



## REMEDATION CLAIMS PROCESS

The claims process for the remediation program will be similar to the current process used by our Dealer Network for warranty repairs. Pre-authorization will not be required, however a specific process must be followed to ensure Idle Free has the necessary information to track repairs and reimburse our service centers for the remediation's they have completed.

Please follow the instructions below. If you have any questions, please contact the Idle Free Customer Service team at 800-654-5382, ext. 239.

### **ALL DOCUMENTS AND INFORMATION ARE LOCATED IN THE IDLE FREE SYSTEMS DEALER PORTAL UNDER THE WARRANTY TAB.**

1. Read all documents prior to beginning any work to ensure you understand the remediation process required for the system you are working on.
2. Once you have determined the necessary remediation process, submit the Remediation Form.
  - a. Please make sure you have entered all requested information
  - b. You must submit a Remediation Form for each system to ensure reimbursement
  - c. Once submitted, you will receive an automated email containing a remediation authorization number.
3. Send an invoice for payment to Idle Free Systems referencing the remediation authorization number received in the automated email.
4. The invoice will be processed and payment made in a timely manner.

9700 West 74<sup>th</sup> Street Eden Prairie, MN  
55344 800-654-5382 ext. 239  
warranty@idlefreesystems.com