



Unitary Products Group



## SERVICE INFORMATION

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Unitary Products Group  
5005 York Drive  
Norman, OK 73069  
1/877-874-7378

DATE: June 22, 2007

**YS-036-07**

TO: All York Branches & Distributors  
All UPG Branches & Distributors  
All Field Service Supervisors  
Source 1 Parts

SUBJECT: Source 1 Parts Technical Assistance

In an effort to better serve our valued Source 1 customers, the Source 1 Order Management and the UPG Technical Service groups have redefined the process for handling incoming part assistance calls from Distribution. The revised process steps are designed to improve the response time for part order and part technical support inquiries. Your help is needed to make this process change successful. Please follow the revised process steps listed below. Our goal is to implement the revised process steps on July 01, 2007.

### **Revised Process Steps:**

- All Distributors placing parts orders or requesting part look-ups and/or inquiries are to call the Source 1 account representatives. Please call 800-536-6112, listen to the menu and follow the prompts which specifically identify Source 1 parts support call paths.
- The Source 1 account representative will handle the request and involve any additional support required to support the customer's need, including the involvement of Technical Services when required.
- Distributors are advised to follow this call path in all cases when placing parts orders or requesting parts look-up and/or inquiries. Calls directly made to Technical Services will be re routed into the Source 1 parts call center.
- When involved with a specific part need it is best to have the equipment model and serial number available to assist in prompt, accurate assistance.
- Distributor personnel are also urged to use the extensive on line parts lookup and renewal parts information available on UPGNET. Self service technical information is the quickest way to answer part technical questions.
- Dealer inquiries should be processed by their involved Distributor. All factory part support calls must be made by the Distributor. Direct Dealer calls will be referred back to their Local Distributor.

### **Please communicate this information to all appropriate Distributor personnel.**

Thank you for your continued business and support. If you have any questions, please advise

Sincerely,

Dex Dextradeur  
Source 1 Operations Manager

David L. Negrey, Director,  
Technical Services and Application Engineering