



January 25, 2008

Clarification to Finn Warranty Procedures

It has always been Finn policy that warranty labor charges must be pre-approved. This communication is to restate the policy and outline the procedure that must be followed. This applies to equipment owners, dealers and any other service provider doing Finn warranty work.

- All warranty labor must be pre-approved with a Work Authorization Number provided by Finn's Warranty Administrator, prior to work being performed.
- In order to obtain the Work Authorization Number an estimate of costs must be provided to Finn and approved by the Finn Warranty Administrator, Director of Engineering or CFO, before work begins. Once approved, any additional costs, above the approved cost, must be approved in order to be eligible for warranty coverage.
- Any charges for parts or labor incurred before receiving approval by Finn shall not apply.
- All Warranty repair must be done by a Finn authorized service provider or authorized repair shop of Finn's choice.
- The labor costs reimbursement will be based on the Labor Allowance Schedule established by Finn and where not applicable, on a reasonable number of hours as determined by Finn.
- Transportation, hauling, storage, or other similar costs are not part of Finn's obligation under the limited warranties and is the responsibility of the equipment owner.
- Attached is a "Warranty Estimate Worksheet" that can be used to fill-out and fax to Finn to initiate the claim, once received and approved, a "Work Authorization Number" will be appointed for the claim.