



Effective Date – June 1, 2022

Limited Warranty Policy

A917385-E

Vanner Inc., referred to herein as Vanner, warrants that their products are free from defects in materials and workmanship for a period of 18 months from date of shipment if the requirements outlined below are complied with. The 18-month warranty is in reality a 12-month warranty, with a 6-month period to allow for time in distributor inventory, and/or time for vehicle build and deployment to the end-user.

Exceptions to the warranty period above:

- **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.**

- **OEM Installations**

To support our OEM customers, Vanner will extend the warranty of the products installed at the OEM's production facility, to match the OEM's standard warranty policy up to 24 months from date of shipment. Warranty requests that exceed 24 months from date of shipment must be reviewed and approved by Vanner Inc. in writing to be valid.

Electrical system validation by Vanner engineering, training for OEM production personnel, and production line installation audits of Vanner components are required at Vanner's request for warranty compliance.

- **National Truck Fleet Program**

To support our national truck fleet customers, Vanner will extend the warranty to 48 months from date of shipment on inverter and inverter/charger products, installed at the Truck Equipment Manufacturer, OEM Ship-thru Facility, Fleet Gold® Dealer, or approved Vanner Distributor's installation facility, chosen by a national fleet to install Vanner products. The 48-month extended warranty requires the inclusion of a Vanner supplied or approved installation kit and validation of the system and installation by Vanner's System Integration Team.

- **High Voltage DC-DC Converters and High Voltage Distribution Modules**

To support our Bus OEM and Transit Authority customers, Vanner will extend the warranty to 36 months from date of shipment for High Voltage DC-DC Converters (HBA) and High Voltage Distribution Modules (HVDM) installed on hybrid-drive and electric-drive electrical systems. 36-month warranty applies to products installed at the OEM's production facility and for retrofits installed at a Vanner approved Distributor's installation facility. The 36-month extended warranty requires the inclusion of a Vanner supplied or approved installation kit and validation of the system and installation by Vanner's System Integration Team.

- **Extended Coverage Programs**

Coverage requests beyond the standard and exception warranty periods listed above will be considered if required by the OEM or End-User customers. Extended coverage costs are typically 3% per year, beyond the standard or exception warranty period.

- **Any additions or modifications to the above warranty programs must be pre-approved in writing by Vanner's V.P. of Sales and Marketing to be valid.**

This warranty policy is in effect June 1, 2022. It replaces all previous Vanner Limited Warranty Policies and all previous warranty statements printed in Vanner's Owner's Manuals and Service, Operation, and Installation Manuals.

Warranty Terms and Conditions:

Vanner warranty assumes the products are installed in, and only in, commercial or industrial vehicle applications and are checked out properly according to all guidelines, instructions, and checkout procedures set forth in the product's Owner's Manual and/or Installation/Operation/Service Manual.

Vanner does not warranty its products against any and all defects when the defect is a result of material or workmanship not provided by Vanner, normal wear and tear, or defects caused by misuse or use is contrary to instructions supplied, neglect, accident, reversed polarity, unauthorized repairs and/or replacements.

All warranties of merchantability and fitness for a particular purpose written or oral, expressed or implied shall extend only for a period of 18 months from date of shipment. There are no other warranties that extend beyond those described on the face of this warranty. Some states do not allow limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

Vanner does not undertake responsibility to any purchaser of its product for any undertaking, representation, or warranty made by any dealers, distributors, or OEMs selling its products beyond those herein expressed unless expressed in writing by an officer of Vanner.

VANNER DOES NOT ASSUME RESPONSIBILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, RESPONSIBILITY FOR LOSS OF USE OF THIS PRODUCT, REMOVAL OR REPLACEMENT LABOR, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR TELEPHONE CALLS, SHIPPING EXPENSE, LOSS OR DAMAGE TO PROPERTY, OR LOSS OF REVENUE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THESE LIMITATIONS MAY NOT APPLY TO YOU.

At Vanner's sole discretion, Vanner reserves the right to repair, replace, or refund for any material returned under this warranty. Any damage caused by the customer will be charged or deducted from the allowance.

All warranty work will be performed at Vanner's factory, or authorized repair facility utilizing a valid Warranty Authorization Number (WAN) prior to repair. Products shall be delivered to Vanner's facility, freight prepaid and fully insured. Products repaired under warranty, or replacement parts or products will be returned to a North American location prepaid via same transportation means and level of service as received, unless directed otherwise. Prepaid freight policy does not apply to locations outside North America.

Advance Warranty Replacement

To further support our national fleet customers, Vanner offers our OEMs, Truck Equipment Manufacturers, OEM Ship-thru Facilities, Fleet Gold® Dealers, and approved Vanner Distributors the opportunity to enroll their national fleet customers in Vanner's Advance Warranty Replacement Program (AWRP).

Once a fleet is enrolled in the AWRP, Vanner will commit to stock replacement products in Hilliard, OH, or a mutually agreed to location. Replacement products will be shipped within 24 hours directly to the national fleet vehicle's location, minimizing the time the vehicle is out of service.

Contact your Vanner representative for more details on the Advance Warranty Replacement.

Vanner's policy is one of continuous improvement. Vanner reserves the right to change or amend this warranty policy without notice.

Bruce Beegle
Vice President - Sales & Marketing

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