



IF YOUR EQUIPMENT INCURS A BREAKDOWN

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 WILL 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 extend 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 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.
3. 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 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.