



BRINKLEY

RV

MODEL Ix

WARRANTY GUIDE

DEAR BRINKLEY RV CUSTOMER,

Thank you for choosing Brinkley! 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 RVing journey to ensure that your Brinkley RV facilitates the memories that you cherish for a lifetime. Your Brinkley RV is designed and manufactured to meet and exceed all applicable state and federal regulations, codes, and requirements—including the Recreational Vehicle Industry Association's (RVIA) codes and standards. We are committed to the safety of you and your family, keeping you on the road, and camping!

To help you get started along your journey, we supply every Brinkley RV with an Owner's Manual, Warranty Guide, and any manuals made available by the manufacturers of the various appliances and components installed in your RV. We ask that you please read these documents thoroughly, as it is very important that you and your family know how to properly use and maintain your RV, its components, systems, and appliances to ensure a safe camping experience.

You are also provided certain warranties as a benefit of your Brinkley RV Ownership. Those warranties are all included in the separate Warranty Guide provided to you with the purchase of your Brinkley RV. In addition to the owner's manuals, you should thoroughly read through the warranties provided. The Warranty Guide explains not only the provided, but it also includes: coverage validity dates, the extent of coverage, what exclusions or limitations of coverage apply, and how to seek and obtain warranty service and care. Please note that some ongoing maintenance is required to be performed at specified intervals to comply with the requirements of your warranties. **Failing to perform required maintenance could result in a partial or complete loss of warranty coverage.**

Brinkley RV and our exceptional Dealer Teams are committed to providing you with an amazing Customer Experience. If we are not exceeding your expectations, please do not hesitate to contact us. Our contact information is located at the bottom of each page of your manuals. We are here for you. Please share with us your feedback on how we can better serve you along your journey. We need your valuable input to evolve as a company and achieve our mission:

To provide you with the ultimate Customer Experience that creates the memories you will cherish for a lifetime!

Sincerely,

The Brinkley RV Team

MODEL Ix

Filing a California "Lemon Law" Claim with Brinkley RV

If you believe your Brinkley RV qualifies for repurchase or replacement under the California Song-Beverly Consumer Warranty Act (also known as the "Lemon Law"), you must provide us with a written notice at least 30 days before filing a lawsuit for civil penalties. This notice must include your name, the vehicle identification number (VIN), a summary of the repair history, and a demand for repurchase or replacement. You can submit this notice in the following ways:

Email: CustomerCare@BrinkleyRV.com

Mail: Brinkley RV Customer Care Dept.

1655 Brinkley Way East

Goshen, IN 46528

For more information about your rights under the California Lemon Law, please visit the California Department of Consumer Affairs website.

Presentación de una reclamación bajo la "Ley Limón" de California con Brinkley RV

Si usted considera que su Brinkley RV califica para el reembolso o reemplazo según la Ley de Garantía del Consumidor de Song-Beverly de California (también conocida como la "Ley Limón"), debe proporcionarnos un aviso por escrito al menos 30 días antes de presentar una demanda por sanciones civiles. Este aviso debe incluir su nombre, el número de identificación del vehículo (VIN), un resumen del historial de reparaciones y una solicitud de reembolso o reemplazo. Puede enviar este aviso de las siguientes maneras:

Correo Electronico: CustomerCare@BrinkleyRV.com

Correo: Brinkley RV Customer Care Dept.

1655 Brinkley Way East

Goshen, IN 46528

Para obtener más información sobre sus derechos bajo la Ley Limón de California, visite el sitio web del Departamento de Asuntos del Consumidor de California.

FOR CANADIAN RETAIL CUSTOMERS:

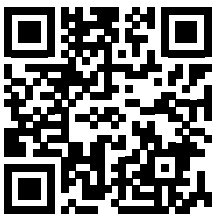
The purchaser and Brinkley RV LLC declare it is their joint-intention that the statutory implied conditions under the Sale of Goods Act as to the quality of the goods and the goods fitness for any particular purpose do not apply to the supply of the recreational vehicle (RV) under this contract.

POUR LES CLIENTS DE DÉTAIL CANADIENS :

L'acheteur et Brinkley RV LLC déclarent que, de leur part, les conditions implicites prévues par la Loi sur la vente de marchandises quant à la qualité et à l'adéquation des biens à un usage particulier ne s'appliquent pas à la fourniture du véhicule récréatif (VR) en vertu du présent contrat.

In our relentless pursuit of product improvement and the ultimate Customer experience, changes may take place at any time to the Model Ix. It is our goal to strive to keep this guide as up to date as possible. As changes occur, we will provide additional product information documents in the rear pocket of the Owner's Manual. We will also maintain digital versions on our website, www.BrinkleyRV.com. The QR codes 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!



Brinkley Website

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24/7 Roadside Assistance




SCAN TO REGISTER & DOWNLOAD THE APP

Concierge: 833-243-0349

Need emergency roadside assistance?
Call 888-960-5440

Thehappycamper.com/Brinkley

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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

e: ngoldenberg@brinkleyrv.com

Brian Hess

Director of Service Operations

e: bhess@brinkleyrv.com

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 Manufacturer 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 (2) 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 and Seals Warranty.

These two (2) 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.

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).



2. Defects in any component parts, including labor, due to the aftermarket modification or additions made to the RV which are not considered original to the RV or which were not manufactured by Brinkley RV.
3. Any defects in work, labor, materials, or parts not manufactured by, performed by, or made by Brinkley RV.
4. Repairs or replacements for scratches, dents, and rust on any interior or exterior surface of the RV and its components.
5. 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.
6. 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.
7. 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.
8. Damage, repairs, or replacements made necessary by negligence, negligent use, abuse, misuse, or resulting from accidents.
9. Damage, repairs, or replacements caused by modifications and/or alterations in or to the original build and design of the RV.
10. Damage caused by improper weight distribution or overloading the unit beyond its stated gross weight limitations.
11. 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.
12. Any defect caused in-transit to or from a Dealer, or to and from the Owner by the Owner or any other person.
13. RVs purchased anywhere other than from an Authorized Brinkley RV Dealer.
14. 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.
15. Vehicles registered and/or used outside the U.S. and Canada.
16. Damage caused by unregulated water pressure, tank overfill, failure to winterize the RV, or plumbing system modifications resulting in water damage to flooding of the RV.
17. Damage caused by unprotected electrical hook-ups of any kind, power surges, lightning, circuit overload, or electrical system modifications.
18. Damage caused by improper ventilation resulting in excessive condensation that causes water damage, mold, and/or mildew.
19. Damage caused by an infestation by insects, rodents, or animals of any kind.

20. Damage caused by the tow vehicle hitch, equalizer, stabilizer, electrical systems, or brake controller systems.
21. Exterior paint or finish which is warranted independently by the paint manufacturer and/or independent applicator, and
22. 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.

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:
 - The Authorized Dealer from whom you purchased it for inspection.
 - Another Authorized Dealer, if authorized by Brinkley RV.
 - An authorized repair shop as directed by Brinkley RV; or
 - 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.

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 interior sealants around the sinks, countertops, shower doors, and shower surrounds, and any other high use water areas, which must be inspected every six (6) months and replaced as needed to ensure there are no gaps or voids.

NOTE: All seals and sealants utilized on the exterior structure of the RV are covered by the Three (3) Year Limited Structural and Seals Warranty outlined in Section 3 of this document.

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:

- Your Vehicle Identification Number (VIN).
- The date of purchase.
- 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

Email: CustomerCare@BrinkleyRV.com

Phone: (574) 501-4280 (include hours available if not 24/7)

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.
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.
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 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 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 Acknowledgment

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 AND SEALS WARRANTY

3.1—What Does This Warranty Cover?

Brinkley RV, LLC (“Brinkley RV”) provides this Three (3) Year (the “Warranty Period”) Limited Structural and Seals Warranty against certain defects in materials and/or workmanship for the “Structural and Seal Components” (as defined below) manufactured by, and workmanship provided directly by, Brinkley RV arising under normal use and service to the Structural and Seals 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 and Seals 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 forth 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:

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

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

- Any seals, sealants, tapes, and gaskets utilized on the RV for the purposes of sealing the exterior of the RV from intrusion of water, air, or dust, as well as to maintain the structural integrity between joined services.
- For the purposes of this Warranty, the seals, sealants tapes and gaskets utilized on the interior living areas of the RV are not covered. They remain covered by the Limited One (1) Year Warranty outlined above.

For purpose of this Limited Structural and Seals 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.

NOTE: On the seals and gaskets covered by this Warranty, there are different maintenance requirements for the exterior seals and gaskets that are interior to the structure versus the sealants visible on the exterior of the unit. See Section 3.4 below for details pertaining to the exterior seals maintenance.

NOTE: See also Section 2.4 for details pertaining to the interior seals maintenance. These are the seals that are interior to the coach in the living quarters and compartment areas.

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 STRUCTURAL AND/OR SEALS COMPONENTS, OR THE REPAIR OR ALTERATION OF SUCH STRUCTURAL AND/OR SEALS 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:

1. Defects in any component parts or labor performed by Brinkley RV to manufacture the RV that are not considered the Structural and/or Seals Components of the RV.
2. Defects in any Structural and Seals 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).
3. 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.
4. Any defects in work, labor, materials, or parts not actually manufactured by, performed by, or made by Brinkley RV.
5. Repairs or replacements for scratches, dents, and rust on any interior or exterior surface of the Structural and/or Seals Components.
6. Damage to Structural and/or Seals 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.
7. Deterioration or damage to Structural and/or Seals 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.
8. Damage to Structural and/or Seals 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.
9. Damage, repairs, or replacements of Structural and/or Seals Components made necessary by negligence, negligent use, abuse, misuse, or resulting from accidents.
10. Damage, repairs, or replacements of Structural and/or Seals Components caused by modifications and/or alterations in or to the original build and design of the RV.
11. Damage to Structural and/or Seals Components caused by improper weight distribution or overloading the unit beyond its stated gross weight limitations.

12. Repairs or replacements of Structural and/or Seals 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.
13. Any defect or damage to Structural and/or Seals Components caused in-transit to or from a Dealer or to and from the Owner by the Owner or any other person.
14. RVs purchased anywhere other than from an Authorized Brinkley RV Dealer.
15. 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.
16. Vehicles registered and/or used outside the U.S. and Canada.
17. Damage to Structural and/or Seals Components caused by unregulated water pressure, tank overfill, failure to winterize the RV, or plumbing system modifications resulting in water damage to flooding of the RV.
18. Damage to Structural and/or Seals Components caused by unprotected electrical hook-ups of any kind, power surges, lightning, circuit overload, or electrical system modifications.
19. Damage to Structural and/or Seals Components caused by improper ventilation resulting in excessive condensation that causes water damage, mold, and/or mildew.
20. Damage to Structural and/or Seals Components caused by an infestation by insects, rodents, or animals of any kind.
21. Damage to Structural and/or Seals Components caused by the tow vehicle hitch, equalizer, stabilizer, electrical systems, or brake controller systems.
22. Any other items not listed here that were not within Brinkley RV's control.

3.3—How to Obtain Structural and Seals Warranty Services

Defective parts and workmanship of Structural and/or Seals 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 AND SEALS WARRANTY IS NOT TRANSFERABLE OR ASSIGNABLE.

2. The defective Structural and/or Seals 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 and/or Seals 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.
 - 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 and/or Seals Component materials and workmanship are covered by this Limited Structural and Seals Warranty.

IN NO EVENT SHALL REPAIR OR REPLACEMENT FOR A STRUCTURAL AND/OR SEAL COMPONENT DEFECT BE COVERED UNDER THIS WARRANTY UNLESS THE REPAIR OR REPLACEMENT OCCURS AT BRINKLEY RV'S FACILITIES, 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 AND/OR SEAL 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. Inspect for damage and maintain all visible exterior sealants regularly to ensure there are no gaps or voids or damage to the visible exterior seals; and

3. Inspect for visible damage any of the exterior seals of the RV that are not visible on the exterior of the RV regularly. The exterior seals (tapes, sealants) of the RV that are not exteriorly visible are located beneath the exterior surface of the RV's exterior roof, walls, floors, and exterior components including, but not limited to, AC units, roof vents, solar panels, windows, front or rear fiberglass or composite caps, exterior lenses and lighting, floor line attachments of the exterior metal cladding, awnings, and any other exterior component that is connected to the structure of the RV. If any of the seals appear to be compromised, report the same to your selling Dealer and Brinkley RV and seek service.
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 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 and/or Seals 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 and Seals 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 AND SEALS WARRANTY, SHALL NOT BE ENTITLED TO RECOVER FROM BRINKLEY RV ANY CONSEQUENTIAL, PUNITIVE, OR INCIDENTAL DAMAGES RESULTING FROM ANY STRUCTURAL AND/OR SEALS 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 AND SEALS WARRANTY ABOVE. THE ABOVE-REFERENCED LIMITED STRUCTURAL AND SEALS WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES. TO ACTIVATE THE LIMITED STRUCTURAL AND SEALS 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 AND SEALS 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 and Seals 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 Acknowledgment

BY REGISTERING OR HAVING YOUR RV REGISTERED IN YOUR NAME, OR BY ASSERTING A CLAIM UNDER THIS LIMITED STRUCTURAL AND SEALS 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 and their contact information. The links below will take you to the warranty on the manufacturer's website (if available online). If the warranty is not available online, the warranty text is at the back of this guide at the page number noted.

Component	Brand Name	Components Manufacturer's Warranty	Component Manufacturer's Website	Component Manufacturer's Phone Number
Air Conditioner	Furrion	Two-Year Limited Warranty	furrion.com	888-354-5792
Awnings	Lippert	One-year Limited Warranty	lci1.com	(574)537-8900
Axles	Curt	Six-Year Limited Warranty (One year for Bearings and Seals)	lci1.com	(574)537-8900
Baggage Doors	Lippert	One-year Limited Warranty	lci1.com	(574)537-8900
Converter	WFCO	Two-year Limited Warranty	wfcoelectronics.com	(877)294-8997
Entry Door	Lippert	One-year Limited Warranty	lci1.com	(574)537-8900
Entry Steps	Airxcel-Suburban Division	One-year Limited Warranty (see owner's manual)	suburbanrv.com/products/	(423)775-2131
Flooring	Syntec-Quantum Leap	Seven-Year Limited Warranty	syntecind.com	(800)526-8428
Frame	Lippert	One-year Limited Warranty	lci1.com	(574) 537-8900
Furnace	Airxcel-Suburban Division	Two-year Limited Warranty (see owner's manual)	suburbanrv.com/products/	(423)775-2131
Graphics	BGS	Five-year Limited Warranty	burlingtongraphics.com/	(262)554-8808
Load Center	WFCO	Two-year Limited Warranty	wfcoelectronics.com	(877)294-8997
Microwave	Furrion or Greystone	One-year Limited Warranty	furrion.com	(888)354-5792
Range Top	Airxcel-Suburban Division	Two-year Limited Warranty (see owner's manual)	suburbanrv.com/products/	(423)775-2131
Refrigerator	Furrion	Two-year Limited Warranty	furrion.com	(888)354-5792

Component	Brand Name	Components Manufacturer's Warranty	Component Manufacturer's Website	Component Manufacturer's Phone Number
Roof Membrane	Alpha Systems	20-year Limited Warranty	alphallc.us	(800)462-4698
Slide-Out Mechanism	Lippert	One-year Limited Warranty	lci1.com	(574)537-8900
Slide Floor	MJB Wood Group	25 Year Limited Warranty	mjbwood.com	(800)766-9516
Sofas	Lippert	One-year Limited Warranty	lci1.com	(574)537-8900
Solar Charger	Victron	5 Year Hardware Warranty	victronenergy.com	+31 (0)36 535-9700
Solar Panel	Go Power	12 Year Workmanship, 25 Year Power Output Warranty	gopowersolar.com	(866)247-6527
Suspension System	Lippert	One-year Limited Warranty	lci1.com	(574)537-8900
Thermostat	Furrion	One-year Limited Warranty	furrion.com	(888)354-5792
Tires	Hankook	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.	www.tredittire.com	(855) 8-TREDIT
Toilet	Thetford	One-year Limited Warranty	thetford.com	(734)769-6000
TV	Insignia	One-year Limited Warranty (see owner's manual)	collins-n-co.com	(574) 848-1118
TV Antenna	Winegard	Two-year Limited Warranty, Parts, One-year Limited Warranty, Labor.	winegard.com	(800)288-8094
Water Heater	RVMP	Two-year Limited Warranty	rvmp.co	(855)HAPPYRV
Water Pump	SeaFlo	One-year Limited Warranty (See owner's manual)	seaflousa.com	(574)891-4994
Windows	Lippert	One-year Limited Warranty	lci1.com	(262)-554-8808

NOTE: COMPONENT WARRANTIES BEGIN AT THE START OF RETAIL PURCHASE. RV REGISTRATION MUST BE SUBMITTED WITHIN THE REQUIRED TIME FRAME 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 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 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.
- 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 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

AMERIMAX FOR MOBILITY LIMITED WARRANTY

AMERIMAX ALUMINUM SIDEWALL LIMITED WARRANTY

Effective May 2025

This limited product warranty (the Limited Warranty), as issued by Amax Mobility, LLC (Amerimax for Mobility), applies exclusively to the following products:

Aluminum coils painted with StrongCoat / SuperiorCoat (together the Products and each a Product).

Amerimax for Mobility warrants the following color and gloss retention performance parameters (the Parameters) of the coating of each of the Products for a period of 3 years from the date of delivery (the Date of Delivery) of the relevant (batch of the) Product to the customer in accordance with the agreement or purchase order between Amerimax for Mobility and the customer (the Warranty Period) in accordance with the Limited Warranty terms and conditions set out below:

Test	Category	Performance Parameter (After 3 Years)
EN13523-2	Residual Gloss	$\geq 75\%$
EN13523-3	Color	$\Delta E_{CMC} \leq 2$

The remedies in this Limited Warranty are the customer's sole and exclusive remedies related to the warranties contained herein and are in lieu of all other remedies at law or in equity, notwithstanding any failure of essential purpose.

Limited Warranty Terms and Conditions

This Limited Warranty applies exclusively to the Products (and not to any other products supplied by Amerimax for Mobility (or its affiliates) to the customer). Notwithstanding this Limited Warranty, our General Terms and Conditions of Sale and Delivery, remain in full force and effect. If and to the extent there is a conflict between any of the provisions in our General Terms and Conditions of Sale and Delivery and the provisions of this Limited Warranty, the provisions of this Limited Warranty shall prevail.

This Limited Warranty is exclusively for the benefit of the customer purchasing the Products. This Limited Warranty (and the rights thereunder) may not be assigned by the customer to any third party.

Installation after Delivery

For this Limited Warranty to apply and remain effective, any Product supplied to the customer must be (i) stored indoors until installed, preventing direct exposure to UV rays, and (ii) installed within 12 calendar months after the Delivery Date.

Maintenance

This Limited Warranty provides coverage under conditions deemed as normal use of the Products. Any failure to meet the Parameters resulting from inappropriate usage or alterations made to the Products is not covered under this Limited Warranty.

Notification

In order for this Limited Warranty to apply, the customer must notify Amerimax for Mobility in writing within 30 days after it has become aware that a Product does not meet one or more of the Parameters (the Relevant Claim Period). Notification should be sent by registered mail to Amerimax for Mobility's registered address, with a copy to info@amerimaxmobility.com. Amerimax for Mobility may deny any claim under this Limited Warranty (i) that is not made by the customer within the Relevant Claim Period or that is made by the customer outside the Warranty Period or (ii) in case of non-fulfilment by the customer of any obligation arising out of the agreement between the customer and Amerimax for Mobility related to the purchase of the Product (including the General Terms and Conditions of Sale and Delivery). The notification must include proof of the date of delivery of the relevant Product, PO number of the invoice related to the relevant Product (as confirmed by Amerimax for Mobility) and all other information relevant to assess the claim.

Inspection

Upon receipt of a claim from the customer under this Limited Warranty, the customer shall give Amerimax for Mobility the opportunity(ies) to inspect the defective Product.

Corrective Action

At no time does this Limited Warranty confer upon the customer (or any other party) the right to proceed with refinishing, repair, replacement or restoration of the Product, without written notice to and prior agreement by Amerimax for Mobility. Any such work undertaken shall result in this Limited Warranty becoming null and void.

If Amerimax for Mobility determines that the customer's claim is valid, Amerimax for Mobility shall, at its sole discretion, refinish, repair or replace the Product or refund (part of) the purchase price paid by the customer for the (defective) Product. Amerimax for Mobility is, when determining the relevant corrective action or determining the award of a refund, entitled to take into account the amount of time that has elapsed between the Date of Delivery and the date on which the relevant claim is submitted by the customer.

Any corrective measures will be performed by Amerimax for Mobility or a contractor authorized by Amerimax for Mobility.

The Limited Warranty applicable to a refinished or repaired Product shall be limited to the unexpired part of the Warranty Period of the Product originally delivered to the customer.

Amerimax for Mobility reserves the right to stop or modify its product lines and coating colors.

If a Product is no longer available, Amerimax for Mobility may, if it chooses to replace the defective Product, replace it with a Product of equivalent value and quality.

TO THE EXTENT NOT PROHIBITED BY LAW, THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, AND EXCEPT AS STATED HEREIN: (i) REFINISHING, REPAIR, REPLACEMENT AND/OR REFUND SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR PRODUCTS THAT DO NOT MEET THE PARAMETERS; (ii) AMERIMAX FOR MOBILITY DISCLAIMS ALL EXPRESS, IMPLIED, OR STATUTORY WARRANTIES, WHETHER WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT; AND (iii) AMERIMAX FOR MOBILITY DISCLAIMS LIABILITY FOR ANY DAMAGES OR LOST PROFITS OF ANY KIND, INCLUDING, BUT NOT LIMITED TO DIRECT, INDIRECT, SPECIAL, GENERAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, OR PUNITIVE DAMAGES, REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF AMERIMAX FOR MOBILITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW DISCLAIMERS OF IMPLIED WARRANTIES, SO THIS DISCLAIMER MAY NOT APPLY TO YOU. TO THE EXTENT SUCH WARRANTIES CANNOT BE DISCLAIMED UNDER THE LAWS OF YOUR JURISDICTION, WE LIMIT THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS LIMITED WARRANTY.

Exclusions

The following are excluded from Limited Warranty coverage:

- Damage or deterioration caused by fire, lightning, flood, explosion, abnormal winds, earthquake, acts of war, terrorism, riots, civil commotion, radiation, impact of foreign objects, vandalism, natural disasters not otherwise named and acts of God
- Damage to the Product due to fabrication by panel manufacturer, handling/installation by erectors/installers, storage (off Amerimax for Mobility's premises), or transportation (out of Amerimax for Mobility's responsibility).
- Damage to the Product that is subject to any kind of insurance.
- Damage to the Product due to non-uniform fading and color changes resulting from the Product being (i) unequally exposed to sunlight and weather sources and/or (ii) exposed to chemical substances and/or other corrosive or degrading substances (including but not limited to chemicals, copper and steel).
- Surfaces that have been re- or post painted; touched up and/or repaired by parties other than Amerimax for Mobility.
- Surface areas that have a less than 5° degree pitch and areas subject to pooling of water or that otherwise are subject to retention of water or other contaminants.
- Surface areas that accumulate dirt or debris and that are not exposed to washing by rainfall, unless for every section, maintenance records show that these areas have been adequately washed in accordance with Amerimax for Mobility's maintenance guidelines at least once per year.
- Damage from misuse, unauthorized modification or neglect.
- Use of the Product for any purpose other than as specified in its instructions.
- Any Product that is removed or reinstalled after its initial installation.
- Any product not manufactured by Amerimax for Mobility, Euramax, or their respective affiliates.
- Any cost other than refinishing, repair, replacement or refund of Products with defective coating materials as specified in this Limited Warranty.

Miscellaneous

- No representative of Amerimax for Mobility or other individual has authority to make representations in relation to the Product other than those stated herein and the customer may not rely on any such representations.
- The terms of all international treaties (including, but not limited to the Vienna Sales Convention 1980 (CISG 1980) are hereby expressly excluded
- This Limited Warranty is governed by the laws of the State of Delaware, excluding its conflict of laws rules.
- Any dispute between Amerimax for Mobility and the customer will be decided exclusively by the courts of the State of Delaware, and each party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action, or proceeding.

BGS LIMITED WARRANTY

BURLINGTON GRAPHICS SYSTEMS, INC

DECALS

1) BGS PROUDLY OFFERS A 5 YEAR WARRANTY ON BGS GRAPHICS

5 year warranty period begins on the date of manufacture of every unit using BGS graphics.

The Warranty covers:

- Adhesive failures (graphics peeling around edges, or vinyl separating from adhesive).
- Surface cracking.
- Premature color fade.
- Reasonable labor rates to remove and replace graphics that have been approved for warranty (up to \$25 per hour max).

The Warranty does NOT cover damage due to:

- Impacts (from rocks, tree branches, for example).
- Improper cleaning or care (power washing or abrasive chemicals for example).
- General wear and tear (insect impacts, bird waste for example).

2) WARRANTY APPROVAL PROCESS

- Send all warranty claims to your Sales Representative for review.
- Once approved, please advise if you have the needed replacement graphic in your inventory.
- If not in inventory, please send purchase order for needed graphics to rvservice@bgsink.com.
 - Make sure to note on PO "Warranty claim approved for replacement graphics".
 - Please include email with warranty approval from your sales rep.
- BGS will ship warranty-approved replacement decals directly to your dealer or retail customer.
 - Please make sure to include "ship-to" address and customer / contact name.
- BGS will require a 10 day lead time to complete all digital and non-printed decals. Screen printed or SS Chrome may require up to 3 weeks.

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-month 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:

An approved time allowance 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. Shipping/ Freight fees shall not exceed the approved retail rate. A tracking number shall be provided upon request as well as method of shipment and additionally all box/bag information. In order to submit a warranty claim you will need to provide paperwork stating an accurate part number and an 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 the 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 the 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 the 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:

Contact your sales representative for returns.

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. Returns will be issued credit upon inspection of products is completed and is satisfactory. All returned products may not be modified, damaged, or opened and in resale form for full credit to be issued. Returns are only accepted in Box quantity unless agreed upon in writing from Dream Lighting Management.

For model change or usage discontinuation Dream Lighting must be notified 90 days in writing before the discontinuation occurs. 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:

Lights	Hours Maximum	Lights	Hours Maximum
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)
Strip Lights ≤ 100	0.20 (12 minutes)	101 ≥ 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 location’s claim exceeds 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 the 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 the 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 the 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.

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.

SYNTEC BEAUFLOL VIPER BAC LIMITED WARRANTY

VIPER BAC 7 YEAR LIMITED WARRANTY

Effective October 15, 2024

The following terms and conditions apply to all VIPER BAC products. For additional information, please see the product's technical data sheet. For questions, please contact Beauflor Technical manager at Concierge@beauflor.us.

The following conditions and definitions apply to all Beauflor Warranties:

- **Limitations** - These limited, prorated warranties extend to the original purchaser and are nontransferable.
- These warranties are applicable only to the initial installation of Beauflor products, not to products that have been removed and reinstalled. These warranties do not apply to discounted, second quality, or residential products installed in a commercial environment.
- **Proof of Purchase** - Proof of Purchase date (consumer receipt) is required to validate all warranty claims.
- **Installation** - The floor must be installed following standard installation practices. Installation related issues such as improperly prepared substrates, failure to conduct moisture testing or moisture mitigation, use of adhesives, seam sealers, or underlayment other than those recommended by Beauflor are not covered and are the sole responsibility of the owner/installer. Labor costs associated with the installation of non-professionally installed floors are not covered. The owner/installer shall inspect the product carefully prior to installation. Installation of product constitutes acceptance of color, quality, gloss, and grade. Be sure to discuss installation related matters with your professional installer prior to the commencement of installation.
 - **Storage** - Beauflor cushion vinyl products should be stored in an environment with the following conditions:
 - Rolls must be stored indoors and protected from the weather.
 - The relative humidity of the storage area must be between 40% and 50%
 - The rolls must not be stored in direct sunlight.
 - The temperature of the storage area must be between 36 and 104 degrees Fahrenheit (Zero and 40 degrees Celsius).
 - The storage area must be free from pollution and contaminants that may discolor the cushion vinyl.
 - Rolls must be stored horizontally with smooth, even support spanning the full width of the roll.
 - Any rolls exposed to temperatures below 50 degrees Fahrenheit should be acclimatized to 50 degrees Fahrenheit for at least 24 hours before installation.
 - Handling damages incurred before installation are not covered under this warranty.

LIMITED WARRANTIES

WEAR: VIPER BAC is covered by a 7 Year Limited Wear Warranty. Wear is defined as removal of the wear layer or pattern as a result of normal foot traffic only. Surface scratches, changes in shading, or diminished gloss or sheen are not considered wear. Indentation from improper loading (spiked footwear, narrow heels, furnishings, rolling loads or wheelchairs [motorized or non-motorized]) are specifically excluded.

MANUFACTURING DEFECT: A Manufacturing Defect is defined as a flaw resulting from the manufacturing process, which causes the product to depart from its intended design.

RIP /TEAR/ GOUGE: Damage caused by vacuum beater bars, caster wheels, dropped objects, sharp objects, or the moving of appliances or other heavy objects are not covered by the warranty. Appropriate protective measures are recommended. Construction or installation damage is specifically excluded.

COLOR: Color variations between samples, printed illustrations, video media and actual production runs are not warranted. Color loss or fading as a result of cleaner build up, the use of harsh or improper cleaning agents or failure to protect from UV or intense interior lighting are not warranted. The owner should always inspect color prior to installation.

STAINS: Beauflor does not warrant against stains from excessive temperature, sunlight, strong cleaning products, hair dyes, finishing stains, corrosives, houseplant fertilizers, paints, inks, latex, rubber mats, asphalt sealers, wheeled traffic, adhesives, mold, mildew, alkaline substances, rubber pads, rubber wheels, carpet dyes, or similar staining agents.

COLD CRACK 5 YEAR LIMITED WARRANTY

Beauflor provides a 5 year warranty against cold cracking for flooring installed and maintained at temperatures between 0 and 104 degrees Fahrenheit (-18 and 40 degrees Celsius). The warranty excludes cold cracking originating at cutouts.

WARRANTY EXCLUSIONS

CARE: Beauflor warranties do not cover damage resulting from failure to take appropriate care or to protect flooring as outlined in Beauflor's maintenance procedures. Appropriate care includes but is not limited to the following: the use of non-rubber backed and non-staining walk-off mats, transition mats at all exterior entrances, the use of window coverings during periods of peak or intense sunlight, the use of flat gliders under furnishings, continuous use of HVAC for climate control, and the use of chair pads.

MAINTENANCE: Beauflor warranties do not cover damage caused by or resulting from the following: improper cleaning agents and methods, or the simple failure to properly maintain the flooring. Improper cleaning agents are products that cause cleaner build-up, leave residues, diminish gloss, or may be corrosive, abrasive, or compromise the wear layer or structural integrity of the flooring. Improper cleaning methods are defined as any method that causes damage, such as a vacuum beater bar, steam cleaner, buffing/polishing equipment, or allowing excessive moisture to remain on the surface after wet mopping.

DAMAGE & ABUSE: Beauflor does not warrant against indentation damage caused by excessive point loads such as spiked footwear, narrow heels, or furnishings. Damage from rolling loads, wheel chairs, castor action, appliance or plumbing leaks, floods, fires, failure to protect from excessive heat and/or heat generating appliances, pet damage, urine, feces, bodily fluids, cuts, tears, scratches or gouges, failure to properly protect flooring when moving appliances or furnishings, improperly prepared subfloors, moisture intrusion, subfloor moisture, or intentional abuse are excluded.

INSTALLATION: Beauflor does not warrant the installation of flooring. Professional installation is strongly recommended. Claims resulting from improper installation, improper substrates, lack of permanent moisture remediation, moisture intrusion, failure to maintain climate control, or the use of alternative adhesives and sundries are not the responsibility of Beauflor. If a product has been determined to be defective, only professional installation labor charges may be eligible for reimbursement. The owner/ installer should carefully inspect the product prior to installation. Installation of product constitutes acceptance of color, quality, gloss, and grade.

TERMS & CONDITIONS

Warranty coverage for replacement flooring is limited to the remaining time of the original warranty. Beauflor will not consider any claim on material that is removed prior to site inspection without authorization by a representative designated by Beauflor. No claim will be considered in which Beauflor or designated agents are denied access for site inspection.

DISCLAIMERS TO WARRANTIES

TO THE EXTENT PERMITTED BY LAW, ALL WARRANTIES (EXPRESSED OR IMPLIED) OTHER THAN THE LIMITED WARRANTIES SET FORTH HEREIN ARE DISCLAIMED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION AS SET FORTH HEREIN, TO THE EXTENT ALLOWED BY LAW.

These express limited warranties are in lieu of any other expressed or implied warranties. No one (including installers, distributors, retailers, representatives, Beauflor employees, or agents) is authorized to assume for Beauflor any liability or responsibility with respect to Beauflor flooring or modify the duties, disclaimers, scope, exclusions, or limitations of Beauflor's warranties.

IN NO EVENT SHALL BEAU FLOR BE LIABLE FOR INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES OF ANY KIND, NO MATTER THE CAUSE, meaning Beauflor will not pay for or cover any loss, inconvenience, expense, or damage other than those associated with the flooring itself occurring as a result of a manufacturing defect in the flooring. Replacement of affected flooring with similar style and color is the full extent of Beauflor's obligation pursuant to the limited warranties.

SOME STATES DO NOT ALLOW LIMITATIONS OR DISCLAIMERS AS TO IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR DISCLAIMERS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW LIMITATIONS ON THE TIME AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE LIMITED WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

