

SERVICE BULLETIN

NO. 246

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UPDATE TO SERVICE BULLETIN 245 DATED 1/25/05

TO: ALL AUTHORIZED SERVICE AGENTS

SUBJECT: ON-LINE TECHNICAL MANUALS

We have just added more technical manuals on our “password protected” website for all of our Authorized Service Agencies to train their technicians.

These Technical manuals contain photos, test and removal processes, and a theory of operation for that piece of equipment. More Technical Manuals will be added in the future. We encourage you to use these manuals, which are in a power point format, for training of your technicians.

We have also added two new functions:

- Frequently asked questions, “FAQ”, are now on the website. To access, just click on “Technical Support” and the FAQ list will appear to the right.
- Parts pricing lookup and parts pricing for export to an Excel spreadsheet are now available. To access, just click on “your account” then click Partner Options/customer. You will see the options for pricing and/or the export to Excel spreadsheet option.

Please remember this training material is confidential and should be used internally for Authorized Service Agency training only.

If you have any questions, please contact the Technical Service Department.

Thank you for your continued support.