



## **COACH & EQUIPMENT**

Manufacturer and Distributor of Paratransit Buses

# **Aftermarket Services**

Learn more about:

- Replacement Parts
- Service
- Warranty





## AFTERMARKET SERVICES

### Servicing Your Bus

Buying your bus is just the beginning. As your bus embarks on its journey, it will accomplish many missions but also may face some bumps in the road. Coach and Equipment is here to assist you over the life of your bus, whether it needs parts, service, or warranty.

Coach and Equipment operates a comprehensive parts and service support system for customers. We have service personnel available to travel to customers to handle warranties, make repairs, and/or provide training. For major repairs, Coach and Equipment operates a complete service center where personnel can draw on the full resources of the factory. At the same time, we maintain a large network of service providers near our customers who can provide warranty services on the chassis, bus body, and bus components.



## Your Customer Service Advocate

Phil Vollmer serves as our service and warranty manager. He is responsible for assuring that all service and warranty requests are handled quickly and completely and that our customers are delighted (not just “satisfied”).

### CONTACT PHIL

✉ [pvollmer@coachandequipment.com](mailto:pvollmer@coachandequipment.com)

📞 (315) 694-9048

## Warranty Information

We settle all warranty claims in-house, so if you buy a bus from us, you will never be caught in the middle of a warranty dispute between a dealer and a manufacturer. This means we'll take care of any warranty issues on the bus body ourselves. For any warranty issues that lie with a third-party vendor such as the Braun lift or the Freedman seats, our warranty manager will direct you to the nearest qualified service center to fix the issue and get your bus back on the road.

## Claiming a Warranty

We understand the importance of getting your bus back into service as quickly as possible. If you would like to claim a warranty, contact our service and warranty manager before the commencement of any repair work. Our service manager can help diagnose the problem and procure necessary parts to ensure a quick repair that's done correctly. Our goal is to get your bus back on the road quickly.

## Finding a Service Center

For warranty issues with third party vendors, our service and warranty manager will direct you to the closest service center that's qualified to work on the warrantied part.

For issues covered under the Coach & Equipment warranty, you can choose the service center you want to use as a service point for your bus. Just let our manager know so that he can contact the center and set them up as a designated service point.

### Delivery Procedures

Customers are responsible for the cost of transporting their vehicles to and from designated service centers. However, Coach & Equipment is able to provide transportation services at a reasonable cost. Our rates are based on distance, time, number of buses, etc. Please note that pick-up and delivery is made during normal business hours unless other arrangements are made with the service and warranty manager.



### Manufacturers' Warranties

Depending on your bus and the repair needed, you may be covered under one of the following warranties:

- Ford Warranty
- Braun Warranty
- Mobile Climate Control Warranty
- Coach & Equipment Standard
- InPower Warranty
- Ricon Warranty
- Intermotive Warranty

# Collision Repair

Unfortunately, accidents do happen. Although we sincerely hope that they do not happen to you, Coach and Equipment is able to service your bus in the event of a collision.

## *Why Choose Coach and Equipment for Collision Repair?*

1. **We are the experts.** Coach and Equipment's repair technicians were originally trained at the factory and were promoted because of their advanced skillset. With access to your bus's manufacturing job documents, they can repair your bus exactly as it was built at the factory.
2. **We are efficient.** Because we manufactured your bus, we know how to repair it best. We fabricate parts and rebuild your bus in a quick and cost effective manner, enabling you to get your bus back on the road.
3. **Distance is not an issue.** Although many bus owners balk at the thought of transporting a bus long distances for repair, transporting the entire bus to our factory is more cost effective than shipping all the parts to repair it.
4. **We work with insurance claims.** We work with any insurance company to create quotes and file claims. In fact, we are happy to be your advocate and collaborate with the insurance company directly. If any discrepancies arise, we will help you resolve them and keep the process moving forward. We are on your side and are committed to excellent service both in handling insurance and repairing your bus.

# Parts Sales

Our service is supported by our parts business. Any replacement part that you might need for your bus is available through our comprehensive parts department.

## ***Get the parts you need.***

Our parts website makes it easy to find the part that you need, and our knowledgeable parts staff are available by phone from 8:00am-4:30pm every weekday. If you have a Coach and Equipment bus, we can fabricate custom parts as needed because we have the engineering schematic of your bus.

## ***Free Shipping!***

Enjoy free shipping on standard orders that are placed online through our website. Most parts can be shipped the same day if ordered before 2:30pm.

## ***Meet Our Parts Team.***

Our parts team is well-versed in our buses and are a great resource if you are unsure of what part you need. If you have questions, they are always just a phone call away!

**Visit our website: [www.coachbusparts.com](http://www.coachbusparts.com)**



**COACH** AND  
EQUIPMENT

# We've Got You Covered

Whether you need to claim a warranty, order a part, or get technical help, our knowledgeable team is dedicated to giving you the support that you need.

## Contact Us

### Bus Sales

(315) 694-7154

[sreston@coachandequipment.com](mailto:sreston@coachandequipment.com)

[www.coachbussales.com](http://www.coachbussales.com)

### Parts Sales

(800) 724-8464

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### Service and Warranty

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