

Excellance has been in business and under the same family ownership since 1975 building the finest emergency vehicles in the world. The company has approximately 90 employees located at its production facility in Madison, Alabama.

Introduction

Excellance, Inc. was founded in 1975 by George F. Epps, Dot Humphrey, and Zeb Overstreet for the purpose of designing, developing and manufacturing a high quality, all aluminum modular ambulance in accordance with Federal Specifications KKK-A-1822.

Company Overview

Excellance is one of the oldest and most respected manufacturers of emergency vehicles in the world. From its inception, the company's stated goal has been to produce the finest quality emergency medical and rescue vehicles available in the marketplace.

Excellance's customer base includes those to whom money is no object (such as the royal family of Saudi Arabia) – as well as those that can afford no more than one vehicle, but they want the best value for their limited budgets (such as volunteer organizations). Excellance has also supplied over 150 units to Acadian Ambulance in Louisiana, the largest private service provider in the United States.

All vehicles are "custom built" to customer specifications. Working closely with the customer to provide exactly what will meet their needs has been fundamental to the company's success.

Excellance vehicles cost more money than other units because building a high quality vehicle is labor intensive. The company is not making more money – it simply costs more to build a better unit. However, Excellance's customers have found that they actually save money buying Excellance units because they avoid excessive repairs and do not have to replace their units as frequently.

The Ambulance Market

There are two types of ambulances. Modular ambulances are produced by attaching a welded, all-aluminum, box-type patient compartment to either a dual rear-wheel cab chassis (called a Type I ambulance) or a dual rear-wheel, van-

construction of a new office and 14,000 additional square feet of production space was begun. This work was completed in June, 1990.

With an eye toward possible expansion in the future, Excellance acquired another 37,000 square foot manufacturing facility in 1994 on the property adjoining its present location. This facility is currently leased to another tenant until such time that the additional space is needed.

Historical Highlights

In 1990 the company built 20 ambulances for Kuwait; in 1996 two units were built for the Ukraine. What made these units unique are the extreme environments in which they were required to operate.

The company built the Major Emergency Response Vehicle for New York City in 1992. Capable of transporting up to twelve patients, it is the largest known ambulance in the world.

In 1999 Excellance delivered four highly customized units for the royal family of Saudi Arabia. These are some of the largest and most impressive emergency vehicles ever manufactured.

Over the company's history, numerous light, medium and heavy rescue and specialty vehicles have been manufactured. In recent years, the company has seen a dramatic increase in the number of medium-duty chassis ambulance conversions.

Production Capability

Excellance is an integrated fabrication facility primarily oriented around aluminum fabrications, welding, painting, and electrical and equipment assembly related to the manufacturer of medical emergency vehicles.

The basic production procedures, techniques, and quality assurance systems are directed toward producing a high quality premium product. The facilities and equipment are relatively new and staffed with craftsmen with extensive experience in the welding, fabrication, painting and electrical fields.

The production organization is supported by an appropriate stockroom, inventory system, and purchasing organization. It is further matched with a national sales organization to assure a market for the ambulance/rescue vehicles. The corporation is professionally managed by a team with many years of experience in management, engineering, and financial controls.

Excellance hereby certifies the company has not been associated with any mergers, acquisitions or sales in the last ten years. The company has been under the same family ownership since it was founded in 1975.

Excellance hereby certifies that there is no existing and/or pending litigation against Bidder.

Excellance hereby certifies that it has never been associated with any bankruptcy or insolvency proceedings.

The financial statements following this page are the most recent independent reviewed financial statements for the corporation. These financial statements reflect the following information:

Current assets:	\$3,708,798
Fixed assets:	\$2,857,711
Current liabilities:	\$3,335,723
Long-term debt:	\$1,925,915
Equity:	\$2,791,501

Tab 9 – item (f)

The Dun & Bradstreet number for Excellance, Inc. is: 079113353

QA Inspection Package (D0602)

Revision 13 - 2 AUGUST 2010

Unit #:	Inspected By:	Insp. Date:
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First Reference Column (ex. D0100) is a cross reference to the Ford QVM Rating system

Second Reference Column (ex. CP 1) is a cross reference to the Excellence Critical Element Program

Criteria

PASS	FAIL
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1. Review Production Work Order and all Addendums

a. Ensure all equipment and options are included		
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2. Outside Paint

a. Overall appearance		
No scratches		
No runs / sags		
No orange peel		
No "fish eyes"		
No swirl marks		
No trash		
No burn through on module corners, louvers, or door / jam edges		
No overspray on cab or module		
b. Lettering - (installation may be conducted at customer delivery)		
Installed according to Work Order		
No buff marks on lettering or pinstripe		
All vinyl / scotchlite adhered to module surface. No corner "rolls"		
Excellence, Inc logo plate installed aft of side entry door		

3. Exterior Compartments

a. Screws		
Installed		
Not stripped or broken		
Protruding screws are trimmed as needed		
b. Lights		
Installed in specified location		
Not damaged		
Function properly		
If Krystal lites, clamps secured with fasteners, not tape		
c. Unistrut		
Installed as specified		
Paint is consistent at top and bottom		
Ends deburred		
d. Shelves		
Installed according to Work Order		
Proper finish to match compartment		
e. Door hold open device		
Correct style according to Work Order		
Lubricated		
Through bolted to mounting tube with 1/4 - 20 bolts		
Door opens at a 90° angle		
Door closes properly		
All springs include cotter pins		
Cotter keys installed in cotter pins		
f. Rivets		
Installed in all hinges with Eck behind hinge		
Installed flush		
Eck paste utilized on each rivet		
g. Index plate		
Installed on all doors		
Screws installed and deburred		
Reflector installed on each plate		

E1001 CP29

6. A/C System (Under hood)

PASS	FAIL
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	a. Freon decal	Filled out correctly and installed in an obvious location		
	b. A/C hoses	Clamped - Every 12" w/ rubber coated metal clamps		
	c. A/C hose routing	Away from moving parts, sharp edges, exhaust, fan, etc		
	d. Charge / Discharge Ports	Clear and free of foreign objects		
		Caps installed		
E0208		e. Heater and A/C hoses are not connected to transmission dipstick		
E0203		f. A/C charge based on chassis manufacturers guidelines		
E0208	CP11	g. EPDM / Nomex hoses are used		
E0208	CP12	h. OEM "T" or "Y" hose fittings used in auxiliary heater system		

7. Belts On Secondary A/C Compressor

	a. Installed		
	b. Not damaged		
	c. Correct tension		

8. Wiring and Miscellaneous Electrical Devices

	a. Wire routing	Away from moving parts, sharp edges, exhaust, fan, etc		
	b. Wire clamps	Clamped - Every 12" w/ rubber coated metal clamps		
	c. Wire loom	Loom installed entire length of wire / harness		
E1105	d. SAE Wire / cable	Butt splice / heat shrink tubing I.A.W Excellence Control Process 18		
	CP 18	Proper SGX cable and GXL wires are used		
E1106	CP 19 - 20	e. No quick splice connectors or wire nuts installed		
	ECN #369	f. All 8 guage cables are fused, within 12" of battery feed block/source.		

9. Vehicle Inspection

	a. Wires / Cables	Spray-on rubber coating on all open electrical connectors.		
		Loom installed entire length of wire / harness		
		Clamped - Every 12" w/ rubber coated metal clamps		
		Not secured to fuel or brake lines		
		Away from moving parts, sharp edges, exhaust, protruding screws		
	CP 19 - 20	Proper SGX cable and GXL wires are used		
	b. Rubber boot	Installed between module and cab for pass thru and wire passages		
		Continuous contact. No gaps to allow leakage		
	c. Drain and Suction hoses	Vented to the unit's exterior		
		Not obstructed or kinked		
		Do not extend past module skirtline		
	d. Brake lines	Not loose. Unable to move extensively by hand		
		No damage (kinked, broken, cut, etc.)		
E0502		Park brake cable is not spliced or altered		
	e. Exhaust / Tail pipe	Tail pipe extends min. 1" (max 2") past lower rubrail		
E0800		Pipe extension clamp secure		
E0800		Exhaust extension is installed aft of catalyst		
E0800		Use only stainless steel exhaust extension		
E0800		Elec. Wires, fuel lines, A/C Heater hoses do not pass over exhaust		
E0102	CP 1 - 2	Proper exhaust heat shields installed		

		PASS	FAIL	
E0103	f. Ground straps	Secured with 3/8" bolts and lock nuts		
		Undercoating sprayed on bolts (both sides of bolt)		
		Curbside - (1) strap: Module to Frame / (1) strap: Frame to Chassis		
		Streetside - (1) strap: Frame to Module		
		Engine - (1) strap each side: Motor to frame		
CP 10	g. Undercoating	Wheel wells are completely covered		
		Undercoating min. of 12" from exhaust system		
		Does not cover area above fuel tank		
	h. Screws and Bolts	Bolts and screws do not point towards:		
		Brake lines		
		Fuel lines / Fuel tank		
		Wires		
		Cables		
		Power steering / A/C / Heater Hoses		
	i. Unit is level - <i>measured on a flat surface</i>	Measure distance from ground to each lower module corner		
		Minimum of 1" discrepancy to receive "PASS"		
E0402 E0406	j. Chassis suspension	No drilling, cutting, and / or welding on OEM suspension		
		Fuel system clearance provided from suspension		
E0303 F0402 E0901 E0301 E0401 E1001	k. Miscellaneous Equipment	OEM wheels are on unit, no aftermarket wheels		
		Wheelbase has not been altered		
		No drilling, cutting, and / or welding on OEM frame flange, except for approved frame extension procedure		
		Mud flaps (optional) secured with 1/4" barstock and 1/4" bolts		
		Snow chains (optional) installed I.A.W supplied manual, Operable		
		Brake retarder (optional) installed I.A.W supplied manual, Operable		
		Stainless wheel simulators (optional) install. I.A.W supplied manual		
		If installed, rear inner wheel is equipped with air valve extension		
CP 13 - 14		Steering linkage and gear not modified		
E1001	l. Running boards	Installed		
		Secure (no vibration or rattle)		
		No scratches / damage		
		Deburred		
	m. Fuel / battery covers	When driven cab and tank / battery covers do not come in contact		
		When opened cab doors do not strike overlay covers (EHD)		
F0202 F0206	n. Air ride system	Air ride system properly lifts and lowers module		
		In up position, module is level (+/- 1")		
		Override switches are located according to Work Order		
		Air ride warning light indicator works properly		
		Air system holds pressure and does not leak and "self lower"		
		Air compressor protected from road debris		
		Air lines / bags protected from heat and exhaust		
	o. Exterior cab mirrors	Exterior mirrors are tight and secure		
		Optional electric mirrors / heated operate properly		
	p. High-idle feature works properly			
	q. Rear door grabbers	Door grabbers installed in-line with module mounts. No angle		
		Door releases from module mount easily		

	PASS	FAIL
r. Module warning lights		
Lighting configured according to Work Order		
Flash pattern according to Work Order		
All lights function properly		
No lenses are broken or scratched		
No flanges are broken or scratched		
Proper gasket seal		
Lighthoods are straight and secure		
Rear amber turn signal is wired with correct high filament		
No water accumulation in any lighthood		
s. No water accumulation in chassis headlamps or turn signals		
t. Rub rails		
Installed with polymer spacers		
Rubrails are fully secured		
Bolts are countersunk into diamondplate		
Consistent gap between rail and module		
u. Personnel door latch assembly		
Installed I.A.W Excellence Critical Process 24		
v. Module mount system		
Installed I.A.W Excellence Critical Process 25-26		
w. Cab to module seal		
Proper sealing at dynamic joint. No Leakage		
x. Optional cab roof mounted lightbars are fully sealed at mounting and wire points		

10. Fuel System

E0701	a. Fuel tank has not been altered or relocated		
E0701	b. No unfriendly surfaces near fuel tank		
E0702	c. Fuel fill located per Incomplete Vehicle Manual		
E0702	d. Installation of Ford OEM fuel fill cap only		
E0702	e. Fuel hose is free of kinks or sink traps		
E0702	f. No screws located near fuel fill hose		
E0702	g. Fuel system is fully functional and leak free		
E0704	h. No paint scratches around the fuel fill area		

11. Module Interior

a. Upholstery		
Hole and tear free		
Color matches description in Work Order		
b. Screw caps		
Installed on all upholstery, EMT panel, and O2 panels fasteners		
c. Trim (#24, #11, #7006)		
No missing fasteners		
No stripped or broken fasteners		
All edges deburred		
Mitered corners have minimal gap		
Free from damage and scratches		
d. Interior paint		
No scratches		
No chips		
No runs		
No grind marks		
Acceptable mil thickness. Full coverage		
e. Sliding plexiglas windows		
No more than 18 lbs of pressure to open		
No damage (gouges, scratches)		
Handles are secure		

		PASS	FAIL
f. Pass thru seal	Installed		
	No leaks		
	No damage		
h. Flooring	Color matches description in Work Order		
	No holes		
	No tears		
	No bubbles		
	No soft spots		
	No glue "bleedthrough"		
i. Formica	No excessive coving effect in corners		
	Color matches description in Work Order		
	No holes		
	No chips		
	No scratches		
	No cracks		
	Radiused interior corners to prevent cracking		
Fully secured to wall structure			
k. Squad bench / CPR seat	No gaps in mitered corners		
	Correct design according to Work Order (fixed or hinged)		
	Functions properly. Opens and closes with little effort		
	Gas shocks installed and holds lid to desired position		
	Minimal gap between #24 trim and bench		
l. Interior cabinet doors	No stripped or broken fasteners in trim and hinge		
	Correct design according to Work Order (plexi or formica)		
	No missing hinge rivets		
	No swing interference. No contact with frame or striker		
	Hinged on correct side (according to Work Order)		
	Correct latch (locking or non-locking)		
	Even spacing at top / bottom; no less than 1/8", no greater than 3/8"		
Latches completely			
m. Cot installation hardware, test cot mounts with appropriate cot.	All doors pass fully and freely beneath the center wiring trough		
	Installed		
	Correct cot layout according to Work Order		
CP 8	Proper torque		
	o. EMT seat	Correct seat layout according to Work Order	
Proper torque			
Correct seat base			
Seat base is free from scratches and / or dents			
Swivel base is lubricated and spins smoothly			
Seat is able to recline properly			
Swivel knob is located to aisle side, unless specified in Work Order			
p. Threshold		No damage (gouges, scratches) caulked	
	Non-skid tape applied. Mitered / rounded corners. Full contact		
q. Cab to module walk-thru door	Slides freely with very little resistance		
	Latches in both open and closed position		
	Formica is not cracked at rivet points		
	Door is clean and free of any stray markings		
r. Interior door skins	Stainless kickplate is deburred. No sharp edges		
	All rivets are fully seated		
	Formica is not cracked at rivet points		
	Doors are free from pen marks, etc.		

	PASS	FAIL
s. Interior lighting		
Lighting in accordance with Work Order		
If Krystal lites, clamps secured with fasteners, not tape		
t. Stepwell		
Diamondplate is clean and free from weld soot		
Diamondplate is free from overspray		
u. Seat belts		
Standard configuration: (1) CPR, (1) EMT seat, (3) Squad bench		
Optional seat belts are installed according to Work Order		
Hardware is torqued per Torque Specifications		
Belts work properly		
v. Rear air replenish fan operates properly		

12. EMT Panel / O2 Panel

	PASS	FAIL
a. Action Panels		
Area behind panels are organized, neat, and free from debris		
Equipment installed is according to Work Order		
Panels fold properly with contact		
Screw caps are installed		
Fasteners are not stripped or burred		
Labels are installed and easily readable, not smeared during clean-up		
Trim-loc installed on access hole behind panels		

13. Cab Interior

	PASS	FAIL
a. Cab console		
E1103 No console, panels, or switches located in impact area		
E1008 Proper switches - according to Work Order and Electrical design		
No modification made to OEM airbag system		
Proper spotlight		
Proper siren		
Proper gauges		
Proper radios - (optional)		
Proper console layout and design		
E1101 Added switches are labeled and illuminated		
Labels installed and are readable, not smeared		
CP 22 Air ride down light I.A.W Excellence Critical Process 22		
b. Check cab panels		
No gaps at sides and ends		
Proper color coordination. Carpet covers entire panel		
Screw caps on all fasteners		
c. Seat restraints		
E1007 Functional. Buckles lock and release		
Does not release under pull release		
d. All OEM equipment re-installed		
e. General craftsmanship		
f. Clean. Free form debris and excess shop dust		
g. Type III engine cover is securely fastened		
h. Cab door seal is properly installed, no gaps or sags		
CP 6 i. Cab seats (E-Series) re-installed I.A.W Excellence Critical Process 6		
j. Seat belts		
CP 7 If removed, reinstalled according to IVM torque specifications		
Shoulder belt is not "twisted" when reinstalled		

14. Electrical Power Circuit Test

	PASS	FAIL
a. Battery power circuits		
Items listed below are present and operable:		
Brake lights		
Hazard lights		
All (if any) flashlights on chargers		
Optional equipment on battery power: radios, cell phone		

b. Chassis power circuits		PASS	FAIL
<i>Items listed below are present and operable:</i>			
E1109	Backlights		
E1109	ICC lights (5 Amber - front / 5 Red - rear)		
	Headlights		
	Spotlight		
	Maplight		
	Air horn - (optional)		
	Air ride - (standard w/ EHD and F-Series)		
	Bench dome lights - with switches on console and personnel doors		
	Parking lights		
	OEM horn		
	Fluorescent lights - (optional)		
	Stepwell light		
	Tag light		
	12VDC outlets		
	Thermostat digital display		
	Cab dome		
	Courtesy lights - (optional)		
	Rear loading lights - with switch and rear door		
	ABS braking system has not been modified		
	If axle sensor is spliced - twisted pairs of 18GA wiring is used		

c. Ignition circuits		PASS	FAIL
<i>Items listed below are present and operable:</i>			
E0608	Door open indicator lights		
	Compartment open indicator lights		
	Siren (only with module power on)		
	OEM auto throttle - no aftermarket accepted		
	All OEM circuits		
	Voltmeter		
	Ammeter		
	Optional auto-eject shoreline test, disengages with ignition operation		

d. Module power circuits		PASS	FAIL
	Primary / Secondary		
	All other OEM light circuits		
	Wig-wag - (optional)		
	Load Manager		
	Right and left scene lights		
	Cot domes		
	EMT light		
	Suction pump		
	Module A/C Heat unit		

e. Shoreline circuit		PASS	FAIL
<i>Items listed below are wired and / or installed and operable:</i>			
	Outlets (labels)		
	Battery Charger		
	Inverter		
	Engine block heater		
	Optional fluorescent lights		
	Optional generator circuits		
	Optional interior heaters		
	Optional 120 VAC HVAC system		
	Optional refrigerators / tv / vcr		
	f. Correct polarity on all 12 VDC outlets (labels)		

15. Brake System

E0505

E0502

CP 3

a. Brake system is fully functional		
b. Splicing of the parking brake is not performed		
c. Park Brake Test		

		PASS	FAIL
16. Road Test D0605	a. Road test conducted according to enclosed strip map. Minimum of 75 miles		
	b. Check charging system		
	Voltmeter reading at least 13V		
	Ammeter reading between 0 and 50 (in the green)		
	c. Chassis and module are free from abnormal vibrations, squeaks, or noises		
	d. Unit has had proper service for front end alignment		
17. Unit Weight	<i>All unit weighing will be with all fluids full (including fuel) and without personnel</i>		
	a. Front end		
	b. Total Unit		
	c. Rear end		
	F0100	d. Vehicle GAWR and GVWR are maintained	
18. O2 System CP 27	a. Bottle bracket is installed I.A.W Excellence Critical Process 27		
	b. Charge system to 200 psi with nitrogen (do not exceed 210 psi)		
	c. Close nitrogen bottle and leave attached with pressure for (4) hours		
	d. After (4) hours check the regulator. If no pressure is lost, test complete - Attach label		
	e. If pressure was lost, report to production for correction, and retest		
	f. Once test is complete, purge system with oxygen		
	g. Optional remote gauge operates properly		
	h. Optional Electric O2 and manual bypass operates properly		
	19. Medical Air (Optional)	a. Charge system to 200 psi with air (do not exceed 210 psi)	
b. Close air bottle and leave attached with pressure for (4) hours			
c. After (4) hours check the regulator. If no pressure is lost, test complete - Attach label			
d. If pressure was lost, report to production for correction, and retest			
e. Once test is complete, purge system			
20. Suction Test	a. Plug suction meter into the outlet		
	b. Activate suction pump		
	c. Meter should read no less than 300mmHg		
	d. Close relief valve on meter		
	e. Suction system holds pressure for no less than 10 minutes		
	f. If pressure was lost, report to production for correction, and retest		
	21. Electrical Load Test	a. Load test is conducted according to testing guidelines	
b. Load test is complete and passes guidelines			
22. A/C Heating System Test	Cab temperature reading at end of test		
	Module temperature reading at end of test		
	Thermostat sensor is secured behind the return air vent		
	Condenser fans are functioning and operating in the correct direction		
	Blower speeds operate properly; High, Medium, Low		
	Optional 120 VAC functions properly		
23. Toe Set and Clear Vision Check D0604	Toe set performed by Excellence, with Hunter Alignment Machine		
24. Torque Sheet D0504	Torque sheet is completed and signed by Excellence personnel performing check		
25. Post Squawk List On Module	a. VP of Production is informed that QA is complete and list is posted		
26. QA Squawk List Buy-off	a. VP of Production is made aware of any unacceptable work		
	b. All work is accepted		

27. Unit Is Detailed

	PASS	FAIL
a. Unit is cleaned completely		
b. Exterior is washed and detailed		
c. Interior cab and module are detailed. Free of all debris, dust, markings, etc		
d. No debris in cabinets or electrical cabinet		
e. Exterior compartments are free of debris, dust, markings, etc		
f. All glue / tape residue is cleaned and / or removed from jams and inner door panels		
g. Manufacturer labels are removed from mirrors, O2 outlets, etc.		
h. Area behind rear action panel is free from scrap wire, metal shavings, etc.		
i. Module roof is clean and free of tape, masking tape, etc.		
j. Door spring structure tubes are free of metal shavings		

28. Compartment Leaks

a. No water leaks into the module or compartments		
b. If any leakage, notify VP of Production for corrective measures		
c. If needed, repeat test and ensure no leaks		

29. Final Stage Manufacturing Labels

D0603	CP9	Ensure that labels are installed and information is accurate		
D0603	CP9	a. Weight / Incomplete vehicle label		
D0603	CP9	b. "Star of Life" certification label (if unit is in compliance)		
D0603	CP9	c. Electrical load test		
		d. Paint codes		

30. Excellence Warranty Manual

D0703/0704	a. Owner's Manual		
	b. Super Service Program		
	c. Warranty Manual		
	d. Electrical paperwork to include schematics		
	e. Component literature		
	f. NTEA and QVM Certification		
	g. Work Order		
	h. Delivery paperwork		
	i. Manual is given directly to customer and is reviewed with the customer		

31. Customer Delivery

a. Provide customer with Customer Check List		
b. Sales / Project Manager signs off on customer squawks list for approval		
c. Quality and customer accepts work from squawk list		

32. Notify Engineering and Sales that Unit is Accepted and Available for Photos

33. A copy of this report is filed in the Master Unit File and in the QA Unit File		
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CUSTOMER REFERENCE LIST

Excellance, Inc. was founded in 1975 with the specific goal of creating the finest emergency vehicles available in the world. Listed below are some of the people who feel that we have achieved that goal and place their confidence in us time after time.

AMBULANCES

BENTONVILLE FIRE DEPARTMENT

*211 SW "A" Street
Bentonville, AR 72712
Dan White / Brent Boydston
479-271-3152
bboydston@bentonvillear.com*

*10 New Units
9 Remounts*

BRISTOL KENDALL FIRE PROTECTION DISTRICT

*103 East Beaver Street
Yorkville, IL 60560
Timothy Fairfield, Assistant Chief
603-553-5775*

*7 New Units
3 Remounts*

CHRISTIAN COUNTY AMBULANCE DISTRICT

*1750 S. 15th Avenue
Ozark, MO. 65721
Chris White
417-581-3700*

*7 New Units
1 Remount*

CLEVELAND EMS

*601 Lakeside Ave.
Cleveland, OH 44114
Jeff Brown
216-420-8178*

27 New Units

COMMUNITY FIRE PROTECTION DISTRICT

*8847 St. Charles Rock Road
St. Johns, MO 63114
Mike Cashion, Captain
314-427-0217
mcashion@communityfpd.org*

*5 New Units
4 Remounts*

DUMFRIES TRIANGLE RESCUE SQUAD, INC.

*P. O. Box 460
3800 Graham Park Road
Dumfries, VA 22026
Randy Baum, Chief
703-221-3838*

6 New Units

**DEPARTMENT OF EMERGENCY MEDICAL SVCS. CO BATON ROUGE
(CITY OF EAST BATON ROUGE EMS)**

704 Mayflower Street
Baton Rouge, LA 70821
Collin Sommerfeld
225-389-5155
csommerfeld@brgov.com

34 New Units
45 Remounts

GREENWOOD COUNTY EMS

600 Monument Street
P. O. Box 632
Greenwood, SC 29646
Jimmy Brown, Fleet Manager
864-942-8719
jimmyb@co.greenwood.sc.us

8 New Units
6 Remounts

HEMSI

P. O. Box 7108
Huntsville, AL 35807
Jon Howell, CEO
256-518-2244
JHOWELL@HEMSI.ORG

22 New Units
7 Remounts

KISSIMMEE FIRE DEPARTMENT

200 w. Dakin Ave.
Kissimmee, FL 34741
Karen Hunter
407-518-2222

6 New Units
3 Remounts

MARQUETTE COUNTY EMS

P.O. Box 181
Montollo, WI. 53949
Tim Houslet
608-297-9124

5 New Units
6 Remounts

MECKLENBURG EMS AGENCY

4525 Statesville Road
Charlotte, NC 28269
Bryan Edwards
704-943-6130
bryane@medic911.com

85 New Units
87 Remounts

MEDSHORE EMS

1011 Ella St.
Anderson, SC 29621
Greg Shore
864-260-4575
gshore@medshore.com

18 New Units
9 Remounts

M.E.M.S.

*P. O. Box 2452
Little Rock, AR 72203-2452
Greg Thompson
501-301-1412 or 870-257-2044
gthompson@metroems.com*

*41 New Units
118 Remounts*

MOBILE FIRE RESCUE DEPARTMENT

*710 St. Francis St.
Mobile, AL 36602
Don Meyers, EMS Chief
251-208-7354*

*19 New Units
41 Remounts*

NASHVILLE FIRE DEPARTMENT

*1417 Murfreesboro Road
Nashville, TN. 37217
Deputy Chief David White
615-862-5350*

*35 New Units
20 Remounts*

NATCHITOCHE PARISH HOSPITAL

*P. O. Box 2009
501 Keyser Avenue
Natchitoches, LA 71457
Larry Atteridge, EMS Director or Stephen D. Crowder
318-214-4444*

*6 New Units
6 Remounts*

OWASSO FIRE DEPARTMENT

*8901 N. Gamett Road
Owasso, OK. 74055
Mark Stuckey
918-272-4949*

*4 New Units
2 Remounts*

PROVIDENCE FORGE VOLUNTEER RESCUE SQUAD

*P. O. Box 177
Providence Forge, VA 23140
Michael Buchanan
804-966-2801*

*6 New Units
8 Remounts*

REEDY CREEK FIRE DEPARTMENT (IMPROVEMENT DISTRICT)

*651 Buena Vista Drive
Lake Buena Vista, FL 32830
Ken Hoffman
407-824-7915
khoffman@reid.dist.sl.us*

*10 New Units
16 Remounts*

RICHMOND AMBULANCE SERVICE

*2400 Hermitage Road
Richmond, VA 23220
Chip Decker, Director
804-254-1181
cdecker@raaems.org*

*31 New Units
23 Remounts*

SHREVEPORT FIRE DEPARTMENT

*6300 Kennedy Drive
Shreveport, LA 71109
Gary Foster
318-673-6730
Gary.foster@shreveportla.gov*

*18 New Units
24 Remounts*

WELLS COUNTY EMS

*1100 South Main
Bluffton, IN 46714
Mike Benson
219-827-0166*

*4 New Units
5 Remounts*

WILLIAMSON MEDICAL CENTER

*2021 Carothers
Franklin, TN 37067
Allen Lovett, EMS Executive Administrator
615-790-4122
alovett@wmed.org*

*28 New Units
6 Remounts*

WISHARD HEALTH SERVICES

*1001 West 10th. Street
Indianapolis, IN 46202
Brian Scott, Mgr.
Fleet Utilization/EMS Supply Purchasing/Ambulance Service
317-223-4487
Scott6061@aol.com*

*19 New Units
35 Remounts*

BOMB SQUAD UNITS

NYPD BOMB SQUAD

*53-15 58th St.
Woodside, NY 11377
Mike Old Mixon
212-741-4835*

5 Bomb Units

SHREVEPORT FIRE DEPARTMENT EOD

6300 Kennedy Drive
Shreveport, LA 71109
Randy Stephens
318-673-6756

1 Bomb Unit

CRIME SCENE UNITS

MADISON COUNTY SHERIFF'S DEPARTMENT

100 Northside Square
Huntsville, AL 35801
256-533-8834

1 Crime Scene Unit

CRITICAL CARE UNITS

CHILDREN'S HOSPITAL MEDICAL CENTER OF AKRON

One Perkins Square
Akron, OH. 44308-1062
Bill Spradlin
330-543-8640

3 New Units

LeBONHEUR CHILDREN'S HOSPITAL

50 North Dunlap
Memphis, TN.
Crile Crisler
901-572-5921

4 New Units

MEDUCARE (MEDICAL UNIVERSITY HOSPITAL AUTHORITY)

169 Ashley Dr.
P. O. Box 250347
Charleston, SC 29425
Ted Bouthiller
843-792-1169

8 New Units

3 Remounts

HUNTSVILLE HOSPITAL

101 Sivley Rd.
Huntsville, AL 35801
Brett Kinzer
256-508-1780

1 New Unit

RESCUE UNITS

HUNTSVILLE-MADISON COUNTY RESCUE SQUAD, INC.

820 Cook Avenue
P. O. Box 2062
Huntsville, AL 35804
256-536-2720

2 New Units (Rescue)

1 Remount

EXCELLANCE, INC.

OVERVIEW OF WARRANTIES

Excellance secures your purchase value with the following warranties:

- **TWENTY-FIVE YEAR LIMITED STRUCTURAL WARRANTY-MODULAR BODY**

Excellance warrants each new ambulance or rescue body to be free of all structural defects for a period of twenty-five years including:

- Body Frame
- Sub-floor Structure
- Exterior Skin
- Structural integrity of exterior compartments
- Structural integrity of interior cabinetry
- Structural integrity of squad bench framing

- **TEN YEAR (100,000 MILE) LIMITED WARRANTY – ELECTRICAL EQUIPMENT**

The ten year (100,000 mile) Warranty applies to each new Excellance ambulance or rescue unit and includes the following Excellance supplied and installed electrical equipment:

- Main vehicle wiring harness and battery harness cables
- Bosch relays
- Automatic and/or manual reset circuit breakers
- Voltmeter (s)
- Ammeters and shunts
- Switches
- Battery disconnect switches
- Solenoids
- Diodes, rectifiers and heat sinks
- All terminal strips and Amp multi-pin electrical connectors
- All wire terminals
- Magnetic door switches

Items not covered under this warranty are batteries, light bulbs, flashers, light bars or any component thereof, any 3rd party electrical system and components. Batteries, alternator systems, 3rd party electrical systems and lighting systems are covered by their own representative warranties.

- **TWO YEAR (24,000 MILE) LIMITED WARRANTY**

This two year (24,000 mile) limited warranty includes the following Excellance supplies equipment:

- Molding and windows
- Upholstery and flooring
- Door securing hardware and latches

PAIN T

Excellance, Inc. warrants the integrity of the paint on each new, completely painted, ambulance for a period of seven years from the date of delivery to the original purchaser by an authorized Excellance dealer to be free of defects in materials and workmanship under normal use and service. The obligation of Excellance under this warranty is to repair the unit at Excellance with the transportation cost prepaid by the customer after the initial 12 month period. After the initial 12 month period the following percentages apply:

- 0 to 12 months 100% Coverage and Transportation
- 13 to 48 months 100% Coverage
- 49 to 60 months 50% Coverage
- 61 to 84 months 25% Coverage

ITEMS SPECIFICALLY COVERED ARE:

- Cracking, checking, or peeling or delaminating of top coat and other layers of paint
- Loss of gloss caused by cracking, checking or hazing
- Any paint failure caused by improperly applied finishes by Excellance, Inc.

THREE YEAR (UNLIMITED MILEAGE) CORROSION WARRANTY

Excellance, Inc. will warrant the repair of paint deterioration caused by blisters or other film degradation due to corrosion originating from the substrate on each new ambulance for a period of three years from the date of delivery to the original purchaser by an authorized Excellance dealer under normal use and service. The obligation of Excellance under this warranty is to repair the unit at Excellance with the transportation cost prepaid by the customer. The following percentages apply:

- 0 to 12 months 100% Coverage
- 13 to 24 months 50% Coverage
- 25 to 36 months 25% Coverage

GENERAL INFORMATION

- Warranty transferable; subject to inspection and registration by Excellance
- Vehicle chassis; chassis components and cab body warranted by original equipment manufacturer
- Components manufactured by others and installed by Excellance shall be covered by representative system or component warranties.

EXCLUSIONS

- Unauthorized alterations
- Abuse/Misuse
- Normal wear & tear
- Remounted by someone other than Excellance, Inc.
- Physical damage
- Failure to maintain
- Chemical corrosion

EXCELLANCE, INC
453 LANIER ROAD
MADISON, AL 35758

(256) 772-9321

(256) 772-8792 (FAX)

1-800-882-9799

EXCELLANCE, INC.

TWENTY FIVE-YEAR (UNLIMITED MILEAGE) STRUCTURAL WARRANTY

Excellance, Inc. hereby warrants to the original purchaser only that each new modular ambulance; module welded structure and skin, the squad bench structure and the basic welded structure of the interior cabinets are sound and free of structural defects as to both material and workmanship. Excellance further warrants that it will maintain such structural integrity for a period of twenty five (25) years from the date of manufacture, as designated on the manufacturer's certification. This warranty is subject to the provisions, limitations, and conditions set forth herein.

Excluded from this warranty are the paint finish, hardware, moldings, windows, doors, fasteners, catches, electrical items, appointments, accessories, and other components covered under separate warranties.

This warranty is conditioned upon (a) normal use and reasonable maintenance of such modular body, (b) written notice of all defects must be promptly tendered to Excellance, Inc., and (c) said defect shall not result from abuse, misuse, negligence, accident, improper lifting, improper towing or overloading beyond applicable weight rating. If any of the foregoing conditions are not complied with, this warranty shall be void and unenforceable.

In the event of a chassis remount by the original purchaser, this structural integrity warranty shall be renewed for twenty five years providing the re-chassis work is completed by Excellance, Inc.

If repairs should become necessary under the terms of this warranty, the extent of that repair shall be determined solely by Excellance, Inc. and shall be performed solely at Excellance, Inc. or a repair facility designated by Excellance, Inc. The expense of any transportation to or from such repair facility shall be that of the purchaser and is not an item covered by this warranty.

Excellance, Inc. reserves the unrestricted right at any time and from time to time to make changes in the design of and/or improvements on its products without thereby imposing any obligation on itself to make corresponding changes or improvements in or on its products theretofore manufactured.

Exclusions and Limitations: This manufacturer's warranty is provided in place of any and all representations, expressed or implied warranties and no person is authorized to make any representation or warranty on behalf of Excellance, Inc. or any of its distributors other than those set forth in this manufacturer's warranty. Your right to service and replacement of parts on the terms expressly set forth herein are your exclusive remedies and neither the manufacturer nor any of its distributors shall be liable for damages, whether ordinary, incidental or consequential.

UNIT # _____ DATE: ___/___/___ SIGNED: _____
WARRANTY REPRESENTATIVE

EXCELLANCE, INC.

SEVEN-YEAR (UNLIMITED MILEAGE) PAINT PERFORMANCE WARRANTY

Excellance, Inc. warrants the integrity of the paint on each new, completely painted ambulance for a period of seven years from the date of delivery to the original purchaser by an authorized Excellance, Inc. dealer to be free of defects in materials and workmanship under normal use and service. The obligation of Excellance, Inc. under this warranty is to repair the unit at Excellance with the transportation cost prepaid by the customer after the initial 12 month period. After the initial 12 month period, the following percentages apply:

- * 0 to 12 months 100% - Coverage and Transportation
- * 13 to 48 months 100% - Coverage
- * 49 to 60 months - 50% Coverage
- * 61 to 84 months - 25% Coverage

ITEMS SPECIFICALLY COVERED ARE:

- * Cracking, checking, or peeling or delaminating of top coat and other layers of paint
- * Loss of gloss caused by cracking, checking or hazing
- * Any paint failure caused by improperly applied finishes by Excellance, Inc.

ITEMS EXCLUDED ARE:

- * Hazing, chalking or loss of gloss caused by improper care, abrasive polishes, cleaning agents, heavy duty pressure washing, or aggressive mechanical wash systems (see owners manual for proper cleaning instructions)
- * Paint deterioration caused by abuse, misuse, accidents, acid rain, chemical fall out or act of nature
- * Accidents, scratches, chips, bruises, and gloss reduction due to normal vehicle use and maintenance
- * Custom finishes, exotic finishes, or any finish other than standard refinish procedures
- * Finishes on vehicles used for competitive purposes
- * Repairs done over previously refinished areas, unless stripped to bare metal or appropriate substrate by Excellance, Inc. or an authorized agent.
- * The installation of additional parts on the unit after it leaves the Excellance, Inc. factory
- * The installation of any graphics installed by non-Excellance, Inc. technicians
- * The removal of any components where a protective coating of a corrosion inhibitor has been applied without the re-application of a corrosion inhibitor, approved by Excellance, Inc. prior to re-installation of the component
- * Claims requested without proper guarantee documentation
- * Finishes performed by non-Excellance, Inc. authorized repair center
- * Finishes performed by non-Excellance, Inc. technicians

THREE-YEAR (UNLIMITED MILEAGE) CORROSION WARRANTY

Excellance, Inc. will warrant the repair of a paint deterioration caused by blisters or other film degradation due to corrosion originating from the substrate on each new ambulance for a period of three years from the date of delivery to the original purchaser by an authorized Excellance, Inc. dealer under normal use and service. The obligation of Excellance, Inc. under this warranty is to repair the unit at Excellance, Inc. with the transportation cost prepaid by the customer. The following percentages apply:

- * 0 to 12 months - 100% Coverage
- * 13 to 24 months - 50% Coverage
- * 25 to 36 months - 25% Coverage

If repairs should become necessary under terms of this warranty, the extent of that repair shall be determined solely by Excellance, Inc. Excellance, Inc. also reserves the sole right to determine when and where such repairs will be made. The expense of any transportation to or from such a repair facility shall be the sole responsibility of the original purchaser, and not an item covered by this warranty.

Exclusions and Limitations: This manufacturer's warranty is provided in place of any and all other representations or expressed or implied warranties or merchantability and fitness for a particular purpose. No person is authorized to make any representation or warranty on behalf of Excellance, Inc. other than set forth in this manufacturer's warranty. Your rights to service on the terms set forth herein are your exclusive remedies and neither the manufacturer and/or any of its distributors shall be liable for damages whether ordinary, incidental or consequential.

UNIT # _____ DATE: ___/___/___ SIGNED: _____

WARRANTY REPRESENTATIVE

EXCELLANCE, INC.

**SEVEN YEAR (UNLIMITED MILEAGE) REMOUNT
PAINT PERFORMANCE WARRANTY**

Excellance, Inc. warrants the integrity of the paint on each completely painted remounted ambulance for a period of seven years from the date of delivery to the original purchaser by an authorized Excellance dealer to be free of defects in materials and workmanship under normal use and service. The obligation of Excellance under this warranty is to repair the unit at Excellance with the transportation cost prepaid by the customer after the initial 12 month period. After the initial 12 month period the following percentages apply:

- * 0 to 12 months 100% Coverage and Transportation
- * 13 to 48 months 100% Coverage
- * 49 to 60 months 50% Coverage
- * 61 to 84 months 25% Coverage

ITEMS SPECIFICALLY COVERED ARE:

- * Cracking, checking, or peeling or delaminating of top coat and other layers of paint
- * Loss of gloss caused by cracking, checking or hazing
- * Any paint failure caused by improperly applied finishes by Excellance, Inc.

ITEMS EXCLUDED ARE:

- * Hazing, chalking or loss of gloss caused by improper care, abrasive polishes, cleaning agents, heavy duty pressure washing or aggressive mechanical wash systems (See owners manual for proper cleaning instructions)
- * Paint deterioration caused by abuse, misuse, accidents, acid rain, chemical fall out or act of nature
- * Accidents, scratches, chips, bruises, and gloss reduction due to normal vehicle use and maintenance
- * Custom finishes, exotic finishes, or any finish other than standard refinish procedures
- * Finishes on vehicles used for competitive purposes
- * Repairs done over previously refinished areas, unless stripped to bare metal or appropriate substrate by Excellance or an authorized agent
- * The installation of additional parts on the unit after it leaves the Excellance, Inc. factory
- * The installation of any graphics installed by non-Excellance technicians
- * The removal of any components where a protective coating of a corrosion inhibitor has been applied without the re-application of a corrosion inhibitor, approved by Excellance, prior to re-installation of the component
- * Claims requested without proper guarantee documentation
- * Finishes performed by non-Excellance authorized repair center
- * Finishes performed by non-Excellance technicians

Exclusions and Limitations: This manufacturer's warranty is provided in place of any and all other representations or expressed or implied warranties or merchantability and fitness for a particular purpose. No person is authorized to make any representation or warranty on behalf of Excellance, Inc. other than set forth in this manufacturer's warranty. Your rights to service on the terms set forth herein are your exclusive remedies and neither the manufacturer and/or any of its distributors shall be liable for damages whether ordinary, incidental or consequential.

UNIT # _____ DATE: ____/____/____ SIGNED: _____
WARRANTY REPRESENTATIVE

EXCELLANCE, INC.

TEN-YEAR (100,000 Mile) ELECTRICAL WARRANTY

Subject to the provisions, limitations, and conditions set forth in this warranty, Excellance, Inc., hereby warrants to each original purchaser only, that the Excellance supplied electrical equipment as listed below, are sound and free of all defects of both materials and workmanship, for 10 years or 100,000 miles, whichever occurs first, providing it remains in possession of the original purchaser and is in operation by said purchaser. This electrical equipment includes: magnetic door switches, all wire terminals, main vehicle wiring harnesses and battery harness cables, Bosch relays, switches, automatic and/or manual reset circuit breakers, voltmeters, ammeters, shunts, battery disconnect switches, solenoids, diodes, rectifiers, heat sinks, all terminal strips, and AMP multi-pin electrical connectors.

Items not covered under this warranty are batteries, generators, sirens, inverters, light bulbs, flashers, lightbars or any component thereof, and third party electrical components or systems. Batteries, light bars, third party electrical components or system and alternator systems are covered by representative warranties.

The above warranty is transferable upon changeover of the body to a new chassis, providing Excellance, Inc. performs the work. In the case of the sale of the vehicle, the warranty is also transferable to the new owner, providing that an inspection and registration of the vehicle is performed by Excellance or an Excellance approved representative.

Should repairs become necessary under the terms of this warranty, the extent of that repair shall be determined solely by Excellance and shall be performed by Excellance or a repair facility designated by Excellance. The expense of any transportation to or from such repair facility shall be the responsibility of the purchaser, and is not an item covered by this warranty.

This warranty is conditioned upon normal use and reasonable maintenance of such equipment; prompt written notice of all defects to Excellance or one of its then authorized dealers in the area; not repairs or additions thereto except by Excellance or authorized by it; said defect not resulting from misuse, negligence, accident, abnormal wear and tear, and alteration of the original parts or adjustments by customer or third parties. Improper radio equipment installation will void the electrical warranty. If any such conditions are not complied with, this warranty shall become void and unenforceable.

Excellance reserves the unrestricted right at any time to make changes in the design of and/or improvements on its products without thereby imposing any obligations on itself to make corresponding changes or improvements in or on its products previously manufactured.

Exclusions and Limitations: This manufacturers warranty is provided in place of any and all other representations, expressed or implied warranties. Note that components manufactured by others and installed by Excellance shall be covered by representative warranties. No person is authorized to make any representations of warranty on behalf of Excellance or any of its distributors other than set forth in this manufacturer's warranty. Your right to service and replacement of parts on the terms expressly set forth herein are you exclusive remedies and neither the manufacturer nor any of its distributors shall be liable for damages, whether ordinary, incidental or consequential. The vehicle chassis, chassis components, and applicable body of cab will be warranted in accordance with the standard chassis warranty policy by the manufacturer, normal or extended.

UNIT # _____ DATE ____ / ____ / ____ SIGNED _____
Warranty Representative

EXCELLANCE, INC.

TWENTY FOUR MONTH (24,000 Mile) CONVERSION WARRANTY

Excellance, Inc. warrants each new ambulance manufactured by Excellance for a period of twenty-four months or 24,000 miles whichever occurs first, from the date of delivery to the original purchaser by an authorized Excellance dealer to be free of defects in materials and workmanship under normal use and service. The obligation of Excellance under this warranty is limited to repairing or replacing, at its option, any part or parts thereof which shall within 24 months or 24,000 miles after delivery of such ambulance to the original purchaser, be returned with transportation charges prepaid to Excellance or an authorized Excellance service center and which examination shall disclose to have been defective, except hereinafter provided.

Items not covered under this warranty are the chassis or items supplied by the chassis manufacturer; tires, tire balancing, or wheel alignment; belts, hoses or filters; general tightening, lubrication, normal wear and tear, abuse, misuse, accident, physical damage, negligence, failure to maintain, unapproved modification or alteration of the original parts, chemical corrosion, light bulbs or head light adjustments; separately manufactured items installed by Excellance including, but not limited to: batteries, generators, sirens, battery chargers, inverters, light bars and like electrical equipment. These are covered by warranties supplied by the manufacturer of the components.

If repairs should become necessary under terms of this warranty, the extent of that repair shall be determined solely by Excellance. Excellance reserves the right to determine where such repairs will be made, Excellance or an Excellance authorized dealer or service center. The expense of any transportation to or from such repair facility shall be the sole responsibility of the original purchaser and is not an item covered by this warranty.

Excellance, Inc. reserves the unrestricted rights from time to time make changes in design on its products without thereby imposing any obligation on itself to make corresponding changes on its products previously manufactured.

Exclusions and Limitations: This manufacturer's warranty is provided in place of any and all other representations, expressed or implied warranties of merchantability and fitness for a particular purpose. No person is authorized to make any representation or warranty on behalf of Excellance, Inc. or any of its distributors other than set forth in this manufacturer's warranty. Your right to service and replacement of parts on the terms expressly set forth herein are your exclusive remedies and neither the manufacturer nor any of its distributors shall be liable for damages whether ordinary, incidental or consequential.

UNIT# _____ DATE: ___ / ___ / ___ SIGNED: _____
WARRANTY REPRESENTATIVE

