

# Warranty Terms

## Warranty Time Lines

### On-Road, Non-Commercial Applications

1 Year, 20,000 miles – Complete engine

2 Years – 40,000 miles – Long Block Assembly, Crankshaft, Connecting Rods, Pistons, Rings, Camshaft, Lifters, Pushrods, Valve Train

### On-Road Commercial or Heavy-duty Application

1 year, 40,000 miles

### Off-Road Industrial Applications

1 Year or 1,000 Hours

## Use and Maintenance

Proper use of your vehicle is discussed in the vehicle's Owner's Manual. The warranty does not cover damage caused by lack of scheduled maintenance, as is noted in your Owner's Manual. Proof of proper fluid maintenance is the owner's responsibility. This includes proper levels of all fluids: lubricants, oil, fuel etc. Maintenance related receipts may be requested during the processing of any warranty claim. Warranty is voided if the mileage reading has been altered or the odometer has been disconnected.

Emerald Engine warranties against defects in our workmanship and material in accordance with the schedules and limitations listed. This warranty does not include coverage of any damages due to alteration, accident, or negligence in maintenance, including but not limited to improper use. This includes all use related to racing or competition. All performance related parts will void this warranty (aftermarket fuel systems, turbo, blowers, modified computer systems, or any other modification that is not on the vehicle or equipment when built by the OEM manufacturer).

## Parts and Services

This warranty does not warrant against towing service charges, substitute transportation charges, rental charges, lost sales or income, lost or decreased profits, loss of time, lodging, injury or death to persons, or any additional incidental damages that may occur during operation, maintenance, installation or repair

of vehicle or long block. There will be no reimbursement for parts such as fluids, filters, fuel, sensors, belts, hoses, injectors, or gaskets not supplied by Emerald Engine.

## **Labor**

The standard warranty will cover no more than \$500.00 in labor cost or any other expense associated with a labor claim. Labor cost is based on Chilton's labor guide at \$70.00 per hour labor rate. No full refunds allowed after the engine has been installed. It is the installer's responsibility to make sure the engine being installed is correct for the application. Extended warranties are available for purchase.

Emerald Engine shall not be liable for incidental or consequential damages resulting from breach of this written warranty or any implied warranty.

This warranty is non-transferrable and is applicable only to the original purchaser.

This warranty does not cover issues associated with improper installation and/or reuse of components not included with the new engine. Thus including:

- Damage due to computer codes or check engine light codes not addressed and repaired as per OEM calibrations.
- Damage due to the installer using incorrect gaskets or sealant. Be sure to confirm the gaskets are correct for your engine and application prior to installation.
- Overheating due to cooling system (bad radiator), fuel system, computer system or water pressure loss. Do not remove the heat tabs installed on your long block.
- All unprimed oil systems must be pressure primed prior to initial startup with air over hydraulic pump or similar. Skipping this crucial step may lead to irreparable bearing damage and cannot be warrantied. **Do not use your vehicle's starter and engine's oil pump to prime the oil system.** This will cause irreparable bearing damage and cannot be warrantied.
- All accessory parts must be properly cleaned and/or replaced prior to installation. This includes oil cooler, heat shields, etc.
- Damaged pistons, cylinders, valves or rings caused by overheating, detonation, over fueling, over boost by the turbo, foreign object entering the combustion chamber, or faulty fuel system cannot be warrantied.

## HOW TO OBTAIN SERVICE UNDER THIS WARRANTY

### **NO WARRANTY ISSUES WILL BE ADDRESSED UNTIL PROPER PAPERWORK HAS BEEN SUBMITTED BY THE PURCHASER.**

In order to begin a warranty claim we require a completed Warranty Claim Form. This form can be found at [www.MyEmeraldEngine-Mo.com](http://www.MyEmeraldEngine-Mo.com) and must be completed and submitted at the time of purchase.

All concerns must be brought to the attention of the installer. Once the installer determines that the concern is within the guidelines of the warranty, the installer must contact Emerald Engine. Emerald Engine will then authorize repairs in writing.

After repair is authorized, all parts or the engine in question, must be sent to Emerald Engine. Emerald Engine will specify what parts to return in the warranty claim form response. Upon inspection of the parts and /or labor in question, Emerald Engines will determine the cause of the failure in question.

Freight is at the expense of the purchaser for all inbound & outbound warranty shipments.

If Emerald Engine finds the parts and/or labor in question to be the responsibility of Emerald Engine they will issue a claim acknowledgment stating their findings, responsibility, and liability. Emerald Engine will then repair or replace the parts in question. No claims will be considered if any outstanding money is unpaid, or any cores have not been received.

For any inquires please contact us using one of the following methods:

Toll Free: 1.888.507.9994

Email: [warranty@myemeraldengine-mo.com](mailto:warranty@myemeraldengine-mo.com)