



# 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 Distributor \_\_\_\_\_ Signature of Owner \_\_\_\_\_

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

**ATTN: SERVICE ENGINEERING**  
**HASTINGS PREMIUM FILTERS**  
 4400 E Hwy 30  
 Kearney, NE 68847

# PRODUCT INVESTIGATION

## Procedure for Service Engineering Product Investigation

This procedure outlines the steps necessary for Hastings Filters Service Engineering to complete an investigation of product 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. Instead, in order to process a warranty claim, follow the Product Investigation Procedure . . .

1. Complete a Field Report Form (F350). 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 ends 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 Hastings product is proven to have caused damage, Hastings 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) 887-8836**