



Mellor Bus Limited Warranty Terms and Conditions

Document control no.: QAAC007

Version: 1.0

Date Issued: 18/04/2024

Period of Cover

Mellor Bus Limited ("Mellor") provide a product warranty with limitations as set out in this document, see conditions. This warranty period lasts for up to a maximum of 3 calendar years from date of shipping.

The warranty provided relates to vehicle conversion activities undertaken Mellor. Where components carry an original equipment manufacturer ("OEM") warranty this is passed on to the end user and all OEM terms and conditions apply.

In the case where specialist or extended warranty terms have been agreed with a customer, this document forms the basis of the cover provided and applies in full in all cases not specifically covered by any additional agreement.

The original warranty period is not modified or extended by any servicing, repair, works or replacement of parts on the Product.

Manufacturer recommended service and maintenance schedules and instructions should be followed as a minimum, in addition to any legal obligations placed upon the product in its country of operation.

Terms

This warranty covers the repair or replacement, to include labour, of any part or Product that fails within the period of cover as a result of defective material or workmanship.

The warranty does not cover malfunction, defect or damage caused by accident, misuse, abuse, neglect of service or maintenance, improper adjustment, modification/alteration, road hazards, overloading, failure to follow operating instructions or force majeure.

Our warranty is offered on a 'return-to-factory' basis. This requirement may be waived at the discretion of Mellor.

A claim against Mellor under warranty can only be made if the Product has been maintained in its original delivery condition and specification as set out in the relevant maintenance documents.

Mellor has the right to examine the defect/failure either in person or via photographic/video evidence, or to have it examined on our behalf by a party appointed by Mellor. For this purpose, Mellor may request that the product is presented for this examination at a specified location.

Defects or failures in general that restrict the use of the Product due to faulty design or workmanship, material or component failure or failure of construction may be resolved by rectification works or by replacement components or product at the discretion of Mellor.

Conditions

The final decision on the validity of a warranty claim will lie solely with Mellor.

It is the decision and right of Mellor to have specific warranty works carried out in specified workshops and by persons appointed by Mellor. In the scenario whereby repeated warranty claims are made against the product, Mellor reserved the right to use alternative non-specified workshops and persons for remedial works as the discretion of Mellor.

Failure to abide by any of the Terms and Conditions of Warranty may result in a void claim or a void warranty of the Product.

The product must be made available during the hours of 8:30 and 17:00, Monday to Friday, excluding public holidays. Any attendance outside of these hours is solely at the discretion of Mellor.

Labour will only be reimbursed at the rates as prescribed by Mellor in this document.

All replacement parts provided under warranty will be temporarily invoiced for administrative reasons. Once defective parts are received back and inspected by Mellor (or authority to dispose is given) a credit for the charges will be issued.

All replacement parts provided and replaced under warranty carry a warranty period limited to the remaining balance of cover for the original product.

Failure to make a report a defect in a timely may result in the claim being rejected, at the discretion of Mellor.

Any costs incurred by the customer prior to reporting a defect or receiving authorisation by Mellor will not be covered.

Exclusions to Warranty

The following detailed specifics are not included under warranty:

- Consequential damage/loss such as but not limited to immobility of a vehicle, other transport or logistics costs, the cover for replacement or hire vehicles, loss of earnings/missed sales, transport costs to and from approved workshops and driver waiting times.
- Any administrative costs pertaining to a warranty claim.
- Any consumable parts (included but not limited to fuses, bulbs, electrical connectors, bearings and bushes designed to wear under normal use, non-slip adhesives, decals and artwork, and fasteners that should be checked at service intervals.
- Any items considered as fair wear and tear including but not limited to: brake pads, brake discs, tyres, and wiper blades.
- Any service items including but not limited to: fluids, coolants, and filters.
- Any part or component failure as a result of customer damage.
- Any regular Product activities relating to its service/maintenance, installation, and inspection, including those required by law.
- Additional non-standard components added to the Product construction after delivery of the Product, and damages caused as a result of the use of non-original options or accessories.
- Damages to electrical components as a result of low/poor power supply or insufficient earthing/grounding, or overload of the product.
- Components subject to normal wear and tear.
- Damages or Product failures as a result of incorrect fitting of any components not supplied/fitted by Mellor.
- Damage or failure as a result of negligence or disregard to the specified maintenance intervals of the Product.
- Damage or failure as a result of abuse or use of the Product in an application other than for which its intended design is for.
- Failure or damage as a result of overloading the product, collision of the vehicle or by all other causes which cannot be attributed to as a fault of Mellor.
- Defect caused as a result of the unauthorised modification to the original construction or safety devices without prior written approval from Mellor.
- As far as any given incident is not covered by the legislation on Product Liability and Warranty, a warranty case cannot lead to a damage claim of any kind.
- Please consult exclusions before completing any work or repairs on behalf of Mellor. For the execution on non-listed works please consult Mellor prior to commencing any repairs.
- The Warranty Agreement does not supersede the Suppliers liability for all components as defined in the Supply of Goods and Services Act 1982.
- Mellor reserve the right to alter or amend its Terms and Conditions of Warranty as described in this document without prior notice.

Specific Limitations

The following components carry specific limitations to warranty cover period:

- Floor tracks – 3-year warranty.
- Surface tracking – 3-year warranty.
- General electrical components – 1-year warranty.
- Control systems – 3-year warranty.

Making a claim

Warranty claims may be made either in writing by email or by telephone to the Mellor aftercare team.

aftercare@mellorbus.com

+44 (0)1706 860610 (option 3)

When a customer reports a warranty claim, the following information will be required:

- Valid Product identification number. This can include:
 - Vehicle Identification Number (VIN)
 - Mello Body Number
 - Registration Number
- Date of discovery of defect
- Description of defect.
- Confirmation of vehicle location
- Confirmation of vehicle access/availability

To make a claim, one of the approved product identification numbers must be provided on the initial application for warranty work to be completed.

Failure to provide a valid vehicle identification number, supporting information of the failure including photographic evidence, or any other information reasonably requested by Mellor may result in a claim being denied.

Only cases that have been pre-authorised by Mellor will be accepted, and no retrospective claims will be authorised for remedial works completed without first seeking approval.

All cases must be reported to Mellor prior to any work being undertaken. Mellor will arrange an authorised agent to attend a defect or at our discretion authorised a suitable 3rd party to attend a defect.

Failed components may be requested to be returned to Mellor for investigation at customer cost, once investigated, and successful warranty claim upheld the costs will be credit back within 20 working days.

Approved Rates

Labour will only be reimbursed at rate agreed on point of sale.

In-House Warranty

Customers may be trained and approved to act as their own in-house warranty agent with the prior written consent of Mellor. Such approval can be revoked at anytime at the discretion of Mellor.

Where a customer is approved as an in-house warranty agent, all terms and conditions remain unchanged.

In-house work undertaken without prior approval may have such claims denied.

Extended Warranty

Mellor may offer an extension of warranty beyond 3 years, subject to contract.

Some 3rd party component manufacturers may offer extended warranty cover on their products (e.g. passenger lifts, HVAC). Such arrangements must be made between the end user and the relevant component OEM.

Restrictions

In the event that the customer account has an invoice unpaid beyond the terms and conditions of their account or is in dispute, Mellor reserve the right to withhold warranty approval until this is rectified.

3rd Party Warranties

Where a component carries a 3rd party warranty, a copy of such warranty terms and conditions are provided as an appendix to this document.

Customers should always refer to documentation provided with 3rd party components for the most current information including warranty terms and conditions, servicing, and maintenance guidelines.

Failure to follow the terms of any 3rd party warranties may result in warranty cover being invalidated.

Spare Parts Warranty

Parts purchased from Mellor as a replacement spare part, not provided as part of a warranty claim, carry a 12-month warranty only.

Additional Resources

Additional resources including vehicle operator instructions, routine maintenance instructions, training videos, and more, can be requested.

Eberspächer Climate Control Systems - Extended Warranty

Period of cover

All UK operated Eberspächer (UK) Ltd Vehicle systems will benefit from a 7 year extended warranty. This is part of the Eberspächer Total Life Care commitment to its customers.

Option to extend

Eberspächer (UK) can offer maintenance contracts to ensure the maximum of 7 years warranty is available.

What is covered by Warranty

Eberspächer includes

The warranty covers exclusively only those parts of delivery by Eberspächer (UK) Ltd.

On site labour and travel for all repairs completed by its Accredited Dealer Network or fully trained workshop professionals.

The customer will be asked to undertake the recommended system service to retain the warranty using Eberspächer Accredited or fully trained workshop professionals. however; your attention is drawn to the fair wear and tear exclusion within the warranty terms.

Service is required after every 32,000 miles or every 36 months whichever is the sooner.

32000 miles or 36 month Standard Service using an Eberspächer (UK) Ltd Service Kit A

64000 miles Service using an Eberspächer (UK) Ltd Service Kit

96000 miles Extended Service using an Eberspächer (UK) Ltd Extended Service Kit

128000 miles Extended Service using an Eberspächer (UK) Ltd Extended Service Kit

160000 miles Extended Service using an Eberspächer (UK) Ltd Extended Service Kit

192000 miles Extended Service using an Eberspächer (UK) Ltd Extended Service Kit

The scheduling and completion of all services is the responsibility of the vehicle operator

Exclusions from warranty

Failure of the equipment through fair wear and tear, Fair wear and tear is defined as Damage and Abuse e.g. through negligence or flood.

Details of Support and Service

Vehicles within Warranty

In the event of a failure, the customer will contact aftercare@mellorbus.com or call 01706 860610 (3) providing us with the following information: vehicle location, vehicle registration, system serial number. Our call line operator will endeavour to arrange for the vehicle to visit the closest Eberspächer Accredited or fully trained workshop professional,

April 2024

where the repair will be undertaken. The customer will be kept updated on the repair progress and anticipated completion time / date. In the event that the failure is not under warranty, the customer will be advised and authorisation to continue will be sought. Our helpline operator will endeavour to arrange for the system to;

- a. attend the nearest available Approved Dealer
- b. the nearest Approved Dealer to attend the system (terms and conditions apply)

The UK Dealers can be found at

<http://www.eberspacher.com/dealers/dealersearch.html>,

For Worldwide support the network can be found at

<http://www.eberspacher.com/en/products/fuel-operated-heaters/dealers/dealersearch.html>,

Vehicles out of Warranty

In the event that a repair is required on a climate system outside the warranty period, the customer may contact Eberspacher direct.

Webasto Thermo & Comfort UK Warranty Terms and Conditions

As part of Webasto's commitment to Mellor Bus Customers, all Webasto vehicle systems fitted to Mellor Bus vehicles are provided with a seven year extended warranty.

Procedure for Vehicles within the seven year Warranty Period

Should a failure occur within the system, the customer/end user should contact Mello Bus and provide the following information:

- Vehicle registration
- Vehicle location
- Webasto product installed
- Webasto product serial number.

Upon receipt of this information, Webasto Thermo & Comfort UK Ltd will initially offer support over the telephone to the end user in an attempt to diagnose the problem and attempt to rectify the issue with the end user. If this is unsuccessful and if it is deemed necessary we will then arrange for the vehicle to visit the nearest authorised Webasto dealer or have one of their own engineers visit the customer's premises (subject to conditions), where a repair can be undertaken. The customer will be kept up to date with regards to the progress of the repair together with any anticipated completion time/date. If it is found that the failure is not covered under the warranty terms, the customer will be advised so that authorisation to continue with the repair can be provided.

Service Responsibility

During the seven year warranty period, Webasto Thermo & Comfort UK Ltd undertakes to be responsible for all warranty related repairs within the Terms & Conditions. In order to retain the extended warranty, the customer will be required to undertake an inspection of the system at 2 years and services at 4 years, 5 years and 6 years which must be performed using an authorised Webasto UK dealer. However; it should be noted about the exclusion regarding fair wear and tear contained within the warranty terms.

Procedure for Vehicles out of Warranty

In the event that a repair is required on a Webasto product outside the seven year warranty period, the Customer may contact Webasto direct. Webasto Thermo & Comfort UK will identify the closest authorised Webasto dealer who can offer support. Webasto will also provide an estimate of the cost of repair before requesting authorisation to continue.

Terms and Conditions

The warranty covers exclusively only those parts of the original delivery supplied by Webasto Thermo & Comfort UK Ltd.

Change of ownership of the vehicle does not affect the warranty obligation.

As detailed in the warranty terms, certain situations will invalidate warranty. These are summarized below and any warranty repair presented should have these points investigated before requesting support.



- The product has been incorrectly installed in accordance with the relevant product installation guidelines.
- The product has been used for a purpose other than for which it was designed.
- The product has suffered misuse or neglect.
- The product has been modified without the approval of Webasto Thermo & Comfort UK Ltd.
- The product has been fitted with parts not supplied, or approved by Webasto Thermo & Comfort UK Ltd.
- Failure of the equipment through fair wear and tear.
- The product has been serviced or repaired by a person or organization other than one approved by Webasto Thermo & Comfort UK Ltd.
- The maximum warranty period is seven years or 120,000 miles, whichever is sooner.
- Failure of the product through abuse, unreasonable treatment or failure caused by any external influence
- Failure of the equipment due to the stated service requirements not being adhered to or it has been serviced or repaired by a person or organization other than one approved by Webasto Thermo & Comfort UK Ltd.
- Changes to the design or in the use of the vehicle from the original specification.

Webasto Thermo & Comfort UK Ltd limits its liability to either repair and/or replace products or parts as deemed necessary within the warranty period. The warranty does not cover any third party costs including, but not limited to, unauthorised Webasto dealers labour, replacement vehicle hire, roadside recovery, loss of earnings, or loss of load.



Transport Door Solutions Warranty Terms and Conditions

In the event of a door failure the customer should contact Mellor Bus in order to report the fault, providing the following information: vehicle location, registration number and door serial number, Mellor Bus will then carry out an initial over the phone diagnosis and if appropriate arrange for an engineer to attend the vehicle.

All Transport Door Solutions door systems are covered by an initial 3-year warranty subject to Routine Maintenance.

An additional 4 years' warranty will be offered subject to the following conditions:

At the end of the third year T.D.S. carry out a vehicle door inspection at a cost of £300.00 per vehicle, including parts. Any worn parts e.g. door rubbers, door guide rollers/bearings will be replaced where required during the inspection. The door will then be reset to the original factory settings and an additional 1-year warranty given.

At the end of the fourth year T.D.S. carry out a vehicle door inspection at a cost of £300.00 per vehicle, including parts. Any worn parts e.g. door rubbers, door guide rollers/bearings will be replaced where required during the inspection. The door will then be reset to the original factory settings and an additional 2-year warranty given.

At the end of the sixth year T.D.S. carry out a vehicle door inspection at a cost of £450.00 per vehicle, including parts. Any worn parts e.g. door rubbers, door guide rollers/bearings will be replaced where required during the inspection. The door will then be reset to the original factory settings and an additional 1-year warranty given.

Items not covered by additional warranty:

- Door aperture sealing rubbers
- Door active flap sealing rubbers
- Door nosing rubbers
- Glass
- Electric Drive Unit

In years 6 and 7 any warrantable component will be supplied FOC, with the customer responsible for the fitting and is subject to TDS Terms and Conditions.

Warranty does not cover in service door adjustments

Warranty is not extendable beyond the 7 years.



Passenger Lift Solutions Limited UK and Ireland Warranty Terms and Conditions

Document Control: QF209/A

Version: 1.0.4

Created: 07/03/2023

Last revision: 28/04/2023

Period of Cover:

Passenger Lift Solutions Ltd (“PLS”) provide a product warranty with limitations as set out in this document, see conditions. This warranty period lasts for 37 months from date of shipping for Access “Product” – those fitted into passenger carrying vehicles under category M1 and M2, or 62 months from date of shipping for coach “Product” - passenger carrying vehicles under category M3, from the date of product manufacture. The additional 1 or 2 month grace period is provided for the transport, installation, commissioning and delivery of the vehicle the vehicle that the product is fitted into. In the case where specialist or extended warranty terms have been agreed with a client, this document forms the basis of the cover provided and applies in full in all cases not specifically covered by any additional agreement.

The original warranty period is not modified, influenced or extended by any servicing, repair, works or replacement of parts on the Product.

Manufacturer recommended service and maintenance schedules and instructions should be followed as a minimum, in addition to any legal obligations placed upon the product in its country of operation

Terms:

This warranty covers the repair or replacement, to include labour, of any part or Product that fails within the period of cover as a result of defective material or workmanship.

The warranty does not cover malfunction, defect or damage caused by accident, misuse, abuse, neglect of service or maintenance, improper adjustment, modification/alteration, road hazards, overloading, failure to follow operation instructions or force majeure.

A claim against PLS under warranty can only be made if the Product has been maintained in its original delivery condition and specification set out in maintenance documents provided by appropriately qualified service partners. PLS have the right to examine the defect/failure either in person or via photographic/video evidence, or to have it examined on their behalf by a party appointed by PLS. For this purpose, PLS may request that the product is presented for this examination at a specified location.

Defects or failures in general that restrict the use of the Product due to faulty design or workmanship, material or component failure or failure of construction may be resolved by rectification works or by replacement components or product at the discretion of PLS.

When considering a warranty claim, the following information will be required:

- Valid Product serial number
- Date of discovery of defect



Conditions:

The final decision on a valid warranty claim will lie solely with Passenger Lift Solutions Ltd.

It is the decision and right of PLS to have specific warranty works carried out in specified workshops and by persons appointed by PLS. In the scenario where by repeated warranty claims are made against the product, PLS reserved the right to use alternative non-specified workshops and persons for remedial works as the discretion of PLS.

Failure to abide by any of the Terms and Conditions of Warranty may result in a void claim or a void warranty of the Product.

The product must be made available during the hours of 8:30 and 17:00, Monday to Friday excluding public holidays.

Labour will only be reimbursed at the standard repair times prescribed by PLS in this document, which represent the average time required by a trained product engineer to diagnose, rectify/repair and examine/test workmanship.

Labour and Travel costs relating to a roadside repair may be reimbursed only if evidence is provided showing the vehicle is physically unable to move due to the nature of the Product failure.

All replacement parts provided under warranty will be temporarily invoiced for administrative reasons. Once defective parts are received back and inspected by PLS (or authority to dispose is given) a credit for the charges will be issued.

All replacement parts provided and replaced under warranty carry a warranty period limited to the remaining balance of cover for the product.

Specific Limitations:

All handsets (any device used to control the Product) have a limited warranty of 12 months from the date of commission.

A powerpack that is fitted to the exterior of a vehicle with a cover and not exposed to the elements is limited to a 36-month warranty from the date of commission.

Powerpack warranty is void if the external cover is not fitted correctly, damaged or missing.

Exclusions to warranty:

The following detailed specifics not included under warranty:

Consequential damage/loss such as but not limited to immobility of a vehicle, other transport or logistics costs, the cover for replacement or hire vehicles, loss of earnings/missed sales, transport costs to and from approved workshops and driver waiting times.

Any administrative costs pertaining to a warranty claim

Any consumable parts (included but not limited to fuses, bulbs, electrical connectors, bearings and bushes designed to wear under normal use, non-slip adhesives, decals and artwork, and fasteners that should be checked at service intervals.

Any part or component failure as a result of customer damage.



Exclusions to warranty (cont):

Any regular Product activities relating to its service/maintenance, installation and inspection, including those required by law.

A Product warranty may be considered void as a result of the use of polluted hydraulic oil – water contamination in the oil or use of hydraulic oil with differing technical characteristics not compatible with the original specification oil provided with the Product. Adjustments of the hydraulic cylinder after its first use.

Additional non standard components added to the Product construction after delivery of the Product, and damages caused as a result of the use of non-original options or accessories.

Defects/damages to the electrical connections of the product to the vehicle as its source of main power supply, defects to the vehicle battery and power capacity, poor earth/grounding connections (including corrosion) or devices such as low-battery appliances and alarms/anti-theft equipment prescribed by the customer.

Damages to electrical components as a result of low/poor power supply or insufficient earthing/grounding of the product.

Components subject to natural wear and tear.

Damages or Product failures as a result of incorrect fitting (unless fitted by PLS, or its appointed third party).

Damage or failure as a result of negligence or disregard to the specified maintenance intervals of the Product.

Damage or failure as a result or abuse or use of the Product in an application other than for which its intended design is for.

Failure or damage as a result of overloading the product, collision of the vehicle or by all other causes which cannot be attributed to as a fault of PLS.

Defect caused as a result of the unauthorised modification to the original construction or safety devices without prior written approval from PLS.

As far as any given incident is not covered by the legislation on Product Liability and Warranty, a warranty case cannot lead to a damage claim of any kind.

Please consult exclusions before completing any work or repairs on behalf of PLS. For the execution on non-listed works please consult PLS prior to commencing any repairs.

The Warranty Agreement does not supersede the Suppliers liability for all components as defined in the Supply of Goods and Services Act 1982.

Passenger Lift Solutions reserve the right to alter or amend its Terms and Conditions of Warranty as described in this document without prior notice.



Making a claim:

Warranty claims may be made either using the “Get Help” form which can be found within the PLS Assist paged on our website, in writing by email or by telephone to the PLS Assist support team. Claims older than 30 days may be rejected at the discretion of PLS.

www.passengerliftsolutions.com/get-help

plsassist@passengerliftsolutions.com

+44 (0)121 552 0660 (option 3)

To make a claim, the lift serial number must be provided on the initial application for warranty work to be completed.

Only cases that have been pre-authorised by PLS will be accepted, and no retrospective claims will be authorised for remedial works completed without first seeking approval.

If work is required outside of normal working hours to return a vehicle to service, the vehicle operator may carry out the minimum work required without prior authorisation from Passenger Lift Solutions. Any work carried out under these circumstances must adhere to the claim times detailed below and must be reported to Passenger Lift Solutions at the earliest possible opportunity and always within 48 hours of the work being conducted for consideration for a warranty claim.

Final remunerations will only be granted in cases where the serial number is valid, photographic evidence of the failure is provided, a prescribed 31-Point examination is made after works are completed and invoiced labour is within the given period as detailed in this document.

All parts requested to be returned by PLS for inspection will be collected by PLS and credited on their return.

Invoices must be submitted to PLS within 20 days of works completed.



Approved claim times:**Lifts**

Mechanical	Repair/Release platform lock	30 Minutes
	Replace end cap on cylinder	45 Minutes
	Replace cylinder extension	45 Minutes
	Replace roll off ramp	30 Minutes
	Replace bridging plate	60 Minutes
Hydraulic	Replace hydraulic hose	30 Minutes
	Repair oil leak, replace o-ring/washer on valves	30 Minutes
	Replace crash valves	30 Minutes
	Replace hydraulic cylinder	60 Minutes
	Replace cylinder seal (x1)	60 Minutes
	Replace cylinder seal (x2)	90 Minutes
	Replace hydraulic pump	60 Minutes
Electrical	Exchange of electric motor	60 Minutes
	Repair or replace control switch/button	45 Minutes
	Measure of electric power circuit and replace fuse	30 Minutes
	Replace any single electrical harness	60 Minutes

Steps

Mechanical	Exchange step corner	15 Minutes
	Adjust drive line	20 Minutes
	Replace gear arm	35 Minutes
	Clean and lubricate	20 Minutes
	Replace bottom cover	10 Minutes
Electrical	Replace motor	45 Minutes
	Replace ECU	40 Minutes
	Repair primary wiring harness defect	30 Minutes
	Repair secondary wiring harness defect	15 Minutes
	Replace magnetic switch	15 Minutes
	Replace door switch	15 Minutes
	Replace LED assembly	15 Minutes

Manual Ramps

Mechanical	Replace long gas springs	20 Minutes
	Replace centre gas spring	20 Minutes
	Operational adjustments	15 Minutes
	Replace both front wheels	15 Minutes



31-Point Examination

	Full examination	15 Minutes
One complete examination must be completed with any warranty work, adjustment or repair on any PLS lift product, and the additional time is permitted to be invoiced with a copy of this examination report.		



31 - Point Check (sample):

LOLER/SERVICE Inspection Check List		Lift Serial:
Access, Mega and Easy Access Lifts		
Engineer name:		Vehicle reg:
		Date:
Customer Name:		
Address:		
Telephone number:		
		Pass
1	Ramp stop (roll-off) operation/condition	
2	Bridging plate operation / condition	
3	Platform stowage set correctly	
4	Handrail and side guard operation / condition	
5	Handrail plunger locks engaging correctly and secure	
6	Anti-slip cleating and wear strip condition	
7	All set pins secure / grub screws or locking bolts tight	
8	All fasteners tight	
9	Check lift isolator	
10	Condition of lifting cylinders	
11	Up/down hydraulic pump operation / condition (relief valve) within SWL of the lift	
12	Hand pump operation /condition / check tightness (bleed system whilst checking)	
13	Condition of all bearings and cam followers / grease (lower arm pivot on EA lift)	
14	All hoses in good condition / arm hose / cylinder hoses and platform pipe and hose	
15	Hydraulic fittings in good condition / ports on power pack tight	
16	Wiring loom condition (crimps, fuse holder, earth wires, etc)	
17	Lift correctly lubricated (cam followers / extension/ switches and cam and cranks)	
18	Condition of stowage box, fitting brackets and fasteners	
19	Speed of operation within limits	
20	Handset condition	
21	Labels and operating instructions in legible condition	
22	Check hydraulic oil level correct and condition (no contamination)	
Cassette lifts only below		
23	Condition of ramp stop cylinder (corrosion, leaks, loose caps)	
24	Carriage lock and rocker(s) working correctly	
25	Platform stability	
26	Platform extension operation (stops tight)	
27	In/out motor operation / condition / check top cog and switches	
28	Umbilical hose condition	
29	Box lock operation / condition (if coach check cable lock operation fully)	
30	Condition of box tracks (not bent or indented)	
31	Top and bottom sheets secure	
Additional comments:		



Extensions to warranty:

An extended warranty may be made available if requested no later than month 36 or 60 depending on the original product and agreed in writing by Passenger Lift Solutions. Individual levels of extended cover can be made available subject to the condition and examination of the product, and replacement of components.

Restrictions:

In the event that the customer account has an invoice unpaid beyond the terms and conditions of their account or is in dispute, PLS reserve the right to withhold warranty approval until this is rectified.

Warranty of spare parts:

Parts purchased from PLS as a replacement spare part; not provided as a warranty item carry a 12-month warranty only.



MELLOR BUS EXCEPTIONAL WARRANTY

Phoenix Seating Ltd expressly warrants MELLOR BUS as the original buyer that Passenger Seating supplied, hereafter referred to as "Product," is free from defect in material and workmanship for a period of 7 years from delivery of the Product.

The warranty includes all parts except for passenger/securement belts and systems, upholstery trim fabrics, and cushion-fill material that are subject to the rules and guidelines of their own manufacturer's warranty. Any defect found and reported within the prescribed warranty period will be repaired or replaced at the sole discretion of Phoenix Seating Ltd subject to verification that, in the opinion of Phoenix Seating, the failure is due to a defect in material or workmanship resulting from normal use.

THE WARRANTY DESCRIBED IN THESE PARAGRAPHS IS IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The Purchaser's sole and exclusive remedy against Phoenix Seating shall be for the repair or replacement of the defective Product as provided herein. No other remedy including but not limited to incidental or consequential damages for lost profits, lost sales, injury to person or property, or any other incidental or consequential loss shall be available to the Purchaser. This warranty is provided directly to the Purchaser only and does not extend to any subsequent party and applies to the Product as manufactured by or for Phoenix Seating. Warranty is null and void in case of alteration, modification, abuse, abnormal use, or misuse. This warranty may not be modified in any way. A third party may only extend this warranty to the Purchaser. Should a third party extend any additional warranty such as fitness for a particular purpose or any other obligation not specifically included in this warranty, then the third party shall be solely responsible, and the Purchaser shall have no recourse against Phoenix Seating in respect thereto.

All notices and reports required by this warranty must be in writing and delivered to:

Phoenix Seating Ltd,
Unit 47, Bay 3
Second Avenue
The Pensnett Estate
Kingswinford
West Midlands
DY6 7UZ

Other General exclusion as examples:-

Unauthorised modifications by operator.

Acts of vandalism and misuse.

Fair wear & tear.

Failure to execute maintenance.

Use of inappropriate aggressive solvent based cleaners.

Damage resulting from improper storage

Damage orientated because of vehicle collision, fire etc

passenger/securement belts and systems, upholstery trim fabrics, and cushion-fill carry manufacturers own warranty

Anything other than defects in Phoenix Seating material and Workmanship