



August 8, 2008

Warranty Claims Procedures - Marine

Dealers should ensure that the following procedures are followed so that marine warranty claims are not rejected or delayed for payment.

1. Dealer examines defective product for the nature of the defect.
2. Dealer follows the time guidelines of the current ITR warranty flat rate schedule for the diagnosis and correction of the problem.
3. Dealer contacts ITR warranty personnel for approval for warranty service time exceeding that recommended on the ITR warranty flat rate schedule (overage) prior to the commencement of these services
4. Dealer contacts ITR warranty personnel for prior approval if the estimated total warranty costs to diagnose and repair the product exceed **\$500 (five hundred dollars)**.
5. Warranty claims for travel time of the service personnel are not normally claimable as the product is to be brought to the warranty dealer for service. In cases where this is not possible, ITR will reimburse up to one hour of travel time each way at half the service rate. Any excess travel time must be approved by ITR warranty personnel prior to the commencement of travel.
6. Warranty claims for exceptional procedures not covered under the ITR warranty flat rate schedule must be approved by ITR warranty personnel prior to the commencement of these services.
7. Warranty claims must be submitted to ITR within 60 days of completion of service or they will not be considered
8. No dollar value claims will be considered for faulty parts. Parts used for warranty repair purposes will be replaced in like and kind by ITR. All parts must be returned to ITR at the customer's expense for verification of the part being covered under warranty. Parts returned and not determined to be faulty or warrantable, will not be replaced. This policy does not apply to incidental parts such as clamps, anti-freeze, hose, wire, etc.

The warranty claim from the servicing dealer must contain the following information in order for it to be considered for payment:

- Customer name, address, phone number,
- Name and/or type of boat the ITR heater was installed into, installation date, the original selling dealer and installer
- ITR (Hurricane) product model and serial number, hour meter reading
- Full and complete description of the ITR product problem
- Name of ITR warranty personnel authorizing performance of work and date authorized
- Full and complete description of the ITR flat rate procedures followed, date of performance of procedure, hours billed for each procedure, total hours claimed, total parts claimed and total of the entire claim.