

# High Level Enterprises, Inc.

## Limited Commercial Bus Body & Conversion Warranty

EFFECTIVE SEPTEMBER 2026 | REVISION 1

5-YEAR / 100,000-MILE CORE BODY AND CONVERSION COVERAGE

### Warranty notice

The selling dealer should register the vehicle with High Level Enterprises, Inc. ("HLE") and provide the original retail purchaser with a copy of this warranty at delivery. If registration was not completed, contact HLE Warranty. A dealer's administrative omission does not cancel otherwise valid coverage when the owner provides acceptable proof of purchase and the first retail delivery date.

### Key terms

**HLE or Warrantor:** High Level Enterprises, Inc., the manufacturer and installer responsible for the HLE bus body and conversion. **Original Owner:** the first retail purchaser identified in HLE's warranty record or by acceptable proof of purchase. **Authorized Service Facility:** HLE, the selling dealer, or another repair facility approved by HLE for the claim. **Wear and Tear:** deterioration that occurs naturally over time and under normal operating conditions.

### 1. Who provides this warranty?

High Level Enterprises, Inc., 1060 E Waterford Street, Wakarusa, Indiana 46573, provides this limited warranty for the HLE-built bus body and conversion. The warranty is administered by the HLE Warranty Department.

### 2. Who is covered?

This warranty is extended to the Original Owner of a new HLE-built vehicle during the applicable warranty period. It is not transferable unless HLE expressly agrees in writing.

### 3. What does HLE cover?

Under normal use and service, HLE warrants covered materials supplied by HLE and workmanship performed by HLE against substantial defects attributable to HLE. Covered body and conversion work includes, subject to the terms below:

- Body structure, framing, roof structure, sidewalls, floor structure, body attachment and HLE-fabricated exterior panels.
- HLE-built interior conversion components, cabinetry, partitions, trim and installed hardware when a failure results from HLE materials or workmanship.
- HLE-installed body electrical wiring, harnesses, distribution panels, relays, solenoids, circuit breakers, control panels, connectors, grounding and related installation workmanship for five years or 100,000 miles.
- HLE-installed plumbing, heating, ventilation and accessory-mounting workmanship, excluding a failure of the third-party equipment itself unless its manufacturer separately warrants that equipment.
- Factory-installed LED fixture assemblies supplied by HLE; replaceable lamps, bulbs and fuses are maintenance items.

#### 4. How long does each coverage last?

| Coverage                               | Warranty term           | What the customer receives                                                                                               |
|----------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Huber Industrial Panel subfloor        | 7 years                 | Defects resulting in rot or water damage, subject to required inspection and maintenance.                                |
| HLE bus body and conversion            | 5 years / 100,000 miles | Covered repair or replacement, including parts and reasonable labor, at no charge.                                       |
| HLE-applied exterior paint workmanship | 5 years / 100,000 miles | Covered repair or replacement for substantial defects in HLE paint-application workmanship.                              |
| HLE-installed body electrical system   | 5 years / 100,000 miles | Wiring, harnesses, panels, relays, circuit breakers, controls, connections and factory-installed LED fixture assemblies. |
| Third-party equipment                  | Manufacturer warranty   | Component warranty remains with its manufacturer; HLE installation workmanship remains covered under the HLE term.       |

Each period begins on the date of first retail delivery and ends when either its time limit or mileage limit is reached, whichever occurs first. A written DOT or bid-specific warranty issued by HLE for the vehicle controls if its terms differ from this document.

**Huber subfloor conditions:** The seven-year Huber Industrial Panel subfloor coverage applies to qualifying material or HLE-installation defects that result in rot or water damage. The owner must inspect and maintain roof, window, door and body sealants at least every six months, promptly correct deteriorated sealant, and retain dated maintenance records.

#### 5. Exterior paint

Exterior paint applied by HLE is warranted against substantial defects in HLE paint-application workmanship. Paint coverage does not include ordinary fading or aging; environmental fallout or road chemicals; stone chips, scratches or impact; collision damage; corrosion originating from outside damage; or color and finish differences caused by a later repair.

#### 6. Other warranties that may apply

HLE does not warrant the base chassis itself. The engine, chassis, drivetrain, chassis suspension, chassis battery and other chassis components are covered, if applicable, by the separate warranty of the chassis manufacturer and are serviced through that manufacturer's authorized network. Tires are separately warranted by the tire manufacturer.

Aftermarket springs, suspension systems, driveline retarders and similar products - including products supplied by LiquidSpring, MORryde, Kelderman, Telma or another outside manufacturer - are not warranted by HLE unless HLE expressly states otherwise in writing. Wheelchair lifts, HVAC equipment, generators, appliances, electronics and other third-party products also remain subject to their original manufacturers' warranties, which may have different terms, limits and claim procedures. HLE does not adopt or extend those manufacturers' warranties.

A third-party component failure must be distinguished from HLE installation workmanship. HLE remains responsible during the applicable HLE term for a covered defect caused by HLE mounting, wiring, routing, connection or integration. HLE will provide reasonable assistance identifying the responsible manufacturer and claim channel, but the component manufacturer remains responsible for its own product warranty.

## 7. What must the owner do?

- Operate and maintain the vehicle in accordance with the HLE Standard Operating Procedure, owner's manuals and component-manufacturer instructions.
- Perform required inspections, service and sealant maintenance on time and retain dated records and receipts.
- Winterize plumbing and other affected systems whenever freezing conditions require it.
- Keep the vehicle within applicable weight, loading, electrical, towing and operating limits.
- Complete any registration required by a chassis or component manufacturer.
- Notify HLE promptly after discovering a suspected defect and take reasonable steps to prevent additional damage.

## 8. What is not covered?

This warranty does not cover:

- Normal use, wear and tear, routine maintenance, adjustments, cosmetic aging, ordinary fading, filters, fluids, seals, replaceable bulbs, lamps, fuses or other consumable items.
- Light bulbs and fuses are not covered.
- Damage caused by accident, collision, vandalism, transit mishandling after customer acceptance, negligent use, misuse, abuse, operator error, overloading or operation contrary to instructions.
- Damage caused by acts of nature, civil unrest, government action, acts of war, acid rain, environmental fallout, road chemicals, salt or other corrosive substances.
- Water intrusion, rot, plumbing damage or freeze damage caused or worsened by missing, improper or undocumented maintenance.
- A failure of a chassis or third-party component, except to the extent the failure results from covered HLE installation workmanship.
- A defect caused or contributed to by an unauthorized repair, alteration, addition or modification.
- Additional damage occurring after the owner knew or reasonably should have known of a defect and failed to protect the vehicle from further damage.

## 9. What will HLE do?

After HLE confirms a covered defect, HLE will, at its option, repair or replace the covered part or assembly. An authorized covered repair includes replacement parts and reasonable labor at no charge to the owner. When reasonably available, replacement parts will match the original equipment. HLE may use new, repaired, remanufactured or reconditioned parts of comparable function and value.

Repair or replacement of a covered part is the exclusive remedy under this warranty. Warranty service does not extend or restart the original warranty period. HLE may inspect the vehicle, request photographs, diagnostic information and maintenance records, and require the return of replaced parts.

## 10. How does the owner obtain warranty service?

Report the concern to the selling dealer, another HLE-authorized dealer, or HLE Warranty at [warranty@hleinc.net](mailto:warranty@hleinc.net) within the applicable warranty period and within 14 days after discovering the suspected defect. Provide the VIN, HLE unit number, current mileage, first retail delivery date, a description of the concern, photographs or diagnostic information, and relevant maintenance records.

HLE must authorize warranty work before repairs begin. The owner must make the vehicle available for examination and leave it at the approved service location for a reasonable time to complete the work. An emergency measure reasonably necessary to protect people or prevent substantial additional damage may be taken when prior authorization is not reasonably possible; the owner must then notify HLE promptly and retain all parts, photographs and receipts. Emergency expenses remain subject to HLE review and all warranty terms.

## 11. Who performs warranty service?

The selling dealer is generally the first service contact. If that dealer cannot perform the work, HLE may direct the owner to HLE or another Authorized Service Facility. No dealer or repair facility may approve or change warranty coverage on HLE's behalf unless HLE has provided written authority for the particular claim.

## 12. What costs and losses are not covered?

HLE will not replace the entire vehicle or refund its purchase price. Unless HLE agrees otherwise in writing, the owner is responsible for transporting the vehicle to and from the Authorized Service Facility. To the extent permitted by law, HLE does not pay for loss of time, loss of use, loss of pay or revenue, towing, bus or car fares, substitute transportation, rental expense, fuel, lodging, telephone expense, inconvenience, commercial loss, or other incidental or consequential damages.

## 13. What other conditions affect this warranty?

This written limited warranty is the complete warranty HLE offers for the covered HLE bus body and conversion. No dealer, salesperson, service facility or other person may change it unless the change is in a written document signed by an authorized HLE representative. Any implied warranties that cannot lawfully be disclaimed are limited to the duration of this written warranty to the extent permitted by law. Some jurisdictions do not permit certain exclusions or limitations, so those provisions may not apply in every case.

This warranty is governed by Indiana law without depriving an owner of rights that cannot lawfully be waived. Any dispute must be brought in an appropriate state or federal court in Indiana unless applicable law requires otherwise.

## 14. Warranty registration and acknowledgment

The information and signatures below identify the vehicle and acknowledge receipt of this warranty. A signature does not waive any right that applicable law does not permit the owner to waive.

|                           |       |                     |       |
|---------------------------|-------|---------------------|-------|
| Purchaser / Company       | _____ | Delivery Date       | _____ |
| Authorized Representative | _____ | Title               | _____ |
| VIN                       | _____ | Mileage at Delivery | _____ |
| HLE Unit Number           | _____ | Make / Model        | _____ |
| Purchaser Signature       | _____ | Date                | _____ |
| Dealer Representative     | _____ | Date                | _____ |

**Warranty questions: [warranty@hleinc.net](mailto:warranty@hleinc.net)**