



# OVERVIEW OF MANUFACTURER'S WARRANTIES<sup>(10)</sup>

**PL Custom Emergency Vehicles secures your purchase with the following warranties:**

## **LIFETIME LIMITED STRUCTURAL WARRANTY – MODULAR BODY**

PL Custom warrants each new vehicle to be free of all structural defects for the life of the modular body including:

- Body frame
- Sub-floor
- Exterior skin
- Structural integrity of interior cabinetry/exterior compartments

## **LIFETIME (100,000 MILE) LIMITED WARRANTY – ELECTRICAL EQUIPMENT**

The exclusive, lifetime (100,000 mile) limited warranty applies to all PL emergency vehicles and includes the following PL supplied and installed electrical equipment:

- Main vehicle wiring harness & battery harness cables
- Automatic/manual reset circuit breakers
- Solenoids
- All PL installed electrical connections
- Body door post switches
- Automotive relays
- Voltmeter and Ammeter
- Battery disconnect switches
- All wire terminals and crimps
- Power distribution panel

Alternators, batteries, bulbs & belts are not covered by this warranty.

## **THREE-YEAR (36,000 MILE) LIMITED WARRANTY – GENERAL CONVERSION**

This three-year (36,000 mile) limited warranty includes the following PL supplied equipment:

- Molding and windows
- Climate Control System
- Cabinet, ceiling & wall finish material
- Door securing hardware and latches
- Oxygen outlets, hoses, fittings
- On board aspiration system

## **TEN-YEAR (100,000 MILE) LIMITED WARRANTY – PAINT LUSTRE**

This limited warranty covers the areas of vehicle finished with PL Paint Lustre Sikkens Products for a period of ten years.

- Delamination from the substrate
- Cracking or checking of paint film
- Gloss or color retention
- Paint failure caused by defective Sikkens products

## **GENERAL INFORMATION**

- Warranty transferable; subject to inspection by PL Custom Emergency Vehicles.
- Vehicle chassis; chassis components and cab body warranted by original manufacturer.
- Components manufactured by other and installed by PL shall be covered by representative warranties.

## **EXCLUSIONS AND LIMITATIONS**

- Unauthorized alteration
- Abuse/misuse
- Abnormal wear & tear
- Failure to maintain
- Physical damage
- Chemical corrosion

***There are specific exclusions and limitations included in each individual warranty.***

***See separate warranties for details.***

**2201 Atlantic Avenue • Manasquan, NJ 08736 • 732-223-1411 • [www.plcustom.com](http://www.plcustom.com)**

PL Custom Emergency Vehicles is a division of P.L. Custom Body & Equipment Co., Inc.

Rev. 3/07



## LIFETIME ELECTRICAL WARRANTY

Subject to the provisions, limitations, and conditions set forth in this warranty, PL Custom Emergency Vehicles hereby warrants to each original purchaser only, that the PL Custom supplied electrical equipment as listed below, are sound and free of all defects of both materials and workmanship, for the life of the vehicle or 100,000 miles whichever occurs first, providing it remains in possession of the original purchaser and is in operation by said purchaser. This electrical equipment includes; body door post switches, all wire terminals and crimps, main vehicle wiring harness and battery harness cables, relays, switches, automatic/manual reset circuit breakers, voltmeter, ammeter, battery disconnect switches, solenoids, all terminal strips, PL installed electrical connections and power distribution panel.

Items not covered under this warranty are alternators, batteries, light bulbs and belts. Batteries and alternator systems are covered by their representative warranties.

The above warranty is transferable upon changeover of body to new chassis, providing the work is performed by PL Custom. In the case of the sale of the vehicle, the warranty is also transferable to the new owner, providing that an inspection of the vehicle is performed by PL Custom.

Should repairs become necessary under the terms of this warranty, the extent of that repair shall be determined solely by PL Custom and shall be performed solely at PL Custom or a repair facility designated by PL Custom. The expense of any transportation to or from such repair facility shall be the responsibility of the purchaser, and is not an item covered by this warranty.

This warranty is conditioned upon normal use and reasonable maintenance of such equipment. PL Custom also requires prompt written notice of all defects to PL Custom or one of its then authorized dealers in the area. This warranty covers defects not resulting from misuse, negligence, accident, abnormal wear and tear, and alterations of the original parts or adjustments by customer or third parties. If any such conditions are not met, this warranty shall become void and unenforceable.

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

**EXCLUSIONS AND LIMITATIONS:** This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties including without limitation any warranty of merchantability and/or fitness for use for a particular purpose. Buyer acknowledges that no other representations were made to him and relied upon him and that this warranty contains the exclusive remedies with respect to any failure of the products to conform to the warranties given above or as to any injury or damage arising from any non-conforming products. Note that components manufactured by others and installed by PL Custom shall be covered by representative warranties. No person is authorized to make any representations of warranty on behalf of PL Custom or any of its distributors other than set forth in this manufacturer's warranty. 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 distributors shall be liable for damages, whether ordinary incidental or consequential. The vehicle chassis, chassis components, and applicable body of cab will be warranted in accordance with the standard chassis warranty policy by the manufacturer, normal or extended.



## LIFETIME MODULAR BODY STRUCTURAL WARRANTY

Subject to provisions, limitations and conditions set forth in the warranty, PL Custom Emergency Vehicles hereby warrants to each original purchaser only, that the new emergency vehicle body including body frame, sub-floor, exterior skin, interior cabinets and exterior compartments (exclusive of paint finish) is structurally sound and free from all structural defects of both material and workmanship, and further warrants that it will maintain such structural integrity for the life of the body, providing it remains in the possession of the original purchaser and is in operation of said purchaser.

The above warranty is transferable upon changeover of body to new chassis, providing the work is performed by PL Custom. In the case of the sale of the vehicle, the warranty is also transferable to the new owner, providing that an inspection of vehicle is performed by PL Custom.

Should repairs become necessary under the terms of this warranty, the extent of that repair shall be determined solely by PL Custom and shall be performed solely at PL Custom or a repair facility designated by PL Custom. The expense of any transportation to or from such repair facility shall be the responsibility of the purchaser, and is not an item covered by this warranty.

This warranty is conditioned upon normal use and reasonable maintenance of such equipment. PL also requires prompt written notice of all defects to PL Custom or one of its then authorized dealers in the area. This warranty covers defects not resulting from misuse, negligence, accident, abnormal wear and tear, and alteration of the original parts or adjustments by customer or third party. If any such conditions are not met, this warranty shall become void and unenforceable.

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

**EXCLUSIONS AND LIMITATIONS:** This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties including without limitation any warranty of merchantability and/or fitness for use for a particular purpose. Buyer acknowledges that no other representations were made to him and relied upon him and that this warranty contains the exclusive remedies with respect to any failure of the products to conform to the warranties given above or as to any injury or damage arising from any non-conforming products. No person is authorized to make any representations of warranty on behalf of PL Custom or any of its distributors other than set forth in this manufacturer's warranty. 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 distributors shall be liable for damages, whether ordinary incidental or consequential.



## 2-YEAR OR 24,000 MILE WARRANTY AMBULANCE BODY CHANGEOVER

Subject to the provisions, limitations and conditions set forth in this warranty, PL Custom Emergency Vehicles, hereby warrants to each original purchaser only, that the modifications made during ambulance body remount, as supplied and installed, in are sound and free of all defects of both materials and workmanship, for 2 year or 24,000 miles whichever occurs first, from date of delivery providing it remains in possession of the original purchaser and is in operation by said purchaser.

In the case of the sale of the vehicle, the warranty is also transferable to the new owner, providing that an inspection of the vehicle is performed by PL Custom.

Should repairs become necessary under the terms of this warranty, the extend of that repair shall be determined solely by PL Custom and shall be performed solely at PL Custom or a repair facility designated by PL Custom. The expense of any transportation to or from such repair facility shall be the responsibility of the purchaser, and is not an item covered by this warranty.

This warranty is conditioned upon normal use and reasonable maintenance of such equipment; prompt written notice of all defects to PL custom or one of its then authorized dealers in the area; no repairs or additions thereto except by PL Custom or authorized by it; said defect not resulting from misuse, negligence, accident, abnormal wear and tear, and alteration of the original parts or adjustments by customer or third parties. If any such conditions are not complied with, this warranty shall become void and unenforceable.

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

**EXCLUSIONS AND LIMITATIONS:** This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties including without limitation any warranty of merchantability and/or fitness for use for a particular purpose. Buyer acknowledges that no other representations were made to him and relied upon him and that this warranty contains the exclusive remedies with respect to any failure of the products to conform to the warranties given above or as to any injury or damage arising from any non-conforming products. Note that components manufactured by other and installed by PL shall be covered by representative warranties. No person is authorized to make any representations of warranty on behalf of PL Custom or any of its distributors other than set forth in this manufacturer's warranty. 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 distributors shall be liable for damages, whether ordinary, incidental or consequential. The vehicle chassis, chassis components, and applicable body of cab will be warranted in accordance with the standard chassis warranty policy by the manufacturer, normal or extended.



## 3 YEAR OR 36,000 MILE GENERAL CONVERSION WARRANTY

Subject to the provisions, limitations and conditions set forth in this warranty, PL Custom Emergency Vehicles, hereby warrants to each original purchaser only, that general ambulance conversion including oxygen outlets, hoses & fittings, on board aspiration system, interior & exterior door hardware and latching system, cabinet, ceiling & wall finish material, moldings and windows as supplied and installed in the new emergency vehicle are sound and free of all defects of both materials and workmanship, for 3 years or 36,000 miles which ever occurs first, from date of delivery providing it remains in possession of the original purchaser and is in operation by said purchaser.

The above warranty is transferable upon changeover of body to new chassis, providing the work is performed by PL Custom. In the case of the sale of the vehicle, the warranty is also transferable to the new owner, providing that an inspection of the vehicle is performed by PL Custom.

Should repair become necessary under the terms of this warranty, the extent of that repair shall be determined solely by PL Custom. The expense of any transportation to or from such repair facility shall be the responsibility of the purchaser, and is not an item covered by this warranty.

This warranty is conditioned upon normal use and reasonable maintenance of such equipment. PL also requires prompt written notice of all defects to PL Custom or one of its then authorized dealers in the area. This warranty covers defects not resulting from misuse, negligence, accidents, abnormal wear and tear, and alteration of the original parts or adjustments by customer or third parties. If any such conditions are not met, this warranty shall become void and unenforceable.

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

**EXCLUSIONS AND LIMITATIONS:** This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties including without limitation any warranty of merchantability and/or fitness for use for a particular purpose. Buyer acknowledges that no other representations were made to him and relied upon him and that this warranty contains the exclusive remedies with respect to any failure of the products to conform to the warranties given above or as to any injury or damage arising from any non-conforming products. Note that components manufactured by others, installed by PL Custom shall be covered by representative warranties. No person is authorized to make any representations of warranty of behalf of PL Custom or any of its distributors other than set forth in the manufacturer's warranty. 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 distributors shall be liable for damages, whether ordinary incidental or consequential. The vehicle chassis, chassis components, and applicable body of cab will be warranted in accordance with the standard chassis warranty policy by the manufacturer, normal or extended.



# PAIN'T LUSTRE 10-YEAR WARRANTY

*As evidence of our commitment to quality and customer satisfaction, we are proud to offer our customers a 10-Year Paint Performance Warranty. This warranty covers the areas of the vehicle finished with specified PL Paint Lustre products for a period of 10 years or 100,000 miles beginning the day the vehicle is delivered.*

## **ADVANTAGES**

With the 10-Year PL Paint Lustre Performance Warranty, you are assured that highly trained professionals, using the highest quality products on the market today, apply the finishes on your vehicle. You also have the satisfaction of knowing your vehicles' finishes will stand up to the rigorous demands put upon them in daily use.

## **WARRANTY COVERS**

1. Application of the PL Paint Lustre Coating System warranties all ambulance products to be free from specific paint defects for 10 years from the date the vehicle is delivered. PL will warranty 100% of the labor and material repair cost for the following defects:
  - a. Coating system Integrity, coating adhesion, and UV related degradation are covered.
  - b. Gloss retention and color retention are covered.
  - c. Cracking or checking of the paint film is covered.
  - d. Delaminating from the substrate or intercoat is covered.
2. PL will warranty 100% of the cost of materials and labor to repair defects resulting from dissimilar metals and crevice corrosion for a period of 3 years , 36,000 miles from the date of delivery.

## **WARRANTY EXCLUSIONS AND LIMITATIONS**

1. Paint coating defects caused by customer add-ons after vehicle delivery.
2. Paint problems caused by customer application or removal of vehicle graphics, including vinyl decal materials and shields.
3. The painting, alteration, repair or equipment replacement of a customer vehicle by a facility not approved in advance by PL Custom.
4. Physical damage to the vehicle from an accident or act of God.
5. Paint failures resulting from neglect, misuse or abuse to the vehicle.
6. The use of a PL vehicle for other than designed or intended purposes.
7. Exposure to severe environmental or chemical conditions such as acid rain or excessive road salt.
8. Failure of customer to provide normal, regular, and customary care for the vehicle paint finish.
9. The expense of any transportation to or from such repair facility shall be the responsibility of the purchaser, and is not an item covered by this warranty.
10. Product finishes not manufactured by PL Custom such as the Chassis, mirrors or hardware finishes.
11. The exterior finish of hardware moldings, windows, mirrors, lights, fiberglass caps, or other accessories.
12. Damage caused by abrasion or foreign objects.
13. The ECK material applied during the manufacture of PL products must be replaced in the event that lights are removed. Failure to re-apply the ECK material may void the 10-year PL Paint Warranty.
14. This manufacturer's warranty is provided in place of any and all other representations or express or implied warranties including without limitation any warranty of merchantability and/or fitness for use for a particular purpose. Buyer acknowledges that no other representations were made to him and relied upon him and that this warranty contains the exclusive remedies with respect to any failure of the products to conform to the warranties given above or as to any injury or damage arising from any nonconforming products. No person is authorized to make any representations of warranty on behalf of PL Custom or any of its distributors other than set forth in this manufacturer's warranty. 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 distributors shall be liable for damages, whether ordinary incidental or consequential.

## **CLAIM PROCEDURE**

Should a vehicle show evidence of a paint problem, the owner should contact the Dealer/Salesperson. The Dealer/Salesperson will contact PL Custom Emergency Vehicles to schedule an inspection. After the inspection the vehicle owner will be contacted. No repairs will be authorized without an inspection or estimate in advance. PL Custom Emergency Vehicles assumes no responsibility for special, incidental or consequential damages including but not limited to lost time, inconvenience, and loss of profits which are not recoverable expenses.

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