

Procedures for HVLS Fan Warranty and Factory Service Requests

1. Purpose:

To define the process of administering product warranty requests and the process to reimburse the Distributor or Manufacturer's Authorized Representative for performing warranty service as well as the fees and procedures involved with the Request for Factory Service.

2. Definitions:

- 2.1. 4Front – Provider of 4Front, Epic, Serco and Kelley brand HVLS Products.
- 2.2. Limited Warranty – 4Front assures to the Purchaser/End User that the Product will be free from flaws in material and workmanship for a specified period of time after shipment. For specifics of the Product Limited Warranty see the User's Manual which shipped with the product. Manuals are available by contacting the HVLS Technical Services department at 972-466-0707.
- 2.3. End User – The user of the installed Product.
- 2.4. Product Serial Number – The Product Serial Number that determines a fan's warranty status is the serial number that is assigned to the VFD enclosure; this will be used to determine the fan's ship date which determines warranty status. Only the VFD serial number will be used for warranty purposes.
- 2.5. MR # - The 4Front Fans notification sent to the Distributor or Manufacturer's Authorized Representative which authorizes return of the product or warranty parts.
- 2.6. Service Time Guidelines ("STG") – Time needed to repair product flaws in workmanship and material as established by 4Front. The guidelines may also be used as a tool for the efficient scheduling of service work.
- 2.7. Warranty Request Form – The 4Front HVLS Warranty Request Form is used to provide information and record the expenses incurred to repair product flaws in workmanship and material. It is submitted to 4Front Fans per section 4.3.6.
- 2.8. Request for Factory Service – A request from a Distributor, Manufacturer's Authorized Representative or End User for 4Front Fans factory personnel to travel to an end users facility to assist a Distributor or Manufacturer's Authorized Representative's service department with persistent or unique service issues.

3. Form Used:

3.1. 4Front HVLS Warranty Request Form; form number HVLS 3001.

4. How the Warranty Process Works:

4.1. Summary of the Warranty Request Process

4.1.1. The Distributor or Manufacturer's Authorized Representative uses service parts from their inventory or use parts either provided by 4Front, purchased from 4Front or APS Resources.

4.1.1.1. If a service issue is troubleshot with the assistance of an 4Front Technical Services representative less than sixty (60) days from the date of shipment the necessary parts may, at 4Front's discretion, be provided at no charge, provided the fan and the instance is covered under warranty.

4.1.1.2. If a service issue is not troubleshot with the assistance of an 4Front Technical Services representative or the service is taking place later than sixty (60) days from the date of shipment, parts will not be provided at no charge, regardless of the warranty status of the fan. For these service instances, parts will need to be used from the Distributor or Manufacturer's Authorized Representative inventory or be purchased from 4Front or APS Resources.

4.1.1.3. The cost of parts obtained from 4Front Fans and/or APS Resources will be reimbursed if the instance is warrantable and the part is determined to be defective, regardless of who the troubleshooting was performed by.

4.1.1.4. The cost of parts obtained from third party sources other than 4Front or APS Resources will not be reimbursed without prior written approval from either the 4Front HVLS Technical Services or 4Front HVLS Warranty Department irregardless of the warranty status of the fan.

4.1.2. Warranty Requests must be submitted within sixty (60) days after performing the work. Warranty Requests submitted after sixty (60) days may not be processed. See section 4.3.6 for where Warranty Requests should be submitted to.

4.1.3. 4Front Fans will review and process the submitted request within thirty (30) days of the receipt of a **fully completed** Warranty Request Form (See Section 4.3.2). Reimbursement for approved claims will be by check, no later than sixty (60) days from final approval, for domestic claims and by accounts receivable credit for international claims.

- 4.1.4. Replaced parts must be retained for sixty (60) days after the submission of a **fully completed** Warranty Request Form. 4Front Fans may request the return of the replaced parts. If the requested part is not available for return the Warranty Request may be denied. If 4Front Fans does not request the return of a part within sixty (60) days of the receipt of a **fully completed** Warranty Request Form, the part in question may be discarded. An 4Front Fans request for additional information resets the sixty (60) day period.
- 4.1.5. All fans(whole or in part) and/or parts returned to 4Front Fans require an MR# issued by 4Front Fans; this MR# must be affixed to the exterior of each carton that is returned.
- 4.1.5.1. Fans (whole or in part) and/or parts that are returned without an 4Front Fans issued MR# affixed to the exterior of each returned carton may have any future Warranty Requests be delayed or denied.
- 4.1.6. If an MR# is issued by 4Front Fans to return the replaced parts(s) and the part(s) are not returned within thirty (30) days of the receipt of the MR#, the warranty request may be denied.

4.2. General Warranty Administration Policies

- 4.2.1. **Waiting time is not reimbursable as warranty work.** The Distributor or Manufacturer's Authorized Representative is responsible for assuring access to the product at the time warranty work is to be performed. **The Distributor or Manufacturer's Authorized Representative is responsible for resolving the issue with the end-user and charging the end user directly for any idle time incurred.**
- 4.2.2. Reimbursement for warranty work is based on the hours specified in the 4Front Fans Service Time Guidelines ("STG"). Two person crews are reimbursed only when specified in the STG. If special situations arise that necessitate a two person crew or for work not specified in the STG, the Distributor or Manufacturer's Authorized Representative must call an 4Front Fans Technical Services representative to obtain advanced written authorization.
- 4.2.3. 4Front Fans reserves the right to perform warranty service using an authorized subcontractor or 4Front Fans employee(s).
- 4.2.4. Upon receiving the end-user's call requesting warranty service, the Distributor or Manufacturer's Authorized Representative has the responsibility for diagnosing the problem and insuring that the proper 4Front Fans service parts accompany the serviceperson responding to the warranty service call.

4.2.5. For parts that are ordered, 4Front Fans will provide reimbursement for ground shipments only, unless alternative shipping methods are pre-approved by 4Front Fans Technical Service or Warranty Department personnel in writing.

4.2.6. Subcontractors hired by the Distributor or Manufacturer's Authorized Representative to perform warranty service work are reimbursed at the Distributor's or Manufacturer's Authorized Representative's warranty labor rate and reported on the Warranty Request Form. Distributor or Manufacturer's Authorized Representative remains responsible for the quality of the subcontractor's work, training on Products supplied by 4Front Fans, and any other charges incurred through the use of a subcontractor.

4.2.7. Payment for warranty service work will only be made to the Distributor or Manufacturer's Authorized Representative.

4.3. Warranty Request Information

4.3.1. Submit Warranty Requests on 4Front Fans Warranty Request Form (HVLS 3001). The Warranty Requests Form is used to document details of work performed and submit expenses to repair product flaws in workmanship and materials. The warranty request form is available from 4Front Fans as well as the last page of the User's Manual.

4.3.2. Fully Completed Warranty Request Form

4.3.2.1. The Warranty Request Form **MUST** include a product serial number and the end-user's name, address, city and state. Warranty Requests Forms submitted without product serial numbers and required end-user information will be returned to the Distributor or Manufacturer's Authorized Representative for additional information prior to the issuance of any reimbursements.

4.3.2.2. All Warranty Request Forms **MUST** be accompanied by a related company invoice, with an invoice number, equal in amount to the claim being processed. The invoice must list 4Front Fans as the "Bill To" and should include any related work orders and/or work descriptions.

4.3.2.3. Complete and descriptive information is required on the Warranty Request form. Copies of service call reports, pictures, etc. will assist in timely claim processing. Complete information also helps 4Front Fans take corrective action(s), if required.

4.3.2.4. Any Warranty Request for a product that is subject to a warranty period beyond the scope of the Base Warranty Period must be accompanied by a copy of the original Special Warranty Document approved by the 4Front Fans

Engineering, Sales or Warranty department(s). No special or extended warranty will be honored without proper documentation.

- 4.3.3. Serial number discrepancies must be resolved by the Distributor or Manufacturer's Authorized Representative before the claim is processed.
- 4.3.4. Premium or overtime work requires prior written authorization from the 4Front Fans Technical Services or Warranty Departments.
- 4.3.5. Submission of completed Warranty Requests

4.3.5.1. Mail request to:

4Front Fans
HVLS Warranty Dept.
1612 Hutton Dr.
Suite 140
Carrollton, TX 75006

Email request to: HVLSWarranty@4Front.com

Contact by phone: 972-466-0707

4.4. Warranty Service Rates

- 4.4.1. Warranty rates are established in a dialogue between 4Front Fans Technical Services or Warranty Department personnel and the Distributor's or Manufacturer's Authorized Representative's contact.
- 4.4.2. Warranty rates are established in writing on a per instance basis prior to work being performed.
- 4.4.3. Warranty rates are designed to reimburse the Distributor or Manufacturer's Authorized Representative's for their cost of handling required warranty obligations.

4.5. Warranty Travel Time Guidelines

- 4.5.1. Travel time determinations are made using a readily available internet map program, such as Google Maps. These programs are used to determine the time needed to travel from the Distributor's closest office (sales or service) or Manufacturer's Authorized Representative's closest office (sales or service) to the end user location.

4.5.2. Warranty travel times in excess of two (2) hours one way require advance written approval from an 4Front Fans Technical Services or Warranty Department representative. Excess travel that is not pre-approved will be discounted out of the warranty reimbursement.

4.5.3. Reimbursement for multiple trips for warranty travel to repair a problem due to lack of common parts may be denied at 4Front Fan's sole discretion. When in doubt about which parts may be required, call 4Front Fans Technical Services prior to the first trip.

4.6. Warranty Service Time Guidelines

4.6.1. Warranty Service Time Guidelines ("STG") are established for 4Front Fans. STGs assume that service personnel are trained, equipped and possess a basic working knowledge of 4Front Fans products. STG by product are attached; see section 7.

4.6.2. Distributors and Manufacturer's Authorized Representative with sales offices in remote locations that do not have a locally based service department, will only receive travel time to an end user's location based on the travel time from their nearest sales office.

4.7. Service Parts Returned for Warranty Review

4.7.1. 4Front Fans will be responsible to the Distributor or Manufacturer's Authorized Representative for the expense to return the flawed service part or product to 4Front Fans. Returns are to be shipped to 4Front Fans following the instructions received from the 4Front Fans Technical Services or Warranty Department(s). The 4Front Fans Technical Services or Warranty Department(s) will provide the necessary Pre-Paid Return Label to facilitate the shipment or will make arrangements with a freight carrier for pick-up at a location of the Distributor's or the Manufacturer's Authorized Representative's choosing. Freight reimbursements are limited to Ground shipments only.

4.7.2. If service parts are found to not be flawed, 4Front Fans Warranty representative will notify the Distributor's or Manufacturer's Authorized Representative. At that time 4Front Fans, at its sole discretion, will make a decision as to whether the warranty claim, including relevant shipping and handling fees, will stand for reimbursement.

4.7.3. Fans (whole or in part) and/or parts that are returned without an 4Front Fans issued MR# affixed to the exterior of each returned carton may have any future Warranty Requests be delayed or denied.

5. Items Not Reimbursed as Warranty Include, But Are Not Limited to:

- Adjustments
- Lubrication
- Installation errors
- Misuse, abuse, alteration and/or misapplication of the product
- Lightning or power surges
- Damage resulting from neglect – not performing preventative maintenance as described in the User's Manual
- Any consumables used in installation or service (Oil / lubricants, welding, cutting, fabrication, drill bits, hardware, welding rods, grinding wheels, electrical fuses etc.)
- Waiting time, fire watch

6. Request for Factory Service:

6.1. In the event that a Distributor, Manufacturer Authorized Representative or End User requests that 4Front factory personnel respond to an ongoing service issue, the requester will be required to provide 4Front Fans with a Purchase Order (P.O.) to cover 4Front's expenses prior to travel arrangements being made.

6.2. The P.O. shall be sufficient to cover all expected expenses, to include, but not limited to, a daily rate per person who responds to the request in addition to the cost of travel, lodging, meals, equipment rental, parts, etc.

6.2.1. The rate for 4Front Fans personnel is \$2000 (U.S.D.) per day for, each person who responds to the Request for Factory Service.

6.2.2. The daily rate includes, but is not limited to, travel time, transfers to or from airports (if necessary) and time at the jobsite.

6.2.2.1. Daily rate does not include the cost of travel, lodging, meals, equipment rental, parts, etc.

6.2.3. Three hours dedicated to a Request for Factory Service, either by being at the jobsite, by travelling to or from it or by making arrangements to travel, will count as one day.

6.2.4. No partial days will be counted, only full days.

6.2.5. A day is not to exceed ten (10) consecutive hours.

6.2.5.1. In the event that more than ten (10) consecutive hours are dedicated to a Request for Factory Service, a new day will begin.

6.3. The P.O. will be held until the conclusion of the Request for Factory Service and the factory representative(s) have returned to their point of departure and all actual costs are tallied.

6.3.1. If the results of the Factory Service are that the issue(s) are from a flaw in material and/or workmanship of 4Front Fans (i.e. warrantable), the P.O. will not be collected. In addition, the Distributor or Manufacturer’s Authorized Representative will be able to submit a Warranty Request to 4Front Fans for reimbursement of labor and any parts used in troubleshooting the fan prior to the arrival of the 4Front Fans factory personnel.

6.3.2. If the results of the Factory Service are found to be a flaw in material/workmanship of the installer or service company, the P.O. will be collected.

6.3.2.1. If the P.O. is not sufficient to cover all expenses and or time, an invoice for the difference will be issued to the party who requested Factory Service.

6.3.3. If the issue is found to be a flaw in material/workmanship on the part of both 4Front Fans and the Distributor/End User, then the Distributor/End User will only be responsible for 50% of the total cost of the Factory Service.

7. Standard Time Guidelines (STG)

4FRONT HVLS Fans				
Warranty Reimbursement is provided for lift equipment for fans				
Component	Model	Activity	Labor Hrs.	
VFD or VFD enclosure	I-class	Remove & replace	1	1 person
Communication cable	I-class	Remove & replace	1	1 person
Printed Circuit Board	I-class	Remove & replace	.50	1 person
Line reactor	I-class	Remove & replace	.50	1 person
Analog control, Digital HMI	I-class	Remove & replace	.50	1 person
Powerhead assembly	I-class	Remove & replace	1.5	2 people **
Complete HVLS Fan	I-class	Remove&replace	3	2 people **
Relocate HVLS fan	I-class	Remove & reinstall	5	2 people **
Blades	I-class	Remove & replace	.5 1 ST blade .25 ea. addt'l blade	1 person
Fire Control Panel	I or C class	Remove & replace	1	1 person
iFan computer, 4.3" or 7" touchscreens	I or C class	Remove & replace	1	1 person
VFD	C-class	Remove&replace	1	1 person

Communication or motor cables	C-class	Remove&replace	1	1 person
Motor	C-class	Remove&replace	1.5	1 person
Touchscreen	C-class	Remove&replace	1	1 person
Wireless control	C-class	Remove&replace	.75	1 person
Blades - set	C-class	Remove&replace	.5	1 person
Motor cover - bottom	C-class	Remove&replace	.25	1 person
Motor cover - top	C-class	Remove&replace	1	1 person
NOTE: Contact 4Front Fans Tech Services for time guidelines for work not listed above.				
** For work that requires a 2-person crew, DO NOT DOUBLE labor hrs. Hours listed are for a 2- person crew. Applicable lift rentals must be supported with a copy of the rental receipt				