LIMITED WARRANTY STATEMENT

DRAFT FOR REVIEW

Purpose of this Statement

This document presents the proposed warranty framework for vehicles commercialized by MTE Industries. Because MTE Industries may commercialize vehicles manufactured, remanufactured, or equipped by third-party manufacturers, the specific warranty applicable to each unit is determined by the manufacturer, component supplier, purchase agreement, and/or written warranty documentation delivered with that unit.

Scope

Unless a written warranty expressly issued by MTE Industries states otherwise, MTE Industries does not create or extend a manufacturer warranty through this document. Customers should review the warranty documentation associated with the specific vehicle and its components before purchase.

MTE Industries Portfolio

MTE Industries commercializes specialized vehicles for emergency and public-safety operations, including ambulances, fire trucks and fire/rescue apparatus, and 2,000-gallon fire tankers, subject to availability and individual unit specifications.

WARRANTY COVERAGE & CONDITIONS

Manufacturer / Component Warranties

Warranties for chassis, engines, transmissions, electrical systems, bodies, tanks, equipment, accessories, and other components may be provided by their respective manufacturers or suppliers. Coverage, duration, exclusions, claim procedures, and approved repair facilities may differ by component and by vehicle.

Normal Use and Maintenance

Warranty coverage, when applicable, generally depends on proper maintenance and use consistent with the intended operation of the vehicle. Customers are responsible for following the maintenance, service, operating, and inspection requirements specified by the applicable manufacturer or warranty provider.

Warranty Claims

If a customer identifies a potential warranty issue, the customer should notify MTE Industries and/or the applicable warranty provider promptly, provide the vehicle identification information and supporting documentation, and make the vehicle or affected component available for inspection when requested.

Unauthorized Repairs or Modifications

Repairs, alterations, modifications, or replacement of components may affect warranty coverage when performed without the prior authorization required by the applicable manufacturer or warranty provider. Customers should obtain written authorization whenever required by the applicable warranty terms.

EXCLUSIONS & LIMITATIONS

Typical Exclusions

Unless the applicable written warranty states otherwise, warranty coverage may exclude damage or failures resulting from misuse, negligence, accidents, improper operation, improper maintenance,

unauthorized modifications, normal wear and tear, environmental or chemical exposure, or use outside the vehicle's intended application.

Normal Wear Items

Items that naturally wear during operation—such as tires, brake components, batteries, wiper blades, filters, and other consumable or maintenance items—may not be covered unless the applicable written warranty expressly provides otherwise.

Third-Party Components

Components or accessories not manufactured by the vehicle body builder or seller are generally subject to the warranty, if any, provided by their respective manufacturer. Customers should consult the applicable component warranty for specific terms.

Consequential Expenses

Unless expressly provided by the applicable written warranty or purchase agreement, expenses related to downtime, loss of use, transportation, lodging, tolls, rentals, meals, or other incidental or consequential costs may not be covered.

STRUCTURAL, BODY, PAINT & TANK COVERAGE

Body and Structural Components

Coverage for body structures, sub-frames, compartments, mounting structures, and related components is subject to the specific written warranty supplied with the individual unit. No duration or mileage limit is established by this document unless expressly stated in the applicable vehicle warranty.

Paint and Corrosion
Paint adhesion, finish quality, corrosion, refinishing, and related claims are governed by the written warranty supplied for the specific vehicle. Coverage may be affected by maintenance practices, exposure to corrosive agents, accidents, chemical damage, improper washing, refinishing, or non-approved repair materials or processes.

Water Tanks

For fire tankers and other apparatus equipped with water tanks, tank warranty coverage is governed by the tank manufacturer's written warranty and its specific limitations. MTE Industries does not extend a separate tank warranty through this document unless expressly stated in writing.

Emergency Equipment

Emergency equipment, pumps, electrical systems, warning systems, medical equipment, tools, and accessories may carry separate manufacturer warranties. The applicable documentation should be consulted for coverage and claim requirements.

CUSTOMER REMEDIES & WARRANTY PROCESS

Inspection and Documentation

For a potential warranty claim, the customer may be required to provide the vehicle identification number, purchase documentation, service records, photographs, description of the issue, and other information reasonably necessary to evaluate the claim.

Repair or Replacement

Where a valid warranty applies, the applicable manufacturer, supplier, or warranty provider will determine the remedy in accordance with its written warranty. Depending on the applicable terms, the remedy may include repair, replacement of a defective component, or another remedy expressly provided by the warranty.

Approved Facilities

Warranty repairs may be required to be performed by the manufacturer, an authorized service center, or another facility approved in advance by the applicable warranty provider.

Exclusive Terms

The rights and remedies available to the customer are governed by the specific written warranty and purchase agreement applicable to the vehicle. This document is a general framework and does not replace those documents.

Important Notice

THIS DOCUMENT IS A DRAFT FOR REVIEW. Final warranty terms, coverage periods, exclusions, claim procedures, and legal language must be approved by MTE Industries and, where applicable, the vehicle or component manufacturer before publication or delivery to customers.

CUSTOMER REMEDIES & WARRANTY PROCESS

MTE Industries

Specialized Vehicles for Emergency & Public Safety

Portfolio
Ambulances | Fire Trucks & Fire/Rescue Apparatus | 2,000-Gallon Fire Tankers

Locations

Reynosa, Tamaulipas, Mexico Hidalgo, Texas, USA

Warranty Support

For warranty questions, customers should contact MTE Industries using the contact information provided in their purchase documentation or the official MTE Industries communication channels. The vehicle identification number and purchase information should be available when submitting a warranty inquiry.

Final Note

Warranty coverage is unit-specific. Always refer to the written warranty supplied with the vehicle and its components for the legally applicable terms and conditions.