



# Fraser Engine Rebuilders — Warranty Information

*\*Terms and Conditions Apply. Not all engines or transmissions qualify for specific warranty plans. Call 1-800-731-3177 for details. Labor paid only on approved claims after factory inspection.*

**ALL WARRANTIES MUST BE REGISTERED IN ORDER TO BE VALID. CLAIMS WILL BE DENIED IF THE PRODUCT WARRANTY WAS NOT REGISTERED. ONLINE: <https://fraserengineco.com/warranty-registration>**

Product Type	STANDARD Warranty Terms	Fraser No-Fault Protection Plan	Fraser No-Fault Platinum 7 Year Warranty (+\$549)
Gasoline and CNG Engines PROFESSIONALLY INSTALLED in automobiles or light duty trucks for private or commercial use. (Vehicles under 11,000 G.V.W.)	3 - 4 years, unlimited mileage, \$50 per hour Mitchell labor reimbursement rate. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.	3 - 5 years available*, unlimited mileage PLUS \$50 per hour Mitchell labor reimbursement rate – paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.	7 years available*, unlimited mileage PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$50 fluid allowance - paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.
Gasoline and CNG Engines PROFESSIONALLY INSTALLED in medium / heavy duty trucks for private or commercial use. (Vehicles 11,000 G.V.W. and greater)	12 months or 12,000 miles, \$50 per hour Mitchell labor reimbursement rate. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.	12 months or 12,000 miles PLUS \$50 per hour Mitchell labor reimbursement rate – paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.	12 months or 12,000 miles PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$50 fluid allowance - paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.
Diesel Engines PROFESSIONALLY INSTALLED	12 months or 12,000 miles, \$50 per hour Mitchell labor reimbursement rate. <b>Labor paid only on approved claims after factory inspection.</b> NO free replacements	Not Available	Not Available
Motorhomes – Any Class A, B, or C exceeding 11,000 G.V.W. PROFESSIONALLY INSTALLED	No Coverage	Not Available	Not Available
Marine Engines PROFESSIONALLY INSTALLED	18 months, unlimited hours, \$50 per hour warranty labor reimbursement rate with an \$800 labor cap. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.	18 months, unlimited hours PLUS \$50 per hour Mitchell labor reimbursement rate with an \$800 labor cap – paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.	18 months, unlimited hours PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$800 labor cap, \$100 tow/haul out allowance and \$50 fluid allowance - paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time long block replacement is FREE.
Automatic Transmissions PROFESSIONALLY INSTALLED in non-fleet or non-commercial Automobiles and Light Duty Trucks	3 years, unlimited mileage, \$50 per hour Mitchell labor reimbursement rate – paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> First time replacement is FREE.	3 - 5 years available*, unlimited mileage PLUS \$50 per hour Mitchell labor reimbursement rate – paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> If required, first time replacement is FREE.	3 - 5 years available*, unlimited mileage PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$50 fluid allowance - paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> First time replacement is FREE.
Automatic Transmissions PROFESSIONALLY INSTALLED in Fleet or Commercial Automobiles and Light Trucks	18 months or 100,000 miles, \$50 per hour Mitchell labor reimbursement rate - paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> First time replacement is FREE.	18 months or 100,000 miles PLUS \$50 per hour Mitchell labor reimbursement rate – paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> First time replacement is FREE.	18 months or 100,000 miles PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$50 fluid allowance - paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> First time replacement is FREE.
Automatic Transmissions PROFESSIONALLY INSTALLED in Medium/Heavy Duty Trucks (Vehicles 11,000 G.V.W. and greater)	18 months or 100,000 miles, \$50 per hour Mitchell labor reimbursement rate - paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> First time replacement is FREE.	18 months or 100,000 miles PLUS \$50 per hour Mitchell labor reimbursement rate – paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> First time replacement is FREE.	18 months or 100,000 miles PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$50 fluid allowance - paid in cases of original product failure. <b>Labor paid only on approved claims after factory inspection.</b> First time replacement is FREE.



# Fraser Engine Rebuilders — Warranty Policies

Fraser Used Engines	Fraser Refurbished Engines
<b>Fraser Used Engines Warranty:</b> <b>Includes 6 Months Parts Only, NO LABOR</b> <i>Approved Only Upon Qualified Inspection</i>	<b>Fraser Refurbished Engines Warranty:</b> <b>Includes 12 Months Parts Only, NO LABOR</b> <i>Approved Only Upon Qualified Inspection</i>

## Fraser Reman Group Warranty Policies — 1 YEAR/50,000 MILES

**To qualify for the 1 year / 50,000 miles warranty you must follow all instructions and replace all parts specified.**

All new fluids, gaskets, filters and seals must be used upon installation of all parts. In addition, all applicable coolers, lines and filters must be flushed clean before installation to prevent contamination and premature failure. (This includes but is not limited to radiators, oil coolers, and their associated lines and hoses.) Warranty is void if these procedures are not followed exactly.

**The limited warranty will be void and not apply to defects or failures caused by the following situation:**

- Engine warranty is void if engine is not installed with all of the following: new water pump, new lubricating oil, and all new filters (oil, air, fuel).
- Engine warranty is void if not installed with the correct fluids as specified by the manufacturer for all our reman engines, (20w-50) is the REQUIRED OIL WEIGHT that is recommended for the engines first intake. 10w-30 is a must if the customer DOES NOT want to use 20w50 for the next oil changes that the vehicle receives. First oil change must be done within 600 miles or 2 weeks whichever comes first. IF OIL WEIGHT IS IGNORED WARRANTY WILL BE VOID.
- Engine warranty is void if the engine is not properly maintained. The engine must be maintained with specified oil and filter every 3,000 miles or 3 months (whichever comes first) in established mechanic shops, and issue invoice or corresponding receipt with order.
- Engine warranty is void if the engine is ran without oil. The engine does not carry oil and/or other additives, it is the responsibility of the buyer to replace the liquids and filters that are required.
- Engine warranty is void if there is incorrect installation on the engines. Reman Group is not responsible if there is any damage to the product in installation maneuvers (all motors are properly identified with marks, heat tabs, logos and photographs prior to shipment to destination).

**If the installation does any damage to the unit during this process, it is the responsibility of the customer to cover the total amount of the product.**

Engine warranty is void if the core has not been returned to Reman Group within 30 days or for some cases, within the time frame agreed upon the invoice. There is a core charge as a deposit for core value when you buy our reman engines. The core charge will be refunded after we receive the core. The core should be the same model as the reman engines you purchased from us and has the same parts as the reman engine you purchased from us. The core has to be a rebuildable core. If you are unsure about whether the core is good or not, please call our sales department to make it clear before you place your order. We need to receive cores back to our warehouse within 30 days from the ship date. The shipping cost for the core is the customer's expense.

- Engine warranty is void if the purchased unit invoice has an open balance.
- Engine warranty is void if the engine is overheating and if the heat tabs melt.
- Engine warranty is void if any modification is done to the engine or any of its parts.
- Engine warranty is void if foreign objects are found inside the combustion chamber of the engine.



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***FER's sole and exclusive obligation under this warranty is limited to, at FER's option, replacement, repair or refund of the purchase price. Transportation charges on product submitted for repair or replacement under this warranty will be covered by FER. In the event that it is determined that the part must be replaced, the original part must be returned to FER for any warranty labor consideration and reimbursement. Labor paid only on APPROVED CLAIMS after factory inspection.***

*While warranty registration is not absolutely necessary to obtain warranty coverage on FER Products, it is strongly highly recommended. If you do not register your product within 30 days, you will be required to show your proof of purchase receipt. If you're not able to provide proof of the initial purchase date at the time of warranty service, the manufacturing date of the product will be used to determine the warranty period. Warranty request may be denied if appropriate documentation is not available.*

### WHAT IS NOT COVERED

**Normal Wear:** Our products, like all mechanical devices, need periodic parts service and replacement to perform correctly. FER standard warranty would not apply if damage to the product has occurred because of misuse, lack of routine maintenance, shipping, handling, warehousing or improper installation. Similarly, warranty is void if the serial number of the product has been removed or the product has been altered or modified with aftermarket performance enhancing parts.

**Improper Maintenance:** The life of a mechanical device depends upon the conditions under which it operates, and the care it receives. Wear, when caused by dirt, dust, spark plug cleaning grit or other abrasive material that has entered the engine because of improper maintenance, is not covered by FER standard warranty.

### Nor does the standard warranty extend to repairs required because of:

1. Problems caused by parts that are not FER parts.
2. Damage as a result of Overheating, Lack of Lubrication, Fuel Wash or Contamination.
3. Damage resulting from Pre-Ignition or Detonation - Including but not limited to melted or broken piston, broken piston rings, damaged cylinder heads, leaking head gaskets, etc.
4. Repair or replacement required as a result of any accident or misuse.
5. Repair or replacement of any accessory or service item, including specifically but not limited to: all components of the cooling, fuel, electrical, exhaust and ignition systems in addition to all belts, hoses, sensors, switches and filters.
6. Any product used for competition, racing or related purposes.
7. Any product to which a device or accessory not conforming to original manufacturer's specifications has been installed.
8. Damage as a result of electrolysis, including but not limited to, deterioration of engine components as a result of excessive electrical current.
9. Improperly maintained coolant, and/or any product on which periodic maintenance services required by the original manufacturer have not been performed.
10. Crankshaft Thrust Surface worn due to excessive forward pressure placed on the rear of the crankshaft.
11. Damage resulting from improper repair(s) or attempted repair(s) by any service technician.
12. Leaking carburetors, clogged fuel pipes, sticking valves, or other damage, caused by using contaminated or stale fuel.
13. Parts which are scored or broken because an engine was operated with insufficient or contaminated lubricating oil or an incorrect grade of lubricating oil (check and refill when necessary, and change at recommended intervals). Engine damage may occur if oil level is not properly maintained.
14. Repair or adjustment of associated parts or assemblies such as clutches and transmissions.
15. Damage or wear to parts caused by dirt, which entered the engine because of improper air cleaner maintenance, re-assembly or use of a non-original air cleaner element or cartridge. At recommended intervals, clean and/or replace the filter as stated in the Operator's Manual.
16. Engine or equipment parts broken by excessive vibration caused by a loose engine mounting, improper attachment of equipment to engine crankshaft or other abuse in operation.
17. Lack of routine tune-up or adjustment of the engine.
18. Engine or engine component failure, i.e., combustion chamber, valves, valve seats, valve guides or burned starter motor windings, caused by the use of alternate fuels such as, liquefied petroleum, natural gas, altered gasoline, etc.
19. Products used in manner that violates the terms of the FER Owner's Manual or is used for purposes other than their original intended use.



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NO FER warranty shall apply to products installed on any Recreational Vehicles over 11,000 pounds Gross Vehicle Weight which includes most Class A, Class B and Class C Motor Homes and Bus conversions. Additionally, please be aware that the only engines designed expressly for large motor homes should never be used in such an application.

FER does not catalog nor prepare engines for these applications and therefore takes no responsibility when an FER engine is used in this manner. Products used in competitive racing or on commercial or rental race tracks are not warranted. FER products are not warranted if used in an application for which they were not engineered e.g., using standard gasoline engines in a marine application. This warranty does not apply to fleet or commercial vehicles other than as indicated.

### MAKING A CLAIM

#### **Warranty service is available through any Licensed Automotive Repair Facility.**

For a product to be determined defective it must be sent to FER's plant for inspection. FER will schedule the pickup of the product or parts in question and pay for transportation. Any products that are not returned to FER to undergo inspection will not be covered by this warranty. All repairs and/or replacements to the products must first be authorized by FER. FER will not pay for any unauthorized repairs. Incidental damage caused by the requested repair or by the removal of the product is not covered by the warranty.

Products sent to FER for inspection that are deemed not covered under standard warranty will be held in storage for a period of 7 days from the date of inspection. Product unclaimed after 7 days will be disposed of by FER. FER will immediately dispose of any product for which there is an approved claim.

Any **Licensed Automotive Repair Facility (LARF)** may perform warranty repairs. Most warranty repairs are handled routinely, but sometimes requests for warranty service may not be appropriate. If a customer differs with the decision of the FER Warranty Technician and/or the LARF, an investigation will be made to determine whether the warranty applies. Ask the LARF to submit all supporting facts to FER for review. If FER decides that the claim is justified, the customer will be fully reimbursed for those product items that are defective. To avoid misunderstanding which might occur between the customer and FER/LARF, listed below are some of the causes of engine failure that the standard warranty does not cover.

### Labor Payments

**Standard Warranty:** Authorized repairs on approved claims (after factory inspection of returned parts) will be reimbursed at a rate not to exceed the Mitchell Repair Manual published applicable flat rate schedule. Hourly rates for all authorized repairs will be paid in accordance with rate paid for the original installation but not to exceed \$50.00 an hour. Do-it yourself repairs, repairs performed by unlicensed repair facilities, or repairs made to units not originally installed in a LARF will not be reimbursed.

**No-Fault Warranty Protection:** Authorized repairs on claims will be reimbursed at a rate not to exceed the Mitchell Repair Manual published applicable flat rate schedule. Hourly rates for all authorized repairs will be paid in accordance with rate paid for the original installation but not to exceed \$50.00 an hour. Do-it yourself repairs, repairs performed by unlicensed repair facilities, or repairs made to units not originally installed in a LARF will not be reimbursed. Labor guarantee under terms of No-Fault Warranty Protection is limited to the first time failure of the long block assembly and in no case will the total labor under the terms of this guarantee EXCEED the Mitchell Repair Manual published applicable flat rate schedule of hours for R&R engine times \$50 per hour.

**No-Fault Warranty PLATINUM:** Authorized repairs on claims will be reimbursed at a rate not to exceed the Mitchell Repair Manual published applicable flat rate schedule. Hourly rates for all authorized repairs will be paid in accordance with rate paid for the original installation but not to exceed \$95.00 an hour. Do-it yourself repairs, repairs performed by unlicensed repair facilities, or repairs made to units not originally installed in a LARF will not be reimbursed. Labor guarantee under terms of No-Fault Warranty PLATINUM is limited to the first time failure of the long block assembly and in no case will the total labor under the terms of this guarantee EXCEED the Mitchell Repair Manual published applicable flat rate schedule of \$95 per hour.



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**Payment for Parts:** Parts on authorized repairs will be reimbursed at the purchase price up to a maximum of \$25.00. Proof of Purchase will be required. Fluid and filter replacement costs will only be reimbursed for the first 2,000 miles of service (unless No-Fault PLATINUM policy has been purchased).

**Product replaced under warranty carries the remainder of the original product's warranty term.\***

If you are unable to obtain satisfactory service, please contact the FER Warranty Department, 16741 E. Thirteen Mile Rd, Fraser, MI 48026. This warranty applies to vehicles registered and normally operated in the United States.

FER CORPORATION SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF ITS PARTS AND ARE EXCLUDED FROM THIS WARRANTY. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights. You may also have other rights which may vary from state to state and country to country.

### INSTALLATION, BREAK-IN PROCEDURES

FER products are designed to provide years of trouble-free service. In order for your FER product to perform as expected, it must be installed correctly, operated responsibly and properly maintained.

**Engines and Cylinder Heads:** Once the product has been installed, it is the owner's responsibility to break-in the product properly. After the break-in period and 600 mile checkup, the product must be maintained to the original manufacturer's specifications. If you are unsure of the maintenance schedule or have any questions regarding your FER product, please call FER's customer service department at 800-731-3177

**Initial Startup:** When applicable, valves must be readjusted to your vehicle's manufacturer's specifications. Refer to the factory shop manual, or call FER's customer service for the proper procedure for your engine type.

**Break-in Procedures:** Your FER remanufactured engine requires special care during its initial "break-in" period. To ensure your engines long life expectancy and proper engine performance, please follow these procedures during the first 600 miles of operation:

- Do not drive for long periods at any single speed, always vary your speed.
- Do not tow a trailer or put other heavy loads on the vehicle.
- Check the engine oil and coolant levels daily.

**600 Mile Checkup:** (Not covered under the warranty terms):

- Check fuel and ignition settings.
- Change engine oil and filter.
- Adjust Valves (where applicable).
- FER does not recommend using synthetic engine oil until after the first 5,000 of service. Follow your vehicle owner's manual for service intervals.

*Failure to perform these procedures can result in damage to the product that may not be covered under your warranty.*

Please retain all service records (repair orders, invoices, etc) related to the FER's product maintenance and service. In the event of a product failure you will be required to provide copies of professional installation (via an invoice) and all maintenance records covering the installed product.

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