



Alexander Dennis Limited

(Known hereafter as ADL)

Terms & Conditions of Warranty

Issue 1

Issue Date: 4 January 2010



GENERAL INFORMATION

This Warranty Booklet is a valuable document which should be thoroughly studied and cherished. It would be advisable to always keep it in the Vehicle binder which is supplied in conjunction with the delivery of your Alexander Dennis vehicle.

Any claims placed upon ADL will be adjudicated based on the terms and conditions of this document and will be used by both parties as an agreed point of reference. If any other agreement is negotiated at the time of purchase with ADL, the customer must be able to provide evidence in writing.

These terms and conditions relate to the following ADL built products

Chassis Type	Bus Body Type
Enviro 200 + Hybrid	Enviro 200 + Hybrid
Enviro 300	Enviro 300
Enviro 400 + Hybrid	Enviro 400 + Hybrid
Enviro 500 + Hybrid Coach Chassis	Enviro 500 + Hybrid

Coach Body Type
Profile
Cheetah
Panther
Paragon
Elite
Beaver
Centro

Note: Plaxton is a wholly owned subsidiary of ADL



General Warranty Terms

All ADL built vehicles carry warranty as defined in this document, unless otherwise agreed in writing in a “Warranty Variation Sheet”, an example of which is attached.

The warranty is only available to the first registered owner and is non transferable unless expressly agreed in writing by ADL.

All warranty claims must be reported to ADL Warranty within 7 business days of failure. ADL Warranty can be contacted in the following ways.

Bus Warranty (body and chassis faults)

Phone: 0845 358 99 88
Fax: 0845 358 99 92
Email: warranty.admin@alexander-dennis.com

Coach Body Warranty (body faults)

Phone: 01723 588 888
Fax: 01723 581 328

Coach Chassis Warranty (chassis faults)

Phone: 0845 358 99 88
Fax: 0845 358 99 92
Email: warranty.admin@alexander-dennis.com

Where a warranty failure occurs and is replaced or fixed under the terms and conditions of warranty the balance only of the remaining original warranty is granted to the part or repair.

Warranty Start Date

The warranty start date is defined as:

- Where the chassis is manufactured by ADL: the date of registration as confirmed on the V55, or 8 weeks from delivery ex-works, whichever is soonest.
- Where the chassis is not manufactured by ADL: the delivery date ex-works, or as agreed in the “Warranty Variation Sheet”, but in any event no later than 8 weeks from delivery ex-works.



BUS WARRANTY

Bus Body Warranty

Standard 24 Month/200,000 Kms (whichever occurs first) Bus Body Warranty

This warranty only applies to ADL manufactured bus bodies.

All components carry the above stated parts and labour warranty with the exception of the following items which are excluded or carry warranty as noted:

Exclusions (months 1 to 12)

- Any damage caused by misuse, neglect, vandalism or accident damage
- Items not supplied and fitted by ADL
- All glass, unless caused by a manufacturing defect
- Fuses & Bulbs
- Door adjustments on Buses (after an initial 1 month period)
- Failure due to incorrect maintenance, storage or installation procedures (please refer to ADL's service manuals and service bulletins for correct procedure)
- Paint (unless caused by a manufacturing defect)
- Factors beyond ADL's control, such as: airborne contamination, storm damage, stone chips, scratches and the use of unsuitable cleaning agents.
- Fair wear and tear items; for example, but not limited to, Wiper Blades / Filters / general adjustments after the initial first month.
- All fluids
- Modifications not carried out by ADL after the build completion which may impact on ADL-fitted systems
- Cost of returning any failed component to ADL
- Any loss of use claim caused by a warrantable failure
- Any vehicle collection or delivery charge related to a warranty failure
- Any fault caused by the chassis when not manufactured by ADL

Exclusions (months 13 to 24)

- All above exclusions for months 1 to 12
- All paint
- Handpoles (unless caused by manufacturing defect)
- Lighting invertors
- Seats and seat covering (unless caused by manufacturing defect)
- Wiper Arms
- Bushes

Bus Chassis Warranty



Standard 24 Month/200,000 Kms (whichever occurs first) Bus Chassis Warranty

This warranty only applies to ADL manufactured bus chassis.

All components carry the above stated parts and labour warranty with the exception of the following items which are excluded or carry warranty as noted:

Exclusions (months 1 to 12)

- Any damage caused by misuse, neglect, vandalism or accident damage
- All service items; for example, but not limited to, filters and belts (unless caused by a manufacturing defect)
- Failure due to incorrect maintenance, storage or installation procedures (please refer to ADL's service manuals and service bulletins for correct procedure)
- Fair wear and tear items; for example, but not limited to, brake pads, brake discs and tyres (unless caused by a manufacturing defect)
- Items not supplied and fitted by ADL
- Factors beyond ADL's control, such as: airborne contamination, storm damage, stone chips, scratches and the use of unsuitable cleaning agents.
- All fluids
- Modifications not carried out by ADL after the build completion which may impact on ADL-fitted systems
- Cost of returning any failed component to ADL
- Any loss of use claim caused by a warrantable failure
- Any vehicle collection or delivery charge related to a warranty failure
- Any fault caused by the body when not manufactured by ADL

Exclusions (months 13 to 24)

- All above exclusions for months 1 to 12
- Batteries
- Starter motors
- Compressors
- Electrical solenoids
- Brake components
- Front axle king pins and bushes
- Oil leaks from: joints, seals, gaskets and connections
- Shock absorbers (unless caused by a manufacturing defect)
- Bushes
- Micro switches
- Electrical fuses connectors or relays

Bus Structural Warranty

This warranty only applies to ADL manufactured bus bodies and bus chassis.



Structure is defined as:

Chassis; Longitudinals, cross members, outriggers, sole bars, and load bearing members and components

Body: Body Framework, including any bearers, stress panels, intermediate-deck framework and attachments to the chassis or under-frame, but excluding flooring, all exterior panelling, glazing, interior trim, furnishings, equipment and accessories.

Structural warranty is subject to the following conditions

- a) The Structural Warranty shall apply from Warranty Start Date as defined above for the following periods. It shall only be applicable to the first registered owner of the vehicle and is non-transferable, unless expressly agreed in writing by ADL:

Enviro 200	8 years
Enviro 300	10 years
Enviro 400	12 years
Enviro 500	12 years
Beaver (Body Only)	6 years
Centro (Body Only)	8 years

- b) Bodywork or chassis must be maintained, repaired and given annual inspections in accordance with ADL Parts and Service Manuals including any Service Bulletins which may have been issued. All records of all such maintenance and repair/inspections shall be made available upon request to ADL; any sign of accident damage may void structural warranty, unless repairs are carried out by or under the supervision of ADL.
- c) If any significant defect occurs in the Body Structure within the period of this Structural Warranty, ADL undertakes to repair the defect. ADL shall not be liable for any defect in the Body Structure caused by a defect in the chassis where the chassis is not manufactured by ADL.
- d) If any significant defect occurs in the Chassis Structure within the period of this Structural Warranty, ADL undertakes to repair the defect. ADL shall not be liable for any defect in the Chassis Structure caused by a defect in the body where the body is not manufactured by ADL.
- e) In all circumstances, this Warranty shall not be applicable if, in ADL's opinion, there has been any breach of the terms of the Structural Warranty.
- f) Except to the extent that ADL is prevented by law from excluding such liability, ADL shall not be liable for any injury, loss, damage, costs or expenses of any kind, arising out of any defect in any Structure.



COACH WARRANTY

Coach Body Warranty

Standard 12 Month/100,000 Kms (whichever occurs first) Coach Body Warranty

This warranty only applies to ADL manufactured coach bodies.

All components carry the above stated parts and labour warranty with the exception of the following items which are excluded or carry warranty as noted:

Exclusions

- Any damage caused by misuse, neglect, vandalism or accident damage
- Items not supplied and fitted by ADL
- All glass, unless caused by a manufacturing defect
- Fuses & Bulbs
- Door adjustments on Buses (after an initial 1 month period)
- Failure due to incorrect maintenance, storage or installation procedures (please refer to ADL's service manuals and service bulletins for correct procedure)
- Paint (unless caused by a manufacturing defect)
- Factors beyond ADL's control, such as: airborne contamination, storm damage, stone chips, scratches and the use of unsuitable cleaning agents.
- Fair wear and tear items; for example, but not limited to, Wiper Blades / Filters / general adjustments after the initial first month.
- All fluids
- Modifications not carried out by ADL after the build completion which may impact on ADL-fitted systems
- Cost of returning any failed component to ADL
- Any loss of use claim caused by a warrantable failure
- Any vehicle collection or delivery charge related to a warranty failure
- Any fault caused by the chassis when not manufactured by ADL



Coach Chassis Warranty

Standard 12 Month/100,000 Kms (whichever occurs first) Coach Chassis Warranty

This warranty only applies to ADL manufactured bus chassis.

All components carry the above stated parts and labour warranty with the exception of the following items which are excluded or carry warranty as noted:

Exclusions

- Any damage caused by misuse, neglect, vandalism or accident damage
- All service items; for example, but not limited to, filters and belts (unless caused by a manufacturing defect)
- Failure due to incorrect maintenance, storage or installation procedures (please refer to ADL's service manuals and service bulletins for correct procedure)
- Fair wear and tear items; for example, but not limited to, brake pads, brake discs and tyres (unless caused by a manufacturing defect)
- Items not supplied and fitted by ADL
- Factors beyond ADL's control, such as: airborne contamination, storm damage, stone chips, scratches and the use of unsuitable cleaning agents.
- All fluids
- Modifications not carried out by ADL after the build completion which may impact on ADL-fitted systems
- Cost of returning any failed component to ADL
- Any loss of use claim caused by a warrantable failure
- Any vehicle collection or delivery charge related to a warranty failure
- Any fault caused by the body when not manufactured by ADL

Coach Structural Warranty



This warranty only applies to ADL manufactured coach bodies and coach chassis.

Structure is defined as:

Chassis; Longitudinals, cross members, outriggers, sole bars, and load bearing members and components

Body: Body Framework, including any bearers, stress panels, intermediate-deck framework and attachments to the chassis or under-frame, but excluding flooring, all exterior panelling, glazing, interior trim, furnishings, equipment and accessories.

Structural warranty is subject to the following conditions

- g) The Structural Warranty shall apply from Warranty Start Date as defined above for the following periods. It shall only be applicable to the first registered owner of the vehicle and is non-transferable, unless expressly agreed in writing by ADL:

Javelin	9 years
Profile (Body Only)	7 years
Cheetah (Body Only)	6 years
Panther (Body Only)	12 years
Paragon (Body Only)	12 years
Elite (Body Only)	12 years

- h) Bodywork or chassis must be maintained, repaired and given annual inspections in accordance with ADL Parts and Service Manuals including any Service Bulletins which may have been issued. All records of all such maintenance and repair/inspections shall be made available upon request to ADL; any sign of accident damage may void structural warranty, unless repairs are carried out by or under the supervision of ADL.
- i) If any significant defect occurs in the Body Structure within the period of this Structural Warranty, ADL undertakes to repair the defect. ADL shall not be liable for any defect in the Body Structure caused by a defect in the chassis where the chassis is not manufactured by ADL.
- j) If any significant defect occurs in the Chassis Structure within the period of this Structural Warranty, ADL undertakes to repair the defect. ADL shall not be liable for any defect in the Chassis Structure caused by a defect in the body where the body is not manufactured by ADL.
- k) In all circumstances, this Warranty shall not be applicable if, in ADL's opinion, there has been any breach of the terms of the Structural Warranty.



- 1) Except to the extent that ADL is prevented by law from excluding such liability, ADL shall not be liable for any injury, loss, damage, costs or expenses of any kind, arising out of any defect in any Structure.



Warranty Variation Sheet

Contract Number: [Enter Details]

Customer: [Enter Details]

Qty Vehicles: [Enter Details]

Warranty Start Date: [Enter Details]

The above contract has the following additional warranties over and above the standard warranty as described above.

Item	Description	Years	KM	Price

Signed on behalf of Alexander Dennis by

Name:

Position within Company:

Date: