



April 24, 2015

To: Bertazzoni Dealers, Distributors, Service Providers

PlusOne Solutions, Inc. is proud to inform you we will be partnering with Bertazzoni to provide enriched warranty administration, repairs and parts handling for all residential Bertazzoni products in the United States and Western Canada, effective 06/01/2015.

About PlusOne Solutions

PlusOne Solutions® is located in Orlando, Florida, has been in business since 2005, and provides services well known throughout the service industry. Our services include credentialing service contractors, vendors and other service professionals. We also perform frontline support with an experienced technical support team and work with ServiceBench and our own platforms to capture the service event from start to finish. ServiceBench is an online warranty service and claims management application.



PlusOne Solutions works only with in-home service professionals who meet the highest standards for experience, know-how and customer service. At PlusOne Solutions, we screen and perform background checks every two years on all in-home service technicians. We do this before we send them out on any job to ensure they have all applicable licenses and insurance. The good news is most of the service companies we will be contacting are already in compliance with the requirements of our safe contracting program because they perform services for several other PlusOne clients.



Bertazzoni Service Organization

Our objective is to build a Best-In-Class field service organization by providing online tools for product education as well as a system to track service calls. We will keep the consumer informed of every step of the repair process. The end goal is a satisfied consumer, one that will recommend their Bertazzoni product or share their positive service experience performed by a Bertazzoni Authorized Technician.

All service technicians will carry a *Bertazzoni Authorized* badge indicating they have undergone a thorough background and drug screening process and are licensed (where applicable) and insured.

Training is an essential ingredient in achieving first-time service completions, thereby creating a positive customer experience. PlusOne Solutions has developed a *Bertazzoni Learning Curriculum* that will be used to train our customer service representatives. Assessments have also been designed to measure our representative's level of knowledge on Bertazzoni products. We will be expanding on the learning curriculum and will provide the Bertazzoni Service Network access to our *KnowledgePLUS* website. This website will contain training modules and assessments and feature bulletins, newsletters, service tips, and "how-to guides" that enable first-time fixes and faster completion of service. In the near future, we will hold training sessions at several locations across the country for Bertazzoni Authorized servicers.



Transition Plan

Beginning April 24, 2015, PlusOne Solutions will be contacting service providers who already have a relationship with PlusOne and who have handled Bertazzoni service calls. We will be engaging them to complete a service agreement with PlusOne Solutions for Bertazzoni in warranty repairs.

Beginning 6/1/2015, PlusOne Solutions will be assuming all new warranty administration and parts ordering functions. Any service orders assigned prior to this date will still be handled according to the processes set in place by the current Warranty Administrator.

PlusOne Solutions has 2 levels of support. Tier one customer service support will answer all inbound calls and will triage the customer complaint and determine whether a servicer is required. If service is required, a dispatch will be created and assigned to a servicer. Tier two technical support are trained Bertazzoni technicians who are here to assist not only our tier one support team, but are available to guide servicers through diagnosis and repair while they are in the customer home. We also have sample Bertazzoni product onsite to support this process.

There will be no change on parts distribution. Encompass will continue to handle the in warranty parts orders. The only difference will be that PlusOne will be managing the ordering process. Parts ordered will be documented within ServiceBench and the servicer will be notified once the parts have shipped.

We are attaching a **FAQ** document that will introduce you to PlusOne Solutions. It 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 question - we are here to support you. We look forward to working with you, a valued Bertazzoni business partner.

Please use the following contact information as we begin our recruitment and ServiceBench/PlusOne set-up process. Effective 6/1/15, the existing Bertazzoni phone numbers will then be forwarded to PlusOne Solutions.

PlusOne Solutions Contact List			
Who To Contact Reason	Phone	Fax	Email
PlusOne Solutions Dispatch and Claims Processing, Orlando, Florida – Hours: 7:30am-7:30pm EST			
<ul style="list-style-type: none"> • Dispatch questions • Scheduling • Postal code coverage questions • Customer Service Issues • Payment processing inquiries 	<p>After 6/1/15 866-905-0010</p> <p>Before 6/1/15 407-203-6652</p>	877-943-0800	Bertazzoni@plusonesolutions.net
PlusOne Solutions Tech Support, Orlando, Florida – Hours: 7:30am-7:30pm EST			
<ul style="list-style-type: none"> • Technical product questions • Order parts • Pre-authorizations • Parts coverage questions • Claims in review • Labor rate questions 	<p>After 6/1/15 866-905-0010</p> <p>Before 6/1/15 407-203-6652</p>	877-943-0800	Bertazzoni@plusonesolutions.net

PlusOne Solutions FAQ'S

Service Provider Questions

- 1. I currently have a scheduled appointment with a Bertazzoni in warranty customer. What should I do now that PlusOne Solutions is managing the Bertazzoni Warranty Process?**

You will continue to run any existing service requests according to the processes established by the current warranty administrator.

- 2. I have already completed a Bertazzoni in-warranty repair, however, have not been paid. How will I get paid?**

The current warranty administrator will continue to manage all existing service events and invoice processing for any service orders created prior to the transition, 6/1/2015.

- 3. How do I get paid for in warranty claims that have been dispatched after 6/1/2015?**

All in warranty service events will be processed via ServiceBench. Your company will need to be registered in the PlusOne Solutions database and then we will create a Bertazzoni company id for your company in ServiceBench.

- 4. 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 our database and we 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 407-203-6652 and we will create your ServiceBench account number.

- 5. Who can I contact if I have a technical question on a Bertazzoni product?**

You can call direct into our Level 2 technician line by calling 866-905-0010. Please have all the customer information including technical code, model and serial number available in case we need to create a dispatch to track the call.

- 6. What is happening to the 866-905-0010 phone number?**

The Bertazzoni phone number is scheduled to switch to PlusOne Solutions as follows:

6/1/2015 - 866-905-0010 Bertazzoni In Warranty

6/1/2015 - 866-905-0010 Technical Support

- 7. I already use ServiceBench for other manufacturers. What do I need to do to get set up with Bertazzoni?**

We will require that you complete and return the Bertazzoni 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). We will then create a Bertazzoni ServiceBench login and will provide instructions at that time. As long as you are registered with PlusOne Solutions, you will only be required to complete and return the Bertazzoni Service Provider Installation and Service Agreement documents along with being in compliance with our safe contracting requirements.

- 8. 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.

- 9. I have already been background and drug screened by PlusOne Solutions for my other manufacturers. What do I need to do next?**

Once you complete and return the Bertazzoni Service Provider Installation and Service Agreement documents,

we will share the screening results and well as insurance and license information for the Bertazzoni 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 Bertazzoni Authorized Badge. Additional information regarding badges will be covered in our initial email sent to you inviting you to join the Bertazzoni Service Network.

10. How do I become Bertazzoni Authorized?

If you do not receive a call from a PlusOne representative by 6/1/15, please call 407-203-6652 so we may walk you through the process or email Bertazzoni@plusonesolutions.net and we can send you our recruitment package.

11. How do I order Bertazzoni parts?

In-warranty parts will be ordered by PlusOne Solutions. The PlusOne Solutions customer service team will work with the customer to diagnose the customer’s appliance issue, and in many cases, identify and order the part(s) required prior to dispatching the service call to the Bertazzoni Authorized Servicer.

Out of warranty parts can be ordered directly from Encompass. Additional information to follow.

12. 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

13. If an in-warranty Bertazzoni customer contacts me as a self-servicing dealer after 6/1/15 to service their product, what should I do?

Call PlusOne at 866-905-0010-and provide our customer service representative with all the consumer information so we may create a Dispatch in ServiceBench or PlusOne. We will contact the customer to do a preliminary diagnosis of the problem and either resolve or dispatch the call to you as the self-servicing dealer. If you are unable to service the customer, we will locate another Bertazzoni Authorized service company.