



Vanner 2022 Warranty Program - Conventional / Hybrid / Battery Electric / Fuel Cell Bus Accessories

Effective Date - June 1, 2022 (Warranty submissions after May 31, 2022)

Rev - A917385-01-B

Product	Troubleshooting and R&R Time	MAX Labor Rate	MAX Reimbursement	Comments
80 Series CAN Battery Equalizers	2.0 hrs.	\$120.00 per hr.	\$240.00	
65 / 66 / 70 Series Battery Equalizers	1.0 hr.	\$120.00 per hr.	\$120.00	
All Inverters	2.0 hrs.	\$120.00 per hr.	\$240.00	
Max Charge Battery Chargers	1.0 hr.	\$120.00 per hr.	\$120.00	
Start Sentry Ultracapacitor	3.0 hrs.	\$120.00 per hr.	\$360.00	
Travel Time	Travel time is not reimbursed for warranty repair. However if there is an extraordinary circumstance that requires extensive travel Vanner, will consider a fair travel reimbursement. Any travel reimbursement must be pre-approved by Vanner Service.			
Towing Charges	Towing Charges are not reimbursed for warranty repair. However if there is an extraordinary circumstance that requires towing Vanner will consider reimbursing for towing. Maximum towing reimbursement is \$500.00. Any towing charge reimbursement must be pre-approved by Vanner Service.			
Authorized Repair and Troubleshooting Locations	Vanner reserves the right to refuse reimbursement, and/or adjust the requested reimbursement cost submitted for labor and replacement components, if deemed excessive by Vanner's Service Department. Only Vanner trained and authorized personnel should be performing troubleshooting and repairs for warranty submission.			
Contacts for Support and Warranty Approval				
Warranty Approval and Support	James Finley	614-771-3512	Service Manager	
Troubleshooting and Field Support	Mike O Sullivan	614-771-3540	Vehicle System Integration Team Mgr.	
Troubleshooting and Field Support	Jeff Carey	614-771-3503	Vehicle System Integration Team Tech	
General Support Email	service@vanner.com			
Useful Links				
Vanner Website/Manuals	Product Manuals (vanner.com)			
Vanner Website/Tech bulletins	Tech Bulletin / Addendum (vanner.com)			
Vanner's Warranty Policy	Vanner Limited Warranty (vanner.com)			

This Warranty Program is in effect June 1, 2022.

It replaces all previous Vanner warranty programs and statements, and statements in Vanner's Owner's and Installation Manuals.



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Warranty Process

Step 1 - Contact Vanner's Service Dept for authorization, after preliminary diagnostics (.5 hrs. is typical) but PRIOR to beginning work.

Warranty work performed without prior written authorization from Vanner's Service Department will not be reimbursed.

Step 2 - Vanner will advise whether to proceed and provide a RGA (Return Goods Authorization), or schedule Vanner technicians or engineering to analyze the failure.

Step 3 - If warranty work is authorized, Vanner Service will ...

- a) Provide an Advance Warranty replacement unit, if the Transit Authority is enrolled in the AWR program.
- b) Pay freight costs both ways.
- c) Process and ship a replacement unit from recertified pool. (usually within 24 hours)

Step 4 - Vanner Service will analyze the returned unit and advise the status.

After unit is determined to be Warranty, NFF (No Fault Found), or Customer Damaged, Vanner Service will contact customer to determine next steps.

- a) Warranty units will be processed and charges reimbursed per the rates below.
- b) NFF units will be returned, customer pays the return freight. Warranty claim will be denied.
- c) Customer Damaged units will repaired at the customer's expense, returned at the customer's request without repair, or scrapped. Warranty claim will be denied.

-If the replaced Advanced Warranty unit(s) is/are not received by Vanner Service within 30 days of the replacement unit shipment, the AWR invoice shall be paid by the OEM or Distributor that ordered it.

-The OEM or Distributor agrees to pay any freight charges associated with No Fault Found units.

Troubleshooting and Repair & Replace - Rates and Reimbursement

Product	Troubleshooting and R&R Time	Max Labor Rate	MAX Reimbursement	Comments
HBA / EBA Diagnostic and R&R	4.0 hrs.	\$139.00 per hr.	\$556.00	
HVDM Diagnostic and R&R	3.0 hrs.	\$139.00 per hr.	\$417.00	
VEPI Diagnostic and R&R	4.5 hrs.	\$139.00 per hr.	\$625.50	
Allison ESS Fuse Replacement	2.0hrs	\$139.00 per hr.	\$278.00	Includes removal and replacement of the DPIM Testing Port Cover
Covered Parts	Quantity	Single Piece Price	Total Amount Covered	Comments
ESS Fuse Reimbursement - Vanner Part# 019301	3 Fuses	\$126.00 Each	\$378.00	If Allison OEM fuses are used, Vanner will reimburse up to \$378.00 for warranty repair.
HV Lug Bolt Access Cover EMI Gasket	1 Gasket	\$10.00	\$10.00	
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Contacts for Support and Warranty Approval

Troubleshooting and Field Support	Mike Thomas	856-287-8588	Vehicle System Integration Team Tech
Troubleshooting and Field Support	Jeff Carey	614-771-3503	Vehicle System Integration Team Tech
Formal Warranty Approval	James Finley	614-771-3512	Service Manager
General Support Email	service@vanner.com		

Reference Documents

Allison Reference Document	SIL 06-EP-19
HBA Manual	D914892

Useful Links

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