

Customer Service

North American Bus Industries, Inc.

Customer Service is comprised of four areas for after-market support: **Field Service, Warranty, Training and Technical Publications.**

Service support consists of manuals, training, performance issues, failures, retrofits and warranty administration. North American Bus Industries' policy is to provide full-time support to transit authorities during delivery, acceptance, and the base warranty period. Field Service personnel are available during the delivery and acceptance process, as well as through the warranty period on a regular or on-call basis. Major system suppliers provide support through their own authorized service centers. This support provides a quick response for any problems that may arise. North American Bus Industries' Customer Service is based at the company headquarters in Anniston, AL.

From this location both engineering and production support is available for immediate assistance regarding post-delivery problems and inquiries. If needed, engineering personnel are available to travel to the customer's facilities to render assistance.



Field Service

North American Bus Industries' team of Field Service Representatives and Technicians possess the necessary experience and knowledge to solve product problems that may arise. Additionally, specialized service work or campaigns can be handled from specially selected personnel who are skilled in the type of work required for such tasks.

Warranty

North American Bus Industries' Customer Service Division provides complete contractually stipulated Warranty and Field Service support tailored to the specific needs of each individual property. On-site Field Service representation and hands-on Warranty support is provided by our staff of experienced technicians and representatives. Warranty disposition support is provided from North American Bus Industries' headquarters located in Anniston, AL. The warranty staff maintains close contact with the transit agency warranty staff to ensure seamless flow of relevant information and claim disposition.

Training & Technical Publications

Training programs and scheduling of all customer related training and publication items are provided by our experienced staff. Technical Publication creates bus-specific maintenance, parts and operator's manuals for each contract produced by North American Bus Industries.



Reliable.

Field Service: (256) 241-1308

Warranty: (256) 241-1227

Training & Technical Publications: (256) 241-1307



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