

WOLF STEEL WARRANTY CLAIM PROCEDURE

In order to expedite processing of returned goods and labour claims we are introducing a new SERVICE/PARTS CLAIM (SPC) form. Claims received without this form can no longer be processed.

Please review this new SPC form and instruction sheet carefully and destroy any previous forms.

This 3 part form will be completed by you the dealer/distributor.

A verbal authorization will still be required before parts are sent back. Each form is numbered so when you request authorization you will be asked for your SPC number and we will issue a Return Authorization number for you to record on your form.

In order to establish that the warranty period has not expired, it is imperative that a copy of the customers' (end user) bill of sale be provided with the returns.

The following steps should be followed when completing the new form:

- ✓① When information is complete ie. part number, description, reason for return, phone or fax our customer service department. Have SPC number ready and an R/A number will be given to be recorded on your form.
- ✓② If authorization has been given please make certain all information is filled in completely. Incomplete forms will be returned to you and therefore delay credit.
- ✓③ Attach customer invoice copy to SPC form.
- ✓④ Package parts securely. Include white and canary copies of SPC form and return prepaid to Wolf Steel Ltd.
- ✓⑤ Upon receipt of the product, the returned goods will be inspected for shipping damage, return authorization and verification of quantity before acceptance.

We thank those dealers who took part in the pilot program and are confident that the resulting new form, which you helped design, will allow us to provide outstanding customer service.



WOLF STEEL LABOUR WARRANTY POLICY

GAS FIRED PRODUCTS

A \$30.00 LABOUR ALLOWANCE IS PAID FOR MANUFACTURERS' DEFECTS WITHIN THE FIRST YEAR, NOT FOR MAINTENANCE AND INSTALLATION RELATED PROBLEMS BEYOND THE CONTROL OF WOLF STEEL LTD.

LABOUR WARRANTY CLAIMS WILL BE PAID PROVIDED THE FOLLOWING CONDITIONS HAVE BEEN MET.

1. The Wolf Steel Service Warranty Claim Form is filled out completely, including date of installation and serial number.
2. The replaced part (if requested) is received by Wolf Steel Ltd., AND tested to be defective.
3. The claim meets the "Warranty Criteria" as defined in the Warranty Policy.

Claims for warranty labour or replacement parts **WILL NOT BE APPROVED** if the part has been damaged due to incorrect installation or determined to be "not defective".

All warranty claims MUST be submitted within 45 days of the service date.

WOLF STEEL LTD. reserves the right to reject any warranty claim.

LABOUR WHICH IS NOT BE PAID FOR:

Units more than one year old
Travel time
Cracked logs
Scratched trim
Cleaning and/or replacement of glass
Damage in shipping
Scratches in paint
Changing decorative trim
Normal service and maintenance
Fibre Brick Panels

Installation-related problems
Noise due to thermal expansion/contraction
Work done by an unqualified/unauthorized person
* Sooting problems
* Adjustments to pilot flame
* Adjustments to position of logs
* Adjustments to main burner flame
* Adjustments to input pressure rate
* Adjustments to air shutter (venturi)

* = Set-up, service and maintenance responsibilities of the installer.

NOTE: If more than one of the above is performed during the same service call, only one single amount will be allowed.

SUBJECT TO CHANGE WITHOUT NOTICE

Feb. 1998

This supersedes any previous Labour Warranty Policies.