

Top's Diesel Engine Exchange (TDEE)

Warranty Information

Please read & fill out the attached warranty registration form to activate warranty.

This warranty registration must be received within 45 days from the time of purchase.

Your new Short/Long Block warranty is:

2 Year / Unlimited Mileage **

This warranty will cover remanufactured Short and Long Block Engines that are built by Top's Diesel Engine Exchange, unless otherwise stated. From this page on engines will be referred to as "unit(s)" unless otherwise stated. Fuel Pump, Injectors, and Turbo warranties and warranties on accessories are based on the supplying manufacturer's warranty.**

All the engines rebuilt by Top's Diesel Engine Exchange are machined to higher than factory specifications and hold a 2 year non-commercial warranty.

Accessory warranties, including Turbos and Injectors, are based on the warranty of the supplying manufacturers

TDEE's Commercial Warranty

1 Year / 20,000 miles

This will include vehicles such as: Farm equipment, Taxis, Tow-Trucks, Sprinter Trucks, Ambulance or Police vehicles, Snow Plows, Off-highway usage and Delivery Vehicles. Any vehicle registered to a company or is used as a company vehicle

1 year or 20,000 miles. Whichever comes first after purchase of the engine.

TDEE's (Long Block Plus) Extended Warranty

2.5 Year / Unlimited Mileage

The TDEE Long Block Plus warranty is given at **no charge** to the customer when the customer purchases a Long Block Plus Package. The "Long Block Plus Package includes the purchase of a fuel system, water pump, thermostat and turbo/turbos. Certain engines require additional parts in

order to ensure the factory weaknesses have been expelled from the engine. This package is designed to give you the best protection, reliability and longevity on the life of your/our (we're in this together) engine. TDEE's exclusive Long Block Plus extended warranty carries the same premium coverage as the standard warranty, **Plus** gives you additional protection of your fuel system, turbos and any resultant damage caused by the failure of your fuel system or turbo. The TDEE Long Block Plus extended warranty is limited to 30 months from date of sale.

Warranty Coverage Details

TDEE will warrant the original buyer on any unit purchased from defects in materials and workmanship. The rights in course of action, regarding repairs or replacements of any warranted units, is solely reserved by Top's Diesel Engine Exchange. By entering into this contract with TDEE the buyer accepts that there will not be any refunds for units used or installed in any way. TDEE full discretion on any compensation or refund regarding unused units. All decisions made by TDEE are final. If a warranty claim is made, all warranted units must be returned with complete service history including: proof of purchase with date and invoice, mileage of vehicle at installation, and current mileage of vehicle. The proof of purchase must show the brand, viscosity and quantity of fluids and filters purchased. **DO NOT USE "NO NAME BRAND" FILTERS OR OIL! THEY WILL FAIL! THEY WILL DESTROY YOUR ENGINE AND WILL VOID YOUR WARRANTY!!**

This warranty will be null, and void and TDEE will assume no responsibility of liability on any unit in which a required core has not been returned to TDEE under this warranty. This warranty will be null, and void and TDEE will assume no responsibility of liability on any unit that holds an invoice with an open balance (i.e. before warranted repair or replacement is considered by TDEE, all cores must be returned to TDEE and all bills must be paid in full).

In the case of a failed unit, the buyer must immediately contact TDEE to notify them of said failure. The buyer must fill out a Warranty Approval Form after contact has been vested. This form will be faxed or emailed by TDEE. Further instructions shall be given to the buyer once the form has been completed and received by TDEE. In certain situations, a defective unit must be returned to TDEE for inspection / Failure Analysis before a replacement unit will be sent out to the buyer. The failure analysis will be performed by a "Caterpillar Failure Analysis" certified Technician.

Once a unit has been inspected by TDEE and the cause of failure is determined, TDEE will then give written documentation / pictures describing the condition of the unit and decide, to the best of their ability, what caused the failure or malfunction. TDEE will make the decision on the validity of the warranty claim contingent on the inspection report. The buyer will then be contacted by TDEE and notified of findings of inspection and subsequent actions that will be taken. The engine must be returned with the oil that was in operation at the time of the failure.

This oil will be sent out for an oil analysis that will be paid for by TDEE in order to help analyze the failure.

In the case that a unit needs immediate servicing and the buyer opts to not wait for said unit to be returned to TDEE for further inspection, service, and possible repairs or replacement, it is possible for a “replacement unit” to be purchased for the full, current MSRP of unit, along with core charge and shipping. If/ when a “failed” unit is received by TDEE the unit will be reviewed, and the core charge will be refunded to the buyer. During review of the unit, it will be inspected for warrantied damage. If the failure is covered under the terms of the warranty, TDEE will refund or replace the unit to the buyer for up to full purchase price of the “replacement unit”. If the failure was caused by any issue not covered under the warranty, charges will be figured based on the parts necessary to return the unit to TDEE standards, and the buyer will receive a refund of the difference (if any) between purchased price of the replacement unit and the cost of parts necessary for repair.

NOTE: Specific Oil and filters (specified as Original equipment manufacturer, Factory equivalent or better, with fluid and filter changes performed in accordance with factory intervals), as per the accompanying documents on unit, MUST be used on unit for warranty to be applicable.

Buyer MUST submit attached Warranty Registration Form and return core within 45 days of purchase or warranty will be VOID. We recommend that you also email a copy of the Warranty Registration Form to TDEE in case any paperwork gets lost in shipping. Buyer also acknowledges that regular scheduled maintenance must be performed on the purchased unit. TDEE reserves the right to request maintenance records on the purchased unit in order to validate the warranty.

Buyer specifically acknowledges that the unit purchase may require additional accessories/components and must be properly installed, or the warranty may be void. The limited warranty will be void and not apply to defects or failures caused by:

1. Accident, abuse, abusive driving or an operation for which it was not designed, or alteration from the original manufacturer’s specifications
2. Incorrect installation
3. Incorrect application and conversions
4. Incorrect Oil (Non OEM oil equivalent or better) is used in unit
 1. The oil that was in the engine at the time of failure must be returned with the engine.
 1. Either leave the oil in the pan or send a sample bottle of oil with the engine.(TDEE will supply the sample bottle if necessary)
5. Unit is run without oil
6. Unit is run out of oil due to seal leaks
7. Neglect or regular maintenance as required to maintain full warranty

8. Head gasket failures directly related to high timing from aftermarket tuning or failure to perform a proper hot “re-torque” with the use of ARP head studs as described with engine installation manual
9. Non OEM equivalent Aftermarket filters(DO NOT USE CHEAP “NO NAME BRAND “ FILTERS)
10. Four corner seizing caused by overheating
11. Only Approved tuners allowed, or warranty will be void. Contact us for a written list of approved tuners.

Buyer also acknowledges that proper maintenance procedures are required to keep the unit in proper working order. TDEE will not assume any responsibility for the cost of this routine maintenance. The Buyer acknowledges:

1. The buyer must notify TDEE of any warranty claim prior to repair for assignment of an authorization number
2. All attached documents and tags MUST be read, filled out and followed in order to activate the Warranty
3. TDEE reserves the right to inspect the unit if a warranty claim has been filed
4. The Buyer may be required to deliver/ship the unit to TDEE for further inspection where deemed necessary
5. Failure to comply will result in a Voided Warranty
6. Buyer will also be required to fill out a Warranty Approval Form and have it faxed/Emailed back to TDEE the same day TDEE was notified of problem involving the unit
7. Buyer understands that any Warranty Claim may take up to 5 business days before it is resolved
8. Any unit returned for warranty CANNOT be disassembled
9. All warranty inspection work will be performed at TDEE’s shop.
10. The buyer acknowledges that they will keep a record of all oil changes and maintenance.

This warranty will not cover damages, caused by the following, for remanufactured engines:

1. Injector or injection pump failure (**unless Long Block Plus Package has been purchased**)
2. Wrong fluid used in unit
3. Overheating/melted heat tabs (250°F)
4. Improper servicing of engine
5. Engine dusting
6. Melted or cracked pistons from excessive EGT’s
7. Thrust bearing failures where damage is isolated to rear flange only from converter expansion or incorrect transmission alignment

8. Failure or damage due to aftermarket filters(**DO NOT USE CHEAP “NO NAME BRAND” FILTERS**)

Proper installation procedures must be followed to avoid accident or injury.

TDEE's limited warranty will end after the expiration of time or mileage from the date of the original invoice. Any repairs or replacement will not extend the warranty. The buyer shall be responsible for all defects, thereafter, regardless of cause. TDEE's limited warranty is in lieu of all other warranties expressed or implied.

The buyer agrees that Top's Diesel Engine Exchange will NOT be responsible for:

1. Incidental or consequential damages
2. Lost profits, sales or income
3. Injury to person or property Oil, antifreeze, fluids or other substances
4. Lift, dock or storage fees
5. Telephone calls
6. Freight
7. Substitute transportation, lodging, etc.
8. Unauthorized repairs
9. Towing charges or roadside assistance
10. Damages caused by the customers' use of aftermarket filters.

****To qualify for the 2 year / unlimited mileage or 2.5 year Long Block Plus 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 lines must be flushed clean and coolers, filters and fluids must be replaced 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. Engine warranties are void if the engine is not installed with all 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.

Heavier 15w40 and 5w40 engine oils are recommended for temperatures over 50°F (10°C) and must be used for heavy duty driving and trailer towing. Under normal conditions, the engine oil and filter need to be changed at maximum (6,000 mi) or 6-month intervals (whichever comes first). Under severe conditions, the intervals are sooner at (3,000 mi) or 3 months maximum (whichever comes first). Use the same oil and filter change intervals when using synthetic engine oil. **Under no circumstance should synthetic oils be used for the first (9,000 mi) to allow proper seating of the piston rings.**

A new oil cooler must be installed on every engine. Most engines from TDEE will come with a new oil cooler. If an oil cooler does not come on the engine, proof of purchase is necessary to fulfill the warranty. No warranty without receipt of new oil cooler.

This warranty is transferable through private sale and change of ownership if certain criteria is met.

1. Previous owner must supply the purchaser with all relative service documents, original bill of sale and original copy of warranty form.
2. Owner or purchaser must keep a record of all maintenance and service.
3. Owner or purchaser must first contact TDEE to inform of transfer and request a warranty registration Form signed by both parties at time of sale.
4. Warranty transfers have a fee of \$500 that must be paid at the time warranty registration form is submitted.
5. Warranty does not start over only continues from the time of original purchase.
6. Warranty is only transferable within the first year. This does not include fluid/ seal leaks.
7. Warranty is non-transferable if the vehicle is sold for commercial use.

Your Race Series standard warranty is:

6 months/ 3,000 miles PARTS ONLY

Our warranty covers our remanufactured short and long block Race Series engines for a period of 6 months and 3,000 miles parts only, whichever comes first. No warranty on gasket or seal leaks including head gasket failure. Proper retorque and assembly procedures may be required for some models, please refer to all documentation supplied with the engine at time of install.

****Extended commercial warranties are not available on Race Series engines.**

These applications are a “severe duty” application as stated in TDEE’s standard warranty package and requires more frequent service intervals which **CANNOT** exceed;

- 300 miles before first oil and oil filter change after installation
- 3,000 miles or 3 months (whichever comes first) oil change intervals
- 6,000 miles air filter replacement

TDEE’s limited warranty for Race Series engines is in addition to all items listed in standard warranty package and supersedes all mileage requirements. The limited warranty for race engines specifically DOES NOT cover the following damages:

1. Cracked pistons
2. Melted pistons
3. Holes eroded in pistons
4. Engine overspeed causing rod bolt failure or valves kissing the pistons
5. Bent connecting rods

6. Broken crankshafts
7. Cracked cylinder heads
8. Failed thrust bearing isolated to rear flange
9. Cylinder washing from fuel flooding
10. Damage caused by aftermarket filters.

Customer Information

Name*

Email Address*

Phone Number

Invoice Number

This is the invoice received from Top's Diesel Engine Exchange at the time of purchase

File Upload

Upload an image (PDF, JPG, PNG) of the following: Original Records, Invoices, Receipts, Repair Work Orders.

Installation Info

Engine Installed By

Was your engine installed by you or a diesel shop?

Repair/Installation Facility Information

Shop Name

Shop Location

Phone Number

Shop Contact Name

Shop Email Address

Repair Order Number

This would be received from the business that is inspecting/repairing the engine.

Work Performed/ Diagnosis

Describe the issue that was diagnosed and or the work performed on the engine.

Engine Mileage

