. For your reference. Retain for your files

**Exhibit P**, Warrantech Tax Exempt States: For your reference. Retain for your files

**Please submit the Service Provider Information Packet including requested items by method of choice: Please do not return Exhibits marked "For your reference, retain for your files"**

Email: [Servicenet@warrantech.com](mailto:Servicenet@warrantech.com)

Mail: Warrantech CPS-Service Network, 2200 Highway 121, Suite 100, Bedford, TX 76021

Fax: (817) 785-6713 Service Network Line: (800) 544-9510 Extension 6177

**Visit Us**  
**[www.wcpsonline.com](http://www.wcpsonline.com)**

## Exhibit A Service Provider Information

Company Name: \_\_\_\_\_

Number of Locations \_\_\_\_\_

Owner Name \_\_\_\_\_

Principle Contact Name \_\_\_\_\_

**Primary**

Contact Phone #: \_\_\_\_\_

**Primary**

Contact Fax # \_\_\_\_\_

**Primary**

Contact Email \_\_\_\_\_

How many Techs do you employ?

Inside \_\_\_\_\_

Outside \_\_\_\_\_

Do you dispatch from a Central Location?

Central

Multiple

How would you prefer to be notified of a Service Request?

Phone  \_\_\_\_\_

Fax  \_\_\_\_\_

Email  \_\_\_\_\_

What is your normal mileage radius for On Site service calls?

\_\_\_\_\_ Miles

What do you repair?

Consumer Electronics

Major Appliance

Computer Home & Office

On Site Residence

On Site Business

What days of the week are you available for On Site Service Calls? Please circle the appropriate days.

Mon    Tue    Wed    Thu    Fri    Sat    Sun

What are your normal hours of operation? \_\_\_\_\_

Do you Sub-Contract any of your service?

Yes

No

Name of Sub-Contractor \_\_\_\_\_

What is your average Turn-a-Round time? \_\_\_\_\_ Days

What is the length of your Repair Warranty?

Parts: \_\_\_\_\_ Days    Labor: \_\_\_\_\_ Days

Are you a member of a Trade Association?

NESDA

PSA

Other  \_\_\_\_\_

**Exhibit B**  
**Service Facility Locations**

**HQ, Primary or Only Location – Remit Address**

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Contact \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**Satellite Location**

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Contact \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**Satellite Location**

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Contact \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**Satellite Location**

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Contact \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**Satellite Location**

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Contact \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**Satellite Location**

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Contact \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**Satellite Location**

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Contact \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**Satellite Location**

Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_  
Zip \_\_\_\_\_ Contact \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**Exhibit C  
Manufacturer Authorizations**

<b>Audio - Video</b>													
		<b>Audio</b>					<b>Video</b>				<b>TV Combo</b>		
<b>Equipment</b>		Home			Car		VCR		DVD		VCR or DVD		
Manufacturer	Manuf. ASC ID#	Warr	COD	OnSite	Warr	COD	Warr	COD	Warr	COD	Warr	COD	OnSite
Aiwa													
Apex													
Bose													
Denon													
Funai/Symphonic													
GoVideo/SonicBlue													
Hitachi													
JVC													
Kenwood													
Luxman													
Magnavox/Philips													
Mitsubishi													
NAD													
Nakamichi													
Panasonic													
Pioneer													
Proton													
RCA/Thomson													
Samsung													
Sanyo/Fisher													
Sharp													
Sony													
Toshiba													
Yamaha													
LG-Zenith													
<b>Equipment</b>		<b>Direct View</b>			<b>Projection</b>			<b>HDTV</b>			<b>Plasma</b>		
Manufacturer	Manuf. ASC ID#	Warr	COD	OnSite	Warr	COD	OnSite	Warr	COD	OnSite	Warr	COD	OnSite
Aiwa													
Apex													
Funai													
Hitachi													
JVC													
Magnavox/Philips													
Mitsubishi													
Panasonic													
Pioneer													
Proton													
RCA/Thomson													
Samsung													
Sanyo/Fisher													
Sharp													
Sony													
Toshiba													
Yamaha													
LG-Zenith													

**Exhibit C  
Manufacturer Authorizations**

Audio - Video													
Equipment		LCD Projector			Camcorder				Camera		Camera		
					Analog		Digital		Analog		Digital		
Manufacturer	Manuf. ASC ID#	Warr	COD	On Site	Warr	COD	Warr	COD	Warr	COD	Warr	COD	
Apex													
Canon													
Funai													
Hitachi													
JVC													
Minolta													
Magnavox/Philips													
Mitsubishi													
Nikon													
Olympus													
Panasonic													
Pioneer													
Proton													
RCA/Thomson													
Samsung													
Sanyo/Fisher													
Sharp													
Sony													
Toshiba													
Yamaha													
LG-Zenith													

**Exhibit C  
Manufacturer Authorizations**

Computer														
Equipment		Computer			Laptop			PDA			Printer			
Brand	ASC ID #	Warr	CO D	On Site	Warr	CO D	On Site	Warr	CO D	On Site	Warr	CO D	On Site	
Acer America/TI														
Apple Computer														
AST														
Brother Int'l														
Canon														
Compaq														
Epson America														
E-Machines														
Everex														
Handspring														
Hewlett Packard														
Fujitsu														
Javelin														
IBM														
NEC														
Packard Bell														
Sony														
Toshiba														
Xerox														

Computer																
Equipment	Monitor						Scanner			Copier			Fax			
	Analog			LCD												
Brand	Warr	COD	On Site	Warr	COD	On Site	Warr	COD	On Site	Warr	COD	On Site	Warr	COD	On Site	
Acer America/TI																
Apple Computer																
AST																
Brother Int'l																
Canon																
Compaq																
CTX Int'l																
Epson America																
E-Machines																
Hewlett Packard																
Fujitsu																
Javelin																
IBM																
Lexmark																
NEC																
Packard Bell																
Sony																
UMAX Tech's																
Xerox																



**Exhibit C  
Manufacturer Authorizations**

Appliance													
Equipment		Major Appliance			Refrigerator			Air Conditioner			Microwave Oven		
Brand	ASC ID #	Warr	COD	On Site	Warr	COD	On Site	Warr	COD	On Site	Warr	COD	On Site
Amana													
Asko													
Bosch													
Broan													
Caloric													
Corning													
Crosley													
Crown													
Dacor													
Emerson													
Fedders													
Friedrich													
Frigidaire													
Gaggenau													
GE													
Haier													
Hotpoint													
Jenn-Air													
Kitchen Aid													
LG Electronics													
Litton													
Maytag													
Modern Maid													
Monarch													
Panasonic													
Quasar													
Sanyo													
Scotsman													
Sharp													
Speed Queen													
Sub-Zero													
Thermador													
Trade Wind													
U-Line													
Viking													
Waste King													
Welbilt													

## Exhibit D Recommended Equipment

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> AC Analog Volt/Ohm Meter</li> <li><input type="checkbox"/> AC Leakage Tester</li> <li><input type="checkbox"/> Anode Cap Remover, 500uA Capability</li> <li><input type="checkbox"/> Anti-Static Mat and/or Bench Floor Pad, W/Wrist or Leg Strap</li> <li><input type="checkbox"/> ATSC/HDTV Pattern Generator - 1H,2H &amp; 2.4H capable with standard YprPb component signal output &amp; SMPTE color pattern or 1H/2H DVD with equivalent test disc.</li> <li><input type="checkbox"/> Audio Oscillator</li> <li><input type="checkbox"/> Color bar and gray scale charts and light meter</li> <li><input type="checkbox"/> Color Monitor or Monitor Receiver w/RF</li> <li><input type="checkbox"/> Compass Directional, (Used on large CRT-based monitors)</li> <li><input type="checkbox"/> Conventional Hand Tools</li> <li><input type="checkbox"/> DC Power Supply, 0-18V dc 20AMP &amp; DC Power Supply, 0-50V dc 3AMP</li> <li><input type="checkbox"/> Degaussing Coil</li> <li><input type="checkbox"/> Desolder Station, Grounded metal tip and Hot air &amp; Solder Station (ESD), Temp controlled grounded tip temp range 400F-800F and hot air type</li> <li><input type="checkbox"/> <b>Digital Volt/Ohm/mA Meter w/Diode and Cap Checker, .1V dc to 1000V dc sensitivity 1mV to+.5% accuracy</b></li> <li><input type="checkbox"/> Distortion Analyzer</li> <li><input type="checkbox"/> Dual Trace Oscilloscope Triggered with Time Delay, Bandwidth D.C. – 100MHz sens. 2mv/V/cm</li> <li><input type="checkbox"/> Filters, Cloudy fine, fluorescent, red blue, hoyo 0.1, nd 1.0</li> <li><input type="checkbox"/> Frequency Counter, Sens. 20mV-5V 7 Digit 10: 1 Attn: 250MHz</li> <li><input type="checkbox"/> Hex Nut Drivers, Std. And Metric Assortment &amp; Hex Wrenches, Std. And Metric Assortment</li> <li><input type="checkbox"/> Hi-Fi Stereo Amplifier, 25W w/AC3 Dolby Digital Decoder; DTS/Digital Dolby Receiver</li> <li><input type="checkbox"/> High Voltage Probe</li> <li><input type="checkbox"/> Hitazol Grease</li> <li><input type="checkbox"/> IEEE1394 Cable and interface card</li> <li><input type="checkbox"/> Inclinator</li> <li><input type="checkbox"/> Isolation Transformer, Volt amp rating must equal amperage rating of the highest product worked on. Volts X amps = voltamps.</li> <li><input type="checkbox"/> Klein Gauge, Microscope for viewing convergence of CRT</li> <li><input type="checkbox"/> Light Box with slides or Halogen Quartz Light,</li> </ul> | <ul style="list-style-type: none"> <li>3200 Degrees K</li> <li><input type="checkbox"/> Light Meter, 1,000 lux</li> <li><input type="checkbox"/> Light Test Charts, NTSC color II step logarithmic gray scale, back and auto focus, resolution and registration</li> <li><input type="checkbox"/> Logic Probe</li> <li><input type="checkbox"/> Molytone Grease</li> <li><input type="checkbox"/> MTS Generator, Multi-channel TV sound base band, (RFCH3/CH4), L-R, L+R, and SAP Outputs</li> <li><input type="checkbox"/> NTSC Pattern Generator, Ivpp Color Bar with 75% saturation, 100% white bar, RGB composite out</li> <li><input type="checkbox"/> NTSC Vectorscope. Some LCD projectors include Cameras</li> <li><input type="checkbox"/> Pal/Secam Pattern generator, Ivpp Color Bar with 75% saturation, 100% white bar, RGB composite out</li> <li><input type="checkbox"/> PC computer, Pentium or better w/SVGA monitor/SCSI adaptor</li> <li><input type="checkbox"/> PC pattern generator, CGA, EGA, MDA, VGA, SVGA and XGA</li> <li><input type="checkbox"/> Satellite System Complete, Including dish, feed-horn, LNB, actuator, IRD, TV</li> <li><input type="checkbox"/> Spectrum analyzer, IMGz to 1GHz</li> <li><input type="checkbox"/> Surge Protector</li> <li><input type="checkbox"/> Teresso Oil</li> <li><input type="checkbox"/> Test Speakers, 0-100W</li> <li><input type="checkbox"/> Torque Gauge</li> <li><input type="checkbox"/> Torx Drivers</li> <li><input type="checkbox"/> VARIAC, Isolation type 0-140V ac &gt;=7.5 Amps with line monitor</li> <li><input type="checkbox"/> Video Monitor with Component Inputs</li> <li><input type="checkbox"/> Wow and Flutter Meter, Standards: JIS (Japan), NAB (US) &lt; CCIR, DIN, WOW/flutter measurement.003-3%</li> <li><input type="checkbox"/> Y/C RBG, Computer Pattern Generator</li> </ul> |
|--|--|

Please check the box adjacent to the equipment you own.

**Television**

## Exhibit D Recommended Equipment

- 0.1-19K lux – for checking the illumination of camera charts; 2000K to 10000K lux for checking the color temperature of the light source
- Audio generator
- Audio Oscillator, range 10 HZ to 100kHz, output 0-6 Volt AC, Distortion + Noise: Less than 0.005%
- Audio power meter
- Binocular microscope – minimum power 10x, recommended power variable 5x to 30x plus illumination
- Cassette head demagnetizer
- Cassette test tape
- Cassette torque meter
- CD test discs – for checking level, HF, LF and channel separation
- Color meter
- Color monitor or Monitor Receiver
- Digital Audio Generator – AC-3/DTS/PCM test signal generator with coax and optical outputs
- Dual Trace Oscilloscope Triggered with Time Delay, bandwidth: DC to 300-400 MHZ, vert. Sensitivity: 2mV. With cursor readouts.
- Dummy Loads Speaker, 8 OHMS, 250W, non-inductive (4 each)
- DVD test disc – dual layered with video test signals such as 100% color bars, 5-step staircase & modulation pulse and bar. And audio test signals for linear pcm (96/48KHz), dolby 5.1 and DTS check levels, chan.sep., S/N, dyn. Range, and frequency response
- EPROM/EEPROM Writer – When firmware upgrades are performed
- Equivalent Series Resistance (ESR) Meter – Accuracy +-5%, +-digit, capacitor range: 0.01 uF to 20F
- Fixed auto test antenna
- FM Stereo generator
- FM Stereo Generator, L and R channel separation: greater than 50 db stereo distortion: less than 0.2%, 19khz pilot: calibrated at 10% of total modulation, RF level attenuator: calibrated in dB
- Frequency Counter, sensitivity: 10 mV, Display: 10 digit, Range: 10 Hz to 2GMHz
- Head band magnifying visor – minimum power 2x, recommended power 5x
- Laptop computer – Pentium or better with VGA monitor – USB, IEEE 1394 and additional COM port that is not used by mouse or other permanent equipment
- Large format printer – to allow for printout of Schematics
- Laser Power Meter, Range: In excess of 14mW + 5% full scale
- Lens cleaning kit
- Light Meter – 2000 to 12K lux
- Oscilloscope
- RF AM/FM Signal Generator
- Speaker dummy loads
- Speaker phase tester
- Telephone line analyzer
- Test AM-FM radio
- Test speakers
- Variable power supply
- Variac
- VCR tension/special tools
- Vectorscope – NTSC Component or SDI
- Volt-Ohm-Current Meter
- Waveform monitor – line selectable
- Wow-flutter meter

Please check the box adjacent to the equipment you own.

**Audio - Video**

## Exhibit D Recommended Equipment

- AC Ammeter/Clamp-on
- Multimeter analog or digital  
Thermometer -30 to 200 degree F. digital or merc./alcohol
- Thermocouple Hi-Temp Temperature Tester 0 – 1000 Degrees F – digital or analog.
- RF Leakage Detector - Government approved, annual certification
- Conventional Hand Tools
- Hex Nut Drivers - Std. And Metric Assortment
- Hex Wrenches - Std. And Metric Assortment
- Crimping Tool
- Heat Gun or Hair Dryer
- Leak Detector, Electronic - CFC, HCFC, HFC
- Leak Detector, Bubble - For all gases including Combustible
- Manifold gauges and hoses (2 sets)
- Process Tube Kit - Robinair or Equiv.
- Refrigerant Recovery Equip. - EPA approved and Registered
- Charging Cylinders or Electronic Scale
- Silver brazing torch and associated equipment - Includes shields, flux, and protective equipment
- Swaging tool - Flaring tool optional
- Vacuum pump - 2 cfm. 2 stage minimum
- AC Leakage Tester
- Leak Detector, electronic (combustible gas)
- Manometer
- Seal, bearing and special tools - As specified by appliance manufacturer
- Bearing Puller
- Capacitor Analyzer
- Compressor Direct Start Box or Equiv
- DC Power Supply
- Desolder Station
- Digital Volt/Ohm/mA Meter w/Diode and Cap Checker - IV dc to 1000V dc sensitivity 1mV .5 & accuracy
- 
- Isolation Transformer - Volt amp rating must equal amperage rating of the highest product worked on. Volts X Amps = Voltampls. Used when repairing solid state controls
- Power Test Bowls
- Solder station- Temp controlled grounded tip temp range (400F – 800F0 and hot air type)
- Thermistor vacuum gauge
- Tubing bender - Spring type or radius tool
- VARIAC - Isolation type 0-14V ac variable with line Monitor
- Water column vacuum gauge
- Strip or chart recorder or equiv. - Temp on time base, electrical optional
- Infrared temperature tester.

Please check the box adjacent to the equipment you own.

**Appliance**

## Exhibit D Recommended Equipment

- AC Leakage Tester - 500uA Capability
- Anode Cap Remover - 500uA Capability
- Anti static wristbands with cords and clips/plugs.
- Anti-Static Mat &/or Bench Floor Pad - W/Wrist or Leg Strap
- Assorted Test Charts - Gray scale, resolution, registration, pantone color prints
- Audio Oscillator - Range 0-100kHz, 0-3v Output, Var Attn. Distortion 0.33%, 0.002% THD+N
- Boot disks of various operating systems
- CD Rom Test Disc and Lens Cleaning Kit
- Color Monitor or Monitor Receiver w/RF - With RGB input for computer, SVGA and XGA video input Capability Component and S-Video
- DC Power Supply - 0-50V dc 2AMP
- Degaussing Coil
- DeSolder/Solder Station (ESD) - Temp Controlled Grounded Tip Temp range (400F-800F) and hot air type. *(Note: Not all manufacturers permit servicers to solder.)*
- Digital Volt/Ohm/mA Meter w/Diode and Cap Checker - IV dc to 1000V dc Sensitivity 1mV to .5V accuracy
- Dos based diagnostics program that can test the complete PC independent of the O/S.
- Dual Trace Oscilloscope Triggered w/time Delay - Bandwidth D.C.-100MHz sens. 2mV
- Dummy Loads, Speaker - 4,8,16 OHMS 250W (4ea.)
- DVD Test Disc
- Fax Machine - CCITT Groups 2.3
- Filters - Cloudy fine, Fluorescent, Red, Blue, Hoya, nd 0.1, nd 1.0
- Frequency Counter - Sens. 20mV-5V 7 Digit 10:1 Attn: 250MHz
- High Voltage Probe
- IC Extraction tool - For extracting ICs from sockets
- Isolation Transformer - Volt amp rating must equal amperage rating of the highest product worked on, VoltsX Amps = Voltamps. Used when repairing solid-state controls.
- Klein Gauge - Microscope for Viewing convergence of CRT
- Laser Power Meter - 0-3 milliwatts, + 5% full scale
- Logic Probe
- NTSC Pattern Generator - IVpp Color Bar with 75% saturation, 100% white bar, RGB Composite out.
- Null modem cable
- Operating Systems that can be used to test PC's only.
- PC and operating system reference manuals
- PC Computer - Pentium or better w/SVGA Monitor/SCSI Adapter
- PC Pattern Generator - CGA, EGA, MDA, VGA, SVGA and XGA
- Pin Extraction tool - For removing and inserting pins into wire connectors
- PS/2 to AT keyboard adapter
- Serial 9 – 25 pin adapter
- Surge Protector - Such as Panamz IEFI
- Telephone Analyzer Power and Z as Appropriate – Such as B&K Model 1050, Protel TEE, Proctor 49200 Or Micro Seven, Inc. LS100/200
- Test Chart: DQ Test Target - Dataquest or Slerex Letter, CCITT Test Chart#1
- Test Discs and Windows based test programs
- Test plug for the above Anti static wristbands.
- Thermal interface (compound or pad) for transferring heat from the processor to its heat sink. (Use thermal interface designated for the specific processor).
- VARIAC - Isolation type 0-140V ac > 7.5 Amps with line monitor
- Watt Meter, RF - 0-10 Watts

Please check the box adjacent to the equipment you own.

**Computer**

## Exhibit E Rate Structure & Mark Up Table

**Please read this page BEFORE filling out the Labor Rate Sheets**

Dear Servicer;

As a result of an internal review and comments from our Service Partners, we have changed the format of Exhibit E, Rate Structure.

In an effort to simplify our labor rates, and give you, the servicer, the tools to complete a repair on the first trip, we are asking that you supply us with 4 basic rates for servicing Consumer Electronics.

1. Minimum or Diagnostic Charge (for Carry-in)
2. Flat Major Labor (for Carry-In)
3. Trip Charge (To Customer's Home)
4. Pickup and Delivery Charge (Home-Shop-Home)

We can then add service call charges listed below;

- 1+3 = Trip plus Minimum Labor.
- 2+3 = Trip plus Major Labor
- 2+3+4 = Trip plus Major Labor plus Pick up and Delivery.

The Flat Major Labor should be a figure you, and Warrantech, can agree to as the charge for all repairs except those that are obviously Minimum or only a Diagnostic Fee.

These rates will cover most initial circumstances. Charges totaling more will probably exceed our pre-approval amount and will require separate authorizations.

Appliance rates use a similar approach with appropriate headings/categories.

We realize your rate structure is probably more extensive than we are requesting. By adapting your rates to Warrantech's format, we will all benefit from the inherent simplicity. The result will be a higher number of RO's completed under the Pre-Approval amount, faster claims processing, and fewer rejections due to rate questions.

Thanks,

Service Network, WCPS

## Exhibit E Rate Structure & Mark Up Table

**There are as many labor pricing schemes as there are servicers. In an effort to simplify the labor rate charts, reduce errors, and rejections, please adjust your rate structure to fit Warrantechs rate charts. Please call if you have questions or need help filling out the Labor Rate Charts in Exhibit E**

Parts and labor service will be provided in accordance with the SOW and attachments provided herein. Activity rates listed below are inclusive of on-site support and travel time and expenses.

### Labor Definitions

**Carry-in Labor:** defined as the process of diagnosing, troubleshooting, replacing defective parts, and making required adjustments to restore product to normal operation. Customer was instructed to ship in or carry unit in to Servicer by WCPS. In the event WCPS instructs the customer to ship the defective product to the servicer, WCPS will reimburse the servicer for the cost of shipping the product back to the customer.

**On Site Labor:** defined as the process of diagnosing, troubleshooting, replacing defective parts, and making required adjustments to restore product to normal operation. Servicer was instructed by WCPS to go to the Customer's location to repair the product.

**Depot Labor:** defined as the process of diagnosing, troubleshooting, replacing defective parts, and making required adjustments to restore product to normal operation. Customer was instructed to ship unit to Servicer by WCPS. Flat Rates may include parts and two or three way shipping with or without box. One flat rate for each product category. The customer is responsible for transporting the defective product to the servicer. WCPS will reimburse the servicer for the cost of returning the product to the customer.

### Diagnostic Definitions

**Carry-in Diagnostics:** defined as inspection of a unit where the problem is covered by the service contract. Customer was instructed to carry unit in to Servicer by WCPS, and WCPS determines the estimate for repair is uneconomical. In the event WCPS instructs the customer to ship the defective product to the servicer, WCPS will reimburse the servicer for the cost of shipping the product back to the

**On Site Diagnostics:** defined as inspection of a unit where the problem is covered by the service contract and specs of the unit are not available. Servicer was instructed by WCPS to go to the Customer's location and determine the defective part(s).

**Depot Diagnostics:** defined as inspection of a unit where the problem is covered by the service contract. Customer was instructed to ship unit to Servicer by WCPS, and WCPS determines the estimate for repair is uneconomical. Flat Rates include 2 or 3 way shipping. One flat rate for each product category.

## Exhibit E Rate Structure & Mark Up Table

<b>Audio – Video</b>							
Column #	1	2	3	4			
Product	Diag Fee OR Min Labor	Flat Major Labor	Trip Charge	Pick Up and Delivery	Trip + Diag Fee or Min Labor	Trip + Flat Major Labor	Trip + Flat Major Labor + P&D
Electronics	Carry In	Carry In	To Customer Location	Home Shop Home	Add Columns 1+3	Add Columns 2+3	Add Columns 2+3+4
Audio, Home							
Audio, Car							
Camcorder, Analog							
Camcorder, Digital							
TV, DV to 20"							
TV, DV 21" to 29"							
TV, DV 30" to 40"							
TV, DV, HDTV 30" to 40"							
TV, Projection, Analog							
TV, Projection, HDTV							
TV, Projection, DLP							
TV, Plasma							
TV Combo, 20" or less							
TV Combo 21" or larger							
LCD Projector							
VCR or DVD							
VCR, Dual or w/ DVD							
Microwave Oven							

**80% Rule – IMPORTANT! The repair or replacement of a Product is NEVER to exceed 80% of the Original Purchase Price without authorization from WCPS. You will find the OPP located in the upper right area of the R/O under product info.**

Part Net Cost	Multiply by:	Parts Warranty
<b>.01 to 10.00</b>	<b>2.00</b>	<b>Parts must carry a minimum</b> As follows: <b>Electronics parts: 90 days</b> <b>Appliance parts: 365 days</b> Or the Manufacturers Warranty Which ever is longer
<b>10.01 to 25.00</b>	<b>1.60</b>	
<b>25.01 to 40.00</b>	<b>1.50</b>	
<b>40.01 to 100.00</b>	<b>1.30</b>	
<b>100.01 to 1000.00</b>	<b>1.20</b>	
<b>1000.01 to 2500.00</b>	<b>1.15</b>	
<b>2500.01 and Higher</b>	<b>1.10</b>	



**Exhibit E  
Rate Structure & Mark Up Table**

**Major Appliance**

Product	Service Call Including Diag	Flat Major Labor	Service Call + Flat Major	Additional Labor for Transmission	Service Call+Major+ Transmission	Additional Labor for Compressor	Svc Call + Major + Compressor
<b>Major Appliance</b>							
Air Conditioner							
Dishwasher							
Dryer							
Ice Machine							
Oven/Range							
Refrig/Freezer							
Washer							
Microwave, Carry-in							
Microwave, Built-in							

**80% Rule – IMPORTANT! The repair or replacement of a Product is NEVER to exceed 80% of the Original Purchase Price without authorization from WCPS. You will find the OPP located in the upper right area of the R/O under product info.**

Part Net Cost	Multiply by:	Parts Warranty
<b>.01 to 10.00</b>	<b>2.00</b>	<b>Parts must carry a minimum</b> As follows:  <b>Electronics parts: 90 days</b> <b>Appliance parts: 365 days</b> Or the Manufacturers Warranty  Which ever is longer
<b>10.01 to 25.00</b>	<b>1.60</b>	
<b>25.01 to 40.00</b>	<b>1.50</b>	
<b>40.01 to 100.00</b>	<b>1.30</b>	
<b>100.01 to 1000.00</b>	<b>1.20</b>	
<b>1000.01 to 2500.00</b>	<b>1.15</b>	
<b>2500.01 and Higher</b>	<b>1.10</b>	

**Exhibit E  
Rate Structure & Mark Up Table**

**Computer**

Product	Diag Fee OR Min Labor	Flat Major Labor	Trip Charge	Pick Up and Delivery	Trip + Diag Fee or Min Labor	Trip + Flat Major Labor	Trip + Flat Major Labor + P&D
<b>Computer</b>							
Copier							
CPU, Desktop							
CPU, Laptop							
Monitor, CRT							
Monitor, LCD							
Peripherals							
Printer							
Scanner							

**80% Rule – IMPORTANT! The repair or replacement of a Product is NEVER to exceed 80% of the Original Purchase Price without authorization from WCPS. You will find the OPP located in the upper right area of the R/O under product info.**

Part Net Cost	Multiply by:	Parts Warranty
		<p align="center"><b>Parts must carry a minimum</b> As follows: <b>Electronics parts: 90 days</b> <b>Appliance parts: 365 days</b> Or the Manufacturers Warranty Which ever is longer</p>

## Exhibit E Rate Structure & Mark Up Table

<b>Depot</b>
<b>Note: Fill out this area only if your are a high volume Depot Repair Center</b>

Product	Flat Labor + 2 Way Shipping w/Box	Flat Labor + 3 Way Shipping w/ Box	Flat Labor + Parts + 3 Way Shipping w/ Box	Box w/ Shipping Label Only	Diag Flat Rate + 2 Way Ship w/ Box	Diag Flat Rate + 3 Way Shipping w/ Box
Audio, Car						
Audio, Home						
Camcorder, Analog						
Camcorder, Digital						
Camera						
Camera, Digital						
Cell Phone						
Computer, Desktop						
Computer, Laptop						
Monitor, CRT						
Monitor, LCD						
PDA						
Peripherals						
Printer						
Scanner						

**80% Rule – IMPORTANT! The repair or replacement of a Product is NEVER to exceed 80% of the Original Purchase Price without authorization from WCPS. You will find the OPP located in the upper right area of the R/O under product info.**

Part Net Cost	Multiply By:	Parts Warranty
		<b>Parts must carry a minimum</b> As follows:  <b>Electronics parts: 90 days</b> <b>Appliance parts: 365 days</b> Or the Manufacturers Warranty  Which ever is longer

**Exhibit F      Zip Codes**

**Zip Code Coverage**

Please define the area you service onsite by listing the zip codes. You may attach additional pages if required. (See instruction page 1)


**Exhibit G**  
**Servicer Invoice Requirements**

**SUBMITTING CLAIMS**

We prefer you submit claims Electronically at WCPS Online. Electronic submission of claims is more efficient than handling hard copy claims and results in faster payments. In the event you are unable to submit electronically, you may mail or fax claims to WCPS on your standard form or a NARDA form (place the R/O in the space marked Code under Distributor Information). We do require, however, the following information and documentation with either electronic or hard copy claims. . Failure to provide this information will delay the processing of your claim.

1. WCPS R/O (Repair Order Number) clearly marked.
2. Customer name and address
3. Component Make/Manufacturer, Model and Serial Numbers
4. Date of Purchase (DOP)
5. Date service requested
6. Date service completed
7. Brief summary of the actual problem
8. Explanation of service performed
9. Labor charge
10. Parts charge – Include quantity. OEM part numbers, board location number (if applicable, a brief description, and price
11. Servicer name, billing address, and phone number.
12. Servicer Account Number
13. Sales Taxes should be entered as a separate item. In those instances in which the Servicer has a legal obligation to collect a tax, Servicer will add such tax or taxes to the corresponding invoice. Se notes below and on page 2, section F of the Statement of Work (SOW), for more detailed information on Sales Tax.

**Note:** Taxes will only be paid in states where it is applicable.

When an R/O is generated for the repair or replacement and the total exceeds the original purchase price of a product including taxes, WCPS will be deemed responsible only for taxes in states where applicable.

# Exhibit H Sample NARDA

Exhibit H		NARDA Sample	
<input type="checkbox"/> Labor Warrantv <input type="checkbox"/> Parts Warrantv <input type="checkbox"/> No Warrantv			
Brand	<b>Toshiba</b>	Claim No.	<b>76867VV-&amp;</b>
Customers Name (Last Name First)	<b>White</b>	First Name	<b>Charles</b>
Address	<b>1234 S Main</b>		
City	State	Zip Code	Area Code Phone Number
<b>Whiz Bang</b>	<b>TX</b>	<b>76123</b>	<b>296-123-9876</b>
Customer Complaint	<b>No Picture - Still has sound</b>		
Service Center No	<b>4922298</b>		
Model No.	<b>36BW84</b>		
Serial No.	<b>87612345</b>		
Date Purchased	MO	Day	YR
	<b>10</b>	<b>10</b>	<b>2000</b>
Dealer Name	City	Date Service Request	
<b>Super Circuit Stores</b>	<b>Whiz Bang</b>	<b>4 16 2002</b>	<b>5</b>
Service Performed (Check and Describe Below) <input type="checkbox"/> Adjustments or Alignments <input type="checkbox"/> Loose Connections <input type="checkbox"/> Parts Replaced <input type="checkbox"/> Other		Date Service Completed	
		<b>4 18 2002</b>	
Explanation of Service Performed	MFG Code/Ref	Check Product Worked On	
<b>Found &amp; replace open Fuse in Power Supply</b>		TV	Stereo Other
		<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Time Started	Time Completed	Time on Job	Color
			<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Oty	Part No/Ref. No	Description	Price
<b>1</b>	<b>AGC3</b>	<b>F901 3 Amp Fuse</b>	<b>3.85</b>
Check Repair Category Minor Int Major Carry In Serv On Site <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Shop Service CRT Replace <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Stock Merch <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Service Was Satisfactorily Completed		Total LABOR Charge	<b>95.00</b>
Customer's signature		Total Parts Charge	<b>3.85</b>
Service Center <b>Whiz Bang Electronics</b> <b>1800 Whiz Bang Drive</b> <b>Whiz Bang, TX 76000</b> <b>296-887-8888</b>		Distributor Information Acct # <b>20202</b> Name Code <b>RO# 31655440</b>	
		Other	
		Sales Tax	<b>4.25</b>
		Grand Total	<b>103.10</b>

**Exhibit I**  
**Trade References**

**Exhibit J**  
**Certificate(s) of Insurance**  
General Liability / Contractual Liability  
Certificate of Automobile Insurance and Workers Compensation Insurance



# Exhibit K

## Request for Taxpayer Identification Number and Certification

<b>W-9</b>	<b>Request for Taxpayer Identification Number and Certification</b>	<b>Give form to the requester. Do not Send to the IRS</b>
Name _____		
Business name, if different from above _____		
Check appropriate box <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership		
Address _____		
City, State, Zip _____		

<b>Part I</b>	<b>Taxpayer Identification Number (TIN)</b>	Social Security Number _____ <b>Or</b> Employer Identification Number _____
<p>Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). <b>However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 2.</b> For other entities, it is your employer identification number (EIN). If you do not have a number, see <b>How to get a TIN</b> on page 2.</p> <p><i>Note: If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter</i></p>		

<b>Part II</b>	<b>Certification</b>
<p>Under penalties of perjury, I certify that:</p> <ol style="list-style-type: none"> <li>The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), <b>and</b></li> <li>I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, <b>and</b></li> <li>I am a U.S. person (including a U.S. resident alien).</li> </ol> <p><b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 2.)</p>	

<b>Sign Here</b>	<b>Signature of U.S. person</b> ▶	<b>Date</b> ▶
------------------	-----------------------------------	---------------

**Purpose of Form**  
A person who is required to file an information return with the IRS must get your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA

**Use Form W-9 only if you are a U.S. person** (including a resident alien), to give your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee

**If you are a foreign person, use the appropriate Form W-8.** See **Pub. 515**, Withholding of Tax on Nonresident Aliens and Foreign Entities

*Note: If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9*

**What is backup withholding?** Persons making certain payments to you must under certain conditions withhold and pay to the IRS 30% of such payments **after** December 31, 2001 (29% **after** December 31, 2003). This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding. You will **not** be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

**Payments you receive will be subject to backup withholding if:**

- You do not furnish your TIN to the requester, or
- You do not certify your TIN when required (see the Part II instructions on page 2 for details), or
- The IRS tells the requester that you furnished an incorrect TIN, or
- The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

**.5.** You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions on page 2 and the separate **Instructions for the Requester of Form W-9**.

**Penalties**

**Failure to furnish TIN.** If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

**Civil penalty for false information with respect to withholding.** If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

**Criminal penalty for falsifying information.** Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

**Misuse of TINs.** If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.

**Exhibit L**  
**Photographs (Optional)**

# Important Warrantech Contact Numbers

## Service Providers Only

---

To help ensure our Service Providers are able to obtain Repair Authorizations, representatives are available Monday-Friday 7:00am - 7:00pm Central Time.

### If you are a Representative in a Service Center

Call 800-279-1662 x 37015

### If you are a Technician in the Home

Call 800-279-1662 x 37014

### Manager

Deborah Moorehead 817-785-6233

### Team Leads

Stanley Arnold 817-785-6184

Shannon Tumbleson 817-785-6168

---

### Authorization Requests

Email [Servicesupport@Warrantech.com](mailto:Servicesupport@Warrantech.com)

Or fax **authorization requests** to 817-785-6711

---

### To Update Your Account

Labor Rates, Zip Codes and Manufacturer Authorizations

Fax 817-785-6713 or Email [Servicenetwork@Warrantech.com](mailto:Servicenetwork@Warrantech.com)

Or call **Service Network** 800-328-2655 x 6177

---

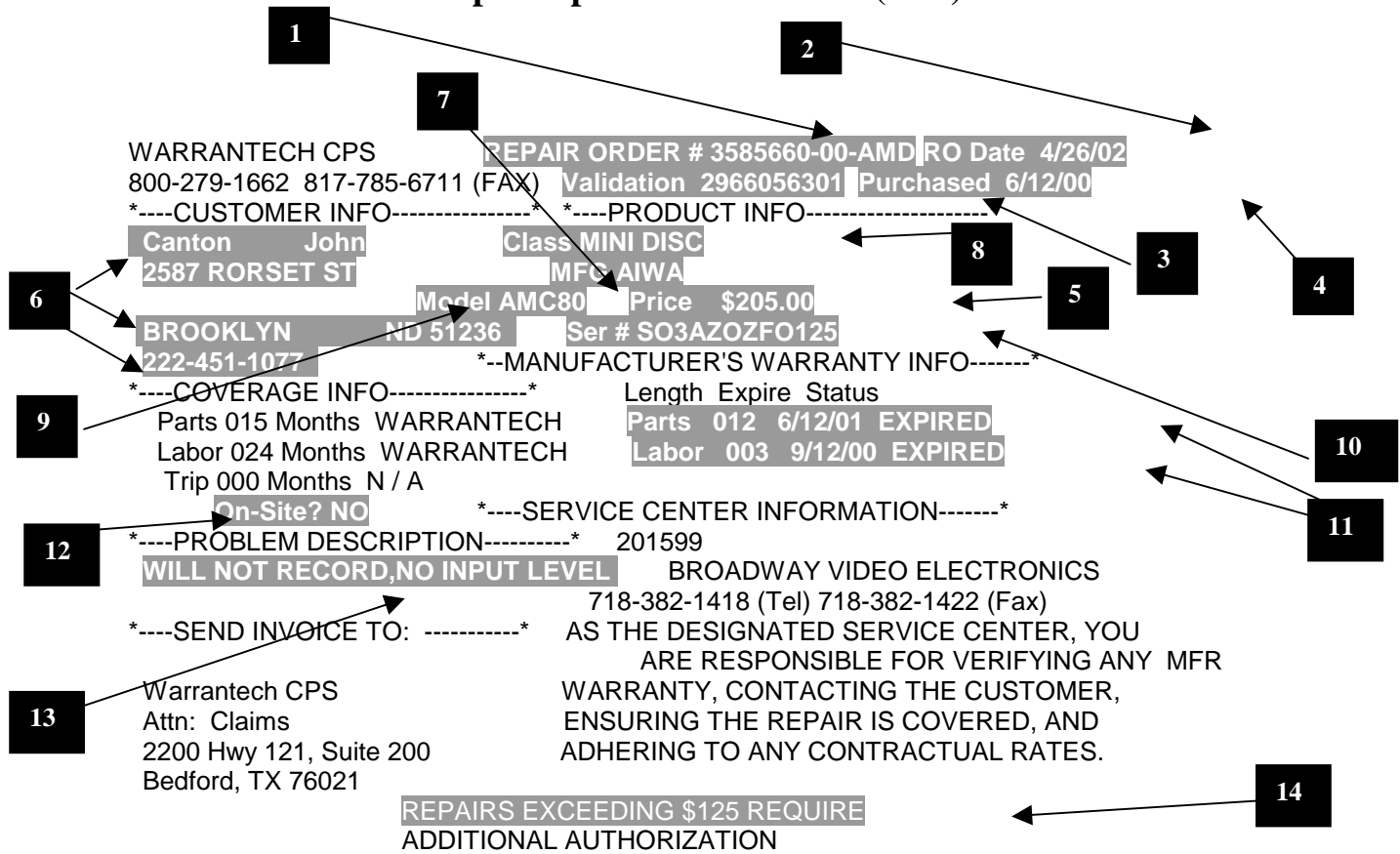
### Claims Department

Questions?

Email [Claimsinfo@Warrantech.com](mailto:Claimsinfo@Warrantech.com) or Phone: 800-425-2134

To **Submit Claims**, go to <http://www.wcpsonline.com>

## Exhibit O Sample Repair Authorization (R/O)



1. R/O # (Repair Authorization)
2. R/O Date
3. Contract # (Validation #)
4. Date of Purchase (DOP)
5. Original Purchase Price (OPP)
6. Customer Name, Address, Phone
7. Brand
8. Product
9. Model #
10. Serial #
11. Original Manufacturer Warranty Status
12. On-Site Coverage? Yes or No
13. Description of problem per customer
14. Initial repair authorization including parts, labor and trip, this amount is superceded by your Contractual Rate(s)

**80% Rule – IMPORTANT!** Servicer agrees that the repair or replacement of a Product is NEVER to exceed 80% of the Original Purchase Price without authorization from WCPS. You will find the OPP located in the upper right area of the R/O under product info. See #5 above.

Exhibit P  
Warrantech Tax Exemption States

**Warrantech**  
**TAX EXEMPT IN THE FOLLOWING STATES**

Arkansas  
Connecticut  
Florida  
Iowa  
Kansas  
Louisiana  
Nebraska  
New Jersey  
New York  
Ohio  
Pennsylvania  
South Dakota  
Tennessee  
Texas  
Utah  
Virginia  
West Virginia  
Wisconsin