



FleetCare

Warranty Policy and Procedure Manual

For purposes of this **Hexagon Agility Warranty Policy and Procedure Manual**, “Fuel System” shall mean fuel systems including Cylinders, gas tubes, safety systems, and structural framework required and approved by regulatory bodies to transport compressed gasses developed and manufactured by Hexagon Agility. “Cylinder” shall mean modules/tanks developed and manufactured by Hexagon Agility. “Mobile Pipeline” shall mean the behind-the-cab (“BTC”) modules including gas tubes, safety systems, and structural framework required and approved by regulatory bodies to transport compressed gasses developed and manufactured by Hexagon Agility Mobile Pipeline. “Parts” shall mean parts and components of Fuel Systems, Cylinders and Mobile Pipelines.

Purchased Hexagon Agility Fuel Systems, Cylinders, Mobile Pipelines, and Parts are governed by Hexagon Agility’s Standard Terms and Conditions which can be downloaded at <https://hexagonagility.com/terms-conditions-supplier-info/>. Fuel System, Cylinder, Mobile Pipeline, and Part repairs covered under the Hexagon Agility Warranty shall be called “Warranty Repairs”. This Warranty Policy and Procedure Manual may be updated from time to time by Hexagon Agility.

Hexagon Agility Service Partners and Temporary Service Providers

All Hexagon Agility Warranty Repairs performed by Service Partners and Temporary Service Providers require prior Hexagon Agility approval, unless otherwise agreed to in writing. All Warranty Repairs must adhere to this **Hexagon Agility Warranty Policy and Procedure Manual** and prior approval limits.

If a concern is suspected to be covered by a Hexagon Agility Warranty, Hexagon Agility will do one of the following:

- Send a Service Partner to conduct a Warranty Repair
- Direct customer to a local Service Partner to conduct a Warranty Repair
- Authorize a Temporary Service Provider to conduct a one-time Warranty Repair

Service Partner

Service Partners must have been formally approved by Hexagon Agility and executed all related documents formalizing such Service Partnership Program including the **Fuel System Repair Agreement** and/or **Mobile Pipeline Repair Agreement**.

Temporary Service Provider

In the event a Hexagon Agility Fuel System, Cylinder, Mobile Pipeline, or Part requires Warranty Repair outside of a Service Partner service area and an urgent service is required, Hexagon Agility may approve individuals or entities that are not a Fleetcare Partner to perform Warranty Repair work (“Temporary Service Provider”). If not directly contacted by Hexagon Agility, Temporary Service Providers must contact Hexagon Agility FleetCare to obtain written approval before performing Warranty Repair work. Any Warranty Repair work completed without Hexagon Agility’s prior written approval will not be paid. Any non-Hexagon Agility replacement Parts used will not be reimbursed.

Performing Warranty Repair

All Service Partners and Temporary Service Providers shall conduct Warranty Repairs promptly in



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accordance with Hexagon Agility Documents and with all due skill, care and diligence, in a good workmanlike manner and otherwise in line with best practice within its industry.

Further Approvals from Hexagon Agility FleetCare

Warranty Repairs of Safety Parts and Components

If a Warranty Repair is expected to involve the repair or replacement of any safety Part or component, including but not limited to tanks, tank valves, and pressure relief devices, Service Partner must contact Hexagon Agility FleetCare to obtain approval to proceed with Warranty Repair.

Warranty Repairs related to LPG Parts and Components

If a Warranty Repair is expected to involve LPG engine repairs or any disassembly of any internally lubricated Parts, Service Partner must contact Hexagon Agility FleetCare to obtain approval to proceed with the Warranty Repair.

Standard Repair Times

A Standard Repair Time (“SRT”) is the established labor time expected for technicians to complete Warranty Repairs. Service Partners and Temporary Service Providers must adhere to the **Hexagon Agility Fuel System SRT Guide** or **Hexagon Agility Mobile Pipeline SRT Guide** (“Hexagon Agility SRT Guide” as applicable), which can be found at <https://hexagonagility.com/fleetcare>. Warranty Repairs not listed in the **Hexagon Agility SRT Guide** will be paid at a reasonable rate to be determined at Hexagon Agility’s sole discretion.

If diagnosis of a Warranty Repair exceeds two (2) hours or is not listed on the **Hexagon Agility SRT Guide**, Service Partners and Temporary Service Providers must contact Hexagon Agility FleetCare to obtain approval to proceed with Warranty Repair. Hexagon Agility will not pay for unauthorized diagnosis time. Further, Hexagon Agility will not reimburse for extended or excessive labor time required for diagnostics, general trouble shooting or Warranty Repair due to lack of technician training, failure to request technical assistance or lack of proper service tools.

Warranty Claims

A Warranty Claim is submitted by emailing an invoice to warrantyclaims@hexagonagility.com including of all Warranty Repair Documentation (as described below). The invoice must include an itemized list of labor performed and replacement Parts under the Hexagon Agility Warranty to be reimbursed. Technicians’ documentation must support all labor being claimed and Parts being replaced. Warranty Claims must be received by Hexagon Agility within thirty (30) days of completing Warranty Repair. Hexagon Agility shall approve or deny such Warranty Claim within thirty (30) days of receipt of Warranty Claim and reimburse such approved amount, unless Hexagon Agility, after reviewing the Warranty Claim submission, has reasonably requested additional information or otherwise reasonably requires additional investigation to confirm the Warranty Claim.

Service Partners should refer to the **Fuel System Repair Agreement** and/or **Mobile Pipeline Repair Agreement** for the agreed upon Labor Rate and Pre-Approved Warranty Repair Amount.

Warranty Claim Documentation Requirements



Service Partners and Temporary Service Providers must maintain complete individual service history files ("Warranty Repair Documentation") for all serviced Fuel Systems, Cylinders, Mobile Pipelines, and/or Parts in digital form or maintained in a manually maintained filing system. Warranty Repair Documentation includes but is not limited to claim-supporting documents, signatures, and technician clocking (time in/time out). Warranty Repair Documentation must be retained for the duration of the Hexagon Agility warranty period, or if Service was not provided under the Hexagon Agility warranty, (1) year following Hexagon Agility's customer payment.

The following Warranty Repair Documentation must be accurately kept supporting each Warranty Repair claimed where applicable.

- For Fuel Systems: Date, Service Partner or Temporary Service Provider Repair (Work) Order Number, Vehicle Identification Number ("VIN"), Vehicle Type, Model Year, Beginning and Ending Mileage, Warranty Repair Facility Information, Service Partner Number (if applicable), Vehicle Owner Information, Hexagon Agility Product serial number
- For Mobile Pipelines: Date, Service Partner or Temporary Service Provider Repair (Work) Order Number, LCIU Unit, Mobile Pipeline number, Mobile Pipeline type, Warranty Repair Facility Information, Service Partner Number (if applicable), Mobile Pipeline Owner Information, Tank Serial Number
- Indication if Hexagon Agility FleetCare was contacted, and details thereof
- Case Reference Number ("CRN"): A CRN is provided if Hexagon Agility FleetCare approval was needed or Hexagon Agility FleetCare was contacted.
- Service Partner or Temporary Service Provider employee(s) assigned to the Warranty Repair
- Three C's: Concern, Cause, and Correction
 - Concern: Customer's concern and vehicle symptom documented during write-up. This is not the diagnosis.
 - Cause: Defect identified by technician. Identify causal part and type of failure.
 - Correction: Description of diagnostic and repair performed to resolve the defect including all parts replaced.
- Diagnostic trouble code and/or failure codes
- Tests performed and test results
- Repair bulletin(s) utilized for performance of the work
- SRTs claimed (if no SRTs claimed, itemized labor charges for all Warranty Repairs not covered by SRT)

Service Part Warranty Claims

A Service Part Warranty Claim is submitted by emailing an invoice to warrantyclaims@hexagonagility.com including of all Service Part Warranty Repair Documentation (as described below). Warranty Claims must be received by Hexagon Agility within thirty (30) days of failure. Hexagon Agility shall approve or deny such Warranty Claim within thirty (30) days of receipt of Warranty Claim and reimburse such approved amount, unless Hexagon Agility, after reviewing the Warranty Claim submission, has reasonably requested additional information or otherwise reasonably requires additional investigation to confirm the Warranty Claim.

Service Part Warranty Claim Documentation Requirements

Service Partners, Temporary Service Providers, and Customers must maintain complete individual Service



Part service history files ("Service Part Warranty Repair Documentation") for all Parts purchased over-the-counter, or Parts installed by a Service Partner or Temporary Service Provider.

Parts Sold Over-the-Counter

- Copy of original invoice or customer order
- Hexagon Agility Part number
- Specific failure type (e.g., fuel leak and location, coolant leak and location, performance issue and details related to)

Parts Installed by Service Partner or Temporary Service Provider

- Copy of original work order when Part at issue was installed
- General: Date, Service Partner or Temporary Service Provider Repair (Work) Order Number, Vehicle Identification Number ("VIN"), Vehicle Type, Model Year, Beginning and Ending Mileage, Warranty Repair Facility Information, Service Partner Number (if applicable), Vehicle Owner Information, Hexagon Agility Product serial number
- Indication if Hexagon Agility FleetCare was contacted, and details thereof
- Case Reference Number ("CRN"): A CRN is provided if Hexagon Agility FleetCare approval was needed or Hexagon Agility FleetCare was contacted.
- Service Partner or Temporary Service Provider employee(s) assigned to the Warranty Repair
- Three C's: Concern, Cause, and Correction
 - Concern: Customer's concern and vehicle symptom documented during write-up. This is not the diagnosis.
 - Cause: Defect identified by technician. Identify causal part and type of failure.
 - Correction: Description of diagnostic and repair performed to resolve the defect including all parts replaced.
- Diagnostic trouble code and/or failure codes
- Tests performed and test results
- Repair bulletin(s) utilized for performance of the work
- SRTs claimed (if no SRTs claimed, itemized labor charges for all Warranty Repairs not covered by SRT)

Removed Components

All removed Parts must be identified by the respective CRN (or similar identifier) and held for a minimum of forty-five (45) days from the submission of a Warranty Claim. Hexagon Agility will determine on a case-by-case basis if removed Parts should be returned to Hexagon Agility. If Hexagon Agility requests removed Parts to be returned, all Hexagon Agility provided instructions must be followed. Any deviation from Hexagon Agility instructions may result in denial of corresponding Warranty Claim. If after forty-five (45) days Hexagon Agility does not request to return removed Parts, the removed Parts may be discarded.

Warranty Parts Analysis Chargebacks

Hexagon Agility will inspect all returned Warranty Parts. Warranty Claims may be denied or charged back for any, but not limited to, the following reasons:

1. Part not received
2. Part not defective
3. Wrong Part returned



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4. Non-Hexagon Agility part returned
5. Part disassembled or incomplete
6. Over repair
7. Part damaged

Contact Resources

If you have any questions, contact Hexagon Agility FleetCare:

Parts

parts@hexagonagility.com

Phone: +1 949 267 7745

Online Parts Request

<https://hexagonagility.com/service>

Technical Support and Training

support@hexagonagility.com

Phone: +1 949 267 7745

Online Repair Assistance Request

<https://hexagonagility.com/service>

Online Training Request

<https://hexagonagility.com/fleetcare/request-training>

Warranty Claims

warrantyclaims@hexagonagility.com