



## GEARHEAD LIMITED WARRANTY FOR REMANUFACTURED ENGINES

GEARHEAD Engines distributes a broad range of new, recycled, remanufactured and reconditioned automotive and truck replacement products. Our remanufactured engine line includes engines for automobile, light and medium duty trucks.

### WHAT IS COVERED

Gearhead warrants its parts to be free of defects in materials and workmanship for the warranty period indicated from the date of installation **PROVIDED the part was (and can be documented) installed by a Licensed Automotive Repair Facility. Do-it-yourself (DIY) installations do not qualify for NFWP or NFWG coverage.** No-Fault warranty enhancements must be purchased at the time of sale and appear on Gearhead's invoice along with the part under warranty consideration.

Product Type	STANDARD Warranty Terms	No Fault warranty protection "NFWP"	No fault warranty GOLD "NFWG"
<b>Gasoline and GNG Engines installed in non fleet or commercial Automobiles and Light Trucks (Vehicles under 11,000 G.V.W.)</b>	3 years, unlimited mileage, \$50 per hour Mitchell labor reimbursement rate - labor paid <b>only</b> on approved claims after factory inspection. First time long block replacement is FREE.	3 years, unlimited mileage PLUS \$50 per hour Mitchell labor reimbursement rate – paid <u>regardless of reason for failure on first time replacement.</u> First time long block replacement is FREE.	3 years, unlimited mileage PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$25 fluid allowance - <u>regardless of reason for failure on first time replacement.</u> First time long block replacement is FREE.
<b>Gasoline and CNG Engines Medium/Heavy Duty Trucks (Vehicles of 11,000 G.V.W. and above)</b>	12 months or 12,000 miles, \$50 per hour Mitchell labor reimbursement rate - labor paid <b>only</b> on approved claims after factory inspection. First time long block replacement is FREE.	12 months or 12,000 miles PLUS \$50 per hour Mitchell labor reimbursement rate –paid <u>regardless of reason for failure on first time replacement.</u> 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 \$25 fluid allowance - <u>regardless of reason for failure on first time replacement.</u> First time long block replacement is FREE.
<b>Diesel Engines</b>	12 months or 12,000 miles, \$50 per hour Mitchell labor reimbursement rate - labor paid <b>only</b> on approved claims after factory inspection. NO free replacements.	Not Available	Not Available
<b>Motorhomes – Any class A or class B, C of 11,000 G.V.W. and above</b>	NO coverage	Not Available	Not available
<b>Gasoline engines installed in Commercial Fleet Automobiles and Light Trucks (Vehicles under 11,000 G.V.W.)</b>	3 years, unlimited mileage, \$50 per hour Mitchell labor reimbursement rate - labor paid <b>only</b> on approved claims after factory inspection. First time long block replacement is FREE.	3 years, unlimited miles PLUS \$50 per hour Mitchell labor reimbursement rate –paid <u>regardless of reason for failure on first time replacement.</u> First time long block replacement is FREE.	3 years, unlimited miles PLUS labor paid at posted or advertised shop rate - up to \$95 per hour, \$100 towing allowance, \$150 Car rental allowance, and \$25 fluid allowance - <u>regardless of reason for failure on first time replacement.</u> First time long block replacement is FREE.
<b>Marine Engines</b>	18 months, unlimited hours \$50 per hour Warranty Labor reimbursement rate with a \$800 labor cap only on approved claims after factory inspection. First time long block replacement is FREE.	18 months, unlimited hours PLUS \$50 per hour Mitchell labor reimbursement rate – paid <u>regardless of reason for failure on first time replacement.</u> 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 \$25 fluid allowance - <u>regardless of reason for failure on first time replacement.</u> First time long block replacement is FREE.

Notwithstanding any other provision of this warranty, Gearhead's sole and exclusive obligation under this warranty is limited to, at Gearhead's option, replacement, repair or refund of the purchase price. Transportation charges for Gearhead testing on product submitted for repair or replacement under this warranty will be covered by Gearhead. In the event that it is determined that the part must be replaced, the original part must be returned to Gearhead for any warranty labor consideration and reimbursement.

While warranty registration is not necessary to obtain warranty coverage on Gearhead Products, it is strongly suggested. If you do not register your product you must save your proof of purchase receipt.

## **MAKING A CLAIM**

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

To make a claim, you must provide proof of purchase from Gearhead or from the business which installed the part. Gearhead at its option will repair, replace a product or refund the purchase price once it determines that the product requires repair or replacement. For a product to be determined defective it must be sent to Gearhead's remanufacturing plant for inspection. Gearhead remanufacturing will schedule the pickup of the product or parts in question and pay for transportation. Any products that are not returned to Gearhead remanufacturing to undergo inspection will not be covered by this warranty. All repairs and/or replacements to the products must first be authorized by Gearhead Remanufacturing. Gearhead 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 Gearhead Remanufacturing for inspection that are deemed not covered under standard warranty will be held in storage for a period of 7 days. Product unclaimed after 7 days will be disposed of by Gearhead. Gearhead 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 Gearhead 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 Gearhead for review. If Gearhead 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 Gearhead/LARF, listed below are some of the causes of engine failure that the standard warranty does not cover.

## **WHAT IS NOT COVERED**

**Normal Wear:** Our products, like all mechanical devices, need periodic parts service and replacement to perform correctly. Gearhead 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 Gearhead standard warranty.

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

1. Problems caused by parts that are not Gearhead parts - including but not limited to parts outside of the long block.
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, bolts, shafts, 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 installation and break-in procedures below, or is used for purposes other than their original intended use.

No Gearhead warranty shall apply to products installed on any class A recreational vehicles (motor homes). Class B and C recreational vehicles will carry standard warranty (depending on their GVW) as outlined above. Additionally, products used in competitive racing or on commercial or rental race tracks are not warranted. Gearhead 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.

### **Labor Payments**

DIY INSTALLATION: Do it yourself (initial) installations qualify for labor coverage based on factory inspection of failed part(s). Labor will be paid only on approved claims after factory inspection. Labor consideration for a Licensed Automotive Repair Facility who is making the (eventual) repair or replacement will be at \$50 per hour. Labor consideration for a DIY doing their own repair or replacement will be at \$25 per hour with a maximum allowance of \$300.

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 or the total cost of the original part in total.

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. Labor guarantee under terms of No-Fault Warranty Protection is limited to the first time failure of the product 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 GOLD: 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. Labor guarantee under terms of No-Fault Warranty GOLD is limited to the first time failure of the product 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 \$95 per hour.

### **Payment for Parts**

Parts on authorized repairs will be reimbursed at the purchase price. 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).

### **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 Gearhead Warranty Department, 1102 W. Carrier Parkway, Grand Prairie, TX 75050. This warranty applies to vehicles registered and normally operated in the United States and Canada.

ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY AND DO NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS 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.

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**

Gearhead Remanufactured products are designed to provide years of trouble-free service. In order for your Gearhead remanufactured 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 Gearhead product, please call Gearhead's customer service department at 800-421-3746

### **Initial Startup**

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

### **Break-in Procedures**

Your Gearhead 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:**

- ✓ Check fuel and ignition settings.
- ✓ Change engine oil and filter.
- ✓ Adjust Valves (where applicable).
- ✓ Gearhead 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 Gearhead's product maintenance and service. In the event of a product failure you will be required to provide copies of installation invoice and all maintenance records covering the installed product.**