



**MICRO BIRD**  
*by* **GIRARDIN**

Limited Warranty and  
Policy Manual –  
Electric Commercial and  
School bus

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## WARRANTY CONTACT INFORMATION

<b><i>Phone technical assistance Powertrain</i></b>	855-706-0618 Prompt 1
<b><i>Phone technical assistance Body</i></b>	819-477-2012 Prompt 364
<b><i>Technical Support Hours</i></b>	Monday – Friday : 8:00 a.m. – 7:00 p.m. EST
<b><i>Email Powertrain support</i></b>	<a href="mailto:support@ecotuned.com">support@ecotuned.com</a>
<b><i>Email Body support</i></b>	<a href="mailto:micro_bird_sav@microbird.com">micro_bird_sav@microbird.com</a>
<b><i>Business Hours</i></b>	Monday – Friday : 8:00 a.m. – 5:00 p.m. EST
<b><i>Claim submission</i></b>	<a href="https://golsystem.microbird.com/">https://golsystem.microbird.com/</a> - Claim Online
<b><i>Warranty Department</i></b>	<a href="mailto:warranty@microbird.com">warranty@microbird.com</a>



## INTRODUCTION

The purpose of the **Warranty Policy and Procedure Manual** is to assist dealers in providing owners of Micro Bird EV vehicles the warranty service to which they are entitled. No policy or procedure contained in this manual is intended to be inconsistent with, or contrary to the warranty statements and applicable state law.

This manual is essential to a dealership because it contains the information all employees need to provide warranty and policy services fairly and uniformly. It provides detailed information about the responsibilities of Micro Bird, our dealers, and our mutual customers regarding all warranty and campaign coverages.

Applying the provisions of this Manual will help us satisfy new vehicle owners and protect the good name of Micro Bird and your dealership by providing quality warranty and campaign service. These practices will help all of us as partners to accomplish our goal of satisfying customers who will continue to look to us for their new vehicle purchases and service needs.

## GUIDING PRINCIPLES

The guiding principle of Micro Bird's warranty program is that reimbursement shall be made to repair failures which are the result of a defect in material or workmanship. Such failures shall be referred to in this manual as a warrantable defect, warrantable failure, or reimbursable repair. In the event a potential warrantable failure occurs, the customer must contact the servicing dealer to coordinate the repair.

In the event a potential warrantable failure occurs on a component which is not warranted by Micro Bird, but rather the component manufacturer, the customer must still contact the servicing dealer to coordinate repairs with the component manufacturer's authorized repair centers (Ford, Valeo, Freedman).

## WARRANTY COVERAGE

Coverage	1 year	5 years	8 years	8 years 85 MWh
	20,000 km 12,000 miles <sup>1</sup>	160,000 km 100,000 miles <sup>1</sup>	160,000 km 100,000 miles <sup>1</sup>	160,000 km 100,000 miles <sup>1</sup>
Body Structure Coverage		X		
Paint adhesion		X		
Parts not included in Body Structure Coverage	X			
Powertrain		X		
High Voltage Components		X		
Propulsion Battery			X	
Propulsion Battery Capacity				X
Towing / Road Service <sup>2</sup>		X		

1. For a period of five (5) years/160,000 kilometers or 100,000 miles, whichever occurs first from date of delivery of the vehicle to the original user, Micro Bird Inc. warrants the:
  - a. Body structure (those structural metal components welded or riveted together forming floor, side walls, roof, front and rear sections) to be free from defects in structural integrity (i.e. breakage or cracking) including rust-through. Proof of undercoating maintenance will be required for rust through claims. If lack of undercoating is the cause of the rust issue, the warranty will not apply.
  - b. Paint adhesion failures which occur as the result of defects in material or workmanship are reimbursable.
  - c. School bus seat frames and barrier frames to be free from defects in structural integrity (i.e., breakage or cracking).
  - d. Electric Vehicle (EV) Powertrain system: Motor, Transmission, Water pump, IC Box, Inverter unit, VCM, DC/DC converter, Onboard charger, Onboard charger connector, Charge cable, PRND Module, Speed sensor, Electric Heating Module, Heating Controller Telematics and powertrain related parts.



2. For a period of eight (8) years/160,000 kilometers or 100,000 miles or 85 MWh gross discharge throughout, whichever occurs first from date of delivery of the vehicle to the original user, Micro Bird Inc warrants the:
  - a. Battery performance to be maintained average seventy percent (70%) of initial battery's capacity after 2000 complete charge cycles. If possible, the lithium-ion battery components will be repaired or replaced, and the original lithium-ion battery will be returned to the vehicle. If necessary, the lithium-ion battery will be replaced with a new, remanufactured or factory reconditioned lithium-ion battery providing at least 70% of the original capacity. **\*\* This warranty covers any repairs needed to correct defects in materials or workmanship subject to the exclusions listed further in this document.**
  
3. For a period of one (1) year/20,000 kilometers or 12,000 miles, whichever occurs first from date of delivery of the vehicle to the original user, Micro Bird Inc. warrants the:
  - a. Parts on a Micro Bird by Girardin other than chassis parts.
  - b. Accessories, or components, except those having their own separate warranty and/or those accessories or components listed under the Exclusion section

Micro Bird Inc. obligation covered in this Commercial Bus Limited Warranty is limited to the repair or replacement (parts and labour) of such parts as shall, under normal use and service, appear to have been defective in workmanship or material. Without restricting the generality of this limitation, loss of use, commercial loss, and maintenance are specifically not covered.

Micro Bird Inc. cannot and will not assume any responsibility in connection with any of its bodies that have been altered outside the factory or without the written approval of the service and Warranty Department. Overloading beyond the normal seated and standee capacity voids all warranties.

**This limited warranty is expressly in lieu of all other warranties exposed or implied and all other obligations or liabilities. No person, including salesmen, dealers, distributors, or factory representatives of Micro Bird Inc., is authorized to make any representation or warranty concerning Micro Bird by Girardin products except to refer purchasers to this limited warranty. Micro Bird Inc. makes no warranty of merchantability of fitness for a particular purpose. Micro Bird Inc. shall not be liable for incidental or consequential damages.**

**This warranty is to be governed by and interpreted in accordance with the existing laws, trade practices and uses of the province of Québec.**

Micro Bird Inc. reserves the right to make changes in design and changes or improvements upon its products without imposing any obligations upon itself to install the same upon products previously manufactured.

## WARRANTY CLAIM

All **Powertrain** warranty repairs must originate within the warranty period as stated herein and must be submitted by an authorized Micro Bird by Girardin distributor and through Micro Bird Inc. Service and Warranty Department. **Any amounts over \$1000.00 (parts and labour) must be Preapproved prior to repairs.** A warranty repair estimate must be submitted in writing for approval (via e-mail). A detailed description of the situation and pertaining pictures shall be provided. The authorisation form request is available on GOLS.

All **Body** warranty repairs must originate within the warranty period as stated herein and must be submitted by an authorized Micro Bird by Girardin distributor and through Micro Bird Inc. Service and Warranty Department. **Any amounts over \$300.00 must be Preapproved prior to repairs.** A warranty repair estimate (parts and labour) must be submitted in writing for approval (via e-mail). A detailed description of the situation and pertaining pictures shall be provided. The authorisation form request is available on GOLS.

### PARTS

All **Powertrain** parts must be ordered through Ecotuned Technical support with a case number. The Ecotuned parts will be supply free of charge.

All **Body** parts must be ordered through G-Tech (A.G.I. / Autobus Girardin Inc.) parts department. The parts will be credited at distributor cost. G-Tech's invoice number must be supplied in the PARTS section of the claim online form. G-Tech /Autobus Girardin Inc. Tel: (800) 567-1448 or (819) 477-3222 Fax: (819) 475-9779 [microbirdparts@girardin.com](mailto:microbirdparts@girardin.com)

### LABOUR

The work time allowed for repairs will be credited according to the standard repair time list ([www.golsystem.com](http://www.golsystem.com), SERVICE / ELECTRIC VEHICLES / WARRANTIES / FLAT RATE CHART).

For any **Powertrain** repairs, if more than **2 hours** are spent to locate the source of defect, **Ecotuned Inc. technical support** must be contacted to open a case number.

For any **Body** repairs such as, but not limited to, electrical or water infiltration, if more than **1 hour** are spent to locate the source of defect, please contact **Micro Bird Inc. Service and warranty department** for technical help

## TOWING & TRAVELING

**Transportation of vehicle for Powertrain repair purposes:**

### **Towing**

Below 200 km distance allowed for repairs will be credited according the SRT list ([www.golsystem.com](http://www.golsystem.com), SERVICE / ELECTRIC VEHICLES / WARRANTIES / FLAT RATE CHART)

**Over 200 km must be preapproved prior to repairs by Ecotuned Technical support**

### **Road service**

Below 200 km allowed for repairs will be credited according the SRT list at **66%** of approved warranty labor rate gas included ([www.golsystem.com](http://www.golsystem.com), SERVICE / ELECTRIC VEHICLES / WARRANTIES / FLAT RATE CHART)

**Over 200 km must be approved prior to repairs by Ecotuned Technical support**

\*The reimbursement will be calculated with google maps for time and distance, the shorter will be chosen

## WARRANTY POLICY – PRODUCTS IN STOCK

The distributor shall conduct periodic monthly inspections of product(s) in stock. The distributor shall be solely responsible for any breakage, loss or deterioration which may occur to products in inventory and shall take the necessary steps to ensure that products are properly stored. If, during the storage period, a warranty claim is deemed necessary, it shall be accepted only in the case of a manufacturing defect and, not in the case of improper protection and/or storage protection defect.

## WARRANTY POLICY - DEMONSTRATORS

Demonstrations are sometimes required to promote sales. It is the distributor's responsibility to ensure that any Micro Bird by Girardin used as a demonstrator is in perfect order.

## WARRANTY CLAIMS PROCEDURE

The procedure to submit a claim is as follows:

### A) CLAIM SUBMISSION:

1. **The claims must be submitted by internet on GOLS.** ([www.golsystem.com](http://www.golsystem.com) / SERVICE / Claims Online).
2. All necessary sections of the warranty claim form must be completed.
3. **Each different issue on that vehicle must be separated and explained on different lines of the same claim number.**
4. A detailed description of the complaint, cause and correction made to solve the issue must be supplied.
5. Clear pictures showing the area (close up and farther away) from the bus before modifications must be annexed to enable proper understanding of needed repairs.
6. If the repairs have been performed outside the dealership, or if parts have not been purchased from our parts center, a copy of the sublet or part invoice must be annexed to the warranty claim to provide better documentation relevant to the analysis of the situation.
7. Claims should be checked periodically to provide any additional details or get information on merchandise return. In such cases, the claim will be highlighted in **RED** and our comments will appear in the SUMMARY section.

### B) TERMS AND CONDITIONS:

1. Any claim that includes a replacement part, or parts, must be accompanied by a copy of the invoice (from supplier) so as to justify the refund amount being claimed.
2. **All warranty claims must be submitted on Micro Bird Inc. Website no later than forty-five (45) days after the date of the repair work.**
3. No warranty claim will be processed if the vehicle has not been registered (doesn't apply to stock units).

**Repairs must be completed no later than ninety (90) days following receipt of an approval from Micro Bird Inc.**

Micro Bird Inc.  
Service and Warranty Department  
Tel.: (819) 477-2012 Ext. 364 Fax: (819) 475-9633  
[dave.caskenette@microbird.com](mailto:dave.caskenette@microbird.com)

## EXCLUSIONS

### BATTERY EXCLUSIONS

#### Damage or Failures due to:

Exposing a vehicle to ambient temperatures above 120°F (49°C) for over 24 hours. Leaving your vehicle for over 14 days where the lithium-ion battery reaches a zero or near zero state of charge. High-voltage battery damages due to improper vehicle storage. Refer to Micro Bird for the proper ways to maintain the vehicle high-voltage battery in the event the vehicle is not driven or is store for an extended period. Physically damaging the lithium-ion battery or intentionally attempting to reduce the life of the lithium-ion battery. Exposing the lithium-ion battery to contact with a direct flame. Immersing any portion of the lithium-ion battery in water or fluids. Opening the lithium-ion battery enclosure or having it serviced by someone other than a Micro Bird Dealer certified technician. Neglecting to follow correct charging procedures. Use of incompatible charging devices. Consequential damage caused by the failure to repair an existing problem.

The lithium-ion battery (EV battery), like all lithium-ion batteries, will experience gradual capacity loss with time and use. Loss of battery capacity due to or resulting from gradual capacity loss is NOT covered under this warranty beyond the terms and limits specified in the battery performance warranty above. See your service manual for important tips on how to maximize the life of the battery.

### GENERAL EXCLUSIONS

This limited warranty does not cover maintenance, wear or impact on Micro Bird by Girardin products, including, but not limited to, flexible and rigid hoses, electric wiring and harnesses and any other item that may show evidence of negligent use, overloading, abuse, accident, improper maintenance or storage, improper use, or unauthorized alterations.

The following factors are beyond Micro Bird Inc. control and do not qualify for a refund pursuant to the warranty.

- a) Vehicle or parts damaged during shipping or storage;
- b) Cost of missing options to meet state or province regulations. The minibus is built according to the distributor's signed purchase order.**
- c) Paint damage caused by road debris, including stone chipping, environmental and industrial fallout;
- d) Transportation of vehicle for inspection
- e) Costs incurred by overtime work;
- f) Troubleshooting and diagnosis time due to a lack of product knowledge;
- g) Cost of replacement vehicle (similar product) during repairs under warranty;
- h) Cost of transportation and communications during repairs under warranty;



- i) Failure on chassis (cut away) or chassis original parts;
- j) Failure caused by non-Micro Bird by Girardin parts or components;
- k) Normal noises, vibration, deterioration, discoloration, deformation and fading are not considered defects and are not covered by any warranty.

## PARTS RETENTION

**Defective part(s) can be disposed of only once the claim has been credited.** It may be necessary to return defective parts for evaluation. In such cases, a Returned Merchandise Authorisation (RMA) number will be given and defective parts will need to be shipped according to Micro Bird's instructions.

To facilitate prompt handling of your claim, returned parts must be cleaned and accompanied by a copy of the Returned Merchandise Authorisation. **In cases where a defective part is not returned by the distributor, as required by Micro Bird Inc., the associated claim will be cancelled within fifteen (15) days** of the date indicated on the authorized Returned Merchandise Authorisation.

## DISTRIBUTOR'S RESPONSIBILITIES

As a Micro Bird Inc. distributor, you are responsible for:

1. **Conducting a visual inspection within ten (10) days of the shipping date of the vehicle from the Micro Bird Inc. facility to your premises. No claim will be accepted for missing or damaged components after this delay.**
2. Checking each product for damage that may have occurred during shipping. Micro Bird Inc. cannot be held liable for damage occurring during shipping. Any claim must be filed with the carrier.
3. Conducting periodic monthly inspections of products in stock. You are solely responsible for any breakage, loss or deterioration which may occur to products in inventory and must take the necessary steps to ensure that products are properly stored.
4. Completing the Warranty Registration form on GOLS, making sure to provide accurate contact information concerning your customer. Any relevant information that is missing will result in a delay in the event of a recall notice and/or campaign.
5. Entering this information on GOLS is essential for the validation of our warranty program. No claims will be accepted unless the vehicle has been registered. (Does not apply to unsold vehicles).



6. As the end customer's primary source of information, you are responsible for informing your customers about the necessity of following a preventive maintenance program, about best operating practices, and about the safety rules to be followed when using a Micro Bird by Girardin.
7. Micro Bird Inc. Service Department can help you solve technical problems over the phone or by e-mail. In the event that a Micro Bird Inc. service representative must be dispatched to the location to help service the vehicle, the distributor is responsible for dispatching his own technical personnel on-site at the same time.
8. Wash the frame and underbody section from salt accumulation occurred during shipping to prevent any premature rust.

**Notice:** A survey may be sent directly to some of Micro Bird by Girardin owners to verify their level of satisfaction on the following points:

- Condition of the vehicle received (ex.: cleanliness, missing components).
- Quality of the vehicle received.
  
- Information received from his distributor (preventive maintenance program, operating practices, and safety rules).
- Quality of the sales service provided by his distributor.
- Quality of the after-sales service provided by his distributor.
- Etc.

## REVIEW OF DECISION

A distributor who wishes to appeal a claim settlement decision must communicate, in writing, the reasons for requesting a second examination of the warranty claim to [warranty@microbird.com](mailto:warranty@microbird.com). Each case will be reviewed by a committee of experts and special agreements, if necessary, may be arrived at.