



Fraser Engine Rebuilder, Inc.

# **PRODUCT WARRANTY INFORMATION**

Congratulations on your decision to purchase a quality product from Fraser Engine Rebuilder, Inc. We appreciate your business and confidence in the Fraser Engine Rebuilder, Inc. brand, our products, and our personalized customer service and support. This document explains, in detail, the warranty coverages that apply to the product you've purchased. Please keep it available for future reference.

## **Important information you should know**

### KNOW WHEN YOUR WARRANTY BEGINS

Your warranty period begins as of the date of first installation or 10 days following the original purchase date, whichever comes first. The warranty period continues for the period of time specified in the table on page 5.

### REGISTERING YOUR WARRANTY

Warranty registration is necessary to obtain warranty coverage on Fraser Engine Rebuilder, Inc. products. Information on registering your product is available on page 9. If you do not register your product, you may invalidate warranty coverage on your product.

### WHAT THIS WARRANTY COVERS

This warranty covers issues related to defective material and/or workmanship of the purchased product only. It does not cover the replacement or refund of the equipment in which the product may be installed. Fraser Engine Rebuilder, Inc. shall not be responsible for lost profits (sales or income) or injury to person or property, towing charges, storage fees, telephone calls, freight, substitute transportation, lodging, or unauthorized repairs. Your sole and exclusive remedy against Fraser Engine Rebuilder, Inc. for breach of contract, warranty, or performance shall be for the repair or replacement of the purchased product as set forth in this document.

### MAINTAIN YOUR VEHICLE PROPERLY

It is your responsibility to make sure that all the scheduled maintenance is performed and that materials used for maintenance meet engineering specifications. Failure to perform scheduled maintenance as specified may invalidate warranty coverage on your product.

### IF YOU NEED CUSTOMER ASSISTANCE

When you need warranty repairs, you have the freedom to use the Licensed Automotive Repair Facility of your choice. You may also visit [www.fraserengineco.com](http://www.fraserengineco.com) and select Warranty Claims or contact Fraser Engine Rebuilder, Inc. Customer Service at 800-731-3177 regarding warranty service information.

## **Warranty Options and Terms**

(PLEASE REFERENCE YOUR ORIGINAL PURCHASE INVOICE FROM FRASER ENGINE REBUILDER, INC. TO DETERMINE WHAT WARRANTY BELOW APPLIES TO YOU)

1 YEAR, 12K MILE WARRANTY - PARTS ONLY - NO LABOR

3 YEAR, UNLIMITED MILE - PARTS ONLY - NO LABOR

5 YEAR, UNLIMITED MILE - PARTS ONLY - NO LABOR

3 YEAR, UNLIMITED MILE - PARTS & LABOR

5 YEAR, UNLIMITED MILE - PARTS & LABOR

## **No Fault Warranty (NFW) Upgrade Options and Terms**

(THIS IS A WARRANTY UPGRADE OPTION AND WILL INQUIRE AN ADDITIONAL COST. PLEASE REFERENCE YOUR ORIGINAL PURCHASE INVOICE FOR COST)

(PLEASE REFERENCE YOUR ORIGINAL PURCHASE INVOICE FROM FRASER ENGINE REBUILDER, INC. TO DETERMINE WHAT WARRANTY BELOW APPLIES TO YOU)

1 YEAR NO FAULT - 3 yr/Unlimited Miles, No-Fault Warranty Upgrade - \$149.00

3 YEAR NO FAULT - 3 yr/Unlimited Miles, No-Fault Warranty Upgrade - \$249.00

5 YEAR NO FAULT - 5 yr/Unlimited Miles, No-Fault Warranty Upgrade - \$349.00

## **Fraser Engine Rebuilder, Inc. Product Warranty Policy**

Fraser Engine Rebuilder, Inc. will repair or replace any part of the product that is defective in material or workmanship or both. Transportation charges on products submitted for repair or replacement under this warranty will be covered by Fraser Engine Rebuilder, Inc. This warranty is effective for and is subject to the time periods and conditions stated in this warranty document. This is Fraser Engine Rebuilder, Inc. only express warranty. Warranties implied by law, including those of merchantability and fitness for a particular purpose, are limited to one year from purchase (to the extent permitted by law), and all other implied warranties are excluded. Fraser Engine Rebuilder, Inc. shall not be liable for incidental or consequential damages to the extent exclusion is permitted by law. Some states or countries do not allow limitations on how long an implied warranty lasts, and some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state and country to country.

### **About your warranty**

Fraser Engine Rebuilder, Inc. welcomes warranty repairs and extends apologies to you for any inconvenience.

You have the freedom to use the Licensed Automotive Repair Facility (FACILITY) of your choice. Any FACILITY may perform warranty repairs.

Most warranty repairs are handled roundly, but sometimes requests for warranty service may not be appropriate. If you disagree with the decision of a Fraser Engine Rebuilder, Inc. Warranty Technician and/or the FACILITY, an investigation will be made to determine whether the warranty applies.

In this case, ask the FACILITY to submit all supporting facts to Fraser Engine Rebuilder, Inc. for review. If Fraser Engine Rebuilder, Inc. decides that the claim is justified, you will be fully reimbursed for those items that are defective. To avoid misunderstanding, some of the causes of engine failure that the warranty does not cover are listed below.

### **NORMAL WEAR**

Our products, like all mechanical devices, need periodic parts service and replacement to perform correctly. Fraser Engine Rebuilder, Inc. warranty will not cover repair when normal use has exhausted the life of any part of our product.

Additionally, Fraser Engine Rebuilder, Inc. 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, our warranty is void if the serial number of the product has been removed or the product has been altered or modified.

### **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 warranty.

## **DO-IT-YOURSELF INSTALLATION AND REPAIRS**

DIY installation, DIY repairs, repairs performed by unlicensed repair facilities, or repairs made to units not originally installed by a Licensed Automotive Repair Facility **do not** qualify for labor reimbursements. Warranty repairs must be completed by Licensed Automotive Repair Facilities.

## **WHAT THIS WARRANTY DOES NOT COVER**

Fraser Engine Rebuilder, Inc. warranty does not extend to repairs required because

- of: 1. Problems caused by parts that are not Fraser Engine Rebuilder, Inc. 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 pistons, broken piston rings, damaged cylinder heads, leaking head gaskets, etc. For more information regarding pre-ignition and detonation coverage, please contact Customer Service at 800-731-3177.
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, and ignition systems, in addition to all belts, hoses, and filters.
6. Any product used for competition, racing, or related purposes.
7. Any product to which a device or accessory is installed that does not conform to the original manufacturer's specifications.
8. Damage as a result of electrolysis, including but not limited to, deterioration of engine components as a result of excessive electrical current, including corroded freeze plugs, head gaskets, cylinder heads, or blocks.
9. Improperly maintained or incorrect coolant and/or any product on which periodic maintenance services required by the original manufacturer have not been performed.
10. A crankshaft thrust surface that is 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. Engine damage may occur if oil level is not properly maintained. Check and refill when necessary, and change at recommended intervals.
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. At recommended intervals, clean and/or replace the filter as stated in your vehicle's 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-ups or adjustments of the engine.

18. Engine or engine component failure (e.g., 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 gasolines, etc.

19. Products used in a manner that violates the terms of Fraser Engine Rebuilder, Inc. warranty or are used for purposes other than their original intended use. This warranty does not apply to products installed on any recreational vehicles over 11,000 lbs. Gross Vehicle Weight, which includes most Class A, Class B, and Class C motorhomes and bus conversions. Additionally, products used in compete racing or on commercial or rental racetracks are not covered. Fraser Engine Rebuilder, Inc. warranty does not cover products if they are used in an application for which they were not engineered (e.g., using standard gasoline engines in a marine application).

### **PRODUCT REPAIRS OR REPLACEMENTS**

All repairs and/or replacements to the product must first be authorized by Fraser Engine Rebuilder, Inc. before the repair or replacement takes place. Fraser Engine Rebuilder, Inc. will not pay for any unauthorized repairs. Fraser Engine Rebuilder, Inc., at its option, will repair or replace a product once it determines that the product is defective. For a product to be determined defective, it must be sent to Fraser Engine Rebuilder, Inc. or a partner plant for inspection. Fraser Engine Rebuilder, Inc. will schedule the pickup of the product and pay for its transportation. Any products that are not returned to Fraser Engine Rebuilder, Inc. or a partner plant for inspection will not be covered by this warranty. Products sent to Fraser Engine Rebuilder, Inc. or a partner plant for inspection that are deemed not covered by warranty will be held in storage for a period of seven (7) days. After seven days, products will be disposed of by Fraser Engine Rebuilder, Inc. or a partner plant. Replacement products must be of the same displacement as the original products. These are VIN-specific. Pre-paid transportation for part returns under this warranty is limited to domestic United States shipments. Any product replaced under warranty carries the remainder of the original product's warranty term.

### **LABOR PAYMENTS FOR APPROVED CLAIMS**

Authorized repairs 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 the rate paid for the original installation but not to exceed the hourly rates set forth for your product in the table on page 5. Coverage excludes labor for removal of accessories that are not specific to the original manufacturer chassis. DIY repairs and repairs performed by unlicensed repair facilities will not be reimbursed.

### **PAYMENT FOR WARRANTABLE PARTS**

Covered parts on approved claims will be reimbursed at the purchase price. Proof of purchase is required—a 20% deduction will be incurred for claims without the original parts bill.

**Please retain all service records (repair orders, invoices, etc.) related to Fraser Engine Rebuilder, Inc. product's maintenance and service. In the event of a product failure, you may be required to provide copies of your installation invoice and any maintenance records regarding the installed product.**

## **No Fault Warranty Policy**

Standard Warranty, NFW, and NFWG programs are ONLY valid if the original installation was performed by a Licensed Automotive Repair Facility (LARF).

NFW and NFWG programs must be purchased at the time of sale; there is no grace period to purchase either program.

Field repairs prior to 1st replacement engines will be paid at the advertised program rates even if

denied. NFW and NFWG programs are no longer valid after the 1st denied replacement engine claim.

## **Labor Payments**

\$149.00 - MAX LABOR PAYOUT - \$800.00

Maximum labor payout on engine replacements ONLY!

ALL other repairs will be paid at \$50.00 per hour using AllData book time.

\$249.00 - MAX LABOR PAYOUT - \$1,100.00

Maximum labor payout on engine replacements ONLY!

ALL other repairs will be paid at \$50.00 per hour using AllData book time.

\$349.00 - MAX LABOR PAYOUT - \$1,400.00

Maximum labor payout on engine replacements ONLY!

ALL other repairs will be paid at \$50.00 per hour using AllData book time.

\$449.00 - MAX LABOR PAYOUT - \$1,600.00

Maximum labor payout on engine replacements ONLY!

ALL other repairs will be paid at \$50.00 per hour using AllData book time.

\$549.00 - MAX LABOR PAYOUT - \$1,900.00

Maximum labor payout on engine replacements ONLY!

ALL other repairs will be paid at \$50.00 per hour using AllData book time.

\$899.00 - MAX LABOR PAYOUT - \$2,300.00

Maximum labor payout on engine replacements ONLY!

ALL other repairs will be paid at \$50.00 per hour using AllData book time.



## **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 GOLD policy has been purchased).

## **Products replaced under warranty carry the remainder of the original product's warranty term.**

If you are unable to obtain satisfactory service, please contact the Fraser Engine Rebuilder, Inc. Warranty Department, (800) 731-3177 / Ext:6. This warranty applies to vehicles registered and normally operated in the United States.

FRASER ENGINE REBUILDER, INC. 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.

## **Installation, break-in procedures, and maintenance**

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

Failure to perform these procedures may result in damage to the product. This damage may not be covered under warranty.

### **ENGINES AND CYLINDER HEADS**

Once the product has been installed, it is your responsibility to "break in" the product properly. Aer the break-in period and 500-mile checkup, you must maintain the product to the original manufacturer's specifications. If you are unsure of the maintenance schedule or have questions regarding your Fraser Engine Rebuilder, Inc. engine or cylinder head, please contact Customer Service 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 contact Customer Service for the proper procedure for your engine type.

### **BREAK-IN PROCEDURES FOR ENGINES**

Your Fraser Engine Rebuilder, Inc. remanufactured engine requires special care during its initial break-in period. To ensure your engine's long life expectancy and proper engine performance, please follow these procedures during the first 500 miles of operation.

- Vary your driving speed. Do not drive for long periods at any single speed.
- Do not tow a trailer or subject your vehicle to other heavy loads.
- Check the engine oil and coolant levels daily.

## **500-MILE CHECKUP FOR ENGINES**

- Check fuel and ignition sense.
- Change the engine oil and filter.
- Adjust valves (where applicable).
- Fraser Engine Rebuilder, Inc. does not recommend using synthetic engine oil after the first 5,000 miles of service. Follow your vehicle owner's manual for service intervals.

## **AUTOMATIC TRANSMISSIONS**

Fraser Engine Rebuilder, Inc. remanufactured transmissions are built to Original Equipment Manufacturer (OEM) specifications. When properly maintained and operated, they should provide many years of trouble-free service. It is your responsibility to maintain your transmission in accordance with the original manufacturer's specifications.

## **FIRST 500 MILES OF SERVICE**

Newly installed, remanufactured transmissions do not require any type of break-in procedure. However, Fraser Engine Rebuilder, Inc. recommends checking the transmission fluid level every 100 miles for the first 500 miles of service. Please refer to your vehicle's owner's manual for instructions on checking fluid levels and adding additional transmission fluid. If the fluid level is low, add the proper amount of the correct type of fluid and return to a Licensed Automotive Repair Facility for a check of all transmission lines and seals.

## **SCHEDULED MAINTENANCE**

In order to keep your Fraser Engine Rebuilder, Inc. warranty in effect, you must follow the transmission maintenance scheduled as outlined in the vehicle's owner's manual. If you are unsure of the maintenance schedule or have questions regarding your Fraser Engine Rebuilder, Inc. transmission, please contact Customer Service at 800-731-3177.

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

## **REGISTER YOUR PRODUCT**

You **MUST** register your product to obtain warranty coverage and service. For your convenience, you can register your Fraser Engine Rebuilder, Inc. product online quickly and easily. Visit our website at [www.fraserengineco.com/product-warranty-registraon-form/](http://www.fraserengineco.com/product-warranty-registraon-form/) Then, provide your information and click Submit. Be sure to have your invoice number, serial number, VIN, mileage-at-installation, and installation date available when you visit [www.fraserengineco.com/product-warranty-registraon-form/](http://www.fraserengineco.com/product-warranty-registraon-form/) to register.