



# Reference Guide

*Individual Component Program*



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## Overview

This document provides descriptive information and transparency in regards terms and conditions of Protect My Iron Equipment Protection Plans.

Protect My Iron protection plans have been developed to protect the user against costs associated with mechanical failure or breakdown on enrolled equipment. Protect My Iron protection plans are not warranty policies or insurance.

As a commercial provider, Protect My Iron plans may not be purchased directly by, nor reimbursements made to end users. Reimbursements may only be made to the selling dealer or service centers authorized by the plan Administrator.

The following documents outline the policies and procedures associated with the protection plans.

Thank you for considering Protect My Iron Protection Plans.



## Protection Plans for Individual Components

Protection Plans are offered for new, used and remanufactured components. Typical products such as engines, transmissions, gearboxes, axles, hydraulic pumps and motors and torque transmitting components are included.

With the exception of engines which has a detailed Master Parts Schedule, the master parts schedule for individual components is described as “the component itself, and all associated internal components thereof”.

The plan is developed to repair enrolled components to working order, and does not typically provide for full replacement of the component. Allowable Parts and Labor reimbursement to repair the component as part of the protection plan.

Labor Reimbursement for removal and Installation of the component itself is available as an added cost option.

New Extended Component plans are available to extend the manufacturer’s base warranty period.

Used Component plans are available to offer a level of protection against mechanical failure. (conditions apply)

Remanufactured Component plans are available provided the purchaser can provide detailed information regarding the applicable remanufacturing process.

Full Detailed service and remanufacturing information is required as a condition of enrollment.

Component Protection plans are subject to reimbursement limitations described on the Certificate of enrollment document accompanying the protection plan documentation.

Note: In no case will any protection plan become effective prior to payment of the original invoice. Any potential claims for the unit will not be considered prior to payment of the original invoice for the protection plan.



## Protect My Iron Account Setup

To become an **authorized service center** of Protect My Iron protection plans the following information must be provided prior to attaining an authorized account and online credentials to access the portal.

- Full Company Name and Address
- Current W-9 for the company (for reimbursements)
- Contact email for Service/Warranty Coordinator (for online credentials and portal access for claims and documentation)
- Contact email for Accounts Payable Coordinator (to send invoices and documents)
- Copy of the Company's published retail shop labor rate

Once information is provided and authorized, an account will be established and online portal login credentials will be provided to the listed Company personnel.

All invoices from the plan administrator as well as plan documents including terms & conditions declaration, certificate of enrollment and respective master parts schedules are provided via email and available 24 hours a day through the online portal with secure login credentials.





## Information Required for Enrollment of Equipment

To enroll equipment in to the Protect My Iron platform, additional information beyond the information needed for quotation is required. The information provided for the original quotation is utilized as well as:

- ✓ Machine Serial Number
- ✓ Selection of required protection plan level
- ✓ Confirmation of all Previous Information
- ✓ End User business name and address for the Certificate of Enrollment
- ✓ Any required documentation such as oil data samples or remanufacturing verification documents.
- ✓ Purchase Order (if required by your company)

Once enrolled, (subject to the plan administrator's approval) an invoice, Certificate of Enrollment Binder and plan documents are sent to requesting dealership appointee. All documents are available on the online portal with secure login credential access at any time.



# Protection Plan Certificate of Enrollment

## Enrollment Binder PROTECT MY IRON®



**Binder Number: 123456**

The machine listed below has been enrolled into ADI Agency's Protect My Iron® Extended Protection Plan. ADI Agency can be contacted at (866) 662-0995. For details about this enrollment visit WarrantyConnect online at [adiagency.com/portal](http://adiagency.com/portal).

User sign on and password required. For login assistance email [support@adiagency.com](mailto:support@adiagency.com)

**DISTRIBUTOR:** ConEquip

**MACHINE SERIAL #:** 123456

**MANUFACTURER:** Caterpillar

**MODEL:** 775D Transmission

**TYPE OF COVERAGE:** Component Only

**CURRENT HOURS:** 0

**LENGTH OF COVERAGE:** 12 Months

**HOURS OF COVERAGE:** 1000 Hours

**DEDUCTIBLE:** 0

**TRAVEL TIME & MILES:** 0

**MANUFACTURER WARRANTY DATES:** 01/01/1901 - 01/01/1901

**EXTENDED WARRANTY DATES:** 03/17/2021 - 03/16/2022

**HOURS EXPIRATION:** 3990 Hours

**STATED APPLICATION:** Material Handling.

**Aggregate:** 8000.00

**Single Claim:** 3200.00

**COMMENTS:**

**CUSTOMER INFORMATION:**



**IMPORTANT:** This binder DOES NOT initiate coverage for the unit listed above. No claim(s) against this unit may be filed unless payment has been received in full and this unit is set to "Active" in the system. Any claim made during such period will be disregarded and will not receive future consideration Binder\_v1\_10192019



## Protection Plan Certificate Explanation

Each enrolled machine is issued a Certificate of Enrollment. The following describes the information provided on each Certificate.

**Binder Number:** This is typically the serial number of the enrolled equipment.

**Distributor:** This is the selling dealer or authorized service center

**Machine Serial Number:** Enrolled machines serial number, the same as the Binder Number

**Manufacturer:** This is the original equipment manufacturer of the enrolled equipment

**Model:** This is the model number assigned by the original equipment manufacturer of the enrolled equipment.

**Current Hours:** This is the current hour meter reading of the enrolled equipment

**Length of Coverage:** This describes the term in months of the protection plan.

**Hours of Coverage:** This describes the term in hours of the protection plan.

**Deductible:** This describes any applicable selected deductible per claim occurrence of the protection plan.

**Travel Time & Miles:** This describes maximum applicable selected reimbursement per claim/aggregate limits for approved travel time & mileage charges

**Manufacturer Warranty Dates:** This describes the time period by date the equipment is covered by the original equipment manufacturer's warranty.

**Extended Warranty Dates:** This describes the time period by date the equipment is covered by the Protect My Iron protection plan.

**Hours Expiration:** This describes the hour meter reading the Protect My Iron protection plan expires.

**Stated Application:** This describes the stated application the machine is to be utilized.

**Aggregate Claim:** This describes the maximum aggregate reimbursement for approved claims of each respective plan. This is determined by the stated value of the machine up to the plan limits.

**Single Claim:** This describes the maximum single claim reimbursement for approved claims of each respective plan. This is determined by the stated value of the machine up to the plan limits.

**Comments:** This describes any additional comments for the respective machine or protection plan.

**Customer Information:** This is the end user's business name and address as the stated owner.

Plans are transferrable to a new owner by following the Transferring Ownership procedures outlined in the accompanying documents. Plans are not transferrable from machine to machine.





## Claims Procedure and Validation

When there is a claim against an enrolled unit in the program, it is important to understand the process and procedures for the claim submission and filing of such claims, to adjust claim submissions in a timely fashion. All claims must be verified and validated. Photographic evidence is required.

By adhering to the below mentioned items, your claim(s) will be eligible for payment or reimbursement, provided the claim had been approved for such:

1. Within thirty (30) days from the date of repair of the covered equipment, the authorized repairing dealer/manufacturer must provide a repair/work order detailing the failure/breakdown and the repairs. This should also include other explanations or evidence as reasonably required which may include but is not limited to:

- statutory declarations verifying the contents of the repair/work order
- other explanations or evidence such as pictures and technician notes
- you may be required to provide upon request, all maintenance records and/or service history for the service performed on the covered equipment/machine. If requested, you will have fifteen (15) days to supply such information. Failure to do so will result in the claim being rejected for incomplete information and may disqualify the claim all together

2. If the cost of any repair is greater than one thousand dollars (\$1,000), the dealer/manufacturer and or you must provide adequate photographic evidence to validate the failure. Photos must include:

- serial number data tag
- hour meter
- defective part(s) prior to repair both on and off the covered unit
- we encourage you to take multiple pictures and various angles to alleviate any further questions from our adjusting team
- photos of replaced component(s) after repair all defective part(s) must be preserved and made available for inspection. If requested, defective part(s) must be shipped to adjusters at the cost of the dealer/manufacturer. Defective part(s) may be disposed upon payment of a qualified claim

3. If the repair estimate exceeds five thousand dollars (\$5,000), contact adjusting department prior to proceeding with the repair for pre-authorization from an adjuster. Failure to do so could disqualify the claim. Please note that pre-authorization does not necessarily mean the entire claim will be approved. The claim will still go through the normal adjustment process and a disposition will be provided.

Adjusting Department can be contacted the following ways:

- telephone: (866) 662-0995 ask to speak with Ed Warfield
- email: [claims@adiagency.com](mailto:claims@adiagency.com)
- in writing by certified mail, sent to:

ADI Agency Claims Department. 6060 Butternut Drive Ext., E. Syracuse, NY 13057



## Standard Reimbursement Schedule for Approved Claims

Protect My Iron plans provide the following standard reimbursement schedule for approved claims:

**Approved Parts:** Reimbursed at Manufacturer's suggested retail price excluding freight and or handling charges. Approved parts are limited to items listed in the applicable Master Parts Schedule of the Protection Plan Documentation. Parts reimbursement will not be made without invoice documents detail supplied with the claim for approval.

**Approved Labor:** Reimbursed and Selling Dealer's published retail shop labor rate on file with Protect My Iron Administrator.

Labor Reimbursements based on applicable manufacturer's time guides including diagnostics deemed fair and reasonable by the Administrator.

**Deductible Per Claim:** \$0.00 per claim unless deductible option selected at purchase time.

**Travel Time & Mileage for New Extended Protection Plans:** \$0.00 standard, optional elections of \$250.00 per claim up to \$1000.00 per claim with maximum aggregate limitations if included in original protection plan.

For complete details refer to the Terms and Conditions, and Certificate Declaration of the Protection Plan Documentation.

Claims must be filed by an authorized service center. Reimbursements will only be made to Protect My Iron authorized service centers. Authorized service centers have completed the enrollment process and issued online credentials to file for and be reimbursed for claims.

Approved claims are subject to limitations such as the maximum single claim limit, and or the maximum aggregate limits described on the Certificate of Enrollment documentation for the respective machine.

Applicable deductible options and optional travel time and mileage is displayed on the Certificate of Enrollment as well.

**Note:** In no case will any protection plan become effective prior to payment of the original invoice. Any potential claims for the unit will not be considered prior to payment of the original invoice for the protection plan.



## Equipment Breakdown Process

If Your Equipment incurs a Breakdown, You must take the following steps for a claim to be considered for reimbursement.

A. Determine an Authorized repair facility to perform the diagnosis of Your Equipment (third-party repair facilities which are not authorized by the Administrator **WILL NOT BE CONSIDERED FOR CLAIM REIMBURSEMENT**)

B. Prevent Further Damage – Take immediate action to prevent further damage. This Protection Plan will not cover the damage caused by not securing a timely repair when a Breakdown has occurred. The operator is responsible for observing Equipment warning lights/codes and gauges, taking the appropriate action immediately upon notification. **Failure to do so may result in the denial of coverage for reimbursement**

C. Provide Authorized Repair Facility or Administrator with all maintenance records for services performed on Your Equipment as per Manufacturer recommended guidelines for Your Equipment. **Failure to do so may result in the denial of coverage for reimbursement**

D. Provide the Authorized repair facility with your Protection Plan certificate and Parts Schedule

E. The Authorized repair facility representative must obtain pre-authorization from Administrator prior to any repair(s) being initiated or any damaged parts being discarded

### **REPAIRS WITHOUT PRE-AUTHORIZATION MAY NOT BE COVERED OR REIMBURSED**

If Pre-Authorization cannot be obtained during Administrator's normal business hours and the cost of the repair is one-thousand dollars (\$1,000) or less, the Administrator may waive the pre-authorization requirement at the Administrator's discretion.

1. The Administrator must still be contacted on the first business day following the repair. Such unauthorized repair claims will be reviewed subject to Administrator's adjudication process.

2. The Authorized repair facility **MUST** do the following **PRIOR** to initiating any repairs:

A. Obtain Your authorization to diagnose the cause of Breakdown and cost of the repair. It is Your responsibility to ensure the cause of the Breakdown is properly diagnosed. It is Your responsibility to pay for the cost of diagnosis. In addition, the Administrator will determine if an inspection and/or tear-down is necessary to confirm the cause of the Breakdown and if it is covered under the terms of this Protection Plan. The Administrator will also determine the extent of the tear-down that is necessary. "Necessary" shall be deemed to be the point where the damage and cause of damage is visible or determinable. You are responsible for authorizing the Authorized repair facility to complete the tear-down. The reasonable cost of the authorized tear-down will only be paid by the Administrator if the claim is approved.

B. Call the Administrator to verify Your coverage and to obtain login credentials to file and submit a claim for Your Equipment pertaining to the Breakdown. For Claims/Customer Service contact [claims@adiagency.com](mailto:claims@adiagency.com) or call (866) 662-0995 and as to speak with Ed Warfield.



C. Review the Administrator's determination of the claim with You to explain what will be covered by the Protection Plan and what portions of the repairs, if any, will not be covered.

**When You pick up Your Equipment, You must:**

- A. Review the work performed with the Authorized repair facility representative.
- B. Pay the deductible amount, if any, as shown on your certificate.
- C. Pay for any charges not covered by this Protection Plan.
- D. Pay for the cost of covered components of repairs above the amount approved by the Administrator.

**PAYMENT OR REIMBURSEMENT OF CLAIMS**

When the damage and repair falls within the scope of this Protection Plan and authorization to proceed with the repair is obtained from the Administrator and the repair work is completed, payment will be provided in the following method, so long as the Administrator's claims procedure/process was followed and the claim was submitted and approved for reimbursement no later than thirty (30) days from the date of the repair.

**PAYMENT OPTION:** The Administrator will pay the Authorized repair facility for the approved amount of the Claim, less any deductible. The Administrator will arrange for such payment by credit card or by check.



## Transferring Ownership of Equipment

Protection Plans may be transferred to another party should the enrolled machine be sold, traded or change hands in any manner. No Protection Plan may be transferred to another machine in any case.

The Protection Plan may be transferred to another party **ONLY IF THE FOLLOWING** are completed and returned to the ADMINISTRATOR:

- In addition to completing the information on the following form below, **YOU MUST**, send the following to the ADMINISTRATOR via email, use [transfers@adiagency.com](mailto:transfers@adiagency.com) to send information  
Subject Line of email **MUST** read: Transfer Request from [YOUR dealership name] for [Unit serial #]

Items to send:

1. Copy of the original certificate issued when plan was first sold
2. Written evidence verifying all maintenance requirements have been met (oil sample reports upon request from ADMINISTRATOR)
3. Original bill of sale to customer, signed and dated showing current unit hours and stated application of the unit
4. \$150 check made payable to ADI Agency sent to: • 6060 Butternut Drive Ext. East Syracuse, NY 13057 (A new certificate will be issued once payment is received and it is deemed that all terms and conditions of the transfer are acceptable to the ADMINISTRATOR)

Conditions of transfer:

1. The Protection Plan will not transfer to other equipment or machines. It can only be transferred to a different owner of the Covered EQUIPMENT/MACHINE
2. The Covered EQUIPMENT/MACHINE is subject to inspection
3. Transfer **MUST** take place within fifteen (15) days from the change of ownership
4. All remaining underlying coverage must be transferred to the new owner
5. A new servicing dealer who is authorized must be listed with contact information for that dealerships service advisor and/or warranty administrator
6. Failure to notify the ADMINISTRATOR of the transfer for any of the above conditions will void the remaining protection plan period.



## Terms and Conditions Declaration

This document sets out the terms and conditions that exclusively govern the Equipment Protection Plan. You are encouraged to review its contents.

This CONTRACT is subject to the following terms, conditions, and limitations. No person has the authority to change or to waive any of its provisions. This CONTRACT is for the sole benefit of the CONTRACT HOLDER and applies only to the COMPONENT described in the ADI Agency (ADI) certificate.

### A. KEY TERMS AND DEFINITIONS

- **CONTRACT:** means this COMPONENT SERVICE CONTRACT. It is a CONTRACT between YOU and US.
- **WE, US, OUR, DEALER, MANUFACTURER:** means the Provider issuing this CONTRACT
- **YOU, YOUR, CONTRACT HOLDER:** means the owner of the COMPONENT listed in the ADI certificate.
- **COMPONENT:** means the COMPONENT which is described in the ADI certificate.
- **ADMINISTRATOR:** means the company appointed by US to administer this CONTRACT. The ADMINISTRATOR has no liability to YOU. The ADMINISTRATOR of this contract is ADI Agency.
- **MECHANICAL BREAKDOWN or FAILURE:** means the actual breaking or electronic failure of any covered part of the covered COMPONENT while in ordinary use arising from faults attributable to manufacturing defects in workmanship or materials in such COMPONENT causing sudden stoppage of the functions thereof and necessitating repair before it can resume work.

### B. COMPONENTS COVERED

1. The Specific Component(s) Listed on Attachment A:

### C. WHAT IS NOT COVERED

**1. IF A COMPONENT IS NOT** specifically denoted as being covered under the section within this service contract titled "Components Covered" it is not considered a covered component under this service contract. Normal maintenance items: filters, belts, oil and coolants. The radiator and charge air cooling system.



**2. LOSS OF TIME**, inconvenience, bodily injury and property damage, or other incidental or consequential damage that results from MECHANICAL BREAKDOWN or FAILURE, including: loss of use of any equipment or consequential loss of any nature whatsoever, penalties for delay or detention, or in connection with guarantees of performance or efficiency. Storage, freight charges, shop supplies, EPA charges, waste disposal charges and taxes. Repairs to any non-covered parts. The cost of establishing preventative procedures or the cost of recall by the Manufacturer of the covered COMPONENT or any part thereof nor the cost of alterations, additions, improvements or overhauls. Additional loss or damage which is occasioned by the CONTRACT HOLDER or operator's failure to use all reasonable precautions to protect the COMPONENT from any further loss or damage after a MECHANICAL BREAKDOWN or FAILURE has occurred. Minor adjustments. This contract does not consider a machine's downtime with relation to parts availability or job completion deadlines.

**3. MECHANICAL BREAKDOWN OR FAILURE** - Caused by negligence, misuse, abuse, lack of maintenance. Caused by any external cause, including but not limited to fire, lightning, attempt of theft, and natural disaster. Arising out of the FAILURE of an otherwise covered part that does not meet manufacturer's specifications, including modification and/or alterations to the COMPONENT or equipment not approved by the manufacturers authorized representative or the ADMINISTRATOR. Covered by OEM warranty, repairer's guarantee, other service contract, or insurance policy. Caused by the imposition of abnormal conditions, directly or indirectly resulting from testing, intentional overloading or experiments. Where it is determined that for more than one (1) month or two hundred (200) hours that the service meter has been inaccurate, inoperative, or altered so that the COMPONENT'S true usage cannot be verified. That is a direct result of a mechanical or structural defect when the manufacturer has announced a public recall or a product support program for the purpose of correcting such defect. That occurs prior to this CONTRACT'S ISSUE DATE/EFFECTIVE DATE, whichever is earlier, or after this CONTRACT'S expiration.

Any wastage of material, wearing away or wearing out of any part of the COMPONENT caused by or resulting from ordinary usage, rust, other deposits, erosion, corrosion, cavitation or deterioration due to chemical or atmospheric conditions, or other environmental conditions. Any legal liability of whatsoever nature. Damage to a covered component that is caused by the failure of a non-covered component. Failure of a covered



component that is due to wear.

#### **D. CONTRACT RESPONSIBILITIES, LIMITATIONS AND EXTENSIONS**

##### **OUR RESPONSIBILITIES**

WE agree to repair or replace any of the parts covered, if required due to a MECHANICAL BREAKDOWN or FAILURE; when the MECHANICAL BREAKDOWN or FAILURE is deemed to be covered under this warranty.

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##### **YOUR RESPONSIBILITIES**

To keep this CONTRACT valid, YOU must have YOUR COMPONENT serviced as recommended by the COMPONENT manufacturer. If requested, proof of required service showing date and service meter hours of the COMPONENT at the time of service must be presented to the ADMINISTRATOR during the time period in which a claim is being considered for payment. Failure to provide proof of service may terminate the service contract and result in the denial of the claim. Upon customary and reasonable notice of the occurrence of a MECHANICAL BREAKDOWN or FAILURE, YOU shall protect the COMPONENT from further damage, whether or not such MECHANICAL BREAKDOWN or FAILURE is covered by this CONTRACT. Any operation of the COMPONENT that results in further damage, related to the original MECHANICAL BREAKDOWN or FAILURE, shall be considered YOUR failure to protect the COMPONENT and shall not be covered under this CONTRACT. Upon submission of a claim the repairing DEALER or YOU must provide all of the required information requested by ADI Agency. In addition, the repairing DEALER or YOU must provide a detailed and valid failure analysis related to the failure of the covered component related to the claim. The ADMINISTRATOR must be notified of any proposed alterations or additions to the COMPONENT and of any proposed departure from ordinary working conditions and if any such modifications be made/or the maximum current or pressure at which the COMPONENT is designed to operate, or any lower maximum stipulated by the ADMINISTRATOR in writing be exceeded without the written consent of the ADMINISTRATOR, then in the event of BREAKDOWN, no coverage shall exist. If the ADMINISTRATOR cannot approve the proposed modification, the coverage may be terminated.





#### **E. CONTRACT PERIOD/TERRITORY**

If this is a new COMPONENT CONTRACT the time and hour limits of the term selected start the day the COMPONENT Manufacturer's Warranty starts and at zero (0) hours. Coverage expires when the length of time or accumulated hours (whichever occurs first) of the term selected is reached.

If this is a used COMPONENT CONTRACT the time and hour limits of the term selected start on the DATE ISSUED/COMPONENT DELIVERY DATE and from the hours on the service meter on that date. Coverage expires when the length of time of the term selected shown in the ADI certificate is reached or total hours on the COMPONENT is equal to the sum of the selected term hours plus stated hours on the COMPONENT at delivery date, whichever comes first.

This CONTRACT applies only to

a MECHANICAL BREAKDOWN or FAILURE occurring within the United States, Canada, Mexico, South and Central America.

#### **F. LIMITS OF LIABILITY**

Limit shall be limited to the reasonable price for repair or replacement of any covered part; not to exceed the COMPONENT manufacturer's suggested retail price. The "Reasonable Price" for repair or replacement is based upon nationally recognized flat rate and/or factory manuals. Labor reimbursement will be based on the dealer's suggested list price for shop labor. The contract will only allow for a \$3.00-dollar differentiation between different labor classifications as they are related to the dealer's suggested list price for shop and field labor. Replacement may be made with parts of like kind and quality, when available. If any parts are found to be unprocurable, OUR liability shall be limited to the COMPONENT manufacturer's suggested retail price thereon. In no event shall the limit of liability for each occurrence of MECHANICAL BREAKDOWN or FAILURE under this CONTRACT exceed the lesser of US \$75,000 or fifty percent (50%) of the purchase price of YOUR COMPONENT. The aggregate total of all benefits payable to YOU under this CONTRACT shall not exceed 50% of the purchase price of YOUR COMPONENT. The intent of this extended warranty is not to restore the product to a like-new condition, but rather to restore the product to its efficient operating condition just prior to the extended warranty covered failure. All repairs must be performed by a manufacturer authorized repair facility. The repair facility that performs the repairs must warrant its work for a period no less than 6 months or 1000 hours, starting from the date



that the machine is put back into service, to be free of defects in material or poor workmanship.

#### **G. SUBROGATION**

YOU agree that the ADMINISTRATOR, after honoring a claim on YOUR CONTRACT, has all rights of subrogation against those who may be responsible for YOUR MECHANICAL BREAKDOWN. YOU shall do whatever is necessary to secure such rights. YOU shall do nothing to prejudice such rights and YOU shall execute and deliver to the ADMINISTRATOR instruments and papers required either securing or maintaining such rights. All amounts recovered by YOU for which, YOU were previously reimbursed under this CONTRACT shall become the ADMINISTRATOR'S property and shall be forwarded to same by YOU, up to the total amount paid by the ADMINISTRATOR under this CONTRACT.

#### **H. ARBITRATION**

In the event of any dispute concerning the interpretation of the CONTRACT by US and/or the ADMINISTRATOR, it shall be resolved by arbitration in accordance with the rules of the American Arbitration Association. YOU must first request arbitration from US or the ADMINISTRATOR in writing within sixty (60) days after YOU receive written notice that the dispute cannot be resolved. For claims arbitration, written demand must be made to either the ADMINISTRATOR or US within sixty (60) days of the claim denial. All arbitration proceedings must be held in Onondaga County in the State of New York.

#### **I. TRANSFER OF THIS CONTRACT**

##### **Contact US and submit the following:**

- This CONTRACT - Written evidence verifying all maintenance requirements have been met.
- A copy of documentation evidencing change of ownership and service hours at date of sale.
- Photocopies of documents sent to the manufacturer verifying transference of factory warranty, if applicable.

##### **Conditions:**

- This CONTRACT cannot be transferred to another COMPONENT. It can only be transferred to a different owner.



- The COMPONENT is subject to inspection.
- Transfer must take place within fifteen (15) days of change of ownership.
- All remaining underlying warranties must be transferred to the new owner.
- Failure to notify the ADMINISTRATOR of the transfer will void the remaining contract period.

#### **J. CANCELLATION**

This CONTRACT is non-cancelable, except by the ADMINISTRATOR in the first sixty (60) days, should the COMPONENT not meet underwriting guidelines. In such a case, YOU will receive a full refund of the CONTRACT charge from US.

#### **K. IN CASE OF MECHANICAL BREAKDOWN OR FAILURE**

Within thirty (30) days of the date of REPAIR, the repairing DEALER must provide the ADMINISTRATOR with a Repair Order detailing the FAILURE and the repairs, along with such other explanations or evidence as may be reasonably required by the ADMINISTRATOR, including a statutory declaration verifying the contents of the Repair Order, other explanations or evidence. If WE ask YOU, YOU must allow the ADMINISTRATOR to inspect YOUR COMPONENT to gather necessary information regarding any claim. YOU may be required to supply the ADMINISTRATOR with all maintenance records for service performed on the COMPONENT.

If the cost of repair is greater than one thousand (\$1000.00) dollars, the repairing DEALER and or YOU must, if requested, provide the ADMINISTRATOR with adequate photographic evidence of the affected parts, or preserve the parts affected, and make them available for inspection by the ADMINISTRATOR, or its representative.

IF YOU HAVE A MECHANICAL BREAKDOWN OR FAILURE IT IS YOUR RESPONSIBILITY TO NOTIFY YOUR REPAIRING DEALER/MANUFACTURER, IT IS THEN THE RESPONSIBILITY OF THE DEALER/MANUFACTURER TO FILE THE CLAIM WITH THE ADMINISTRATOR:



## Key Elements to Remember

Pursuant to the literature within this document, regardless of the protection plan purchased the following items are relevant to all procedures:

- Lack of service or maintenance on enrolled machine(s) can disqualify any potential reimbursement for mechanical failure.
- Preexisting conditions as determined by the Administrator, on enrolled machines disqualify any potential reimbursement for mechanical failure.
- Shipping, freight, handling, shop supplies, fluids, overtime charges, taxes or transportation charges of any kind are not qualified reimbursements.
- The stated value of enrolled machines affects the potential maximum reimbursement level as the protection plans shall not exceed the lesser of 50% of the stated value of the component or \$75,000 aggregate. The respective limits for each individual enrolled machine are stated on the respective Certificate of enrollment.
- Authorized repairs require pre-authorization if the claim is expected to be in excess of \$5,000. Ensure potential reimbursements by following the claims procedures outlined in the preceding literature.
- The Terms and Conditions declaration, the Master Parts Schedule and the information provided on the Certificate of enrollment exclusively govern the Protection Plan.
- Complete documentation, descriptive information including work orders, shop tickets, parts invoices and photographic evidence should accompany each claim. The more information provided, the smoother the transition through the adjusting department and the potential approval process. Failed Components may be requested to be returned for evaluation freight prepaid. Validation and verification is a requirement for potential claims approval.
- Protection Plans are not active until the original invoice for the respective protection plan is paid in full to the plan administrator. Claims will not be accepted prior to the Protection Plan becoming active, regardless of the enrollment date. Claims filed prior to becoming active will be denied and will not be subject to be refiled.
- Standalone leaks and associated charges such as O-ring failures and lost oil are not eligible for reimbursement under the protection plans.
- Protection Plans are developed to return failed components and machines to running, operable condition. No guarantee is made to return the failed component and or machine in NEW condition.



## Frequently Asked Questions

- What happens when parts are not available to repair the component?

*The protection plan does not provide for inability to repair due to limit of repair components. This is not in any way a performance guarantee of the named component in any way, nor a guarantee of the amount of time for availability of repair parts. Should the unit be unrepairable, it would follow under the limits of the protection plan. We would assume this would not be a common occurrence, or it would probably be a component we should not offer coverage for.*

- Are Shipping charges of component to service center covered?

*Shipping charges of any kind are not provided for in any protection plan. All shipping or transportation charges are at the customers expense.*

- Are the plans transferable?

*The protection policies are transferable from customer to customer (as long as we are provided notification of the transfer within 2 weeks). No protection plan is transferable from Component to component, should one fail. Once a component is enrolled into the program, the terms and conditions of the program apply to that component only.*

- Can a protection plan be added to components that have already been sold and delivered but are still within vendor/manufacture warranty?

*Component protection plans can be added to units already sold and delivered – but not once they are installed on a machine. Once they have been installed on the machine and are in use, the risk levels increase rapidly.*

- Are on the road mobile mechanics that have to do work in the field considered as part of covered reimbursement – for example; if a machines hydraulic pump fails on the job and a technician from the approved service center has to come out and remove the component to bring back to their shop to repair?

*The standard protection plan does not provide for installation, removal or any type of travel time and mileage reimbursement. The standard component protection plan only provides for the repair/return to serviceable unit labor for the respective component.*

This closely mimics most manufacturer's warranty policies in the marketplace today.

For example; if a planetary gear reducer were to fail while under the protection program, the allowable reimbursement for the unit would be the applicable repair parts, the labor to disassemble, inspect and repair the unit to working order. Any other charges such as removal from the machine, travel time or installation back on the machine would not be allowed. Other items not allowed are taxes of any kind, shop supplies charges, any miscellaneous or overhead charges including overtime. The full reimbursement rate would be adjusted to the rate agreed upon when the plan was set up.



## About Protect My Iron

All Protect My Iron protection plans provided are issued via a three-tiered process. These processes are put in place as a series of checks and balances, to assure validity and compliance for the businesses utilizing our services.



EPIC Assurance LLC  
288 SW 1251 Road  
Holden, MO 64040  
USA

EPIC Assurance LLC is a provider of equipment protection plan services and extended service protection plans. EPIC is located in Holden, Missouri and is a legally registered and licensed Missouri producer entity. EPIC Assurance is responsible for business development and acquisition, program development, risk assessment and platform compliance. EPIC Assurance is contracted with ADI Agency for administration services.



ADI Agency LLC  
6060 Butternut Drive  
East Syracuse, NY 13057  
USA

ADI Agency LLC is an administration firm of protection plan services and extended protection plans as well as additional services. ADI is located in Syracuse, New York and is a legally registered and licensed New York entity. ADI is additionally licensed with various underwriters of Lloyds of London in the state of Illinois. ADI provides program administration, financial services, claims fulfillment and warranty platform services. Programs offered by EPIC Assurance are administered by ADI Agency, LLC.

Program platforms are underwritten by various syndicates at Lloyds of London. Multiple organizations are utilized to ensure we are able to offer the best possible coverages and rates to the respective industries. Our primary (but not limited to) syndicate is listed below.



NEWLINE Syndicate 1218 at Lloyds  
[www.newlinegroup.com](http://www.newlinegroup.com)

Contact Information



For quotation requests, account setup or further details contact:

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