



**HME Ahrens-Fox**  
**Authorized Service Center Manual**  
**Revision Level 6.0**

## Table of Contents

<i>Section 1: Contact Information</i> .....	3
<i>Section 2: Warranty Procedures</i> .....	4
<i>Section 3: Pre-Repair Requirements</i> .....	6
<i>Section 4: Post-Repair Requirements</i> .....	7
<i>Section 5: RMA/RGA Procedures</i> .....	8
<i>Section 6: Invoice Requirements</i> .....	9
<i>Section 7: Travel Reimbursement Policy</i> .....	10
<i>Section 8: Warranty Registration Process</i> .....	11
<i>Section 9: Miscellaneous Information</i> .....	12

## ***Introduction***

This Authorized Service Center Policy Manual (“Manual”), which is incorporated by reference into the Authorized Service Center Agreement, sets forth mandatory policies for all HME Ahrens-Fox (“HME”) Authorized Service Centers. This Manual may be updated and revised periodically and posted within the Service Center Portal at [www.firetrucks.com](http://www.firetrucks.com), which shall constitute adequate notice to all Authorized Service Centers of any such updates and revisions. Any policy revisions shall supersede all prior policies in previous versions of this Manual.

## ***Section 1: Key Contact Information***

The following list of persons, which may be updated from time to time, shall be the primary HME support contacts for use by Authorized Service Centers:

Josh Velting (Customer Service and Operations Manager)

Office: (616) 261-3613

Cell: (231\_ 250-0620

Email: [jvelting@hmetruck.com](mailto:jvelting@hmetruck.com)

Peter Freeman (Customer Support Technician)

Office: (616) 261-3626

Cell: (616) 881-3215

Email: [pfreeman@hmetruck.com](mailto:pfreeman@hmetruck.com)

Chris Rick (Customer Support Technician)

Office: (616) 284-8185

Email: [crick@hmetruck.com](mailto:crick@hmetruck.com)

Jason Awe (Customer Support Technician)

Office: (616) 261-3620

Email: [jawe@hmetruck.com](mailto:jawe@hmetruck.com)

Alexis Casillas (Customer Support Specialist)

Office: (616) 261-3619

Email: [acasillas@hmetruck.com](mailto:acasillas@hmetruck.com)

Marie Bader (Senior Customer Support Parts Specialist)

Office: (616) 261-3608

Email: [mbader@hmetruck.com](mailto:mbader@hmetruck.com)

Paul Hulliberger (Customer Support Parts Specialist)

Office: (616) 284-8174

Email: [phulliberger@hmetruck.com](mailto:phulliberger@hmetruck.com)

## ***Section 2: Warranty Procedures***

### **Warranty Incident Procedures:**

- All incidents need to be submitted into the HME Service Center Portal to obtain a repair order number and warranty incident number. During this process, HME allows some work to be pre-authorized prior to receiving the work authorization. See steps for what work is preauthorized and steps for submitting the claims below.

### **Pre-Authorized Warranty Work**

- Authorized Service Centers, are pre-authorized to begin work on incidents under the following circumstances/conditions:
  - Total value of incident does not exceed \$1,500, including labor and travel time
  - Diagnostic time does not exceed one hour
  - Total time to remove and repair does not exceed eight hours, including travel time

### **Submitting a Warranty Incident**

All Authorized Service Centers must submit a Warranty incident into the HME Service Center Portal prior to performing (unless the incident meets the criteria for pre-authorized warranty work) warranty repair and obtain a work authorization number (WA #) to be eligible for reimbursement. To obtain a WA #, you will need to provide the following information: HME serial/build number, miles, engine hours, pump hours, and nature of call (customer complaint) all entered into the WI in the SC Portal.

The WA # is provided by HME to support an agreed upon repair time and labor rate in the auto-send email when the warranty incident is approved. It is an acknowledgement that the chassis or module is within the warranty period or that a policy repair has been authorized for payment, and that a case has been opened and documented.

Once a WA # is provided, the Authorized Service Center shall perform repairs immediately or within a reasonable time.

- Eligibility for HME limited warranty coverage is dependent on warranty registration
- Submit an online warranty claim request, located on the HME Service Center Portal, to request warranty approval
- Upon approval, Customer Support will ship the required parts at no-charge and issue a Return Material Authorization (“RMA”), if required, for the defective parts specific to the work authorization and repair
- HME will cover a mark-up of sublet services and/or parts purchased by Service Center, if mark-up does not exceed 10% of sublet/parts cost. These sublet services and/or parts invoices must be provided with the invoice for reimbursement.

- HME will cover reasonable and customary expenses for shop supplies and hazardous waste disposal, assuming these charges are not built into your labor rate and do not exceed 10% of the overall invoice
  - Hazardous waste materials are defined as materials which need to be contained and disposed of following local and state laws, and apply to the authorized repair
- Part kits for Campaigns/Recalls are shipped at no charge and are not eligible for mark-up
- Submitted labor hours must match or be less than the pre-authorized hours, with the understanding that the time allotted may be less than one hour
- If labor hours or material cost for the repairs exceed the estimated or pre-authorized amount, follow the “Pre-Repair Requirement” guidelines

## ***Section 2: Warranty Procedures cont’d***

- If the invoice amount exceeds the pre-authorized amount or hours, a new invoice must be submitted, reflecting the authorized amount
- If there is any instance after the repair order is opened when the unit is not actively under repair and it is safe to operate, the owner must be notified that vehicle is available for use, with the owner’s response documented on the repair order
- For situations when the unit is left at your facility for extended periods of time, a statement defining when you will perform the repair and projected completion date must be applied to the repair order
- As soon as the repair order is complete, the repair must be closed in the Service Center Portal and document the work completed
- If asking customer to perform troubleshooting or diagnostic testing, the customer must be informed that HME will only reimburse for work if the testing results in a warrantable repair. If no defect or failure is found, the owner must pay for testing requested.
- An authorized repair may be declined after the fact if the cause of the repair is due to an unwarrantable event. In this case, all costs are the responsibility of the customer.
- HME will reimburse for troubleshooting or diagnostic testing performed at HME’s request prior to or during the repair
- Once repair is complete, follow the “Post-Repair Requirement” procedure and submit your claim for reimbursement
- Claims must be submitted within 30-days of completion of repair to be eligible for reimbursement
  - Claims submitted beyond 30-days will be evaluated for reimbursement on a case-by-case basis. Claims submitted after 90 days of open date will no longer be eligible for reimbursement.

### ***Section 3: Pre-Repair Requirements***

An authorization of repairs will require an estimate of cost per warranty incident.

Estimates must include the following and be submitted through the Service Center Portal:

- HME vehicle serial number, current mileage, engine hours, and pump hours
- List of all necessary parts for repair
- Cost of disassembly, inspection, and diagnosis of any portion of vehicle to determine extent of necessary repairs
- If equivalent materials are sourced locally for repair, prior authorization must be obtained for those costs to be considered reimbursable
- Any of the replacement parts are rebuilt or reconditioned
- Estimated number of hours required to perform repair
- All pre-approved miscellaneous charges, such as travel time and hazardous waste materials (must be identified in a dollar amount...percentages and mileage charges will not be accepted)
- All sublet repairs must be defined and in their actual dollar amount
  - Sublet work can be marked-up up to 10%.
  - Copy of the sublet bill must be included with submission of the invoice

If it becomes necessary to perform labor or install parts in addition to what was identified in the original estimate, the service center must request and receive additional authorization prior to performing the additional labor or installation of additional parts

#### ***Section 4: Post-Repair Requirements***

The final invoice/repair order must be made out to HME (not the customer) and include the following information/items:

- Repairs requested by customer (documented as the complaint) or HME directed repairs
- Vehicle owner's name, address, and telephone number
- HME vehicle serial number (found on VIN tag)
- Mileage in and mileage out
- Engine hours
- Pump hours
- Cause and correction for each complaint, including a detailed description of repairs and service performed
- Detailed identification of all parts replaced, specifying which parts are new and/or rebuilt
- Dates the repair order was opened and completed (date in/date out)
- Approved work authorization number from HME
- Estimate of repairs, including all approved additions to the original estimate
- Actual total charges for all parts and labor involved in repair, excluding no-charge parts which need to be listed as no-charge
- Miscellaneous charges, such as travel time, hazardous materials, or shop supplies
  - These must be listed as separate line items and must be shown on the final invoice as the actual dollar amount being charged and not part of your base labor rate or mileage
- Descriptive list of repairs (parts and labor broken down for each repair), signed by an authorized agent of the service center
- Any other documentation supporting the claim and/or requested by HME, including a copy of all sublet repair invoices which are noted on repair order

Downtime of the vehicle or incurred costs due to delay of part shipments or any other cause beyond HME control are not reimbursable and should not be included on the invoice.

- This includes, but is not limited to, hotels, meals, care rentals, and telephones

For all approved HME stocking service centers, freight charges related to parts which were shipped overnight are not reimbursable unless prior approval has been provided.

Payment of invoice will not be processed until all required RMA parts are received and inspected at HME. Failure to submit all required information will result in delayed or no reimbursement.

## ***Section 5: RMA/RGA Procedures***

HME works diligently to recover warranty parts that need to be returned to our supply base for financial recovery utilizing our RMA label.

There are also cases where we need to retrieve a new part and return it to the supplier for vendor recovery thru our RGA process.

Once the work authorization is given, HME Customer Support will inform the service center if/and what part(s) must be returned. The customer support team will ship the required replacement warranty parts at no-charge and issue either an RMA for the defective parts specific to the work authorization and repair or an RGA in the event the incorrect/over shipment of material was shipped. If you are an authorized stocking service center and have the required parts in stock, the customer support team will email or mail the required RMA/RGA label to you, if required.

The RMA/RGA label(s) are included with the replacement part(s) unless otherwise specified. In the event you do not receive the label(s), please contact HME Customer Support and we will email or mail them.

Part(s) which are requested to be returned to HME must be received within 30-days from receipt of invoice before the invoice will be processed for payment by HME.

The requested returned part(s) must have the appropriate HME provided RMA/RGA label attached to the outside of the shipping package. In the event HME fails to recover the part(s) or if the part(s) are not received within the allotted timeframe, HME reserves the right to short pay the invoice in the amount of the part(s) plus shipping cost. In this case, a warranty payment summary will be sent indicating the amount the claim will be short paid.

RMA No.:	_____
Part No.:	_____
Chassis S/N:	_____
Date:	_____
Return to:	HME, Inc. 1950 Byron Center Avenue Wyoming, MI 49519 Attn: Customer and Product Support



## ***Section 6: Invoice Requirements***

Invoices submitted to HME for authorized repairs or services must list HME as the “bill to” party and contain the following information:

- Repair order number and warranty incident number
- Vehicle owner’s name and address
- HME vehicle serial number (found on VIN tag)
- Repair date-in/repair date-out
- Mileage in/mileage out
- Engine hours
- Pump hours, if applicable
- Aerial hours, if applicable
- For each repair completed under the work authorization number, the following must be itemized:
  - Complaint
  - Cause
  - Correction
  - Parts
  - Labor
  - Shipping
  - Sublet services (include a copy of related invoice)

Invoices shall be submitted to: [warranty@hmetruck.com](mailto:warranty@hmetruck.com).

Only one repair order number may be included on an invoice and no more than one invoice may be submitted per work authorization number. Multiple repairs may be authorized under one repair order number, but if submitting an invoice for multiple authorized repairs, each repair must be listed separately by the approved warranty incident number. And the invoice total must match the total amount authorized against the work authorization number.

Invoices received which do not contain the required information will be returned to you and a new invoice must then be submitted with the request information.

### ***Section 7: Travel Reimbursement Policy***

Prior to travel costs being incurred, HME may authorize reimbursement of travel costs for apparatus which are having warranty service performed. If HME does pre-authorize and deem payable, they will be paid as outlined below:

- Travel – travel shall be reimbursed at the established hourly rate. Mileage charges are not allowed and will not be reimbursed.
- Nontraditional Travel – expense, such as lodging and meals, may be authorized by HME based on location and urgency of repair(s)

To receive payment, travel cost must be identified and approved in advance by HME Customer Support and then itemized separately on the invoice at time of submission.

.

### ***Section 8: Warranty Registration Process***

Prior to any HME Authorized Service Center performing repairs under the HME limited warranty, HME requires the following items:

- Date of delivery to end user
- HME vehicle serial number (found on VIN tag)
- Vehicle mileage

If the vehicle is not registered for warranty with HME at the time of the requested warranty service, you will be required to work with HME to complete the warranty registration form prior to the work authorization number being issued or warranty repairs being started. Apparatus may also be registered by the sales representative, electronically in the HME dealer portal at [www.firetrucks.com](http://www.firetrucks.com).

Eligibility for HME limited warranty coverage is dependent upon warranty registration.

## ***Section 9: Miscellaneous Information***

### **Abbreviations/Definitions**

- RMA/RGA: a return material authorization (RMA) or return goods authorization (RGA) is part of the process of returning product to receive a refund, replacement, or repair during the product's warranty period
- RO (Repair Order): a repair order is generated every time a warranty incident is created. A repair order can have multiple warranty incidents related to it.
- VIN: vehicle identification number
- WA Number (WA #): the authorization number for tracking and recording a warranty event
- WI (Warranty Incident): an incident is created each time a submission for warranty work or repairs are required in the Service Portal.

### **Revisions**

January 31, 2025 (Rev 6.0)	Updated Manual and Authorized Service Center Agreement
July 12, 2024 (Rev 5.0)	Updated Contact Information
December 9, 2022 (Rev 4.0):	Updated travel coverage as well as sublet/purchased part mark-ups
January 28, 2022 (Rev 3.0):	Reformatting and overhaul of previous revision
February 3, 2019 (Rev 2.0):	Updated tool list, adding battery test and parker tool for Aerials
December 10, 2018 (Rev 1.0):	Initial Release