

OUTER BANKS HEATING & COOLING

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You are receiving this letter because you have an Equiguard extended service agreement (extended warranty). Please read this very important information.

In recent months, Equiguard, Inc. the company that provides your extended service agreement (extended warranty) has gone through several structural changes. On August 28, 2009 Equiguard, Inc. filed for Chapter 11 Bankruptcy Protection. Since that time, we have been working closely with Equiguard representatives to help ensure that this development has minimal effect on our customers. The actual holdings of Equiguard Inc. have been purchased by ServiceNet, Inc. Your contracts are still valid and are being honored accordingly by Assurant Solutions, Inc., the insurance company that was backing and protecting your Equiguard extended service agreement.

Effective January 1st, 2010 Assurant Solutions, Inc. will be administering all warranty claims. They have implemented new policies for service claims that are far stricter than we were dealing with in the past. **Effective immediately**, Outer Banks Heating & Cooling is required to contact Assurant Solutions, Inc. prior to any warranty work being performed on your system, for pre-approval of the claim. **Effective immediately**, we are required to provide copies of preventative maintenance records for the previous year. Outer Banks Heating & Cooling has always recommended that you follow the manufacturer's requirements and have preventative maintenance performed on your systems annually. It will help maintain system efficiency, extend the life of the system and reduce emergency service needs when you need your system the most.

It is written in the Terms and Conditions of your extended service agreement (extended warranty), that **maintenance must be performed annually**, throughout the life of the agreement, to keep the contract in good standing. These annual maintenance records are kept by our company and will be presented to Assurant Solutions, Inc. at the time of your service claim. In the past we have worked with Equiguard, Inc. closely, and copies of these records were not requested.

Some of our extended warranty policy holders are not having the annual maintenance performed, and without them, we cannot file a warranty service claim.

As a member of the Better Business Bureau, Outer Banks Heating & Cooling prides itself on its integrity and excellent customer service. We feel we have always helped our customers with any need or question they may have about their heating and cooling systems. Outer Banks Heating & Cooling will not however, falsify documents in anyway, in order to file an extended warranty claim. We recommend strongly, that if you have an extended warranty policy and you don't have a service agreement, that you contact us immediately to sign up for annual maintenance of your system(s) or provide us with written documentation proving performance of maintenance.

If warranty service is required for your system and we have not been performing annual maintenance on your system or you cannot provide documented proof of maintenance being performed by another licensed HVAC contractor the warranty service will be denied due to lack of maintenance records.

We urge all of our customers to please read the Terms and Conditions of your extended service agreement (extended warranty) and please contact us with any questions you may have. If you wish to enroll in our service agreement program please contact our office; we'll be happy to discuss the terms and conditions and schedule your appointment.

Respectfully,



Ron Seidman
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