



FIELD REPORT FORM

DISTRIBUTOR

Company Name _____
 Address _____
 City _____
 State _____ ZIP _____
 Contact Person _____
 Phone _____

EQUIPMENT OWNER

Company Name _____
 Address _____
 City _____
 State _____ ZIP _____
 Contact Person _____
 Phone _____

Filter Number _____ Installation Date _____ Removal Date _____
 Repair Shop Name _____ Cost of Repairs \$ _____
 (ATTACH ITEMIZED REPAIR BILL)
 Street _____ Contact _____
 City _____ Phone _____
 State _____ ZIP _____ FAX: _____

EQUIPMENT Model _____ Year _____ Serial No. _____
 Type of Equipment _____ Make _____
 Damaged Part Engine, Pump, Etc. _____ Total Miles or Hours on Unit _____

AIR FILTER Has the system recently been worked on? _____
 Has the filter been washed? _____ Miles/Hours on Oil _____ Oil Sump Capacity _____
 Pressure/Restriction Gauge reading at removal _____ (psi/inches of H2O/Mercury)
 Usual Filter Change Interval _____ (Miles/Hours)

COOLANT How often is the system tested? _____
 Type of Antifreeze Used _____ Cooling System Capacity _____ Type of SCA Used _____
 Cooling System Last Cleaned _____ (Miles/Hours)

OIL/HYDRAULIC Has the system recently been worked on? _____
 Type of Oil _____ Oil Sump Capacity _____ Miles/Hours on Oil _____
 Usual Oil Change Interval _____ (Miles/Hours)

FUEL Has the system recently been worked on? _____
 Type of Fuel _____ Miles/Hours on Filter _____ Fuel System Pressure _____

PLEASE USE A SEPARATE PAGE TO DESCRIBE WHAT HAPPENED!

Signature of Owner _____ Signature of Distributor _____

Please send this Report, any Repair Bills, Explanation, Oil/Coolant Samples and Filters to:

ATTN: SERVICE ENGINEERING
BALDWIN FILTERS
 4400 E Hwy 30
 Kearney, NE 68847

PRODUCT INVESTIGATION

Procedure for Service Engineering Product Investigation

This procedure outlines the steps necessary for Baldwin Filters Service Engineering to complete an investigation of products from the field. The steps of this procedure are necessary to provide the most accurate and timely investigation possible.

If a filter is suspected of causing a failure, don't throw away the evidence. In order to process a warranty claim, follow the Product Investigation Procedure . . .

1. Complete a Field Report Form (Form 387) (see next page). Describe the events on a separate sheet.
2. Obtain a sample of oil, fuel or coolant in the system at the time of the failure.
3. Save damaged parts for evidence of the claimed damage.
4. For an air filter, cover the open end(s) with tape to prevent dust from entering the element during shipping.

5. Send copies of any repair bills.

6. Send the entire suspect filter, including the gaskets.

If the investigation is being requested for warranty consideration, repair bills (not estimates) should also accompany the request. Damaged equipment components such as bearings, liners, etc. should be retained by the customer for possible examination by Service Engineering.

Filter products are **NOT** to be cut open or otherwise tampered with. This may prevent objective analysis and testing, and **may void the warranty**.

Notice of damages and claims should be made immediately when the damage occurs. Every claim will receive careful and objective consideration. If a Baldwin product is proven to have caused damage, Baldwin will pay the cost required to repair the equipment to its condition at the time the failure occurred. Liability payment will not include consequential damages such as downtime, motel bills, etc.

If you have any questions regarding this procedure, or any product investigation, please contact our Service Engineering Team at

(800) 822-5394
