



## Work Authorization Procedure

1. All warranty repairs must be **approved in advance** by using the contact information listed below, or by contacting your local Field Service Engineer. All work approved will be thru the issuance of a **Hillphoenix** Work Authorization. All emergency, after hours, weekend or holiday repairs will require a Work Authorization that will be issued by a Field Service Engineer provided that they are contacted on the next business day after the work is performed and the work performed is in accordance with **Hillphoenix's** Warranty Policy.
2. A copy of the Work Authorization must accompany any invoice sent in for payment along with the Work Authorization being listed on the actual invoice itself. The amount of the invoice is **not to exceed** the amount in which the Work Authorization was issued with. All invoices containing parts must be accompanied by a copy of the wholesaler's invoice. Any changes to the amount shown on a Work Authorization must be approved in advance by the Field Service Engineer that issued the Work Authorization. **Hillphoenix** cannot accept responsibility for costs in excess of the amount authorized.
3. The complete model and serial number of all equipment worked on must be noted on your invoice. **Hillphoenix** will process payment from original invoices only. Invoices for work performed over 60 days are subject to payment denial. All invoices are to be submitted to the appropriate address as listed below.
4. Once a Work Authorization has been issued, you have up to 120 days from the time of its issuance to submit your invoice for payment. After 120 days, the Work Authorization will be cancelled and any invoices submitted for payment will be denied and returned to you.
5. All invoices received without a Work Authorization will be automatically denied for payment. The invoice will be returned to you with a letter explaining why the invoice is being denied.
6. If you receive a letter requesting additional information pertaining to the work performed, such as correct model or serial number, you will have 30 days in which to respond. If **Hillphoenix** does not receive the information within 30 days, the invoice will be denied and returned to you.
7. **Hillphoenix** warranty is subject to the conditions contained in the Manufactures Warranty Policy which can be found in the back of the Installation Manual that accompanied the equipment when it was originally delivered.
8. Failure to follow all procedures correctly could result in the delay and/or denial of payment for warranty claims submitted.

### Contact Information

**Case Division**  
Harry Moy (804) 614-1457

**Specialty Division**  
Jake Bair (319) 293-8551

**Systems Division**  
Tom Bradshaw (770) 285-3024

### Submit invoices to:

**Hillphoenix**  
2016 Gees Mill Road  
Conyers, GA 30013

**Hillphoenix** Barker/Specialty  
703 Franklin Street  
Keosauqua, IA 52565

**Hillphoenix**  
2016 Gees Mill Road  
Conyers, GA 30013