



## Frequently Asked Questions

### Arctic Lite

#### **What is the Arctic Lite® conventional refrigerated trailer offering?**

Wabash has been exploring opportunities with other OEMs to offer a white label refrigerated trailer to our dealer network. After an extensive and thorough review, we have selected Stoughton Trailers as our collaboration partner to manufacture conventional refrigerated trailers that will be sold by Wabash under the Arctic Lite® brand.

#### **Why is Wabash pursuing a white label offering?**

Wabash ended production of its conventional refrigerated van in favor of converting that capacity to dry vans. Most of you have a book of business of long-time customers who need refrigerated trailers. In order to satisfy this need, we are expanding our partner ecosystem to include another trailer OEM.

#### **How did we select Stoughton as the contract manufacturer?**

Primary criteria for the white label conventional refrigerated trailer were available capacity, reputation, quality, and proximity to you, our Wabash dealers.

#### **Why is Wabash working with Stoughton to offer this product instead of adding it back into our portfolio?**

The decision to stop production of our Arctic Lite refrigerated van wasn't made lightly, and it's a decision we stand behind because we believe the future of temp-controlled transportation is in advanced material technologies, like EcoNex. We think the white label program satisfies a demand in the market for end customers who do not value premium technology.

### Quality and Warranty

#### **How are we ensuring quality?**

We have investigated the white label product closely to confirm that it meets acceptable quality standards. Every unit will be sent to a Wabash location for final inspection prior to being delivered to you or your customer. Wabash will ensure industry standards and Wabash quality processes are achieved. Warranty will remain consistent with the EcoNex product.

#### **Where do warranty claims go?**

All warranty claims will route through the existing Wabash warranty team.

#### **Will multiple specs be available?**

At program launch, four (4) specs with limited options will be available. We may explore the possibility of additional specs after the initial launch and dealer and customer feedback.

# WABASH™

## ARCTIC LITE

### Availability

#### **Which dealers will have this product?**

This offering is available to U.S. and Canadian Wabash van dealers.

### Product Positioning

#### **Who is our target for Arctic Lite?**

Customers who are defined by:

- Efficiency driven. Cross country trips without opening the trailer for up to 3 days.
- Previous Arctic Lite customers who are focused on front end value.
- Purchase drivers are:
  - Light-weight product
  - Total cost of ownership
  - Good value for the money
  - After market support
  - Historical Utility or Vanguard buyer

#### **How many base specs are available?**

Four (4) standard specs are available with limited optional features. See available spec sheets.

#### **Are there upfit options pre-dealer delivery?**

A limited number of upfit options are available.

#### **What TRU units will fit with Arctic Lite?**

TRU's designed for the North America market are compatible. European TRU's are not compatible.

### Aftermarket Support

#### **Will parts be available through the traditional channels?**

Arctic Lite parts are available through the regular dealer channels.

### Other:

#### **Is multi-temp grocery product in the product roadmap?**

This market is in our sights. We are evaluating the needs and value required to achieve customer success.