



1051 W. 7th Street
Monroe, WI 53566
608-328-8127 • 800-356-8134

Fire-Fighting Apparatus Limited Warranty

Body Structure

The structure of all bodies manufactured by Monroe Truck Equipment, for fire equipment use, shall be warranted for a period of three (3) years against defective material and workmanship. All bodies installed by Monroe Truck Equipment and manufactured by other body manufacturers shall be covered by the specific warranty of that manufacturer.

Water Tanks

All steel water tanks manufactured by Monroe Truck Equipment, for fire equipment use, shall be warranted for a period of fifteen (15) years against leakage due to rust through or weld failure. All water tanks installed by Monroe Truck Equipment and manufactured by other tank manufacturers shall be covered by the specific warranty of that manufacturer.

Paint Warranty

All bodies painted by Monroe Truck Equipment, for fire equipment use, shall be warranted for a period of five (5) years against fading, peeling, cracking, checking, and lack of adhesion or loss of gloss. All bodies installed by Monroe Truck Equipment and painted by other manufacturers shall be covered by the specific warranty of that manufacturer.

Tanker Dump Valves

Monroe Truck Equipment manufactured dump valves, for fire equipment use, shall be warranted for a period of three (3) years against defective material and workmanship. Any other valves, dump or fill, shall be covered by the specific warranty of that manufacturer.

Installed Components

All components installed on fire equipment manufactured by Monroe Truck Equipment shall be warranted by the specific warranty of the component manufacturer. Monroe Truck Equipment shall warrant the installation methods of the components, for a period of one (1) year, against defective workmanship. Equipment installed by other installers shall have the installation covered by the specific warranty of that installer.

Warranty Service

Monroe Truck Equipment will handle all warranty work on Monroe warranted equipment at the owner's fire station, at the nearest M.T.E. service center or at the fabrication plant in Monroe, Wisconsin. This will be the option of Monroe Truck Equipment. Any warranty related work done outside these guidelines, must be authorized by Monroe Truck Equipment prior to the work being done. The fire department will be responsible for pickup and delivery of the truck or equipment to a repair facility, including any towing charges.

What Is Not Covered by This Warranty

The warranty **does not** cover the chassis or any dealer supplied components installed on the chassis. Regular service items and maintenance items including, but not limited to, lubricants, filters, belts, certain hoses, lamps and strobe tubes are not covered by this warranty.



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How to Obtain Warranty Service from Monroe Truck Equipment

Making an Appointment for Warranty Service at an MTE Facility or Authorized Repair Site

1. Obtain the following information:
 - Vehicle Identification Number (VIN)
 - Type, model, and serial number of component or product requiring service
 - Number of original MTE Sales Order if available
 - Name of dealer that vehicle was purchased from if known
 - Date of purchase/in-service date if known
 - Detailed description of the problem
2. Call Monroe Truck Equipment in Monroe, Wisconsin.
 - Monroe, Wisconsin: 1-608-329-8437 (Warranty Dept.) or 1-800-356-8134 (ask for Warranty Dept.)
 - Or contact:
Dan Christopher
Inside Sales Coordinator, Fire Apparatus
Local: 608-329-8432
USA: 888-878-8777 Ext. 432
Fax: 608-328-4278
E-mail: dchristopher@monroetruck.com
3. Discuss the problem with the Warranty representative to determine resolution and repair schedule.

Please let the Warranty representative know if your vehicle was sold with an extended or other non-standard warranty policy!

Requesting Authorization to Perform Warranty Work or Payment for Work Performed

1. Obtain the following information:
 - All of the information requested in item #1 above, plus:
 - Documented photographs for any physical damage. (paint, dents, etc.)
 - Inspection notes by MTE personnel or a third party representing MTE if necessary.
2. Call Monroe Truck Equipment in Monroe, Wisconsin. See item #2 above.
3. Discuss the problem with the Warranty representative to determine coverage and repair method.
4. The representative will grant permission to perform repairs if approved.
5. The representative will issue a Returned Goods Authorization (RGA) number.
6. Defective parts must be returned freight prepaid to MTE within ten days.
7. If the affected component was purchased from a non-MTE supplier, please allow extra time for MTE to contact and work with the supplier.

Monroe Truck Equipment reserves the right to deny any warranty if the procedures detailed above are not followed. Proper documentation, including photos, must be provided in order for MTE to validate and approve any claim submitted after repairs are done.