



April 1, 2011

Warranty Pre Approval Requirements

It has always been Finn policy that warranty labor charges must be pre-approved (unless the work being done is per the current Labor Allowance Schedule provided by Finn). This applies to equipment owners, dealers and any other service provider doing Finn warranty work.

- Claim Number: A Finn Warranty Claim Number must be obtained from the warranty department the same day work is performed if business hours allow or next business day at the latest.
- All warranty labor must be pre-approved with a Work Authorization Number provided by Finn's Warranty Administrator prior to work being performed. **Exception:** If work being performed is per the current **Labor Allowance Schedule** provided by Finn, pre-approval is not required. **However** a Warranty Claim Number is still required as noted above.
- 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 completed 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 or, 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 warranty and are 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.

Revised: 3/18/2011