

Mail to: Customer Service Warranty Department  
Crane Composites, Inc.  
23525 W. Eames Street  
Channahon, IL 60410

## Crane Composites Inc. Recreational Vehicle Fiberglass Panel Claim Information

**Instructions:**

1. Complete **ALL** information requested on the Claim Information Form.
2. Provide Proof of Original Dealer Purchase and Manufacturer's Warranty.
3. Submit a complete description of the problem, including photographs and correspondence.
4. Submit photographic proof of the "Stain Test" evaluation.
5. Sign the Claim Form and Notarize your Certification.
6. Submit to the above address and include a self-addressed, stamped business-size envelope.



### Claim Information (Please Print)

Date: \_\_\_\_\_

Vehicle Mileage: \_\_\_\_\_

1. Claimant/Original Purchaser

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_

<b>Crane Composites, Inc. Information Only</b>
Date In: _____
Claim Number: _____
Resolution Date: _____

2. Date of Purchase: \_\_\_\_\_

Manufacturer, Make, Model Number, Serial (VIN) Number, Year: \_\_\_\_\_

\_\_\_\_\_

Check One: \_\_\_\_\_ Roof \_\_\_\_\_ One Side \_\_\_\_\_ Both Sides \_\_\_\_\_ Other (Describe) \_\_\_\_\_

\_\_\_\_\_

Note: Attach proof of purchase and confirmation of Filon Products material on unit. Attach copies of purchase receipt and vehicle title or registration (REQUIRED).



## “Stain Test” Evaluation

The following test is designed to determine the degree of degradation of the Filon Product. All fiberglass reinforced plastic products degrade with exposure to Ultraviolet rays and air pollution. Degradation of the surface may be considerably slowed by regular washing and waxing of your vehicle. (If you have not followed the vehicle manufacturer’s Maintenance Recommendations and not waxed your vehicle’s finish, it may not be covered under this warranty.) This test is only an indicator of degree of expected degradation.

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# Warning!

**THE FOLLOWING PROCEDURE WILL PERMANENTLY STAIN THE FIBERGLASS. PLEASE TEST ON A SMALL REMOTE AREA!**

1. Clean dirt and surface matter off a small, remote (2” x 2”) surface area of the Filon product using a damp cloth. Allow to dry completely.
2. Open the “stain” (non-toxic vegetable dye) bottle and apply a small amount using a cotton swab. Allow to set only 30 seconds. Using a garden hose, spray the “stained” area thoroughly. Allow to air dry. Do not towel dry. If no spots of color are left, you do not have a warrantable condition. If spots of color appear, this may or may not be normal. Please submit results.
3. Photograph the area with a good close-up camera (no more than 16” away from the test spot). Be sure to focus properly.
4. Attach finished photographs to the claim submission.