



## **TCI Mobility, LLC Limited Warranty Policy**

Commercial wheelchair vans, buses and shuttles are created through a combination of a van chassis and a wheelchair van, bus or shuttle conversion. A commercial conversion is a combination of components and raw materials that are assembled by the conversion company. Because there are numerous suppliers that provide different products, parts, and/or items for the conversion process, the warranties vary and need to be completely understood by the consumer.

The **van** warranty consists of the chassis manufacturer's warranty and the TCI Mobility conversion manufacturer's warranty

TCI Mobility is proud of our products, and we confidently stand behind them with the best warranty in the industry. The TCI Mobility warranty covers certain parts of the conversion vehicle for **four (4) years or fifty thousand (50,000) miles**, whichever occurs first, and the cost of labor to repair or replace those parts. This limited warranty covers substantial defects in materials and workmanship of non-OEM (original equipment manufacturer) and modifications completed during the conversion process, provided that the vehicle is operated and maintained properly and in conformity with the owner's manuals. ***Note, unlike most other general limited warranties: TCI Mobility's limited warranty period begins on the date that the product is delivered to the first retail customer; or, in the event of a dealer, when the product is sold to the final end user.***

Moreover, if an independent, authorized dealer places the product into any type of service prior to the retail sale, the warranty begins on that date, which the dealer first places such product into service.

### **SCOPE OF WARRANTY PERFORMANCE**

- **Explanation of Warranty Coverage:**  
Original manufacturers and aftermarket vendors will repair or replace, given TCI's prior authorization, any defective part covered under this warranty, free of charge to the owner.

• **Explanation of What IS NOT Covered:**

Owner shall bear full responsibility for any and all respective consequential damages, including without limitation, costs of repairing or replacing other property damaged when the warranted product and/or vehicle fails.

Owner shall bear full responsibility for any and all incidental damages incurred, such as, but not limited to, all expenses arising out of or relating to transporting the product to the appropriate *warranty service* location.

Additionally, specific manufacturers reserve the right to change the parts and designs of their own products without notice and with no obligation to make corresponding changes to previously manufactured products.

Regardless of the above referenced limitations, if the warranty issue is on a product TCI Mobility makes or if it is concerning one made by our suppliers, TCI Mobility will work with both you and the manufacturer(s)/vendor(s) of the component systems in your multi-passenger wheelchair van or bus/shuttle to ensure that we maximize and expedite the available remedies offered under the limited warranty policy herein. TCI strives to do so in order to provide you with the best, most cost effective, efficient and comprehensive ownership experience.

**YOU MUST OBTAIN APPROVAL BEFORE BEGINNING ANY REPAIR WORK!**

Irrespective of the particular warranty claim, **ALWAYS** obtain prior approval from TCI Mobility to diagnose and repair any problems. By doing so, you may save yourself a headache, time, and most importantly, money – as many warranties in the market will not cover unapproved expenses nor foreign repair service(s).

**WARRANTY EXCLUSIONS:**

This warranty **DOES NOT COVER** the following:

1. Damage or deterioration to the physical appearance of the unit, if such damage is the result of normal use, wear and tear, or exposure to the elements.
2. Damage caused by misuse, abuse, negligence, accident or Acts of God. Usage of this product in a manner inconsistent with the manufacturer's instructions and recommendations will void this warranty with respect to damage caused by or relating to such inconsistent usage.

3. Products and/or parts of the whole, which have been repaired, altered or modified by any party other than the specified warrantor.

4. Accessories or parts not manufactured by the warrantor, including but not limited to: the chassis and its component parts of the conversion.

5. Expenses arising out of, or related to, the transporting of the product to an appropriate warranty service location for repair work. (I.e., any and all incidental damages incurred.)

6. Expenses arising out of, or related to, the normal maintenance, such as: cleaning interior/exterior, lubrication and/or minor adjustments of moving parts, etc.

7. Damage as a result of, or related to, the vehicle being towed or towing another vehicle. *THE USE OF THIS VEHICLE TO TOW ANOTHER VEHICLE IS STRICTLY PROHIBITED!*

8. A refund of the purchase price; and/or, credit towards and/or subsequent purchases, without prior consent and approval of the warrantor.

#### **WARRANTY TERMINATION**

The following actions or events will result in the automatic termination of this warranty and will relieve the warrantor from any and all obligations under this warranty.

1. Including without limitation, misuse or neglect of the product, failure to provide reasonable and necessary maintenance, unauthorized alteration or modification, accident or improper loading.
2. The expiration of the warranty period as set out herein.

#### **LIMITATIONS**

THIS WRITTEN LIMITED WARRANTY IS MADE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS MADE HEREINTO.

#### **LEGAL RIGHTS**

This written limited warranty constitutes the entire agreement between warrantor and owner. TCI Mobility does not authorize any party to enlarge, amend or modify any liability in connection with this product.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR OF THE DURATION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. PLEASE REFER TO YOUR LOCAL JURISDICTION'S LAWS FOR FURTHER DETAILS REGARDING THE APPLICABLE PROVISIONS HEREIN.

*\*Please note that the information contained herein is subject to change and is intended to be only a guide, not a final written warranty document or contract.*

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The following information corresponds to the major components used in TCI Mobility's conversion process. Each respective manufacturers' warranty is as follows:

### **Ford Motor Company**

Limited Warranty (Please refer to the Ford Warranty Guide for complete details and extended coverage options.) First occurrence:

- Bumper-to-bumper—3 yr. / 36,000 miles
- Powertrain—5 yr. / 60,000 miles
- Safety Restraint System—5 yr. / 60,000 miles
- Corrosion (Perforation Only) –5 yr. / unlimited

### **FCA Dodge RAM ProMaster**

RAM provides its bumper-to-bumper and powertrain limited warranties covering construction and design defects through Mopar, which is the customer care portion of Fiat Chrysler Automobiles. (Please refer to the Manufacturer's literature for complete details, including parts' coverage and limitations, plus extended coverage options.) First Occurrence:

- Bumper-to-bumper – 3 yr. / 36,000 miles
- Powertrain (gas vehicle) – 5 yr. / 60,000 miles

### **Mercedes-Benz Sprinter**

New Vehicle Limited Warranty; begins no later than 18 months from vehicle production date. (Please refer to the Manufacturer's Service and Warranty Brochure for your vehicle's model year for in-depth coverage specifics; extended coverage options available.) First Occurrence:

- Bumper-to-bumper – 36 months / 36,000 miles
- Powertrain – 5 yr. / 100,000 miles

*\*Any AUTHORIZED MERCEDES-BENZ DEALERSHIP will perform warranty repairs and replacements.*

### **Braun**

The Braun Corporation (Braun) warranty covers certain parts of the wheelchair lift for three (3) years or 10,000 cycles AND the cost of labor to repair or replace those parts for one (1) year or 3,000 cycles. ***The instructional label will direct the final seller of the lift to the BraunAbility Dealer Portal, where the lift warranty registration can be submitted.*** If the Braun Corporation receives submissions of the warranty registration within 20 days after the lift is put into service, the warranty labor coverage will increase from one (1) year or 3,000 cycles to (3) years or 10,000 cycles. In addition, providing the

warranty is registered properly, the lift's following power train parts are warranted for five (5) years or 15,000 cycles: cable, cylinder, flow control, gear box, motor, pump, hydraulic hose and fittings. This limited warranty covers substantial defects in materials and workmanship of the lift, provided that the lift is operated and maintained properly and in conformity with the owner's manual.

> *NOT registered coverage: 1yr. for labor, 3 yr. for parts from the original manufacture date of the lift;*

> *Registered coverage: 3 yr. for labor, 3 yr. for parts, + additional 2 yr. powertrain.*

**Dealers are responsible for the registration of their customer/end user's Braun warranty if the information is NOT known at the time of sell from TCI.**

### **Ricon "Peace of Mind" Limited Warranty**

#### **Ricon Accessibility Products**

Ricon Corporation (Ricon) warrants to the original purchaser of this product that we will repair or replace, at our option, any parts that fail by reason of defective material or workmanship as follows:

- Repair or replace all parts for a period specified in the product Owner's Manual. (Note: See below for explanation of when labor is covered under this warranty.)
- Labor costs for specified parts replaced under warranty for a period specified in the product Owner's Manual. A Ricon Corp. rate schedule determines the parts covered and amount of labor allowed.

#### **This Warranty does not cover:**

- Damage caused by accident, misuse, abuse or lack of proper maintenance or failure to follow operating instructions. (Note: *Inspection of the product by an authorized Ricon dealer at least once every six months, or sooner if necessary, is highly recommended.*) Required maintenance or repairs must be performed at that time, or as needed.

#### **This Warranty is void if:**

- Product has been installed or maintained by someone other than an authorized Ricon dealer.
- Product has been modified or altered in any respect from its original design without written authorization by Ricon Corp.

*Note:* This product has been designed and manufactured to our exact specifications. Modification of this product in any respect is DANGEROUS. Ricon Corp. disclaims liability for any personal injury or property damage that results from operation of a product that has been modified from the original Ricon design. No person or company is authorized to change the design of this product without written authorization by Ricon Corp.

Ricon's obligation under this warranty is exclusively limited to the repair or exchange of parts that fail within the applicable warranty period, and Ricon assumes no responsibility for any other expenses or damages, including incidental or consequential

damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please complete the warranty registration form below within ten (10) days after delivery to Owner/End-User.

**This Warranty is not transferable.**

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

**Twin-Air – Conditioners**

Twin-Air Products, Inc. warrants each new air/heat system sold to the original retail purchaser to be free from defects in material and workmanship under normal use for the period of 36 months or 36,000 miles, whichever occurs first.

Should repair or replacement under the terms of this warranty policy be required, the auxiliary air/heat system can be taken to any recognized auto repair center for repair. Twin-Air Products, Inc. must be contacted for AUTHORIZATION before any repairs are started. This warranty does not cover any auxiliary air/heat system which has been subject to misuse, neglect, improper installation or maintenance. Defective parts must be returned to the factory.

**InPower**

InPower, LLC warrants its products to be free from defects in material and workmanship under normal use, care and maintenance for a period of two years from date of shipment. Please contact InPower for a complete copy of the warranty and returns policies. For full interlock system product information see the Owners Manual that is included in your vehicle's TCI warranty package.

**Q'Straint - Securement Systems**

3 Years\* = QRT MAX, QRT Deluxe, QLK-100

2 Years\* = QRT Standard, Q-5000, M-Series, QLK-100

> (with proof of maintenance performed by a Q-Straint authorized dealer)

1 Year\* = All other systems, products & accessories

*\*Only valid if product is registered with Q-Straint. Otherwise, a one (1) year warranty applies to all products. Products must be installed by authorized Q-Straint dealer.*

**Sure-Lok's – Securement Systems LIMITED WARRANTY**

**5 YEAR WARRANTY- ALL SYSTEMS, PRODUCTS & ACCESSORIES**

Sure-Lok warrants the product conformance to our manufacturing specifications and to be free from defects in materials and workmanship. Sure-Lok or it's authorized dealer will (at its sole discretion), will repair or replace the defective component(s) free of charge. This warranty **does not** cover the cost associated with assembly or disassembly,

transportation, labor, or any other incidental costs involved in the removal of a defective part or the installation of the replacement part.

Sure-Lok and its authorized dealers reserve the right to inspect the product with the intent to verify the claimed defect has not been caused by a non Sure-Lok approved maintenance service or by foreign particles or substances. This warranty does not apply to defects that result from accident, misuse or abuse, intentional damage, fire, flood, alteration or modification of the product, negligence, exposure, or use of the product in a manner inconsistent with its intended use.

This warranty gives you specific legal rights, and you may also have other rights, which vary by state.

**A&M Systems, Inc.**

All header assemblies and door leafs have a 1 yr. warranty period of coverage from the in-service date. All aftermarket parts have a 30-day period of warranty coverage from the in-service date. The manufacturer's warranty claim form may be found on their website; and, as applicable, a copy thereof in your TCI warranty package.

**TCI MobilityShield**

**First Occurrence: 1 yr. / 12,000 miles**

The shield's head rail, or the top-most part of the product that houses the operational mechanism(s), assembly brackets; and if applicable, TCI's installation thereof, are all components covered under this limited warranty. This limited warranty does not extend to coverage of any misuse or abuse, improper operation, or the alike. Any claim regarding other damages will be determined at the time of submission.

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Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to your purchase.

**NOTICE:**

***PLEASE READ THIS LIMITED WARRANTY POLICY THOROUGHLY AND CAREFULLY TO ENSURE YOU UNDERSTAND THE ABOVE MATERIAL STATED HEREIN, IN ITS TOTALITY, AS IT AFFECTS YOUR LEGAL RIGHTS AS A CONSUMER.***

