



Policy and Procedure Manual

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This guide is an explanation of Fecon Inc.'s Warranty Policy and Procedures

Standard Warranty

1. The warranty period covered is **12 months or 1000 hours** of operation whichever occurs first, following the date of delivery to the initial user. This includes all Bull Hog Mulchers and FTX Track Carriers. All other products are covered for 6 months.
2. During the warranty period, Fecon Inc. shall at its own discretion, supply a repaired or new component, governed by Fecon's repair philosophy as stated in this warranty procedure manual, if after inspection, it is found to be defective due to faulty workmanship, material.
3. The warranty does not cover expenditure beyond the published man hour guide or what is considered by Fecon Inc. to be reasonable man hours necessary to provide proper repair to a specific warrantable repair.
4. The warranty does not cover damage due to improper handling, operation, application, vandalism or insufficient maintenance nor does it include any parts labor or supplies deemed to be routine maintenance or wear items(such as sprockets, tires, tracks, wiper blades, etc.).
5. On detection of the defect, pertinent complaints under this warranty should be reported to the manufacturer forthwith. If such report on the defect, its prompt repair or permission to inspect and check the machine is neglected, the warranty may be forfeited.
6. The warranty is limited to such components as present evidence of defective material, faulty workmanship as mentioned above. Fecon Inc. shall in no event be liable for any other losses, damages, costs or expenses claimed by any dealer or end-user, including but not limited to loss from failure of the machine to operate for any period of time, property damage and all other indirect, special incident or consequential damages, whether arising under contract, warranty negligence, strict liability or any other legal theory whatsoever.

Warranty Registrations by Product.

The warranty registration must be filled out online in order to start warranty coverage for the product. The manufacturer stated warranty goes into effect when the Fecon product goes into service for the first time. **Failure to register the product with Fecon Inc. warranty department within seven business days will void any and all warranties on the product.**

Demo or Inventory Machines

Machines purchased from Fecon but not yet rented or sold can be held in inventory without starting the warranty for a period of six months. After six months from the date of shipment, the warranty start date begins whether hours are being accrued or not. A machine not yet rented or sold can be considered a demo machine up to 100 hours. Once a machine acquires 100 hours, the warranty start date is considered the date of delivery.

FECON INC. WARRANTY REIMBURSEMENT POLICY

Repair Philosophy

As a basic rule, Fecon Inc. will reimburse to repair a failed component rather than replace a complete component on a warranty claim. The exception to this rule is when the following conditions are met.

- a) If the expense to repair the failed component is equal to or higher than 70% of the cost for a replacement component.
- b) If no replacement parts are available within a reasonable time for the repair of the failed component. Authorization must be obtained from Fecon prior to replacement.

If any of the exceptions above are met, a re-manufactured component must be used if available at the time of repair.

If a rebuilt component is used and a claim is credited by Fecon Inc.; the failed component (core) becomes the property of Fecon Inc. and should be returned to Fecon Inc. immediately upon receiving credit. A core charge will be added to the price of the rebuilt component to cover the value of the core until returned. Fecon will credit back the core charge once the core has been returned, inspected and deemed to be a reusable core. Fecon reserves the right to make that determination.

Warranty for Replacement Parts

Replacement parts manufactured or re-manufactured by Fecon, Inc. are warranted to be free from defects in materials or workmanship for a period of six (6) months from date of purchase. Parts which are manufactured by vendors or suppliers other than Fecon, Inc., but sold by Fecon, Inc. as part of a Fecon machine or sold as a repair or replacement part of the Fecon machine, are warranted to the limits of that manufacturer's product warranty.

Replacement parts warranty is in effect only if Fecon determines that the failure of said part or parts is not the direct result of improper installation by the dealer, end user, or repair person(s) contracted by the dealer or end user to perform the part installation, or if the failure is not the result of improper operation or negligent maintenance practices by the end user or their assigns. Fecon will credit the cost of the part including the cost of freight to return the defective part. No other consequential expenses are allowable under the replacement parts warranty i.e. labor, travel time, mileage etc.

Warranty for Service Work performed by Fecon

Workmanship warranty for repairs performed by Fecon personnel is 90 days from the completion of the repair or service work. Parts used in the repair are warranted per the terms of the replacement parts warranty (see above).

Working with other Fecon dealers outside of your territory

From time to time a customer may travel outside of a selling dealer's territory to work. The Fecon dealer who sells a unit is ultimately responsible for servicing of it. If a customer requires service or repair and the distance is greater than is practical to travel by the selling dealer, the selling dealer may contact Fecon customer service and we can refer you to the nearest Fecon dealer to the machine's location. On warranty repairs, the selling dealer must contract the servicing dealer to repair the machine, and the selling dealer must submit the warranty claim to Fecon. A complete explanation and documentation must be given as to the location of the repairs, who performed them, and the cost incurred. (This would be considered an outside service expense on the warranty claim.) Fecon warranty reimbursement is credited per the terms herein and the amount not paid is considered the responsibility of the selling dealer.

Compensation Rates and Coverage

Parts dealer net price in \$USD – Dealer should not use anything other than a Fecon part without prior authorization from Fecon. If prior approval has not been given, and a part other than a Fecon part has been used, the corresponding warranty claim will be denied.

Repair Labor: 80% of the servicing dealers published repair rates - Hours credited will be based on Fecon service labor guidelines, a copy of which is included in this document, and/or reasonable time to perform any repairs not listed. **Adjustments to the dealers published repair rates can be submitted once per calendar year in writing on a company letter head signed by an authorized agent of the company.**

Troubleshooting Labor: If troubleshooting is used, hours credited will be a maximum of 25% of Fecon Service Labor Guidelines and/or reasonable time to perform any repairs not listed.

Travel Labor: 80% of the servicing dealers published repair rates- up to a limit of 4 hours maximum per claim.

Mileage: 80% of the servicing dealers published mileage rates up to a limit of 200 miles or 320 Kilometers traveled.

Shipping & Handling: 10% of parts (up to a maximum of \$150) per claim.

Oils and Lubricants

\$5.00 USD per US gallon...5 gallons maximum per claim for hydraulic oil.

\$1.25 USD per liter...20 liters maximum per claim for hydraulic oil.

\$5.00 USD per US gallon...1 gallon maximum per claim for engine oil.

\$1.25 USD per liter...4 liters maximum per claim for engine oil

The repair claimed must be related to the engine or the hydraulic system and actual oil loss caused by the failure. This credit will be up to the discretion of the Fecon warranty department.

Claim Submittal Procedure

Please follow the procedure/steps in the order listed below. It will help insure a smooth and prompt response to your request.

Obtain pre-authorization

In order to submit a warranty claim you must have pre- authorization from Fecon Inc. Warranty Department. Warranty claims must be filed online. Fill out the “Warranty Authorization Request” and submit for Warranty Authorization Number (WAN). **You will then receive a WAN identifying the incident and authorizing you to submit a warranty claim for consideration.**

NOTE: All machine registration and warranty registration forms must have been received by Fecon prior to claim submission.

Claim Repairs

Fecon only allows 1 claimed failure per warranty claim. If more than one warrantable repair is made during a single trip, a separate WAN should be registered for each repair.

Ordering the needed parts and performing the repairs authorized

Parts needed for repairs to Fecon equipment during the warranty period are sold to the dealer as a standard parts sale at dealer net pricing. Once the repair is completed include the part(s) applicable to repair on your warranty claim form. Claims must include the Fecon invoices for the parts used on your warranty claim. Also, copies of receipts for outside or sublet purchases must be attached.

Fill out the FECON WARRANTY CLAIM FORM completely

In order to process a warranty claim you **must include all information in the required fields of the online form** and attach any supporting documentation such as service reports, test data, purchase receipts, pictures of the failed part or parts, and oil sample reports if applicable.

Send all correspondence to:

Fecon, Inc.
3460 Grant Drive
Lebanon, OH 45036
Attn: Vicki Shafer

Failed Parts Return

All failed parts must be held in your stock for 90 days after a warranty claim has been registered unless other instructions are given by a Fecon Representative. **When parts are returned, the full CS number and RMA number must be clearly marked on the outside of the package and the parts marked with waterproof labels.** Failure to do so could result in a lost part and a voided warranty claim. If instruction to return a failed part or parts is given, parts must be received within 30 days of issuance of RMA number. Parts will be sent freight prepaid to our Lebanon, Ohio plant.

Emergency parts order return

Fecon allows the return of emergency ordered parts. Returns are limited to 60 days from receipt of goods. A 20% re-stocking fee will be assessed. Parts must be new and in original condition to be accepted for credit.

Annual Stock order returns

Fecon allows the return of non moving parts inventory on an annual basis. Returns are limited to 10% of parts orders processed during the previous 12 months. No re-stocking fees will be assessed on these parts. Parts must be new and in original condition. Dealer is responsible for freight to Fecon. Fecon Parts Department must be contacted prior to receiving annual stock returns.

Location of the machine must be reported on the warranty claim.

The labor, travel, and mileage rates are structured to compensate costs to service the Fecon product within a reasonable distance of the dealer location. Any travel time, mileage, or labor beyond Fecon guidelines is not warrantable (please see page 5). Dealer's service vehicles shall be adequately equipped for repairs to heavy, industrial mobile equipment. Dealer is expected to make the necessary preparations to complete the needed repairs on the initial service trip. Fecon warranty only reimburses a single trip per warrantable repair.

Outside or additional purchased parts or services from local vendors

Services or parts purchased locally and not from Fecon may be considered for reimbursement if prior approval is received by a Fecon customer service rep prior to purchase of said products or service. Items must be reported on the warranty claim form and pertinent invoices and documentation attached to the claim. Fecon warranty will reimburse the cost of an outside purchased part up to but not exceeding the Dealer cost for the part if it was purchased from Fecon.

Note: Purchase of outside products for repair of a Fecon product is not recommended. All parts used to repair a unit that is within the warranty period must be an OEM supplied part unless prior approval is received. Modifying an OEM part installed on any Fecon product without prior approval from Fecon Inc. is strictly prohibited and doing so will result in voiding all remaining product warranty.

Warranty Credit Memo

Upon receipt of a fully completed Fecon warranty form a Fecon warranty credit will be issued on a standard credit memo form. On the memo will appear the Fecon WAN and your company's work order or claim number to help your accounting department process and apply the credit. If there is no dealer reference number on the claim, the credit will refer to the date Fecon received the claim as a reference.

Corrections to an Existing Claim – If after submitting a claim you find any corrections or additions are needed to the submitted claim, please contact the Fecon Warranty Department. A determination will be made whether any additional information or correspondence is required or if the entire claim should be resubmitted.

Re-submittal Procedure

In the event the decision on a warranty claim is unsatisfactory due to information that was left out or not available at the time of the original claim, and you wish to have the claim re-submitted, you may resubmit the claim to Fecon warranty personnel. Prior approval and a new WAN must be given. Claim must be submitted online along with a written explanation as to why you request the claim be reexamined including the information and or documents, pictures returned parts etc. that were left out of the original claim. This documentation review request must be submitted to Fecon within 30 days of initial closing of claim by Fecon.

Policy Claims

In some limited circumstances, Fecon may allow a policy claim to be submitted for machines that's warranty has already expired. A reason must be given as to why Fecon should consider the claim outside of standard warranty parameters. In such cases, **only parts will be reimbursable**. All other expenses will be the responsibility of the owner of the machine. Prior approval must be given to submit policy claims.

Fecon Contact Personnel:

Telephone: 513-696-4430 or 800-528-3113

For technical assistance:

Ed Pohlbel
Brian McMahan

For Ordering Parts:

Shannon Laney
Brad Powell
Marvin Purvis

Parts returns must be shipped to:

Fecon Inc. /Warranty Dept.
3460 Grant Dr.
Lebanon, Ohio 45036

**PLEASE REMEMBER TO LIST YOUR “WAN” AND NOTE “PARTS RETURN” WITH
THE GIVEN RMA# ON THE OUTSIDE OF ALL PARTS RETURN PACKAGES.**

SERVICE TIME GUIDES BY PRODUCT CATEGORY

The following service time guides will be used for determining the amount of reimbursable labor allowed to perform a particular warrantable repair. From time to time Fecon at its sole discretion may update the guides to provide current time guide information or to include a guide for any new products or procedures. (This guide supersedes any/all previous guides or service time information provided.) It is the dealer/customer's responsibility to use the most current service time guide applicable at the time of the warranty submittal.

BULL HOG	
SERVICE ITEM	LABOR HOURS
Remove & Reinstall Pulleys	.25 each
Remove & Reinstall Bearings	.75
Remove & Reinstall Shaft	.25 each
Remove & Reinstall Gauge	.25
Remove & Reinstall Adjust Belt(s)	.50
Remove & Reinstall Pushbar	.50
Remove & Reinstall Pushbar Cylinder	.25
Remove & Reinstall Trap Door	1
Remove & Reinstall Trap Door Cylinder	.25
Remove & Reinstall Rotor Assembly	4
Remove & Reinstall Standard Tool	.25 each
Remove & Reinstall Tool Holder	1 each
Remove & Reinstall Abrasion Plates	.25 each
Remove & Reinstall Hoses	1
Remove & Reinstall 550 Block	1
Remove & Reinstall Motor BH47 – BH120	1.5
Remove & Reinstall Motor, Excavator Model	1.5
Remove & Reinstall Bull Hog 250-350	2
Remove & Reinstall Skid Steer Models	1
Remove & Reinstall, Replace Shaft Seal SS	1.5 each
Remove & Reinstall Replace Shaft Seal BH47-BH120	2 each
Remove & Reinstall Replace Shaft Seal BH250 – BH350	2.75 each
Remove & Reinstall Drive Shaft	1.5
Remove & Reinstall Drive Bearing Housing	1
Set/Adjust Hydraulic Pressure	.50
Remove & Reinstall QD Coupler	.25
Remove & Reinstall Head from Fecon FTX Carrier	1
Remove & Reinstall Head from Carrier – HydroAx	2
Remove & Reinstall Head from Carrier – Tigercat	2
Remove & Reinstall Head from Carrier – RT400	2
Remove & Reinstall Head from Carrier – Excavator	2
Remove & Reinstall Auxiliary Plumbing	1 each
Remove & Reinstall Complete Plumbing BH80 Excavator Model	2
Remove & Reinstall Plumbing BH120-BH250	3
Remove & Reinstall Gearbox BH80–BH120	1
Remove & Reinstall Gearbox BH250-BH350	3
Remove & Reinstall Motor Covers	.25
Remove & Reinstall Belt Covers	.25
Remove & Reinstall Skid Shoes	.50 each
Remove & Reinstall Elec/Hyd Valve	1.5
Retro-Fit BH550 Block on Skid Steer	2.5

SERVICE TIME GUIDES BY PRODUCT CATEGORY – Continued

FTX 90	
SERVICE ITEM	LABOR HOURS
Remove & Reinstall Microprocessor LCM	.50
Remove & Reinstall Track Drive Pumps	6
Remove & Reinstall Auxiliary Pumps	4
Remove & Reinstall Hydraulic Level Gauge	1
Remove & Reinstall Fuel Solenoid	1
Remove & Reinstall Fuel Transfer Pump	1
Remove & Reinstall Fan Hub Assembly	1.5
Remove & Reinstall Alternator Bracket	4
Remove & Reinstall Alternator	1
Remove & Reinstall Starter	1
Remove & Reinstall Battery	2
Remove & Reinstall Oil Cooler	3
Remove & Reinstall Final Drive (Per Side)	4
Remove & Reinstall Track Steel (Per Side)	1
Remove & Reinstall Cab	3
Remove & Reinstall Joystick (Both Sides)	2
Remove & Reinstall Filter Housing	1.5
Remove & Reinstall Cutter Wheel Pump	6
Remove & Reinstall Hydrostatic Input Shaft	8
Remove & Reinstall Lift Cylinder	1.5
Adjust Self Level Valve	1
Remove & Reinstall Poly Chain	1.5
Remove & Reinstall Cutter Wheel Motor	8
Remove & Reinstall Floor/Seat	.25
Remove & Reinstall Hood	2.5
Remove & Reinstall Self-Level Valve	3
Reseal Operator Door	2

SERVICE TIME GUIDES BY PRODUCT CATEGORY – Continued

FTX130-140	
SERVICE ITEM	LABOR HOURS
Remove & Reinstall Cab	3
Remove & Reinstall Cutter Pump	6
Remove & Reinstall Flex Drive Plate	1
Remove & Reinstall Track Drive Pump	6
Remove & Reinstall Sense Pump	4
Remove & Reinstall Large Combo Valve	6
Remove & Reinstall Small Combo Valve	4
Remove & Reinstall Track Drive Motor	4
Remove & Reinstall Track Chain Per Side	2
Remove & Reinstall Hydraulic Cooler Motor	2
Remove & Reinstall Hydraulic Cooler	4
Remove & Reinstall Engine Radiator	4
Remove & Reinstall Air Conditioner Pump	4
Remove & Reinstall A/C Heater Core or Evaporator	4
Remove & Reinstall A/C Condenser	2
Remove & Reinstall Microprocessor (LCM)	.5
Remove & Reinstall Joystick	2
Remove & Reinstall Dash Instrument Panel	1
Remove & Reinstall Cab Door	1
Remove & Reinstall any Hydraulic Cylinder	1
Remove & Reinstall Auxiliary Fuel Tank	1
Remove & Reinstall Battery	.05
Remove & Reinstall Stump Head Components (Refer to RG120DXH time allowances)	
Remove & Reinstall Mower Rotor	4
Remove & Reinstall Polychain	1
Remove & Reinstall Rotor Bearings	4