

# REQUEST FOR PROPOSAL

25-RFP-114

## AMBULANCE REMOUNT SERVICES



Effingham County  
804 S Laurel Street  
Springfield, GA 31329

Effingham County  
REQUEST FOR PROPOSAL

25-RFP-114

Ambulance Remount Services

I. Services Contract .....

II. TERMS AND CONDITIONS OF THIS CONTRACT .....

III. COMPENSATION, FINANCIAL ADMIN AND GUARANTEES .....

IV. INSURANCE REQUIREMENTS .....

V. WAIVERS AND EXCEPTIONS .....

VI. GENERAL PROVISIONS .....

VII. AUTHORITY TO EXECUTE AND ENTER AGREEMENT .....

Attachments:

A - Custom Truck and Body Works, Inc - Proposal with Pricing

## 1. Services Contract

### Services Contract Between

This Contract (hereinafter referred to as "Contract" or "Agreement") is made and entered into by and between the Board of Commissioners of Effingham County, Georgia (hereinafter referred to as the "Board" and/or "County") and Custom Truck and Body Works, Inc, Custom Truck and Body Works, Inc., P.O. Box 718, Woodbury, GA 30293, (hereinafter called the "Contractor"). This Contract shall be effective and binding on the date that the last authorized signature is affixed.

#### WITNESSETH

WHEREAS, the Board desires to engage a qualified company as specified in 25-RFP-114 - Ambulance Remount Services; and

WHEREAS, the Vendor has represented to the Board that it is experienced, licensed and qualified to provide the services contained herein, and the Board has relied upon such representation; and

NOW, THEREFORE, in consideration of the mutual promises and covenants herein contained, it is agreed by and between the Board and the Vendor as follows:

## **2. TERMS AND CONDITIONS OF THIS CONTRACT**

### **2.1. TERMS OF SERVICE.**

The scope of services and the terms and conditions of performance shall be as specified in this document and in 25-RFP-114- Ambulance Remount Services and related addenda which are hereby adopted and incorporated as if set forth fully herein.

### **2.2. CONTRACT.**

This Contract is one time lump sum in the amount of \$398,166.00.

### **2.3. REQUIREMENT FOR MANDATORY PERFORMANCE.**

The words "shall", "will" and "must" may be used interchangeably in this Contract and in any case will indicate mandatory.

### **2.4. PERSONNEL AND EQUIPMENT.**

The Vendor represents that it has secured and will secure, at its own expense, all personnel and equipment necessary to perform the services of this Contract, none of whom shall be employees of, nor have any contractual relationship with Effingham County. All of the services required hereunder will be performed by the Vendor under its supervision, and all personnel engaged in the work shall be fully qualified and shall be authorized or permitted under law to perform such services.

### **2.5. CHANGES TO THIS CONTRACT**

The County may, at any time, request changes in the Scope of Services of the Vendor to be performed hereunder. Such changes, including any increase or decrease in term, rate, or amount of the Vendor's compensation, as more fully described elsewhere herein, which are mutually agreed upon by and between the County and the Vendor shall be incorporated in written amendments to this Contract.

### **2.6. TERMINATION OF CONTRACT FOR CAUSE.**

County may terminate this Contract for cause or Vendor's persistent failure to perform the work in accordance with the Contract Documents. If County terminates the Contract for cause, Vendor shall not be entitled to any further payment from the effective date of the termination which shall be stated in the termination letter sent by the County.

### **2.7. TERMINATION OF CONTRACT WITHOUT CAUSE.**

County may terminate without cause, upon seven (7) days written notice to Vendor. In such case, Vendor shall be paid for completed and acceptable work executed in accordance with this Contract prior to the effective date of termination. Vendor shall not be paid on account of loss of anticipated profits or revenue or other economic loss arising out of or resulting from such termination.

### **2.8. TERMINATION OF CONTRACT FOR LACK OF FUNDING.**

The obligation of the County for payment to the Vendor is limited to the availability of funds appropriated in the current fiscal year by the Effingham County Board of Commissioners.

## 2.9. INDEMNIFICATION.

To the fullest extent permitted by law, the Vendor shall indemnify and hold harmless County and its officers, directors, partners, employees, agents, consultants, and subcontractors from and against all claims, costs, losses, and damages (including but not limited to all fees and charges of engineers, architects, attorneys, and other professionals and all court or arbitration or other dispute resolution costs) arising out or relating to the performance of the work, but only to the extent caused by any negligent or willful act or omission of Vendor, its subcontractors and suppliers, or any individual or entity directly or indirectly employed by them to perform any of the work or anyone for whose acts any of them may be liable.

The Vendor's obligation to indemnify Effingham County under this Section shall not be limited in any way by the agreed upon contract price as shown in this Contract or by the scope and amount of insurance maintained by the Contractor.

## 2.10. COVENANT AGAINST CONTINGENT FEES.

The Vendor shall comply with the relevant requirements of all Federal, State, County or other local laws. The Vendor warrants that it has not employed or retained any company, person, other than a bona fide employee working solely for the Vendor, for any fee, commission, percentage, brokerage fee, gifts, or any consideration, contingent upon or resulting from the award or making of this contract.

For breach or violation of this warranty, the Board shall have the right to annul this Contract without liability or in its discretion to deduct from the Contract price or consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee.

## 2.11. PROHIBITED INTERESTS.

A. Conflict of Interest. The Vendor and its subcontractors warrant that they presently have no interest and shall acquire no interest, direct or indirect, that would conflict in any manner or degree with the performance of its services hereunder. The Vendor further agrees that, in the performance of the Contract no person having such interest shall be employed.

B. Statement of disclosure: Vendor must provide a statement of disclosure which will allow the County to evaluate possible conflicts of interest.

### Interests of Public Officials.

Vendor warrants for itself and any subcontractor that no elected or appointed official or employee of Effingham County, Georgia, has any interest in their bid or the proceeds of any contract/agreement which may result thereof. In the event that an elected or appointed official or employee acquires any interest in any contract/agreement which may result from this bid, or the proceeds thereof, the vendor agrees to disclose such interest to the County immediately by written notice. For breach or violation of this clause, the County may annul any contract/agreement resulting from this bid without liability, terminate any contract/agreement resulting from this bid for default, or take other remedial measures.

"Interest" as used herein means direct or indirect pecuniary or material benefit accruing to a county commissioner, official or employee as a result of a matter which is or which is expected to become the subject of an official action by or with the county, except for such actions which, by their terms and by the substance of their provisions, confer the opportunity and right to realize the accrual of similar

benefits to all other persons and/or property similarly situated. The term “interest” shall not include any remote interest. For purposes of this bid, a county commissioner, official or employee shall be deemed to have an interest in the affairs of: (1) his or her family; (2) any business entity in which the county commissioner, official or employee is a member, officer, director, employee, or prospective employee; and (3) any business entity as to which the stock, legal ownership, or beneficial ownership of a county commissioner, official or employee is in excess of five percent of the total stock or total legal and beneficial ownership, or which is controlled or owned directly or indirectly by the county commissioner, official or employee. Remote interest as used herein means the interest of (1) a volunteer director, officer, or employee of a nonprofit corporation; (2) a holder of less than 5 percent of the legal or beneficial ownership of the total shares of a business; (3) any person in a representative capacity, such as a receiver, trustee, or administrator. Family as used herein means the spouse, parents, children, and siblings, related by blood, marriage, or adoption, of a county official or employee.

### 2.12. AUDITS AND INSPECTIONS.

At any time during normal business hours and as often as the County may deem necessary, the Vendor and its subcontractors shall make available to the County and/or representatives of the County, examination all of its records with respect to all matters covered by this Contract. It shall also permit the County and/or representatives of the County to audit, inspect, examine and make copies, excerpts or transcripts from such records of personnel, conditions of employment and other data relating to all matters covered by this Contract. All documents to be audited shall be available for inspection at all reasonable times in the main offices of the County or at the offices of the Vendor as requested by the County.

### 2.13. INDEPENDENT CONTRACTOR.

Vendor hereby covenants and declares that it is an independent business and agrees to perform the Work as an independent contractor and not as the agent or employee of the County. The Vendor agrees to be solely responsible for its own matters relating to the time and place the services are performed; the instrumentalities, tools, supplies, and/or materials necessary to complete the Work; hiring of consultants, agents, or employees to complete the Work; and the payment of employees, including compliance with Social Security, withholding, and all other regulations governing such matters. The Vendor agrees to be solely responsible for its own acts and those of its subordinates and subcontractors during the life of this Agreement.

### 2.14. NOTICES.

All notices shall be in writing and any notices, demands, and other papers or documents to be delivered to Effingham County, Georgia, under this Contract shall be delivered in person or transmitted by certified mail, postage prepaid to 804 South Laurel Street, Springfield, Georgia 31329, or at any such other place as may be subsequently designated by written notice to the Contractor.

All written notices, demands, and other papers or documents to be delivered to the Vendor under this Contract shall be transmitted by certified mail, postage prepaid, to Custom Truck and Body Works, Inc and Custom Truck and Body Works, Inc., P.O. Box 718, Woodbury, GA 30293. It shall be Vendor’s responsibility to inform the County of any change to this contact address.

### 2.15. COMPLIANCE WITH LAWS.

The Vendor shall comply with all applicable Federal, State, and local laws, ordinances, rules, and regulations relating to the work, including by not limited to Effingham County building code and permitting requirements and other local requirements as applicable.

### 2.16. ASSIGNABILITY.

The Vendor shall not assign or transfer any of its rights, obligations, benefits, liabilities, or other interest under this Contract without written consent of the County.

### 2.17. GOVERNING LAW.

This Contract shall be governed by the laws of Georgia, with venue in Effingham County.

### **3. COMPENSATION, FINANCIAL ADMIN AND GUARANTEES**

#### **3.1. COMPENSATION FOR CONTRACTOR SERVICES.**

The County shall pay the Contractor for his services as detailed in the proposal submitted by the Vendor:

These rates and fees shall remain in effect until 07/13/2026, without exception.

All invoices shall contain the following:

- Date services performed
- Detailed account of services performed
- Location of services performed
- Name of employee providing said services
- Name of County employee requesting said services

No work shall take place without advanced written approval of the County's EMS Department. If the Vendor commences any work prior to receiving written approval, he does so at his own risk.

No work outside the scope of work contained in the RFP will be performed without the advanced written approval of the County's Board of Commissioners.

Advance payments prior to any work shall not be granted unless specified in writing.

Progress payments or draw shall not be granted unless specified in writing.

Notwithstanding any other payment provisions of this contract, failure of the Vendor to submit required reports when due or failure to perform or deliver required work, supplies, or services, may result in the withholding of payment under this contract unless such failure arises out of causes beyond the control, and without the fault or negligence of the Vendor. The County will immediately notify the Vendor of its intention to withhold payment of any invoice or voucher submitted.

#### **3.2. PAYMENT OF TAXES AND FEES.**

The Vendor shall pay the cost of any taxes, permits, fees, or licenses required to complete and satisfy the requirements of this Contract.

#### **3.3. QUANTITIES GUARANTEED.**

The Vendor represents, understands and agrees that this is an "ON CALL" / "LUMP SUM" contract, to guarantee pricing for services contained herein.

## 4. INSURANCE REQUIREMENTS

### 4.1. INSURANCE PROVISIONS:

Vendor shall be required to procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Vendor, its agents, representatives, employees or subcontractors. Contract work will not proceed unless Effingham County has in their possession, a current Certificate of Insurance. Effingham County invokes the defense of sovereign immunity. The County is not to be included as an additional insured on insurance contracts.

#### **General Information that shall appear on a Certificate of Insurance:**

1. Name of Producer (contractor's insurance Broker/Agent).
2. Companies affording coverage (there may be several).
3. Name and address of the Insured (this should be the Company or Parent of the firm Effingham County is contracting with).
4. A Summary of all current insurance for the insured (includes effective dates of coverage).
5. A brief description of the operations to be performed, the specific job to be performed, or contract number.
6. Certificate Holder (This is to always include Effingham County).

#### **Limits of Insurance:**

Effective coverage shall have the following limits:

- A. Commercial General Liability of \$1,000,000 (one million dollars) per occurrence and \$2,000,000 (two million dollars) aggregate for bodily and personal injury, sickness, disease or death, injury to or destruction of property, including loss of use resulting there from. Excess or umbrella liability coverage shall be required for contracts pertaining to road construction or repairs, automotive or motor vehicle repairs, or for contracts over \$1,000,000.00.
- B. Commercial Automobile Liability (owned, non-owned, hired) of \$1,000,000 (one million dollars) per occurrence for bodily and personal injury, sickness, disease or death, injury to or destruction of property, including loss of use resulting therefrom.
- C. Workers' Compensation limits as required by the State of Georgia and Employers Liability limits of \$1,000,000 (one million dollars) per accident or disease.

#### **Special Requirements:**

- A. **Claims-Made Coverage:** The limits of liability shall remain the same as the occurrence basis, however, the Retroactive date shall be prior to or coincident with the date of any contract, and the Certificate of Insurance shall state the retroactive date and the coverage is claims-made.
- B. **Extended Reporting Periods:** The contractor shall provide the County with a notice of the election to

initiate any Supplemental Extended Reporting Period and the reason(s) for invoking this option.

Reporting Provisions: Any failure to comply with reporting provisions of the policies shall not affect coverage.

**C. Cancellation/Non-Renewal Notification:** Each insurance policy shall be endorsed to state that it shall not be suspended, voided, or canceled, except after thirty (30) days prior to written notice by certified mail, return receipt, has been given to the County.

**D. Proof of Insurance:** Effingham County shall be furnished with certificates of insurance and original endorsements affecting coverage required by this invitation. The certificates and endorsements are to be signed by a person authorized by the insurer to bind coverage on its behalf. All certificates of insurance are to be submitted prior to, and approved by, the County before services are rendered. The CONTRACTOR must ensure Certificates of Insurance are updated for the entire term of the Contract.

**F. Insurer Acceptability:** Insurance is to be placed with an insurer having an A.M. Best's rating of A and a five (5) year average financial rating of not less than V. If an insurer does not qualify for averaging on a five year basis, the current total Best's rating will be used to evaluate insurer acceptability.

**G. Lapse in Coverage:** A lapse in coverage shall constitute grounds for contract termination by Effingham County Board of Commissioners.

**H. Deductible and Self-Insured Retention:** Any deductibles or self-insured retention must be declared to, and approved by, the County. At the option of the County, either: the insurer shall reduce or eliminate such deductibles or self-insured retention as related to the County, its officials, officers, employees, and volunteers; or the Contractor shall procure a bond guaranteeing payment of related suits, losses, claims and related investigation, claim administration and defense expenses

**Additional Coverage for Engineering, Architectural and Surveying Services:**

Professional Liability: Insure errors or omission on behalf of architects, engineers, attorneys, medical professionals, and consultants. Minimum Limits: \$1,000,000 per claim/occurrence. Coverage

Requirement: If "claims made," retroactive date must precede or coincide with the contract effective date or the date of the Notice to Proceed. The professional must state if "tail" coverage has been purchased and the duration of the coverage.

## **5. WAIVERS AND EXCEPTIONS**

No failure by County to enforce any right or power granted under this Contract, or to insist upon strict compliance by Contractor with this Contract, and no custom or practice of County at variance with the terms and conditions of this Contract shall constitute a general waiver of any future breach or default or affect the County's right to demand exact and strict compliance by Contractor with the terms and conditions of this Contract.

## 6. GENERAL PROVISIONS

This Contract supersedes any and all agreements, both oral and written, between the parties with respect to the rendering of services by Contractor for County and contains all of the covenants and agreements between the parties with respect to the rendering of these services in any matter whatsoever. Each party acknowledges that no representations, inducements, promises, or agreements, written or oral, have been made by either party, or by anyone acting on behalf of either party, that are not embodied in this Contract. Any modification of this Contract will be effective only if set forth in writing and signed by the party to be charged.

Vendor warrants that it will not, in the performance of this Contract, illegally discriminate on the basis of race, color, sex, or national origin.

This Contract will be governed by and construed in accordance with the laws of the State of Georgia. If any provision in this Contract is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will continue in full force and effect without being impaired or invalidated in any way.

If Vendor dies or is dissolved prior to the completion of this Contract, any moneys that may be due to Vendor from County for services rendered prior to the date of death or dissolution shall be paid to Contractor's executors, administrators, heirs, personal representative, successors, or assigns.

## 7. AUTHORITY TO EXECUTE AND ENTER AGREEMENT

By his, her, or their signature(s) below, the person or persons signing on behalf of Vendor warrant that (1) they are authorized to sign on behalf of Vendor; (2) that to the extent Vendor; is an entity rather than an individual, the entity is currently in existence and is validly registered with appropriate government officials; and (3) that the individual and entity contracting herein are in compliance with all Georgia requirements related to federal and state immigration laws and the use of E-Verify and shall remain in compliance during the term of this Contract.

IN WITNESS WHEREOF, the parties hereto acting through their duly authorized agents have caused this Contract to be signed, sealed and delivered.

This \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

Custom Truck and Body Works, Inc

\_\_\_\_\_  
Signature Title

\_\_\_\_\_  
Witness - Signature Witness - Title

### EFFINGHAM COUNTY BOARD OF COMMISSIONERS

\_\_\_\_\_  
DAMON RAHN, CHAIRMAN

APPROVAL DATE: \_\_\_\_\_

## Exhibits List

A - Custom Truck and Body Works, Inc - Proposal with Pricing

**Exhibit A**

**Custom Truck and Body Works, Inc - Proposal with  
Pricing**



## Custom Truck & Body Works, Inc.

*Manufacturers of Quality Emergency Vehicles*

13787 Whitehouse Road, Woodbury, GA 30293 • 706.655.4300 • [www.customtruckandbodyworks.com](http://www.customtruckandbodyworks.com)



### Custom Built Proposal For: **Effingham County EMS**

For More Information Please Contact:  
Kyle Bosco • • [kyle@customtruckandbodyworks.com](mailto:kyle@customtruckandbodyworks.com)





**Custom Truck & Body Works, Inc.**

## *Company Overview*

Custom Truck & Body Works, Inc. was founded on the principals of providing quality built and fully equipped specialty vehicles to the Emergency Medical, Law Enforcement, and Fire and Rescue Services.

The owners and top production managers have a combination experience of over 100 years in this industry. They have worked in all phases of the business including production, sales and operations.

Custom Works is a family owned business that does not have to answer to some large corporate board. When you "partner" with Custom Works, you deal directly with the owners who have a "vested" interest in your total satisfaction.

Custom Works services what it sells. With a new, modern 50,000 square foot facility in Woodbury, Georgia, Custom Works strives to stock the necessary parts for immediate shipment. We also provide a mobile service program where we can come to your location as necessary to perform warranty and preventative maintenance.

The professionals at Custom Works will work with your Department from conception of the idea as to what you need to accomplish, all the way through the bidding process and throughout the production stages. We will continue to support you with one of the strongest warranty packages in the industry.

Custom Works takes the responsibility of supplying your vehicle very serious. We pledge our total resources to your total satisfaction. We look forward to working with you and your Department and giving you the special attention that you seek and deserve.

**13787 Whitehouse Rd. • Woodbury, GA 30293 • 706.655.4300**  
**[www.customtruckandbodyworks.com](http://www.customtruckandbodyworks.com)**





## **WORK RESUME/REFERENCES**

**Screven County EMS**

**618 Frontage Road West**

**Sylvania, GA 30467**

**Caleb Martin (Director)**

**(912) 564-7888**

**Butts County EMS**

**625 West Third Street**

**Jackson, Georgia 30233**

**Wesley Johnston (Director)**

**(678) 774-8154**

**Burke County EMS**

**277 Ga Highway 24 South**

**Waynesboro, GA 30830**

**Steve Matthews (Director)**

**706-554-6651**

**Marion County EMS**

**POST OFFICE BOX 702**

**Buena Vista, GA 31709**

**Tripp Riddle (Director)**

**(229) 649-2033**

**Meriwether County EMS**

**59 Hill Haven Rd.**

**Greenville, GA 30222**

**Danny Stephens (Director)**

**(706) 672-1211**

**Liberty County EMS**

**474 S. Main St**

**Hinesville, GA 31313**

**Crystal Hensler (Director)**

**(912) 391-1370**

**Wellstar Spalding EMS**

**507 Montpelier Avenue**

**Forsyth, GA 31029**

**Matt Perry (Director)**

**(478) 994-7004**

**Putnam County EMS**

**882 South Oak Street**

**Eatonton, GA 31024**

**Brad Murphey (Director)**

**(706) 485-9096**

# Effingham County, GA EMS

**REMOUNT - FORD F-450 4X2 DIESEL - 12 FT BODY**

**CHASSIS - FORD F-450 4X2 DIESEL 14-18 Months After Receipt of PO**

**300-400 Business Days Following Receipt of PO**

**UNITS WILL BE COMPLETED SEQUENTIALLY**

**TOTAL: \$199,583.00**

## **OPTIONS**

INSTALL STRYKER POWER PLATE W/POWER SOURCE

RANCH HAND NON FULL BUMPER REPLACEMENT

INSPECTION AND REPLACEMENT OF DEFECTIVE PLEXIGLASS AND TRACKS

RELACEMENT OF WORN UPHOLSTERY

Back Up Camera - Exterior - 7" Monitor Installed On Windshield

Additional Battery

O2 Bracket Kit - Electric - J-M Cylinder

VANNER 1100 INVERTER

REPLACEMENT OF PATIENT COMPARTMENT DOME LIGHTS WITH LED COMPONENTS

REPLACE ALL EMERGENCY LIGHTING TO MATCH LAST BUILD

REPLACE ALL DOOR PLANEL/RUB RAIL CHEVRON ORANGE/WHITE

CUSTOM GRAPHICS TO MATCH FLEET

REPLACE ALL INTERIOR DOME LIGHTS

<b>STANDARD CONVERSION</b>
<b>CHASSIS ADD-ON</b>
MUD FLAPS- DRW - NO LOGO
PHOENIX WHEEL INSERTS
RUNNING BOARDS- ADP
LIQUID SPRING SUSPENSION W/ REAR DOOR BYPASS SWITCH
<b>REMOUNT</b>
BASE REMOUNT
RE-PAINT BODY
SCORPION FINISH - ALL COMPARTMENTS GRAY
REPLACE ALL ALUMINUM DIAMOND PLATE
REPLACE REAR BUMPER/STEP
NEW FENDERETTES
NEW "C" CHANNEL RUB RAIL W/REFLECTIVE TAPE
NEW WEATHERSTRIPPING ALL DOORS
<b>ELECTRICAL</b>
12V ELECTRICAL
BACK UP ALARM
FRONT CONSOLE- SCORPION COATED GRAY
SIREN SPEAKERS, TWO (2) 100 AMP CAST SPEAKERS
NEW FRONT & REAR SWITCH PANELS
NEW BATTERY SWITCH
NEW DOOR SWITCHES
WIRE ENGINE BLOCK HEATER - SHORLINE SUPPLIED & SWITCHED
<b>LIGHTING - EMERGENCY</b>
(2) WHELEN ION RED LED W/BEZELS - GRILLE
(2) WHELEN ION LED W/FLANGES - FRONT INTERSECTION - RED
<b>LIGHTING - NON-EMERGENCY</b>
ICC MARKER LIGHTS-LED
S-T-T LIGHTS - WHELEN 600 / ARROW TURN / LED REVERSE
TAG LIGHT - LED
<b>HVAC</b>
NEW HVAC SYSTEM WITH AUX. CONDENSER <b>FRONT MOUNTED</b>
<b>OXYGEN / SUCTION</b>
CHECK SYSTEMS ONLY
<b>PATIENT COMPARTMENT</b>
NEW FLOOR COVERING
<b>DECALS/GRAPHICS/LETTERING</b>
SOL DECALS



# REMOUNT PROCESS OVERVIEW

Custom Truck and Body Works | Pre-Inspection Through Final Delivery | Including Paint Removal, Surface Prep & Application

**CTBW** All Custom Truck and Body Works remount projects follow this documented process. Each stage must be completed and signed off before proceeding. CTBW documentation is maintained throughout the entire project lifecycle.

## STAGE 1 — PRE-INSPECTION

### 1.1 Scheduling & Intake

- Schedule pre-inspection 2–4 weeks before project start; notify customer rep, CTBW project manager, and lead technician.
- Gather all historical maintenance records, prior inspection reports, and original build specifications.

### 1.2 Visual & Structural Inspection

- Inspect cab/body exterior for rust, corrosion, dents, cracks, delamination, or structural damage.
- Inspect chassis frame, mounting points, crossmembers, and subframe for integrity; identify prior non-standard repairs.
- Evaluate condition of all existing paint, graphics, and surface coatings.

### 1.3 Mechanical & Electrical Inspection

- Test and document all electrical systems, wiring harnesses, lighting, and control panels.
- Evaluate all hydraulic systems, hoses, cylinders, plumbing, and mechanical components.
- Document all items requiring replacement, repair, or upgrade — CTBW will source all required parts.

### 1.4 CTBW Pre-Inspection Report

- Compile formal CTBW report with photos, part numbers, and corrective action recommendations.
- Categorize items: Required Repair, Recommended Repair, or Informational. Obtain signed customer acknowledgment.
- No work proceeds at CTBW until the Pre-Inspection Report is reviewed and signed by the customer representative.

## STAGE 2 — PRE-CONSTRUCTION MEETING

### 2.1 Participants & Agenda

- Required: customer rep/fleet manager, CTBW project manager, lead technician, paint supervisor, QC rep, procurement coordinator.
- Review Pre-Inspection findings; confirm scope, chassis specs, and all components being transferred, replaced, or upgraded.
- Confirm CTBW paint scheme, colors, graphics, finish specs, timeline milestones, and long-lead item procurement.
- Review customer-supplied parts, CTBW warranty terms; establish primary CTBW point of contact and communication protocol.

### 2.2 Documentation & Sign-Off

- CTBW issues formal Work Order with itemized cost breakdown; obtain customer signature before commencement.
- Distribute Work Order and meeting minutes to all CTBW department leads; enter project into CTBW tracking system.

## STAGE 3 — UNIT INTAKE & DISASSEMBLY

### 3.1 Intake

- CTBW intake technician photographs unit from all angles; records mileage, hours, and all pre-existing conditions.
- Assign unique CTBW job number; tag all removable components; place unit in designated CTBW disassembly bay.

### 3.2 Systematic Disassembly

- Disconnect and discharge all electrical systems; depressurize and drain all hydraulic and fluid systems.
- Remove all exterior lighting, graphics, decals, striping, compartment doors, hatches, and covers — label all items with location.
- Systematically remove all interior components; catalog and tag every part for reinstallation, repair, or replacement.

### 3.3 Component Evaluation

- CTBW technicians evaluate each removed component against inspection findings; issue supplemental change orders as needed.
- Clearly categorize all components: refurbish, replace, or scrap.

## STAGE 4 — PAINT REMOVAL & SURFACE PREPARATION

### 4.1 Assessment & Masking

- CTBW paint personnel assess all surfaces for corrosion, blistering, delamination, and prior filler work; identify substrate material on each panel.
- Mask all glass, seals, nameplates, and hardware; protect mechanical components; cover all openings.

### 4.2 Paint Removal Methods

- Chemical Stripping (CTBW preferred — aluminum, fiberglass, composite): apply per spec, allow dwell time, remove with plastic scrapers, neutralize residue.
- Mechanical Sanding (steel substrates): start 60–80 grit; progress systematically; use sanding blocks on flat panels.
- Media Blasting: soda or plastic media for aluminum/fiberglass only. CTBW strictly prohibits steel media on aluminum substrates.

### 4.3 Bare Substrate Inspection & Metal Repair

- Inspect all bare surfaces for pitting, corrosion, and weld quality; photograph all findings for CTBW project file.
- CTBW fabrication techs perform all welding and structural repairs in-house. Cut-and-weld patch for rust-out — never filler over active rust.
- Apply body filler only over clean, bare metal; block sand flat, feathering into substrate. Fiberglass: apply compound, cure, block sand flat.

### 4.4 CTBW Progressive Sanding Schedule

- 80-grit: Level filler repairs; establish uniform scratch pattern across the entire surface.
- 120-grit: Remove 80-grit scratch marks; refine the surface.
- 180-grit: Final substrate sanding before primer. Inspect under raking light; address all remaining imperfections before proceeding.
- Apply self-etching wash primer or chemical conversion coating (Alodine for aluminum) per spec; allow full cure before priming.



## STAGE 5 — PRIMER APPLICATION

### 5.1 Primer Selection

- Epoxy primer: CTBW preferred for bare metal — superior corrosion resistance and adhesion.
- Self-etching primer: used for aluminum where epoxy is not specified.
- High-build urethane primer: fills minor imperfections and builds a level coat.
- Tie coat/adhesion promoter: required on fiberglass and composite per manufacturer recommendation.

### 5.2 Setup & Application

- CTBW spray booth: 65°F–85°F, humidity below 70%, adequate air movement and filtration.
- Wipe all surfaces with wax/grease remover; tack cloth immediately before application — CTBW never reuses solvent cloths.
- Apply light mist/tack coat; flash 5–10 min. Apply 2–3 full wet coats with 50% overlap, 6–8 inch gun distance.
- Apply high-build primer in 2–3 additional coats to build film thickness and fill remaining scratches.

### 5.3 Blocking & Final Sand

- Block sand with 180-grit; apply guide coat to identify imperfections. Spot putty as needed; re-sand.
- Final sand: 320-grit for conventional topcoats; 400-grit for high-gloss or basecoat systems.
- CTBW paint supervisor inspects full surface under raking light before approving topcoat application.

## STAGE 6 — TOPCOAT / FINAL PAINT APPLICATION

### 6.1 Color Verification & Final Prep

- CTBW uses only premium-grade commercial paint systems for fleet and emergency vehicle applications.
- Confirm all colors against customer-approved CTBW color spec sheet; verify batch/lot numbers; mix per manufacturer ratios.
- Shoot test panels for custom/tinted colors; obtain written customer sign-off before full application.
- Final blow-off of all surfaces; wipe with fresh wax/grease remover; tack cloth section by section; mask all non-painted areas.
- Run CTBW spray booth in purge cycle before painting to ensure clean, filtered air.

### 6.2 Single-Stage Application

- Apply mist/tack coat; flash 10–15 min. Apply 2–3 full wet coats with 50% overlap and consistent gun speed.

### 6.3 Basecoat / Clearcoat Application

- Basecoat: Apply 2–3 medium-wet coats; allow flash between coats. Ensure complete hiding before clearcoat.
- Clearcoat: Mix with correct activator speed. Apply tack coat then 2 full wet coats; optional 3rd coat for CTBW enhanced durability.
- Allow full cure before handling — CTBW never force-cures freshly cleared panels.

### 6.4 Specialty Coatings

- Apply CTBW rubberized undercoating to all undercarriage, wheel wells, and lower body areas.
- Apply bed liner/texture coating to walk areas and high-wear surfaces; allow full cure before assembly.

## STAGE 7 — GRAPHICS, LETTERING & STRIPING

### 7.1 Approval & Installation

- CTBW graphics dept. produces all digital layout proofs in-house; submit to customer for written approval before cutting.
- Confirm all colors match approved specifications and applicable NFPA, DOT, or department standards.
- Allow topcoat to fully cure before vinyl application — minimum 24–72 hours per CTBW paint system used.
- Clean surfaces with isopropyl alcohol; install all reflective striping, lettering, badges, and unit numbers.
- Apply overlaminates or clearcoat over graphics where specified; CTBW tech inspects all edges for lifting or poor adhesion.

## STAGE 8 — RECONSTRUCTION & REASSEMBLY

### 8.1 Chassis Prep (New Chassis)

- Inspect new chassis on delivery; CTBW documents any shipping damage immediately.
- Install chassis modifications as required; apply corrosion protection to all bare frame and mounting surfaces.

### 8.2 Body / Module Mounting

- CTBW uses proper lifting equipment and alignment fixtures to position body or module on chassis.
- Verify alignment and squareness; install all mounting bolts to CTBW-specified torque values with thread locker where required.
- Install all anti-vibration isolators and body mounts per CTBW design specs; verify all clearances.

### 8.3 Mechanical Systems

- Install all hydraulic cylinders, hoses, pumps, and valves; fill and pressure-test all systems.
- Install all plumbing, tanks, and fluid components; lubricate all pivot points and slides per CTBW maintenance specs.

### 8.4 Electrical Systems

- All CTBW electrical work is performed by CTBW-qualified personnel per applicable codes and standards.
- Route and secure all wiring harnesses; connect all lighting circuits, control panels, electronics, and warning systems.
- CTBW performs point-to-point continuity testing on all circuits before energizing; test all systems under full load.

### 8.5 Compartments, Doors & Equipment

- Reinstall all compartment doors, hatches, and covers; align carefully and verify proper seal compression and latch function.
- Install all door-open indicator switches; mount all warning lights, scene lights, and communication equipment.
- Install all ladders, handrails, steps, hose beds, hose racks, equipment brackets, tool holders, and cab equipment.



**STAGE 9 — QUALITY CONTROL & FINAL INSPECTION**

**9.1 CTBW Internal QC Inspection**

- CTBW QC personnel not directly involved in the build conduct the internal inspection for full objectivity.
- Walk entire unit systematically — top to bottom, front to rear, all four sides.
- Paint finish check: orange peel, dirt nibs, runs, sags, thin spots, and color uniformity.
- Inspect all graphics and striping — edges, alignment, and adhesion quality.
- Verify all compartment doors align, seal, and latch properly.
- Test all lighting: headlights, taillights, scene lights, warning lights, and compartment lights.
- Test all electrical, hydraulic, and mechanical systems under full load.
- Verify all fluid levels; inspect undercarriage for fastener tightness, hose routing, and clearances.
- All deficiencies documented on the CTBW internal punch list.

**9.2 Punch List Resolution**

- CTBW project manager assigns all punch list items to responsible departments with firm completion deadlines.
- CTBW QC re-inspects each completed item; confirms written closure before sign-off.
- No unit advances to customer inspection with open CTBW punch list items — zero exceptions.

**9.3 Paint & Finish Final Inspection**

- CTBW paint supervisor inspects full surface under shop lighting, raking light, and natural light.
- Check for: fish eyes, cratering, solvent pop, lifting, delamination, or adhesion failures.
- Verify paint film thickness meets CTBW spec using an approved thickness gauge.
- Inspect all masked edges for clean, sharp lines; no lifting, bridging, or underspray.
- Verify clearcoat gloss meets CTBW spec; perform color sanding and buffing as needed.

**9.4 Final Operational Testing**

- Perform complete CTBW operational test of all installed systems; road test unit for handling and braking.
- Test all primary systems (aerial, pump, etc.) through a full operational cycle.
- Verify all warning systems (audible and visual) and communication systems function correctly and are fully programmed.
- Document all CTBW test results; retain in the permanent CTBW project file.

**CTBW REG.** Custom Truck and Body Works ensures all applicable certifications (NFPA, DOT, UL, or other relevant standards) are met and documented before final delivery. All documentation is retained in the CTBW permanent project file.

**STAGE 10 — FINAL CUSTOMER INSPECTION & DELIVERY**

**10.1 Preparation & Walkthrough**

- CTBW detail team thoroughly cleans unit inside and out; stage in CTBW delivery bay with all documentation ready.
- All CTBW department representatives are present and available during the customer inspection.
- CTBW project manager guides customer through exterior paint, graphics, striping, and all four sides of the unit.
- CTBW technician demonstrates full operation of all compartments, latches, and installed systems.
- Walk all cab/interior areas and undercarriage; CTBW documents all customer questions and concerns.

**10.2 CTBW Final Documentation Package**

- Completed signed CTBW Work Order; Pre-Inspection Report; Pre-Construction Meeting notes.
- All component certifications, test reports, compliance documentation, and CTBW warranty documents.
- Operator and maintenance manuals; as-built wiring diagrams prepared by CTBW electrical team.
- CTBW paint records: colors, product codes, mixing formulas, and batch numbers for all coatings applied.

**10.3 Final Sign-Off & Delivery**

- Customer representative signs the CTBW Final Acceptance / Delivery Receipt.
- Provide customer with CTBW point-of-contact for all warranty claims and follow-up service needs.
- CTBW schedules 30-day and 90-day follow-up inspections if included in the contract.
- CTBW project manager closes project in the CTBW build tracking system upon final delivery.

**CTBW** At Custom Truck and Body Works, our commitment to quality does not end at delivery. We stand behind every unit we build.

**CTBW REMOUNT — STAGE SUMMARY**

<b>S1</b>	<b>Pre-Inspection</b>	Visual, structural, mechanical & electrical inspection; Pre-Inspection Report.
<b>S2</b>	<b>Pre-Construction Meeting</b>	Stakeholder alignment; scope, timeline, and sign-off.
<b>S3</b>	<b>Unit Intake &amp; Disassembly</b>	Systematic teardown; component cataloging and evaluation.
<b>S4</b>	<b>Paint Removal &amp; Surface Prep</b>	Stripping, repair, CTBW progressive sanding, chemical treatment.
<b>S5</b>	<b>Primer Application</b>	Substrate-appropriate primer; blocking, filling, and final sand.
<b>S6</b>	<b>Topcoat / Paint Application</b>	Color verification, final prep, single-stage or basecoat/clear.
<b>S7</b>	<b>Graphics &amp; Striping</b>	CTBW digital proof approval; installation and inspection.
<b>S8</b>	<b>Reconstruction &amp; Reassembly</b>	Chassis prep, body mount, mechanical, electrical, equipment.
<b>S9</b>	<b>QC &amp; Final Inspection</b>	CTBW punch list, finish inspection, and operational testing.
<b>S10</b>	<b>Inspection &amp; Delivery</b>	Customer walkthrough, CTBW documentation package, sign-off.



Custom Truck and Body Works | Quality. Craftsmanship. Commitment.

## GENERAL LIMITED WARRANTY

### REMOUNT LIMITED WARRANTY:

Custom Truck & Body Works, Inc. (Custom Works) warrants to the original purchaser ("Owner") only that the conversion components of the vehicle shall be free from substantial defects in materials and workmanship attributable to Custom Works ("Warrantor") that the materially impair the value of the vehicle which arise under normal use, maintenance and service for a period of 36 months from the original delivery date or fifty-thousand (50,000) miles, whichever comes first.

### WARRANTY REMEDY:

Owner's sole and exclusive remedy under this warranty shall be repair or replacement (at Custom Work's sole option) the defective component by an authorized Custom Work's warranty facility. Owner shall bear all expenses arising out of or relating to transportation of the product to the appropriate warranty service location designated by Custom Works. If Custom Works or its authorized service facility fails to repair or replace any defective component within a reasonable time, then Custom Works shall be liable for the lesser of (i) the reasonable cost of repair or replacement by a third party or (ii) that part of the purchase price of the component that shall have been paid by the Owner to Custom Works, but the Owner shall not obtain repair or replacement by a third party without giving Custom Works at least 15 days prior written notice during which time Custom Works (or its authorized service facility) may repair or replace the defective product.

### WARRANTY REGISTRATION:

The Owner shall submit or cause the motor vehicle dealer to submit a "Custom Works Warranty Registration" form with 60 calendar days of the original delivery date. This warranty is not valid if the Custom Works Warranty Registration Form is not sent to Custom Works within 60 days after the date of purchase/delivery to the Owner.

### EXCLUSIONS:

The warranty does not cover

- Damage to the solid trim and detail items due to normal use, wear and tear or exposure to the elements
- Accessories or parts not manufactured by Custom Works, which include but it not limited to : the chassis and its component parts, tires, tire balancing, wheel alignment, inverters, sirens, light bulbs, lightbars, battery chargers, generators, radios, power converters and batteries. The manufacturers of these products may provide warranty covering the performance of their particular products.
- Normal wear and tear.
- Damage caused by overloading, abuse, accident, neglect or misuse.
- Components added or modified by third parties.
- Replacement of routine maintenance items.
- Damage caused by, but not limited to, collision, fire, theft or acts of God.
- Items not specifically designed as covered items.
- The expense of transporting the product to and from an authorized service center for service and all expenses arising from or related to such transportation.
- Parts or systems not furnished or installed by Custom Works.
- Incidental expenses such as but not limited to loss of use, inconvenience, loss of time, vehicle rental, lodging or travel costs, etc.

### WARRANTY TERMINATION

This warranty shall be void and Custom Works shall be relieved from any and all obligations hereunder if:

- Owner misuses or neglects the motor vehicle or the components fail to provide reasonable and necessary maintenance, perform or has performed unauthorized alterations of the components.
- The motor vehicle is sold or any of the components are removed.
- Owner fails to comply with the warranty registration requirements described above.

### CUSTOM WORKS RIGHTS

Custom Works reserves the unrestricted right to alter or replace the components and/or design of its products from time to time with notice. These changes will be made with no obligation to make corresponding changes to products previously manufactured.

### CLAIM PROCEDURES

All warranty service shall be performed at Custom Works factory or at an authorized service facility. Custom Works must authorize all warranty service in writing prior to performance. Written authorization instructing the Owner as to where and when to deliver the product for warranty service will be given with four (4) working days of receipt of notification of defect made in writing to Custom Works within 30 days of discovery of the defect and must be submitted before the warranty expires. Notice shall contain the following information:

- Owner's name and complete address.
- Owner's contact information during regular business hours.
- Vehicle Identification Number (VIN)
- Unit model and Product Number.
- Date of purchase and delivery.
- Brief description of the problem and current odometer reading.
- Photographs are needed if the claim concerns any paint or body damage.

### DISCLAIMER LIMITATIONS

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED. INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. NOTE: APPLIES ONLY TO THE GENERAL ONE YEAR LIMITED WARRANTY AND NOT ANY OTHER OR EXTENDED WARRANTY OR WARRANTIES MADE BY CUSTOM WORKS. CUSTOM WORKS SHALL NOT BE LIABLE TO THE OWNER OR ANYONE ELSE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, INDIRECT, R PUNITIVE DAMAGES ARISING FROM ANY DEFECT, DELAY, NON-DELIVERY, RECALL, OR OTHER BVREACH BY CUSTOM WORKS INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, DEATH, PROPERTY DAMAGE, LOST PROFITS OR OTHER ECONOMIC INJURY. CUSTOM WORKS SHALL NOT BE LIABLE TO THE OWNER OR ANYONE ELSE IN TORT FOR ANY NEGLIGENT DESIGN OR MANUFACTURE OR ANY PRODUCTS OR FOR THE OMISSION OF ANY WARNING WITH RESPECT THERETO.

### ADDITIONAL TERMS

This warranty provides Owner with specific rights and Owner may also have additional rights that vary from state to state. No other party may modify or expand the warranty provided herein, waive any of its limitations or make any different or additional warranties with respect to the products. Any statements to the contrary are hereby rendered null and void unless made in writing signed by an authorized officer of Custom Works

CUSTOM TRUCK & BODY WORKS, INC.  
13787 WHITE HOUSE ROAD  
WOODBURY, GA 30293

888-258-9695



## ELECTRICAL LIMITED WARRANTY

### ELECTRICAL LIMITED WARRANTY:

Custom Truck & Body Works, Inc. (Custom Works) warrants to the original purchaser ("Owner") only that the following items of the ambulance/rescue electrical system of the vehicle shall be free from substantial defects in materials and workmanship attributable to Custom Works ("Warrantor") that materially impair the value of the motor vehicle under normal use, maintenance and service for a period of thirty-six (36) from the original delivery date or thirty-six thousand (36,000) miles, whichever comes first for the electrical harness, harness installation and related components. All other components are excluded from the coverage of this limited electrical warranty.

### WARRANTY REMEDY:

Owner's sole and exclusive remedy under this warranty shall be repair or replacement (at Custom Work's sole option) the defective component by an authorized Custom Work's warranty facility. Owner shall bear all expenses arising out of or relating to transportation of the product to the appropriate warranty service location designated by Custom Works. If Custom Works or its authorized service facility fails to repair or replace any defective component within a reasonable time, then Custom Works shall be liable for the lesser of (i) the reasonable cost of repair or replacement by a third party or (ii) that part of the purchase price of the component that shall have been paid by the Owner to Custom Works, but the Owner shall not obtain repair or replacement by a third party without giving Custom Works at least 15 days prior written notice during which time Custom Works (or its authorized service facility) may repair or replace the defective product.

### WARRANTY REGISTRATION:

The Owner shall submit or cause the motor vehicle dealer to submit a "Custom Works Warranty Registration" form with 60 calendar days of the original delivery date. This warranty is not valid if the Custom Works Warranty Registration Form is not sent to Custom Works within 60 days after the date of purchase/delivery to the Owner.

### EXCLUSIONS:

The warranty does not cover

- Non-electrical components.
- Chassis electrical system and related components installed by the chassis manufacturer.
- Materials or parts not manufactured by Custom Works, including but not limited to batteries, battery chargers, inverters, lightbars, siren and similar equipment, tires, tire balancing, wheel alignment, light bulbs, generator(s), air conditioner(s), radios and power converters. The manufacturers of these products may provide warranties covering performance of their particular products.
- Normal wear and tear.
- Damage caused by overloading, abuse, accident, neglect or misuse.
- Components added or modified by third parties.
- Replacement of routine maintenance items.
- Damage caused by, but not limited to, collision, fire, theft or acts of God.
- Items not specifically designed as covered items.
- The expense of transporting the product to and from an authorized service center for service and all expenses arising from or related to such transportation.
- Incidental expenses such as but not limited to loss of use, inconvenience, loss of time, vehicle rental, lodging or travel costs, etc.

### WARRANTY TERMINATION

This warranty shall be void and Custom Works shall be relieved from any and all obligations hereunder if:

- Owner misuses or neglects the motor vehicle or the components fail to provide reasonable and necessary maintenance, perform or has performed unauthorized alterations of the components.
- The motor vehicle is sold or any of the components are removed.
- The vehicle is remounted, unless the remount is performed by Custom Works.
- Owner fails to comply with the warranty registration requirements described above.

### CUSTOM WORKS RIGHTS

Custom Works reserves the unrestricted right to alter or replace the components and/or design of its products from time to time with notice. These changes will be made with no obligation to make corresponding changes to products previously manufactured.

### CLAIM PROCEDURES

All warranty service shall be performed at Custom Works factory or at an authorized service facility. Custom Works must authorize all warranty service in writing prior to performance. Written authorization instructing the Owner as to where and when to deliver the product for warranty service will be given with four (4) working days of receipt of notification of defect made in writing to Custom Works within 30 days of discovery of the defect and must be submitted before the warranty expires. Notice shall contain the following information:

- Owner's name and complete address.
- Owner's contact information during regular business hours.
- Vehicle Identification Number (VIN)
- Unit model and Product Number.
- Date of purchase and delivery.
- Brief description of the problem and current odometer reading.
- Photographs are needed if the claim concerns any paint or body damage.

### DISCLAIMER LIMITATIONS

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED. INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. NOTE: APPLIES ONLY TO THE GENERAL ONE YEAR LIMITED WARRANTY AND NOT ANY OTHER OR EXTENDED WARRANTY OR WARRANTIES MADE BY CUSTOM WORKS. CUSTOM WORKS SHALL NOT BE LIABLE TO THE OWNER OR ANYONE ELSE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, INDIRECT, OR PUNITIVE DAMAGES ARISING FROM ANY DEFECT, DELAY, NON-DELIVERY, RECALL, OR OTHER BREACH BY CUSTOM WORKS INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, DEATH, PROPERTY DAMAGE, LOST PROFITS OR OTHER ECONOMIC INJURY. CUSTOM WORKS SHALL NOT BE LIABLE TO THE OWNER OR ANYONE ELSE IN TORT FOR ANY NEGLIGENT DESIGN OR MANUFACTURE OR ANY PRODUCTS OR FOR THE OMISSION OF ANY WARNING WITH RESPECT THERETO.

### ADDITIONAL TERMS

This warranty provides Owner with specific rights and Owner may also have additional rights that vary from state to state. No other party may modify or expand the warranty provided herein, waive any of its limitations or make any different or additional warranties with respect to the products. Any statements to the contrary are hereby rendered null and void unless made in writing signed by an authorized officer of Custom Works

CUSTOM TRUCK & BODY WORKS, INC.  
13787 WHITE HOUSE ROAD  
WOODBURY, GA 30293  
888-258-9695

## PAINT LIMITED WARRANTY

### PAINT LIMITED WARRANTY:

Custom Truck & Body Works, Inc. (Custom Works) warrants to the original purchaser ("Owner") only that the paint applied by Custom Works to the exterior surface of the ambulance/rescue body shall be free from defects in materials and workmanship that materially impair the value of the motor vehicle under normal use, maintenance and service for a period of thirty-six (36) months from the original delivery date or thirty-six thousand (36,000) miles, whichever comes first. The warranty provides coverage for peeling or delaminating of the top coat and/or other layers of paint, cracking or checking, and loss of gloss caused by cracking, checking or hazing. All other items are excluded from coverage by this supplemental paint warranty.

### WARRANTY REMEDY:

Owner's sole and exclusive remedy under this warranty shall be repainting of any areas upon which the paint was defective by an authorized Custom Works warranty facility. Owner shall bear all expenses arising out of or relating to transporting the product to the Custom Works facility. If Custom Works fails to repaint the defective portion within a reasonable time, then Custom Works shall be liable to the Owner for the reasonable costs of repainting by a third party without giving Custom Works at least 15 days prior written notice, during which time Custom Works may repaint the defective paint.

### WARRANTY REGISTRATION:

The Owner shall submit or cause the motor vehicle dealer to submit a "Custom Works Warranty Registration" form with 60 calendar days of the original delivery date. This warranty is not valid if the Custom Works Warranty Registration Form is not sent to Custom Works within 60 days after the date of purchase/delivery to the Owner.

### EXCLUSIONS:

The warranty does not cover

- Paint deterioration caused by blisters or other film degradation due to corrosion originating from the substrate.
- Hazing, chalking or loss of gloss caused by improper care, abrasive polishes, cleaning agents, heavy duty pressure washing, aggressive mechanical washing systems.
- Paint deterioration caused by abuse, accident, acid rain, chemical fall out or act of nature.
- Accidents, scratches, chips, bruises and/or gloss reduction due to normal use and maintenance.
- Custom finishes, exotic finishes or any finish other than standard finish procedures.
- Repairs done over previously refinished areas, unless stripped to bare metal or appropriate substrata.
- Normal wear and tear, abuse, accident, neglect, misuse and/or altered/modified units.
- Claims made without following procedures or without proper authorization.
- Items not specifically designed as covered items.
- The expense of transporting the product to and from an authorized service center for service and all expenses arising from or related to such transportation.
- Incidental expenses such as but not limited to loss of use, inconvenience, loss of time, vehicle rental, lodging or travel costs, etc.
- Failure of finishes containing less than 100% PPG approved products.
- Failure of finishes performed by non PPG Certified Refinish Technician. All PPG certifications must be current to be acceptable herunder.

### WARRANTY TERMINATION

This warranty shall be void and Custom Works shall be relieved from any and all obligations hereunder if:

- Owner misuses or neglects the motor vehicle or the components fail to provide reasonable and necessary maintenance, perform or has performed unauthorized alterations of the components.
- The motor vehicle is sold or any of the components are removed.
- The vehicle is remounted, unless the remount is performed by Custom Works.
- Owner fails to comply with the warranty registration requirements described above.

### CUSTOM WORKS RIGHTS

Custom Works reserves the unrestricted right to alter or replace the components and/or design of its products from time to time with notice. These changes will be made with no obligation to make corresponding changes to products previously manufactured.

### CLAIM PROCEDURES

All warranty service shall be performed at Custom Works factory or at an authorized service facility. Custom Works must authorize all warranty service in writing prior to performance.

Written authorization instructing the Owner as to where and when to deliver the product for warranty service will be given with four (4) working days of receipt of notification of defect made in writing to Custom Works within 30 days of discovery of the defect and must be submitted before the warranty expires. Notice shall contain the following information:

- Owner's name and complete address.
- Owner's contact information during regular business hours.
- Vehicle Identification Number (VIN)
- Unit model and Product Number.
- Date of purchase and delivery.
- Brief description of the problem and current odometer reading.
- Photographs are needed if the claim concerns any paint or body damage.

### DISCLAIMER LIMITATIONS

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED. INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. NOTE: APPLIES ONLY TO THE GENERAL ONE YEAR LIMITED WARRANTY AND NOT ANY OTHER OR EXTENDED WARRANTY OR WARRANTIES MADE BY CUSTOM WORKS. CUSTOM WORKS SHALL NOT BE LIABLE TO THE OWNER OR ANYONE ELSE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, INDIRECT, OR PUNITIVE DAMAGES ARISING FROM ANY DEFECT, DELAY, NON-DELIVERY, RECALL, OR OTHER BREACH BY CUSTOM WORKS INCLUDING BUT NOT LIMITED TO PERSONAL INJURY, DEATH, PROPERTY DAMAGE, LOST PROFITS OR OTHER ECONOMIC INJURY. CUSTOM WORKS SHALL NOT BE LIABLE TO THE OWNER OR ANYONE ELSE IN TORT FOR ANY NEGLIGENT DESIGN OR MANUFACTURE OR ANY PRODUCTS OR FOR THE OMISSION OF ANY WARNING WITH RESPECT THERETO.

### ADDITIONAL TERMS

This warranty provides Owner with specific rights and Owner may also have additional rights that vary from state to state. No other party may modify or expand the warranty provided herein, waive any of its limitations or make any different or additional warranties with respect to the products. Any statements to the contrary are hereby rendered null and void unless made in writing signed by an authorized officer of Custom Works

CUSTOM TRUCK & BODY WORKS, INC.  
13787 WHITE HOUSE ROAD  
WOODBURY, GA 30293  
888-258-9695

# EXCEPTIONS & DEVIATIONS

## Project Condenser Replacement

Date: April 13, 2026

---

### 1. Purpose

This document formally records approved exceptions and deviations from the original equipment specification regarding the condenser unit configuration. All deviations noted herein have been reviewed and elected for implementation based on engineering assessment and operational considerations.

### 2. Deviation #1 — Condenser Relocation

#### 2.1 Original Specification

The original equipment specification called for a **bottom-mounted condenser** configuration.

#### 2.2 Elected Deviation

It has been elected to replace the current bottom-mounted condenser with a **front-mounted condenser** configuration.

#### 2.3 Justification

The following factors support this deviation:

- **Protection from Contaminants:** The front-mounted configuration provides significantly improved protection against dirt, dust, and road debris that accumulate on bottom-mounted units due to proximity to the ground and wheel-generated turbulence.
- **Consistent Airflow:** The front-mounted position ensures better and more consistent airflow across the condenser coils, improving thermal efficiency and reducing strain on the system.
- **Long-Term Reliability:** The combination of reduced contaminant exposure and improved airflow is expected to result in greater long-term reliability and reduced maintenance frequency over the service life of the unit.

### 3. Deviation #2 — 3rd Unit Remount Pricing

#### 3.1 Pricing Disclaimer

The following exception applies to the pricing provided for the third unit remount:

## EXCEPTIONS & DEVIATIONS DOCUMENT

---

- **Estimated Pricing Only:** The price provided for the 3rd unit remount is based on a guesstimation of a pricing figure. Due to a lack of visibility on the third unit at the time of quoting, an exact price could not be determined. As such, the stated figure should be treated as an estimate only, and final pricing may be subject to adjustment upon full assessment of the third unit.
-



*Commission on Accreditation of Ambulance Services*  
1926 Waukegan Road, Suite 300  
Glenview, IL 60025-1770  
Phone: 847-657-6828  
Fax: 847-657-6825  
Website: www.caas.org

January 13, 2026

Stephanie McPherson  
Custom Truck and Body Works, Inc.  
13787 White House Road  
Woodbury, GA 30293

Dear Stephanie,

Enclosed within this package is your recent CAAS GVS V4.0 Remount Vehicle Compliance order. This package includes:

- 100 serialized, multicolor CAAS GVS V4.0 Compliance Stickers with your organization's name pre-printed on each sticker.
  - Serial numbers: **V40R-01510 thru V40R-01609**
- 100 vehicle labels that enable you and your organization to add vehicle specific data to each Compliance Sticker
- USB drive containing:
  - A multicolored Vehicle Compliance and Exception/Variance Verification electronic template (PDF).
  - A multicolored Payload Calculation and Verification electronic template (PDF).
  - An electronic copy of the CAAS GVS V4.0 Standards

If you have any questions about this order, please contact me at 847-657-6828, Ext. 3060, or at [brettw@tcag.com](mailto:brettw@tcag.com) if you have any questions.

Again, thank you for your order. We look forward to working with you in the ongoing development of the CAAS Ground Vehicle Standard.

Sincerely,

A handwritten signature in black ink, appearing to read "Brett Wangman", is written over a long, thin horizontal line that extends across the width of the page.

Brett Wangman  
CAAS, Marketing Director



NATIONAL TRUCK EQUIPMENT ASSOCIATION

*is proud to recognize*

**Custom Truck and Body Works, Inc.**

*as a member in good standing of the*



**Ambulance Manufacturers Division of the NTEA**

Since 2009

*Robert C. Grant*  
AMD Secretary



This page has been left blank intentionally.

Effingham County RFP - Disclosure of Responsibility Statement

**DISCLOSURE OF RESPONSIBILITY STATEMENT (page 1)**

Failure to complete and return this information will result in your bid/offer/proposal being disqualified from further competition as non-responsive.

1. List any convictions of any person, subsidiary, or affiliate of the company, arising out of obtaining, or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.
2. List any indictments or convictions of any person, subsidiary, or affiliate of this company for offenses such as embezzlement, theft, fraudulent schemes, etc. or any other offenses indicating a lack of business integrity or business honesty which affects the responsibility of the contractor.
3. List any convictions or civil judgments under states or federal antitrust statutes.
4. List any violations of contract provisions such as knowingly failing (without good cause) failing to perform, or unsatisfactory performance, in accordance with the specifications of a contract.
5. List any prior suspensions or debarments by any governmental agency.
6. List any contracts not completed on time.
7. List any penalties imposed for time delays and/or quality of materials and workmanship.
8. List any documented violations of federal or any state labor laws, regulations, or standards, and any occupational safety and health rules.
9. List any potential conflicts of interest your firm may have in performing the requested services.
10. List any potential conflicts of interest that any members of your firm may have in performing the requested services.

NOTE: The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001

---



No response submitted

**15. Please provide reason for obtaining a Proposal package.**

Answer this Question If this is a Construction Project

Prime Contractor

**PRICE TABLES**

**BASE PROPOSAL**

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
1	Unit 1 - Ambulance Remount	1	LS	\$199,583.00	\$199,583.00
2	Unit 2 - Ambulance Remount	1	LS	\$198,583.00	\$198,583.00
<b>TOTAL</b>					<b>\$398,166.00</b>

**ADD ALTERNATE**

Line Item	Description	Quantity	Unit of Measure	Unit Cost	Total
A-1	Unit 3 - Optional Ambulance Remount	1	LS	\$200,000.00	\$200,000.00
<b>TOTAL</b>					<b>\$200,000.00</b>