



May 12, 2014

To: Liebherr Dealers, Distributors, Service Providers

This announcement and attached FAQs have been revised to clarify the transition dates of Liebherr service to PlusOne Solutions.

## About PlusOne Solutions

PlusOne Solutions® is located in Orlando, Florida, has been in business since 2005, and provides services which are well known throughout the service industry. Our services begin with credentialing service contractors, vendors and other service professionals to managing service events from the initial customer contact, performing frontline support with an experienced technical support team, to working with a service provider using **ServiceBench** (an online warranty service and claims management application) to capture the service event from start to finish.

## Transition Plan

Beginning 6/5/2014, PlusOne Solutions will be assuming all new warranty administration and parts ordering functions. Effective 6/17/2014, PlusOne will be contacting the service providers on all open service events to get the status of the call and then document the call in ServiceBench via a dispatch enabling the service provider to turn around and submit their claim once the service has been performed. We will then contact the customers to set their expectations and provide our contact information.

## Contact Information (Updated)

We are attaching a revised **FAQ** document that will introduce you to PlusOne Solutions and will cover what we do and who you should contact if you need our assistance...anything from a consumer service call, parts ordering, installation or product questions...we are there to support you.

We look forward to working with you, a valued Liebherr business partner.

Please use the following contact information as we begin our recruitment and ServiceBench set up process. Effective 6/5/14, the existing Liebherr phone numbers will then be forwarded to PlusOne Solutions.

PlusOne Solutions Contact List				
Who To Contact	Reason	Phone	Fax	Email
<b>Beginning June 5, 2014</b>				
PlusOne Solutions Dispatch and Claims Processing, Orlando, Florida – Hours: 7:30am-7:30pm EST				
<ul style="list-style-type: none"> <li>• Dispatch questions</li> <li>• Scheduling</li> <li>• Postal code coverage questions</li> <li>• Customer Service Issues</li> <li>• Payment processing inquiries</li> </ul>		407-203-6667	877-943-0800	<a href="mailto:Service-appliances.us@liebherr.com">Service-appliances.us@liebherr.com</a>

## PlusOne Solutions Contact List

Who To Contact	Reason	Phone	Fax	Email
PlusOne Solutions Tech Support, Orlando, Florida – Hours: 7:30am-7:30pm EST				
	<ul style="list-style-type: none"><li>• Technical product questions</li><li>• Order parts</li><li>• Pre-authorizations</li><li>• Parts coverage questions</li><li>• Claims in review</li><li>• Labor rate questions</li></ul>	407-203-6668	877-943-0800	<a href="mailto:Service-appliances.us@liebherr.com">Service-appliances.us@liebherr.com</a>

# PlusOne Solutions FAQ'S

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## *Service Provider Questions*

**1. When will the warranty administration for Liebherr change to PlusOne Solutions?**

Effective **6/5/2014**, PlusOne Solutions will be assuming all new warranty administration and parts ordering functions.

**2. When will PlusOne begin processing open in warranty service events?**

Effective **6/17/2014**, Plus One will be contacting the service providers on all open service events to get the status of the call and then document the call in ServiceBench via a dispatch enabling the service provider to turn around and submit their claim once the service has been performed. We will then contact the customers to set their expectations and provide our contact information.

**3. What is happening to the 866-543-2437 phone number?**

The Liebherr phone numbers are scheduled to switch to PlusOne Solutions as follows:

5/1/2014 - 877-377-2653 Liebherr Recall

6/5/2014 - 866-543-2437 Liebherr In Warranty

6/5/2014 - 866-497-2739 Technical Support

**4. I currently have a scheduled appointment with a Liebherr in warranty customer and I do not use ServiceBench. What should I do once PlusOne Solutions is managing the Liebherr Warranty Process?**

A customer service representative will be contacting all consumers who have an incomplete service event. We will then create a dispatch within ServiceBench so we can begin to track and manage the call. We will then contact the company that is performing the repair to get an updated status of the call and discuss how you are to proceed with completing the call and submitting your claim for payment.

**5. It is after 6/17/2014 and I have already completed a Liebherr in-warranty repair, however, have not been paid. How will I get paid?**

Effective **6/17/2014**, PlusOne Solutions will have a list of open claims and will work with you to set up your ServiceBench account so that you can process the claim online. If you are unable to process your claims using ServiceBench, you may submit your claim to [service-appliances.us@liebherr.com](mailto:service-appliances.us@liebherr.com) and PlusOne Solutions will enter the claim for you.

**6. What information do I need to submit a manual claim to PlusOne Solutions?**

The claim must include all consumer information, including the service number, model, and serial number of the product. You should also have verified the customer's product qualified for the Liebherr Warranty Plan by viewing their proof of purchase. Also provide the original problem description, your service explanation, service date, and any parts used to complete the repair. If your company is already in PlusOne's database, we will process the claim and payment should occur within two weeks. If we do not have your company in our database, we will need you to register your company so we can establish a ServiceBench account for you so you can submit future claims online.

**7. How do I know if my company is in PlusOne Solutions' database?**

If you have a Company PlusOne ID listed below, you are already set up in ServiceBench and will provide login instructions when we contact you within the next few weeks.

Company PlusOne ID:

If the above says *PLEASE REGISTER*, we will need you to register your company via our Company Portal at <http://www.plus1solutions.net>. Once you register, call us at 407-203-6667 and we will create your ServiceBench account number.

- 8. After 6/4/2014 who can I contact if I have a technical question on a Liebherr product involved in a recall?**  
You can call direct into our Level 2 technician line by calling 407-203-6668 after 6/4/2014. Please have all the customer information including service number, model and serial number available in case we need to create a dispatch to track the call.
- 9. I already use ServiceBench for other manufacturers. What do I need to do to get set up with Liebherr?**  
We will be sending company specific ServiceBench login instructions when we begin contacting all the known Liebherr service providers. We will require that you complete and return the Liebherr Service Provider Installation and Service Agreement documents along with being in compliance with our safe contracting requirements (background/drug screen, licensed where required and insured).
- 10. Since background and drug screenings are required, where can I get information on PlusOne Solutions screening process?**  
We have a [Background and Drug Screening FAQ](#). Our initial email will also have instructions on how to order your background and/or drug screenings. You may also contact our Compliance Department at 877-943-0100 option 32 or email [screenings@plusonesolutions.net](mailto:screenings@plusonesolutions.net).
- 11. I have already been background and drug screened by PlusOne Solutions for my other manufacturers. What do I need to do next?**  
We have already updated our system and shared the screening results and well as insurance and license information for the Liebherr network. As long as your screenings were determined "authorized" and have not expired, you will not need to do anything. Our compliance department will be contacting you to arrange to get photos of your employees/technicians so that we may issue a Liebherr Authorized Badge. Additional information regarding badges will be covered in our initial email sent to you inviting you to join the Liebherr Service Network
- 12. How do I become Liebherr Authorized?**  
If you do not receive a call from a PlusOne representative by 5/19/2014, please call 407-203-6667 so we may walk you through the process and send you our recruitment package.
- 13. How do I order Liebherr parts?**  
Effective **6/5/2014** In-warranty and out of warranty parts will be ordered by PlusOne Solutions.
- 14. How will I know the status of my part once it has been ordered by PlusOne?**  
PlusOne will be entering the part information on the ServiceBench dispatch where you will have visibility to the parts status i.e. ordered, shipped, backordered. We will notify you via ServiceBench once the part ships so that you may contact your customer to schedule service. You will also receive an email once the part has been shipped from the parts supplier.

### *Dealer Questions*

- 15. If an in-warranty Liebherr customer contacts me to service their product, what should I do?**  
Effective **6/5/2014** call PlusOne @ 1-866-543-2437 and provide our customer service representative with all the consumer information so we may create a Dispatch in ServiceBench. We will contact the customer to do a preliminary diagnosis of the problem and either resolve or dispatch the call to the dealer. If the dealer is unable to service the customer, we will find another Liebherr Authorized service company.