



Treka Bus Warranty Terms and Conditions

All Treka Bus products are supplied complete with the following warranty cover:

Base vehicle: The base vehicle is provided with the standard OEM warranty cover.

All vehicles must be maintained in line with the manufacturer's guidelines and only OEM replacement parts used, failure to do so may invalidate the warranty. Please see the manufacturer's handbooks supplied with the vehicle for full details.

Treka Bus body conversion: The Treka Bus vehicles carry a 7-year unlimited mileage conversion warranty. Whilst there are minimal maintenance requirements in relation to the body conversion, the routine maintenance instructions must be followed and failure to do so may invalidate the warranty.

Floor tracks carry a 3-year warranty, all electrical components (including batteries and Carnation modules), a minimum 1 year warranty with some components covered up to 3 years, van conversion electrical steps carry a 7-year warranty.

Warranty is not extendable beyond the 7 years.

NB: Treka Bus Limited will register the vehicle for warranty purposes with the various components suppliers listed above. The customer does not need to register any components for warranty.

Useful Telephone Numbers

Treka Bus	01484 400 889	Any issues relating to your Treka Bus vehicle
Transport Door Solutions	01787 274 180	Side entry doors (coachbuilt vehicles only)
Premier Tail Lifts	01215 525 503	PLS passenger lifts (if fitted)
Palfinger	01707 382 881	Palfinger passenger lifts (if fitted)
Ricon	01509 261 939	Ricon passenger lifts (if fitted)
Eberspächer	01425 480 151	Heating, air conditioning and climate control (if fitted)
Webasto	01302 322 232	Heating, air conditioning and climate control (if fitted)
Phoenix Seating	01384 296 622	Saloon passenger seats (if fitted)
Rescroft Seating	01527 521 300	Saloon passenger seats (if fitted)

Eberspächer Warranty Terms and Conditions

Extended Aftersales Support for the Eberspächer vehicle systems:

All Vehicle systems will benefit from a 7 year extended warranty. This is part of the Eberspächer Total Life Care (TLC) commitment to Treka Bus customers.

Vehicles within Warranty (up to 7 years)

In the event of a failure, the customer should contact Treka Bus providing the following information: vehicle location, vehicle registration, system serial number. We will carry out an initial over the phone diagnosis and if appropriate will arrange for the vehicle to visit the closest Eberspächer Accredited or Approved agent or have one of their engineers visit the site (subject to conditions), where the repair will be undertaken. The customer will be kept updated on the repair progress and anticipated completion time/date. In the event that the failure is not under warranty, the customer will be advised and authorisation to continue will be sought.

Service Responsibility

During the 7-year warranty period, Eberspächer UK will take responsibility for all repairs within the Terms & Conditions attached. The customer will be asked to undertake an inspection at 24 months and a service at 48, 60 and 72 months to retain the warranty using an Eberspächer Accredited or Approved agent however; your attention is drawn to the fair wear and tear exclusion within the warranty terms.

Vehicles out of Warranty

In the event that a repair is required on a climate system outside the warranty, the Customer may contact our TLC call line and report the fault and vehicle details. Eberspächer will identify the closest dealer to attend. We will also obtain an estimate of the cost of repair before requesting authorisation to continue.

Terms and Conditions

The warranty covers exclusively only those parts of delivery by Eberspächer (UK) Ltd.

Change of ownership of the appliance does not affect the warranty obligation. These obligations will not exist, however, when the fault originally developed was connected with any of the following:

- An operative or customer not having given notice at once of any fault having developed, providing Eberspächer (UK) Ltd or their approved agent the opportunity of rectification.
- Failure of the equipment through fair wear and tear, applicable primarily to glow plugs/glow pins, fuel filters, driers, drive belts, idlers and tensioner pulleys, evaporator and condenser fans up to 60 months, thereafter to include heater water pumps, blower motors, fuel pumps, compressors, condenser coils, hoses and ICU's.
- Fair wear and tear is defined as exceeding 12 months or 32,000 miles per annum.
- The maximum term is 7 years with maximum mileage of 120,000, whichever is sooner.

- Failure of the equipment through abuse, unreasonable treatment or use for which the appliance was not designed.
- Failure of the equipment due to the stipulated servicing requirements not being adhered to or conducted by a Non Accredited Eberspächer agent.
- Installation of replacement parts into or in conjunction with the equipment, which are not approved by Eberspächer (UK) Ltd.
- Changes in the appearance of the appliance or modifications in a way which the manufacturer has not agreed or sanctioned the change.
- Changes to the design or use of the vehicle from its original specification.

Eberspächer (UK) Ltd limits its liability to either repair and/or replace products or parts as deemed necessary within the warranty period. The warranty does not cover any third part costs including, but not limited to, non Eberspächer Accredited or approved agents labour, replacement vehicle hire, roadside recovery, loss of earnings, or loss of load.

Webasto Thermo & Comfort UK Warranty Terms and Conditions

As part of Webasto's commitment to Treka Bus customers, all Webasto vehicle systems fitted to Treka Bus vehicles are provided with a seven year extended warranty.

Procedure for Vehicles within the seven-year Warranty Period

Should a failure occur within the system, the customer/end user should contact Treka Bus and provide the following information:

- Vehicle registration
- Vehicle location
- Webasto product installed
- Webasto product serial number

Upon receipt of this information, Webasto Thermo & Comfort UK Ltd will initially offer support over the telephone to the end user in an attempt to diagnose the problem and attempt to rectify the issue with the end user. If this is unsuccessful and if it is deemed necessary, we will then arrange for the vehicle to visit the nearest authorised Webasto dealer or have one of their own engineers visit the customer's premises (subject to conditions), where a repair can be undertaken. The customer will be kept up to date with regards to the progress of the repair together with any anticipated completion time/date. If it is found that the failure is not covered under the warranty terms; the customer will be advised so that authorisation to continue with the repair can be provided.

Service Responsibility

During the seven-year warranty period, Webasto Thermo & Comfort UK Ltd undertakes to be responsible for all warranty related repairs within the Terms & Conditions. In order to retain the extended warranty, the customer will be required to undertake an inspection of the system at 2 years and services at 4 years, 5 years and 6 years which must be performed using an authorised Webasto UK dealer. However; it should be noted about the exclusion regarding fair wear and tear contained within the warranty terms.

Procedure for Vehicles out of Warranty

In the event that a repair is required on a Webasto product outside the seven-year warranty period, the Customer may contact our dedicated technical support telephone number and report the fault together with the vehicle details as above. Webasto Thermo & Comfort UK will identify the closest authorised Webasto dealer who can offer support. Webasto will also provide an estimate of the cost of repair before requesting authorisation to continue.

Terms and Conditions

The warranty covers exclusively only those parts of the original delivery supplied by Webasto Thermo & Comfort UK Ltd.

Change of ownership of the vehicle does not affect the warranty obligation.

As detailed in the warranty terms, certain situations will invalidate warranty. These are summarized below and any warranty repair presented should have these points investigated before requesting support.

- The product has been incorrectly installed in accordance with the relevant product installation guidelines.
- The product has been used for a purpose other than for which it was designed.
- The product has suffered misuse or neglect,
- The product has been modified without the approval of Webasto Thermo & Comfort UK Ltd.
- The product has been fitted with parts not supplied, or approved by Webasto Thermo & Comfort UK Ltd.
- Failure of the equipment through fair wear and tear.
- The product has been serviced or repaired by a person or organisation other than one approved by Webasto Thermo & Comfort UK Ltd.
- The maximum warranty period is seven years or 120,000 miles, whichever is sooner.
- Failure of the product through abuse, unreasonable treatment or failure caused by any external influence.
- Failure of the equipment due to the stated service requirements not being adhered to or it has been serviced or repaired by a person or organisation other than on approved by Webasto Thermo & Comfort UK Ltd.
- Changes to the design or in the use of the vehicle from the original specification.

Webasto Thermo & Comfort UK Ltd limits its liability to either repair and/or replace products or parts as deemed necessary within the warranty period. The warranty does not cover any third party costs including, but not limited to, unauthorised Webasto dealers labour, replacement vehicle hire, roadside recovery, loss of earnings, or loss of load.

PLS Tail Lift Warranty - Terms and Conditions

The Treka Bus PLS warranty covers parts and labour and is effective from the date of initial commissioning by PLS or a certified and approved engineer.

The lift and vehicle details will be automatically registered with PLS by Treka Bus.

Procedure

When a lift needs a warranty repair the operator should contact Treka Bus quoting the lift serial number, body serial number and vehicle registration number.

Treka Bus will carry out an initial over the phone diagnosis and if appropriate will confirm attendance times and instruct a PTL engineer, or other authorised Service Agent.

N.B. ANY WORK CARRIED OUT WITHOUT AUTHORISATION WILL NOT BE reimbursed.

For all non-warranty repair and maintenance needs the operator should contact PTL directly (PTL are the PLS approved partner for warranty and service).

There are 5 levels of warranty applicable to a lift fitted to a Treka Bus vehicle.

Warranty is subject to the lift being LOLER certified and serviced 6 monthly by PLS approved personnel, from date of registration.

Standard Cover

The standard warranty cover is applicable when the tail lift engineer used to inspect, service and test the lift is NOT approved by PLS.

Bronze Cover

The Bronze warranty package is applicable when the tail lift engineer used to inspect, service and test the lift is not PTL but is approved by PLS.

Silver Cover

The Silver warranty package is applicable, when from registration all lift inspections, services and tests are carried out by PTL.

Gold Cover

The Gold warranty package is applicable to any lift that is covered by the Silver Cover package, at the end of its third year, at an additional charge of £1 per day during years 4 and 5 of the warranty period. This package also includes the services and LOLER inspections in years 4 and 5.

The Gold Cover warranty package must be arranged directly with PTL.

Platinum Cover

The Platinum warranty package is applicable to a lift when from registration the customer pays PTL an annual fee of £547.50 for each of the 7 years. The annual fee also includes 2 services, weight tests and LOLER inspections per year.

The Platinum Cover warranty package must be arranged directly with PTL.

The specific warranty cover details are shown on the attached Warranty Terms and Conditions however there are a number of general points that are detailed below:

1. If an inspection, service, test or repair is carried out by a non tail lift trained engineer or if non-PLS approved parts are fitted to the lift, all warranty will be void.
2. All lifts will be supplied with a spare wander lead FOC.
3. Any part replaced under warranty will carry warranty for the balance of the warranty period as defined under the Terms and Conditions.
4. Copies of up to date and concurrent service documents, LOLER inspection certificates and weight test certificates must be made available to PTL or the attending Service Engineer upon request, failure to do so may invalidate the warranty.
5. The lift warranty may be extended as detailed in the Warranty Terms and Conditions.
6. The vehicle must be made available for warranty repairs during the hours of 08.30 to 17.00 hours Monday to Friday, excluding Public Holidays.
7. The serial number(s) for the component(s) subject to a warranty claim must match the serial number(s) of the component(s) originally fitted to the lift.
8. Treka Bus will automatically register the lift with PLS and PTL.
9. The warranty cover can be upgraded from Standard or Bronze to Silver Cover at any time subject a condition inspection being carried out by PTL. This inspection would be chargeable at a cost of £99 plus vat plus any work required to bring the lift up to an acceptable condition to pass a LOLER. Once PTL have completed the work identified the warranty upgrade will be offered.

Warranty Terms and Conditions

Item	Standard	Bronze	Silver	Gold	Platinum
Wander Lead Warranty	12 months	12 months	12 months	12 months	12 months
Warranty extension available	Yes	Yes	Yes	N/A	N/A
Travel & Labour included	12 months	24 months	36 months	60 months	84 months
Lift services included	No	No	No	Yes	Yes
LOLER inspections included	No	No	No	Yes	Yes
Weight tests included	No	No	No	Yes	Yes
Hydraulic power pack warranty	12 months	24 months	36 months	60 months	84 months
Motor, hydraulic cylinder and hose warranty	12 months	24 months	36 months	60 months	84 months
Other components	12 months	60 months	60 months	60 months	84 months

General Exclusions

1. The following are excluded from all warranty packages; consumable parts e.g. fuses, bulbs, electrical connections, hydraulic hoses (except when caused by a manufacturing defect).
2. Operator misuse.
3. Accident damage.
4. Items that are subject to replacement due to wear and tear during normal service, maintenance and operation.
5. Replacement vehicle hire.
6. Loss of earnings
7. Any consequential loss.
8. The warranty does not supersede liability for all components as defined in the Sale of Goods Act 1982.

Transport Door Solutions Warranty Terms and Conditions

In the event of a door failure the customer should contact Treka Bus in order to report the fault, providing the following information: vehicle location, registration number and door serial number, Treka Bus will then carry out an initial over the phone diagnosis and if appropriate arrange for an engineer to attend the vehicle.

All Transport Door Solutions door systems are covered by an initial 3-year warranty.

An additional 4 years' warranty will be offered subject to the following conditions:

At the end of the third year T.D.S. carry out a vehicle door inspection at a cost of £300.00 per vehicle, including parts. Any worn parts e.g. door rubbers, door guide rollers/bearings will be replaced where required during the inspection. The door will then be reset to the original factory settings and an additional 1-year warranty given.

At the end of the fourth year T.D.S. carry out a vehicle door inspection at a cost of £300.00 per vehicle, including parts. Any worn parts e.g. door rubbers, door guide rollers/bearings will be replaced where required during the inspection. The door will then be reset to the original factory settings and an additional 2-year warranty given.

At the end of the sixth year T.D.S. carry out a vehicle door inspection at a cost of £450.00 per vehicle, including parts. Any worn parts e.g. door rubbers, door guide rollers/bearings will be replaced where required during the inspection. The door will then be reset to the original factory settings and an additional 1-year warranty given.

Items not covered by additional warranty: Door aperture sealing rubbers
Door active flap sealing rubbers
Door nosing rubbers
Glass
Electric Drive Unit

In years 6 and 7 any warrantable component will be supplied FOC, with the customer responsible for the fitting and is subject to TDS Terms and Conditions.

Warranty does not cover in service door adjustments

Warranty is not extendable beyond the 7 years.



Saloon Seating Warranty Terms and Conditions

Phoenix Seating

Phoenix saloon seats are covered by a 7-year warranty and whilst there are minimal maintenance requirements in relation to the Phoenix saloon seats, the routine maintenance instructions provided with the vehicle must be followed and failure to do so may invalidate the warranty.

Warranty is not extendable beyond the 7 years.

Cogent Seating

Cogent saloon seats are covered by a 7-year warranty.

Rescroft Seating

Rescroft saloon seats are covered by a 1-year warranty.