



April 7/14

To All Poulan/Weed Eater Master Service Dealers

We have been fielding a few calls this week about a letter that was sent out to the dealers by Husqvarna Outdoor Products Canada (HOPC) which you can see at this url

<http://www.bayservice.ca/Service%20Bulletins/HOPC%20letter%20140218.pdf>

This letter was sent out to alert the servicing dealers that as of Jan. 1/14, Husqvarna has closed down their parts warehouse in Mississauga and all Poulan, Poulan Pro and Weed Eater Handheld and Wheeled parts will be imported into Canada by Servantage. Norm Fortin, the national service manager of Poulan/Weed Eater of Canada has also resigned and left the company.

This has constituted a number of changes that really won't affect the servicing dealers that have been dealing with Bay Distributors over the past 20 years.

Bay Distributors will now purchase our service parts thru Servantage, but this will not affect the current discount structure and it will remain the same for our dealers (-30% on handheld parts and -40 % on wheeled parts).

Unfortunately we will not be able to drop ship wheeled parts any longer, but we will be increasing our inventories to try and keep our back orders to a minimum.

With Norm leaving his position, this has transferred all factory warranty handling over to Husqvarna in Charlotte, North Carolina. This means that all Returned Authorization Approvals on handheld products that the repair charges exceed 50 % of the retail cost of the unit will no longer be handled by Bay Distributors and will now be handled by them and the unit will be exchanged. I have revised the procedure to be followed on my web site, that you can view at this url

<http://www.bayservice.ca/Service%20Bulletins/SB121102%20Revised%20140320%20Warranty%20changes.pdf>

Fortunately this happened in the slower part of the year and most bugs in the process have been ironed out and your phone time in contacting them should be fairly short in obtaining the approval on the warranty exchange.

For those dealers who do not want to input their HOP Warranty Claims direct to ServiceBench, please keep sending them to Bay Distributors (by fax or mail) and we will input them for you or for that matter if you have a problem with a Service Bench claim, we will help you sort it out and assure that you are properly compensated for your time.

The bottom line is we are still going to give you the best, friendliest, courteous service and warranty advice and parts shipping that we can. We really appreciate your patronage over the years and hopefully the partnership we have developed will continue for many years to come.

Best Regards

George Bishop  
Service Mgr.  
Bay Distributors