

Dear Brand Source Service Company,

Thank you for your interest in becoming a Brand Source Service Agency representative for Anaheim Manufacturing Company. Anaheim Manufacturing Company is the second largest manufacturer of Food Waste Disposer in the industry and has been in the business for over 40 years. We manufacture the Waste King, Whirlaway, Mountain Plumbing, and Franke Food Waste Disposer as well as the Quick & Hot, Mountain Plumbing and Franke Hot Water Dispensers. Anaheim Manufacturing is establishing a list of Preferred Brand Source Service Agencies to whom we will refer all of our end-user customers with a warranty issue.

If you would like to be part of the Preferred Brand Source Service Network, please review and fill out the enclosed material and return it to Anaheim Manufacturing as soon as possible. Once received, we will set up your direct account with Anaheim Manufacturing and make sure that your company is included in the Preferred Brand Source Service Agency list. This is a great opportunity as our "replacement only warranty" offers you a fast and simple installation.

The BrandSource warranty program offers our customers full replacement of their Disposers and Hot Water Systems for as long as their warranty applies and the failure is a manufacturer's defect. In addition, we are offering your company the opportunity to purchase small quantities of units for your stock. If you are interested, please fill out the attached application and fax it back to us.

Do not miss out on this opportunity to build your customer base, increase your service revenue, and benefit from the excellent, free advertising which this program offers your organization.

If you have any questions please call our Customer Service Department at (800) 854-3229 and we will be happy to assist you.

Sincerely,

Tom Dugan

Tom Dugan
President
Anaheim Manufacturing Company



ANAHEIM
MANUFACTURING

4240 East La Palma Avenue • Anaheim, CA 92807
P.O. Box 4146 • Anaheim, CA 92803

Phone (714) 524-7770

FAX (714) 996-7073



AGENCY INFORMATION

PLEASE FILL OUT COMPLETELY

Name of Company _____

Street _____ P.O. Box _____

City _____ State _____ Zip _____

Phone _____ Fax _____ E-Mail _____

Owner's Name _____ Service Manager's Name _____

Business Hours (Weekdays) _____

(Weekends) _____

Flat Rate Charge: **\$95.00**

List Zip Codes Covered: _____

If additional space is needed, please attach additional Zip Code List

This Payment Schedule supersedes all previous Payment Schedules and becomes Attachment I to the then current Service Agency Agreement.

Signature (Owner or Manager) _____ Date _____

Accepted (Waste King) _____ Date _____

For office use only: Customer number _____

Registration to ISO 9001





AGENCY INSTRUCTIONS

Ordering Replacement Disposers/Tanks/Faucets

1. Prepare a purchase order for the unit required using the end users last name and phone number as the PO number, i.e. SMITH123456789.
2. Call if there are any questions if the product is ours and/or is under warranty.
3. Note the serial number and what is wrong with the unit in the Special Instructions/Order Comments section on the form.
4. Fax the order to 1-800-454-4406

Defective Product Return

All Waste King Hot Water Dispensers and Faucets, Franke (HT-200 tanks only), and Mountain (Mountain Plmb tanks) only.

1. Remove serial number labels from defective product and attach to completed NARDA form and mail to: Anaheim Mfg. Co., 4240 E. La Palma Ave., Anaheim, CA 92807, Attn: Warranty Replacement.
2. Credit will be issued to the account for the unit.
3. Preparation of payment for labor and reimbursement of shipping charges will be processed.
4. Enclose a copy of the invoice that items were received on.

Waste King, Franke, and Mountain Plumbing disposers.

1. Remove serial number label from the defective unit and attach it to the NARDA form.
2. Complete all information on the form. It must have the end users name, address, telephone number and detailed description of the manufacturers defect.
3. Return all documents to Anaheim Mfg Co., P.O. Box 4146, Anaheim, CA 92803, Attn: Warranty Replacement

TO: BRANDSOURCE SERVICE AGENCIES

SUBJECT: HOUSEHOLD FOOD WASTE DISPOSER WARRANTIES

Household food waste disposer warranties DO NOT COVER the following:

1. Use for anything other than normal, private household use.
2. Incorrect installation
 - a. Electrical connections
 - b. Leaks
 - sink flange
 - dishwasher inlet
 - discharge elbow
 - c. Damage by installer, such as excessive torquing of screwed connections.
3. Incorrect operation
 - a. Grinding non-food waste
 - b. Jams
 - overloading
 - any foreign object
4. Misuse or Abuse

Please note: Reimbursement cannot be made for any of the above or any work done where warranty cannot be substantiated by serial number label or proof of purchase.



BRAND SOURCE SERVICE ORDER FORM

4240 E. La Palma Ave., Anaheim, CA 92807

(714) 524-7770

FAX (714) 996-7073

FOR OFFICE USE ONLY

PO# _____

SHIP DATE _____

TERM _____

ISSUED BY _____ DATE _____

BILL TO #: _____

BILL TO: _____

REP NUMBER: _____

SALESPERSON NAME: _____

CUST. PHONE: _____

CUST. FAX #: _____

SHIP TO #: _____

SHIP TO: _____

DATE: _____

INITIALS: _____

COMMENTS: _____

QUANTITY	PART/MODEL	WARRANTY	QUANTITY	PART/MODEL	WARRANTY	QUANTITY	PART/MODEL	PRICE EACH
	L-9900TC	10 YR		L-111	2 YR		H510-CH	1 YR.
	L-9910	2 YR		L-1001	2 YR		H510-WT	1 YR.
	L-9920	2 YR		L-2600	5 YR		H510-BQ	1 YR.
	L-9930	5 YR		L-3200	8 YR		H520-CH	1 YR.
	L-9940	8 YR		L-3300	10 YR		H520-BQ	1 YR.
	L-9950	10 YR		L-5000TC	10 YR		H520-WT	1 YR.
	L-9980	LIFETIME		L-8000	LIFETIME		H510-U-CH	1 YR.
	L-9980TC	10 YR		L-8000TC	10 YR		H510-U-WT	1 YR.
				3/4SE	12 YR		H510-U-BQ	1 YR.
	HT-200-FRANKE	1YR		3/4SE-3BMT	12 YR		H520-U-CH	1 YR.
	WD751-FRANKE	10 YR		AH-780-UL	1 YR		H520-U-WT	1 YR.
	WD751B-FRANKE	10 YR		MT-641	1 YR		H520-U-BQ	1 YR.
	WD1001-FRANKE	10 YR		LIL GOURMET	1 YR			

Special Instructions/Order Comments: _____