

Hydro-Gear[®] Service Procedure

Warranty & Field Returns
Handling Process

Warranty & Field Returns Handling Process

Consumer

Contacts or provides vehicle to the Selling Dealer.

Selling Dealer contacts Hydro-Gear® Authorized Repair Center and performs troubleshooting.

Troubleshooting Successful?

YES

Repair and return machine to customer.

NO

Sends the unit to Authorized Repair Center **with requested information on HG unit**

Authorized Repair Center handles as per Hydro-Gear® warranty policy

In case of warranty approval: Process claim as per Hydro-Gear® warranty policy

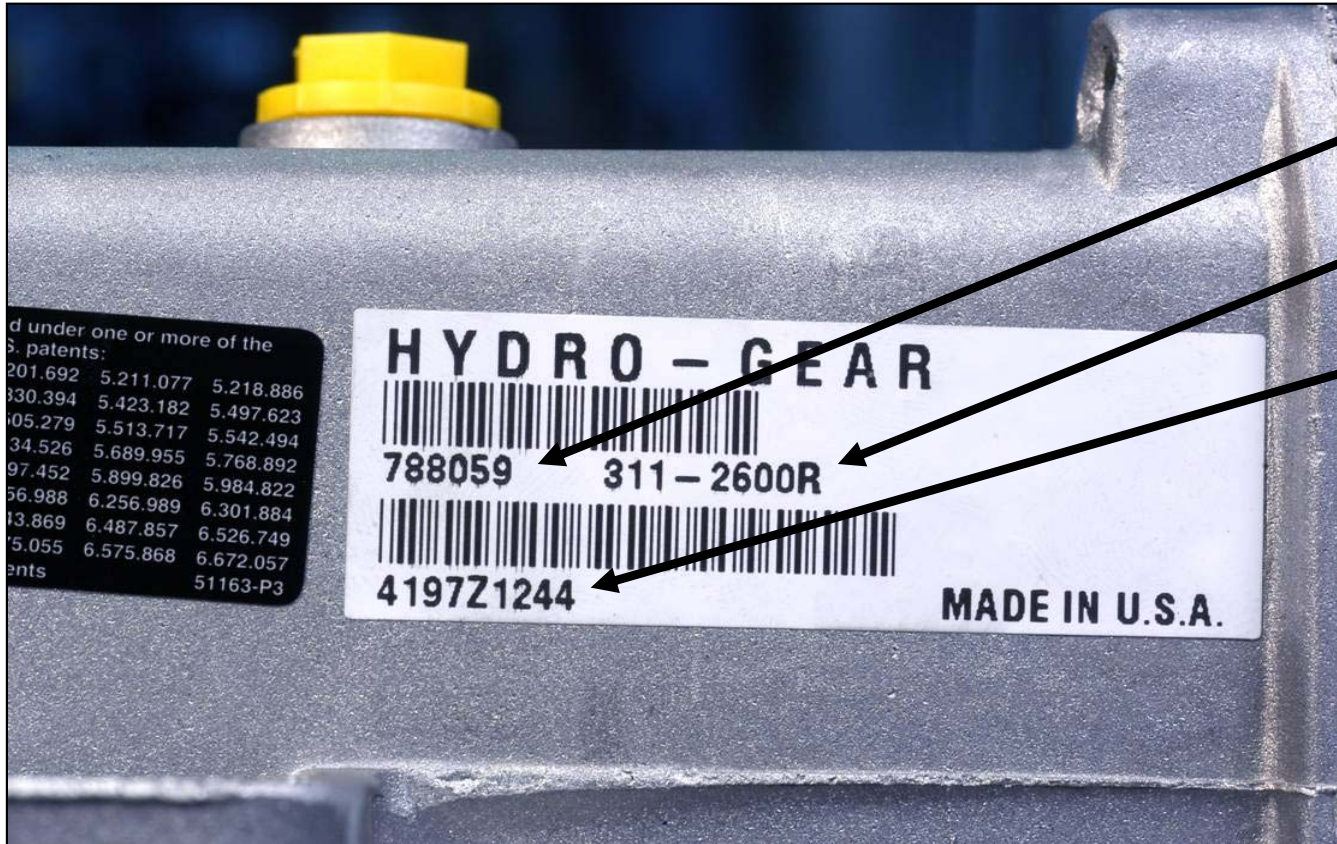
In case of warranty denial: Informs Selling Dealer with reason for denial*

Performs necessary repairs

Sends unit back to Selling Dealer

Offers repair alternatives to assure minimal cost for the customer*

Warranty & Field Returns Handling Process



Warranty & Field Returns Handling Process

- Required actions from Selling Dealer
 - Performs troubleshooting
 - Provides requested information:
 - Failure mode description
 - Vehicle data (brand / private / professional / machine hours)
 - Hydro-Gear® product: Model & Serial Numbers
 - Vehicle Purchase Date
 - Failure Date
 - Ships unit to Repair Center and fax/email/mail/... all required documentation

Warranty & Field Returns Handling Process

- Required actions from Repair Center
 - Provides troubleshooting information to Selling Dealer
 - Reviews documentation provided by Selling Dealer
 - Inform Selling Dealer on warranty approval / denial
 - Repair or Replace Hydro-Gear® unit
 - Send unit back to Selling Dealer
 - Complete warranty administration forms
 - *In case of warranty denial, repair alternatives will be offered to assure minimum cost impact for the customer*