



# NORCAL VANS, INC. LIMITED WARRANTY

## I. WARRANTY COVERAGE

NorCal Vans, Inc. (NCV) warrants each conversion, and other parts manufactured by NorCal Vans and added to a chassis, to be free from defects in material and workmanship, under normal use and service, for a period of three (3) years, or thirty-six thousand (36,000) miles on the converted chassis, whichever occurs first, from the original purchase date from NorCal Vans or an authorized NorCal Vans dealer.

### **Warrantor:**

This warranty is granted by NorCal Vans, Inc., 1300 Nord Avenue, Chico, CA 95926. No changes to this warranty can take place without express written consent by an executive officer of NorCal Vans.

### **Parties to Whom Warranty is Extended:**

This warranty shall be extended to the original purchaser except where limited as noted.

## II. WARRANTY PROCEDURE

Contact your dealer for warranty claims. Claims under this warranty must be made in writing by your dealer and received by NorCal Vans prior to the expiration of the sooner 36,000 miles on the odometer or 36 months from the date of original purchase. All warranty repairs must be authorized by NCV in writing before they are performed. Failure to comply with these procedures could lead to possible denial of warranty coverage at NCV's discretion.

**Warranty registration form must be processed to activate the warranty.**

**Should you have any questions regarding the warranty on your NorCal Vans conversion, please refer to the information listed below, contact your sales representative, or call NCV at 866-892-0150.**

## III. LIMITED WARRANTY

The obligation of NorCal Vans under this warranty is only to repair or (in our sole and absolute discretion) replace, without charge for parts or labor. Such repair or replacement may be made only by NCV or by another party specifically authorized by NCV in writing prior to the commencement of warranty work, and only to the extent specifically authorized by NCV in writing. You are responsible for presenting the product for inspection and repair at a location NCV specifies. Replacement parts are only warranted to the conclusion of this warranty.

## IV. ITEMS NOT COVERED BY WARRANTY

This warranty specifically does not extend to or include any portions of the vehicle not manufactured by NorCal Vans and does not cover defects in the motor vehicle in which products have been installed or modified, as well as defects in the product caused by a defect in any part of the motor vehicle. This warranty is NOT intended to replace or substitute any other warranties issued by the original manufacturer of the vehicle or other suppliers of parts or components thereto.

The Ford Transit OEM Warranty Summary can be found in the vehicle's owner's manual.

With regards to parts manufactured by others, which carry their own manufacturer's warranty (such as wheelchair lifts, wheelchair and occupant restraint systems, seating, rear air conditioning unit, etc.) NorCal Vans warrants its proper factory installation only. Refer to the warranty documents provided to the purchaser for information on how to obtain warranty service for these parts; or see the quick reference on the following page.



Company	Parts	Labor
Braun Wheelchair Lift*	Five (5) year warranty on power train parts, including cable, cylinder, flow control, gear box, motor, pump, hydraulic hose & fittings, and the solid state controller; all remaining lift parts are covered by a three-year / 15,000 cycle warranty. The warranty registration card must be processed to activate the warranty.	1 year/ 3,000 cycles
Ricon Wheelchair Lift*	Five (5) year warranty on lift power train parts, all remaining lift parts are covered by a one-year warranty. The warranty registration card must be processed to activate the warranty.	1 year
Freedman Seats*	One (1) year from manufacture date	-
TwinAir AC/Heat*	Three (3) year or thirty-six thousand (36,000) miles	-
ProAir AC/Heat*	Three (3) year or thirty-six thousand (36,000) miles, whichever comes first on material and workmanship under normal use	-
Q'Straint/Sure-Lok Tie Downs*	One (1) year warranty	-

\*Manufacturer's warranties are subject to change

**Other Items Not Covered:**

- Damage or defects due to the installation of equipment by anyone other than NorCal Vans factory personnel.
- Damage or deterioration due to reasonable use, wear and tear or exposure.
- Normal maintenance services such as, but not limited to, wheel alignment and balancing, tune-ups, oil changes and other similar normal maintenance items.
- Damage due to improper repairs, warranty or non-warranty, made by persons other than NCV.
- Paint or body damage due to improper operation of doors, wheelchair lifts, loading and unloading of passengers, accidents etc.
- Repairs and adjustments required as a result of misuse, negligence, modification, alteration, tampering, disconnection, improper adjustments unless performed by a dealership or any other authorized persons during warranty repair work of repairs, accident, and use of add-on parts/materials.
- Normal noise, vibrations, wear and tear and deterioration such as discoloration, fading, deformation or blur are not covered.
- Vehicles and their parts that have been deemed scrap or salvage as a result of accident or any other situation other than normal use are not covered by this warranty.
- Physical damage not declared on the NorCal Vans Receiving Dealer's Bill of Lading completed at time of delivery.
- Imperfections in body paint are normally apparent at the time of original vehicle inspection (delivery) and are to be reported immediately. Delay may lead to additional damage which may not be covered by this warranty.

This warranty does not extend to any defect or problem caused by the negligence or acts of the purchaser, dealers or others, failure to operate or maintain the product in accordance with the operating and maintenance instructions furnished with each new product, unreasonable use, accidents, alterations or ordinary wear and tear. In addition, this warranty specifically does not extend to any product, which has been physically damaged or subjected to negligent abuse, improper maintenance, alteration, accident, fire, water, vandalism, volatile substances, chemical corrosion or act of nature. This warranty is void if the products or modifications have been altered in any respect or if proper maintenance recommended by the manufacturer is not followed. This warranty does not cover rental cars, towing service, purchaser/user lost time or lodging costs from a defect. Expenses of transporting the vehicle to NorCal Vans or back to the purchaser/user are not covered by this warranty, and NCV specifically disclaims any responsibility for incidental or consequential damages arising from any alleged defect in our product.



**V. COMPLETE WARRANTY**

THIS LIMITED WARRANTY IS EXCLUSIVE AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR ANY PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF NORCAL VANS.

NO PERSON HAS ANY AUTHORITY TO MAKE ANY REPRESENTATION OR WARRANTY ON BEHALF OF NORCAL VANS BEYOND THE EXPRESS SCOPE OF THIS WARRANTY AND MAY ONLY REFER THE PURCHASER/USER TO THE PROVISIONS OF THIS WARRANTY.

**PLEASE CONTACT YOUR DEALER FOR WARRANTY CLAIMS:**

**Dealer Name:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Purchase Date:** \_\_\_\_\_

**Vehicle Mileage When Purchased:** \_\_\_\_\_

Please keep the previous pages for your records.



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## Warranty Registration Form

### Selling Dealer:

*Company Name:* \_\_\_\_\_ *Phone:* \_\_\_\_\_

*Attention:* \_\_\_\_\_

*Address:* \_\_\_\_\_

*City:* \_\_\_\_\_ *State:* \_\_\_\_\_ *Zip Code:* \_\_\_\_\_

*Vehicle Description:* \_\_\_\_\_ *VIN#:* \_\_\_\_\_

*Releasing Salesperson (Please print):* \_\_\_\_\_

*Releasing Salesperson (Signature):* \_\_\_\_\_

### Retail Purchaser:

*Customer Name:* \_\_\_\_\_ *Phone:* \_\_\_\_\_

*Street Address:* \_\_\_\_\_

*City:* \_\_\_\_\_ *State:* \_\_\_\_\_ *Zip:* \_\_\_\_\_

*Vehicle Delivery Date:* \_\_\_\_\_ *Current Mileage:* \_\_\_\_\_

*Customer Signature:* \_\_\_\_\_

I have been provided with instructions on the proper use and operation of the vehicle:

*Customer Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*This Warranty Registration Form must be returned to NorCal Vans to activate the warranty.  
Please mail, fax, or email to:*

**NorCal Vans, Inc.**  
**Attn: Warranty Dept.**  
**1300 Nord Avenue**  
**Chico, CA 95926**  
**Phone: 866-892-0150**  
**Fax: 530-892-0259**  
**Email: info@norcalvans.com**