



US Engine Production, Inc. Warranty

Our Process

- » Each engine is completely broken down into individual parts and cleaned thoroughly to remove all elements that could lead to early engine failure.
- » All blocks and cylinder heads are inspected for cracks and casting weaknesses using magnetic particle inspection methods.
- » All cylinders are bored, honed, and gauged to precise tolerances with CNC machines.
- » Block and cylinder head surfaces are machined to angle as necessary and inspected with a profilometer to ensure proper surface finish.
- » Valves, valve guides, and seats are replaced as necessary and machined to OEM specifications.
- » Every crankshaft is thoroughly reconditioned and rebalanced as necessary per OEM specifications.
- » Every connecting rod is machined and matched to specific crankshafts and engine specifications per OEM stipulations.
- » All long block engines receive a standard set of new parts.

Purchaser's Responsibility

A copy of the Warranty Activation Form must be completed and returned within 30 days of receipt of the newly remanufactured engine. It is solely the responsibility of the purchaser, not the installer, for the return of their engine core and all necessary parts. The core must be assembled, complete, and returned in the container in which the new, remanufactured engine was received within 30 calendar days. US Engine Production will pay the return shipping of your existing core. The terms of this warranty are subject to review if the terms of the core return are not met.



Installer's Responsibility

It is the installer's responsibility to verify that the engine and all accessories are correct for the application and are in proper working condition. The oil system must be primed with an air over hydraulic (pump) or similar tool. If the starter is used to prime the oil system any and all warranties will be VOID.

Listed below are the items that must be addressed by the installer:

- » Clean and test fuel injectors at an authorized fuel injection facility or replace with new stock injectors.
- » Bleed the air from and flush the cooling system.
- » Replace the oil cooler, oil cooler lines, and all other associated block lines.
- » Replace the air compressor, if applicable.
- » Reset the computer system and scan to verify proper operation.

Terms of Warranty

This warranty only provides coverage for defects in our workmanship and material in accordance with the schedules and limitations outlined herein. This warranty does not cover any damages sustained by accident, modification, or negligence in maintenance standards. This warranty does not cover any operation for which it was not designed, including racing or any competitive use. Any and all racing related parts (i.e. aftermarket or new: turbos, blowers, fuel systems or modified computer systems, etc.) or any other modification that is not standard on the vehicle or equipment when built by the OEM manufacturer is also not covered. Directions on proper use are discussed in the Owner's Manual of the vehicle or equipment.

This warranty does not cover damage that is caused by lack of maintenance, which is explained in the vehicle's Owner's Manual. Maintenance includes proper level of fluids, lubricants, oil, and fuel. Retain all maintenance-related receipts as they may be necessary during the processing of any warranty claims. Additionally, this warranty does not cover towing, transportation, lodging, loss of time, loss of sales or income, injury or death, or any additional incidental damages that may present themselves during operation, maintenance, installation, or repair of any and all components. There will be no reimbursement for any part not supplied by US Engine Production (i.e.: filters, fluids, sensors, belts, hoses, injectors, gaskets, etc.). Any alterations (dismantling, disassembly, modifications, etc.) to the engine without prior written authorization from US Engine Production will void this warranty.

Any Dispute arising under or in connection with this agreement or any other related matters which is subject of the purchaser's agreement shall be subject to the exclusive jurisdiction of the General District Court for the county of Suffolk County New York or the circuit court of Suffolk County New York. This agreement shall be construed and governed in accordance with the laws of the Commonwealth of New York. Buyer agrees to pay all attorney fees incurred by US Engine Production in connection with any dispute arising under this contract.



Warranty Term

1 Year – Unlimited Miles Parts Only No Labor

On all Long Blocks, and complete drop-in engines

1 Year – Unlimited Hours Parts Only No Labor

On Marine Long Blocks (Gasoline and Diesel), Industrial On-Road vehicles: Motor homes, registered vehicles over 1 ton. Off-Road Industrial: Commercially registered vehicles or equipment, Agriculture, and Generator Engines.

6 Months – Unlimited Miles Parts Only No Labor

On all Short Blocks (Gasoline and Diesel)

Limitations

This warranty does not cover any issues associated with improper installation or reuse of components not included with the new engine, including but not limited to:

- » Damage due to detonation/pre-ignition caused by modified or faulty fuel systems or computer systems, including tuners and chips.
- » Any modifications to emission systems.
- » Overheating due to faulty cooling systems (i.e. bad radiator, etc.), Oil pressure gauges, fuel systems, computer systems, or water pressure loss.
- » Damage due to computer codes not addressed or repaired as per OEM calibrations.
- » Damage to cylinders, pistons, or rings caused by overheating, detonation, foreign objects in the combustion chamber, faulty fuel system, or over turbo boost.



Filing a Warranty Claim

The Warranty Claim Form must be completed and submitted before any repairs have been done. This form is available on our website at www.usengineproduction.com. Or call 1-800-924-4428

Once the engine installer verifies that the engine failure is within the guidelines of this warranty policy, the engine installer must then contact US Engine Production. US Engine Production will then approve repairs, as seen fit, in writing. All authorized repairs must be signed for by a representative of US Engine Production.

After repairs are approved, the engine or any parts associated with the warranty claim must be shipped to US Engine Production at the cost of the purchaser. All warranty claim shipments inbound and outbound are at the purchaser's expense. US Engine Production will specify which parts are necessary to return in response to the Warranty Claim Form. US Engine Production will do a thorough investigation of the parts/engine to determine the cause of the failure.

No warranty claims will be considered if there is an outstanding balance or any cores that have not been returned. All proper paperwork must be completed and submitted by the purchaser, before the warranty claim can be processed.

Breaking In Remanufactured Engines

Engines need to be broken in correctly, allowing piston rings to seat properly. If an engine is not correctly broken in, oil consumption problems can occur. Piston rings are designed to apply a certain amount of tangential force. Compression rings rely on higher combustion pressures to force them down against the bottom of the piston's ring lands and outward to the cylinder wall. Without this combustion force, these rings will not seat or seal properly. Oil control rings regulate the amount of oil film left on the cylinder wall to lubricate the compression rings. Each compression ring removes some amount of oil film for proper oil control.

Although piston rings can seat without using a dynamometer, an adequate load placed on the engine is crucial to create enough combustion pressure and temperature to seat the rings. This step is most crucial within the first few hours of the engine's new service life. Idling, increasing RPM, and hauling light loads will not create enough combustion pressure to seat new rings.

Research indicates that minimizing idle time and operating a newly remanufactured engine at 75% of full load for the first 3 to 4 hours produces satisfactory results in getting piston rings to seat. Although load and duration varies between manufacturers, all agree that placing a load on the engine is vital to seating the rings after initial start-up and checks are complete. Delaying the load process can result in increased oil consumption.



NOTICE: Approved Lubricants

The brand, type, classification, and oil grade used during the engine break-in period can affect piston ring performance. Use of an OEM recommended oil is preferred. Additives and break-in oils should only be used according to the manufacturer's recommendations.

Pre-Ignition/Pre-Installation Engine Procedures

- » Pour new oil into engine.
- » Perform priming procedure – if you are not sure how to prime the engine, call 631-991-7700 for technical assistance.
- » Check front and rear crank seals.
- » Ensure turbo unit is clear, clean, and intact. Failure to perform this step may cause engine damage due to oil flow back containing broken fragments.
- » Radiator must be flow checked and repaired as needed.
- » Replace oil cooler and oil lines. Engine damage may occur from fragments in oil from oil cooler, and lines.



Warranty Activation Form

The purchaser, installer, and vehicle information must be completed and this form returned to US Engine Production, Inc. *within 30 days of purchase* to activate the warranty. This form can be returned by mail to 200 Bangor Street, Lindenhurst, NY 11757; by fax to 631-991-7701; or by email to

PURCHASER INFORMATION	
Purchase Order Number _____	
Owner Name _____	
Address _____	
City/State/Zip _____	
Phone Number _____	
INSTALLER/VEHICLE INFORMATION	
Installer Name _____	
Business Name _____	
Address _____	
City/State/Zip _____	
Phone Number _____	
VIN # _____	Odometer _____
Year _____	Engine Liter _____
Make _____	Installation Date _____
Model _____	

OFFICE USE ONLY	
Verified By: _____	Date: _____



Warranty Checklist

Purchaser Name: _____

Purchaser Phone Number: _____

Purchaser Order Number: _____

_____ Proof of purchase from US Engine Production, Inc.

_____ Proof of injector cleaning from an authorized shop or proof of new injectors.

_____ Proof of cleaning/flush for the cooling system.

_____ Proof of new oil cooler, oil filter, oil cooler lines, or any other parts related to the initial failure.

_____ Proof of new or remanufactured turbo, injector pump, or high pressure pump.

_____ Proof of new air compressor, if applicable to the vehicle.

ALL ITEMS MUST BE COMPLETED BEFORE
THE WARRANTY CLAIM WILL BE PROCESSED

**OFFICE USE
ONLY**

Date: _____

Verified By: _____

Diesel Long Block Core Return / Charge and Purchase Process

Below is a detailed description of the core return criteria.

- 1** - Any long block core returned with a broken crankshaft, broken connecting rod, broken camshaft, or broken valve will be considered an unacceptable core and a core charge will be billed.
- 2** - Any long block core returned with a visible hole/crack in the block or cylinder head will be considered an unacceptable core and a core charge will be billed.
- 3** - Any long block core returned that is not assembled, missing parts, or a long block core that cannot rotate 360 degrees will be considered an unacceptable core and a core charge will be billed.
- 4** - A 50% to 100% core charge will be billed for any core that is returned but is considered unacceptable.
- 5** - A 100% core charge will be billed for any core that is not returned and your warranty will be void.
- 6** - US Engine Production Inc. has up to 90 days to complete the core inspection from time of return and process any applicable fees.

PRIOR TO SENDING BACK THE CORE PLEASE INSPECT THE CORE SO THE CONDITION IS KNOWN BEFORE THE RETURN, THIS WAY WE CAN AVOID ANY UNFORSEEN CHARGES.

Any core engines returned after the specified thirty (30) days may be subject to a late core return fee of 20%.

NO REFUNDS WILL BE OFFERED FOR CORE RETURNS AFTER 90 DAYS FROM DELIVERY.

Step 1: Receive

We will ship the long block via truck freight to the address provided on the order form. The best option is to ship to a commercial business address with 9-5 Monday thru Friday business hours. A forklift or loading dock to unload the long block engine will be needed.

We offer delivery services to limited access locations such as a church, school, farm, at home business', or residences. Additional freight charges will apply for these types of deliveries.

Locations without a forklift or loading dock will need a liftgate equipped truck to deliver their long block and this can be arranged for an additional fee.

There will be a 20% restocking fee for any engine that is returned before installation. There will be a 5% service charge for an order that is cancelled by the customer prior to the engine being shipped.

Step 2: Unwrapping and Inspect

- You will need to unwrap the engine and complete a side-by-side comparison of the new engine and the one you removed from your vehicle or equipment.
- It is the customers responsibility to make sure the long block we ship you is VISIBLY the same as the long block that is being replaced. Check the bolt hole locations, branch tube design, gear-train housing style, etc. BEFORE any parts are installed. We ship you a long block for the engine serial number or VIN number you provide, but a VISUAL check is always best.

Step 3: Transfer Parts

- Once you verify that you have received the correct long block, you can begin transferring the parts from your old engine.
- You will be shipped a gasket set which will include most of the necessary gaskets for engine installation. You will be responsible for supplying any additional gaskets for the installation that are not included with the long block.

Step 4: Install New Engine

- You will receive an envelope with your new long block which will include warranty documents, core return documents.
- IT IS THE CUSTOMERS RESPONSIBILITY TO REVIEW ALL THE PAPERWORK RECEIVED WITH THE SHIPMENT.
- Our installation instructions only cover the main mistakes made during installation. Refer to an OEM service manual for installation procedures. Also, make sure the installer is VERY knowledgeable.

Step 5: Return the Core

- To return the long block core you must return the core just like the remanufactured long block you received. If the long block was shipped in our wood crate, strap the core back into the crate and screw the top back into place. Please make sure to attach the return shipping label to the core. This is supplied by our core department. You MUST call to schedule a pick up time that is convenient for you. There were two copies of the return shipping documents supplied by the core department give one of these to the driver and retain the other for your records.

Engine Warranty Return Authorization

US ENGINE PRODUCTION

200 Bangor St.
Lindenhurst, NY 11757
Phone: 631-991-7700
Fax: 631-991-7701
Email: info@usepny.com



SECTION 1: CUSTOMER INFORMATION

Invoice #	<input type="text"/>	Engine Make:	<input type="text"/>
PO #	<input type="text"/>	Engine Model #	<input type="text"/>
Bill To:	<input type="text"/>	Engine Serial # :	<input type="text"/>
Ship From:	<input type="text"/>	VIN #:	<input type="text"/>
Sold Date:	<input type="text"/>	Contact Phone #	<input type="text"/>
Return Date:	<input type="text"/>	Claim #	<input type="text"/>

SECTION 2: Please Explain Warranty Complaint

Service Tech Name:

Notes:

Signature

Date

Please Include the Copy of the Warranty complaint as a packing slip with the Engine Shipment. If not attached with the engine processing will take time.