

Simplicity... Redefined

NHTSA **BRAUN MILLENNIUM 2 SERIES™**



Creative Bus Sales
800.326.2877
CreativeBusSales.com

THE BRAUN
CORPORATION.
mobility products

- fully automatic NHTSA compliant lift, operated by an attendant
- loading position - either direction
- interfaces with OEM interlocks
- lift mounted lights - active when interlocks are met and lift is powered
- hand-held control box with illuminated functions
- locking mechanical Inboard Barrier (IB), powder coated yellow for safety and high visibility, prevents operation if occupied
- pump design prevents platform folding when occupied, quiet operation & low current draw
- durable redesigned baseplate reduces lift weight and allows for quicker and easier service of hose/wiring
- easily installed, step-by-step installation instructions, no peripheral hardware required
- platform movement prevented during unsafe operation
- hydraulic outer barrier that will be in the fully up position before the platform leaves the ground, complete with durable rubber nose guard
- transition areas marked with durable high-gloss yellow powder coating for safety & visibility
- side or rear door application
- several platform widths and lengths
- dual handrails for security and convenience
- bridging feature permits the wheelchair user to board the lift from sidewalks or inclines
- floor to ground travel is 42" or 48"
- lifting capacity is 800 lbs
- integrated back-up pump
- equipped with an adjustable anti-rattle feature to avoid unpleasant noise in the vehicle during transit
- durable high-gloss powder coated finish
- Lift-Tite system stows the lift platform securely while the vehicle is in transit
- pump module with removable cover offers easy access to all components



Integrated dual handrails provide added security for wheelchair users and standees



Visual and audible warnings alert both passengers and attendants to unsafe conditions



Hydraulic roll stop engages and locks before the platform leaves the ground



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800.326.2877

CreativeBusSales.com

THE BRAUN CORPORATION.



Braun® Limited Warranty

WARRANTY COVERAGE AND WARRANTY COVERAGE TIME PERIODS

The Braun Corporation ("Braun") warranty covers certain parts of this wheelchair lift for three (3) years or 10,000 cycles and the cost of labor to repair or replace those parts for one (1) year or 3,000 cycles. If The Braun Corporation receives the warranty registration card within 20 days after the lift is put into service, the warranty labor coverage will increase from one (1) year or 3,000 cycles to three (3) years or 10,000 cycles. In addition, providing the warranty registration card is returned as noted above, the following lift's power train parts are warrantied for five (5) years or 15,000 cycles: Cable, Cylinder, Flow Control, Gear Box, Motor, Pump, Hydraulic Hose and Fittings. This limited warranty covers substantial defects in materials and workmanship of the lift, provided that the lift is operated and maintained properly and in conformity with the owner's manual. The warranty period begins on the date that the product is delivered to the first retail purchaser by an independent, authorized dealer of Braun, or, if the dealer places the product into any type of service prior to retail sale, on the date the dealer first places the product in such service. This limited warranty applies only to the first purchaser. It may not be transferred.

WHAT BRAUN WILL DO TO CORRECT PROBLEMS

In the event that a substantial defect in material or workmanship, attributable to Braun, is found to exist during the first year of warranty coverage, it will be repaired or replaced, at Braun's option, without charge for parts or labor to the owner, in accordance with the terms, conditions and limitations of this limited warranty. If the substantial defect in material or workmanship, attributable to Braun, is found to exist during the second or third year of warranty coverage, it will be repaired or replaced, at Braun's option, without charge to the owner for parts, only, in accordance with the terms, conditions and limitations of this limited warranty. Providing the warranty card is returned within 20 days as outlined above, the labor warranty period will be extended by two years of coverage in accordance with the terms, conditions, and limitations of this limited warranty. In addition, if a substantial defect in material or workmanship, attributable to Braun, is found to exist during the fourth or fifth year of warranty coverage to the following lift's power train parts: Cable, Cylinder, Flow Control, Gear Box, Motor, Pump, Hydraulic Hose and Fittings, it will be repaired or replaced, at Braun's option, without charge to the owner for parts, only, in accordance with the terms, conditions and limitations of this limited warranty. The cost of labor for repair or replacement at any time after the warranty coverage detailed above is the sole responsibility of the owner.

Braun's obligation to repair or replace defective materials or workmanship is the sole obligation of Braun under this limited warranty. Braun reserves the right to use new or remanufactured parts of similar quality to complete any work, and to make parts and design changes from time to time without notice to anyone. Braun reserves the right to make changes in the design or material of its products without incurring any obligation to incorporate such changes in any previously manufactured product. Braun makes no warranty as to the future performance of this product, and this limited warranty is not intended to extend to the future performance of the product. In addition, the owner's obligation to notify Braun, or one of its authorized, independent dealers, of a claimed defect does not modify any obligation placed on the owner to contact Braun directly when attempting to pursue remedies under state or federal law.

LIMITATIONS, EXCLUSIONS AND DISCLAIMER OF IMPLIED WARRANTIES

ANY IMPLIED WARRANTY THAT IS FOUND TO ARISE BY WAY OF STATE OR FEDERAL LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR ANY IMPLIED WARRANTY OF FITNESS, IS LIMITED IN DURATION TO THE TERMS OF THIS LIMITED WARRANTY AND IS LIMITED IN SCOPE OF COVERAGE TO THE SCOPE OF COVERAGE OF THIS LIMITED WARRANTY. Braun disclaims any express or implied warranty, including any implied warranty of fitness or merchantability, on items excluded from coverage as set forth in this limited warranty. Braun makes no warranty of any nature beyond that contained in this limited warranty. No one has authority to enlarge, amend or modify this limited warranty, and Braun does not authorize anyone to create any other obligation for it regarding this product. Braun is not responsible for any representation, promise or warranty made by any independent dealer or other person beyond what is expressly stated in this limited warranty. Any selling or servicing dealer is not Braun's agent, but an independent entity.

Braun® Limited Warranty

BRAUN SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES THAT MAY RESULT FROM BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY. THIS EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE INDEPENDENT OF ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY WARRANTY, AND THIS EXCLUSION SHALL SURVIVE ANY DETERMINATION THAT THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY HAS FAILED OF ITS ESSENTIAL PURPOSE. This warranty does not cover, and in no event shall Braun be liable for towing charges, travel, lodging, or any other expense incurred due to the loss of use of the product or other reason.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

HOW TO GET SERVICE

To obtain warranty service the owner must do all of the following:

1. Notify an authorized service center, of the claimed defect attributable to Braun, within the warranty coverage period designated above
2. Provide the notification mentioned in (1), above, within ten (10) days of when the owner discovered, or should have discovered, the claimed defect
3. Promptly schedule an appointment with and take the product to an authorized service center for service.
4. Pay any transportation costs and all expenses associated with obtaining warranty service.

Since Braun does not control the scheduling of service work at the independent dealerships you may encounter some delay in scheduling or completion of work. If you need assistance you may contact Braun, at 631 West 11th Street, Winamac, Indiana 46996; 1-800-THE-LIFT, (843-5438).

If two (2) or more service attempts have been made to correct any covered defect that you believe impairs the value, use or safety of the product, or if it has taken longer than thirty (30) days for repairs to be completed, you must, to the extent permitted by law, notify Braun directly, in writing, at the above address, of the unsuccessful repair(s) of the alleged defect(s) so that Braun can become directly involved in providing service pursuant to the terms of this limited warranty.

WHAT IS NOT COVERED

This Limited Warranty does not cover any of the following: defects in materials, components or parts of the product not attributable to Braun, any material, component or part of the product that is warranted by another entity (Note: the written warranty provided by the manufacturer of the material, component or part is the direct responsibility of that manufacturer); items that are added or changed after the product leaves Braun's possession; additional items installed at any dealership, or other place of business, or by any other party, other than Braun; normal wear, tear, usage, maintenance, service, periodic adjustments, the effects of condensation or moisture from condensation; mold or any damage caused by mold; imperfections that do not affect the product for its intended purpose; items that are working as designed but that you are unhappy with; problems related to mis-operation, misuse, mishandling, neglect or abuse, including failure to maintain the product in accordance with the owner's manual, or other routine maintenance such as inspections, lubricating, adjustments, tightening of screws, sealing, wheel alignments or rotating tires; damage due to accident or collision, including any acts of weather or damage or corrosion due to the environment; theft, vandalism, fire, or other intervening acts not attributable to Braun; damage resulting from tire wear or tire failure; defacing, scratches, dents or chips on any interior or exterior surface of the product, including those caused by rocks or other road hazards, damage caused by off road use, overloading or alteration of the product, or any of its components or parts.

Defects and/or damage to interior and exterior surfaces and other appearance items may occur at the factory or when the product is in transit. These items are usually detected and corrected at the factory or by

Braun® Limited Warranty

a dealer prior to delivery to the purchaser. You must inspect the product for this type of damage when you take delivery. If you find any such defect or damage you must notify the selling dealer, or Braun, at the time of delivery to have these items covered by this limited warranty and to have work performed on the items at no cost to you as provided by this limited warranty.

EVENTS DISCHARGING BRAUN FROM OBLIGATION UNDER WARRANTY

The following shall completely discharge Braun from any express or implied warranty obligation to repair or replace anything and void this warranty: misuse, neglect, collision, accidents, failure to provide routine maintenance (See Owner's Manual), unauthorized alteration, off road use, Acts of Nature, damage from weather or the environment, theft, vandalism, tampering, fire, explosions, overloading the product and odometer tampering.

LEGAL REMEDIES

Any action to enforce any portion of this limited warranty, or any implied warranty, must be commenced within six (6) months after expiration of the warranty coverage period designated above or the action will be barred because of the passage of time. Any performance of repairs shall not suspend this limitation period from expiring. Any performance of repairs after the warranty coverage period has expired, or performance of repairs regarding any thing excluded from coverage under this limited warranty shall be considered "good will" repairs, and they will not alter the terms of this limited warranty, or extend the warranty coverage period or the filing limitation period in this paragraph. In addition, since it is reasonable to expect that the product will need some service during the warranty period; this warranty does not extend to future performance. It only sets forth what Braun will do and does not guarantee anything about the product for any time period. Nothing in this warranty, or any action of Braun, or any agent of Braun, shall be interpreted as an extension of any warranty period or the filing limitation period in this paragraph. Some states do not allow a reduction in the statute of limitations, so this reduction may not apply to you.

WARRANTY REGISTRATION and MISCELLANEOUS

Your warranty registration records should be completed and delivered to the appropriate companies, including the Braun Delivery Checklist & Warranty form. That form must be returned to Braun within twenty (20) days of purchase. The Braun warranty will not be registered unless this warranty registration is completed and received by Braun. Failure to file this warranty registration with Braun will not affect your rights under this limited warranty as long as you can present proof of purchase, but it can cause delays in obtaining the benefits of this limited warranty, and it changes the start date of the warranty to the date of final assembly of the product by Braun.

Braun agrees to repair or replace any of its factory installed parts found to have substantial defects within the appropriate warranty period designated above, provided that the repair is authorized by Braun and carried out by an authorized service center (a Braun labor schedule determines the cost allowance for repairs). Braun will not honor any warranty claim for repairs or replacement of parts unless the claim is submitted with the appropriate paperwork, and the work is completed by an independent, factory authorized service center. The appropriate paperwork can be obtained by written or phone contact with Braun at the contact information in this warranty.

Braun reserves the right to designate where any warranty work can be performed. Braun also reserves the right to examine any defective workmanship or part prior to giving any authorization for warranty work. Braun's return authorization procedure must be adhered to in order to process any warranty claims.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

QRT[®]-1 SERIES



MAX / DELUXE / STANDARD
4-POINT SECUREMENT
WHEELCHAIR RETRACTORS



QRT[®]-1 SERIES

The Securement System That Changed Everything

The original 4-point wheelchair securement system, QRT-1 Series retractors defined the way passenger safety devices are designed and tested.

With a range of 3 different options to fit every need and every budget, the QRT-1 Series of retractors offer easy to use, effective 4-Point securement of wheelchairs for virtually any vehicle application.



QRT MAX

FULLY AUTOMATIC, premium knobless retractor that allows for one-handed operation.

More than 30 years ago, Q'STRAIT introduced the world's first fully integrated 4-Point wheelchair passenger securement system, now an industry standard the world over.

The QRT line of retractors are the linchpin of that system.



Every QRT retractor is fully ADA compliant, and meets or exceeds all standards and regulations, including:

- SAE J2249, ISO 10542,
- FMVSS 209, 302, 210, 222
- CMVSS 209
- CSA Z605
- and 30mph/20g crash testing

Anchorage Options

All QRT-1 Series Retractors are compatible with L-Track, L-Pockets and Slide 'N Click anchorages, or may be directly mounted to vehicle floors, seat legs or barriers.



L-TRACK / L-POCKETS

For kits that use L-Track or L-Pocket anchorages, QRT Series retractors feature our patented Positive Lock Indicator (PLI) that clearly indicates when the fitting is locked in the anchorage.

SLIDE 'N CLICK

For kits that include Slide 'N Click anchorages, QRT Series retractors feature a single-bolt SNC assembly and plunger that allows a full 360° rotation, eliminating anchorage alignment guesswork.

QRT-1 SERIES FEATURES COMPARISON

	MAX	DLX	STD	
Knobless, One-Handed Operation. No knobs to interfere with wheels and footrests.	●			
Dual Tensioning Knobs. Provides additional tensioning if needed.		●		
Single Tensioning Knob. Provides additional tensioning if needed.			●	
Automatic, Self-Locking. Allows easy, one-handed hook-up.	●	●		
Self-Tensioning. Retractors automatically take up 'slack'.	●	●		
Positive Lock Indicator. Patented feature clearly indicates when fitting is locked in anchorage.	●	●	●	
Interchangeable. Eliminates confusion: no right, left, front or rear locations.	●	●	●	
Low Profile & Compact. Elimination of mounting bracket allows retractors to fit under most footrests.	●	●	●	
Accommodates Larger Wheelchairs. Reduced overall length leaves more room for wheelchairs.	●	●		
Ultra-Durable. Hardened steel and coated zinc for maximum corrosion resistance.	●	●	●	
Universal Design. Accommodates virtually all wheelchair designs, including scooters.	●	●	●	
J-Hook. Reduces twisting of belts and ensures proper securement for all wheelchair designs.	●	●	●	
Foot Release Lever. Easy release eliminates the stress of bending down.	●	●	●	



WWW.QSTRAINT.COM/QRT-1-SERIES

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Email: info@qstraint.co.uk

Q'STRAIT AMERICA

4031 NE 12th Terrace
Oakland Park, FL 33334
Tel: 800-987-9987
Fax: 954-986-0021
Email: qstraint@qstraint.com

Q'STRAIT AUSTRALIA

Tramanco Pty Ltd.
21 Shoebury Street,
Rocklea, Australia, QLD. 4106
Tel: +61 7 3892 2311
Fax: +61 7 3892 1819
Email: info@tramanco.com.au

LIMITED WARRANTY

Q'STRAIT provides limited warranty coverage on Q'STRAIT products (the "Products") as described in this Limited Warranty. For customers in the U.S.: this warranty gives you specific legal rights; you also may have other rights, which vary from state to state. For customers in the European Union: the purchaser may have additional legal rights under applicable national legislation governing the sale of consumer goods, and those rights (if applicable) are not affected by this warranty.

COVERED PRODUCTS AND LIMITATIONS:

Q'STRAIT's limited warranty coverage applies only to factory defects in materials and workmanship in the Products as follows:

- **QUANTUM** – 3 years* or 10,000 cycles.
- **Q'POD, QRT-3 Series, QRT-5 Series** – 5 years* limited warranty coverage.
- **QRT Max, QRT Deluxe, QLK-150, Q'UBE** – 3 years* limited warranty coverage.
- **QRT Standard, Q-5000, M-Series, QLK-110, INQLINE, INQLINE Loader** – 2 years* limited warranty coverage.
- **All other Products** – 1 year limited warranty coverage.

***Only valid if product is registered with Q'STRAIT.** Otherwise a 1 year limited warranty applies to all products.

Each of the warranty coverage periods runs from the date the Products are shipped from Q'STRAIT, and applies only to warranted defects that first manifest themselves and are reported to Q'STRAIT within the applicable warranty period. Q'STRAIT retains the right to determine to its reasonable satisfaction whether any claimed defect is covered by this warranty.

CERTAIN ITEMS ARE EXCLUDED FROM WARRANTY COVERAGE BY Q'STRAIT, AND THIS LIMITED WARRANTY COVERAGE DOES NOT APPLY TO:

1. Products which are not installed and maintained in accordance with Q'STRAIT's instructions.
2. Products which are subject to misuse, abuse, accident, negligence, or exposure to the elements or chemicals.
3. Products which are altered or not repaired by a Q'STRAIT authorized repair service.
4. Normal wear and tear, and routine maintenance.

5. Products which are not used in applications or in a manner approved by Q'STRAIT.

ALL STATUTORY OR IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), CONDITIONS AND GUARANTIES ARE EXCLUDED AND DISCLAIMED TO THE FULLEST EXTENT ALLOWED BY LAW. If any implied warranties, conditions or guarantees are required under applicable law, they are limited to the minimum duration allowed by law (not longer than the duration of the applicable express limited warranty coverage). For customers in the U.S.: some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

REMEDIES UNDER THIS LIMITED WARRANTY

If a defect covered by this warranty occurs, Q'STRAIT (or one of its authorized dealers, as determined by Q'STRAIT) will repair or replace the defective Products, in its sole discretion. This "repair or replacement" remedy is the **exclusive remedy** under this warranty. Q'STRAIT has **no responsibility or liability for any incidental or consequential damages**, such as loss of use, interest or finance charges, the cost of repairs by unauthorized repair services, depreciation, etc., all of which are specifically **excluded and disclaimed** from this warranty. For customers in the U.S.: some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

RESPONSIBILITY OF PURCHASER

1. Any claims under this limited warranty must be made to Q'STRAIT within fifteen (15) days after the defect first arises.
2. The Products must be returned to Q'STRAIT (or its authorized repair facility, as determined by Q'STRAIT) within the warranty period for inspection and warranty service. The expense of disassembly, returning the Products for warranty service, and of returning the Products to the owner and reassembly after any warranty service has been completed, is the responsibility of the owner and will not be reimbursed by Q'STRAIT. Contact Q'STRAIT Customer Service for information on how to return Products.
3. If your Product includes a registration form it must be returned to Q'STRAIT within thirty (30) days after the Products are delivered to the purchaser.

Q'STRAIT reserves the right to improve its products through changes in design or materials without being obligated to the owners of other Products.

Q'STRAIT may be contacted at **800-987-9987** or via email at customersatisfaction@qstraint.com.



Gateway



INTERMOTIVE
VEHICLE
CONTROLS

An ISO 9001:2015 Registered Company

Gateway

High Idle and Shift Interlock System

Overview

- All-in-one wheelchair interlock and high idle system to ensure full functionality of the vehicle's systems while using the lift
- Provides battery charge protection and improves air conditioning performance
- System is fully compliant with FMVSS 403/404 and the Americans with Disabilities Act (ADA) for wheelchair lift interlocks
- Simple plug and play connections to the OEM chassis

Features

- Prevents vehicle movement while the lift is in use by locking the shifter in Park
- Monitors OEM sensor inputs from the transmission, engine, charging system and ambient air temperature
- Programmable RPM for high idle
- Prevents driving with the park brake set
- Can provide real-time chassis data
- Diagnostic trouble codes available
- Optional BrakeMax add-on: automatically places vehicle in "tow haul" mode for reduced brake wear
- Uses Intermittent Fault Filter™ (IFF) technology to eliminate erroneous lift door signals

Product features may vary by make, model or year. See instructions for complete details.

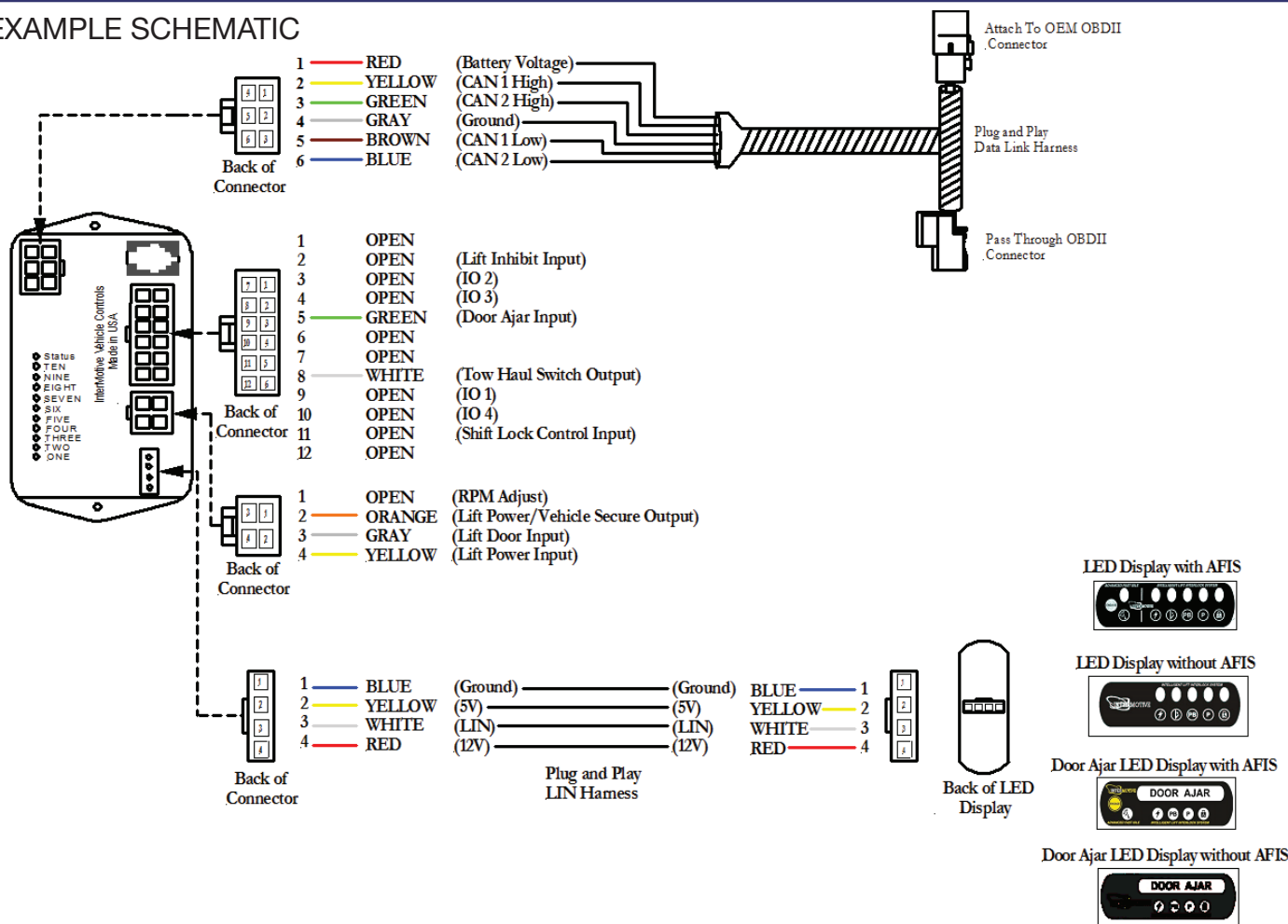
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AUTOMOTIVE TECHNOLOGIES

(775) 831-2002

Details

EXAMPLE SCHEMATIC



SPECIFICATIONS

Number of Inputs	Five inputs (lift inhibit, door ajar, shift lock, lift door and RPM adjust)
Number of Outputs	Four configurable outputs, plus one lift power/vehicle secure output and one tow haul switch output
Current Draw	~120 mA
Quiescent Draw	~2 mA (sleep current)
CAN Speed	High and medium speed
Temperature Range	-40°C to 80°C
Dimensions	4" L x 2" W x 1" H



MODEL1
COMMERCIAL VEHICLES



WARRANTY BOOK

(888) 633-8380 | [MODEL1.COM](https://www.model1.com)

LETTER FROM THE PRESIDENT

Since our founding in 1980, our singular goal has been to satisfy our client's transportation needs by providing them quality vehicles and superior customer service. Your loyal support has helped us grow, and as a result, we have recently undergone two significant changes to our company. First, we relocated our corporate offices from Chino, California to Indianapolis, Indiana. This move allows us to be more strategically positioned to better assist and engage with our nationwide locations and to be geographically closer to several of our manufacturing partners. Second, Creative Bus Sales is now Model 1 Commercial Vehicles. This name change reflects our continued commitment to offer our customers more than simply selling buses.

Model 1 will continue to strive to provide the same seamless buying experience before, during, and after the sale of your vehicle that you've come to expect from Model 1. Our wide variety of vehicles cover both the transit and retail markets and range from custom-built buses to alternative fuel options. We also offer a growing portfolio of electric vehicles for numerous markets. You can browse our entire new and used inventory anytime on Model1.com.

Keeping your new investment operating efficiently and safely is the highest priority of our service department. Many of our nationwide facilities provide full maintenance services such as fluid changes, emissions testing, and repairs. We also invite you to explore our new line of safety enhancements, such as our Disinfect & Protect line of products. Contact our service experts for additional information.

We recognize that our success lies in the relationships we create and the satisfaction of customers like you. Thank you again for your trust in us and for choosing Model 1 Commercial Vehicles for your transportation needs.

Sincerely,

A stylized, handwritten signature in white ink, appearing to read 'Tony Matijevich', with a long horizontal flourish extending to the right.

TONY MATIJEVICH, PRESIDENT

OWNER'S AREA



Scan QR Code to
see Owner's Area.

Thank you for your vehicle purchase! We welcome our valued customers to join the Model 1 Owner's Area where you will gain access to valuable resources to ensure that you fully understand and enjoy every feature of your new vehicle. Resources include operation videos, maintenance and owner's manuals, and more. Visit model1.com and navigate to **Menu > Resources > Owner's Area** or scan the QR code above.

DISINFECT & PROTECT

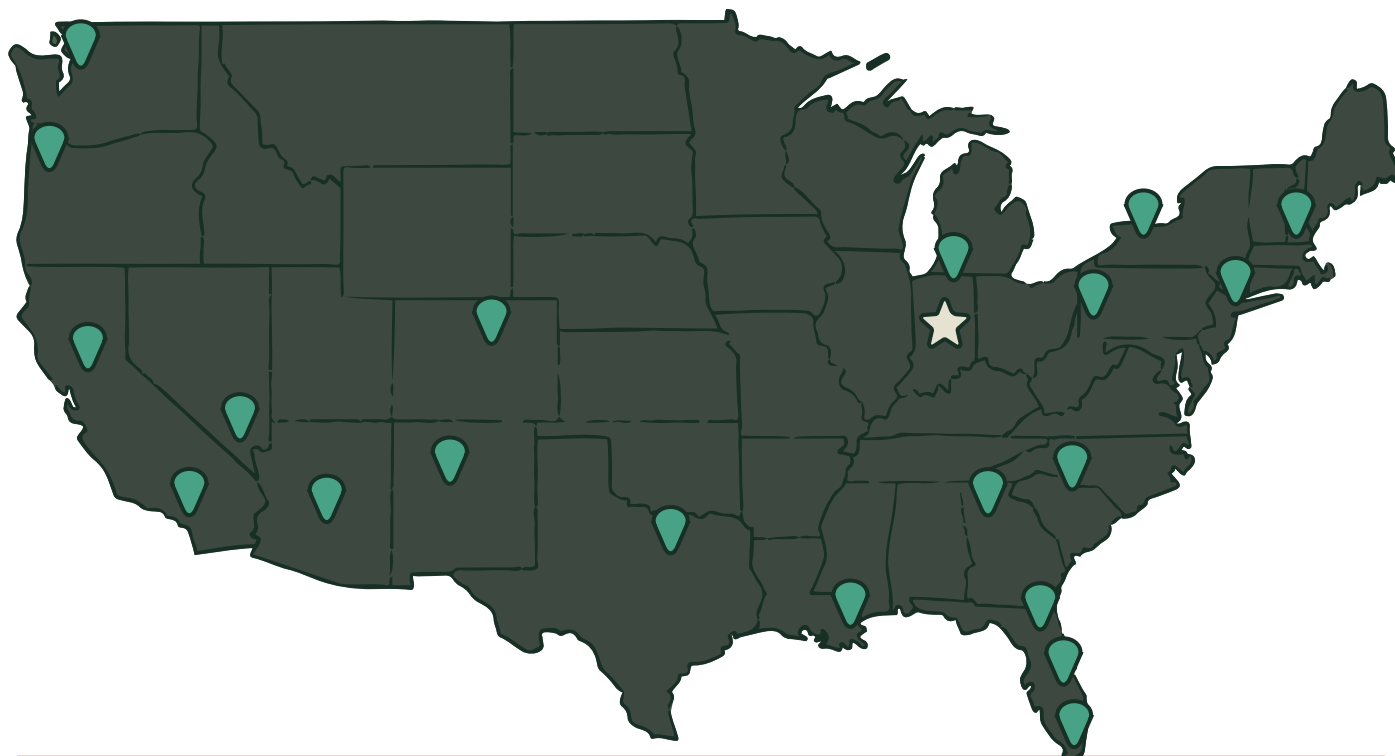
Our products and services expanded to help our marketplace operate safely during and beyond COVID-19. Our new line of safety enhancements provide easy, safe and effective ways to protect against disease-causing viruses and bacteria. Be sure to also have a look at our large selection of driver barrier options designed to universally fit many different vehicles.

For more information and pricing details,
contact Customer Care at **+1 (888) 633-8380**.

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OUR LOCATIONS



NORTHWEST REGION

Canby, OR

7197 S. Tull Rd.
Canby, OR 97013
OFFICE (503) 226-3493
SERVICE (971) 319-4869

Mukilteo, WA

11601 Cyrus Way, #101
Mukilteo, WA 98275
OFFICE (425) 609-1500
SERVICE (425) 609-1545

WEST REGION

Chino, CA

14740 Ramona Ave.
Chino, CA 91710
OFFICE (909) 203-4810
SERVICE (909) 993-5045

Sacramento, CA

7471 Reese Rd.
Sacramento, CA 95828
OFFICE (916) 596-4210
SERVICE (916) 244-6896

NORTHEAST REGION

Buffalo, NY

1500 N. America Dr.
West Seneca, NY 14224
OFFICE (716) 256-2510

Canonsburg, PA

2100 Washington Rd.
Canonsburg, PA 15317
OFFICE (724) 749-8180

Carlstadt, NJ

51 Kero Rd.
Carlstadt, NJ 07072
OFFICE (201) 507-8500
SERVICE (201) 507-5372

Hudson, NH

13 Rebel Rd.
Hudson, NH 03051
OFFICE (603) 886-0880
SERVICE (603) 377-8930

OUR LOCATIONS

MIDWEST REGION

Elkhart, IN

57475 Co. Rd. 3
Elkhart, IN 46517
OFFICE (574) 343-1050
SERVICE (574) 584-7803

Indianapolis, IN

(Headquarters)
9225 Priority Way W. Dr.
Suite 300
Indianapolis, IN 46240
OFFICE (463) 234-9400

SOUTHEAST REGION

Jacksonville, FL

8600 Atlantic Blvd.
Jacksonville, FL 32211
OFFICE (904) 241-6004
SERVICE (904) 539-9497

Orlando, FL

7380 W. Sand Lake Rd.
Suite 554
Orlando, FL 32824
OFFICE (407) 816-0617

Davie, FL

3314 S.W. 49th Way
Suite 3
Davie, FL 33314
OFFICE (754) 529-4390
SERVICE (754) 258-5006

Charlotte, NC

2529 Oneida Rd.
Charlotte, NC 28269
OFFICE (704) 399-2700
SERVICE (704) 399-6335

College Park, GA

1926 Hyannis Ct. *(Sales)*
4850 Massachusetts Blvd. *(Service)*
College Park, GA 30337
OFFICE (770) 422-8920
SERVICE (770) 305-0070

SOUTHWEST REGION

Albuquerque, NM

5760 Pino Ave. N.E.
Albuquerque, NM 87109
OFFICE (505) 508-5944
SERVICE (505) 503-1917

Phoenix, AZ

3615 S. 28th St.
Phoenix, AZ 85040
OFFICE (602) 437-2255
SERVICE (602) 437-303

Las Vegas, NV

3640 S. Highland Dr.
Las Vegas, NV 89103
OFFICE (909) 203-4810
SERVICE (909) 217-2484

SOUTH REGION

Colorado Springs, CO

4810 Olive St.
Colorado Springs, CO 80907
OFFICE (303) 351-7937

Slidell, LA

56396 Frank Pichon Dr.
Slidell, LA 70458
OFFICE (985) 726-5142
SERVICE (985) 259-6377

Irving, TX

4955 W. Northgate Dr.
Irving, TX 75062
OFFICE (469) 333-8909
SERVICE (469) 333-8914

OUR DEPARTMENTS

Model 1 offers a dedicated nationwide network of Sales, Parts, Service, Warranty, and Customer Care departments to help you in all stages of bus ownership. Our customers benefit from our strong manufacturer partnerships, the largest in-stock inventory, and a nationwide team of experts.

>> **SALES DEPARTMENT**

The Sales department is likely the first contact you will have with the Model 1 team. They can assist in finding the right vehicle for your needs and budget. Once you have selected a vehicle, a sales representative will walk you through the purchasing process.

>> **CUSTOMER CARE DEPARTMENT**

Our Customer Care department is here to respond to inquiries or concerns regarding your vehicle purchase. We help resolve any issue that may arise over the serviceable life of your vehicle. Customer Care is also the primary resource to assist you in reaching the correct department or contact that you desire to speak with. To reach our Customer Care department, call **+1 (888) 633-8380** or email **customercare@model1.com**.

>> **SERVICE DEPARTMENT**

Our Service department will work diligently to ensure that your vehicles are maintained to the highest standard. We welcome our customers' vehicles for any maintenance or service-related concerns. With an appointment, our Service team will make sure to get your vehicle back on the road as quickly as possible. To reach our Service department, call **+1 (800) 326-2877** or email **service@model1.com**.

>> **PARTS DEPARTMENT**

Model 1 stocks a large variety of parts to ensure we have what you need to keep your vehicles operational. The Parts department is staffed with experienced parts sales associates, shipping and receiving associates, inventory specialists, and delivery drivers where applicable. To reach our Parts department, call **+1 (888) 993-5040** or email **parts@model1.com**.

>> **WARRANTY DEPARTMENT**

Our Warranty department will work for you to address any warranty concerns that you have with your vehicle. Model 1 Warranty department will act as a liaison between the customer and chassis manufacturer to expedite a satisfactory resolution for your concerns. Our Warranty department will ensure that all your warrantable issues are corrected to the manufacturer standards. To reach the Warranty department, call **+1 (800) 326-2877** or email **warranty@model1.com**.

PARTS



At Model 1, we specialize in parts management and delivery. Our trained parts team is available 5 days-a-week to assist customers with their bus parts needs. With the addition of online parts ordering, you can be sure to get the bus part you need — even if the warehouse is closed.

Stocked within the warehouse is \$1 million in bus parts from vendors such as Thermos King, Ricon, Freedman, and many more. Our bus parts warehouse has in stock parts from all the major bus manufacturers. We specialize in providing IC Bus parts as well as international bus parts. Parts are available for public, fleet, and mechanic purchase. Creative also offers next day shipping to many areas within the United States.

- ADA Equipment
- Air System and Brakes
- Body Exterior
- Body Interior
- Climate Control System
- Cooling System
- Decals
- Door System
- Drive Shaft
- Electrical System
- Engine
- Front Axle
- Fuel, Air Intake, & Exhaust
- Glass & Windshields

ARBOC
A NEW FLYER OF AMERICA COMPANY

BraunAbility

GOSHEN
A REV GROUP

MobilityTRANS

Glaval Bus
A Division Of Forest River, Inc.

GreenPower
MOTOR COMPANY

STARTRANS BUS
A Division Of Forest River, Inc.

ENC
A REV GROUP

CHAMPION
A REV GROUP

ELDORADO
A REV GROUP

KRYSTAL
A REV GROUP

COLLINS
A REV GROUP

Federal
A REV GROUP

WORK-TIME
A REV GROUP

LONE STAR
Handicap Vans

DIAMOND

STARCRIFT BUS
A Division Of Forest River, Inc.

ebhart Coach

NEW
NEW ENGLAND WHEELS

I

MCWEENEY

TW
TRANSITWORKS
INNOVATIVE TRANSIT SOLUTIONS

PROTECTOR

GEM

TURTLETOP

Rockport
COMMERCIAL VEHICLES

SERVICE & CARE



With numerous service locations across the nation, Model 1 is equipped to accommodate all your bus servicing needs rapidly and efficiently. Our bus service bays are equipped with the newest state-of-the-art equipment to service your light, medium, and heavy-duty vehicles. Combined with our extensively trained and certified service technicians, you can count on Model 1 to provide the highest level of service and reliability.

- **Disinfect & Protect**
 - Decontamination (AeroClave, CleanSpray)
 - Driver Protection (Driver Barriers)
 - Passenger Protection (Freedman Seating)
 - Air Purification (ProAir, PlasmaAir)
- **OEM Factory Trained Technicians / ASE Certified**
 - Ford / GM / IC / ARBOC / Starcraft / ENC
- **Braun & Ricon Lift**
- **TransAir / Valeo / ACT**
- **Monthly / Annual Plans Available**
- **Parts Delivery & Mobile Service**
- **Preventive Maintenance / Warranty / Advanced Repairs**
 - Preventive Maintenance
 - State and Federal Inspections
- **Warranty Services**
- **A/C Service & Repairs**
- **Alignment**
- **Engine Overhaul**
- **Remote & Onsite Service / Warranty Repairs**
- **Maintenance Plans**

SERVICE FAQs

Who do I call if one of my buses needs maintenance, repair, an option installed, or some other service?

Please contact Customer Care at **+1 (888) 633-8380** or **customercare@model1.com**.

What kinds of service work can I expect Model 1 Service facility to perform?

We are fully prepared to meet all your vehicle service needs. We are experts in installing special options like wheelchair lifts, wheelchair securement, air conditioners, and roof vents. We can also provide service related to chassis and body repair. Our service facility can meet your extremely important routine maintenance functions, ensuring all warranty prerequisites are met. If you need major repairs, like engine work, transmission, or brake repairs, we will make sure your vehicle is operational as soon as possible.

If there are still questions, please do not hesitate to reach out to our Warranty Department for a prompt response.

WARRANTY & REPAIR



CONTACT US BEFORE BEGINNING ANY WARRANTY WORK

Please contact **warranty@model1.com** before any warranty work begins.

The following information will be needed in order to determine warranty coverage:

Year, Make, Model, VIN, Mileage

NOTE: Failure to follow this procedure may result in the denial of future vehicle warranty claims.

DON'T FORGET: It is extremely important to file your warranty claim within 30 days of the repair, or your claim could be subject to disapproval.

DEALER WARRANTY STATEMENT

Warranty restitution can only be applied to completed repairs if proper procedures are followed and it is determined that the issue is covered under the chassis, body or component warranty.

VEHICLE / CHASSIS WARRANTY ITEMS

Contact us at Warranty@model1.com for all your Model 1 Warranty needs. Contact your local chassis dealer and/or contact Model 1 for assistance in locating your local chassis dealer.

WARRANTY FAQs

Where do I get my vehicle serviced for warranty repairs?

If you are near a Model 1 location (see Locations on Page 5), we invite you to visit us for all warranty repairs. If not, our Warranty team will assist you in locating an authorized warranty repair facility in your area. After determining where the repairs will be completed, a repair estimate must be provided to our Warranty team.

No repairs are authorized to be completed for warranty purposes until the Model 1 Warranty team has approved the estimate provided.

I have other questions about warranty repairs?

Scan the QR Code above to see a larger list of FAQs regarding the warranty process.

If you have a question not addressed in the FAQ, please do not hesitate to reach out to Warranty@model1.com for a prompt response.



Scan QR Code
to see more
warranty FAQs.

ADDITIONAL SERVICES

Please contact Customer Care at **+1 (888) 633-8380** or **customercare@model1.com** if you're interested in any of the additional services listed below.

OUR COMMITMENT TO EXPANDING ELECTRIC VEHICLE OFFERINGS

Model 1 is committed to helping our customers transition to greener fleet options. To help further that goal we continue to add to our EV offerings. Be sure to browse our inventory to see the newest and most efficient electric vehicle platforms available.

ALTERNATIVE FUEL OPTIONS

Model 1 is the largest Ford Recognized Qualified Vehicle Modifier (QVM) Alternative Fuel Program Installer in North America, with multiple dedicated facilities that focus on the installation and up-fitting of Compressed Natural Gas (CNG) and Propane fuel conversion systems for fleet customers.

WHY CHOOSE MODEL 1 FOR YOUR CONVERSION?

- Over 10,000 Vehicles Converted to Alternative Fuels
- Ford QVM's Largest Alternative Fuel Participant
- Propane, Natural Gas, and Electric
- Tier One Supplier to Multiple OEM's
- CNG Fuel System Inspections
- Certified Alternative Fuel Technicians
- Natural Gas / Propane / Bi-Fuel / Electric

FOLLOW US ON SOCIAL



*Setting
the example
the industry
follows*



MODEL¹
COMMERCIAL VEHICLES



TELL US HOW WE'RE DOING



SCAN THIS CODE & TAKE OUR SURVEY