

HORTON WARRANTY PROGRAM OVERVIEW FOR END USERS

Warranty Terms, Conditions and Exclusions

The following description of the warranty terms, conditions, and exclusions is a summary of the warranty documents provided in the Horton Emergency Vehicles' owner's manual. Refer to those documents for a full description of Horton Emergency Vehicles' warranty.

Vehicle must be registered with HEV prior to any warranty repairs being completed and should be done by the dealer that is responsible for the sale. The warranty start date will be determined by the HEV date of vehicle manufacture and miles at time of delivery. The first six digits of the Horton serial number is the manufacture date of vehicle. The Horton serial number can be found under "vehicle type" on the yellow "Final Manufacturer" sticker located on the chassis driver's side door post.

Conversion Warranty: Horton Emergency Vehicles' (HEV) warranty extends two (2) years from the warranty start date or 24,000 miles, whichever occurs first. This applies to all components with the following exceptions:

Wiring: The stationary wiring harness is warranted for ten (10) years from the warranty start date including, broken, chafed or pinched wires, and defective splices. Connections at electrical devices are not included in this ten (10) year warranty.

Intelliplex: The Intelliplex solid state electrical system is warranted for seven (7) years from the warranty start date or until the vehicle has been driven 100,000 miles, whichever occurs first, including all circuit boards, circuit board components, and circuit board connections.

Intelliplex i4G: The Intelliplex i4G solid state electrical system is warranted for ten (10) years from the warranty start date or until the vehicle has been driven 100,000 miles, whichever occurs first, including all circuit boards, circuit board components, and circuit board connections.

The Intelliplex i4G Display control panels are warranted for seven (7) years from the warranty start date or until the vehicle has been driven 100,000 miles, whichever occurs first.

All other electrical system components are warranted for a period of two (2) years from the warranty start date or until the vehicle has been driven 24,000 miles, whichever occurs first.

Body Mount Isolators: Body Mount Isolators are warranted for three (3) years from the warranty start date or until the vehicle has been driven 36,000 miles, whichever occurs first.

Cab to Chassis Bellows: Cab to Chassis Bellows are warranted for three (3) years from the warranty start date or until the vehicle has been driven 36,000 miles, whichever occurs first.

The AC Systems (ProAir and Cool-Tech): ProAir and Cool-Tech Air Conditioning systems are warranted for three (3) years from the warranty start date or until the vehicle has been driven 36,000 miles, whichever occurs first.

Paint: The paint finish is warranted seven (7) years from the warranty start date or 84,000 miles, whichever occurs first. Reimbursement for repairs will be prorated as follows:

0 – 4 years =	100%
4 – 5 years =	50%
5 – 6 years =	35%
6 – 7 years =	20%

The paint warranty extends only to Sikkens paint applied by HEV to the module body and chassis. It does not extend to the chassis OEM paint, chassis parts, or paint applied by the manufacturers of accessory parts. This warranty does not extend to and will not cover chips, scratches, or gloss reduction due to normal use. This warranty will not cover conditions caused by misuse, negligence, or accident.

Structural: The module body, manufactured by HEV, is warranted thirty (30) years from the warranty start date. All exterior doors and hinges are warranted against structural defects for thirty (30) years. Interior aluminum cabinetry is warranted against structural defects for thirty (30) years. Written approval must be given by HEV prior to repairs beginning on items covered by this warranty. Unauthorized work will void this warranty.

Exclusions and Limitations

These warranties extend only to standard HEV features and published standard HEV options. Special options and features not part of HEV's published option list shall be subject to such warranty, if any, as HEV may designate in writing in each specific case.

HEV's warranty does not include the chassis or chassis parts. The warranty does not include normal-wear parts such as tires, batteries, bulbs, or upholstery. Warranty coverage of special option components will be considered on a case-by-case basis with the terms given in writing. Warranty coverage is based upon reasonable maintenance and prompt notification of defects. This warranty will not cover conditions resulting from misuse, negligence, accident, or overloading the vehicle beyond its weight rating. All warranty repairs must be made by HEV or a party authorized by HEV. This warranty does not cover work that was not performed by HEV.

HEV's manufacturer warranty does not cover travel expenses, towing charges, mileage or down time associated with warranty repairs. Authorized dealers in some states may have rental or loaner vehicles, speak to your dealer representative to determine availability. Loaners/Rental Vehicles are not covered by HEV warranty. HEV shall have no obligation to provide a replacement vehicle.

HEV shall determine the extent of warranty repairs.

This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties, including the implied warranty of merchantability. No person is authorized to make any other or further representation or warranty on behalf of Horton Emergency Vehicles or any of its Dealers. Your right to service and replacement of parts on the terms expressly set forth herein are your exclusive remedies and neither the Manufacturer nor any of its Dealers shall be liable for damages, whether ordinary, incidental, or consequential.



p: 614.539.8181
tf: 800.282.5113
f: 800.513.8192
warranty@hortonambulance.com
hortonambulance.com

Filing a Warranty Claim

Contact your authorized Horton Dealer in order to submit warranty claims. Please provide the following:

Horton Serial Number

Chassis VIN

Mileage of the vehicle at the time of the concern

What is the symptom or circumstance for the concern to occur?

Third Party Repair Centers

Use of third party repair companies to perform warranty work is not authorized. Third party service centers or chassis dealerships do not represent the HEV product or quality. HEV and its dealers use service-after-the-sale by HEV-trained personnel and are the only businesses that are qualified to work on Horton Vehicles and Electrical systems.

Customers should contact their HEV dealership before taking their vehicle to a chassis dealership for warranty repairs. HEV and chassis systems work in conjunction on certain systems and it cannot be assumed that a chassis malfunction is actually a chassis issue. Several hours can be spent by a chassis dealer trouble-shooting an HEV system, which can lead to unnecessary down time that is not covered under HEV's warranty.

Legal Remedies: Any claim or controversy arising out of or relating to this limited warranty, or beach thereof, shall be settled by arbitration administered by the American Arbitration Association in Milwaukee, Wisconsin in accordance with the Commercial Arbitration Rules of the American Arbitration Association. The laws of the State of Wisconsin shall be applied in any arbitration proceedings, without regard to principles of conflict of law. Each party shall bear its own costs, fees and expenses of arbitration. The arbitrator(s) determination and the basis for that determination shall be in writing and shall include an explanation of the basis for the determination. The determination of the arbitrator(s) shall be final and binding and judgment upon such determination may be entered in any court having jurisdiction. The arbitration proceedings and arbitration award shall be maintained by the parties as strictly confidential, except as otherwise required by court order or as is necessary to confirm, vacate, or enforce the award and for disclosure in confidence to the parties' respective attorneys, tax advisors, or senior management personnel. Furthermore, any action for breach of warranty must be commenced within three months following the expiration of the warranty period.

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p: 614.539.8181

tf: 800.282.5113

f: 800.513.8192

warranty@hortonambulance.com

hortonambulance.com

COOL-TECH WARRANTY OVERVIEW FOR END USERS

The Cool-Tech HVAC systems are warranted for three (3) years from the warranty start date or 36,000 miles, whichever occurs first.

The Cool-Tech II solar panel is warranted ten (10) years from the warranty start date or 100,000 miles, whichever occurs first.

This warranty will not cover defects caused by misuse, negligence, or accident. HEV's warranty does not cover travel expenses, towing charges, mileage, downtime, or personnel time associated with warranty repairs. HEV shall have no obligation to provide a replacement vehicle.

HEV shall determine the extent of warranty repairs.

Horton Emergency Vehicles reserves the unrestricted right at any time, and from time to time to make changes in the design of, and/or improvements on its products without thereby imposing any obligation on itself to make corresponding changes or improvements in or on its products theretofore manufactured.

This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties, including the implied warranty of merchantability. No person is authorized to make any other or further representation or warranty on behalf of Horton Emergency Vehicles or its Dealers. Your right to service and replacement of parts on the terms expressly set forth herein are your exclusive remedies and neither the manufacturer nor any of its Dealers shall be liable for damages, whether ordinary, incidental, or consequential.

Filing a Warranty Claim

Contact your authorized Horton Dealer in order to submit warranty claims. Please provide the following:

Horton Serial Number

Chassis VIN

Mileage of the vehicle at the time of concern

What is the symptom or circumstance for the concern to occur?

Third Party Repair Centers

Use of third party companies to perform warranty work is not authorized. Third Party service centers or chassis dealerships do not represent the HEV product or quality. HEV and its dealers use service-after-the-sale by HEV-trained personnel and are the only businesses that are covered under HEV's warranty.



p: 614.539.8181

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f: 800.513.8192

warranty@hortonambulance.com

hortonambulance.com

Legal Remedies: Any claim or controversy arising out of or relating to this limited warranty, or beach thereof, shall be settled by arbitration administered by the American Arbitration Association in Milwaukee, Wisconsin in accordance with the Commercial Arbitration Rules of the American Arbitration Association. The laws of the State of Wisconsin shall be applied in any arbitration proceedings, without regard to principles of conflict of law. Each party shall bear its own costs, fees and expenses of arbitration. The arbitrator(s) determination and the basis for that determination shall be in writing and shall include an explanation of the basis for the determination. The determination of the arbitrator(s) shall be final and binding and judgment upon such determination may be entered in any court having jurisdiction. The arbitration proceedings and arbitration award shall be maintained by the parties as strictly confidential, except as otherwise required by court order or as is necessary to confirm, vacate, or enforce the award and for disclosure in confidence to the parties' respective attorneys, tax advisors, or senior management personnel. Furthermore, any action for breach of warranty must be commenced within three months following the expiration of the warranty period. REV 08_06_19

ELECTRICAL SYSTEMS WARRANTY OVERVIEW FOR END USERS

Wiring: The stationary wiring harness is warranted for ten (10) years from the warranty start date including, broken, chafed or pinched wires, and defective splices. Connections at electrical devices are not included in this ten (10) year warranty.

Intelliplex: The Intelliplex solid state electrical system is warranted for seven (7) years from the warranty start date or until the vehicle has been driven 100,000 miles, whichever occurs first, including all circuit boards, circuit board components, and circuit board connections.

All other components are warranted for a period of two (2) years from the warranty start date or until the vehicle has been driven 24,000 miles, whichever occurs first.

Intelliplex i4G: The Intelliplex i4G solid state electrical system is warranted for ten (10) years from the warranty start date or until the vehicle has been driven 100,000 miles, whichever occurs first, including all circuit boards, circuit board components, and circuit board connections.

The Intelliplex i4G control panels are warranted for seven (7) years from the warranty start date or until the vehicle has been driven 100,000 miles, whichever occurs first.

All other components are warranted for a period of two (2) years from the warranty start date or until the vehicle has been driven 24,000 miles, whichever occurs first.

These warranties extend only to standard Horton Emergency Vehicles (HEV) features and published standard HEV options. Special options and features that are not part of HEV's published options list shall be subject to such warranty, if any, as HEV may designate in writing for each specific case.

HEV's warranty does not include the chassis, chassis parts, or any components or equipment manufactured by others and not installed by HEV, all of which are the subject of warranties issued by other parties. The warranty does not include normal-wear parts such as tires, batteries, bulbs, or upholstery. Warranty coverage of special option components will be considered on a case-by-case basis with the terms given in writing. Warranty coverage is based upon reasonable maintenance and prompt notification of defects. This warranty will not cover defects resulting from misuse, negligence, accident, or overloading the vehicle beyond its weight rating. All warranty repairs must be made by HEV or an HEV-authorized party. This warranty does not cover work that was not performed by HEV or an HEV-authorized party.

HEV's warranty does not cover travel expenses, towing charges, mileage, downtime, or personnel time associated with warranty repairs. HEV shall have no obligation to provide a replacement vehicle.

HEV shall determine the extent of warranty repairs.

HEV reserves the unrestricted right to, at any time and from time to time, make changes in the design of and/or improvements on its products without thereby imposing any obligation on itself to make corresponding changes or improvements in or on its products theretofore manufactured.

Within sixty (60) days of transfer of HEV vehicle ownership by the original purchaser, HEV's warranty may be revalidated. Revalidation is contingent upon the original or subsequent owner completing vehicle inspection by HEV or its authorized dealer and filing a warranty revalidation form available from HEV. Upon



p: 614.539.8181

tf: 800.282.5113

f: 800.513.8192

warranty@hortonambulance.com

hortonambulance.com

subsequent transfer of ownership, this warrant may be revalidated in the same manner, provided that it has been revalidated on each preceding transfer. The warranty is valid beginning from the warranty start date and expires at the conclusion of the original warranty term.

This manufacturer's warranty is provided in place of any and all other representations or expressed or implied warranties including the implied warrant of merchantability. No person is authorized to make any other or further representation or warranty on behalf of Horton Emergency Vehicles or any of its dealers. Your right to service and replacement of parts on the terms expressly set forth herein are your exclusive remedies and neither the manufacturer nor any of its dealers shall be liable for damages, whether ordinary, incidental, or consequential.

Filing a Warranty Claim

Contact your authorized Horton Dealer in order to submit warranty claims. Please provide the following:

Horton Serial Number

Chassis VIN

Mileage of the vehicle at the time of concern

What is the symptom or circumstance for the concern to occur?

Third Party Repair Centers

Use of third party companies to perform warranty work is not authorized. Third Party service centers or chassis dealerships do not represent the HEV product or quality. HEV and its dealers use service-after-the-sale by HEV-trained personnel and are the only businesses that are covered under HEV's warranty.

Legal Remedies: Any claim or controversy arising out of or relating to this limited warranty, or beach thereof, shall be settled by arbitration administered by the American Arbitration Association in Milwaukee, Wisconsin in accordance with the Commercial Arbitration Rules of the American Arbitration Association. The laws of the State of Wisconsin shall be applied in any arbitration proceedings, without regard to principles of conflict of law. Each party shall bear its own costs, fees and expenses of arbitration. The arbitrator(s) determination and the basis for that determination shall be in writing and shall include an explanation of the basis for the determination. The determination of the arbitrator(s) shall be final and binding and judgment upon such determination may be entered in any court having jurisdiction. The arbitration proceedings and arbitration award shall be maintained by the parties as strictly confidential, except as otherwise required by court order or as is necessary to confirm, vacate, or enforce the award and for disclosure in confidence to the parties' respective attorneys, tax advisors, or senior management personnel. Furthermore, any action for breach of warranty must be commenced within three months following the expiration of the warranty period.

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p: 614.539.8181

tf: 800.282.5113

f: 800.513.8192

warranty@hortonambulance.com

hortonambulance.com

NON-STRUCTURAL CONVERSION WARRANTY OVERVIEW FOR END USERS

Horton Emergency Vehicles' (HEV) warranty extends two (2) years from the warranty start date as noted on the HEV final manufacturer sticker, or 24,000 miles, whichever occurs first.

These warranties extend only to standard HEV features and published standard HEV options. Special options and features not part of HEV's published option list shall be subject to such warranty, if any, as HEV may designate in writing to each specific case.

HEV's warranty does not include the chassis, chassis parts or any components or equipment manufactured by others and installed by HEV, all of which are subject to warranties issued by other parties. The warranty does not include normal-wear parts such as tires, batteries, bulbs, or upholstery. Warranty coverage of special options components will be considered on a case-by-case basis with the terms given in writing. Warranty coverage is based upon reasonable maintenance and prompt notification of defects. This warranty will not cover defects resulting from misuse, negligence, accident, or overloading the vehicle beyond its weight rating. All warranty repairs must be completed by HEV or a HEV-authorized party. This warranty does not cover work that was not performed by HEV.

HEV's warranty does not cover travel expenses, towing charges, mileage, downtime, or personnel time associated with warranty repairs. HEV shall have no obligation to provide a replacement vehicle.

HEV shall determine the extent of warranty repairs.

HEV's warranty covers the vehicle as delivered. Changes to the vehicle could change the structural integrity of the vehicle or damage equipment. Specific consent must be obtained from HEV for the warranty to remain in effect.

Horton Emergency Vehicles reserves the unrestricted right at any time, and from time to time to make changes in the design of, and/or improvements on its products without thereby imposing any obligation on itself to make corresponding changes or improvements in or on its products theretofore manufactured.

This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties, including the implied warranty of merchantability. No person is authorized to make any other or further representation or warranty on behalf of Horton Emergency Vehicles or its Dealers. Your right to service and replacement of parts on the terms expressly set forth herein are your exclusive remedies and neither the manufacturer nor any of its Dealers shall be liable for damages, whether ordinary, incidental, or consequential.

Contact an authorized Horton dealer or representative to make arrangements for work to be completed locally or at Horton Emergency Vehicles. Occasionally a dealer may need to obtain authorization from HEV for major repair work. Without Horton approval, any repairs complete may not be covered. All bills for service under warranty must be submitted to HEV by an HEV-authorized dealer.

Filing a Warranty Claim

Contact your authorized Horton Dealer in order to submit warranty claims. Please provide the following:

Horton Serial Number

Chassis VIN

Mileage of the vehicle at the time of concern

What is the symptom or circumstance for the concern to occur?



p: 614.539.8181

tf: 800.282.5113

f: 800.513.8192

warranty@hortonambulance.com

hortonambulance.com

Third Party Repair Centers

Use of third party companies to perform warranty work is not authorized. Third Party service centers or chassis dealerships do not represent the HEV product or quality. HEV and its dealers use service-after-the-sale by HEV-trained personnel and are the only businesses that are covered under HEV's warranty.

Legal Remedies: Any claim or controversy arising out of or relating to this limited warranty, or beach thereof, shall be settled by arbitration administered by the American Arbitration Association in Milwaukee, Wisconsin in accordance with the Commercial Arbitration Rules of the American Arbitration Association. The laws of the State of Wisconsin shall be applied in any arbitration proceedings, without regard to principles of conflict of law. Each party shall bear its own costs, fees and expenses of arbitration. The arbitrator(s) determination and the basis for that determination shall be in writing and shall include an explanation of the basis for the determination. The determination of the arbitrator(s) shall be final and binding and judgment upon such determination may be entered in any court having jurisdiction. The arbitration proceedings and arbitration award shall be maintained by the parties as strictly confidential, except as otherwise required by court order or as is necessary to confirm, vacate, or enforce the award and for disclosure in confidence to the parties' respective attorneys, tax advisors, or senior management personnel. Furthermore, any action for breach of warranty must be commenced within three months following the expiration of the warranty period.

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PAINT WARRANTY OVERVIEW FOR END USER

The paint finish is warranted seven (7) years from the warranty start date or 84,000 miles prorated as follows:

0 – 4 years	=	100%
4 – 5 years	=	50%
5 – 6 years	=	35%
6 – 7 years	=	20%

The paint warranty extends only to Sikkens paint applied by HEV to the module body. It does not extend to the chassis OEM paint, chassis parts, or paint applied by the manufacturers of accessory parts. This warranty does not extend to and will not cover chips, scratches or gloss reduction due to normal use. This warranty will not cover defects caused by misuse, negligence or accident.

HEV's warranty does not cover travel expenses, towing charges, mileage, downtime, or personnel time association with warranty repairs. HEV shall have no obligation to provide a replacement vehicle.

HEV shall determine the extent of warranty repairs.

Horton Emergency Vehicles reserves the unrestricted right at any time, and from time to time to make changes in the design of, and/or improvements on its products without thereby imposing any obligation on itself to make corresponding changes or improvements in or on its products theretofore manufactured.

This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties, including the implied warranty of merchantability. No person is authorized to make any other or further representation or warranty on behalf of Horton Emergency Vehicles or its Dealers. Your right to service and replacement of parts on the terms expressly set forth herein are your exclusive remedies and neither the manufacturer nor any of its Dealers shall be liable for damages, whether ordinary, incidental, or consequential.

Filing a Warranty Claim

Contact your authorized Horton Dealer in order to submit warranty claims. Please provide the following:

Horton Serial Number

Chassis VIN

Mileage of the vehicle at the time of concern

What is the symptom or circumstance for the concern to occur?

Third Party Repair Centers

Use of third party companies to perform warranty work is not authorized. Third Party service centers or chassis dealerships do not represent the HEV product or quality. HEV and its dealers use service-after-the-sale by HEV-trained personnel and are the only businesses that are covered under HEV's warranty.



p: 614.539.8181

tf: 800.282.5113

f: 800.513.8192

warranty@hortonambulance.com

hortonambulance.com

Legal Remedies: Any claim or controversy arising out of or relating to this limited warranty, or breach thereof, shall be settled by arbitration administered by the American Arbitration Association in Milwaukee, Wisconsin in accordance with the Commercial Arbitration Rules of the American Arbitration Association. The laws of the State of Wisconsin shall be applied in any arbitration proceedings, without regard to principles of conflict of law. Each party shall bear its own costs, fees and expenses of arbitration. The arbitrator(s) determination and the basis for that determination shall be in writing and shall include an explanation of the basis for the determination. The determination of the arbitrator(s) shall be final and binding and judgment upon such determination may be entered in any court having jurisdiction. The arbitration proceedings and arbitration award shall be maintained by the parties as strictly confidential, except as otherwise required by court order or as is necessary to confirm, vacate, or enforce the award and for disclosure in confidence to the parties' respective attorneys, tax advisors, or senior management personnel. Furthermore, any action for breach of warranty must be commenced within three months following the expiration of the warranty period.

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p: 614.539.8181
tf: 800.282.5113
f: 800.513.8192
warranty@hortonambulance.com
hortonambulance.com

PROAIR LIMITED WARRANTY OVERVIEW FOR END USERS

ProAir warrants every heating and cooling unit produced by ProAir and used in an ambulance converted by Horton Emergency Vehicles to be free from defects in material and workmanship under normal use for a period of three (3) years from warranty start date 36,000 miles, whichever occurs first.

If a repair or adjustment under the warrant is required, please contact your authorized Horton Dealer.

This warranty does not cover any product which has been subject to misuse, neglect, alteration, accident, improper installation, improper maintenance, or which has been repaired outside of an authorized ProAir service center in any way so as to affect adversely its performance or reliability. This warranty does not cover material or labor used in normal maintenance services or the replacement of service items. Normal wear of service items shall not be considered defects under this warranty. This warranty does not cover customer lost time, vehicle towing, vehicle rental, or lodging.

This warranty does not include consequential damages, and ProAir shall not be responsible for any such damages. ProAir does not authorize any person to make any other or further representation of warranty other than the forgoing warranty. Such other warranties, if any as may be imposed or implied by law, are limited in duration to the duration of this written warranty.

Some states do not allow limitations on how long an implied warranty lasts, nor do they allow the execution or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. This warranty gives specific legal rights and other rights which vary from state to state.

This warranty does not cover loss of refrigerant unless the loss is a direct result of a defect covered by this warranty.

Filing a Warranty Claim

Contact your authorized Horton Dealer in order to submit warranty claims. Please provide the following:

Horton Serial Number

Chassis VIN

Mileage of the vehicle at the time of concern

What is the symptom or circumstance for the concern to occur?

Third Party Repair Centers

Use of third party companies to perform warranty work is not authorized. Third Party service centers or chassis dealerships do not represent the HEV product or quality. HEV and its dealers use service-after-the-sale by HEV-trained personnel and are the only businesses that are covered under HEV's warranty.



p: 614.539.8181

tf: 800.282.5113

f: 800.513.8192

warranty@hortonambulance.com

hortonambulance.com

Legal Remedies: Any claim or controversy arising out of or relating to this limited warranty, or breach thereof, shall be settled by arbitration administered by the American Arbitration Association in Milwaukee, Wisconsin in accordance with the Commercial Arbitration Rules of the American Arbitration Association. The laws of the State of Wisconsin shall be applied in any arbitration proceedings, without regard to principles of conflict of law. Each party shall bear its own costs, fees and expenses of arbitration. The arbitrator(s) determination and the basis for that determination shall be in writing and shall include an explanation of the basis for the determination. The determination of the arbitrator(s) shall be final and binding and judgment upon such determination may be entered in any court having jurisdiction. The arbitration proceedings and arbitration award shall be maintained by the parties as strictly confidential, except as otherwise required by court order or as is necessary to confirm, vacate, or enforce the award and for disclosure in confidence to the parties' respective attorneys, tax advisors, or senior management personnel. Furthermore, any action for breach of warranty must be commenced within three months following the expiration of the warranty period.

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STRUCTURAL WARRANTY OVERVIEW FOR END USERS

The module body, manufactured by HEV, is warranted thirty (30) years from the warranty start date as determined by the HEV body build plate mounted in the module body. All exterior doors and hinges are warranted against structural defects for thirty (30) years. Interior aluminum cabinetry (exclusive of paint finish, hardware, moldings, and accessories) is warranted against structural defects for thirty (30) years. Written approval must be given by HEV prior to the repairs beginning on items covered by this warranty. Unauthorized work will void this warranty.

If the ambulance body is rechassis'd by HEV or REVGROUP during the original warranty period, the structural warranty will be revalidated an additional five (5) years from the expiration of the original warranty period. Bodies rechassis'd subsequent times will be warranted an additional five (5) years from the date the body was last rechassis'd, provided that necessary repairs are authorized by the owner and performed by HEV or REVGROUP.

Any rechassis or structural repair work performed by anyone other than HEV or REVGROUP will void this warranty.

These warranties extend only to standard HEV features and published standard HEV options. Special options and features that are not part of HEV's published options list shall be subject to the original OEM manufacturer, if any, as HEV may designate in writing for each specific case.

HEV's warranty does not include the chassis or chassis parts. The warranty does not include normal-wear parts such as tires, batteries, bulbs, or upholstery. Warranty coverage of special options components will be considered on a case-by-case basis with the terms given in writing. Warranty coverage is based upon reasonable maintenance, prompt notification of defects. This warranty will not cover defects resulting from misuse, negligence, accident, or overloading the vehicle beyond its weight rating. All warranty repairs must be completed by HEV or a HEV-authorized party. This warranty does not cover work that was not performed by HEV.

HEV's warranty does not cover travel expenses, towing charges, mileage, downtime, or personnel time associated with warranty repairs. HEV shall have no obligation to provide a replacement vehicle.

HEV shall determine the extent of warranty repairs.

This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties, including the implied warranty of merchantability. No person is authorized to make any other or further representation or warranty on behalf of Horton Emergency Vehicles or its Dealers. Your right to service and replacement of parts on the terms expressly set forth herein are your exclusive remedies and neither the manufacturer nor any of its Dealers shall be liable for damages, whether ordinary, incidental, or consequential.



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hortonambulance.com

Filing a Warranty Claim

Contact your authorized Horton Dealer in order to submit warranty claims. Please provide the following:

Horton Serial Number

Chassis VIN

Mileage of the vehicle at the time of concern

What is the symptom or circumstance for the concern to occur?

Third Party Repair Centers

Use of third party companies to perform structural warranty work is not authorized and immediately voids any remaining warranty. Third Party service centers or chassis dealerships do not represent the HEV product or quality. HEV and its dealers use service-after-the-sale by HEV-trained personnel and are the only businesses that are covered under HEV's warranty. Structural repairs and/or any rechassis work by anyone other than HEV or REVGROUP will void this warranty.

Legal Remedies: Any claim or controversy arising out of or relating to this limited warranty, or beach thereof, shall be settled by arbitration administered by the American Arbitration Association in Milwaukee, Wisconsin in accordance with the Commercial Arbitration Rules of the American Arbitration Association. The laws of the State of Wisconsin shall be applied in any arbitration proceedings, without regard to principles of conflict of law. Each party shall bear its own costs, fees and expenses of arbitration. The arbitrator(s) determination and the basis for that determination shall be in writing and shall include an explanation of the basis for the determination. The determination of the arbitrator(s) shall be final and binding and judgment upon such determination may be entered in any court having jurisdiction. The arbitration proceedings and arbitration award shall be maintained by the parties as strictly confidential, except as otherwise required by court order or as is necessary to confirm, vacate, or enforce the award and for disclosure in confidence to the parties' respective attorneys, tax advisors, or senior management personnel. Furthermore, any action for breach of warranty must be commenced within three months following the expiration of the warranty period.

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