ANNEX 1 (to the technical requirements)

WARRANTY PROCEDURE PROTOCOL

For the purpose of increasing the efficiency of warranty remedies and the reduction of the "out of use" time for the delivered buses, operated by the Purchaser, including the buses equipment, the Purchaser will set an operational record system and will nominate the persons responsible with documents filling for warranty faults notification, buses remedy and re-entering in operation, according with the following procedure:

1. **The Purchaser nominated responsible will fill a fault report for each bus with defects identified during first work-shift. The fault report will be signed by the Purchaser representative and confirm by the Supplier local representative. If defects occur during the second work-shift (in working days of week), Saturday or Sunday, the fault report will be filed on the next day. The fault report must be signed and dated and will be archived at the Purchaser location.**

2. **The fault report, filed according with paragraph 1, will be submitted immediately by fax to the Supplier …….. fax: …….. or email ……for notification of defects that occurs during the warranty period and will be register in the day of defects occurrence.**

3. **After fault repair, a report for re-entering in operation will be filed in the day when the bus is able for operation, which will be signed by the Purchaser and Supplier representatives. The re-entering report will be register and archived at the Purchaser location.**

4. **The Purchaser will write a weekly and a monthly report about warranty repairs including the number of days the bus was out of service due to the warranty faults. (on request, copies of fault reports and re-entering in operation reports will be attached)**

5. **The Purchaser will set specific tasks in JD (job description) for the employees responsible with fault reporting.**

6. **For the purpose of contract implementation the Purchaser will write a monthly report, including the defects and immobilisation days and copies of re-entering in operation reports.**

7. **For the buses that are remaining out of service also in the next month, the report will mention "unrepaired defect" in "observations" field, while the next month report it will stipulate "defect that continue" also in the ''observation" field.**

8. **The calculation of out of service days will be done starting with the date of notification sending until the date of signing the Taking over protocol after warranty repair.**

ANNEX 2 (to the technical requirements)

COMPENSATORY DAMAGES

1. <u>DIRECT DAMAGES</u> paid by the Supplier to the Purchaser are damages due for the out of operation periods of the buses which are cause by warranty defects (buses faults occurring in the warranty period and are chargeable to the Supplier according with contractual specifications).

No penalties/damages will be apply if the fault repair is done within 5 days since notification for interventions that don't involve disassembly of bus components/equipment and within 10 days since notification for interventions that require disassembly of components/equipment.

The calculation of penalties/damages period will start after 5/10 days from sending the notification to the Supplier, according with Technical Specifications, until the date of repair and re-entering in operation report.

2. <u>INDIRECT DAMAGES</u> paid by the Supplier to the Purchaser are damages cause by traffic accidents, work accidents, fire or other incident due to warranty defects that are chargeable to the Supplier.

The Supplier will pay damages according with the findings of authorities in law (Traffic Police, Insurance inspector, Work inspectors, Firefighters etc.)

ANNEX 3 (to the technical requirements)

BUS ACCEPTANCE CHECK LIST

No.	Operation name	Control method and necessary devices	Obs.
1.	IDENTIFICATION		
1.1.	Checking the vehicle data compliance from the registration certificate.	Visual check	
1.2.	Checking that the delivery documents are provided and the delivery correspond with these documents	Visual check	
1.3.	Interior fittings check	Visual check	
2.	ENGINE		
2.1.	Fuel system sealing check and fuel cut-off devices check	Visual check	
2.2.	Condition, fastening and sealing checking of: exhaust system, lubrication system, exhaust gas recirculation system	Visual and acoustic check while the engine is running	
2.3.	Condition and fastening checking of: engine block fitting; auxiliaries etc.	Visual and acoustic check Manual test	
2.4.	Functional checking of electronic command systems, engine functional parameters check	Static and driving testing	
3.	TRANSMISSION		
3.1.	Sealing check: gear housing, driving axle, reducing gear box	Visual check of bus on inspection pit	
3.2.	Condition and fastening checking of: gearbox; drive shaft; drive axle; reducing gear box	Visual and acoustic check of bus on inspection pit	
3.3.	Checking operation of: electronic command of gearbox and retarder, reducing gear box	Static and driving testing	
4.	WHEELS		
4.1.	Condition and fastening checking of: rims	Visual and manual check	
4.2.	Condition, assembling, wear and pressure checking of: tires	Visual check	
5	SUSPENSSION		
5.1.	Efficacy check, geometry check and kneeling check	Complete check of front suspension	
5.2	Condition and fastening checking of: shock absorbers, control arms, stabilizer bars, air bellows, bolts, strut bearings	Visual check	
5.4.	Condition, fastening and loose checking of: bearing axle, wishbone	Suspension test	

No.	Operation name	Control method and necessary devices	Obs.
6.	STEERING AND AXLES (FRONT-REAR)		
6.1.	Condition and fastening checking of : steering wheel, steering column, pitman arm, steering tie rods, ball joints, axle, steering mechanism	Visual check of bus on inspection pit	
6.2.	Loose check: steering wheel, steering column, joints, tie rods, arms, ball joints, bearings, hub, steering mechanism	Visual check of bus on inspection pit	
6.3.	Condition, fastening and functional checking of: power steering	Checking with / without engine running	
6.4	Steering wheel position adjustment checking	Functional check	
7.	BRAKING SYSTEM		
7.1.	Condition and fastening checking of : pipes, taps, command and control valves	Visual check of bus on inspection pit	
7.2.	Sealing checking: brake circuit	Visual check of bus	
7.3.	Efficacy check: service brake	Brake test	
7.4.	Efficacy check: parking brake	Functional test	
7.5.	Functional checking: brake booster, engine brake, ABS and traction control	Brake test with/without engine running	
8.	CHASSIS, BODY. CABIN		
8.1.	Condition check: chassis (struts, beams) towing device	Visual check of bus on inspection pit	
8.2.	Condition and fastening checking of : body, driver cabin, seats, stanchions, handrails and grab handles	Visual check	
8.3.	Condition, fastening and functional checking of: windscreen, rear window, side windows, exterior and interior mirrors	Visual check	
8.4.	Safety exit check	Visual check	
8.5.	Functional checking of access doors and wheelchair ramp	Visual check	
8.6.	Condition and fastening checking of : tank fuel, spare wheel, wheel wedges	Visual check	
8.7.	Exterior look: body, cabin, registration plates	Visual check	
8.8.	Water sealing test of bus body	Visual check	
9.	LIGHTING AND SIGNALLING SYSTEM, AND AUXILIARY LAMPS		
9.1.	Condition and fastening checking of : headlights	Visual check	
9.2.	Condition and fastening checking of: turn signal, position lamps, stop lamps, side lamps	Visual check	
9.3.	Condition and fastening checking of: fog lamps, de reverse lamps, registration plates lamps, side lamps	Visual check	
9.4.	Checking of: exterior lighting, signalling and auxiliary lighting system		
9.5.	Checking of : interior lighting	Visual check	
9.6.	Condition and fastening checking of: wiring, fuses	Visual check	

9.7.	**Condition, fastening and functional checking of: windscreen wipers, windscreen washer, horn, battery**	**Visual and functional check**	
9.8.	**Functional checking of: speedometer, speed limit device**	**Visual check and running test**	
9.9.	**Condition and functional checking of: air conditioning, heating system, demisting and ventilation**	**Functional checking**	
10.	**ACCESSORIES**		
10.1.	**Checking the existence of: warning triangle, medical kit, fire extinguisher, wheel wedge, spare parts,**	**Visual check**	
10.2.	**Stickers checking: "safety exit", "window hammer", "fire extinguisher position marker", "medical kit**	**Visual check**	
10.3.	**Diagnosis and parameters configuration system checking (functional, warnings and alerts, data transmission and recording checking)**	**Visual check and running test**	
10.4.	**Central lubrication system checking (if applicable)**	**Visual check of bus on inspection pit**	
10.5.	**Fire protection conditions checking**	**Simulation**	
10.6.	**Passenger information system checking: exterior destination signs, interior panel, voice unit, command unit**	**Visual and functional check**	
11.	**EMISSIONS**		
11.1.	**Exhaust gases checking and functional checking of emissions measurement device (if applicable)**	**Visual check, checking with emission analyser (if applicable**	
11.2.	**Noise emission checking (interior and exterior)**	**Checking with Noise Level Meter (idling and running engine)**	

ANNEX 4 (to the technical requirements)

Purchaser:

ACCEPTANCE PROTOCOL No. ……..

This protocol was signed today, ……. between Purchaser and .....

at.....…, for the acceptance of a delivered bus, type....., identified with the data below:

Purchaser Inventory number: ……..

VIN .....

Engine number …….

The Purchaser has verified the bus and the tests were conducted successfully according with the attached bus check list.

The following documents have been verified:

I. **Conformity declaration;**

II. **Warranty certificate;**

III. **Quality certificate;**

IV. **Operating/driving manual;**

V. **Service book;**

VI. **Data card.**

Findings of lacking or inadequate features:

Considering that the bus identified with VIN code .....is complying with traffic safety regulations, the bus is accepted by the Purchaser.

The acceptance commission

Purchaser	**Supplier**
I received,	**I delivered,**