



**BRINKLEY**

— RV —

**MODEL Z**

WARRANTY GUIDE

## MODEL Z

In our relentless pursuit of product improvement and the ultimate Customer experience, changes may take place at any time to the Model Z. It is our goal to strive to keep this manual as up to date as possible. As changes occur, we will provide additional product information documents in the rear pocket of the manual. We will also maintain digital versions on our website, BrinkleyRV.com. The QR code below will take you to our site.

Should you have any questions, please do not hesitate to contact us.  
We are here to serve you!



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## SECTION 1—WELCOME! AN IMPORTANT MESSAGE TO OUR BRINKLEY RV OWNERS

Dear Valued Customer:

Thank you for choosing Brinkley RV!

Your satisfaction with your Brinkley RV and the entirety of your Customer Experience is of the utmost importance to us. We are here to help you along your RV'ing journey. Should you encounter issues with your Brinkley RV along the way, this document will provide you with the information that you need relative to your rights and obligations under our Limited Warranties, as well as a reference guide to the additional warranties extended to your RV from our supplier partners. Utilizing this document will help you navigate the warranty process and help to minimize the time spent requesting and obtaining service.

Brinkley RV has selected the absolute best Dealers in North America based on the sales and service experience that they are capable of supplying to you. Brinkley RV and its Authorized Dealers and Service Centers are the sole and exclusive provider of service, parts, and warranty support to our retail Customers. It is preferred and recommended that you contact the Dealer where you purchased your Brinkley RV first. That being said, Brinkley RV is here to support any and all needs that you may have. Always know that Brinkley RV is here to assist you. Please do not hesitate to contact us for assistance at any time.

It is reasonable to expect that your Brinkley RV will require some service during the Limited Warranty Periods for both the base and structural warranties. We strive to achieve the highest levels of quality, serviceability, and customer satisfaction in the market. With that said, we are human. From time to time (hopefully not often) we will make mistakes. We hope that our products never require service beyond general maintenance. However, when issues or service needs do arise, we will jump into action to provide you with the correct information and/or parts to resolve the issue as expediently as possible.

We are here and we are listening. Please share with us your feedback on how we can better serve you along your journey. We need your input to continually evolve as a company and to continuously improve the overall Customer Experience. It is our mission to provide you with the ultimate Customer Experience that creates the memories you will cherish for a lifetime!

Sincerely,

**Nate Goldenberg**  
Operating Partner  
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## SECTION 2—THE BRINKLEY RV ONE (1) YEAR LIMITED BASE WARRANTY

Brinkley RV provides you with two types of Limited Warranties with the purchase of your recreational vehicle (the “RV”) (see [Section 4](#) for Component Manufacture additional warranties). These Limited Warranties outline what Brinkley RV will cover and what we will do if a defect exists. Please read these documents closely before you purchase the RV so that you understand your warranty protections. The two Limited Warranties that Brinkley RV provides are as follows:

- (1) A One (1) Year Limited Base Warranty; and
- (2) A Three (3) Year Limited Structural Warranty.

These two warranties are contained within [Sections 2](#) and [Section 3](#) immediately below.

### 2.1—What Does This Limited Warranty Cover?

Brinkley RV, LLC (“Brinkley RV”) provides a One (1) Year (“Warranty Period”) Limited Base Warranty against certain defects in materials and/or workmanship for the RV that may arise from normal use and service to the Retail Consumer Owner (“Owner”) throughout the duration of the Warranty Period for the RV. This Warranty only covers material components and parts of the RV manufactured and made by Brinkley RV and the labor provided directly by Brinkley RV. It does not cover parts that are not made or manufactured by Brinkley RV. In addition to the foregoing and the other limitations and restrictions outlined in this document, this Limited Base Warranty only covers an RV sold by an Authorized Brinkley RV Dealer to the original retail Owner or its assigned/transferred retail Owner.

**NOTE: YOUR WARRANTY REGISTRATION MUST BE COMPLETED WITHIN THE DESIGNATED REGISTRATION TIME FRAME TO BE ELIGIBLE FOR ALL PROVIDED WARRANTIES. TRANSFER OF THIS WARRANTY CAN ONLY OCCUR WHEN THE REGISTRATION INFORMATION IS UPDATED AND WILL REMAIN LIMITED TO THE WARRANTY PERIOD PROVIDED TO THE ORIGINAL OWNER AND TO THE PRIMARY ONE (1) YEAR LIMITED WARRANTY.**

The Warranty Period starts immediately upon purchase.

**THIS WARRANTY CONSTITUTES THE EXCLUSIVE REMEDY FOR ALL DEFECTS OF MATERIAL AND WORKMANSHIP. THIS WARRANTY IS IN LIEU OF ANY AND ALL OTHER EXPRESSED OR IMPLIED WARRANTIES. THERE ARE NO OTHER EXPRESSED OR IMPLIED WARRANTIES BEYOND THOSE SET FORTH HEREIN. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. IN ADDITION TO THE EXCLUSIONS SET FORTH IN THIS LIMITED WARRANTY, THIS WARRANTY DOES NOT APPLY TO DAMAGE DUE TO NEGLIGENT, USE, MISUSE, ABUSE, OR ACCIDENT INVOLVING ANY PART AND/OR ALL OF THE RV, OR THE REPAIR/ALTERATION OF SUCH RV. ANY REPAIR OR ALTERATION TO THE RV SPECIFICALLY VOIDS THIS WARRANTY. ANY COMMERCIAL USE, RENTAL, OR BUSINESS USE OF THE RV VOIDS THIS AND ALL OTHER WARRANTIES PROVIDED BY BRINKLEY RV.**

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## 2.2—What Type of Things Are Excluded from the Warranty?

### THIS WARRANTY DOES NOT COVER:

1. Defects in any items or labor that are covered by a separate warranty from the original component manufacturer of any part that is utilized by Brinkley RV in manufacturing the RV (See [Section 4](#) below);
1. Defects in any component parts, including labor, due to the aftermarket modification or additions made to the RV which are not considered the RV or which were not manufactured by Brinkley RV;
2. Any defects in work, labor, materials, or parts not manufactured by, performed by, or made by Brinkley RV;
3. Repairs or replacements for scratches, dents, and rust on any interior or exterior surface of the RV and its components;
4. Damage caused by road surface conditions, applications of salt or de-icing chemicals, gravel and sand, ruts, potholes and holes, curbs, or any other road condition causing damage;
5. Deterioration or damage due to normal wear and tear, fading, yellowing, or aging due to UV or sunlight, weather exposure, or deterioration caused by prolonged exposure to natural elements;
6. Damage caused by the environment or weather, including, but not limited to, flooding, high winds, acid rain, hail, lightning, high heat, extreme cold, and acts of God;
7. Damage, repairs, or replacements made necessary by negligence, negligent use, abuse, misuse, or resulting from accidents;
8. Damage, repairs, or replacements caused by modifications and/or alterations in or to the original build and design of the RV;
9. Damage caused by improper weight distribution or overloading the unit beyond its stated gross weight limitations;
10. Repairs or replacements made necessary because of a failure to perform and follow routine and ordinary maintenance procedures and adjustments as recommended by Brinkley RV, the component manufacturer, or a Brinkley RV Dealer;
11. Any defect caused in-transit to or from a Dealer, or to and from the Owner by the Owner or any other person;

12. RVs purchased anywhere other than from an Authorized Brinkley RV Dealer;
13. Vehicles used for disaster relief, rental, or business purposes, or any other purpose that causes an acceleration of wear and tear to the RV beyond normal and ordinary personal and/or recreational use of the RV;
14. Vehicles registered and used outside the U.S. and Canada;
15. Damage caused by unregulated water pressure, tank overfill, failure to winterize the RV, or plumbing system modifications resulting in flooding of the RV;
16. Damage caused by unprotected electrical hook-ups of any kind, power surges, lightning, circuit overload, or electrical system modifications;
17. Damage caused by improper ventilation resulting in excessive condensation that causes water damage, mold, and/or mildew;
18. Damage caused by an infestation by insects, rodents, or animals of any kind;
19. Damage caused by the tow vehicle hitch, equalizer, stabilizer, electrical systems, or brake controller systems;
20. Exterior paint or finish which is warranted independently by the paint manufacturer and/or independent applicator; and
21. Any other items not listed here that were not within Brinkley RV's control.

### 2.3—How to Obtain Warranty Services

Defective parts and workmanship will be repaired and/or replaced by Brinkley RV, an Authorized Brinkley RV Dealer, or a Brinkley RV Authorized Mobile Technician provided that the following terms are met:

1. The person seeking the replacement of the defective part or labor must be the original Owner or a subsequent Owner by transfer or assignment within the Warranty Period.

**NOTE: ANY TRANSFER AND/OR ASSIGNMENT DOES NOT EXTEND THE WARRANTY PERIOD.**

2. The defective material or workmanship for which the warranty work and/or part is sought must be to the RV and/or its components only.

**Example:** Damage caused to the tow vehicle, structures, or other property is not covered. Only the RV is covered.

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3. The other terms and conditions of this Limited Warranty (within [Section 2](#)) must also be satisfied.
4. Brinkley RV or the Authorized Brinkley RV Dealer that originally sold the RV must be notified of the covered defect within the Warranty Period and within twenty (20) days of when the defect was discovered or should have been discovered by a reasonable person exercising reasonable care according to the terms of this Limited Warranty.
5. Following notification, the RV must be taken to:
  - a. The Authorized Dealer from whom you purchased it for inspection;
  - b. Another Authorized Dealer, if authorized by Brinkley RV;
  - c. An authorized repair shop as directed by Brinkley RV; or
  - d. If approved by Brinkley RV, a Brinkley Authorized Mobile Technician will travel to your location to conduct the repairs.

**NOTE: SEE ALSO [SECTION 2.4](#). UPON PROVIDING NOTICE, YOU HAVE NINETY (90) DAYS TO TAKE ACTION TO PERMIT REPAIR OR FILE A LEGAL ACTION TO ENFORCE YOUR RIGHTS.**

6. The Party designated by Brinkley RV in Paragraph 5 above will undertake appropriate corrective repairs in instances where the defect in materials and workmanship are covered by this Limited Warranty.

**BRINKLEY RV ALSO RESERVES THE RIGHT TO USE OR PERMIT THE USE OF ALTERNATIVE PARTS OR COMPONENTS HAVING SUBSTANTIALLY EQUAL OR GREATER QUALITY.**

**IN NO EVENT SHALL A REPAIR OR REPLACEMENT FOR A DEFECT BE COVERED UNDER THIS LIMITED WARRANTY UNLESS THE REPAIR OR REPLACEMENT OCCURS AT EITHER BRINKLEY RV'S FACILITIES, A BRINKLEY RV DESIGNATED REPAIR SHOP, AN AUTHORIZED BRINKLEY RV DEALERSHIP, OR PERFORMED BY A BRINKLEY AUTHORIZED MOBILE TECHNICIAN.**

**ALL COSTS INCURRED IN TRANSPORTING THIS RV FOR WARRANTY SERVICE SHALL BE THE SOLE RESPONSIBILITY OF THE OWNER UNLESS OTHERWISE APPROVED IN ADVANCE BY BRINKLEY RV.**

## [2.4—What Are the Owner's Obligations?](#)

**THE OWNER SHALL GIVE NOTICE OF WARRANTY CONCERN TO BRINKLEY RV'S AGENT OR DEALER WITHIN TWENTY (20) DAYS AFTER IT IS OR SHOULD HAVE BEEN DISCOVERED, AND ANY LEGAL OR OTHER ACTION TO ENFORCE IT SHALL BE COMMENCED NOT MORE THAN NINETY (90) DAYS THEREAFTER. OTHERWISE, THE OWNER WILL HAVE WAIVED ANY SUCH DEFECT AND CLAIM, AND ANY AND ALL DAMAGES ARISING AS A RESULT THEREOF.**

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The Owner must perform reasonable and necessary maintenance upon the RV and use the RV in accordance with the component manufacturers and Brinkley RV's directions and recommendations. Among the other requirements under this Warranty, the Owner must also:

1. Maintain the RV in accordance with the maintenance requirements contained in the Owner's Manual;
2. Make minor adjustments after ninety (90) days of ownership including, but not limited to: doors, drawers, latches, regulators, controls, and mechanisms;
3. Maintain all exterior seal gaskets and sealants, which must be inspected every six (6) months and replaced as needed to ensure there are no gaps or voids; and

**NOTE: BRINKLEY RV IS ACTIVELY TAKING MEASURES TO ELIMINATE EXTERIOR SEALS IN HOPES OF MINIMIZING CUSTOMER RESPONSIBILITY. PER ALPHA, ROOF SEALS ARE MAINTENANCE FREE, BUT SHOULD STILL BE INSPECTED EVERY YEAR. FOR THE LIMITED SEALS AND SEALANTS PRESENT BEYOND THE ROOF (LOCATED AT WIRE/PLUMBING ENTRY POINTS, EXTERIOR COMPARTMENTS, ETC.) SHOULD BE INSPECTED EVERY SIX (6) MONTHS AS STATED ABOVE AND REPLACED AS NEEDED.**

4. Return their vehicle to an Authorized Brinkley RV Dealer or utilize a Brinkley RV Authorized Mobile Technician for repairs.

If you believe that you have a claim under this Warranty, locate and contact your nearest Authorized Brinkley RV Dealer to schedule an appointment. Be prepared to provide:

1. Your Vehicle Identification Number (VIN);
2. The date of purchase; and
3. A detailed description of the issue or concern.

If you cannot locate an Authorized Dealer, please visit Brinkley RV's website or contact Brinkley RV Customer Care directly for immediate assistance.

Brinkley RV Website: [www.BrinkleyRV.com](http://www.BrinkleyRV.com)  
Email: CustomerCare@BrinkleyRV.com  
Phone: (574) 501-4280

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## 2.5—What Are the Brinkley RV Authorized Dealer’s Responsibilities?

At the time of purchase, and any time thereafter that the Owner requests, Brinkley RV Authorized Dealers shall:

1. Perform a thorough walk-through of the RV and its components to ensure that the RV Owner understands the operation, use, and safety requirements of the RV;
2. Review the RV Warranties, Owner’s Manual, and the operating and instruction guides for the RV and its components; and
3. Inform the customer on how to obtain service, both locally and while in transit.

**BRINKLEY RV IS NOT RESPONSIBLE OR LIABLE FOR ANY FAILURES, BREACHES, NEGLIGENCE, INATTENTION, OR PROBLEMS ON THE PART OF THE DEALER.**

**IMPORTANT: IF YOU DO NOT FEEL COMFORTABLE THAT THE BRINKLEY RV AUTHORIZED DEALER PROVIDED YOU THE ABOVE WITH THE DETAIL AND CLARITY REQUIRED FOR YOU TO BE COMFORTABLE THAT YOU CAN SAFELY AND PROPERLY USE YOUR BRINKLEY RV, PLEASE CONTACT BRINKLEY RV CUSTOMER CARE DIRECTLY.**

## 2.6—What Events Discharge Brinkley RV from the Obligations Under This Warranty?

Brinkley RV is not responsible if any of the following conditions occur:

1. The damage or defect occurs after the expiration date of this Limited Warranty;
2. Failure by Owner to notify Brinkley RV or its Authorized Brinkley RV Dealer within the effective time period of this Limited Warranty; and
3. Failure by Owner to comply with the provisions in [Section 2](#) of this Warranty Guide.

## 2.7—Activating the Component Manufacturer Warranties (Component Warranties)

As stated above, some components, accessories, or equipment are not covered by this Base Limited Warranty. However, those items may have coverage provided by the component manufacturer. These warranties are wholly separate from this Limited Base Warranty, and in some cases may be longer and/or have specific coverage provisions and requirements.

These warranties will become activated once the RV is registered. To receive direct notification and communication from the component manufacturer, it is recommended for the individual component registrations be completed and returned to the component manufacturer. These forms and documents

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will be located with the Owner's Materials provided with your new RV. You must complete and submit them to the respective manufacturer as quickly as possible and within the time periods required by those warranties.

For a complete listing of the additional warranties afforded to you, please see [Section 4](#) of this Warranty Guide.

## 2.8—Disclaimer of Consequential, Incidental, and Punitive Damages

**THE ORIGINAL RETAIL OWNER OF THE RV AND ANY PERSON TO WHOM THE RV IS TRANSFERRED, ASSIGNED, GIVEN OR CONVEYED, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THIS LIMITED WARRANTY, SHALL NOT BE ENTITLED TO RECOVER FROM BRINKLEY RV ANY CONSEQUENTIAL, PUNITIVE, OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE RV, OR LOSS OF USE, TIME, OR REVENUES. THIS WARRANTY ALSO EXCLUDES COSTS OF TRANSPORTATION TO ANY AUTHORIZED DEALER OR SERVICE REPRESENTATIVE OR TO BRINKLEY RV TO GET WARRANTY SERVICE, LOSS OF USE OF THE RV, LOSS OF TIME, LOSS OF REVENUES, INCONVENIENCE, OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGE AND ANY PUNITIVE DAMAGES, WITH RESPECT TO BUSINESS OR PROPERTY, WHETHER AS A RESULT OF BREACH OF WARRANTY, NEGLIGENCE, OR OTHERWISE.**

**NOTE: SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL, INCIDENTAL, AND PUNITIVE DAMAGES. AS SUCH, THESE LIMITATIONS MAY NOT APPLY TO YOU.**

## 2.9—Other Provisions, Disclaimers, and Exclusions

**TO THE EXTENT NOT EXCLUDED IN THIS LIMITED WARRANTY, THE IMPLIED WARRANTY OF MERCHANTABILITY, AN UNWRITTEN WARRANTY THAT THE PRODUCT IS FIT FOR ORDINARY USE, IS LIMITED TO THE WARRANTY PERIOD OF THIS WRITTEN WARRANTY, AND ANY OTHER IMPLIED WARRANTY ARISING BY OPERATION OF LAW ARE SPECIFICALLY LIMITED TO THE WARRANTY PERIOD OF THIS WRITTEN WARRANTY TO THE EXTENT NOT EXCLUDED IN THIS LIMITED WARRANTY.**

**IF ANY MODEL OR SAMPLE IS SHOWN TO THE OWNER PRIOR TO THE PURCHASE OF THE RV, SUCH SAMPLE OR MODEL WAS MERELY TO ILLUSTRATE A GENERAL TYPE OF QUALITY AND NOT TO REPRESENT THAT THE RV WOULD NECESSARILY CONFORM TO A SAMPLE OR MODEL AND SHALL NOT BE DEEMED TO BE PART OF THE BASIS OF THE BARGAIN OR CREATE ANY EXPRESSED WARRANTIES OR AFFIRMATIONS OR PROMISES.**

**BRINKLEY RV EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY OTHER IMPLIED WARRANTIES.**

**THERE IS NO EXPRESSED OR IMPLIED WARRANTY MADE BY BRINKLEY RV BEYOND THAT CONTAINED IN THE LIMITED WARRANTY ABOVE. THE ABOVE-REFERENCED LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES. TO ACTIVATE THE LIMITED WARRANTY, THE RV MUST BE REGISTERED AT THE**

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**TIME OF PURCHASE AND NO LATER THAN TWO WEEKS (14 DAYS) FROM THE DATE OF PURCHASE; OTHERWISE, THIS LIMITED WARRANTY WILL NOT BE EFFECTIVE. NO PERSON HAS THE AUTHORITY TO ENLARGE, AMEND, OR MODIFY THIS WARRANTY.**

**NOTE: SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

## **DESIGN CHANGES**

Brinkley RV reserves the right to change the design of its RV from time to time without notice and without obligation to make corresponding changes in its products previously manufactured. Brinkley intends to continuously change and improve its products. Such changes and improvements are not an admission of fault of any kind and do not extend any of the warranties contained in this Warranty Guide beyond their stated coverage and duration.

## **COSTS AND ATTORNEY FEES**

Any warranty claim asserted or brought in violation of this Limited Warranty, or any claim brought against Brinkley RV, directly or indirectly, under which the Owner or any other person or entity seeks to broaden the terms of the Limited Warranty or under which the Owner or any other person fails to successfully prevail on any issue or matter of any type or nature, shall entitle Brinkley RV to recover its costs, damages, and reasonable attorney fees in connection with the same.

## **How Does State Law Relate to This Warranty?**

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. It is the Owner's responsibility to understand these additional rights, if any, that are provided by state law.

## **2.10—Owner Acknowledgement**

**BY REGISTERING OR HAVING YOUR RV REGISTERED IN YOUR NAME, OR BY ASSERTING A CLAIM UNDER THIS LIMITED WARRANTY, THE OWNER (INCLUDING ALL TRANSFERS AND ASSIGNS) IS AGREEING ON BEHALF OF THE OWNER AND ALL ASSIGNS TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS LIMITED WARRANTY.**

## SECTION 3—THE BRINKLEY RV THREE (3) YEAR LIMITED STRUCTURAL WARRANTY

### 3.1—What Does This Warranty Cover?

Brinkley RV, LLC (“Brinkley RV”) provides this Three (3) Year (the “Warranty Period”) Limited Structural Warranty against certain defects in materials and/or workmanship for the “Structural Components” (as defined below) manufactured by, and workmanship provided directly by, Brinkley RV arising under normal use and service to the Structural Components of the RV to the Original Retail Consumer Owner (the “Original Owner”) for the Warranty Period. This Warranty only covers material components and parts of the Structural Components manufactured by and made by Brinkley RV and labor provided directly by Brinkley RV. In addition to the foregoing and the other limitations and restrictions set for in this Limited Warranty, this Limited Warranty only covers a Brinkley manufactured RV sold to the Original Owner by an Authorized Brinkley RV Dealer provided the registration was received within the two-week (14 days) registration period, and no later than the thirty (30) day grace period set forth above. This Warranty is not assignable to any person or entity beyond the Original Owner.

The Warranty Period starts immediately upon purchase.

“Structural Components” consist of materials and/or workmanship directly attributable to Brinkley RV and includes:

1. The laminated fiberglass sidewalls assemblies;
2. The laminated fiberglass rear wall assembly;
3. The front wall assembly excluding any molded fiberglass front/rear cap;
4. The sidewalls and front walls of any slide-out rooms;
5. The roof assembly;
6. The floor assembly; and
7. The chassis (also known as the frame) assembly.

For purpose of this Limited Structural Warranty, the term “assembly” or “assemblies” means only those components that provide structural integrity to the RV and generally consists of wood or wood alternatives, aluminum, steel, foam, adhesives, and/or structural fasteners.

**Example:** The windows of the RV, although contained within the sidewalls, rear walls, front walls, and slide-outs of the RV, are not Structural components or considered part of the assembly or assemblies described in this section.

**THIS WARRANTY CONSTITUTES THE EXCLUSIVE REMEDY FOR ALL DEFECTS OF MATERIAL AND WORKMANSHIP. THIS WARRANTY IS IN LIEU OF ANY AND ALL OTHER EXPRESSED OR IMPLIED WARRANTIES. THERE ARE NO OTHER EXPRESSED OR IMPLIED WARRANTIES BEYOND THOSE SET FORTH HEREIN. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.**

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**IN ADDITION TO THE EXCLUSIONS SET FORTH IN THIS LIMITED WARRANTY, THIS WARRANTY DOES NOT APPLY TO DAMAGE DUE TO NEGLIGENT USE, MISUSE, ABUSE, OR ACCIDENT INVOLVING ANY PART AND/OR ALL OF THE STRUCTURAL COMPONENTS, OR THE REPAIR OR ALTERATION OF SUCH STRUCTURAL COMPONENTS. ANY REPAIR OR ALTERATION TO THE STRUCTURAL COMPONENTS SPECIFICALLY VOIDS THIS WARRANTY. ANY COMMERCIAL USE, RENTAL, OR BUSINESS USE OF THE RV VOIDS THIS AND ALL OTHER WARRANTIES PROVIDED BY BRINKLEY RV.**

### 3.2—What Type of Things Are Excluded from the Warranty?

#### **THIS WARRANTY DOES NOT COVER:**

2. Defects in any component parts or labor performed by Brinkley RV to manufacture the RV that are not considered the Structural Components of the RV;
3. Defects in any Structural Components or labor which are covered by a separate warranty from the original Structural Component manufacturer of any part that is utilized by Brinkley RV in manufacturing the RV (See [Section 4](#) below).
4. Defects in any component parts, including labor, due to the aftermarket modification or additions made to the RV which are not considered the RV or which were not manufactured by Brinkley RV;
5. Any defects in work, labor, materials, or parts not actually manufactured by, performed by, or made by Brinkley RV;
6. Repairs or replacements for scratches, dents, and rust on any interior or exterior surface of the Structural Components;
7. Damage to Structural Components caused by road surface conditions, applications of salt or de-icing chemicals, gravel and sand, ruts, potholes and holes, curbs, or any other road condition causing damage;
8. Deterioration or damage to Structural Components due to normal wear and tear, fading, yellowing, or aging due to UV or sunlight, weather exposure, or deterioration caused by prolonged exposure to natural elements;
9. Damage to Structural Components caused by the environment or weather, including, but not limited to, flooding, high winds, acid rain, hail, lightning, high heat, extreme cold, and acts of god;
10. Damage, repairs, or replacements of Structural Components made necessary by negligence, negligent use, abuse, misuse, or resulting from accidents;

11. Damage, repairs, or replacements of Structural Components caused by modifications and/or alterations in or to the original build and design of the RV;
12. Damage to Structural Components caused by improper weight distribution or overloading the unit beyond its stated gross weight limitations;
13. Repairs or replacements of Structural Components made necessary by reason of a failure to perform and follow routine and ordinary maintenance procedures and adjustments as recommended by Brinkley RV, the component manufacturer, or a Brinkley RV Dealer;
14. Any defect or damage to Structural Components caused in-transit to or from a Dealer or to and from the Owner by the Owner or any other person;
15. RVs purchased anywhere other than from an Authorized Brinkley RV Dealer;
16. Vehicles used for disaster relief, rental, business purposes, or any other purpose that causes an acceleration of wear and tear to the RV beyond normal and ordinary personal and/or recreational use of the RV;
17. Vehicles registered and used outside the U.S. and Canada;
18. Damage to Structural Components caused by unregulated water pressure, tank overfill, failure to winterize the RV, or plumbing system modifications resulting in flooding of the RV;
19. Damage to Structural Components caused by unprotected electrical hook-ups of any kind, power surges, lightning, circuit overload, or electrical system modifications;
20. Damage to Structural Components caused by improper ventilation resulting in excessive condensation that causes water damage, mold, and/or mildew;
21. Damage to Structural Components caused by an infestation by insects, rodents, or animals of any kind;
22. Damage to Structural Components caused by the tow vehicle hitch, equalizer, stabilizer, electrical systems, or brake controller systems; and
23. Any other items not listed here that were not within Brinkley RV's control.



### 3.3—How to Obtain Structural Warranty Services

Defective parts and workmanship of Structural Components will be repaired and/or replaced by Brinkley RV, an Authorized Brinkley RV Dealer, or a Brinkley RV Authorized Mobile Technician provided that the following terms are met:

1. The person seeking the replacement of the defective part or labor must be the Original Owner.

**NOTE: THIS LIMITED STRUCTURAL WARRANTY IS NOT TRANSFERABLE OR ASSIGNABLE.**

2. The defective Structural Component material or workmanship for which the warranty work and/or part is sought must be to the RV and/or its components only.

**Example:** Damage caused to the tow vehicle, structures, or other property is not covered. Only the RV is covered.

3. The other terms and conditions of this Limited Structural Warranty (within [Section 3](#)) must also be satisfied.
4. Brinkley RV AND the Authorized Brinkley RV Dealer that originally sold the RV must be notified of the covered Structural Component defect within the Warranty Period and within twenty (20) days of when the defect was discovered or should have been discovered by a reasonable person exercising reasonable care according to the terms of this Limited Warranty.
5. Following notification, the RV must be taken to:
  - a. The Authorized Brinkley RV Dealer from whom you purchased it for inspection;
  - b. Another Authorized Brinkley RV Dealer, if authorized by Brinkley RV;
  - c. An authorized repair shop as directed by Brinkley RV; or
  - d. If approved by Brinkley RV, a Brinkley Authorized Mobile Technician will travel to your location to conduct the repairs.

**NOTE: SEE ALSO [SECTION 3.4](#). UPON PROVIDING NOTICE, YOU HAVE NINETY (90) DAYS TO TAKE ACTION TO PERMIT REPAIR OR FILE A LEGAL ACTION TO ENFORCE YOUR RIGHTS.**

6. The Party designated by Brinkley RV in Paragraph 5 above will undertake appropriate corrective repairs in instances where the defect in Structural Component materials and workmanship are covered by this Limited Structural Warranty.

**IN NO EVENT SHALL REPAIR OR REPLACEMENT FOR A STRUCTURAL COMPONENT DEFECT BE COVERED UNDER THIS WARRANTY UNLESS THE REPAIR OR REPLACEMENT OCCURS AT BRINKLEY RV'S FACILITIES,**

**BRINKLEY CUSTOMER CARE / phone:** (888) 502-3460 or (574) 501-4280 / **email:** CustomerCare@BrinkleyRV.com / **SAFERIDE 24/7 Emergency Roadside Assistance** / (888) 482-5715 (24/7 Roadside Assistance) / (855) 963-1770 Customer Service

**BRINKLEY RV'S DESIGNATED REPAIR SHOP OR AUTHORIZED DEALER, OR BY A BRINKLEY RV AUTHORIZED MOBILE TECHNICIAN.**

**UPON DISCOVERY OF ANY DEFECT COVERED BY THIS WARRANTY, YOU MUST NOTIFY THE AUTHORIZED DEALER FROM WHOM YOU PURCHASED THE RV. YOU MUST ALWAYS NOTIFY BRINKLEY RV AS WELL EVEN IF YOU CONTACT THE DEALER FROM WHOM YOU PURCHASED THE RV. FURTHER, NO WORK MAY BE PERFORMED ON THE STRUCTURAL COMPONENTS WITHOUT THE PRIOR AUTHORIZATION OF BRINKLEY RV.**

**ALL COSTS INCURRED IN TRANSPORTING THIS RV FOR WARRANTY SERVICE SHALL BE THE SOLE RESPONSIBILITY OF THE OWNER UNLESS OTHERWISE APPROVED IN ADVANCE BY BRINKLEY RV.**

### 3.4—What Are the Owner's Obligations?

**THE OWNER SHALL GIVE NOTICE OF WARRANTY CONCERN TO BRINKLEY RV'S AGENT OR DEALER WITHIN TWENTY (20) DAYS AFTER IT IS OR SHOULD HAVE BEEN DISCOVERED, AND ANY LEGAL OR OTHER ACTION TO ENFORCE IT SHALL BE COMMENCED NOT MORE THAN NINETY (90) DAYS THEREAFTER. OTHERWISE, THE OWNER WILL HAVE WAIVED ANY SUCH DEFECT AND CLAIM, AND ANY AND ALL DAMAGES ARISING AS A RESULT THEREOF.**

The Owner must perform reasonable and necessary maintenance upon the RV and use the RV in accordance with the component manufacturers and Brinkley RV's directions and recommendations. Among the other requirements under this Warranty, the Owner must also:

1. Maintain the RV and its Structural Components in accordance with the maintenance requirements contained in the Owner's Manual;
2. Maintain all exterior seal gaskets and sealants, which must be inspected every three (3) months to ensure there are no gaps or voids; and

**NOTE: BRINKLEY RV IS ACTIVELY TAKING MEASURES TO ELIMINATE EXTERIOR SEALS IN HOPES OF MINIMIZING CUSTOMER RESPONSIBILITY. PER THE SUPPLIER, ROOF SEALS ARE MAINTENANCE FREE, BUT SHOULD STILL BE INSPECTED EVERY YEAR. FOR THE LIMITED SEALS AND SEALANTS PRESENT BEYOND THE ROOF (LOCATED AT WIRE/PLUMBING ENTRY POINTS AND EXTERIOR COMPARTMENTS) SHOULD BE INSPECTED EVERY SIX (6) MONTHS AS STATED ABOVE AND REPLACED AS NEEDED.**

3. Return their vehicle to an Authorized Brinkley RV Dealer or utilize a Brinkley RV Authorized Mobile Technician for repairs.

If you believe that you have a claim under this Warranty, locate and contact your Authorized Brinkley RV Dealer to schedule an appointment. Be prepared to provide:

1. Your Vehicle Identification Number (VIN);
2. The date of purchase; and
3. A detailed description of the issue or concern.

If you cannot locate an Authorized Dealer, please visit Brinkley RV's website or contact Brinkley RV Customer Care directly for immediate assistance.

### 3.5—What Events Discharge Brinkley RV from the Obligations Under This Warranty?

Brinkley RV is not responsible if any of the following conditions occur:

1. The Structural Component damage or defect occurs after the expiration date of this Limited Warranty;
2. Failure by Owner to notify Brinkley RV or its Authorized Brinkley RV Dealer in writing within the effective time period of this Limited Structural Warranty; and
3. Failure by Owner to comply with the provisions [Section 3](#) of this Warranty Guide.

### 3.6—Disclaimer of Consequential, Incidental, and Punitive Damages

**THE ORIGINAL RETAIL OWNER OF THE RV AND ANY PERSON TO WHOM THE RV IS TRANSFERRED, ASSIGNED, GIVEN OR CONVEYED, AND ANY PERSON WHO IS AN INTENDED OR UNINTENDED USER OR BENEFICIARY OF THIS LIMITED STRUCTURAL WARRANTY, SHALL NOT BE ENTITLED TO RECOVER FROM BRINKLEY RV ANY CONSEQUENTIAL, PUNITIVE, OR INCIDENTAL DAMAGES RESULTING FROM ANY STRUCTURAL DEFECT IN THE RV, OR LOSS OF USE, TIME, OR REVENUES. THIS WARRANTY ALSO EXCLUDES COSTS OF TRANSPORTATION TO ANY AUTHORIZED DEALER OR SERVICE REPRESENTATIVE OR TO BRINKLEY RV TO GET WARRANTY SERVICE, LOSS OF USE OF THE RV, LOSS OF TIME, LOSS OF REVENUES, INCONVENIENCE, OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGE AND ANY PUNITIVE DAMAGES, WITH RESPECT TO BUSINESS OR PROPERTY, WHETHER AS A RESULT OF BREACH OF WARRANTY, NEGLIGENCE, OR OTHERWISE.**

**NOTE: SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL, INCIDENTAL, AND PUNITIVE DAMAGES. AS SUCH, THESE LIMITATIONS MAY NOT APPLY TO YOU.**

### 3.7—Other Provisions, Disclaimers, and Exclusions

TO THE EXTENT NOT EXCLUDED IN THIS LIMITED WARRANTY, THE IMPLIED WARRANTY OF MERCHANTABILITY, AN UNWRITTEN WARRANTY THAT THE PRODUCT IS FIT FOR ORDINARY USE, IS LIMITED TO THE WARRANTY PERIOD OF THIS WRITTEN WARRANTY, AND ANY OTHER IMPLIED WARRANTY ARISING BY OPERATION OF LAW ARE SPECIFICALLY LIMITED TO THE WARRANTY PERIOD OF THIS WRITTEN WARRANTY TO THE EXTENT NOT EXCLUDED IN THIS LIMITED WARRANTY.

IF ANY MODEL OR SAMPLE IS SHOWN TO THE OWNER PRIOR TO THE PURCHASE OF THE RV, SUCH SAMPLE OR MODEL WAS MERELY TO ILLUSTRATE A GENERAL TYPE OF QUALITY AND NOT TO REPRESENT THAT THE RV WOULD NECESSARILY CONFORM TO A SAMPLE OR MODEL AND SHALL NOT BE DEEMED TO BE PART OF THE BASIS OF THE BARGAIN OR CREATE ANY EXPRESSED WARRANTIES OR AFFIRMATIONS OR PROMISES.

BRINKLEY RV EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ANY OTHER IMPLIED WARRANTIES.

THERE IS NO EXPRESSED OR IMPLIED WARRANTY MADE BY BRINKLEY RV BEYOND THAT CONTAINED IN THE LIMITED STRUCTURAL WARRANTY ABOVE. THE ABOVE-REFERENCED LIMITED STRUCTURAL WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES. TO ACTIVATE THE LIMITED STRUCTURAL WARRANTY, THE RV MUST BE REGISTERED AT THE TIME OF PURCHASE AND NO LATER THAN TWO WEEKS (14 DAYS) FROM THE DATE OF PURCHASE; OTHERWISE, THIS LIMITED STRUCTURAL WARRANTY WILL NOT BE EFFECTIVE. NO PERSON HAS THE AUTHORITY TO ENLARGE, AMEND, OR MODIFY THIS WARRANTY.

**NOTE:** SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

#### DESIGN CHANGES

Brinkley RV reserves the right to change the design of its RV from time to time without notice and without obligation to make corresponding changes in its products previously manufactured. Brinkley intends to continuously change and improve its products. Such changes and improvements are not an admission of fault of any kind and do not extend any of the warranties contained in this Warranty Guide beyond their stated coverage and duration.

#### COSTS AND ATTORNEY FEES

Any warranty claim asserted or brought in violation of this Limited Structural Warranty, or any claim brought against Brinkley RV, directly or indirectly, under which the Owner or any other person or entity seeks to broaden the terms of the Limited Warranty or under which the Owner or any other person fails

to successfully prevail on any issue or matter of any type or nature, shall entitle Brinkley RV to recover its costs, damages, and reasonable attorney fees in connection with the same.

### **How Does State Law Relate to This Warranty?**

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. It is the Owner's responsibility to understand these additional rights, if any, that are provided by state law.

### 3.8—Owner Acknowledgement

**BY REGISTERING OR HAVING YOUR RV REGISTERED IN YOUR NAME, OR BY ASSERTING A CLAIM UNDER THIS LIMITED STRUCTURAL WARRANTY, THE OWNER IS AGREEING ON BEHALF OF THE OWNER AND ALL ASSIGNS TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS LIMITED WARRANTY.**

## SECTION 4—COMPONENT MANUFACTURER WARRANTY INFORMATION

Each component manufacturer provides its own warranty for the components on your Brinkley RV. This warranty information is current at the time of publication but is subject to change at any time per the component manufacturer. Details can be found on the manufacturers' websites or by contacting them directly.

The table below provides the warranties afforded to you by the component manufacturers as well as their contact information:

Component	Brand Name	Component Manufacturer's Warranty	Component Manufacturer's Website	Component Manufacturer's Phone Number
<b>Air Conditioner</b>	Furrion	Two-year Limited Warranty	<a href="http://furrion.com">furrion.com</a>	(888)354-5792
<b>Awnings</b>	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574)537-8900
<b>Axles</b>	Curt	Six-year Limited (One-year Limited for bearings and seals)	<a href="http://lci1.com">lci1.com</a>	(574)537-8900
<b>Baggage Doors</b>	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574)537-8900
<b>Batteries</b>	N/A	N/A	N/A	N/A
<b>Converter</b>	WFCO	Two-year Limited Warranty	<a href="http://wfcoelectronics.com">wfcoelectronics.com</a>	(877)294-8997
<b>Entry Door</b>	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574)537-8900
<b>Entry Steps</b>	MORryde	One-year Limited Warranty	<a href="http://morryde.com">morryde.com</a>	(574) 293-1581
<b>Fireplace</b>	Dave Carter and Associates	One-year Warranty	<a href="http://davecarter.com">davecarter.com</a>	(352)732-2992
<b>Frame</b>	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574) 537-8900
<b>Furnace</b>	Airxcel Suburban Division	Two-year Limited Warranty	<a href="http://suburbanrv.com/products/">suburbanrv.com/products/</a>	(423)775-2131
<b>Generators</b>	N/A	N/A	N/A	N/A

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Component	Brand Name	Component Manufacturer's Warranty	Component Manufacturer's Website	Component Manufacturer's Phone Number
Graphics	Vomela Specialty Co.	Five-year Limited Warranty	<a href="http://vomela.com">vomela.com</a>	(574)522-6016
Leveling System	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574)537-8900
Load Center	WFCO	Two-year Limited Warranty	<a href="http://wfcoelectronics.com">wfcoelectronics.com</a>	(877)294-8997
Microwave	Furrion	One-year Limited Warranty	<a href="http://furrion.com">furrion.com</a>	(888)354-5792
Paint, Exterior	N/A	N/A	N/A	N/A
Range Top/Oven Combo	Furrion	One-year Limited Warranty	<a href="http://furrion.com">furrion.com</a>	(888)354-5792
Refrigerator	Furrion	Two-year Limited Warranty	<a href="http://furrion.com">furrion.com</a>	(888)354-5792
Roof Membrane	Alpha Systems	20-year Limited Warranty	<a href="http://alphallc.us">alphallc.us</a>	(800)462-4698
Slide-Out Mechanism	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574)537-8900
Slide Floor	MJB Wood Group	25-year Limited Warranty	<a href="http://mjbwood.com">mjbwood.com</a>	(800)766-9516
Sofas	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574)537-8900
Solar Charging System	Furrion	Two-year Limited Warranty	<a href="http://furrion.com">furrion.com</a>	(888)354-5792
Stereo	QAV	One-year Limited Warranty	<a href="http://gavrv.com">gavrv.com</a>	(574)970-8349
Suspension System	MORryde	Two-year Limited Warranty	<a href="http://morryde.com">morryde.com</a>	(574)293-1581
Televisions	QAV	One-year Limited Warranty	<a href="http://gavrv.com">gavrv.com</a>	(574)970-8349
Thermostat	Furrion	One-year Limited Warranty	<a href="http://furrion.com">furrion.com</a>	(888)354-5792
Tire Linc – TPMS	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574)537-8900

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Component	Brand Name	Component Manufacturer's Warranty	Component Manufacturer's Website	Component Manufacturer's Phone Number
Tires	Cooper	No Fault One-year Limited Warranty. Two-year complimentary roadside assistance. Five-year Limited Warranty from tire manufacture date. Lifetime Structural Warranty on all wheels.	<a href="http://lionsheadtireandwheel.com">lionsheadtireandwheel.com</a>	(574)533-6169
Toilet	Thetford	One-year Limited Warranty	<a href="http://thetford.com">thetford.com</a>	(734)769-6000
TV Antenna	Winegard	Two-year Limited Warranty, Parts. One-year Limited Warranty, Labor.	<a href="http://winegard.com">winegard.com</a>	(800)288-8094
Water Heater	Furrion	Two-year Limited Warranty	<a href="http://furrion.com">furrion.com</a>	(888)354-5792
Water Pump	SeaFlo	Four-year Limited Warranty	<a href="http://rangerdistribution.com">rangerdistribution.com</a>	(574)891-4994
Windows	Lippert	One-year Limited Warranty	<a href="http://lci1.com">lci1.com</a>	(574)537-8900

**NOTE: COMPONENT WARRANTIES BEGIN AT THE START OF RETAIL PURCHASE. RV REGISTRATION MUST BE SUBMITTED WITHIN THE REQUIRED TIMEFRAME TO BE ELIGIBLE FOR ALL PROVIDED WARRANTIES.**



## ALPHA ROOFING MEMBRANE LIMITED WARRANTY

### ALPHA SYSTEMS MEMBRANE LIMITED TWENTY-YEAR WARRANTY

#### RUBBER ROOF MEMBRANE

1. **Warranty.** This Limited Warranty from Alpha Systems LLC ("Alpha") applies solely to the original retail purchaser of a finished product ("Product") that includes a roof membrane supplied by Alpha (the "Alpha Roof Membrane"). Alpha warrants to the original retail purchaser (the "Purchaser") that for a period of twenty (20) years from the original purchase date of the Product, the Alpha Roof Membrane shall be free from defects in materials that cause the Alpha Roof Membrane to degrade, deteriorate, or dry rot. This Limited Warranty is non-transferable. The Limited Warranty is a performance-based warranty and does not cover the appearance of the Alpha Roof Membrane. Alpha is a supplier to the RV Industry and does not install the roof membrane.

2. **Coverages.** This Limited Warranty constitutes the exclusive remedy against Alpha for all defects of the Alpha Roof Membrane. The exclusive remedies available to Purchaser shall be at Alpha's sole and absolute discretion, to provide either: (i) material for the replacement of the defective portion of the Alpha Roof Membrane; or (ii) a credit to Purchaser toward the purchase of a new Alpha Roof Membrane equal to the estimated material cost to repair the defective Alpha Roof Membrane.

For twenty (20) years from the date of purchase, this Limited Warranty will cover one hundred percent (100%) of the cost of materials on an approved claim. Alpha Systems does not install the Roof Membrane and is not responsible for any problems relating directly or indirectly from the installation of the Roof Membrane.

With respect to the cost of labor, for the first two (2) years from the date of purchase, this Limited Warranty will cover one hundred percent (100%) of labor costs on an approved claim. Alpha must approve the application to be used and Alpha Systems will pay a maximum rate of .8 hours per lineal foot of coach. Alpha will not pay for any removal or installation of any non-Alpha accessories including all underlayments, vents, skylights, antenna, etc. Costs will be reduced on a pro rata basis beginning with the third year and continuing until five years from the date of purchase. For any approved claim made during Year 3, this Limited Warranty will cover sixty percent (60%) of the cost of labor. After Year 3, there shall be a pro rata reduction of this Limited Warranty's coverage for the cost of labor as follows: Coverage for Year 4 - 40%; Year 5 - 20%. Any claim made after five years from the date of purchase shall not include the cost of labor.

3. **Purchaser's Obligations.** Purchaser is responsible for inspecting the Alpha Roof Membrane at the time of delivery. The Purchaser is responsible for the normal maintenance and care of the Alpha Roof Membrane. The Purchaser should read and follow all care and maintenance instructions for the cleaning and maintenance of the Alpha Roof Membrane. Purchaser should conduct at least quarterly inspections of the Alpha Roof Membrane.

4. **Claim Procedure.** Within thirty (30) days after discovering a purported defect in the Alpha Roof Membrane, the Purchaser must deliver written notice of the purported defect to Alpha Systems LLC, 5120 Beck Drive, Elkhart, Indiana 46516. Purchaser may also email Alpha Systems at **BRINKLEY CUSTOMER CARE** / phone: (888) 502-3460 or (574) 501-4280 / email: [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com) / **SAFERIDE 24/7 Emergency Roadside Assistance** / (888) 482-5715 (24/7 Roadside Assistance) / (855) 963-1770 Customer Service

[warranty@alphallc.us](mailto:warranty@alphallc.us) . The notice from Purchaser must include a description of the defect, the name of the manufacturer, type of unit purchased, original date of purchase, Vehicle Identification Number (VIN), color photographs of the defect(s) in the Alpha Roof Membrane (including an overall view of the roof), and a copy of the original sales receipt. Failure to provide such notice to Alpha within (30) days after discovery of a purported defect will delay any warranty claim.

Purchaser must notify Alpha of any problems believed to require warranty service. Upon receipt of such notice, an Alpha representative will investigate the claim with the supplied information and/or request to have the unit brought to Alpha or one of its representatives within a reasonable time after receiving Purchaser's written notice. Alpha will arrange for repair or replacement of the defective part(s) of the Alpha Roof Membrane pursuant to the terms of this Limited Warranty. Any roof work performed on the Alpha Roof Membrane prior to receiving Alpha's written authorization WILL VOID THIS LIMITED WARRANTY.

**5. Exclusions from Warranty Coverage.** This warranty does not cover (a) adhesives, solvents, or butyl tapes used to install the Alpha Roof Membrane; (b) materials that are not components of the Alpha Roof Membrane such as caulking or other materials used for the installation of the Alpha Roof Membrane; and (c) care, cleaning, or general maintenance to the Alpha Roof Membrane.

Sealants and other roof-related items are not included in this limited Warranty. This warranty shall be void if any component in the Alpha Roof Membrane is not an Alpha product. Alpha shall not be responsible for the cleanliness, discoloration, chalking, or streaking caused by environmental conditions nor contamination by pollutants (oxidation) and presence of the same does not constitute a defect in or to the Alpha Roof Membrane.

This Limited Warranty excludes liability for defects in or damages to an Alpha Roof Membrane caused directly or indirectly by any of the following:

- i. Severe weather conditions such as acts of God, natural disasters, including but not limited to windstorms, gales, tornadoes, hurricanes, lightning, hail, snow or ice storms; floods, earthquakes, earth tremors;
- ii. Deterioration by animal life, insects, algae, fungi, lichens, cyanobacteria, mold or mildew;
- iii. Improper handling of the Alpha Roof Membrane, modifications, alterations, misuse, negligent use, abuse, accidents, or other occurrences beyond the control of Alpha;
- iv. Purchaser's failure to exercise reasonable care in the maintenance and care of the Alpha Roof Membrane, including but not limited to oxidation accumulation;
- v. Failure of the structural integrity of the Product upon which the Alpha Roof Membrane has been installed (including, but not limited to, all fasteners, gaskets, and roof substrate that is damaged from poor maintenance); deficient, defective or inadequate design, workmanship or labor in the installation of the Membrane.
- vi. Improper installation of the Alpha Roof Membrane including, but not limited to, poor adhesive coverage, poor sealing along the edges, stretching of the Alpha Roof Membrane, incorrect installation along the sidewalls, failure to protect the Alpha Roof Membrane from raw edges and sidewall edges, and improper installation of roof moldings or other roof components;
- vii. Exposure of the Alpha Roof Membrane to acids, solvents, fats, oils, grease, tree sap, hydrocarbons, petroleum products, and other materials which are generally

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- recognized as corrosive to a single-ply roofing membrane.
- viii. Temperature, fire or extreme heat;
  - ix. Normal wear, tear, or exposure;
  - x. Tears, rips or slicing;
  - xi. Items not installed by the Product manufacturer;
  - xii. Damages as the result of terrorism; and
  - xiii. Any chalking or residual decomposition.
  - xiv. Fading or other changes in color because of dirt, airborne pollutants, biological agents or other causes, including but not limited to natural fading.

Although Alpha's limited warranty is not voided if another manufacturer's sealant, adhesives, tapes or related products are used on the Alpha Roof Membrane, Alpha retains the right to deny liability for any defects or damages caused by another manufacturer's products. Alpha recommends that Purchasers and manufacturers use Alpha's sealants, adhesives, tapes, and other related products as Alpha is confident regarding the quality of its products.

**6. Exclusion of Implied Warranties and Limitations on Damages.** THE LIMITED WARRANTY PROVIDED BY ALPHA HEREIN CONSTITUTES PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR DEFECTS RELATING TO THE ALPHA ROOF MEMBRANE, ALPHA MAKES NO OTHER REPRESENTATIONS OR WARRANTIES OF ANY KIND EXCEPT AS EXPRESSLY STATED HEREIN. ALPHA DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. IF THEY CANNOT BE DISCLAIMED, ANY IMPLIED WARRANTIES ARE EXPRESSLY LIMITED TO A TERM OF ONE (1) YEAR. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, ALPHA SHALL NOT BE LIABLE TO PURCHASER FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, PUNITIVE, SPECIAL, OR INDIRECT DAMAGES. ALPHA FURTHER SHALL NOT BE LIABLE FOR ANY DAMAGES WHICH ARE BASED ON NEGLIGENCE, BREACH OF WARRANTY, OR STRICT LIABILITY, EXCEPT AS EXPRESSLY PROVIDED HEREIN. THIS WARRANTY MAY NOT BE MODIFIED UNLESS AN AUTHORIZED REPRESENTATIVE OF ALPHA SIGNS A WRITTEN AUTHORIZATION FOR A MODIFICATION. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. NOTWITHSTANDING ANYTHING TO THE CONTRARY HEREIN, THIS LIMITED WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT AND IF SUCH WARRANTY FAILS BECAUSE ATTEMPTS AT REPAIR ARE NOT COMPLETED WITHIN A REASONABLE TIME, OR IT FAILS FOR ANY OTHER REASON, ANY DAMAGES ARE LIMITED TO THE COST TO ALPHA TO REPLACE THE DEFECTIVE ALPHA ROOF MEMBRANE WITH A NEW ALPHA ROOF MEMBRANE.

*ALPHA SYSTEMS: 5120 Beck Drive, Elkhart, IN 46516*  
*PHONE: 574-295-5206 FAX: 574-970-2703*

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## ALPHA QTPO ALPHABOND LIMITED WARRANTY

### ALPHA SYSTEMS QTPO ALPHABOND LIMITED WARRANTY

#### QTPO ALTHABOND TPO TAPES

Alpha Systems, manufacturer of QTPO AlphaBond TPO Tapes, warrants to the original purchaser (henceforth “Purchaser”) of QTPO AlphaBond TPO Tapes (henceforth “Product”) that at the time of purchase the Product is free of defects in material and manufacturing workmanship that would adversely affect the performance of said Product. THIS LIMITED WARRANTY IS EXTENDED ONLY TO THE PURCHASER. IT IS NOT TRANSFERABLE. It begins at the completion of the proper application of the Product and continues only for the applicable limited warranty period as follows: for use of the Product in RV installation applications detailed below, for a period of twenty-five (25) years from such date.

Specified applications include:

- Sealing of roof to wall transition barriers
- Sealing of slide-out end walls
- Sealing of laminated wall joints

If Purchaser makes a claim covered by this warranty, Alpha Systems will provide as remedy options: (i) replacement Product, or (ii) a full refund of the purchase price, for the portion of the original Product that is not in compliance with the above warranty. The Purchaser shall not be charged for any replacement, or associated shipping costs.

**WHAT IS NOT COVERED:** Alpha Systems shall not be liable for, and this Limited Warranty will not apply to, any damages to the Product or other property from a cause other than the Product’s noncompliance with the warranty as stated in the first paragraph above. The causes not covered by this Limited Warranty include, without limitation, damage resulting from: **(a)** abuse, misuse, neglect, puncturing, or improper handling of the Product, including damage caused during transport, storage and application; or from conditions on the surface to which the Product is applied, **(b)** any distortion or lateral movement of the surface to which the Product is applied, **(c)** any application of the Product that does not strictly conform with the Instructions for Application provided by Alpha Systems, including without limitation any application on PVC surfaces or any application which does not apply adequate pressure to activate the bonding process, **(d)** any exposure of the Product to chemicals, or **(e)** fire, casualty, excessive wind or heat, or extreme weather, such as hailstorms, hurricanes, tornadoes, windstorms, or other Acts of God. Further, this Limited Warranty does not cover, and Alpha Systems shall have no liability for, discoloration or other changes to the cosmetic appearance of the Product that have no bearing on its performance as a tape. Further specifications of the scope of this Limited Warranty are provided on Schedule 1.

ALPHA SYSTEMS: 5120 Beck Drive, Elkhart, IN 46516  
PHONE: 574-295-5206 FAX: 574-970-2703

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## ALPHA Q299 MYLAR LIMITED WARRANTY

### ALPHA SYSTEMS Q299 MYLAR TAPE

#### Q299 MYLAR TAPES

THIS LIMITED WARRANTY DESCRIBES PURCHASER'S REMEDY FOR DEFECTIVE PRODUCT. THE USEFUL LIFE AND PERFORMANCE OF THIS PRODUCT MAY BE AFFECTED BY MANY FACTORS OVER WHICH ALPHA SYSTEMS HAS NO CONTROL. SUCH FACTORS INCLUDE, WITHOUT LIMITATION: THE QUALITY OF ITS APPLICATION, EXPOSURE TO HARSH WEATHER CONDITIONS, CONDITIONS DURING SHIPMENT, AND CONDITIONS DURING STORAGE, AMONG OTHERS. IN ADDITION, NO LIMITED WARRANTY ASSURES THAT ALL COVERED PRODUCTS WILL LAST THE ENTIRE LENGTH OF THE LIMITED WARRANTY PERIOD.

**LIMITATIONS OF REMEDIES AND LIABILITY:** THE FIRST PARAGRAPH OF THIS LIMITED WARRANTY DESCRIBES THE SOLE AND EXCLUSIVE REMEDY OPTIONS PROVIDED BY ALPHA SYSTEMS IN THE EVENT THAT PRODUCT PURCHASED BY THE PURCHASER IS FOUND TO BE DEFECTIVE, AND STANDS IN PLACE OF ALL OTHERS, SUPERSEDING ANY PRIOR, CONTRARY, OR OTHERWISE CONTRADICTORY REPRESENTATIONS, WHETHER ORAL OR WRITTEN. ALPHA SYSTEMS WILL NOT HAVE OTHER OR GREATER LIABILITY FOR DEFECTS IN THE PRODUCT. ALPHA SYSTEMS HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING ANY WARRANTY OF MERCHANTABILITY, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTIES OTHERWISE ARISING FROM THE COURSE OF DEALING OR USAGE OF TRADE. IF NOTWITHSTANDING THE PREVIOUS SENTENCE, ANY SUCH WARRANTIES EXIST BY VIRTUE OF APPLICABLE LAW, SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE APPLICABLE LIMITED WARRANTY PERIOD.

**EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES:** UNDER NO CIRCUMSTANCE WILL ALPHA SYSTEMS BE LIABLE FOR DAMAGES RESULTING FROM INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL CAUSES, WHETHER THEY ARE THE RESULT OF: THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT; DEFECTS OR NONCONFORMITY TO PRODUCT SPECIFICATIONS; OR FROM ALPHA SYSTEMS'S OWN NEGLIGENCE OR OTHER TORT. ***This exclusion applies regardless of whether such damages are sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any legal theory. By purchasing the Product, the Purchaser waives and releases all such rights of action, claims, and remedies.***

THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS. DEPENDING ON RESIDENCE, THE PURCHASER MAY BE ENTITLED TO OTHER RIGHTS THAT VARY FROM STATE TO STATE. SOME STATES MAY NOT ALLOW CERTAIN LIMITATIONS ON IMPLIED WARRANTIES, THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THEORIES OF LIABILITY, OR CAUSES OF ACTION, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

IF ANY PROVISION OF THIS LIMITED WARRANTY IS INVALID, VOID, OR UNENFORCEABLE IN ANY INSTANCE, RESPECT, OR CIRCUMSTANCE, THE UNENFORCEABLE PROVISION WILL BE SEVERED AND REFORMED TO REFLECT THE INTENT OF THIS LIMITED WARRANTY TO THE UTMOST POSSIBLE EXTENT, AND THE REMAINING PROVISIONS OF THIS LIMITED WARRANTY SHALL CONTINUE IN FULL FORCE AND EFFECT NONETHELESS WITHOUT BEING IMPAIRED OR INVALIDATED. THE REMAINING PROVISIONS SHALL BE ENFORCED TO THE FULL EXTENT THAT IS PERMISSIBLE BY LAW.

THIS LIMITED WARRANTY IS A TERM AND CONDITION OF EACH SALE OF A PRODUCT AND IS BINDING UPON EACH PURCHASER AND ITS OR HIS ASSIGNS. FURTHERMORE, THIS LIMITED WARRANTY CONTAINS THE FINAL, COMPLETE AND EXCLUSIVE EXPRESSION OF THE PARTIES' AGREEMENT REGARDING ITS SUBJECT MATTER.

**HOW TO MAKE A CLAIM:** If a defect in the Product is found by the Purchaser within the applicable Limited Warranty period, and the Purchaser wishes to make a claim, a written notice of the claim must be sent within thirty (30) days of the discovery of the defect to:

Alpha Systems LLC

5120 Beck Drive

Elkhart, IN 46516

574-295-5206

Please include with the claim: a return address, a picture of the application where the Product is claimed to be defective, a sample of the Product that is representative of the claimed defect, a description of the claimed defect, and a copy of the original invoice or other proof of the date of purchase of the Product. Within a reasonable period of time after receiving the claim and required submissions, Alpha Systems will make a determination of the validity of the claim. If the claim is deemed valid, Alpha Systems will provide a remedy as described in the first paragraph of this Limited Warranty. Alternatively, information can be emailed to [warranty@alphallc.us](mailto:warranty@alphallc.us).

*ALPHA SYSTEMS: 5120 Beck Drive, Elkhart, IN 46516  
PHONE: 574-295-5206 FAX: 574-970-2703*

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## DREAM LIGHTING LIMITED WARRANTY

### DREAM LIGHT DECORATIVE LIGHT LIMITED WARRANTY

#### DECORATIVE LIGHTING

Dream Lighting products carry a limited warranty period of **12 months**. Dream Lighting will honor this warranty on products that fail due to manufacturer's defects in materials and workmanship only. Dream Lighting warrants that the goods are free from manufacturing defects in material and workmanship under normal use and service for a

**12 months** warranty period from the date of purchase to the original end user. Warranties do not extend beyond the original end user and are not transferable.

All Dream Lighting lights have a three-foot clearance requirement from combustibles. Examples of such combustibles are, but not limited to mattresses, bedding or other like materials. Non maintenance of the required distance of three feet invalidates the warranty and warranty becomes null and void.

This warranty does not apply to Dream Lighting products which have been improperly installed, subjected to abuse and or misuse. This warranty is also void in the instance of operating product outside the voltage and application requirements for which the specific product was intended.

The Limited Warranty does not apply to damage associated with or caused by incompatible chemicals and/or cleaners.

Dream Lighting reserves the right to test returned product and determine if the warranty claim is valid and is in fact a manufacturer's defect.

**THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

#### **GUIDELINES FOR WARRANTY PROCESSING:**

1. An approved time allowances per product for installation will be provided for the specific product which applies to the warranty submitted. These allowances are non-negotiable; any additional labor time/rates will not be paid.
2. Shipping/ Freight fees shall not exceed the approved retail rate.
3. A tracking number shall be provided upon request as well as method of shipment and additionally all box/bag information.

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In order to submit a warranty claim you will need to provide paperwork stating an accurate part number and explanation of why you believe the part is defective as well as proof of original vehicle date of purchase. Pictures of the front of the light as well as the back of the light will also be needed to process a claim; the back of the light must have our label and/or our stamp on the back/bottom. If pictures are not presented please attach paperwork with the return of the product. Photos must include the Dream lighting identifiable markings; if the product is unidentifiable the claim will be denied. Photos of claimed light must match part being claimed on the submission form. Claims submitted without a part number will be denied as well.

If the product presents a manufacturer defect we will then issue a replacement part or credit memo within 30 days or allowed maximum time that exceeds 30 days allowed by claimant. All warranty claims must be presented to Dream Lighting within a reasonable time period of 90 days from point of service. If claims are not received within the allotted time, they will not be honored. All claims are subject to agreed upon terms and conditions between Dream Lighting and the Original buyer. This includes mark-ups, labor fees, and freight charges. No additional fees will be credited to claimant.

**Credit Use and Expiration:** Credit memos must be used within one year of issuance. If they are not used the credit memo expires and will be closed.

**RETURN GUIDELINES:**

1. Contact your sales representative for returns.
2. Once sales representatives confirm approval from Dream Lighting, pick up will be arranged for the return. For warranty items please email our warranty department [vcbs@dreamlightingled.com](mailto:vcbs@dreamlightingled.com)
3. Returns will be issued credit upon inspection of products is completed and is satisfactory.
4. All returned products may not be modified, damaged, or opened and in resale form for full credit to be issued.
  - a) Returns are only accepted in Box quantity unless agreed upon in writing from Dream Lighting Management.
  - b) For model change or usage discontinuation Dream Lighting must be notified 90 days in writing before the discontinuation occurs.
  - c) When returning bases and lens both must be returned in equal parts for full credit. If only one portion is returned, such as just bases, or just lenses the credit will be issued for only what was returned not both.



Conditions in which warranty coverage becomes null and void: Damage due to mishandling or abuse of the product, improper installation. Example: Exterior/interior chemicals used during cleaning or not cleaning/dusting for adhesive products such as Strip lights, or chemical cleaning for lenses of interior lighting, Products are designed for damp cloth cleaning and or dusting. Connecting LEDs to the wrong Output Voltage; Example: connecting a 12VDC system to a 26VDC power supply, Improper connection of power supplies, LED products or controls, Water damage to non-waterproof products, Products or electronic components that have been modified by the user, Products damaged by connection to LED systems or components not purchased from Dream Lighting.

## Installation Time Allowance

<b>Lights</b>	<b>Hours Maximum</b>	<b>Lights</b>	<b>Hours Maximum</b>
All double pancake	0.20 (12 minutes)	All awning lights	0.20 (12 minutes)
All single pancake	0.20 (12 minutes)	All décor lights	0.20 (12 minutes)
All mushroom lights	0.20 (12 minutes)	All reading lights	0.20 (12 minutes)
All motion(scare) lights	0.20 (12 minutes)	All exterior lights	0.20 (12 minutes)
<b>Lights</b>	<b>Hours Maximum</b>	<b>Lights</b>	<b>Hours Maximum</b>
Strip Lights $\leq$ 100	0.20 (12 minutes)	101 $\geq$ Strip Lights	0.30(18 minutes)

### Strip Light Claims:

Strip light claims that do not reference the length of the strip light will be only provided base claim amounts of lengths less than 100 inches unless otherwise described within the claim itself if the claim is approved. If multiple claims are submitted for a single location regarding strip lights, we request the right to inspect the process of installation. If such a case occurs where a locations claim exceed the normal anticipated failures, all claims shall be denied until inspection can be done, and issues resolved to satisfaction between the Dream Lighting and the parties involved. Application information of Dream Lighting strip lights is noted below.

### Shipping Fees:

Since Dream Lighting does not require all products to be returned to us and accepts picture submissions of the front and back of our product, Dream Lighting agrees only to pay UPS Ground shipping fees from OEM to dealer or servicer of the unit provided the product installed is within our warranty terms. A copy of the shipping document must be submitted with the claims to ensure proper payment of shipping fees assessed to Dream Lighting. If the cost of the shipping fee is less than \$20.00 USD, no documentation is required. If a claim is submitted with shipping

fees beyond \$20.00 with no documentation, and documentation is requested and not submitted, Dream Lighting retains the right to reduce the shipping fee to \$20.00 for that claim.

Should Dream Lighting require product to be returned, for example if there are 5 or more lights within a single unit, that are being processed as warranty, we agree to provide a call tag to retrieve the lighting. We would require box size, and weight as well as the address we are sending a call tag. Claims will not be approved until product is returned and tested. If a product proves to be within working order, we will send a denial of the claim to the claimant and return working lights to OEM department specified on the claim.

Dream lighting reserves the right to deny any claim if insufficient evidence has not been provided in initial claim, or request for additional information or photos is not provided. Clear evidence that it is a dream lighting light must be provided in order to receive for credit.

## LIPPERT COMPONENTS AXLE LIMITED WARRANTY

### LIPPERT COMPONENTS® AXLE LIMITED WARRANTY (N. AMERICAN)

#### AXLES

This Axle Limited Warranty ("Warranty") outlines applicable coverage and claim procedures for Products incorporated into units or trailers retail sold after January 1, 2017, as defined herein, sold by Lippert Components, Inc. or its subsidiaries or affiliates (the direct seller being the only warrantor referenced herein as "Warrantor", "we", "us" or "our").

**Coverage.** Subject to these terms, we warrant ONLY to you, the original equipment manufacturer ("OEM", "you" or "your"), that the axles and suspension systems that we manufacture, distribute and/or sell to you that are not already covered by a separate written warranty from another manufacturer (the "Product(s)") will be free from defects in materials and workmanship at the time of sale. We will honor this Warranty for the applicable period from the date of retail purchase, and cover only Products sold and used in the United States and Canada. The Warranty period shall be as follows:

**Limited 1 Year Warranty** – grease and oil seals for all Products.

**Limited 6 Year Warranty** – spring axles and suspension systems.

**Limited 11 Year Warranty** – torsion axles.

**Service.** For Products having a covered defect within the Warranty period, we will, in our sole and absolute discretion, repair or replace the Product with a new or refurbished component, or provide a pro rata refund of that portion of the Product. Labor will be allowed if a designated flat rate time is outlined by us and will be limited to the published flat rate amount. There is no other warranty.

**Notice.** No remedy will be required or offered unless we receive written notice of a claimed defect. You must make any claim of defect, including without limitation under this Warranty, in writing, with full particulars, promptly after the defect was or reasonably should have been discovered, and in any event no later than sixty (60) days of its discovery. In the event of any accident, injury to person, damage to property, or other loss involving a Product, you must notify us in writing within thirty (30) days of the incident or within ten (10) days of notification to you, whichever is earlier. In the event of any survey, test, or inspection to be conducted on a Product, you must notify us in writing immediately so that we, at our sole election, may participate in that activity or conduct our own survey, test, or inspection in advance. Your written notice must describe the defect, provide the customer's name and address, state the location of the Product, and provide us full particulars (see below). As a condition of coverage, we must be provided access to the original Product for inspection, testing, or other work at our discretion. The Product must remain unmodified. We will not consider any claims for Products (or any components thereof) that are not in their original form. Failure to give us proper or timely notice of a claimed defect, or failure to return the defective Product, or performing any modification, self-help, or alteration of the Product, without our prior written approval, will constitute an absolute waiver and release of all your claims and rights under this Warranty.

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***Transferability.*** THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERABLE. THIS WARRANTY EXTENDS ONLY TO YOU, THE ORIGINAL OEM PURCHASER PURCHASING A PRODUCT DIRECTLY FROM WARRANTOR'S FACILITIES, AND WILL NOT BE CONSTRUED TO EXTEND TO ANY THIRD-PARTY, INCLUDING WITHOUT LIMITATION THE ULTIMATE RETAIL PURCHASER OR CONSUMER OF AN END PRODUCT. YOU MAY NOT REPRESENT TO ANYONE, INCLUDING YOUR CUSTOMER OR AN END CONSUMER THAT THIS WARRANTY EXTENDS TO THEM.

**Limitations.** THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE FULL EXTENT DISCLAIMER IS PERMITTED BY LAW. IN ANY EVENT, ANY IMPLIED WARRANTY THAT MAY ARISE BY LAW IS LIMITED IN DURATION TO THE TERM HEREIN AND TO THE COVERED PRODUCTS. THE REPAIR, REPLACEMENT, OR REFUND PROVIDED HEREIN IS EXCLUSIVE AND IN LIEU OF ALL OTHER REMEDIES. EXCEPT AS PROVIDED IN THIS WARRANTY, ALL PRODUCTS ARE BEING SOLD "AS IS" AND "WITH ALL FAULTS." ALL RISKS AS TO PRODUCT QUALITY OR PERFORMANCE NOT CONTEMPLATED BY THIS WARRANTY WILL BE BORNE EXCLUSIVELY BY YOU, THE PURCHASER. IF A PRODUCT PROVES DEFECTIVE AFTER ITS PURCHASE, YOU, NOT US, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR THAT IS NOT COVERED UNDER THIS WARRANTY. IN NO EVENT WILL WE BE LIABLE FOR COSTS OF REMOVAL OR REINSTALLATION OF THE PRODUCTS, OR ANY EXPENSE RELATED TO REINSTALLATION. WE WILL HAVE NO LIABILITY TO ANYONE FOR CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND WHATSOEVER, INCLUDING WITHOUT LIMITATION PROPERTY DAMAGE, LOST PROFITS, LABOR COSTS, OR ANY OTHER PECUNIARY DAMAGE, WHETHER DUE TO ANY DEFECT IN THE PRODUCTS, BREACH, DELAY, NON- DELIVERY, NON-PERFORMANCE, RECALL, OR ANY OTHER REASON. ALL CLAIMS FOR NEGLIGENCE AND FOR FAILURE OF ESSENTIAL PURPOSE ARE EXPRESSLY WAIVED AND RELEASED. UNDER NO CIRCUMSTANCES WILL OUR LIABILITY FOR ANY DEFECT IN THE GOODS, WHETHER BASED ON CONTRACT, TORT, WARRANTY, OR ANY OTHER THEORY, EXCEED THE PURCHASE PRICE OF THE PRODUCTS. THERE ARE NO THIRD-PARTY BENEFICIARIES TO THE WARRANTY'S TERMS. YOU WAIVE ANY RIGHT TO A JURY TRIAL AND CLASS ACTION RELATING TO THIS WARRANTY, AND MAY NOT JOIN OR CONSOLIDATE CLAIMS AS A REPRESENTATIVE OF A CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. THESE PROVISIONS PROVIDE SPECIFIC LEGAL RIGHTS AND LIMITATIONS. SOME MAY NOT APPLY BASED ON STATE OR FEDERAL LAW, AND OTHER LEGAL RIGHTS MAY EXIST.

**Exclusions.** This Warranty only covers the Products. Due to the intended use of our Products, any and all items and components not sold by us but attached to, incorporated into, or using our Products carry NO WARRANTY WHATSOEVER from us regardless of circumstance. We will not be liable for any defects, whether due to workmanship, materials or any other reason whatsoever, for those items and components not sold by us. This Warranty also does not cover customer instruction, installation and labor (except as provided herein), parts supplied by others, abuse, misuse, neglect, improper installation or improper repair by anyone other than us, improper usage, overloading, accidents, unreasonable use, improper loading, improper operation, improper repair, improper maintenance, normal wear and tear, normal wear components (including bolts, nuts, shackles, and riding enhancement products) color fade, mold, mildew, corrosion, rust formation, modifications, or attempted repair by anyone other than a qualified repair facility. This Warranty does not cover chemical damage caused by acids, fuel, oil, or other chemicals. Use of our Products in or as part of a unit in a rental fleet, or for a commercial or industrial purpose, voids your rights under this Warranty. The Warranty also does not extend to and does not cover defects caused by the following:

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- The connecting of brake wiring to the trailer wiring or trailer wiring to the towing vehicle wiring.
- The attachment of the axles and running gear to the chassis/frame.
- Any and all damage caused by or related to any alteration of the axle or running gear including welding supplemental brackets to the axle.
- Improper alignment.
- Unreasonable use, including failure to perform reasonable and necessary maintenance in accordance with our operations and service manuals with proof of such maintenance (including required maintenance after prolonged storage.)
- Use of an axle on a unit/trailer other than the unit/trailer to which it was originally mounted.
- Improper torque values and torquing of wheel nuts not in accordance with our operations manual.

**Indemnity.** You agree to indemnify and hold us, as well as our officers, agents, employees, and representatives, harmless from and against all claims, causes of action, liabilities, losses, damages, judgments, and proceedings, whether based in contract, quasi-contract, subrogation, tort, strict liability, or any other legal or equitable theory, including without limitation all expenses, costs, damages or injury to person or property, and attorney fees incident thereto, arising from or relating to your handling, storage, transportation, possession, processing, fabrication, resale, or any other activity involving the Products after delivery, or relating to any extension or attempt to extend, assign, transfer, or pass this Warranty through to anyone else. At our request, and subject to our sole discretion to choose our own counsel, you will also defend us from any such claims, causes of action, or proceedings.

**Statute of Limitations.** Any action, lawsuit or other proceeding, under this Warranty or otherwise, related to the Product must be commenced within one (1) year after the earlier of (a) the expiration of the applicable Warranty coverage period,

(b) our alleged failure to repair the defect at issue; or (c) the date on which your claim accrues under applicable law. Unless prohibited by law, the performance of repairs will not prevent the limitations period from expiring, nor will any tolling or estoppel doctrine apply. This Warranty does not extend to future performance.

**Applicable Law & Venue.** This Warranty will be governed by and construed in accordance with the laws of the State of Indiana without regard to principles of conflicts of law. Any disagreement, dispute, controversy, or claim arising out of or relating to this Warranty must be submitted to binding arbitration in accordance with the Rules of the American Arbitration Association. Judgment upon the award may be entered in any court having jurisdiction thereof. In the event you bring any claim against us in violation of this Warranty or for claims waived or released under this Warranty, you agree to pay our attorney and paralegal fees and costs to defend such suit.

**Modifications.** We will not be liable for commitments, promises, or agreements made by any employee, agent, or dealer that is not in accordance with this Warranty. The current warranties and terms outlined on the Warrantor's website ([www.lci1.com](http://www.lci1.com)) applicable on the date of purchase take precedence over any

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other warranties, whether oral or written. We reserve the right to alter our warranties from time to time, as the laws and our business needs and industry change. Any conditions or exceptions that may be stated in any communication or document to us from any entity or individual, including but not limited to the retail purchaser or consumer, shall be of no effect unless specifically agreed to in writing and hand- signed by our authorized representative.

**Miscellaneous.** Any legally or otherwise invalid provision hereof will be considered severable, with all remaining provisions enforceable. We have all rights and remedies given to sellers by applicable law, and our rights and remedies are cumulative and may be exercised from time to time. No waiver by us of any provision of this Warranty will be effective unless in writing, nor will it operate as a novation or waiver of any other provision or affect our right to exercise thereafter any right or remedy. We will not lose any right because we have not exercised that right in the past.

**For questions and claims, contact Lippert Components, Inc., Attn. Warranty Dept., 1902 West Sample Street, South Bend, Indiana 46619. The telephone number to obtain the name and address of the service and repair facility nearest you is 1-574-537-8900. You may also email your claim to customerservice@lci1.com. To process your claim, we will need the following information: vehicle identification number (VIN), date of manufacture, date of purchase, the make and full model number, pictures of alleged defect, and description of alleged defect. Please include this information with any correspondence and have this information available when you call.**

## LIPPERT COMPONENTS LIMITED WARRANTY

### LIPPERT COMPONENTS® LIMITED WARRANTY (N. AMERICAN)

#### GENERAL

This Limited Warranty ("Warranty") outlines applicable coverage and claim procedures for Products, as defined herein, sold by Lippert Components, Inc. or its subsidiaries or affiliates (the direct seller being the only warrantor referenced herein as "Warrantor", "we", "us" or "our").

**Coverage.** Subject to these terms, we warrant ONLY to you, the original equipment manufacturer ("OEM", "you" or "your"), that the products that we manufacture, distribute and/or sell to you that are not already covered by a separate written warranty from another manufacturer (the "Product(s)") will be free from defects in materials and workmanship at the time of sale. We will honor this Warranty for a period of one (1) year from the date of retail purchase, and cover only Products sold and used in the United States and Canada.

**Service.** For Products having a covered defect within the Warranty period, we will, in our sole and absolute discretion, repair or replace the Product with a new or refurbished component, or provide a pro rata refund of that portion of the Product. Labor will be allowed if a designated flat rate time is outlined by us and will be limited to the published flat rate amount. There is no other warranty.

**Notice.** No remedy will be required or offered unless we receive written notice of a claimed defect. You must make any claim of defect, including without limitation under this Warranty, in writing, with full particulars, promptly after the defect was or reasonably should have been discovered, and in any event no later than sixty (60) days of its discovery. In the event of any accident, injury to person, damage to property, or other loss involving a Product, you must notify us in writing within thirty (30) days of the incident or within ten (10) days of notification to you, whichever is earlier. In the event of any survey, test, or inspection to be conducted on a Product, you must notify us in writing immediately so that we, at our sole election, may participate in that activity or conduct our own survey, test, or inspection in advance. Your written notice must describe the defect, provide the customer's name and address, state the location of the Product, and provide us full particulars (see below). As a condition of coverage, we must be provided access to the original Product for inspection, testing, or other work at our discretion. The Product must remain unmodified. We will not consider any claims for Products (or any components thereof) that are not in their original form. Failure to give us proper or timely notice of a claimed defect, or failure to return the defective Product, or performing any modification, self-help, or alteration of the Product, without our prior written approval, will constitute an absolute waiver and release of all your claims and rights under this Warranty.

**Transferability.** THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERABLE. THIS WARRANTY EXTENDS ONLY TO YOU, THE ORIGINAL OEM PURCHASER PURCHASING A PRODUCT DIRECTLY FROM WARRANTOR'S FACILITIES, AND WILL NOT BE CONSTRUED TO EXTEND TO ANY THIRD-PARTY, INCLUDING WITHOUT LIMITATION THE ULTIMATE RETAIL PURCHASER OR CONSUMER OF AN END PRODUCT. YOU MAY NOT REPRESENT TO ANYONE, INCLUDING YOUR CUSTOMER OR AN END CONSUMER THAT THIS WARRANTY EXTENDS TO THEM.

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**Limitations.** THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE FULL EXTENT DISCLAIMER IS PERMITTED BY LAW. IN ANY EVENT, ANY IMPLIED WARRANTY THAT MAY ARISE BY LAW IS LIMITED IN DURATION TO THE TERM HEREIN AND TO THE COVERED PRODUCTS. THE REPAIR, REPLACEMENT, OR REFUND PROVIDED HEREIN IS EXCLUSIVE AND IN LIEU OF ALL OTHER REMEDIES. EXCEPT AS PROVIDED IN THIS WARRANTY, ALL PRODUCTS ARE BEING SOLD “AS IS” AND “WITH ALL FAULTS.” ALL RISKS AS TO PRODUCT QUALITY OR PERFORMANCE NOT CONTEMPLATED BY THIS WARRANTY WILL BE BORNE EXCLUSIVELY BY YOU, THE PURCHASER. IF A PRODUCT PROVES DEFECTIVE AFTER ITS PURCHASE, YOU, NOT US, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR THAT IS NOT COVERED UNDER THIS WARRANTY. IN NO EVENT WILL WE BE LIABLE FOR COSTS OF REMOVAL OR REINSTALLATION OF THE PRODUCTS, OR ANY EXPENSE RELATED TO REINSTALLATION. WE WILL HAVE NO LIABILITY TO ANYONE FOR CONSEQUENTIAL, SPECIAL, INCIDENTAL, INDIRECT, EXEMPLARY, OR PUNITIVE DAMAGES OF ANY KIND WHATSOEVER, INCLUDING WITHOUT LIMITATION PROPERTY DAMAGE, LOST PROFITS, LABOR COSTS, OR ANY OTHER PECUNIARY DAMAGE, WHETHER DUE TO ANY DEFECT IN THE PRODUCTS, BREACH, DELAY, NON- DELIVERY, NON-PERFORMANCE, RECALL, OR ANY OTHER REASON. ALL CLAIMS FOR NEGLIGENCE AND FOR FAILURE OF ESSENTIAL PURPOSE ARE EXPRESSLY WAIVED AND RELEASED. UNDER NO CIRCUMSTANCES WILL OUR LIABILITY FOR ANY DEFECT IN THE GOODS, WHETHER BASED ON CONTRACT, TORT, WARRANTY, OR ANY OTHER THEORY, EXCEED THE PURCHASE PRICE OF THE PRODUCTS. THERE ARE NO THIRD-PARTY BENEFICIARIES TO THE WARRANTY’S TERMS. YOU WAIVE ANY RIGHT TO A JURY TRIAL AND CLASS ACTION RELATING TO THIS WARRANTY, AND MAY NOT JOIN OR CONSOLIDATE CLAIMS AS A REPRESENTATIVE OF A CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. THESE PROVISIONS PROVIDE SPECIFIC LEGAL RIGHTS AND LIMITATIONS. SOME MAY NOT APPLY BASED ON STATE OR FEDERAL LAW, AND OTHER LEGAL RIGHTS MAY EXIST

**Exclusions.** This Warranty only covers the Products. Due to the intended use of our Products, any and all items and components not sold by us but attached to, incorporated into, or using our Products carry NO WARRANTY WHATSOEVER from us regardless of circumstance. We will not be liable for any defects, whether due to workmanship, materials or any other reason whatsoever, for those items and components not sold by us. This Warranty also does not cover customer instruction, installation and labor (except as provided herein), parts supplied by others, abuse, misuse, neglect, improper installation or improper repair by anyone other than us, improper usage, overloading, accidents, unreasonable use, improper loading, improper operation, improper repair, improper maintenance, normal wear and tear, color fade, mold, mildew, corrosion, rust formation, modifications, or attempted repair by anyone other than a qualified repair facility. This Warranty does not cover chemical damage caused by acids, fuel, oil, or other chemicals. Use of our Products in or as part of a unit in a rental fleet, or for a commercial purpose, voids your rights under this Warranty.

**Indemnity.** You agree to defend, indemnify and hold us, as well as our officers, agents, employees, and representatives, harmless from and against all claims, causes of action, liabilities, losses, damages, judgments, and proceedings, whether based in contract, quasi-contract, subrogation, tort, strict liability, or any other legal or equitable theory, including without limitation all expenses, costs, damages or injury to person or property, and attorney fees incident thereto, arising from or relating to (i) your improper handling, storage or installation of our Products; (ii) your modification of the Products in any way after delivery; or (iii) your extension or attempt to extend, assign, transfer, or pass this Warranty through to anyone else. We reserve the right to choose our own counsel.

**BRINKLEY CUSTOMER CARE / phone:** (888) 502-3460 or (574) 501-4280 / **email:** CustomerCare@BrinkleyRV.com / **SAFERIDE 24/7 Emergency Roadside Assistance /** (888) 482-5715 (24/7 Roadside Assistance) / (855) 963-1770 Customer Service



**Statute of Limitations.** Any action, lawsuit or other proceeding, under this Warranty or otherwise, related to the Product must be commenced within one (1) year after the earlier of (a) the expiration of the Warranty coverage period, (b) our alleged failure to repair the defect at issue; or (c) the date on which your claim accrues under applicable law. Unless prohibited by law, the performance of repairs will not prevent the limitations period from expiring, nor will any tolling or estoppel doctrine apply. This Warranty does not extend to future performance.

**Applicable Law & Venue.** This Warranty will be governed by and construed in accordance with the laws of the State of Indiana without regard to principles of conflicts of law. Any disagreement, dispute, controversy, or claim arising out of or relating to this Warranty must be submitted to binding arbitration in accordance with the Rules of the American Arbitration Association. Judgment upon the award may be entered in any court having jurisdiction thereof. In the event you bring any claim against us in violation of this Warranty or for claims waived or released under this Warranty, you agree to pay our attorney and paralegal fees and costs to defend such suit.

**Modifications.** We will not be liable for commitments, promises, or agreements made by any employee, agent, or dealer that is not in accordance with this Warranty. The current warranties and terms outlined on the Warrantor's website ([www.lci1.com](http://www.lci1.com)) applicable on the date of purchase take precedence over any other warranties, whether oral or written. We reserve the right to alter our warranties from time to time, as the laws and our business needs and industry change. Any conditions or exceptions that may be stated in any communication or document to us from any entity or individual, including but not limited to the retail purchaser or consumer, shall be of no effect unless specifically agreed to in writing and hand-signed by our authorized representative.

**Miscellaneous.** Any legally or otherwise invalid provision hereof will be considered severable, with all remaining provisions enforceable. We have all rights and remedies given to sellers by applicable law, and our rights and remedies are cumulative and may be exercised from time to time. No waiver by us of any provision of this Warranty will be effective unless in writing, nor will it operate as a novation or waiver of any other provision or affect our right to exercise thereafter any right or remedy. We will not lose any right because we have not exercised that right in the past.

**For questions and claims, contact Lippert Components, Inc., Attn. Warranty Dept., 1902 West Sample Street, South Bend, Indiana 46619. The telephone number to obtain the name and address of the service and repair facility nearest you is 1-574-537-8900. You may also email your claim to [customerservice@lci1.com](mailto:customerservice@lci1.com). To process your claim, we will need the following information: vehicle identification number (VIN), date of manufacture, date of purchase, the make and full model number, pictures of alleged defect, and description of alleged defect. Please include this information with any correspondence and have this information available when you call.**

## MORRYDE INTERNATIONAL SUSPENSION LIMITED WARRANTY

### MORRYDE INTERNATIONAL, INC. SUSPENSION LIMITED WARRANTY SUSPENSION

MORryde International, Inc. warrants the suspension parts it manufactures listed below (hereinafter referred to as "Components") for the time period listed adjacent to said component's name, said time period beginning on the date of purchase by the original consumer purchaser:

RS – 3 years or 70,000 miles  
RL – 3 years or 70,000 miles  
RPB – 3 years or 70,000 miles  
CRE – 2 years or 45,000 miles  
IS – 5 years or 100,000 miles  
RE – 3 years or 70,000 miles  
BRSC – 3 years or 70,000 miles

This Warranty is specifically limited to the original consumer purchaser who purchases the product on or in which the Component is installed. Except where prohibited by state law, this Warranty is not transferable or assignable to a subsequent purchaser. Warranty starts on date of odometer reading as of date of retail sale.

MORryde International, Inc.'s liability hereunder is limited to the replacement of the Component, repair of the Component, or replacement of the Component with a reconditioned Component, at the discretion of MORryde International, Inc.

This Warranty does not cover customer modification or installation. In manufacturing and distributing Components, MORryde International Inc. relies upon its customers to order Components of sufficient size, dimension, strength, and durability for the use intended by its customers and end user consumer. As a result, MORryde International, Inc. does not expressly warranty to customers or end user consumers Components to be fit for a specific or particular purpose.

We are not responsible for, and this Warranty does not apply to, (a) improper usage; (b) overloading; (c) accident related damage; (d) damage resulting from abuse, neglect, improper operation, maintenance, or installation on the product upon which the components is installed (e) attempted repair by anyone other than an authorized representative of MORryde International, Inc.; (f) use of unauthorized repair parts, modification; (g) other causes not arising from defects in Component material or workmanship; (h)

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warranty claim with no proof of mileage or date of purchase (i) incorrect installation of part of the component (j) duplication of repair due to faulty diagnosis or workmanship of others; (k) damage or deterioration due to exposure to the elements such as fading, rust, paint deterioration, or discoloration caused by exposure to sunlight, chemicals, road salt, moisture or other environmental conditions (l) any component or function of the chassis not directly and specifically changed or impacted by the MORryde modification (m) improper alteration (n) towing expenses, freight charges, transportation expenses, telephone or other communication expense; (o) overtime or holiday labor, downtime of owner's layover expenses such as meals and lodging; (p) loss of use or related loss of income; (q) cosmetic damage, damage due to acts of God, or modification of the Component.

This Warranty is valid only in the United States and Canada, and it extends to the end user (the original consumer purchaser of the product on which the Component is attached). We require all failed parts to be returned upon MORryde's request. Failure to do so will result in denial of any claim.

Subject to the conditions herein, MORryde International, Inc. extends the following warranty:

1. For the time period listed adjacent to the component above, commencing with the date of purchase by the original consumer purchaser, MORryde International, Inc. will replace or repair any Component that is, upon return to MORryde International, Inc., found by MORryde International, Inc. to be defective in material or workmanship.
2. To make a warranty claim, you must, within no less than thirty (30) days of the expiration date of the warranty, contact in writing MORryde International, Inc. warranty claim service, at the address which appears below. Warranty replacement Components or parts will be furnished freight prepaid. Labor cost to repair or replace will be limited to the amount of the original purchase price of the Components or parts and any amount over \$100.00 must be approved in advance by MORryde International, Inc. The replaced warranty Components or parts become the property of MORryde International, Inc. and, upon request of MORryde International, Inc., must be returned to MORryde International, Inc. freight prepaid, as arranged, unless other arrangements have been authorized in writing by MORryde International, Inc.

ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY SPECIFICALLY DISCLAIMED, EXCEPT TO THE EXTENT DISCLAIMER IS PROHIBITED BY APPLICABLE LAW, IN WHICH CASE THEY ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY AS STATED ABOVE. MORRYDE INTERNATIONAL, INC. DISCLAIMS RESPONSIBILITY FOR CONSEQUENTIAL DAMAGE OR LOSS, INCLUDING BUT NOT LIMITED TO, LOSS OF USE OF VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR TELEPHONE, TRAVEL, OR LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTIES, OR LOSS OF REVENUES. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR LIMITATIONS ON CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS WHICH MAY VARY FROM STATE/PROVINCE TO STATE/PROVINCE.

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FORUM SELECTION: IN THE EVENT OF ANY LEGAL ACTION INVOLVING THIS WARRANTY OR THE DESIGN OR MANUFACTURE OF THE COMPONENT SUBJECT HEREIN, YOU AGREE SAID ACTION WOULD MOST REASONABLY BE BROUGHT IN THE STATE (INDIANA) WHERE SAID COMPONENT WAS DESIGNED AND MANUFACTURED AND WARRANTY ISSUED. YOU AGREE SAID ACTION WILL BE BROUGHT IN THE STATE OR FEDERAL COURTS LOCATED IN INDIANA, AND THAT INDIANA SUBSTANTIVE LAW WILL APPLY TO SAID PROCEEDING. YOU AGREE THIS FORUM AND CHOICE OF LAW PROVISION IS REASONABLE GIVEN THE VALUABLE CONSIDERATION YOU RECEIVED IN THE FORM OF THE WARRANTY COVERAGE TIME PERIOD PROVIDED FOR THE COMPONENT.

**PLEASE DIRECT ALL CORRESPONDENCE TO:**

MORryde International  
P.O. Box 579  
Elkhart, IN 46515  
Phone: (574)293-1581  
Fax: (574)294-4936  
Email: [warranty@morryde.com](mailto:warranty@morryde.com)

***NOTICE: In order to provide better warranty service, if you have a claim or receive a claim for any issue you believe is subject to coverage under this warranty, you must provide MORryde International, Inc. written notice of such claim within thirty (30) days of you becoming aware of the claim.***

1966 Sterling Avenue • P.O. Box 579 • Elkhart, Indiana 46515 • 574.293.1581 • Fax 574.294.4936 • [www.morryde.com](http://www.morryde.com)

## MORRYDE INTERNATIONAL, INC. SPECIALTY PRODUCTS 12-MONTH LIMITED WARRANTY

### MORRYDE INTERNATIONAL, INC. SPECIALTY PRODUCTS 12-MONTH LIMITED WARRANTY *LIFT, HANDRAIL, STEP LIGHT*

MORryde International, Inc. warrants the specialty product components it manufactures (hereinafter referred to as "Components") for a period of one (1) year from the date of purchase by the original consumer purchaser.

This Warranty is specifically limited to the original consumer purchaser who purchases the product on or in which the Component is installed. Except where prohibited by state law, this Warranty is not transferable or assignable to a subsequent purchaser.

MORryde International, Inc.'s liability hereunder is limited to the replacement of the Component, repair of the Component, or replacement of the Component with a reconditioned Component, at the discretion of MORryde International, Inc.

This Warranty does not cover customer modification or installation. In selling/distributing Components, MORryde International Inc. relies upon its customers to order Components of sufficient size, dimension, strength, and durability for the use intended by its customers. As a result, MORryde International, Inc. does not expressly warranty to customers or end users converted components to be fit for a specific or particular purpose.

We are not responsible for, and this Warranty does not apply to, (a) improper usage; (b) overloading; (c) accident related damage; (d) damage resulting from abuse, neglect, improper operation, maintenance, or installation on the product upon which the components is installed (e) attempted repair by anyone other than an authorized representative of MORryde International, Inc.; (f) use of unauthorized repair parts, modification; (g) other causes not arising from defects in Component material or workmanship; (h) warranty claim with no proof of mileage or date of purchase (i) incorrect installation of part of the component (j) duplication of repair due to faulty diagnosis or workmanship of others; (k) damage or deterioration due to exposure to the elements such as fading, rust, paint deterioration, or discoloration caused by exposure to sunlight, chemicals, road salt, moisture or other environmental conditions (l) any component or function of the chassis not directly and specifically changed or impacted by the MORryde modification (m) improper alteration (n) towing expenses, freight charges, transportation expenses, telephone or other communication expense; (o) overtime or holiday labor, downtime of owner's layover expenses such as meals and lodging; (p) loss of use or related loss of income; (q) cosmetic damage, damage due to acts of God, or modification of the Component.

This Warranty is valid only in the United States and Canada, and it extends to the end user (the original consumer purchaser of the product on which the Component is attached). We require all failed parts to be returned upon MORryde's request. Failure to do so will result in denial of any claim.

Subject to the conditions herein, MORryde International, Inc. extends the following Warranty:

1. Warranty period is for one (1) year commencing with the date of purchase by the original consumer purchaser MORryde International, Inc. will replace or repair any Component that is, upon return to MORryde International, Inc. found by MORryde International, Inc. to be defective in material or workmanship. You must notify MORryde of your request for Warranty service not later than thirty (30) days after expiration of Warranty period.
2. To make a warranty claim, you must contact MORryde International, Inc. Warranty Claim Service, at the address appearing below. Warranty replacement components or parts will be furnished freight prepaid. Repair or replacement costs will be limited to the amount of the original purchase price of the Components or parts together with actual labor costs incurred. Any amount exceeding \$100.00, must be approved in advance by MORryde International, Inc.

ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY SPECIFICALLY DISCLAIMED, EXCEPT TO THE EXTENT DISCLAIMER IS PROHIBITED BY APPLICABLE LAW, IN WHICH CASE THEY ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY AS STATED ABOVE. MORRYDE INTERNATIONAL, INC. DISCLAIMS RESPONSIBILITY FOR CONSEQUENTIAL DAMAGE OR LOSS, INCLUDING BUT NOT LIMITED TO, LOSS OF USE OF VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR TELEPHONE, TRAVEL, OR LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTIES, OR LOSS OF REVENUES. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR LIMITATIONS ON CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS WHICH MAY VARY FROM STATE/PROVINCE TO STATE/PROVINCE.

FORUM SELECTION: IN THE EVENT OF ANY LEGAL ACTION INVOLVING THIS WARRANTY OR THE DESIGN OR MANUFACTURE OF THE COMPONENT SUBJECT HERE, YOU AGREE SAID ACTION WOULD MOST REASONABLY BE BROUGHT IN THE STATE (INDIANA) WHERE SAID COMPONENT WAS DESIGNED AND MANUFACTURED AND WARRANTY ISSUED. YOU AGREE SAID ACTION WILL BE BROUGHT IN THE STATE OR FEDERAL COURTS LOCATED IN INDIANA, AND THAT INDIANA SUBSTANTIVE LAW WILL APPLY TO SAID PROCEEDING. YOU AGREE THIS FORUM AND CHOICE OF LAW PROVISION IS REASONABLE GIVEN THE VALUABLE CONSIDERATION YOU RECEIVED IN THE FORM OF THE WARRANTY COVERAGE TIME PERIOD PROVIDED FOR THE COMPONENT.

**PLEASE DIRECT ALL CORRESPONDENCE TO:**

MORryde International

P.O. Box 579

Elkhart, IN 46515

Phone: (574) 293-1581

Fax: (574) 294-4936

Email: [warranty@morryde.com](mailto:warranty@morryde.com)

*NOTICE: In order to provide better warranty service, if you have a claim or receive a claim for any issue you believe is subject to coverage under this warranty, you must provide MORryde International, Inc. written notice of such claim within thirty (30) days of you becoming aware of the claim.*

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## QUEST AUDIO VIDEO (QAV) LIMITED WARRANTY

QUEST AUDIO VIDEO (QAV), A DIVISION OF PATRICK INDUSTRIES, INC. OEM ELECTRONICS STATEMENT

*TV, SPEAKER, CABLE JACK*

In the event there are non-conforming products sold to OEM from Quest Audio Video, ("Patrick"), then and in the event, OEM's exclusive remedy shall be to return the products to Patrick and obtain repayment of the price or at Patrick Industries, Inc.'s option, Patrick may repair the non-conforming goods or deliver replacement goods. No consequential damages shall be recovered for delivery of non-conforming goods or for the non-delivery of goods.

Rejection of non-conforming products must be done by OEM within seven (7) days of receipt or the products sold to OEM, or they shall be deemed to have been accepted by OEM. All defects ascertainable at the time of giving notice shall be stated with particularity or be deemed waived. In the event OEM has any complaint, the shipment shall be held intact and specification of objections accompanied by a tally of objectionable goods shall be submitted directly to Patrick at Patrick's home office. Patrick shall have thirty (30) days in which to inspect the goods on which the complaint has been filed by OEM and decide whether to accept or reject OEM's claim. If Patrick does not accept OEM's claim within thirty (30) days, it shall be deemed rejected. If full credit is allowed for non-conforming products, the products must be retained intact at the delivery point and Patrick shall have sixty (60) days from the date of such allowance to dispose of such goods. Under no circumstances are the products to be returned to Patrick unless OEM has written permission of Patrick to do so. A claim that said products are non-conforming shall not entitle OEM to deduct any sum from any invoices from Patrick unless such claim has been allowed by Patrick in writing. Invoices from Patrick shall be paid in full in accordance with the terms of the sale and in the event of subsequent allowance of any claim; Patrick shall promptly make payments to OEM for the amount so allowed.

### RETURNS POLICY

All returns must be pre-approved and have an RGA number. All material returned is subject to count and inspection. Credit will be issued for only the items and quantities authorized. No credit will be given for items returned without an RGA number.

Good stock products will have a re-stock fee added based on the following scale. (QAV will look at the history and use the last date(s) the product was purchased)

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Any return resulting from QAV's error must be returned within sixty (60) days:

- Stock product returned within sixty (60) days of invoice will not have a re-stocking fee
- Stock product returned after sixty (60) days up to one (1) year will have a 20% re-stocking fee
- Product over one (1) year old is non-returnable

Non-stock products that are returned resulting from QAV's error are returnable within sixty (60) days of invoice for a full refund. All other non-stock products are non-returnable, unless Patrick can return them to the original manufacturer. They will be subject to a 50% re-stocking fee.

*ANY DEVIATION FROM QAV'S RETURN POLICY MUST BE APPROVED IN WRITING BY THE NATIONAL ELECTRONICS PRODUCTS DIRECTOR OF PATRICK*

## QAV RETURN POLICY

**Effective October 18, 2022**

To ensure that QAV returns are processed in a timely fashion, please use the following guidelines:

- ALL ELECTRONIC RETURNS MUST BE RETURNED ON A SEPARATE RGA NUMBER
- ALL ELECTRONICS HAVE A ONE (1) YEAR, WARRANTY FROM DATE OF PURCHASE FROM END USER. PART NUMBER AND SERIAL NUMBER (IF IT HAS ONE) MUST BE PROVIDED FOR THE DEFECTIVE PART ALONG WITH THE SERIAL NUMBER OF THE RV COACH, BOAT, ETC . . . AT THE TIME RGA IS REQUESTED
- ALL RETURNED ELECTRONICS MUST HAVE A PRE-APPROVED RGA NUMBER. PAYMENT ON THIS RGA IS SUBJECT TO QAV'S INSPECTION OF THE RETURNED PRODUCT
- ALL ELECTRONICS WILL BE CHECKED FOR MISSING PARTS. PLEASE SEE ATTACHMENT FOR LIST OF PRICE DEDUCTIONS FOR MISSING PARTS
- PLEASE DO NOT CUT BOXES TO VIEW SERIAL NUMBERS
- WHEN POSSIBLE, DEFECTIVE/DAMAGED ELECTRONICS WILL BE FIELD INSPECTED BEFORE AN RGA NUMBER IS GIVEN. PLEASE CALL FOR AN RGA NUMBER AND WE WILL SCHEDULE A TRUCK FOR PICK-UP OR SCHEDULE AN INSPECTOR TO COME OUT AND VIEW THE PRODUCT
- QAV WILL PICK UP PRODUCT BUT RESERVES THE RIGHT TO RETURN PRODUCT IF NOT DEFECTIVE OR IF DEFECTIVE DUE TO CUSTOMER DAMAGE

## DAMAGED PRODUCT

- ALL DAMAGED ELECTRONICS MUST BE RETURNED IN ORIGINAL PACKAGING COMPLETE WITH ALL PARTS AND MANUALS
- SALESPERSON OR TECHNICIAN WILL NEED TO INSPECT DAMAGED PRODUCT BEFORE PRODUCT CAN BE PICKED UP
- NO CREDIT WILL BE GIVEN FOR DAMAGED PRODUCT NOT RETURNED IN THEIR ORIGINAL PACKAGING
- PRODUCT DAMAGED DUE TO ABUSE WILL BE RETURNED TO THE OEM AT THEIR EXPENSE AND RGA WILL BE CANCELLED

## DEFECTIVE ELECTRONICS

- ALL DEFECTIVE ELECTRONICS WILL BE TESTED
- ALL DEFECTIVE ELECTRONICS MUST BE COMPLETE WITH ALL PARTS AND MANUALS
- ALL DEFECTIVE ELECTRONICS MUST HAVE A REASON OF WHAT IS WRONG WITH THE ITEM. REASON MUST BE EXPLICIT AND MORE THAN ITEM IS DEFECTIVE
- FIELD INSPECTED ELECTRONICS MIGHT NEED FURTHER TESTING AT QAV BEFORE CREDIT APPROVAL CAN BE GIVEN OR DENIED
- ELECTRONICS FOUND NOT TO BE DEFECTIVE WILL BE RETURNED TO THE CUSTOMER AT THE CUSTOMER'S EXPENSE

## CREDIT FOR COSMETICALLY DAMAGED ITEMS

- FOR PARTS DAMAGED BY CUSTOMER/DEALER NO CREDIT WILL BE GIVEN.

## QAV WARRANTY/LABOR RATE GUIDELINES

### POLICY EFFECTIVE DATE IS OCTOBER 18, 2022

- The product manufacturer has a one (1) year limited warranty period for the retail consumer, from the date of retail sale of the unit
- All warranty claims/returns must be handled through QAV's OEM customers
- No deductions can be taken before the OEM receives QAV's Credit Invoice
- All parts must be returned in order for Warranty Claims to be considered (including Canadian parts, unless authorization has been given to scrap in field)
- We will allow reasonable established dealer labor rates up to \$150.00 per hour. Any rates exceeding this will be negotiated on a case-by-case basis
- We will allow reasonable standard freight charges

All Warranty Claims must be turned in at the time the defective part is returned. Warranty Claims not returned with defective part will be denied, additional claim paperwork must be complete with a detailed description of what was defective with the part.

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## **QUEST AUDIO VIDEO WILL ALLOW UP TO AND NOT TO EXCEED THE FOLLOWING TIME ALLOTMENTS PER WARRANTY ITEM:**

• Residential refrigerators	Up to 2.0 hours (case-by-case)
• Oven ranges	Pre-Auth required for diagnostics (case-by-case)
• Televisions	.5 hour
• Microwave ovens	.5 hour
• Coffee makers	.3 hour
• Speakers	.3 hour
• In-wall radios	.5 hour
• DVD players	.5 hour
• Surround sound systems	.5 hour
• Surround sound speaker	.3 hour

## **QUEST AUDIO VIDEO PRICE LIST DEDUCTIONS FOR MISSING PARTS:**

• Remotes	\$25.00
• Manual or CD	\$ 5.00
• Box	\$10.00
• Power Cost	\$10.00
• Face Plate	\$50.00
• Wiring Harness	\$ 7.50
• Cables (RCA/HDMI)	\$ 7.50
• Speaker Grills	\$ 5.00
• Speaker Wires	\$ 3.00
• Microwave Oven Glass Tray	\$10.00
• Microwave Oven Tray Ring	\$ 7.50
• Microwave Oven Baking Plate	\$15.00
• Hardware (Mounting screws, etc.)	\$ 5.00
• LCD Stand	\$15.00

## SEAFLO LIMITED WARRANTY

### SEAFLO WARRANTY

#### WATER PUMP

#### **SEAFLO 4-Year Limited Warranty:**

SEAFLO Marine & RV North America, LLC Product Warranty warrants its products to be free from material and workmanship defects under normal use and service for a period of four (4) years from the date of purchase, not to exceed (4) four years in any event. The limited warranty will not apply to pumps that were improperly installed, misapplied, or are incompatible with components not manufactured by SEAFLO. An original receipt of purchase must be presented. In the absence of proof of purchase the warranty is (4) four years from the date of manufacture indicated on the motor, or on the products indicated, not to exceed (4) four years in any event.

Pump failure due to foreign debris is not covered under the terms of this limited warranty. SEAFLO Marine & RV North America, LLC will not warrant any pump that is physically damaged, or altered outside of the SEAFLO factory. SEAFLO Marine & RV North America LLC only warrants products purchased from SEAFLO Marine & RV North America LLC, or one of SEAFLO Marine & RV North America's Authorized Dealers. Warranty claims may be resolved by an authorized dealer service center, or by a SEAFLO service center. Returns are to be shipped with charges pre-paid. Package all returns carefully. SEAFLO Marine & RV North America LLC, will not be responsible for freight damage incurred during shipping to our service center. SEAFLO Marine & RV North America's obligation under this warranty policy is limited to the repair or replacement of the pump. Pumps found not defective (under the terms of this limited warranty) are subject to charges to be paid by the returnee for the testing and packaging of units that are tested in good working order.

Warranty returns will be shipped on a freight allowed basis. SEAFLO Marine & RV North America, reserves the right to choose the method of transportation. SEAFLO Marine & RV North America, LLC is not responsible nor will it reimburse for labor necessary to remove and re-install a pump, if found defective.

SEAFLO Marine & RV North America LLC, reserves the right to update specifications, change prices, or make substitutions without notice.

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## STRUCTURAL COMPOSITES OF INDIANA LIMITED

### STRUCTURAL COMPOSITES OF INDIANA LIMITED WARRANTY

#### FRONT CAP

#### PRODUCT WARRANTY

##### General Warranty

Products manufactured and sold by Structural Composites of Indiana, Inc. ("SCI") are warranted to be free from manufacturer's defects in material and workmanship, for a period of twelve (12) months following the date of sale or the date of retail sale to the ultimate consumer, whichever is later. SCI will, at its option, repair or replace any defective product within the warranty period without charge to the original purchaser. SCI will either repair or replace the defective product at the purchaser's location or, at its option, will direct the purchaser to return the product, at SCI's cost, for repair or replacement. In most cases SCI will repair or replace a defective item within three (3) weeks from the date that it is notified of the defect.

##### Mechanical Warranty

Notwithstanding the above, mechanisms installed by SCI on any product, including slides, bearings, guides, motors, actuators, handles, hinges and related hardware, are warranted to be free from manufacturer's defects in design, material and workmanship, for a period of twelve (12) months following the date of sale. SCI will, at its option, repair or replace any SCI-installed mechanism that fails to operate properly at any time during the twelve (12) month warranty period.

##### Exceptions

Any product failure which is, in whole or in part, caused by faulty installation (if not installed by manufacturer), casualty, collision, foreign body impact, exposure to extreme heat or flame, abuse, misuse or destructive acts of nature, shall not be covered by this Warranty. Discoloration, staining, fading, chalking, surface cracking and surface defects caused by use and ordinary wear and tear are not covered by this Warranty.

Carrying, hauling or otherwise placing any item or items on top of the product may affect the performance of the product and voids this Warranty. Failure to follow the manufacturers recommended maintenance program, including inspection and proper tightening of any mechanical attachments, periodic inspection and cleaning of any attached mechanisms and periodic lubrication will void this Warranty.

##### To Exercise the Warranty

**BRINKLEY CUSTOMER CARE / phone:** (888) 502-3460 or (574) 501-4280 / **email:** CustomerCare@BrinkleyRV.com / **SAFERIDE 24/7 Emergency Roadside Assistance** / (888) 482-5715 (24/7 Roadside Assistance) / (855) 963-1770 Customer Service

To exercise this Warranty, please contact Structural Composites of Indiana, Inc., at 1118 Gerber Street, Ligonier, Indiana, 46767, 260-215-9605, as soon as possible after the defect is discovered so that SCI can remedy the defect as quickly and efficiently as possible.

### **Product Alteration**

Alteration of an SCI product in any way may affect the structural integrity of the product and will, accordingly, void this Warranty and any other warranties, express or implied.

### **Sole Warranty**

There are no other warranties, express or implied, which extend beyond the warranty set forth above. This Warranty is in lieu of all other obligations or liabilities on the part of SCI. Any action for breach of warranty must be brought within six months following the end of the warranty period. In no case shall SCI be liable to anyone for any consequential, incidental or indirect damages for breach of this or any other warranty express or implied, even if the loss or damage is caused by SCI's negligence or fault.

This Warranty contains the entire warranty. It is the sole warranty and any prior or subsequent statements or representations, whether oral or written, are expressly cancelled and superseded by this Warranty. In no event shall SCI be liable for any damages arising out of the failure of its products for any amount in excess of the original purchase price of the product.

### **WARRANTY CLAIM PROCEDURE**

1. Upon discovery of a potential manufacturing or workmanship defect, it is required that (SCI) be contacted **before** any attempt is made to repair or replace the defective part.
2. Once contact with (SCI) is established, the following information is required:
  - a. Dealer name, phone number and contact person
  - b. Unit serial number
  - c. Unit purchase date
  - d. Pictures and description of defect
  - e. Estimated price for parts and labor required to correct the defect
3. Once defect is determined to be due to manufacturing or workmanship, an Authorization number will be assigned to the claim. Authorized replacement, repainting, or repairing of any defective part will be at the sole discretion of (SCI). (See Product Warranty).
4. Once repair is complete, a copy of the repair order including (SCI) authorization number is required with the above information.

**Structural Composites Inc., reserves the right to refuse any or all claims not consistent with this warranty claim procedure.**

### **STRUCTURAL COMPOSITES INC. CONTACTS:**

260-215-9605

[rick@scindiana.com](mailto:rick@scindiana.com)

[scott@scindiana.com](mailto:scott@scindiana.com)

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## SUBURBAN (AIRXCEL) FURNACE LIMITED WARRANTY

### SUBURBAN (AIRXCEL) LIMITED WARRANTY

#### TWO YEAR LIMITED WARRANTY

This Suburban product is warranted to the original purchaser to be free from defects in material and workmanship under normal use and maintenance for a period of two years from date of purchase whether or not actual use begins on that date. It is the responsibility of the consumer/owner to establish the warranty period. Suburban does not use warranty registration cards for its standard warranty. You are required to furnish proof of purchase date through a Bill of Sale or other payment records.

Suburban will replace any parts that are found defective within the first two years and will pay a warranty service allowance directly to the recommended Suburban Service Center at rates mutually agreed upon between Suburban and its recommended service centers. Replacement parts will be shipped FOB the shipping point within the Continental United States, Alaska and Canada to the recommended service center performing such repairs. All freights, shipping, and delivery cost shall be the responsibility of the owner. The exchanged part or unit will be warranted for only the unexpired portion of the original warranty. Before having warranty repairs made, confirm that the service agency is a recommended service center for Suburban. DO NOT PAY THE AGENCY FOR WARRANTY REPAIRS; SUCH PAYMENT WILL NOT BE REIMBURSED.

Suburban reserves the right to examine the alleged defect in the furnace or component parts, and it is the owner's obligation to return the furnace and/or component parts to Suburban or its representative. When returning a furnace, it must include all component parts and the serial number plate. Return component parts must be individually tagged and identified with the furnace's model number, serial number, and date of installation.

For warranty service, the owner/user should contact the nearest recommended Suburban Service Center, advising them of the model and serial numbers (located on the furnace) and the nature of the defect. Transportation of the RV to and from the Service Center and/or travel expenses of the Service Center to your location is the responsibility of the owner/user. A current listing of recommended service centers may be obtained from Suburban's website, [www.AIRXCEL.com](http://www.AIRXCEL.com). If you cannot locate a recommended service center locally, the service agency chosen to perform warranty repairs must contact our Service Department at (423) 775-2131 for authorization before making repairs. Unauthorized repairs made will not be paid by Suburban.

#### THREE YEAR LIMITED WARRANTY ON HEAT EXCHANGER

The furnace heat exchanger is further warranted to be free from defects in material and workmanship during the third through fifth year after the date of original purchase. A replacement heat exchanger will

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be provided under the same conditions as stated in the two-year warranty EXCEPT no labor reimbursement will be provided.

### LIMITATIONS OF WARRANTIES

*ALL IMPLIED WARRANTIES (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY) ARE HEREBY LIMITED IN DURATION TO THE PERIOD FOR WHICH EACH LIMITED WARRANTY IS GIVEN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THE EXPRESSED WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER OR OTHER PERSON WHOMSOEVER.*

### SUBURBAN WILL NOT BE RESPONSIBLE FOR:

1. Normal maintenance as outlined in the installation, operating, and service instructions owner's manual including cleaning of component parts; such as orifices, and burners.
2. Initial checkouts and subsequent checkouts which indicate the furnace is operating properly, or diagnosis without repair.
3. Damage or repairs required as a consequence of faulty or incorrect installation of application not in conformance with Suburban instructions.
4. Failure to start and/or operate due to loose or disconnected wires; water or dirt in controls, fuel lines and gas tanks; restriction or alteration of return air circulation; low voltage.
5. Routine adjustments that may be required to the thermostat, electrode, and burner.
6. Costs incurred in gaining access to the furnace.
7. Parts or accessories not supplied by Suburban.
8. Freight charges incurred from parts replacements.
9. Damage or repairs needed as a consequence of any misapplication, abuse, unreasonable use, unauthorized alteration, improper service, improper operation or failure to provide reasonable and necessary maintenance.
10. Suburban products whose serial number has been altered, defaced or removed.
11. Suburban products installed or warranty claims originating outside the Continental U.S.A, Alaska, Hawaii, and Canada.
12. Damage as a result of floods, winds, lighting, accidents, corrosive atmosphere, or other conditions beyond the control of Suburban.
13. ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY, ECONOMIC OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.

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

NO REPRESENTATIVE, DEALER, RECOMMENDED SERVICE CENTER OR OTHER PERSON IS AUTHORIZED TO ASSUME FOR SUBURBAN MANUFACTURING COMPANY ANY ADDITIONAL, DIFFERENT OR OTHER LIABILITY IN CONNECTION WITH THE SALES OF THIS SUBURBAN PRODUCT.

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

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**IF YOU HAVE A PRODUCT PROBLEMS**

**FIRST:** If your RV has its original furnace and is still under the RV manufacturer's warranty, follow the steps suggested by your dealer or manufacturer of the RV.

**SECOND:** Contact a conveniently located recommended Suburban Service Center. Describe to them the nature of your problem, make an appointment, if necessary, and provide for delivery of your RV to the selected service center.

**THIRD:** For the location of the nearest Service Center, refer to the listing provided or contact:

AIRXCEL, INC.—SUBURBAN DIVISION  
Customer Service Department  
676 Broadway Street  
Daytona, TN 37321  
(423) 775-2131, EXT. 7101  
[www.AIRXCEL.com](http://www.AIRXCEL.com)

FOR FUTURE REFERENCE, YOU SHOULD RECORD THE FOLLOWING INFORMATION:	
MODEL NUMBER:	_____
SERIAL NUMBER:	_____
STOCK NUMBER:	_____
DATE OF PURCHASE:	_____



BRINKLEY CUSTOMER CARE / phone: (888) 502-3460 or (574) 501-4280 / email: [CustomerCare@BrinkleyRV.com](mailto:CustomerCare@BrinkleyRV.com) / SAFERIDE  
24/7 Emergency Roadside Assistance / (888) 482-5715 (24/7 Roadside Assistance) / (855) 963-1770 Customer Service

## THETFORD CORPORATION LIMITED WARRANTY

### THETFORD CORPORATION PERMANENT TOILETS ONE-YEAR LIMITED WARRANTY POLICY TOILET

Thetford Corporation warrants Permanent toilets to be free from defect for a period of one (1) year from the date of purchase as long as the system is used for personal, family, or domestic purposes. Permanent toilets used in commercial applications are warranted for a period of ninety (90) days from the date of purchase.

#### THE LIMITED WARRANTY COVERAGE INCLUDES

1. Part coverage (repair or replacement of defective parts).
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to Thetford.

#### LIMITATIONS OF WARRANTY

1. This warranty does not apply to products which have been subjected to misuse, negligence, accident, fire, improper repair, improper installation, alteration, failure to follow the usage or winterization instructions contained in the owner's manual, or any other unreasonable use.
2. This warranty will be void if the identification number or date of manufacture stamp has been effaced, altered, or removed.
3. The owner must transport the Permanent toilet to a Thetford service center for warranty repair or replacement. Except as stated above, all labor and transportation costs or charges are the responsibility of the owner.

#### LIMITATION OF REMEDY

1. Under this warranty Thetford Corporation is responsible only for the repair or replacement of the defective component part(s).
2. In no event shall Thetford Corporation be responsible for: consequential or incidental damages including but not limited to charges or claims for labor (including labor when no parts are used for repair), lost time, lost profits, and loss of use, or damages resulting from spills of holding tank deodorants or additives.
3. Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

#### LEGAL RIGHTS

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

For more information about this warranty please call 1-800-543-1219.

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## **RICHLOOM FABRICS LIMITED WARRANTY**

### **RICHLOOM FABRICS TOUGH COLLECTION LIMITED WARRANTY**

#### **TOUGH COLLECTION FABRIC**

*Effective March 18, 2021*

Richloom Fabric Group (“Richloom”) stands behind our fabrics in our Richloom Tough line of vinyl products and is pleased to offer the following limited warranty.

Subject to the limitations and conditions described herein, Richloom warrants to the purchasing manufacturer of parts or furniture incorporating Richloom Tough vinyl and polyurethane products for a period of three (3) years from the date of purchase that the product will conform to the applicable product specifications provided by Richloom, and will remain free from defects in materials and workmanship.

This limited warranty excludes damage and/or staining from (1) product misuse or abuse, (2) failure to follow the Richloom Tough proper care/cleaning guidelines, (3) allowing stained product to remain uncleaned for more than 24 hours after staining, (4) exposure to non-food or non-beverage substances including, without limitation, pet stains, hair dyes, shoe polish, paints, inks, nail polish, crayons, bleaches, caustic chemicals, fertilizers, insecticides, iodine, acne medications, drain cleaners, plant food and bodily fluids or substances, (5) exposure to vegetable oil based products or foods and beverages that contain strongly colored natural disperse dyes, found, for example, in mustard and herbal, and (6) exposure to very hot substances.

This limited warranty covers the replacement cost of the Richloom Tough products affected up to the original purchase price. If the original product is no longer available Richloom will provide replacement product in the same price range. This limited warranty does not include other costs that may be associated with replacement of the fabric, including labor and installation.

The application of any chemical treatments, including treatments purchased at the retail level, by a third party other than Richloom voids this limited warranty.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, RICHLOOM EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND OR NATURE WITH RESPECT TO RICHLOOM TOUGH PRODUCTS, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY ARISING OUT OF ANY COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE.

The provisions of the foregoing limited warranty shall be Richloom Tough product purchasers' sole and exclusive remedy with respect to the Richloom Tough products purchased. No decision by Richloom to honor claims or provide any remedy exceeding or outside of the foregoing limited warranty in any instance shall constitute a waiver of any provision of the foregoing warranty with respect to any other instance or establish a course of dealing between the parties that would vary any provision of the foregoing limited warranty.

***Richloom Tough Proper Care/Cleaning Guidelines:***

*Both PVC and polyurethanes should be cleaned with a mild, water-based shampoo or soap. More stubborn stains may be cleaned with a mild, non-alcohol based, cleaning fluid. Rinse with clean water afterwards. For non-liquid stains such as mustard, please remove any excess with a flat object before cleaning. All stains and spills must be attended to promptly.*

## VIXEN FRP LIMITED WARRANTY

### VIXEN FRP LIMITED TWO-YEAR WARRANTY FIBERGLASS REINFORCED PLASTIC FIBER GLASS

Fibrosan® GRP Inc. a division of the Yücel Group is the manufacturer of FRP Panels sold by Vixen Composites, an authorized agent, and offers a two-year warranty on the FRP Panel to the original purchaser if correctly laminated and maintained subject to the conditions below. All aspects of this warranty will be administered by Vixen Composites, Inc.

Fibrosan® warrants to the original owner and subject to the conditions mentioned below, that this product will remain free of exposed fibers and will not rust, rot, corrode, or require painting or refinishing (with the exception of normal pigmentation change caused by UV or sunlight degradation) for a period of two years from the original date of retail purchase or three years from

the date of panel manufacture or 20,000 miles if motorized. Fibrosan® liability is limited to reasonable labor and parts for replacement of the product, repair of the product or the replacement of the product with reconditioned product at the

discretion of Fibrosan® or its authorized agents. For purposes of this warranty, parts are defined strictly as either the materials necessary to repair the panel finish or, in case of replacement the actual product itself. Vehicles purchased specifically for rental or lease will be covered for one-year from the date of first retail sale or 10,000 miles.

#### USE WITHIN THESE GUIDELINES TO BE WARRANTABLE

Fibrosan® recommends that the moisture content of lauan substrate be not greater than 12% at the time of lamination and that the glue coverage between the Fibrosan® panel and substrate be 100% coverage at the weight and thickness recommended by the adhesive manufacturer. Prior to the lamination the FRP panel must be free of dust moisture or

particulates prior to lamination. Fibrosan® will not be responsible for any loss resulting from sub-standard lamination processes.

Fibrosan® limits the use of substrates to lauan plywood and approved synthetic alternatives. The use of any substrates not approved by Fibrosan® will void this warranty.

This warranty is void if the product has been damaged by accident, unreasonable use, neglect, tampering or other causes not rising from defects in materials and workmanship.

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This warranty extends to the original owner but does not cover the following:

- a. Damage to the panel caused by vandalism, accident, or misuse, including direct impact to the panel or scoring of the panel which impairs the surface integrity.
- b. Premature discoloration or fiber exposure caused by the lack of care and maintenance recommended by Fibrosan®.
- c. Delamination between the product and substrate.
- d. Normal fading and discoloration caused by UV and chemical atmospheric conditions that are expected during the warranty period.
- e. Exposure to harmful chemicals or discoloration caused by glues, sealants, cleaner/polish, trim or other products installed on or near the product.
- f. Failure of the gel-coat surface due to the use of improper cleaning agents.
- g. Any cracking of the panel finish through either improper product installation or product field performance when the application exceeded Fibrosan® minimum bend radius recommendation or other Fibrosan® application recommendations.
- h. Partial or full-body paint (application of paint will void this warranty) unless application has been pre-approved by Vixen Composites™.
- i. Delamination between FRP Panel and substrate.
- j. Non-original recreation vehicle manufacturer installed parts.
- k. Surface blistering caused by water intrusion through the backside of the panel.
- l. Ant-trailing or worming caused by voids or gaps in lamination/ glue application or process.
- m. Failure of the panel due to flaws in the vehicle frame or abnormal use of the vehicle subjecting the panel to excessive wear and tear.
- n. Failure to follow Fibrosan® and Vixen Composites™ instructions or recommendations on use and installation or acts of God.
- o. Fibrosan® and Vixen Composites™ do not assume responsibility for any loss of use of vehicle, loss of time, inconvenience, expense of gasoline, telephone, travel, lodging, loss or damage of personal property or revenues. Some states do not allow the exclusion or limitation of inconsequential damages so the above may not apply to you.

Pre-approval from Vixen Composites™ is required on all warranty claims before any repairs can be performed. It is the responsibility of the retail owner to collect and maintain the following information which will be required on all warranty claims:

- a. Model and VIN number of unit
- b. Date of Production
- c. Proof of purchase date (Bill of Sale)
- d. Location of unit
- e. Owner Name
- f. Owner Phone Number
- g. Owner Email
- h. Color photos of issue
- i. Detailed description of issue
- j. Repair estimate

Once the above information is received and approved, Vixen Composites will provide an authorization number for the unit. The authorization number must appear on all repair billing.

This warranty is the exclusive remedy against Fibrosan® and no other remedy shall be available. THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY AND/OR PREVIOUS WARRANTY, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR

PURPOSE. Any representation or promises inconsistent with, or in addition to this warranty, are unauthorized and shall not be binding upon Fibrosan®.

To obtain service you should telephone Vixen Composites™ customer service representative at 574-970-1224 between the hours of 8:00am to 5:00pm EST Monday through Friday.

*All specifications are based on the latest information at the time of publication. Vixen Composites assumes no responsibility for any error in type or print reproduction in this document. Vixen Composites reserves the right to make changes in price, color, materials, equipment and specifications and to discontinue panels at any time without notice. Vixen FRP is produced and warranted by Fibrosan®. The information contained herein is approved by Fibrosan®.*

## VOMELA COMPANIES LIMITED WARRANTY

### VOMELA COMPANIES LIMITED WARRANTY

#### DECALS

This letter is in response to your request for a written warranty statement from Vomela. Since we are a converter of 3M product, the strength of the warranty we can offer must be backed by the manufacturer of the raw material. 3M's warranty statement for the RV market is attached.

In practice, we have had tremendous support from 3M on warranty related issues. However, 3M will only handle cases on an individual basis and when they have been given the opportunity to ascertain that the failure is truly a raw material failure. A true raw material failure will not be exhibited just on individual decals, but will likely affect all film made in a certain product run. If there are multiple colors involved in a problem, most often there is an issue with substrate or application, since the films would come from different lots made in different time frames.

#### **Vomela's warranty is part of our standard terms and conditions and stated as follows:**

Seller relies on the warranty of its suppliers and manufacturers of material used in its printing and production processes (the "Materials Warranties"). The Materials Warranties generally provide that the materials are free of defect at the time of shipment from the manufacturer. Seller shall pass through any and all available Materials Warranties from the manufacturer and shall not perform or fail to perform any act that would impair or void such Materials Warranties. Seller warrants that the products it produces are new, of merchantable quality and free from defects in workmanship under normal use for the shorter of a one year period from the time of manufacture or the period warranted by the manufacturer of the materials used in the product (the "Manufacture Warranty"). The Manufacture Warranty shall only be applicable if Seller is given prompt written notice specifying the nature of the warranty claim within the applicable warranty term. Each product for which a Manufacture Warranty claim is asserted must be returned by the customer, postage prepaid, to Seller at the following address: Vomela Specialty Company, 274 East Fillmore Avenue, St. Paul, MN 55107. Upon confirmation by Seller of a Manufacture Warranty breach, the exclusive remedy to Buyer shall be for Seller, at its option, to replace the defective product or issue credit to Buyer for the defective product. If credit is issued, it shall not exceed the full purchase price paid by Buyer to Seller for the product. The Manufacture Warranty does not extend to any product subjected to misuse, accident or alteration. Seller shall pay shipping charges for the return of replaced defective products covered by the Manufacture Warranty. Replaced products shall be warranted for an additional 30 days or for the duration of the original warranty term, whichever is longer. Procedures relating to assertion of a claim under a Materials Warranty shall be as specified by the suppliers and manufacturers of those materials.

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**OTHER THAN A PASS-THROUGH OF THE MATERIALS WARRANTIES, THE MANUFACTURE WARRANTY IS THE ONLY WARRANTY SELLER MAKES FOR ITS PRODUCTS. EXCEPT AS INDICATED ABOVE, SELLER MAKES NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

No person (including any product agent, dealer or representative of Seller) is authorized to make any representation or warranty on behalf of Seller concerning the products except to refer purchasers to this warranty.

Seller shall under no circumstances be liable for special, incidental, consequential or exemplary damages of any nature whatsoever, however occasioned (whether by negligence or otherwise), including, but not limited to, commercial loss from any cause, business interruption of any nature or loss of profits, even if Seller shall have been advised of the possibility of such damages.

As a fabricator of 3M's product, defects in our workmanship would be evident at the time of application when replacement of material would likely be an acceptable solution. Problems in the field would more often be raw material or application problems, so we would look to 3M for resolution of justified complaints.

If you have any additional questions after reviewing this, please feel free to give your Vomela representative a call.

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