



Field Service Work Coverage

Effective May 15, 2020

Subject to the General and Product Specific Terms and Conditions as set forth in the Hale Products, Inc, ("Seller") Warranty Statement, the following reimbursement rates shall be allowed for authorized repairs performed on Seller's behalf. Seller's prior approval of all repair estimates is required prior to the performance of repair work. Seller will issue a warranty claim number for all authorized work. Authorized repair rates are as follows:

Hale Repair Labor Guides – Pumps, SAM, Modules, Portables, Smart Foam, Smart CAFS, Pump Accessories and Electronics

The labor reimbursement hours are subject to the hours listed in the Hale labor guide. Invoices submitted for labor outside the Hale Repair & Labor Guide requires the repair center to provide detailed data of reasoning for additional hours required to perform repair work.

Labor \$85.00/hour

The labor reimbursement covers ONLY the standard labor and components for the removal, repair, and/or reinstallation of Hale and Class1 branded supplied products.

Mileage (per Mile) \$0.58:

Seller will reimburse for mileage at the then-effective Standard Mileage Rate as published by Internal Revenue Service. The mileage reimbursement covers only the distance to and from the service facilities shop to the site location of the pump.

Examples of Items Not Covered by Hale Warranty:

- Standard labor or components for the removal and reinstallation of non-HALE branded supplied components
- Labor hours for driving time to and from the location of our Product
- Sales tax
- Shop supplies
- Lodging & meal expenses
- Airfare
- Tools
- Fluids like oil or fuel
- Towing fees
- Production lost time
- Miscellaneous supplies

Notes:

Applicable products: Vehicle Mounted Pumps and Pump Ends, whethersold separately or as part of Seller branded Module or Foam system.

- Any notice to Seller must be in writing, identifying the claim number, Product (or component) claimed to be defective, and circumstances surrounding its failure.
- Seller reserves the right to physically inspect the Product and require Buyer to return same to Seller's plant or Authorized service facility as specified in the Warranty Statement General Terms and Conditions.
- Absent proper notice within the Warranty Period, Seller shall have no further liability or obligation to Buyer.
- Authorized repairs will be reimbursed at authorized rates in effect at the time the claim is filed. Seller reserves the right to modify reimbursable expenses and rates at any time at its sole discretion.
- All reimbursement claims must be submitted with the appropriate data within 180 days after repair reported to Hale. After 180 days, the claim will be considered void.