



SERVICE INFORMATION

Unitary Products
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Date: March 23, 2009

YS-029-09

To: All York Distributors
All York Branches
All Field Service Supervisors

Subject: UPG Technical Services, communication update/customer service improvements. Please circulate among distribution sales and service personnel

This bulletin is intended to update distribution with regard to the various communication paths that are available to obtain technical support regarding UPG commercial and residential products. A number of changes have been put in place over the last few months to improve customer response times and are explained in this bulletin. Distribution personnel are urged to follow the guidelines provided to assure the quickest and most accurate response to their technical inquiries.

Advised in the following are the current call center, email and UPGNET site access information. These services are primarily focused on support of UPG distribution. Dealer or contractor support is best provided by the local involved distributor. Direct dealer contractor access is limited to specific functions as noted.

Toll free call center

General information:

Toll free access via **877-874-7378 (877-UPG SERV)**, follow the menu prompts

Hours of service vary by call queue as noted in the following	
Call queue	Hours of service
Technical support	7am to 6 PM Central Time
Application support	7am to 6 PM Central Time
Dealer support	8am to 5PM Central Time
Consumer support	7am to 5 PM Central Time

All call queues with the exception of the Dealer call queue have voice mail provision. Call messages will be returned within 4 business hours of receipt. Documentation of each call is maintained in a reference format.

Specific call queue guidelines:

Commercial / Residential Technical support. This call queue is designed to support distributor calls regarding existing installed UPG equipment. To allow prompt service this call queue is restricted to distributor personnel calls. The caller must have the involved equipment serial number (preferred) or model number to allow accurate communication. This queue will accept three way calls with the distributor and dealer contractor, however direct dealer/contractor calls without distributor involvement will be rerouted to the dealer / contractor call queue.

Application support. This call queue is designed to support distributor calls regarding equipment application or selection prior to installation. To allow prompt service this call queue is restricted to distributor personnel calls. This call queue will also provide guidance and direction regarding complex control schemes or split system refrigerant piping designs. This queue will accept three way calls with the distributor and dealer contractor, however direct dealer/contractor calls without distributor involvement will be rerouted to the dealer / contractor call queue.

Dealer support: Dealer, contractor or service technician support is best provided by the local involved distributor. As noted previously, the commercial and residential technical support queue will accept three way calls with the distributor and dealer contractor, providing the distributor remains fully engaged. This call queue is designed to support direct non distributor involved dealer or contractor calls. Call support is limited and provided on a first come first serve basis. No provision for voice mail on this call queue is available.

Consumer support: This call queue is designed to support consumer questions, complaints, literature or requests for dealer referrals. All effort will be made to provide direct consumer support except for instances of complaint. Consumer complaints will be documented and referred to the selling distributor service manager or designee as defined by the serial number and product tracking records. It is expected that each distributor investigate and respond to each forwarded complaint inquiry within 24 hours.

E-mail communication: All distributors are encouraged to use email as an alternate communication path for simple questions, requests for literature, follow up responses, etc... Communicating by email speeds the process, reduces call queue volume and provides a record of the information being provided. To improve this avenue of service we have established general email inboxes for commercial /residential technical support and application support. **Use these general email addresses as defined in lieu of direct personal email addresses.**

The following general email addresses are **available to distributor personnel only:**

For commercial or residential tech support CG-UPGTECHSUPPORT@jci.com

For application support: CG-UPGApplicationHelp@jci.com

E mail messages sent to these sites will be reviewed and acknowledged with a response or estimated response time within 4 business hours. Technical service representatives will be giving priority to the general email inbox messages over their personal message inboxes to encourage use of the prescribed method.

UPGNET Technical Services resources: The UPGNET sites are constantly being improved with regard to available resources. It is of major concern that many distributor personnel do not routinely use these resources to improve their technical information access. It is requested that each distributor review their personnel's UPGNET access. In an upcoming bulletin all of the Technical Services UPGNET sites and their provisions will be reviewed in detail. In the interim please confirm availability and access for all distributor sales and service personnel thru your local UPGNET administrator.

Please advise any comment or input to the undersigned.

David L. Negrey
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And Application Engineering