



HWH® Active Air Customer Information, Requirements and Quote Sheet

Installation Information & Requirements:

- **TRANSMISSION REPROGRAMMING:** On the first day of installation, the coach transmission will be reprogrammed early in the morning in Davenport, Iowa on *most* coaches.
- **WEIGHT RESTRICTIONS:** If the coach or axle weights exceed the weight capacity listed by the coach manufacturer HWH will not be able to install Active Air on the coach.
- **RIDE HEIGHT SPECIFICATIONS:** The customer is responsible for providing HWH with the suspension ride height specification. We need the measurement and the locations of where to measure from. The Customer can contact the manufacturer or the dealer that they bought the coach from. The owner's manual sometimes has this information.
- **AIR COMPRESSOR SETTINGS:** The coach air compressor may need to be set around 130-135 psi. Active Air may not work properly on coaches that cannot achieve this pressure. Customer should check with manufacturer/dealer to see if this is possible. If the pressure cannot be obtained please contact HWH prior to appointment.
- **ACTIVE AIR LIMITATIONS:** "Max High" and "Max Low" may not be available on some coaches. This is due to suspension geometry and air bag design.
- **HOLDING TANKS:** Customer must make sure coach grey and black water does not leak from coach. HWH cannot work on coaches where this is a problem.
- **PROBLEMS WITH CURRENT SUSPENSION:** HWH is not a suspension shop and cannot work on coach suspensions. We cannot install Active Air if suspension components are missing and/or broken.
- **INSTALLATION LOGISTICS:**
 - INSTALL TIME: It typically takes five working days to complete an Active Air installation; however, it is advised to plan for seven working days just in case difficulties arise.
 - OTHER SERVICE WORK: Active Air installations are done in the HWH R&D facility. If other HWH equipment needs service, this needs to be brought to our attention before arrival and a separate appointment for service needs to be made with the HWH Service Department. Service work will be performed after the Active Air install is complete.
 - AFTER INSTALLATION: After installation of Active Air is completed, it is advised that you don't travel too far away from our facility in the first couple of days. If you have issues or need training, being close to HWH will help the transition happen more smoothly.

Pricing Information

- Active Air Base Price without Upgrades: \$ _____ Non Tag Axle Coach
- Active Air Base Price without Upgrades: \$ _____ Tag Axle Coach

I have read the above, concerning Active Air Installation Requirements, and understand the limitations and my responsibilities.

Customer Name (please print): _____

Customer Signature: _____ Date: _____

Street Address: _____

City/State/Zip Code: _____

Phone Number/Cell Phone Number: _____

Email Address: _____

Coach: _____ Year: ____ VIN: _____

**Please sign and return this form to HWH, attention to Jeff Wallick, via email, mail or fax.
 Email: jwallick@hwh.com**