



HME Ahrens-Fox
Authorized Service Center Manual
Revision Level 5.0

Table of Contents

<i>Section 1: Contact Information</i>	3
<i>Section 2: Authorized Service Center Requirements</i>	4
<i>Section 3: Technician Training</i>	5
<i>Section 4: Credit Terms</i>	6
<i>Section 5: Authorization Status</i>	7
<i>Section 6: Warranty Procedures</i>	8
<i>Section 6: Warranty Procedures cont'd</i>	9
<i>Section 7: Pre-Repair Requirements</i>	10
<i>Section 8: Post-Repair Requirements</i>	11
<i>Section 9: RMA/RGA Procedures</i>	12
<i>Section 10: Warranty Repair Workmanship Policy</i>	13
<i>Section 11: Invoice Requirements</i>	14
<i>Section 12: Travel Reimbursement Policy</i>	15
<i>Section 13: Warranty Registration Process</i>	16
<i>Section 14: HME Ahrens-Fox Authorized Service Center Application Forms</i>	17
<i>Section 15: Miscellaneous Information</i>	26

Section 1: Contact Information

Josh Velting (Customer Service and Operations Manager)

Office: (616) 261-3613

Cell: (231_ 250-0620

Email: jvelting@hmetruck.com

Peter Freeman (Customer Support Technician)

Office: (616) 261-3626

Cell: (616) 881-3215

Email: pfreeman@hmetruck.com

Chris Rick (Customer Support Technician)

Office: (616) 284-8185

Email: crick@hmetruck.com

Jason Awe (Customer Support Technician)

Office: (616) 261-3620

Email: jawe@hmetruck.com

Alexis Casillas (Customer Support Specialist)

Office: (616) 261-3619

Email: acasillas@hmetruck.com

Marie Bader (Senior Customer Support Parts Specialist)

Office: (616) 261-3608

Email: mbader@hmetruck.com

Paul Hulliberger (Customer Support Parts Specialist)

Office: (616) 284-8174

Email: mbader@hmetruck.com

Section 2: Authorized Service Center Requirements

Below are the minimum requirements to become/maintain status as an Authorized Service Center representing HME Ahrens-Fox. HME reserves the right to revise these requirements at any time. In the event of a revision to this manual, HME will notify you of said changes and effectivity date.

- Meet and accept all terms and conditions set forth in this Service Center Manual
- Complete a credit application and agree to its terms
- Provide and maintain required insurance coverage, including but not limited to, adequate garage keeper's coverage
- Provide necessary tools to service and supports HME product
- Work collaboratively with HME on Campaigns and Recalls, as necessary
- Meet all local and state licensing requirements
- Attend HME Service Training Academy at a minimum of every two years

Customer satisfaction is HME's top priority. We rely on our Authorized Service Centers to provide appropriate skill sets, equipment, and facilities to properly service our products in a manner which demonstrates a caring attitude towards our customers.

HME Ahrens-Fox is committed to establishing and maintaining relationships with Service Centers who understand the importance of providing the customer quality work, timely responses, and fair pricing.

Section 3: Technician Training

HME Ahrens-Fox supports and encourages technician certification and credentialing, such as:

- ASE (Automotive Service Excellence Program) – www.asecert.com
- Applicable state required EVT (Emergency Vehicle Technician) certification – www.evtcc.org
- Dealer Specific (Allison, Cummins, Darley, Hale, Waterous, etc....)

HME's goal is to support Authorized Service Centers by providing meaningful and relevant training on an annual schedule thru the HME Service Training Academy. As part of the training materials at the Academy, HME will also facilitate companion training from select component suppliers as well as EVT testing.

Section 4: Credit Terms

Extension of credit shall be governed by the following terms and conditions:

- Extensions or credit by HME Ahrens-Fox to an Authorized Service Center shall constitute as loans by HME to the Authorized Service Center at time of activity
- New accounts will only be credit card or C.O.D. until credit has been approved
- Approved accounts shall be 30-days net
 - Accounts outstanding past 45-days may be placed on credit hold until overdue balances are paid
 - Accounts averaging 45 days or more late are in jeopardy of being placed on C.O.D. status
- The Authorized Service Center agrees to pay HME Ahrens-Fox a finance charge on an outstanding principal balance during each billing period. HME shall calculate the finance charge at the rate of one and a half percent (1.5%) above prime per month for all charges which remain unpaid for a period more than thirty (30) days.
- It is agreed by the Authorized Service Center that in the event HME Ahrens-Fox is required to place an outstanding and unpaid account in the hands of an attorney for collection, all reasonable expenses incurred in conjunction therewith, including attorney's fees, shall be the responsibility of the undersigned.

Section 5: Authorization Status

HME Ahrens-Fox Authorized Service Centers are categorized as:

Dealer Service Center

- A Service Center which is a business unit of an authorized HME Ahrens-Fox selling dealer, with an assigned area of responsibility (AOR)
- The Dealer Service Center shall:
 - Be the sole HME Ahrens-Fox parts provider for the AOR (unless otherwise designated) other than factory direct
 - Be the sole HME Ahrens-Fox provider of warranty service for the AOR, except for fleets designated by HME
 - Perform maintenance and repair work on HME apparatus

Independent Service Center

- A Service Center which is an assignee of an authorized HME Ahrens-Fox selling dealer or,
- A Service Center designated by HME Ahrens-Fox to service a specific customer or geographic area
- The Independent Service Center shall:
 - Provide warranty service within the selling dealer AOR
 - Provide warranty service as directed by HME Ahrens-Fox
 - Purchase parts direct from HME for repair and maintenance of HME apparatus
 - No resale parts allowed, unless otherwise stated
 - Perform maintenance and repair work on HME apparatus

Internal Service Center

- A government, tribal, or authority, or its assignee (approved by HME) to perform warranty and repair on its own HME apparatus
 - May purchase parts from HME for repair of its own apparatus only
 - No resale parts allowed

Regardless of Authorized Service Center category, all service centers are required to adhere to the Authorized Service Center Agreement, its terms, and conditions.

Section 6: Warranty Procedures

Pre-Authorized Warranty Claim

- Dealer and Independent Service Centers only, may submit preauthorization claims under the following circumstances/conditions:
 - Total value of claim 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

Procedure for Warranty

All Authorized Service Centers must contact HME Ahrens-Fox Customer Support Group prior to performing warranty repair and obtain a work authorization number (WA #) to be eligible for reimbursement. Please provide the HME serial number of the vehicle (this can be found on the vehicle VIN tag), current mileage, customer complaint, customer name, and telephone number.

The WA # is provided by HME Ahrens-Fox to support an agreed upon repair time and labor rate. 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 expectation is for repairs to be performed immediately or within an appropriate timer period.

- Eligibility for HME Ahrens-Fox limited warranty coverage is dependent on warranty registration
- Submit an online warranty claim request, located on the dealer portal, to request warranty approval
- Upon approval, Customer Support will ship the required parts at no-charge and issue a Return Material Authorization for the defective parts specific to the work authorization and repair
- In the event material is needed to be returned, a Return Good Authorization will be sent
- HME Ahrens-Fox 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
- HME Ahrens-Fox 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 hours pre-authorized, 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 6: 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 closes and the owner's signature obtained
- If asking customer to perform troubleshooting or diagnostic testing, the customer must be informed that HME Ahrens-Fox 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.
- HME Ahrens-Fox 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

Section 7: Pre-Repair Requirements

An authorization of repairs will require an estimate of cost per repair, which is to include a customer signature verifying the complaint and projected correction.

Estimates must include the following:

- HME vehicle serial number, current mileage, and customer name
- 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
- Current labor cost, showing both the hourly labor rate (which should not exceed approved labor hourly rate) and 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 will not be accepted)
- All sublet repairs must be defined and in their actual dollar amount
 - Sublet work cannot be marked-up
 - Copy of the sublet bill must be included

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 8: Post-Repair Requirements

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

- Repairs requested by customer (documented as the complaint)
- Customer's name, address, telephone number, and signature indicating acceptance of repairs
- HME vehicle serial number (found on VIN tag)
- Mileage in and mileage out
- 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)
- 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
- 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, 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 Ahrens-Fox stocking service centers, freight charges related to parts which were shipped overnight, are not reimbursable unless prior approval has been provided.

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.

All return material authorization requirements must be followed to ensure payment of invoice.

Section 9: RMA/RGA Procedures

HME Ahrens-Fox 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.

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 Ahrens-Fox 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.

The requested returned part(s) must have the appropriate HME Ahrens-Fox 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 10: Warranty Repair Workmanship Policy

HME Ahrens-Fox believes it is important that your facility, as an HME Authorized Service Center, stand behind the workmanship of every repair, and a part of that policy is the sharing of your workmanship warranty. Additionally, HME requires the steps a customer must adhere to for compliance with your facilities warranty procedures be reasonable and practical.

To comply with this standard, an HME Ahrens-Fox Authorized Service Center must provide a minimum of 90-day workmanship warranty starting from the day the repair is completed. In the event a vehicle must be repaired because of your facilities workmanship, you are expected to pay for associated parts and/or labor as required to implement the repair.

Due to the regional distribution of our customers, it is not always practical for one to return to your facility for the subsequent repair. If follow-up repairs are performed at another service facility, you will be asked for a purchase order to cover the entire cost of repairs related to your workmanship failure, including towing charges.

Section 11: Invoice Requirements

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

- Work authorization number, given at time of authorization
- Vehicle owner’s name and address
- HME vehicle serial number (found on VIN tag)
- Repair date-in/repair date-out
- Mileage in/mileage out
- 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)

Only one work authorization 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 work authorization number, but if submitting an invoice for multiple authorized repairs, each repair must be listed separately. 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 12: Travel Reimbursement Policy

HME Ahrens-Fox will 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 a rate of the already established and approved labor rate
- Nontraditional Travel – expense, such as lodging and meals, may be authorized by HME Ahrens-Fox direct sales based on location and urgency of repair(s)

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

Section 13: Warranty Registration Process

Prior to any HME Ahrens-Fox 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, you will be required to complete the warranty registration form and email it to HME 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.

Eligibility for HME Ahrens-Fox limited warranty coverage is dependent upon warranty registration.

Section 14: HME Ahrens-Fox Authorized Service Center Application Forms

Please complete the forms which follow this page and return by mail to:

HME Ahrens-Fox
1950 Byron Center Avenue
Wyoming, MI 49519
Attention: Customer Support Team

or email a pdf copy to firetruckservice@hmetruck.com.

HME Ahrens-Fox looks forward to working with your organization throughout the application and training processes as we strive to deliver the highest levels of service in both an efficient and professional manner.

HME Ahrens-Fox Authorized Service Center Agreement

Authorized Service Center's Primary Responsibility:

The Authorized Service Center's primary responsibilities to HME Ahrens-Fox and our mutual customers are warranty repairs, service parts sales, and technical support of HME products. Additionally, the Authorized Service Center agrees to stand behind the workmanship of the work which is performed.

Location Requirements:

The Authorized Service Center agrees to conduct service from the approved location or via mobile service. Each location must meet the same requirements (training, tools, and staffing) as the original location. Each individual service center location and staff will be interviewed, evaluated, and qualified prior to being classified as an HME Ahrens-Fox Authorized Service Center.

Insured:

The Authorized Service Center agrees to be fully insured and meet all state and local requirements for motor vehicle repair.

Training:

The Authorized Service Center will participate in training a minimum of once every two years. A training schedule will be made available throughout the year.

Authorized Warranty Repairs and Service Work:

The Authorized Service Center agrees to follow the service center procedure manual as it relates to warranty authorization, invoicing, and documentation of repairs, including terms and conditions of payment.

Labor Rate:

HME Ahrens-Fox and the Authorized Service Center agree to the labor reimbursement rate established at start of agreement.

Customer Satisfaction:

HME Ahrens-Fox and our Authorized Service Centers agree that appropriate care of our customers is critical to our current and future success. The HME Customer Support team will monitor the satisfaction of our customers and authorized service center network.

By signing the below, the Authorized Service Center and HME Ahrens-Fox agree to abide by the terms and conditions of this contract for the length of the service centers authorized status. HME reserves the right to revoke this contract as any time for failure to abide by the contents and requirements of HME Ahrens-Fox Authorized Service Center Manual. The service center reserves the right to revoke this contract at any time if they do not agree with the contents and requirements of the manual. Termination will be supported with written notice and will be effective 30 days after receipt, unless otherwise mutually agreed upon in writing.

It is understood that the Authorized Service Center is an independent entity engaged in the sale of parts and service at its own expense and is not an agent of HME Ahrens-Fox.

By: _____
HME Representative Print Name/Signature

By: _____
Service Center Representative Printed Name/Signature

Date: _____

Date: _____

Service Provider Contact Information

Date: _____

Name of Facility: _____

Shipping Address: _____

Telephone Number: _____

Web Address: _____

Please complete the following information for contact names and email addresses for those position which apply to your facility.

General Manager	Service Manager
Name:	Name:
Email:	Email:
Service Administrator	Account Payable
Name:	Name:
Email:	Email:

Posted Customer Labor Rate: \$ _____

Proposed HME Ahrens-Fox Warranty Labor Rate: \$ _____

Service Hours:

Monday – Friday: _____

Weekends: _____

Qualifications and Certifications

Please check the items below which best represent your personnel and service facilities qualifications and certifications. This will assist our training staff in determining the training needs for our Authorized Service Centers.

Category	Trained/Qualified	Repair	Maintenance
Heavy Duty Trucks:			
Electrical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hydraulics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air Systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brakes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ABS Brakes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Steering/Suspension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driveline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HVAC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Es-Key (Class One Multiplexing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allison Transmission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Axle Repair/Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Body Shop:			
Frame/Collision/Paint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor Touch-Up Only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Custom Fabrication Capabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pumps (Hydraulic)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cylinders (Hydraulic)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cummins (B/L/X Series)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Darley Pump	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hale Pump	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waterous Pump	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No	
Pump Testing	<input type="checkbox"/>	<input type="checkbox"/>	
Road Service	<input type="checkbox"/>	<input type="checkbox"/>	
Towing	<input type="checkbox"/>	<input type="checkbox"/>	
Tires: Mounting/Balancing	<input type="checkbox"/>	<input type="checkbox"/>	
DTS Flow Meter	<input type="checkbox"/>	<input type="checkbox"/>	
Angle Finder	<input type="checkbox"/>	<input type="checkbox"/>	
Torque Multiplier	<input type="checkbox"/>	<input type="checkbox"/>	
Fluke Digital Multimeter	<input type="checkbox"/>	<input type="checkbox"/>	
Dial Indicator	<input type="checkbox"/>	<input type="checkbox"/>	
Deutsch Crimpers	<input type="checkbox"/>	<input type="checkbox"/>	
Weather Pack Tools	<input type="checkbox"/>	<input type="checkbox"/>	
Pitman Arm/Slack Adjuster Tools	<input type="checkbox"/>	<input type="checkbox"/>	
ASE Certifications	<input type="checkbox"/>	<input type="checkbox"/>	
EVT Certifications	<input type="checkbox"/>	<input type="checkbox"/>	

Facility Assessment

Please complete the following list for all items which apply to your facility, as well as forward digital photos of your facility.

Amenities

Customer Internet Access Customer Lounge

Customer Trucks Stored: Outside Inside

- If stored outside, is the are fenced and locked: Yes No

Dedicated Bays Jacks Hoist Pit

A/C Welding Fabrication Hydraulic Pumps

Age of Facility: _____ # of Technicians: _____ # of Bays: _____

of Mobile Units: _____

Specific Accessories/Apparatus Capabilities

Lights Horns/Sirens Radios/Communication Devices

Fabricate Shelving Striping/Lettering

Apparatus PM Service Pump Annual Testing Service

Aerial Pumps Aerial Accessories Annual Inspections

Please describe your physical location of facility and mobile units:

Credit Application

Company Name: _____

Address: _____

Business Telephone #: _____

Tax ID #: _____ Years in Business: _____

Of Employees: _____

Business Type (circle one): Corp. Sole Proprietor Partnership

Owner's Name: _____ VP or Partner: _____

Accounts Payable Contact: _____ Tele. #: _____

Bank Reference: _____ Tele #: _____

Trade References (3 required)

Name	Telephone	Fax

The party to whom HME Ahrens-Fox is requested to extend a revolving line of credit hereunder agrees that such extensions of credit shall be governed by the following terms and conditions:

- Extensions or credit by HME Ahrens-Fox to the undersigned shall constitute loans by HME to the undersigned at the time they are made
- New accounts will be credit card or C.O.D. until references are verified and credit approved
- Approved accounts shall be net 30 days
 - Accounts outstanding averaging 45-days may be placed on C.O.D.
 - Accounts outstanding past 45-days may be placed on credit hold until overdue balances are paid in full

The undersigned agrees to pay HME Ahrens-Fox a **finance charge** on the actual outstanding principal balance on the account during each billing period. HME shall compute the **finance charge** at the rate of **one and on-half percent (1 ½ %)** above primer per month for all charges which remain unpaid for a period more than thirty (30) days. It is agreed by the undersigned that in the event HME is required to place an outstanding and unpaid account in the hands of an attorney for collection, any reasonable expenses incurred in connection, including attorney's fees, shall be borne by the undersigned.

Printed Name

Signature

Title

Date

HME Ahrens-Fox Technical Training Registration

Please complete and return by mail to:

HME Ahrens-Fox
1950 Byron Center Avenue
Wyoming, MI 49519
Attention: Customer Support Team

or email a pdf copy to firetruckservice@hmetruck.com.

Company: _____

Contact Name: _____

Telephone #: _____

Please list state certifications, ASE and/or EVT, for each technician attending

Technician's Name	Certifications

Please print technician's name as you would like it to appear on the certificate.

Labor Rate Agreement - Initial and Increase Request

Date: _____

Authorized Service Center: _____

Initial Labor Rate: \$ _____ Proposed Labor Rate: \$ _____

Justification: _____

Note: the current labor rate must have been in effect for 12-months before an increase will be reviewed and possibly approved.

By: _____
HME Representative Print Name/Signature

By: _____
Service Center Representative Printed Name/Signature

Date: _____

Date: _____

Limited Warranty Registration

Also available online at www.firetrucks.com

This form must be completed in its entirety and returned to HME Ahrens-Fox, to register this apparatus for the HME Limited Warranty. Receipt of this document by HME will activate the HME New Product "Limited Warranty". HME's warranty registration does not register the chassis axles, engine, transmission, or any parts or components added to the chassis by another party for a warranty. For warranty information on axles, engine, transmission or any parts or components added to the chassis by another party, contact the respective manufacturer whose addresses are available in the Owner's Manual. The HME Limited Warranty shall not become valid and will remain void of the registration from is not completed and returned to HME within 60-days of the date of delivery.

The HME Ahrens-Fox Limited Warranty is not valid if the HME Apparatus Warranty Registration Form is not sent to HME within 60 days after the date of delivery of the fire truck cab and chassis to the end user.

Please print or type the required information below.

HME Vehicle Serial Number: _____
(5-digit number found on VIN tag)

Date of Purchase: _____ Mileage or Kilometers on Odometer: _____

Registered Owner: _____

Address: _____

Email Address: _____

Selling Dealer: _____

Address: _____

Customer Signature: _____ Date: _____

Note: If you have a change of address or ownership, please notify HME Customer Support at (616) 534-1463. If a copy of the purchase agreement is available, please provide to customer support the in-service date.

Section 15: 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
- VIN: vehicle identification number
- WA Number: the authorization number for tracking and recording a warranty event

Trademarks

HME Ahrens-Fox, HME, Incorporated, Ahrens-Fox are registered trademarks of HME, Incorporated, Wyoming, Michigan USA. Use of the trademarks and associated trademarked logos are restricted as outlined in the current edition of the HME Brand Guide.

Revisions

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