

## **STATEMENT OF LIMITED WARRANTY – REMOUNTS**

**For Warranty service, call 732.657.1104 or send email to [Warranty@1FPG.com](mailto:Warranty@1FPG.com)**

**FIRST PRIORITY EMERGENCY VEHICLES INC.** (“FPEV” and “Warrantor”) warrants to the original retail purchaser the **WARRANTIES** as stipulated below, or specific manufacturer’s Warranty, from the date of delivery, whichever comes first, and that this product shall be free of **SUBSTANTIAL DEFECTS** in materials and workmanship which are attributable to Warrantor and which arise during the course of normal use and service.

### **WARRANTIES**

**CHASSIS:** as provided by original chassis manufacturer.

**REMOUNT AMBULANCE CONVERSION:** thirty-six thousand (36,000) miles or three (3) years bumper-to-bumper

**ELECTRICAL:** seventy-two thousand (72,000) miles or six (6) years limited to work performed by FPEV inclusive of the electrical harness and harness installation, front and rear consoles and related components. Chassis electrical system and related components installed by the chassis supplier **are excluded**. [Note: Electrical components, accessories, and/or hardware supplied outside of the base electrical system are covered to the extent of warranty offered on each item by its manufacturer, such as, by example; heating and air conditioning components, power cot fasteners, suspension systems, warning signals, inverter(s), two-way radio or mobile data equipment, generators, hydraulic lifts, and security systems].

**PAINT:** sixty thousand (60,000) miles or sixty (60) months limited to all work performed by FPEV inclusive of peeling or delaminating of topcoat and other layers of paint; cracking or checking; loss of gloss caused by cracking, checking or hazing; and any paint failure caused by improperly applied finishes. **Excluded are:**

- Paint deterioration caused by blisters or other film degradation due to corrosion originating from the substrate.
- Hazing, chalking or loss of gloss caused by improper care, abrasive polishes, cleaning agents, heavy duty pressure washing, or aggressive mechanical wash systems.
- Paint deterioration caused by abuse, misuse, accidents, acid rain, chemical fall out or act of nature.
- Accidents, scratches, chips, bruises, and gloss reduction due to normal vehicle use and maintenance.
- Custom finishes, exotic finishes, or any finish other than standard refinish procedures.
- Finishes on vehicles used for competitive purposes.
- Repairs done over previously refinished areas, unless stripped to bare metal or appropriate substrate by FPEV or an authorized agent.

**GRAPHICS:** thirty-six (36) months and unlimited mileage for graphics produced and installed by FPEV inclusive of striping and lettering. **Excluded are:**

- Graphics failure due to paint deterioration caused by blisters or other film degradation due to corrosion originating from the substrate.
- Graphics failure due to hazing, chalking or loss of gloss caused by improper care, abrasive polishes, cleaning agents, heavy duty pressure washing, or aggressive mechanical wash systems.
- Graphics failure due to paint deterioration caused by abuse, misuse, collisions, acid rain, chemical fall out or act of nature.
- Collisions and scratches due to normal vehicle use and maintenance.
- Graphics failure due to repairs done over previously refinished areas, unless stripped to bare metal or appropriate substrate by FPEV or an authorized agent.

**WARRANTY PERFORMANCE** Owner’s exclusive remedy under this Warranty shall be repair or replacement of defective parts or finishes, free of charge to the Owner. Owner shall bear all expenses arising out of or relating to transporting the product to the appropriate Warranty Service Location.

### **GENERAL WARRANTY EXCLUSIONS** This Limited Warranty **DOES NOT COVER:**

1. Products not manufactured or installed by First Priority, it’s distributor or agent which items include (but are not limited to): the chassis and its component parts, tires, tire balancing, wheel alignment, inverters, sirens, light

bulbs, light bars, battery chargers, generator, air conditioners, radios, power converters and batteries. The manufacturers of these products may provide warranties covering the performance of their particular products.

2. All accessions (additions, add-on attachments, etc.) to the product not supplied by First Priority and/or that appreciably change the vehicle.
3. All aftermarket repairs, modifications and alterations performed outside of original product scope.
4. Products exhibiting damages or fatigue fractures due to collision, misuse, abuse, neglect, overloading, improper installation, severe off-road applications or unusual loads.
5. Products not maintained in a prudent manner. Damage caused by misuse, neglect, negligence or accident. (Note: Usage of this product in a manner, which is inconsistent with design intentions or inconsistent with owner's manual directions, will invalidate this warranty in regard to damage caused by or relating to such inconsistent usage.)
6. Products sold by First Priority but manufactured by others (i.e. warning signals, lift gates, inverters, generators, compressors, HVAC components, computer and IT equipment.) (Note: These products are covered exclusively by the product manufacturer's warranty in effect at the time of delivery, if any.)
7. Paint, decals, or any finish (collectively "finish") not applied by First Priority. Finish deterioration caused by chemical reactions including, but not limited to, acid rain, industrial fallout or improper cleaning materials
8. Damage to soft trim and appearance items even if such damage is due to normal use, wear and tear, or exposure to elements.
9. Customer supplied items.
10. Claims requested without proper guarantee documentation.

**WARRANTY TERMINATION** The following actions or events will result in the automatic termination of this Warranty and relieve Warrantor from any and all obligations under this Warranty:

1. Misuse or neglect of the product, failure to provide reasonable and necessary maintenance, unauthorized alteration or modification, accident or improper loading.
2. Sale of the product by original retail purchaser.
3. The expiration of the Warranty period (s) set out herein.

**WARRANTOR RIGHTS** Warrantor reserves the unrestricted right to change the parts and designs of its products from time to time without notice and with no obligation to make corresponding changes in its product previously manufactured.

**CLAIM PROCEDURES** All Warranty Service is to be performed at Warrantor's factory or at an authorized Warranty Service location. **Warrantor must authorize all Warranty Service in writing, PRIOR to performance.** Such written authorization instructing Owner as to where and when to deliver the product for Warranty Service will be given within five (5) working days of receipt of notification of a defect or malfunction provided that the Warranty covers such defect or malfunction and all other terms of this Warranty have been satisfied in full. Notice shall be presented in writing to First Priority Emergency Vehicles, Inc., 2444 Ridgeway Blvd., Bldg. 500, Manchester, NJ 08759 or electronically to warranty@1fpg.com, and must be submitted on or before the date of expiration of the appropriate Warranty period. Notice shall give Owner's name and address, a brief description of the problem, the product model and serial number (if applicable), the date of purchase, product mileage, the name of the dealer who sold the product, the current product location and Owner's location for contact during regular business hours.

**DAMAGE RECOVERY LIMITATIONS** No person shall be entitled to recover from Warrantor for any consequential or incidental damages arising out of or relating to any defect in the product.

**WARRANTY DISCLAIMER**

WARRANTOR HEREBY DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES OF ANY NATURE, EXPRESS OR IMPLIED, MADE BY WARRANTOR BEYOND THE CONTENTS OF THIS LIMITED WARRANTY. NO PERSON HAS AUTHORITY TO ENLARGE, AMEND OR MODIFY THIS WARRANTY. THIS WARRANTY GIVES ONLY THOSE LEGAL RIGHTS SPECIFICALLY ENUMERATED HEREIN. YOU MAY HAVE OTHER LEGAL RIGHTS, WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR OF THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

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**PURCHASER'S SIGNATURE**

**DATE**

**SALES ORDER NO.**