



Important NEW Service Provider Announcement

Bulb/Lamp and Light Engine Programs

On January 20th, NEW implemented a change related to bulb/lamp replacements. We are all facing many new challenges due to the state of the economy and NEW is no exception. In continuing to provide a cost effective value of service to our clients and their customers, we request your cooperation with ordering all rear projection DLP/LCD PTV lamps and light engines covered under a NEW Extended Warranty Service Plan.

Effective Monday, February 23, 2009, NEW will execute the following bulb/lamp and light engine procedure:

- After performing triage and prior to running a call that requires a bulb/lamp or light engine replacement, the service center must contact the NEW Authorizations Group to verify entitlement and to obtain authorization.
- NEW will issue an authorization, process the order and ship the replacement bulb/lamp or light engine to the service center or customer (shipped in 24 hours and received in 3 to 5 days). If you can help the customer with a similar in-stock bulb/lamp, NEW will ship a replacement directly to the service center.
- Bulbs/Lamps - when available, ODM bulb kits or lamp assemblies will be utilized. These high quality parts have been fully lab and field tested to ensure compliance to OEM specifications. OEM parts will only be authorized if ODM replacements are not available.
- Light Engines - a remanufactured light engine will be substituted, when available, and OEM light engines will only be approved if no remanufactured option is available.
- The service center will then notify the customer that the bulb/lamp or light engine has been ordered and will schedule the appointment with the customer based on the ETA for the bulb/lamp or light engine.
- All Bulb/Lamp or light engines claims submitted without the proper authorization will be rejected.

As a reminder of this process, NEW will continue to send service centers Service Request Dispatches that include a reminder of the preauthorization requirement for bulbs/lamps. Again, service centers must verify entitlement through the Authorizations Team or the claim will be rejected.

Please contact your Regional Service Manager if you require any additional information.