

Collision Repair

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

- **We are the experts.** You want your bus repaired right the first time so that you can get back on the road. Coach & Equipment's technicians are thorough and have in-depth know-ledge about your specific bus.
- **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.
- **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.
- **We work with insurance claims.** We work with any insurance company to create quotes and file claims. 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.

Contact Us

Give us a call for more information about our services.

Bus Sales

(315) 694-7154

sreston@coachandequipment.com

www.coachbussales.com

Parts Sales

(800) 724-8464

parts@coachandequipment.com

www.coachbusparts.com

Service and Warranty

(315) 694-9048

pvollmer@coachandequipment.com

www.coachbussales.com



Coach & Equipment

Parts, Service, and, Warranty



Servicing Your Bus

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

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”) with Coach & Equipment. If you’re having any issues with your bus, do not hesitate to contact him.

Email: pvollmer@coachandequipment.com

Phone: (315) 694-9048



Warranty Information

You received all the warranty information applicable to your bus in the packet that came with your bus purchase. Depending on the type of repair needed, the work may be covered under one of the provided manufacturer’s warranties. Our service and warranty manager can walk you through the warranty information to ensure that eligible work is covered.

To claim a warranty, you must 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 an efficient repair that is done correctly. Our goal is to get your bus back on the road as soon as possible.

Manufacturer’s Warranties

You may be covered under some of the following:

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

Finding a Service Center

If you have a warranty issue, 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.



Parts Sales

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 & 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.
- **Meet Our Parts Team.** Merl Kennerson manages our parts sales. Both Merl and his colleague Jeff Nichols are well-versed in our buses and are a great resource if you’re unsure of the part you need. They are always just one phone call away!

Visit Our Website

www.coachbusparts.com