

# WARRANTY POLICY

**Coverage under this warranty is effective solely for equipment first placed into service by the original purchaser on or after January 1, 2026**

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## **INTRODUCTION:**

The Textron GSE Warranty Policy determines the basis upon which Textron GSE will reimburse customers, the costs incurred in repairing products and purchasing service parts to support approved warranty claims against Textron GSE equipment or parts.

The principal objective of a warranty adjustment is to ensure customer satisfaction. Each satisfied customer contributes to the overall strength of our organization, reinforcing both the quality of our products and the excellence of the services that support them.

This Warranty Policy covers products manufactured by Textron GSE, including Tug™, Douglas™, Premier™ and SafeAero™ branded products.

Textron GSE will acknowledge warranty claims within 2 business days and will provide resolution response or corrective action within 10 business days for approved claims in accordance with the provisions of the applicable Sales and Service Agreement and this Textron GSE Warranty Policy.

In the event of any conflict or inconsistency between the applicable Sales and/or Service Agreement and this Warranty Policy, the following order of precedence shall apply: the Sales and/or Service Agreement first, followed by this Warranty Policy.

## **WARRANTY STATEMENT:**

Textron GSE warrants that any new equipment or service part manufactured or sold by Textron GSE shall be free from defects in material and/or workmanship during the warranty period set forth below ["Limited Warranty"] provided that:

1. The equipment is installed and operated in accordance with the Textron GSE Operation and/or Maintenance Manuals.
2. The equipment is used under normal operating conditions, for which it was designed.
3. The equipment is not subject to misuse, negligence or accident.
4. The equipment is properly maintained by qualified technicians in accordance with the Textron GSE Operation and/or Maintenance Manuals. Proof of maintenance records may be requested for warranty consideration.

This Limited Warranty defines the conditions of the warranty and gives the customer specific legal rights. However, the customer may also have other rights, which vary from state to state or from country to country. The customer is advised to consult applicable state or country laws for a full determination of their rights.

This Limited Warranty is exclusive and in lieu of all other warranties, expressed or implied.

## **MAINTENANCE COMPLIANCE REQUIREMENT:**

Warranty coverage is contingent upon adherence to the maintenance procedures and schedules outlined in the applicable Textron GSE Maintenance Manual. Failure to perform scheduled maintenance, use qualified personnel, or retain adequate maintenance records may result in denial of warranty claims. Textron GSE reserves the right to request documentation of maintenance history as a condition for warranty consideration.

## **APPLICABILITY:**

Textron GSE extends this Limited Warranty only to the consumer who originally purchased the product. It does not extend to any subsequent owner or other transferee of the product, unless approved in writing by an authorized representative of Textron GSE prior to such transfer.

## WARRANTY COVERAGE AND PERIOD OF COVERAGE:

- A. Products:** Limited warranty coverage offered is 24 months upon invoice date to the end user or 2000 operating hours, whichever is sooner.
- B. Belt Loaders:** Electric belt loader warranty coverage is based upon 24 months or 2000 pump hours, whichever is sooner.
- C. Individual Components:** The individual components outlined in "Table-1: Individual Component Warranty Coverage" below shall have a period of coverage pursuant to the second column.

**Table-1: Individual Component Warranty Coverage**

| Individual Component   | Coverage Period |
|------------------------|-----------------|
| Paint                  | 6 Months        |
| Brake Components       | 3 Months        |
| Tires                  | 3 Months        |
| Bulbs                  | 1 Month         |
| Fuses                  | 1 Month         |
| Lithium-Ion Batteries* | 4 Years         |

- D. Textron Supplied Lithium-Ion Batteries:** Textron GSE supplied Lithium-Ion batteries will be covered for a 4-year period from warranty start date.  
**NOTE:** Endurance units purchased in 2025 will be retroactively included in this coverage.
- E. Parts (Excluding Individual Components):** Unless covered by a separate warranty provision herein, or excluded as inapplicable, Textron GSE warrants its parts for 6 months from the date of purchase.  
**NOTE:** You may be required to provide proof of purchase or lease as a condition of receiving warranty service.  
**NOTE:** The period of coverage is not extended if a part is replaced or repaired while the unit is still within the warranty period.  
**NOTE:** Textron GSE's obligation under this Limited Warranty ceases upon the expiration of the period of coverage.
- F. Limited Warranty Exceptions:** Textron GSE retains the right, at its sole discretion, to modify or restrict warranty coverage for designated model types.

## SERVICE RECALLS OR OWNER NOTIFICATION PROGRAMS:

Textron GSE may elect, in its sole discretion, to resolve issues with a product or part that is beyond warranty coverage. If this occurs, customers will be notified by Textron GSE with information that:

- Identifies the component and condition.
- Outlines the inspection and repair procedure required to correct the condition.
- Defines reimbursements and process for receiving replacement components.
- Customers will be notified via email.

Refer to "Table-2: Service Recalls/Notification" for additional details.

**Table-2: Service Recalls/Notification**

| Component                | Disposition  |
|--------------------------|--|
| Shipment                 | Textron GSE will ship components for service recalls and/or approved warranty claims free of charge.   |
| Standard Freight Charges | Regular ground shipping costs for warranty-approved parts or equipment, excluding expedited or special handling unless authorized in advance. Return of recalled components is covered when shipped via the prepaid RGA tag or another approved, least-expensive method. |
| Standard Labor           | Labor performed during normal working hours at the pre-approved rate for warranty-approved repairs, excluding overtime or holiday rates unless authorized in advance. Reimbursed at the approved hourly warranty labor rate.   |
| Non-Tug Parts            | Non-Tug parts are considered any part not manufactured, supplied, or authorized by Textron GSE. Non-Tug parts are only covered with prior approval from Textron GSE.   |

## WARRANTY CANCELLATION:

Certain situations cause a warranty to be void. Examples of such situations include, but are not limited to:

- Damage to equipment or parts due to an accident.
- Damage due to abuse, improper operation, or poor maintenance practices.
- Damage to equipment or parts due to acts of nature.
- Transfer of ownership, unless authorized in writing by Textron GSE.

## WARRANTY EXCLUSIONS:

This Limited Warranty does not cover any damage due to: [a] transportation; [b] storage; [c] improper use; [d] failure to follow the product instructions or to perform any preventative maintenance; [e] modifications; [f] unauthorized or improper repair or repair techniques; [g] use of non- Textron OEM approved parts; [h] use of an unauthorized service technician; [i] normal wear and tear; or [j] external causes such as accidents, abuse, or other actions or events beyond Textron GSE's reasonable control.

The following items are examples of some of the non-reimbursable items under this Limited Warranty. This is not an exhaustive list and is provided for guidance.

- Any repair to a unit on which the mileage/hours or date of first use reported has been misrepresented.
- Any repair to a unit on which the odometer / hour meter has been altered so that the true mileage/hours cannot be determined.
- Any repair for which the date on the order has been misrepresented or altered to place an out-of- warranty component within the warranty provisions.
- Any repair made to a product that has been misused or mistreated, or upon which a conversion, modification, or installation of a non- Textron GSE part has been made affecting the performance, reliability, or stability of a part. Any failure to a Textron GSE supplied part resulting from such action is not covered by the warranty.
- Repairs required because of inadequate or incorrect protection in storage and / or preparation for storage.
- Repair techniques beyond the appropriate shop manual limits.
- Labor performed by anyone other than an authorized Textron GSE service technician or employee or otherwise trained ground support equipment technician without prior approval.
- Any repair to a part that is found not to be defective.
- Replacement of assembly rather than repair if replacement costs exceed repair costs, and parts are available.
- Labor operations such as additional diagnostic time, abnormal accessibility or diagnosis time, hot testing and testing of new parts after repair.
- Towing expense or transportation for moving equipment between the customer's location and the repair location.
- Any part that is customer supplied that is not OEM approved. The use of components that are not form, fit, function replacements for factory supplied parts may void the warranty.
- Any failure resulting from lack of maintenance or deviation from the prescribed maintenance intervals and procedures as outlined in the Textron GSE Maintenance Manual.

## WARRANTY CLAIM PROCESS:

Textron GSE's approval is required prior to the start of warranty work on the unit and is required to ensure warranty invoice acceptance. **Warranty claims may be denied if prior approval is not submitted.**

To obtain warranty service or reimbursement, you must invoice Textron GSE within 60 days of the occurrence of a defect, malfunction, or failure that gives rise to the warranty claim. No warranty service or coverage will be provided without a valid claim number issued by Textron GSE.

## WARRANTY INVOICE DISPUTES & RESOLUTIONS:

Textron GSE requires prior approval before warranty work begins to ensure claim validity and invoice acceptance. All warranty invoices must be submitted within sixty (60) days of the defect occurrence and must reference a valid Textron GSE-issued claim number.

In the event of a dispute regarding a submitted warranty invoice:

### 1. NOTIFICATION

Textron GSE will notify the claimant of any discrepancies or concerns within fifteen (15) business days of invoice receipt.

### 2. RESOLUTION PROCESS

The claimant will have ten (10) business days to provide supporting documentation or clarification. Textron GSE will review the additional information and issue a final determination within fifteen (15) business days.

### 3. FINAL DECISION

Textron GSE's final determination regarding warranty coverage and reimbursement will be binding unless otherwise agreed upon in writing.

### 4. NON-COMPLIANCE

Failure to respond within the specified timeframe may result in denial of the disputed invoice.

## CONTACT TEXTRON GSE:

**PHONE:** 1-800-989-8499 [Domestic] | 1-770-422-7230 [International]  
**EMAIL (PREFERRED):** GSEWarranty@textron.com  
**CUSTOMER PORTAL:** <https://dealers--textronspecializedvehicles.force.com/gse/s/login/>

To expedite claim process please provide the following information:

- Unit S/N
- Unit hours of operation
- Description of problem or symptom[s]
- List of parts required for repair
- Shipping address
- Contact name and phone number[s]
- Relevant images or videos associated with the problem

**NOTE:** Repairs on warranty related items that could have contributed to personal injury or property damage must not begin until approval is obtained. Equipment should be quarantined until a Textron GSE representative conducts an assessment. Do not scrap allegedly defective parts that may have contributed to injury or damage until written approval is received.

## RETURN PARTS:

Not all failed parts need to be returned to Textron GSE. If parts are to be returned, an RGA tag will be sent with the replacement warranty parts. The tag must be filled out completely and attached to the return part[s].

Textron GSE reserves the right to invoice for parts being returned for the following reasons:

- If deemed caused by an unwarrantable failure.
- If part is damaged due to inadequate packaging.
- Part was not supplied by Textron GSE
- Proper documentation was not provided or returned with faulty part. NOTE: Textron GSE is not limited to the reasons listed above.
- To receive labor reimbursement, defective parts requiring a return must be returned per the above policy, unless an exemption is provided by the Textron GSE aftermarket team.

## WARRANTY PARTS FOR EVALUATION:

To assess potential supply quality failures, Textron GSE requires the following for all warranty-related part returns:

- **RETURN AUTHORIZATION**  
 Customers must obtain a Return Material Authorization (RMA) within 30 days of issue identification.
- **PACKAGING & DOCUMENTATION**  
 Returned parts must be labeled with the RMA number and include relevant documentation [e.g., failure reports, photos]. Parts must be securely packaged to prevent damage in transit.
- **SHIPPING**  
 Parts should be shipped to the address provided on the RMA form. Freight terms will follow the warranty agreement.
- **EVALUATION PROCESS**  
 Textron GSE will inspect returned parts to determine failure cause. If deemed a supply quality issue, the warranty claim will be processed accordingly. If not, a detailed explanation will be provided.
- **NON-RETURNABLE ITEMS**  
 For items that cannot be returned [e.g., due to contamination], alternative documentation may be requested.
- **NON-COMPLIANCE**  
 Failure to return parts within the required timeframe or without proper documentation may result in claim denial.

## LABOR:

Textron GSE will reimburse labor based on a pre-agreed upon labor rate. If customer labor rate has not been established, please contact the Textron GSE warranty team prior to starting any warranty repairs. Any warranty related labor outside of two hours require prior approval from the warranty department. All warranty labor is subject to Textron GSE Warranty Approval Process and Textron GSE reserves the right to decline some or all of labor claimed. Textron GSE covers standard labor and freight for approved warranty repairs. Overtime labor and expedited freight require prior authorization.

## WARRANTY LABOR RATE APPROVAL PROCESS:

To request labor rate approval or extended labor authorization the process below must be followed.

### 1. SUBMIT REQUEST VIA EMAIL

All labor rate approval requests must be submitted through email to GSEWarranty@textron.com. Email should be titled "Warranty Labor Authorization Form".

### 2. REQUIRED INFORMATION

The form must include:

- Unit S/N
- Unit hours of operation
- Description of problem or symptom[s]
- List of parts required for repair
- Shipping address
- Contact name and phone number[s]
- Relevant images or videos associated with the problem

### 3. REVIEW AND RESPONSE

Textron GSE will review the request and respond within five [5] business days. Approval must be received before work begins to ensure reimbursement eligibility.

### 4. REIMBURSEMENT CONDITIONS

All labor claims are subject to Textron GSE's Warranty Approval Process. Textron GSE reserves the right to decline reimbursement for labor not pre-approved or not aligned with the submitted scope of work.

## OUTSIDE VENDOR REPAIRS:

Repairs performed by outside vendors will not be eligible for reimbursement by Textron GSE unless prior written approval has been obtained before any warranty-related service is initiated. This approval must be secured through Textron GSE's designated warranty administration channels and must include a valid claim number and authorization reference. Failure to obtain such approval in advance will result in denial of warranty coverage for the associated repair costs, regardless of the nature or urgency of the service performed.

## DIGITAL ENABLEMENT & TELEMATICS:

Textron GSE recognizes the importance of predictive maintenance and digital monitoring in ensuring equipment reliability and reducing downtime. To support these objectives, the following provisions apply:

### 1. TELEMATICS DATA ACCESS

- Textron GSE reserves the right to access and review telematics data transmitted by the equipment for the purpose of validating warranty claims, diagnosing failures, and improving product performance.
- Telematics data may include, but is not limited to, operating hours, fault codes, component performance metrics, and maintenance alerts.

### 2. MAINTENANCE RECORD VERIFICATION

- Warranty coverage is contingent upon adherence to prescribed maintenance schedules. Textron GSE may request digital or physical maintenance records to confirm compliance.
- Failure to provide adequate maintenance documentation may result in denial of warranty claims.

### 3. FLUID ANALYSIS REQUIREMENT

- For major component claims (e.g., powertrain, hydraulic systems), Textron GSE reserves the right to require fluid analysis reports to determine root cause and validate warranty eligibility.
- Fluid samples may be collected and analyzed in accordance with Textron GSE guidelines.

### 4. DATA PRIVACY & COMPLIANCE

- All telematics data will be handled in accordance with applicable data protection laws and Textron GSE's privacy policy.
- Data will be used solely for warranty validation, product improvement, and predictive maintenance purposes.