



## Wright Customcare Terms and Conditions of Warranty

Best & Final Offer

for

New Bus for London & Related Services

Enquiry Number: PRO 1632



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## **1 Bodywork Component Warranty**

- 1.1 Wright Customcare undertakes with the Customer that the performance of the bus bodywork and any spare parts supplied shall be in accordance with the criteria shown in the agreed Contract Specification. The Warranty also applies to components that have failed as a result of defective materials, faulty manufacture or assembly, with the exception of items specified by the Customer that are not standard Wright Customcare build specification.
- 1.2 Notwithstanding the vehicle and spare parts having been inspected and accepted by the Customer, Wright Customcare shall guarantee the vehicle bodywork for a period of 2 years from the date of entry into service. Wright Customcare shall investigate the cause of any faults reported by the Customer and promptly arrange repair to the Customer's satisfaction, the whole or part found to be faulty by reason of defective material, design, or workmanship within the warranty period.
- 1.3 For the purpose of this Warranty. "Entry into Service" shall mean the date on which the Customer first registers the vehicle or 3 months after delivery, whichever is the earlier.
- 1.4 Wright Customcare liability under this Warranty is limited to:-
  - ❑ The replacement of parts, by a company approved by Wright Customcare which in the opinion of Wright Customcare are defective, together with any labour (at an agreed cost) incurred in any such replacement.
  - ❑ The correction of any defects in the application of the paint that is accepted by Wright Customcare.
  - ❑ The supply of paint, materials and labour at an agreed cost relating to the correction of paint defects as defined above.



- 1.5 Repairs carried out under this Warranty do not extend the period of its validity. Wright Customcare's liability for costs incurred in any repair or replacement will be limited to costs which are agreed between the parties in writing prior to the commencement of any remedial work.
- 1.6 Wright Customcare expressly prohibits the use of alkaline based cleaning materials on its complete bus body. We strongly recommend the use of a pH neutral cleanser. In this case pH neutral refers to cleaning materials in the range pH 5 to pH8. Failure to comply with these recommendations will invalidate the Wright Customcare warranty.
- 1.7 The Warranty will be considered invalid and Wright Customcare shall not be held liable if:
- ❑ The vehicle has not been maintained, repaired and inspected in accordance with the recommendations of both the chassis manufacturer and Wright Customcare or in keeping with recognised standards of good workshop practice.
  - ❑ The Customer has not carried out periodical servicing as specified either by Wright Customcare or the component supplier at the recommended intervals (see Wright Customcare Service and Maintenance Manual for the vehicle).
  - ❑ Any original parts or equipment have been replaced by parts or equipment not supplied or approved by Wright Customcare.
  - ❑ The vehicle has not been operated in a proper manner and for the purpose for which it was designed.
- 1.8 The Warranty does not cover:-
- ❑ The cost of routine maintenance or replacement of parts subject to normal wear and tear.
  - ❑ Damage resulting from accidents, misuse, vandalism or other circumstances beyond the control of Wright Customcare.



- ❑ Items specified or imposed by the Customer that are not standard to the Wright Customcare product. In this case Wright Customcare will use its best endeavours to repair or replace such faulty items at a cost to be agreed with the Customer.
- ❑ Electrical bulbs or fluorescent tubes.
- ❑ Issues or problems arising from poor / inadequate maintenance
- ❑ Breakage of glass.
- ❑ The application of any paint or anti corrosion treatments other than approved and specified by Wright Customcare.
- ❑ Any indirect or consequential loss suffered by the Customer, howsoever arising, including (but not limited to) the loss of use of any vehicle, the cost of replacement vehicle hire, accommodation, recovery costs, the profits and the loss of contracts.
- ❑ Damage attributable to external factors e.g. stone chips, scratches, industrial fuel and acids or detergents, including damage to paint finish by mechanical brush washes. (Please refer to the paint cleaning and polishing procedures contained in the Wright Customcare Service and Maintenance Manual.)
- ❑ Defects arising from repairs following accident damage, which has not been carried out in conformity with the Wright Customcare manufacturing standards.
- ❑ Deterioration of the corrosion protection products caused by power washing or by other treatment not specified or approved by Wright Customcare.
- ❑ Corrosion resulting from accidental damage that has not been properly repaired and re-treated as recommended by the Wright Customcare Service and maintenance Manual.



- ❑ Issues or problems arising from poor, inadequate or inappropriate cleaning / cleaning products.
  - ❑ Door adjustments deemed by Wright Customcare to be part of normal maintenance procedures.
  - ❑ Routine maintenance of floor / floor covering deemed by Wright Customcare to be part of normal maintenance procedures. Damage resulting from under maintaining or improper maintenance of the floor & floor covering is also excluded.
- 1.9 Proper allowance shall be made for reasonable wear and tear attributable to operation of the vehicle by the customer throughout the period prior to the occurrence of the defect.
- 1.10 Any vehicle or spare part returned to Wright Customcare by the Customer shall be despatched carriage paid to the Wright Customcare factory and the replacement or repaired parts supplied by Wright Customcare shall be delivered carriage paid to the U.K. destination specified by the Customer.
- 1.11 The terms of this Warranty shall further apply to any rectified vehicles and /or spare parts for the remainder of the Warranty period provided that the repair or replacement has been carried out in accordance with the conditions set out in this document and as specified in the Wright Customcare Service and Maintenance Manual.
- 1.12 Should the vehicle be sold to another operator or user other than a subsidiary of the customers organisation, the warranty will not transfer with the vehicle.
- 1.13 Wright Customcare reserve the right to inspect the customers maintenance records and examine the vehicle when it has been repaired prior to it going back into service.

## **2 Structural Warranty**

- 2.1 If any defect occurs in the vehicle primary structure such as could compel the vehicle to be taken out of service for reasons of operational safety within a period of 12 years from the date of entry into service, Wright Customcare shall repair or replace the defective part or parts free of charge to the Customer.
- 2.2 For the purposes of this Warranty, the vehicle primary structure is defined as the main chassis frame, bus body sides and roof, as originally supplied by Wrightbus, which is responsible for supporting the vehicle's global loading.
- 2.3 Wright Customcare expressly prohibits the use of alkaline based cleaning materials on its complete bus. We strongly recommend the use of a pH neutral cleanser. In this case pH neutral refers to cleaning materials in the range pH 5 to pH8. Failure to comply with these recommendations will invalidate the vehicle warranty.
- 2.4 The Structural Warranty is subject to the adherence by the Customer to the following conditions:-
- ❑ All major accidents / damage, costing over £500 to repair must be advised immediately in writing to the Wright Customcare Warranty Manager.
  - ❑ A record of all accident damage and repairs, maintenance and inspection must be kept by the Customer and made fully available to Wright Customcare, and if required the chassis manufacturer, at all times.
  - ❑ If two or more vehicles display similar signs of possible structural problems, Wright Customcare must be notified in writing without delay.
  - ❑ Inspections, servicing and anti-corrosion re-treatments of the bus must be carried out according to Wright Customcare Service and maintenance Manual.
  - ❑ All replacement components for the vehicle must be supplied or approved by Wright Customcare.





2.5 Should the vehicle be sold to another operator or user other than a subsidiary of the Customer's organisation, the Warranty will not transfer with the vehicle.

2.6 Wright Customcare reserves the right to inspect the Customer's maintenance records and examine the vehicle when it has been repaired prior to it going back into service.

2.7 The Warranty will be considered invalid and Wright Customcare shall not be held liable if:-

- ❑ The vehicle has not been maintained, repaired and inspected in accordance with the recommendations of both the component manufacturer and Wright Customcare or in keeping with recognised standards of good workshop practice.
- ❑ The Customer has not carried out periodical servicing as specified either by Wright Customcare or the component supplier at the recommended intervals (see Wright Customcare Service and Maintenance Manual for the vehicle).
- ❑ Any original parts or equipment have been replaced by parts or equipment not supplied or approved by Wright Customcare.
- ❑ The vehicle has not been operated in a proper manner and for the purpose for which it was designed.

2.8 The structural Warranty does not cover:-

- ❑ Damage resulting from accidents, misuse, vandalism or other circumstances beyond the control of Wright Customcare.
- ❑ The service re-treatments or inspections and maintenance of external surfaces are not carried strictly within the specified times and to the procedures laid down in Section 4 of this document and the Wright Customcare Service and Maintenance Manual.
- ❑ Issues or problems arising from poor / inadequate maintenance.
- ❑ Glass and glassware.





- ❑ The application of any paint or anti corrosion treatments other than that approved and specified by Wright Customcare.
- ❑ Any indirect or consequential loss suffered by the Customer, howsoever arising, including (but not limited to) the loss of use of any vehicle, the cost of replacement vehicle hire, accommodation, recovery costs, the profits and the loss of contracts.
- ❑ Damage attributable to external factors e.g. stone chips, scratches, industrial fuel and acids or detergents, including damage to paint finish by mechanical brush washes. (Please refer to the paint cleaning and polishing procedures contained in the Wright Customcare Service and Maintenance Manual.)
- ❑ Defects arising from repairs following accident damage, which have not been carried out in conformity with Wright Customcare manufacturing standards.
- ❑ Deterioration of the corrosion protection products caused by power washing or by other treatment not specified or approved by Wright Customcare.
- ❑ Corrosion resulting from accidental damage that has not been properly repaired and re-treated as recommended by the Wright Customcare Service and Maintenance Manual.
- ❑ Issues or problems arising from poor, inadequate or inappropriate cleaning / cleaning products.
- ❑ Routine maintenance of floor / floor covering deemed by Wright Customcare to be part of normal maintenance procedures. Damage resulting from under maintaining or improper maintenance of the floor & floor covering is also excluded.
- ❑ Damage caused by any failure or defect of the chassis



### **3 Anti-Corrosion Warranty**

- 3.1 Wright Customcare warrants the structural integrity of the bus specified in this document, for a period of 5 years against failure from corrosion, defined as: Corrosion which starts on a given surface of a structural framework section and eventually works its way through to the opposite surface of the structural framework section.
- 3.2 This warranty is effective from the date of the vehicle's entry into service and is subject to the terms and conditions as set out below.
- 3.3 For the purpose of this Warranty. "Entry into Service" shall mean the date on which the Customer first registers the vehicle or 3 months after delivery, whichever is the earlier.
- 3.4 It is the Customer's responsibility to arrange for the following anti-corrosion maintenance and re- treatments to be carried out:-
  - 3.4.1 Annual Inspections, Maintenance and Standard Service Re-treatments, as well as Annual inspection and maintenance of anti-corrosion treatment is required. A Maintenance Re-treatment of the body underframe, using products approved by Wright Customcare, is required in year 3 and every third year thereafter from the date of entry into service of the vehicle. Re-treatments must be completed within 30 days of the anniversary date of entry into service of the vehicle. Wright Customcare will, when requested, arrange to have this Maintenance Re-treatment carried out at a standard charge plus the cost of materials used at the time. However, it is the Customer's responsibility to ensure due completion of the Maintenance Re-treatment.
  - 3.4.2 Each inspection, and Maintenance re-treatment must be recorded and signed and dated by the technician completing the work. The records should be stored with vehicle records for inspection by Wright Customcare.



3.4.3 In the event of any part of the bus being replaced, repaired or modified those areas must be treated with the appropriate corrosion preventive products, by a trained technician, at time of the completion of such replacement, repair or modification.

3.4.4 The Maintenance Re-treatments and any other re-treatment following replacement or repair of bus parts, must be carried out in accordance with the Wright Customcare Service and Maintenance Manual.

3.5 Wright Customcare's liability under this Warranty shall be limited to:-

- ❑ The repair or replacement of the bus parts deemed necessary by Wright Customcare.
- ❑ The cost of anti-corrosion protection of such repaired or replaced parts.
- ❑ Repairs carried out by a repairer approved by Wright Customcare.

3.6 Wright Customcare expressly prohibits the use of alkaline based cleaning materials on its complete bus. We strongly recommend the use of a pH neutral cleanser. In this case pH neutral refers to cleaning materials in the range pH 5 to pH8. Failure to comply with these recommendations will invalidate Wright Customcare warranty.

3.7 The Warranty will be considered invalid and Wright Customcare shall not be held liable if:

- ❑ The vehicle has not been maintained, repaired and inspected in accordance with the recommendations of both the component manufacturer and Wright Customcare or in keeping with recognised standards of good workshop practice.
- ❑ The Customer has not carried out periodical servicing as specified either by Wright Customcare or the component supplier at the recommended intervals (see Wright Customcare Service and Maintenance Manual for the vehicle).



- ❑ Any original parts or equipment have been replaced by parts or equipment not supplied or approved by Wright Customcare.
- ❑ The vehicle has not been operated in a proper manner and for the purpose for which it was designed.

### 3.8 The Anti Corrosion Warranty does not cover:

- ❑ Deterioration and damage to the protective coatings caused by exposure to acids, chemicals or other corrosive agents, acts of God, fire, explosion or vandalism.
- ❑ The service re-treatments or inspections and maintenance of external surfaces are not carried strictly within the specified times and to the procedures laid down in Section 4 of this document and the Wright Customcare Service and maintenance Manual.
- ❑ Damage resulting from accidents, misuse, vandalism or other circumstances beyond the control of Wright Customcare.
- ❑ Items specified or imposed by the Customer that are not standard to the Wright Customcare product. In this case Wright Customcare will use its best endeavours to repair or replace such faulty items at a cost to be agreed with the Customer.
- ❑ Issues or problems arising from poor / inadequate maintenance.
- ❑ Any indirect or consequential loss suffered by the Customer, howsoever arising, including (but not limited to) the loss of use of any vehicle, the cost of replacement vehicle hire, accommodation, recovery costs, the profits and the loss of contracts.
- ❑ Damage to the paintwork attributable to external factors e.g. stone chips, scratches, industrial fuel and acids or detergents, including damage to paint finish by constant use of mechanical brush washes. (Please refer to the paint cleaning and polishing procedures contained in the Wright Customcare Service and Maintenance Manual.



- ❑ The application of any paint or anti corrosion treatments other than that approved and specified by Wright Customcare.
- ❑ Defects arising from repairs following accident damage, which have not been carried out in conformity with Wright Customcare manufacturing standards.
- ❑ Deterioration of the corrosion protection products caused by power washing or by other treatment not specified or approved by Wright Customcare.
- ❑ Corrosion resulting from accidental damage that has not been properly re-treated as recommended by the Wright Customcare Service and maintenance Manual.
- ❑ Issues or problems arising from poor, inadequate or inappropriate cleaning / cleaning products.
- ❑ Routine maintenance of floor / floor covering deemed by Wright Customcare to be part of normal maintenance procedures. Damage resulting from under maintaining or improper maintenance of the floor & floor covering is also excluded.

## 4 Anti Corrosion Maintenance Procedures

### 4.1 Power Washing

The following procedures are recommended when power-washing surfaces protected with corrosion preventives.

- ❑ Water temperatures not to exceed 60°C. Water pressure not to exceed 1200 p.s.i.
- ❑ The use of additives likely to result in softening of the protective coating should not be used.
- ❑ Damage to the protective coating must be repaired immediately.
- ❑ To ensure that the vehicle paintwork and body panels are protected from the potentially harmful effects of repeated washing a pH neutral cleanser must be used.

### 4.2 Annual Inspection And Maintenance

#### 4.2.1 Inspection Must:

- ❑ Ensure cleanliness of surfaces by pressure washing as necessary.
- ❑ Do not exceed a water temperature of 60°C.
- ❑ Use manual pressure wash systems only and avoid the use of additives
- ❑ Inspect external surfaces of the structure for damage and adhesion of original protective coatings. Also check to ensure that any additional holes have been equally treated.
- ❑ Ensure cleanliness of surfaces and catchments in proximity to wheel arches.





- ❑ Remove any loose product coating or surface corrosion using a wire brush.

#### 4.2.2 Maintenance

- ❑ Apply corrosion preventive treatment penetrant to any surface where the original protective coating has been damaged.
- ❑ Coat the same area with corrosion preventive underbody wax.
- ❑ Remove any excess wax from the vehicle exterior and entrance /exit step prior to the vehicle being returned to operational duties.

#### 4.2.3 Recommended Anti-Corrosion Products Q Dinitrol Penetrant 3125.

- ❑ Dinitrol Penetrant 3125.
- ❑ Dinitrol Underbody Wax 4942.

Note: All statutory safety procedures must be strictly adhered to.

### 4.3 Standard Service and Re-treatment

#### 4.3.1 Preparation of the Vehicle

- ❑ Ensure cleanliness of surfaces by pressure washing as necessary. Do not exceed a water temperature of 60°C. Use manual pressure wash systems only and avoid use of additives.
- ❑ Check for cleanliness of surfaces and catchments in proximity to wheel arches.
- ❑ Inspect external surfaces of the structure for damage and adhesion of original product coatings.





- ❑ Check that drain holes positioned on the underside of tubular sections are clear of debris.
- ❑ Remove any loose or surface corrosion using wire brush.
- ❑ Blow clean any residual matter with compressed air.

#### 4.3.2 Protection of Internal Surfaces

Apply Dinitrol Cavity Wax 3654 to the internal surfaces of tubular framework forming an integral part of the Wright Customcare body structure.

- a. Longitudinal Tubular Sections.
- b. Cross Members comprising Tubular Sections. c Diagonal Tubular Sections.

#### 4.3.3 Protection of External Surfaces

- a. Apply Dinitrol Penetrant 3 125 to surfaces as follows:

- I. 1. Corroded surfaces.
- II. Joints and overlaps in structure.

Direct the spray to provide for maximum penetration of mating surfaces.

- b. Conclude with an application of Dinitrol Underbody Wax 4942 to all exposed surfaces of the body structure underside of the vehicle. Pay particular attention to surfaces adjacent to wheel arches.
- c. Remove any excess wax from the vehicle exterior and entrance / exit step prior to its return to operational duties.



#### 4.3.4 Recommended Anti-Corrosion products

- ❑ Dinitrol Cavity Wax 3654.
- ❑ Dinitrol Penetrant 3125.
- ❑ Dinitrol Underbody Wax 4942.



## **5 Chassis Component Warranty**

- 5.1 Wright Customcare undertakes with the Customer that the performance of the bus chassis and any spare parts supplied shall be in accordance with the criteria shown in the agreed Contract Specification. The Warranty also applies to components that have failed as a result of defective materials, faulty manufacture or assembly, with the exception of items specified by the Customer that are not standard Wright Customcare build specification.
- 5.2 Notwithstanding the vehicle and spare parts having been inspected and accepted by the Customer, Wright Customcare shall guarantee the bus chassis for a period of 2 years from the date of entry into service. Wright Customcare shall investigate the cause of any faults reported by the Customer and promptly arrange repair to the Customer's satisfaction, the whole or part found to be faulty by reason of defective material, design, or workmanship within the warranty period.
- 5.3 For the purpose of this Warranty. "Entry into Service" shall mean the date on which the Customer first registers the vehicle or 3 months after delivery, whichever is the earlier.
- 5.4 Wright Customcare liability under this Warranty is limited to the replacement of parts, by a company approved by Wright Customcare which in the opinion of Wright Customcare are defective, together with any labour (at an agreed cost) incurred in any such replacement.
- 5.5 Repairs carried out under this Warranty do not extend the period of its validity. Wright Customcare's liability for costs incurred in any repair or replacement will be limited to costs which are agreed between the parties in writing prior to the commencement of any remedial work.
- 5.6 Wright Customcare expressly prohibits the use of alkaline based cleaning materials on its complete bus body. We strongly recommend the use of a pH neutral cleanser. In



this case pH neutral refers to cleaning materials in the range pH 5 to pH8. Failure to comply with these recommendations will invalidate the Wright Customcare warranty.

5.7 The Warranty will be considered invalid and Wright Customcare shall not be held liable if:

- ❑ The vehicle has not been maintained, repaired and inspected in accordance with the recommendations of both the chassis manufacturer and Wright Customcare or in keeping with recognised standards of good workshop practice.
- ❑ The vehicle battery system has not been charged and equalised as per manufacturer recommendations, or the vehicle has been driven while out of fuel.
- ❑ The vehicle systems including coolant, oils etc have not been maintained at the correct levels.
- ❑ The Customer has not carried out periodical servicing as specified either by Wright Customcare or the component supplier at the recommended intervals (see Wright Customcare Service and Maintenance Manual for the vehicle).
- ❑ Any original parts or equipment have been replaced by parts or equipment not supplied or approved by Wright Customcare.
- ❑ The vehicle has not been operated in a proper manner and for the purpose for which it was designed.

5.8 The Warranty does not cover:-

- ❑ The cost of routine maintenance or replacement of parts subject to normal wear and tear.
- ❑ Damage resulting from accidents, misuse, vandalism or other circumstances beyond the control of Wright Customcare.



- ❑ Items specified or imposed by the Customer that are not standard to the Wrightbus product. In this case Wright Customcare will use its best endeavours to repair or replace such faulty items at a cost to be agreed with the Customer.
- ❑ Issues or problems arising from poor / inadequate maintenance
- ❑ The application of any paint or anti corrosion treatments other than approved and specified by Wright Customcare.
- ❑ Any indirect or consequential loss suffered by the Customer, howsoever arising, including (but not limited to) the loss of use of any vehicle, the cost of replacement vehicle hire, accommodation, recovery costs, the profits and the loss of contracts.
- ❑ Damage attributable to external factors e.g. stone chips, scratches, industrial fuel and acids or detergents, including damage to paint finish by mechanical washes. (Please refer to the paint cleaning and polishing procedures contained in the Wright Customcare Service and Maintenance Manual.)
- ❑ Defects arising from repairs following accident damage, which has not been carried out in conformity with the Wright Customcare manufacturing standards.
- ❑ Deterioration of the corrosion protection products caused by power washing or by other treatment not specified or approved by Wright Customcare.
- ❑ Corrosion resulting from accidental damage that has not been properly repaired and re-treated as recommended by the Wright Customcare Service and maintenance Manual.
- ❑ Issues or problems arising from poor, inadequate or inappropriate cleaning / cleaning products.



- 5.9 Proper allowance shall be made for reasonable wear and tear attributable to operation of the vehicle by the customer throughout the period prior to the occurrence of the defect.
- 5.10 Any vehicle or spare part returned to Wright Customcare by the Customer shall be despatched carriage paid to the Wright Customcare factory and the replacement or repaired parts supplied by Wright Customcare shall be delivered carriage paid to the U.K. destination specified by the Customer.
- 5.11 The terms of this Warranty shall further apply to any rectified vehicles and /or spare parts for the remainder of the Warranty period provided that the repair or replacement has been carried out in accordance with the conditions set out in this document and as specified in the Wright Customcare Service and Maintenance Manual.
- 5.12 Should the vehicle be sold to another operator or user other than a subsidiary of the customers organisation, the warranty will not transfer with the vehicle.
- 5.13 Wright Customcare reserve the right to inspect the customers' maintenance records and examine the vehicle when it has been repaired prior to it going back into service.