August 2024

AUTHORIZED SERVICE CENTER RATE INCREASE

After receiving customer feedback and conducting a market condition analysis, ProTeam is pleased to announce we will be increasing payments on approved warranty repair work, effective 9/1/2024. The flat rates on approved claims will increase by one-third to the following:

- battery and upright equipment work from $90 USD to **$120 USD.**
- all other approved claim work from $60 USD to **$80 USD**.

These flat rates continue to cover all labor and administrative efforts related to each approved warranty claim and are *not* retroactive to any claims submitted prior to September 1, 2024. With the increased rates, we strongly encourage and expect all warranty repairs be accommodated regardless of the original seller.

The labor or administrative amount does not need to be referenced on the claim forms – the credit is sent to our Finance team automatically for processing when each claim is approved. Please ensure your warranty service technicians and Accounting/Finance departments are informed of the rate changes.

A reminder also of the new product support webpage launched in April 2024 that provides important information related to warranty coverage, the claim process, repair instructions and answers to common questions. It can be accessed only by entering the below URL address in a web browser (*Google Chrome® recommended)* – and is restricted only to those authorized ProTeam business partners performing warranty service.

https://proteam.emerson.com/en-us/product-service-info

Some recent situations clarified for centers include:

- coverage applies only to confirmed defects in material or workmanship, not all damages needing repair for any reason;
- claim processing delays occurred due to incomplete diagnostic info on the claim form; and
- claims submitted by USA service centers must be received *prior* to repairs made to avoid risk of denial or adjustment after the work is completed.

We appreciate the valuable support all authorized service centers provide to customers on behalf of ProTeam. If you have questions regarding this change or any product support aspect, please consult the webpage listed above or contact ProTeam Customer Service or your ProTeam Manufacturer Representative.

ProTeam, Inc. / 8100 West Florissant Ave, Building T / St. Louis, MO 63136 / PH: 866-888-2168
Email: customerservice.proteam@emerson.com / Website: www.proteam.emerson.com