

NORTHWEST ENGINE EXCHANGE
LIMITED WARRANTY PROGRAM (4 PAGES)
(WARRANTY COVERS MANUFACTURING DEFECTS ONLY)

MAKE _____ MODEL _____ YEAR _____ VIN _____

WO# _____ ID# _____ PART# _____

DATE INSTALLED _____ ODOMETER _____ DATE OF SALE _____

JOBBER STORE NAME & # _____ PHONE# _____

SALESMAN NAME _____

NAME OF INSTALLER _____ PHONE# _____

NAME OF VEHICLE OWNER _____ PHONE# _____

JOBBER RESPONSIBILITY INCLUDES BUT NOT LIMITED TO:

JOBBER HAS THE RESPONSIBILITY OF PASSING ON AND EDUCATING THE INSTALLER AND THE END CONSUMER TO THE BEST OF HIS ABILITY THE ITEMS SET FORTH IN THIS DOCUMENT SO TO HELP REDUCE CONFLICT AND TO EDUCATE EVERYONE INVOLVED OF WARRANTABLE AND NON WARRANTABLE ITEMS. AND CIRCUMSTANCES THAT CAN CAUSE A FAILURE TO HELP PREVENT WARRANTIES BEFORE THEY OCCUR. THIS IS IN THE BEST INTEREST OF EVERYONE INVOLVED. JOBBER IS ALSO RESPONSIBLE FOR PROPERLY EDUCATING HIMSELF ON OUR PRODUCT SO AS TO PASS ON THE CORRECT INFORMATION TO THE INSTALLER AND END CONSUMER. THE JOBBER IS ALSO RESPONSIBLE FOR TIMELY MANNER OF CORE RETURNS / CHECKING FOR FREIGHT DAMAGE UPON DELIVERY AND TIMELY DELIVERY OF PRODUCT TO HIS CUSTOMER.

INSTALLER RESPONSIBILITY INCLUDES BUT NOT LIMITED TO:

RETAINING CURRENT CERTIFICATION AS REQUIRED BY GOVERNING AUTHORITIES.
INSTALLING OUR PRODUCT WITH A HIGH DEGREE OF PROFESSIONALISM AND QUALITY OF WORKMANSHIP. IF DEEMED, ANY DAMAGE OR FAILURE OF OUR PRODUCT RESULTING FROM AN IMPROPER OR POOR QUALITY INSTALLATION, THE INSTALLER WILL ASSUME ALL CLAIMS TO LABOR AND DAMAGES OF OUR PRODUCT TO THE END CONSUMER. MANY EXTERNAL PARTS AND CONDITIONS CAN AND WILL CAUSE POOR PERFORMANCE OR COMPLETE FAILURE OF OUR PRODUCT. IE... OVER HEATING DUE TO POOR EXHAUST FLOW FROM ITEMS SUCH AS PLUGGED CATALYTIC CONVERTER, MUFFLER, CRUSHED EXHAUST TUBING, STUCK BUTTERFLY VALVE, OR ANY OTHER CONDITION THAT COULD RESTRICT EXHAUST FLOW. THIS IS WHY IT IS VERY IMPORTANT TO CHECK OR HAVE AN EXHAUST PROFESSIONAL CHECK FLOW IMMEDIATELY UPON INSTALLATION. AS THIS COULD BE THE REASON FOR FAILURE OF THE PREVIOUS ENGINE. IF THE CONDITION IS NOT CORRECTED THE NEW ENGINE WILL ALSO FAIL. ANOTHER MAJOR CONTRIBUTOR OF EARLY ENGINE FAILURE COULD BE FROM A COMPROMISED COOLING SYSTEM. YOU MUST EITHER ROD AND FLOW TEST THE CURRENT RADIATOR OR BUY A NEW RADIATOR WHICH WE HIGHLY RECOMMEND BECAUSE IF IT'S TIME TO REPLACE YOUR ENGINE IT IS MORE THAN LIKELY TIME TO REPLACE YOUR RADIATOR. OTHER COOLING SYSTEM PROBLEMS COULD RESULT FROM NOT PROPERLY FILLING AND BLEEDING THE AIR FROM YOUR COOLING SYSTEM, INCORRECT WATER TO ANTIFREEZE RATIO, OLD INEFFICIENT WATER PUMP, COLLAPSED LEAKING OR PLUGGED HOSES, IMPROPER ROUTING OF COOLING HOSES. BAD RADIATOR CAP NOT HOLDING PRESSURE OR OTHER TYPE OF LEEKS IN THE COOLING SYSTEM, IT IS VERY IMPORTANT TO ALWAYS CHECK PERIODICALLY AFTER INITIAL START UP THAT THE COOLING SYSTEM IS MAINTAINING A FULL LEVEL. ANOTHER IMPORTANT AREA IS THE LUBRICATION SYSTEM. ENGINE FAILURE CAN OCCUR DUE TO LACK OF OIL FLOW AND

PRESSURE FROM A USED OR IMPROPERLY INSTALLED OIL PUMP OR BY NOT CLEANING OR NOT USING A NEW OIL SCREEN, NOT COMPLETING SCHEDULED OIL CHANGES TO INCLUDE NEW OIL FILTER, ENGINE OIL COOLERS MUST BE CHANGED AND REPLACED WITH A NEW OIL COOLER TO INCLUDE REPLACEMENT OF A RADIATOR WITH AN INTERNAL OIL COOLER AND ANY EXTERNAL OIL LINES. IE... TO FILTERS AND TURBOS AND RADIATORS THIS IS MANDATORY AS IT IS IMPOSSIBLE TO CLEAN ALL THE CONTAMINANTS FROM OIL COOLER AND OIL LINES IF NOT REPLACED THIS WILL COMPLETELY VOID THE WARRANTY. THE INSTALLER MUST FOLLOW THE INSTALLERS CHECK OFF SHEET* SUPPLIED WITH THE ENGINE. THERE ALSO WILL BE OTHER WARNING CARDS SUPPLIED IN YOU INFORMATION PACKET THAT ARE ENGINE SPECIFIC. MAKE SURE TO FOLLOW ALL RECOMMENDATIONS GIVEN. THE INSTALLER MUST FULLY EXPLAIN THIS WARRANTY TO HIS CUSTOMER. THE INSTALLER AND THE CUSTOMER MUST INITIAL ALL PAGES AND SIGN THE BACK PAGE. THEN FAX NORTHWEST ENGINE EXCHANGE A COPY OF THE COMPLETED WARRANTY AND PRESENT THE OWNER WITH THE SIGNED COPY TO KEEP IN THEIR POSSESSION AS PROOF OF WARRANTY.

* Fax must be received by Northwest Engine Exchange with in one week after the installation is complete. The warranty starts at the time of sale. Installer must fill in odometer reading.

OTHER NON WARRANTABLE ITEMS:

REMANUFACTURE DOES NOT WARRANT AGAINST AND/OR WILL NOT PAY FOR OR PROVIDE, (BUT NOT LIMITED TO):

- 1: OVERHEATING (HEAT TABS MELTED OR REMOVED)
- 2: FAILURE DUE TO IMPROPER INSTALLATION, MAINTENANCE NEGLECT, ABUSE, ABNORMAL OPERATIONS, FREEZING OR ACCIDENT.
- 3: FAILURES DUE TO COMPONENTS NOT FURNISHED WITH THE ENGINE BY US, OR MALFUNCTION OF OR DISCONNECTED ENGINE SUPPORT SYSTEM ITEMS OR ANY NON COMPATIBLE COMPONENTS INSTALLED.
- 4: INTERNAL ENGINE DAMAGE DUE TO FOREIGN MATERIAL, OR FAILURE BECAUSE OF OPERATIONS CAUSING GREATER THAN NORMAL WEAR OR FROM USE OF THE ENGINE FOR PURPOSES OTHER THAN THOSE FOR WHICH IT WAS ORIGINALLY INTENDED BY THE MANUFACTURER.
- 5: DAMAGE FROM DETONATION / PRE-IGNITION / THERMAL EXPANSION / OR FOREIGN MATERIAL IN THE COMBUSTION CHAMBER.
- 6: IMPROPER VALVE ADJUSTMENT
- 7: CRANK SHAFT THRUST SURFACE WORN DUE TO EXCESSIVE EXTERNAL PRESSURE.
- 8: FINES LEVIED FOR FAILURE TO MEET SMOG OR EPA REGULATIONS.
- 9: TOWING, VEHICLE RENTAL, TRANSPORTATION CHARGES OR ANY OTHER LOSSES INCURRED IN THE OPERATION OF WARRANTED ENGINES OR PARTS, OR INCURRED DUE TO THE FAILURE OF WARRANTED ENGINES OR PARTS.
- 10: BAD GAS (WHEN GASOLINE IS LEFT IN THE TANK OF AN IDLE VEHICLE FOR A TIME LONG ENOUGH TO LOOSE ITS ORIGINAL QUALITIES)
- 11: REPAIRS IN ENGINES THAT THE ODOMETER IS NOT OPERATIONAL.
- 12: FAILURE DUE TO OLD OIL COOLER AND ALL EXTERNAL OIL LINES NOT BEING REPLACED.
- 13: PROBLEMS DUE TO CHANGING ENGINE NOT LIKE TO LIKE IE..350 CHEVY INSTALLED IN PLACE OF A CHEVY 305 TRYING TO USE THE 305 INJECTION SYSTEM THUS POSSIBLY CAUSING A LEAN FUEL CONDITION.
- 14: LABOR WILL NOT BE PAID ON SELF INSTALLED ENGINES IF WORKED ON BY THE SELF INSTALLER. ALL WARRANTY WORK AND DIAGNOSTIC WORK MUST BE DONE BY A CERTIFIED MECHANIC.
- 15: ENGINES INSTALLED IN MOTOR HOMES THAT ARE NOT DESIGNATED FOR MOTOR HOMES.
- 16: USE OF ANY PARTS NOT INSTALLED BY US OR NOT OF ORIGINAL EQUIPMENT APPLICATION SUCH AS PERFORMANCE OR SPECIAL CAMSHAFTS, CARBURETOR, MANIFOLDS, EXCEPT WHEN PURCHASING ONE OF OUR STOCK PERFORMANCE ENGINES. THE WARRANTY IN OUR PERFORMANCE LINE IS ENGINE SPECIFIC.
- 17: GASKETS AND COMPONENTS NOT INSTALLED IN OUR REMANUFACTURING PLANT. COMPONENTS AND GASKETS INSTALLED BY THE INSTALLER MUST BE COVERED FOR LEEKS UNDER THE INSTALLERS WARRANTY.
- 18: FAILURES CAUSED DUE TO ENGINES BEING OPERATED WITH ANY OTHER FUEL OTHER THAN WHAT THEY WERE DESIGNED FOR.
- 19: FAILURES CAUSED BY THE ADDITION OF PERFORMANCE PRODUCTS SUCH AS BLOWERS, TURBO CHARGERS, SUPER CHARGERS, OR ANY OTHER NON OEM ADDITIONS.
- 20: ANY MOTORS THAT HAVE BEEN RACED OR OVER REVVED.
- 21: ANY REPAIRS DONE PRIOR TO GETTING AUTHORIZATION BY NORTHWEST ENGINE EXCHANGE CUSTOMER SERVICE DEPARTMENT AT 1-888-349-3677 OR 509-926-7731.

- 22: RE-INSTALLING TIN WORK, INTAKE MANIFOLDS AND ANY OTHER ENGINE PARTS WITHOUT COMPLETELY AND THOROUGHLY CLEANING SO AS NOT TO CONTAMINATE THE REMANUFACTURED ENGINE.
 - 23: DETONATION /PRE-IGNITION / CROSSFIRE / INTAKE AIR LEEKS WHEN INTAKE ITSELF IS INSTALLED / IMPROPER TIMING / IMPROPER AIR FUEL ADJUSTMENTS.
 - 24: OIL CHANGES / REFRIGERANT RECHARGING / ANTIFREEZE REPLACEMENT
 - 25: INJURIES TO PERSON OR PROPERTY / STORAGE FEES / TELEPHONE / FREIGHT / RENTAL CAR / LODGING / TAXES OF ANY KIND / DISPOSAL OF ANY PRODUCT OR PART.
 - 26: REGULAR OIL CHANGE MAINTAINANCE MUST AND RECORD MUST BE IN A TIME RECOMMENDED BY THE ORIGINAL MANUFACTURER.
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HOW TO START A CLAIM:

FIRST CALL NORTHWEST ENGINE EXCHANGE AT 1-888-349-3677 OR 1-509-926-7731 AND STATE THAT YOU MAY HAVE A POSSIBLE WARRANTY PROBLEM. YOU MAY AT THIS TIME BE DIRECTED TO TAKE YOUR VEHICLE OR HAVE IT TOWED TO ONE OF OUR DESIGNATED WARRANTY FACILITIES.

IF THERE IS NOT ONE IN YOUR AREA WE MAY RELY ON OUR JOBBER TO LOCATE A REPUTABLE SHOP. OR WE MAY DIRECT YOU TO GO TO THE ORIGINAL INSTALLER OR A FACILITY OF YOUR CHOICE.

TECHNICIAN:

NO DIAGNOSIS OR REPAIRS ARE TO BE STARTED UNTIL PHONE CONTACT HAS BEEN MADE BETWEEN OUR CUSTOMER SERVICE DEPARTMENT AND THE TECHNICIAN. WE WILL WORK TOGETHER ON AN AGREEMENT OF WHAT PROCEDURES TO PERFORM IN THE DIAGNOSTIC PROCESS. WE WILL THEN AGREE ON THE TIME ALLOWED FOR THESE PROCEDURES. ONLY THE PROCEDURES AGREED UPON ARE ALLOWED TO BE DONE AND COMPENSATED FOR. THE RATE OF COMPENSATION OF EACH WARRANTY CLAIM IS DESIGNATED ON THE ENGINE WARRANTY SPREADSHEET FOR EACH SPECIFIC ENGINE. ANY CHARGES OVER AND ABOVE THE SPECIFIED WARRANTY ARE TO BE AGREED UPON BETWEEN THE TECHNICIAN AND THE VEHICLE OWNER, AND PAID DIRECTLY TO THE TECHNICIAN BY THE VEHICLE OWNER. THE LIFE OF THE WARRANTY IS TERMINATED BY WHICHEVER COMES FIRST THE YEARS OR THE MILEAGE.

EXPRESSED RIGHTS:

NORTHWEST ENGINE EXCHANGE RESERVES THE RIGHT TO CHANGE AND OR MODIFY THE CURRENT WARRANTY. IF ANY MODIFICATIONS OCCUR THEY WILL COVER ALL PAST AND THE PRESENT NEWLY EXPRESSED WARRANTY.

SIGNED _____ INSTALLER _____ DATE

SIGNED _____ VEHICLE OWNER _____ DATE

THIS WARRANTY INFORMATION IS IN U.S. DOLLARS, WE WILL CONVERT TO CANADIAN FUNDS FOR YOU

	APPLICATION	LIMITED WARRANTY	LABOR	PARTS	ENGINE REMOVAL & REPLACEMENT FLAT CAP
		TERM	DIAGNOSTIC & GENERAL		
1	LONG BLOCK TO 1 TON PERSONAL USE	5 YR, 80,000 KM	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$500.00 US 2ND HALF \$300.00 US
2	LONG BLOCK TO 1 TON COMMERCIAL VEHICLE USE	3 YR, 60,000 KM	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$500.00 US 2ND HALF \$300.00 US
3	LONG BLOCK LARGER THAN 1 TON	1 YR, 20,000 KM	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$500.00 US 2ND HALF \$300.00 US
4	DUAL FUEL, TURBO PROPANE	1 YR, 20,000 KM	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$500.00 US 2ND HALF \$300.00 US
5	SHORT BLOCK	NO WARRANTY	NONE	NONE	N/A
6	INDUSTRIAL	100 HOURS	NONE	1ST HALF: 100% 2ND HALF: 50%	N/A
7	MARINE	1 YR/UNLIMITED HRS	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$400.00 US 2ND HALF \$200.00 US
8	MOTOR HOME HOT RUN	3 YEAR 60,000KM	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$800.00 US 2ndHALF \$500.00 US
9	MOTOR HOME LONG BLOCK	1 YEAR 20,000KM	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$500.00 US 2ND HALF \$300.00 US
10	DIESEL	1 YEAR /UNLIMITED	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$500.00 US 2ND HALF \$300.00 US
11	HOT RUN DIESEL	2 YR/UNLIMITED MILES	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1ST HALF: 100% 2ND HALF: 50%	1ST HALF \$500.00 US 2ND HALF \$300.00 US
12	HEADS	1 YR ASE CERTIFIED	1ST HALF \$50.00/HR US 2ND HALF \$30.00/HR US	1 YR 100%	PURCHASE PRICE

BUYING THE \$190.00 SERVICE CONTRACT EXTENDS THE LABOR PORTION OF YOUR 5 YR 80,000 KM TO \$50.00/HR FOR THE LIFE OF THE WARRANTY

THIS APPLIES TO THE LONG BLOCK TO 1 TON PERSONAL USE VEHICLE ONLY.

SELF INSTALLED ENGINES MUST BE TAKEN IMMEDIATELY TO A CERTIFIED INSTALLER AND HAVE WORKMANSHIP CHECKED AT THEIR EXPENSE TO INCLUDE TIMING IN ORDER TO RECEIVE THE WARRANTY EXPRESSED ON THIS SHEET. SEE WRITTEN WARRANTY DETAILS. SELF INSTALLED ENGINES MUST BE PURCHASED AS COMPLETE ASSEMBLY.

LABOR TIMES ARE BASED ON MUTUALLY AGREED TIME OR CALCULATED BY MITCHELL MANUALS.

CUSTOM BUILT ENGINES & PERFORMANCE ENGINES WILL BE DETERMINED ON A CASE BY CASE BASIS. SEE WRITTEN WARRANTY DETAILS