

## 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.

### **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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