

AMERICAN EMERGENCY VEHICLES



Warranty Supplement



Congratulations on your purchase of an AEV Vehicle

AEV Vehicle No. _____

We are proud to be the producer of your new emergency vehicle. We have made every effort to design and build your vehicle carefully to give many years of reliable service. AEV is committed to stand behind our product and guarantee your satisfaction in the quality of our workmanship.

In order to help you get the most out of your vehicle and associated on-board equipment, as well as to preserve the peak performance of those systems, it is vital that you are familiar with the information provided in this manual. Operating systems provided by AEV, as well as components produced by other manufacturers may operate differently from some that you may have used in the past. Please review this information before putting your unit into service. We cannot be held responsible for problems, failure or liability resulting from improper use or inadequate maintenance.

We would be pleased to hear from you if you have any questions or are in need of assistance or service. Please call us at 800-374-9749 with any need.

We are confident that, after many years and many miles, you will be able to look back at this vehicle and see the quality and value that you have purchased, backed by craftsmen who care.

Randy A. Hanson
President/GM

165 AMERICAN WAY • JEFFERSON, NC 28640
336-846-8010 • 800-374-9749
FAX 336-982-9826
WWW.AEV.COM



AMERICAN EMERGENCY VEHICLES

DIRECTORY OF PERSONNEL

<i>President & General Manager</i>	Randy A. Hanson
<i>Vice President of Finance</i>	Greg Warmuth
<i>Director of Operations</i>	Jeff Dreyer
<i>Sales Support</i>	Vicki Sansbury Randy Barr Rob Knobel
<i>Quality Manager</i>	Dennis Davis
<i>Customer Service / Warranty</i>	Dominick Gaetano Jr Jason Miller
<i>Parts</i>	Sherry Hurley Shannon Javorowsky
<i>Technical Support</i>	Donnie Elliott Rex Osborne Melvin Roark Quincy Treadway Johnny Farmer Adam Wilson



FORD MOTOR COMPANY

is proud to recognize

American Emergency Vehicles, Inc.

as a participant of the

Qualified Vehicle Modifier Program



A. J. Jan
QVM Administrator

Service Points & Procedures

IMPORTANT! All service requests must be channeled through the AEV Warranty Department for approval and processing:

American Emergency Vehicles
165 American Way
Jefferson, NC 28640
Toll Free: 800-374-9749
Local Phone: 336-846-8010
Fax: 336-982-9826
Email: warranty@aev.com
www.aev.com

After your request for service has been received and approved by AEV, you will be informed of the course of action being taken to handle your service request. Service is to be performed by an approved Field Service Technician, or by an authorized Service Representative, or in our plant at the above address, at AEV's option.

Please do not have service or repairs performed on your vehicle by anyone other than AEV personnel without contacting AEV for prior approval.

AEV does not warrant service or repairs by unauthorized persons, and work performed without authorization will not be paid for by AEV. In addition to voiding your warranty, unauthorized work may delay the professional factory-trained service you need, and which we want you to have, as an Emergency Medical Service Provider.

Warranty Claims

The Ambulance Conversion elements of your vehicle are covered by **AEV** under our Warranty, a copy of which is included in this book. If you have a problem with your vehicle, and you feel the problem is related to the Conversion, please contact us at once to arrange for service. Our Toll-Free service number is **800-374-9749** or warranty@aev.com. When contacting for warranty claim, we will need the following information to speed up your service.

- **Vehicle Identification Number (VIN)**
- **AEV Job Number**
- **Date you took delivery of your vehicle**
- **Description of the problem**
- **Names and phone numbers of your people we should contact about the problem**
- **Your own name and phone number**

If you have problems with your on-board equipment, including such items as warning systems, suction apparatus, inverter, battery charger, etc., contact **AEV** as shown above. If the problem is related to our installation, we will arrange for its correction. If the problem is with equipment covered by an original manufacturer's warranty, we will assist you in contacting that manufacturer's service network for the repair or exchange of the equipment.

Problems relating to the chassis, including engine, alternator, drive train, exhaust system, fuel system, body construction, and all other factory original equipment, should be directed to the chassis manufacturer's service network, starting with the local dealer.

Tires are warranted by the tire manufacturer, and any tire problems should be referred to the original manufacturer's service network.

If you have trouble getting service for your chassis or tires, you may contact **AEV** at the number given above, and we will assist you in dealing with the original manufacturer.

If you need repair or replacement of a warranted product or component at a location other than the **AEV** plant, *contact our Warranty Department for authorization before you have any work done.* **AEV** is not liable for any unauthorized work performed by non-**AEV** personnel, and such work may void your warranty. You can get authorization either:

- 1) in writing, from our Warranty Department, or
- 2) by phone or FAX from our Warranty Department, with an Authorization Number assigned.

After you get authorization for repairs, **AEV** will need the information requested on the attached Warranty Claim Form to reimburse you for your expenses covered by warranty.

Original Manufacturer's Listing

(for equipment and accessory warranty service)

If you have a problem with on board equipment, and the problem is with the equipment itself, not AEV's installation, for fastest response, call the original manufacturer first!

The original manufacturers provide the warranty support for their products. If you call AEV, we will forward your request to the original manufacturer, and that process will only delay the service you need. The list below includes some (but not necessarily all) of the manufacturers of your on-board equipment. If you do not find the name you need in the list, our Service Department can help you contact the original manufacturer.

AEV warrants only the installation of purchased equipment. If we put it in wrong, we will fix that. We did not build the installed equipment, and may not have the expertise to provide professional service for it. If the problem is with the equipment itself, the people who made it know best how to fix it and can give you the most efficient service.

WARNING SYSTEMS

Buell Manufacturing Company

1 year
Air Horns
8125 W. 47th Street
Lyons, IL 60534-0303
(800) 422-8355
(708) 447-6387 Fax

Cast Products, Inc.

2 years
Grille Speakers & Drivers
PO Box 1202
Hwy, 127
Athens, AL 35611
(800) 468-2278

Code 3 & Force 4 Light Bars & Sirens

*1 year, except for lamps & bulbs
which carry no warranty*
Public Safety Equipment
10986 N. Warson Road
St. Louis, MO 63114-2029
(314) 426-2700

Federal Signal Corp.

2 years for parts, 1 year for labor
Federal Light Bars & Sirens
2645 Federal Signal Drive
University Park, IL 60466
(800) 433-9132

Signal Vehicle Products

1 year
Sirens
455 Rochester Street
Avon, NY 14414
(585) 226-9500
(888) 478-2797

Whelen Products & Components

*Light Bars: Rotators, 2 years
Strobes, 1 year
Halogen bulbs, no warranty
Power supply, 2-5 years*
*Flashers: 2 years
Sirens: 2 years
Siren Speaker Drivers: 2 years*
Whelen Engineering, Company
Rt. 145, Winthrop Road
Chester, CT 06412-0648
(800) 294-3536

ELECTRICAL SYSTEMS

Class 1 Multiplex Electrical System

7 years, 70,000 miles
607 N.W. 27th Avenue
Ocala, FL 34475
(800) 533-3569

Kussmaul Electronics

1 year
Auto Eject Shoreline Connector
170 Cherry Avenue
West Sauville, NY 11796-1221
(800) 346-0857

Printed Circuit Board Electrical Sys.

7 year - 70,000 miles electrical components
165 American Way
Jefferson, NC 28640
AEV Technical Support
(800) 374-9747

Vanner Inverters, Flashers & Other Products

48 months on inverter
Vanner, Inc.
4282 Reynolds Drive
Hilliard, OH 43026
(800) 227-6937

XANTREX / Fleet Power

Inverter-Charger, 12 months
21440 68th Ave. S.
Kent, WA 98032-2416
(800) 667-8422

ENVIRONMENTAL SYSTEMS

ACC (Automotive Climate Control)

3 years, 36,000 miles
Air Conditioning and Heat
PO Box 4124
Elkhart, IN 46514-0124
(800) 462-6322

Danhard, Inc.

12 Volt Air Conditioning and Heat System
7 years, 70,000 miles - Static Components
*3 years, 36,000 miles - *Moving Components*
**Compressor, Blower Assembly, Fans*
3839 Dilido Road
Dallas, TX 75228
(800) 521-7978

Duotherm

1 year
Dometic Corporation
2320 Industrail Parkway
Elkhart, IN 46514
(574) 294-2511

Hoseline, Inc.

3 years, 36,000 miles
1619 Park Commerce Ct.
St. Cloud, FL 34769
(407) 892-2599

COTS & MOUNTING SYSTEMS
(NON-INTERCHANGEABLE)

Ferno-Washington Cot Mounts and Cots

1 year
Ferno-Washington
70 Well Way
Wilmington, OH 45177-9371
(800) 733-3766

Stryker Cot Mounts & Cots

1 year
Stryker Medical
6300 Sprinkle Road
Kalamazoo, MI 49001
(800) 327-0770

MEDICAL SYSTEMS

AMVEX Corporation

2 years
31 Sprague Avenue
Amityville, NY 11701
(866) 440-4985

Suction Apparatus

1 year
SSCOR
11064 Randall Street
Sun Valley, CA 91352
(818) 504-4054

MODULAR EXTERIOR PAINT - FINISH

Sikkens / Akzo Nobel (applied by AEV)

7 years, 70,000 miles
See Detailed Warranty Certificate
*Finish Maintenance Documents Provided

CAMERA & RECORDING SYSTEMS

ASA Electronics, Inc.

12 months
2602 Marina Dr
Elkhart, IN 46514
(877) 305-0445



NATIONAL TRUCK EQUIPMENT ASSOCIATION

is proud to recognize

American Emergency Vehicles, Inc.

as a member in good standing of the



Ambulance Manufacturers Division

February, 1987


AMD Secretary

AEV Modular Body Warranty

American Emergency Vehicles (AEV) warrants to the owner of each **AEV** modular vehicle body that, for a period of twenty (20) years following the date of delivery of the body, **AEV** will repair or replace, at **AEV**'s option, body elements or components which fail because of structural defects relating to material or workmanship, with the provision that **AEV** shall not be liable for an amount greater than the remaining value of the body at the time of the claim.

AEV shall not be responsible for cost incurred by the owner for correction of deficiencies covered by this warranty unless express authorization for such expenses has been granted in writing by **AEV**. Gratuitous settlements by **AEV** of alleged defects not within the scope of this warranty do not constitute admissions of warranty coverage, nor impose an obligation on **AEV** to make any such settlements.

This warranty applies only to the original buyer and is valid only as long as the body is mounted on the original chassis, unless the body has been remounted by **AEV** or by an authorized agent of **AEV**. This warranty is accepted by the buyer in lieu of all other warranties express or implied, including, but not limited to, any implied warranty of merchantability or purpose, and of all other obligations or liabilities on the part of **AEV**. Responsibility for the fulfillment of the warranty by **AEV** will be limited to the express terms of this warranty statement.

Oral statements made by agents of **AEV** do not constitute warranties and shall not be relied upon as such by the buyer.

In no event shall **AEV** be liable for any expenses, anticipated profits, damages, or any other losses incurred by the buyer in connection with the purchase, use or resale of **AEV** bodies.

CONDITIONS:

- A. This warranty is valid only if in the United States of America and this **AEV** product is sold without any warranty, express or implied, if used or sold outside the United States.
- B. **AEV** reserves the right to make changes in design or improvements to its products or parts thereof without obligation to make or install such changes in any previously built product.
- C. **AEV** neither assumes nor authorizes any person to assume for it any obligation or warranty other than that stated in this warranty.
- D. Repair or replacement of any parts or products under this warranty by **AEV** shall not extend this warranty beyond the original warranty period.
- E. **AEV** does not warrant the workmanship of customer-negotiated installers or repairers and will not bear any cost occasioned by faulty or incorrect installation, or damage by non-**AEV** personnel.
- F. **AEV** shall not be liable for any loss of time, labor, equipment rental, lost profits, or other consequential damages of any kind whatsoever in connection with the sale and use of its products.
- G. **AEV** shall not be liable for the cost of transportation in connection with warranty claims. **AEV** warrants only the actual labor and parts required for repair or replacement. Under no circumstances will **AEV** reimburse mileage or expenses incurred traveling to or from such repair or replacement.
- H. Unless repaired by **AEV** Field Service Technicians in the field or by an authorized **AEV** Service Center, any product or component thereof accepted for repair under warranty must be returned to the **AEV** plant in Jefferson, North Carolina, for the performance of such repair.

AEV Seven Year Conversion Warranty

American Emergency Vehicles (AEV) warrants to the owner of each vehicle that all items of **AEV's** manufacture will be free from defects in material and workmanship for a period of seven (7) years / 70,000 miles, whichever shall occur first. The warranty shall begin on the date such vehicle is delivered to the first purchaser. During this warranty period, **AEV** will remedy by repair or replacement, at **AEV's** option, any item of **AEV's** manufacture which **AEV's** inspection determines to be defective in materials or workmanship. Such repair or replacement will be performed either at the **AEV** plant or by **AEV** Field Service Technicians in the field, or by an **AEV** authorized regional Service Center, at **AEV's** option.

*All warranty claims must be submitted to and approved by **AEV** prior to repair.*

Exclusions from warranty: This warranty shall not apply to:

- A. Any parts or products becoming defective as the result of the Owner's negligence, accident, or other casualty.
- B. Defects or failure resulting from Owner's failure to provide normal maintenance, such as (but not limited to) lubrication, tightening belts and bolts, cleaning coils, loss of refrigerant, drier replacement, improper voltage or electrical connections as a result of field installations.
- C. Improper repairs, alterations or installations performed by persons or firms other than **AEV**.
- D. Operation in a manner contrary to normal emergency vehicle usage.
- E. Any component that carries the warranty of another manufacturer or which is manufactured by another manufacturer. **AEV's** sole responsibility regarding such items shall be to pass on any existing manufacturer's warranty to the purchaser. For example, the chassis is not of **AEV's** manufacture, nor are certain other components such as (but not limited to) tires, sirens, lights, cot mounts, accessories and equipment. The modular body is covered under a separate Modular Body Warranty.

This warranty does not apply to any portion of the truck or chassis not directly included in the process of alteration. The process of alteration includes all materials added to and work accomplished on the original chassis by **AEV**, such as modification, alteration or moving or any OEM equipment.

AEV 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 an obligation on itself to make corresponding changes or improvements in or on its previously manufactured products.

The foregoing warranty is completely void if the body, chassis and/or truck has sustained damages as the result of a wreck, abuse or other occurrence which would leave permanent latent defects, or if the **AEV** serial number has been removed. Normal use and service under the terms of this warranty shall specifically exclude the use of the vehicle beyond its gross vehicle weight rating (GVWR) as defined under the National Traffic and Motor Vehicle Safety Act or other applicable law.

The buyer shall contact the Warranty Department of **AEV**, 165 American Way, Jefferson, NC 28640, 336-846-8010, for authorization for correction of all deficiencies covered by this warranty.

CONDITIONS:

- A. This warranty is valid only in the United States of American and this **AEV** product is sold without any warranty, express or implied, if used or sold outside the United States.
- B. **AEV** reserves the right to make changes in design or improvements to its products or parts thereof without obligation to make or install such changes in any previously built product.
- C. **AEV** neither assumes nor authorizes any person to assume for it any obligation or warranty other than that stated in this warranty.
- D. Repair or replacement of any parts or products under this warranty by **AEV** shall not extend this warranty beyond the original warranty period.
- E. **AEV** does not warrant the workmanship of customer-negotiated installers or repairers and will not bear any cost occasioned by faulty or incorrect installation, or damage by non-**AEV** personnel.
- F. **AEV** shall not be liable for any loss of time, labor, equipment rental, loss profits or other consequential damages of any kind whatsoever in connection with the sale and use of its products.,
- G. **AEV** shall not be liable for the cost of transportation in connection with warranty claims. **AEV** warrants only the actual labor and parts required for repair or replacement. Under no circumstances will **AEV** reimburse mileage or expenses incurred traveling to or from such repair or replacement.
- H. Unless repaired by **AEV** Field Service Technicians in the field or by an authorized **AEV** Service Center, any product or component thereof accepted for repair under warranty must be returned to the **AEV** plant in Jefferson, North Carolina, for the performance of such repair.

AEV Modular Exterior and Finish Warranty

I. WARRANTY

American Emergency Vehicles (**AEV**) warrants that the paint which is supplied by Sikkens/ Akzo Nobel and applied by **AEV** shall be free from any defects as described in section IV hereof during the warranty period as specified therein.

II. WARRANTY PERIOD

- A. The warranty shall commence on the date a customer accepts delivery of a new vehicle painted by **AEV**.
- B. The Warranty period for a covered vehicle shall terminate seven (7) years or seventy-thousand (70,000) miles after the date on which the vehicle is delivered, whichever occurs first.

III. SCOPE OF WARRANTY

- A. **AEV's** obligation under this warranty is limited to a refund of reasonable costs or direct labor and replaced products of the Paint System. **AEV** Dealer or customer shall provide **AEV** with a breakdown of the estimated costs in order to obtain or get approval to proceed before starting on any repairs. Repairs not authorized in advance will not be accepted for coverage by this warranty, and will not be subject to payment by **AEV** or Akzo Nobel.
- B. The obligation of **AEV** in connection with said costs shall be to repair the unit at **AEV's** facility or at an authorized Akzo Nobel Coatings certified repair center, with the transportation costs paid by the customer.
- C. In no event shall **AEV** be liable for any special, indirect, incidental or consequential damages, even if **AEV** has been advised of the possibility thereof, including but not limited to lost profits, lost revenues, inconvenience, loss of time, failure to realize expected savings, or other commercial or economic losses of any kind.

IV. NOTICE

The warranty provided herein shall cover and extend to the following properties of the Paint System:

- A. Loss of adhesion of the Paint System resulting in rusting (less than rust grade 5, ASTM D 610-85).
- B. Cracking of the Paint System (as set forth in ASTM D 661-86).
- C. Loss of adhesion of any element of the Paint System resulting in appearance below standards set out in ASTM D 1654-79A, table 2, rating 6 or lower.
- D. Fading or loss of gloss below the standard set out in ASTM D 659-86, value 4 or lower.
- E. Corrosion warranty 36 months.

V. EXCLUSIONS FROM THE WARRANTY

Defects in the Paint System arising as a result of or out of the following are excluded from coverage under this warranty:

- A. Mechanical abrasion or external foreign object damage.
- B. Application, or removal of, stickers, decals or lettering.
- C. Defects caused by abnormal environmental conditions, including acid rain and industrial fallout.



AMERICAN EMERGENCY VEHICLES



Vehicle Manufacturing Facilities
100,000 square foot production area
10 acre factory site

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