



WARRANTY AGREEMENT

Parties and Effective Date

This Limited Warranty Agreement (the "Warranty") is issued by Precision Installations, Inc. ("Company") to the purchasing individual, agency, business, or entity ("Customer") for upfitting, installation, and modification services performed on the vehicle(s) specified in the associated invoice, estimate, or job order (the "Work"). The effective date of this Warranty is the date the completed vehicle is delivered to the Customer.

Scope of Coverage

Precision Installations, Inc. warrants that all installation and upfitting services performed by its technicians—including but not limited to emergency lighting, sirens, radio communications, partitions, storage systems, racks, electronics, camera calibrations and power management systems—will be performed in a good, professional, and workable manner.

- **Workmanship:** This Warranty covers defects resulting directly from faulty or improper installation techniques.
- **Hardware & Components:** Physical products, parts, and hardware used in the upfitting process are not covered by Precision's workmanship warranty. Component hardware is covered exclusively under the respective original manufacturer's warranties (e.g., Whelen, SoundOff Signal, etc). Precision Installations, Inc. will assist the Customer in facilitating manufacturer hardware claims when applicable.

Warranty Period

The duration of this Warranty depends on the vehicle classification and specific use case:

- **Emergency & Fleet Vehicles (Police, Fire, EMS, Rescue):** Workmanship is warranted for a period of *1 Year* from the date of delivery.
- **Contractor & Commercial Vehicles (Construction, Service Trades, hobby and personal vehicles):** Workmanship is warranted for a period of *1 year* from the date of delivery.

Exclusions and Limitations

This Warranty does not cover any damage, failure, or malfunction caused by or resulting from:

- **Customer-Supplied Equipment:** Any components, hardware, or wiring harnesses provided by the Customer for installation are installed "as-is" with zero warranty on operation or installation failure.
- **Unauthorized Modifications:** Alterations, splicing, tapping, or repairs made to the upfitted system by any person or entity other than Precision Installations, Inc.
- **Misuse and Abuse:** Overloading electrical systems, physical impacts, accidents, severe weather, off-road abuse beyond vehicle design, or failure to follow operational guidelines.

- **Programming and Software Alterations:** Any adjustments, modifications, erasures, or re-programming of electronic control modules, sirens, lightbar controllers, software interfaces, or radios by the Customer or any third party. Precision Installations, Inc. is entirely absolved of liability if the upfitted equipment fails, glitches, or displays improper flash patterns due to unauthorized tampering with the initial programming configurations.
- **Normal Wear and Tear:** Fading, cosmetic degradation, worn latches, or bulb/LED element burnout occurring naturally over time.
- **OEM Vehicle Systems:** Underlying electrical or mechanical failures of the original equipment manufacturer (OEM) vehicle chassis or battery systems.

Remedies and Company Liability

If a legitimate workmanship defect is discovered within the Warranty Period, Precision Installations, Inc. will, at its sole discretion, choose to:

1. **Repair the defect** at a designated Company facility at no cost to the Customer for parts or labor related to the installation.
2. **Reinstall or correct** the component found to be improperly mounted or wired.

Precision Installations, Inc. is not liable for incidental or consequential damages, including but not limited to vehicle downtime, loss of use, rental vehicle fees, towing charges, lost profits, or emergency service disruption.

Warranty Claim Procedure

To submit a claim under this Warranty, the customer must:

1. Contact Precision Installations, Inc. immediately upon discovery of the issue.

Contact Person: Adam Butt, Director of Operations
adamb@picompanies.com OR (920) 968-4768

2. Provide the original invoice & vehicle VIN.
3. Deliver the vehicle to the designated service facility at the Customer's own expense for inspection and remedy. This delivery must be pre-scheduled in coordination with Precision Installations, Inc.
4. Non-Warranty Evaluation: For persistent warranty reviews that result in a non-warranty diagnosis, customers may be subject to a service charge. This will be discussed on a case by case basis with the customer.

Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the **State of Wisconsin**.