



Claims are Fast!



Online at **AgGuard.com** via your dealer portal (*requires a username and password*)



E-mail **Claims@AgGuard.com** (*for help, claims must be filed online*)

From the Quick Actions menu, use the button

File New Claim

To start a Claim, you will need to provide the **serial number or search from a list of our **Contracts assigned to your dealership.****

1. Verify the coverage is active based on expiration date or hours
2. Note the Coverage Type. Is the failure covered? You can “view” the coverage information in the form
3. Verify the contact info, especially that the address matches where payment will be sent
4. Provide the failure details (*Should the estimated cost for repairs exceed \$1,500, or if the anticipated diagnostic expenses surpass \$500, it is mandatory to obtain pre-authorization. This procedure ensures transparency, preventing any unexpected costs and clarifying the customer’s financial obligations for the repair.*)
5. You can provide PDFs of documents, pictures, and comments on the Claim. The online form is the only way we ever authorize a repair.
6. Save the claim and then Submit. We will respond quickly.

Timeline: Failure » Pre-Authorization » Repair » Draft / Need Info » Approved / Rejected

- **Powertrain** — Covers the internal components of the engine & drive train
- **Powertrain + Hydraulic** — Adds pumps and other hydraulic components
- **Powertrain + Hydraulic + Platform** — Adds items like the starter, alternator, and A/C compressor

Components Covered	Powertrain	Powertrain + Hydraulic	Platform
Core Engine (Except hang-on parts)	AG	AG	AG
Transmission (Mechanical / Hydrostatic)	AG	AG	AG
Front + Rear Axles	AG	AG	AG
Engine Electronic Controls (ECMs)	AG	AG	AG
Turbo / Water Pump / Regulator	AG	AG	AG
Injectors (Less than 2,000 hours)	AG	AG	AG
Driveline (Except U/CV Joints)	AG	AG	AG
PTO + Creeper (Within Castings)	AG	AG	AG
Hydraulic Pumps / Motors / Steel Lines		AG	AG
Hydraulic Valves / Sensors / Cylinders		AG	AG
Hydraulic Drive Components for Crop		AG	AG
Starter / Alternator / Radiator / Fan Drives			AG
A/C System / Fuel Tank			AG
Auto Steer / Front Axle Suspension			AG
Cab Frame / ROPS / FOPs			

Ag Guard Extended Service Contracts can be sold by the service department



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Ag Guard is Not Bumper-to-Bumper or Comprehensive Coverage

- **Ag Guard** is designed for business owners who maintain machines diligently and follow manufacturer specifications. We cover defects in materials and workmanship.
- **Ag Guard** coverage is **not** an insurance policy, and it is **not** a warranty. Manufacturer warranties provide comprehensive coverage, while **Ag Guard Extended Service Contracts** extend that coverage for many but not all aspects of the machine.
- **Ag Guard** is a **repair contract** designed to repair what is broken rather than refurbishing or rebuilding to like-new condition. We reimburse the repair versus replacement of assemblies if cost is less than 80% coverage.
- **The customer can capitalize on the opportunity** to approve work beyond what is covered by the service contract. For example, if we approve the repair of a failed piston, the customer could choose to replace all the pistons or use a rebuilt/reman engine instead. We would pay the amount covered to fix the failure, and they would pay the difference.
- **Ag Guard** pays MSRP on parts and posted shop rate for labor. Repairs can be done by an OEM-authorized facility.
- **Ag Guard** cannot be sold to cover existing failures or pre-existing conditions. All repairs must be completed and paid for before a contract is issued. Failures that can be reasonably assumed to have existed prior to the Contract start date are not covered. Claims for failures, within 35 hours of use, will be for parts only.

Ag Guard Coverage Excludes Certain Components

- The **owner is responsible for normal wear**. The following are **not** covered:
 - Emissions components (*Injectors covered for defects during first 2,000 hours*)
 - Wiring harnesses and electronic components
 - Adjustments and maintenance items
 - Software updates
 - Mileage, driving time, transportation, and field service costs
 - Failures resulting from misuse, abuse, or equipment modification
- **Leaks from seals and gaskets** are considered maintenance and are only covered if required to repair a covered failure.