



# U-LINE

## *Our Pledge To Deliver Frictionless Customer Service*

We are committed to delivering a seamless, frictionless service experience for our distributors, dealers, and customers. Our goal is to remove unnecessary steps, take ownership of the process, and ensure every issue is handled quickly and professionally.

### **1. Immediate Service Dispatch for Units Under Warranty**

If a unit is within warranty coverage, a service call will be dispatched without unnecessary delays or administrative hurdles. Our Customer Service team will proactively contact the end user, builder, or customer to gather any missing information and help diagnose the issue. This reduces back-and-forth communication and ensures our team fully owns the process from start to finish.

### **2. Prompt Response Times**

Our team is committed to responding or following up within 3 hours whenever possible, and no later than 24 hours. Timely communication is essential to resolving issues quickly and maintaining customer confidence.

### **3. No “Request to Register” Barriers**

We will no longer use “request to register” language as a barrier to service. Instead, our team will collect the necessary information during the service process and move forward with dispatch if the unit qualifies for warranty coverage.

### **4. Prioritized Service Providers**

To ensure the highest level of service quality, we prioritize our most trusted service providers. These partners are selected through close collaboration with our distributors and supported by our internal service grading system, ensuring customers receive the best possible support.

### **5. One Call Does It All**

Simply provide as much detail as possible about the issue, and our team will take it from there. We will manage the process, coordinate service, and communicate updates along the way so you don't have to.

### **Our Commitment:**

We take ownership of every service request and work to eliminate friction at every step. Our mission is simple—make service easy, responsive, and reliable for everyone involved.

### **Reach Out:**

Visit [u-line.com](https://u-line.com), and select [Request Product Support](#) under the support tab for assistance. If you prefer to speak with someone directly, call +1.616.754.5601.