

# POWERTRAIN SOLUTIONS

Limited Liability

## Transmission Warranty Statement

This Powertrain Solutions Limited Warranty warrants components against defects in our workmanship and material in accordance with the limitations to a licensed repair/installation facility outlined below. Powertrain Solutions warrants to the licensed installation facility that we will repair or replace, at our sole discretion, units that we determine to be defective in materials or workmanship. **A warranty claim number must be issued and any/all repair authorized by Powertrain Solutions.**

Transmissions		
Class I, Cars and Trucks	36 months/100,000 miles	Parts and Labor*
Class II, Cars and Trucks	6 months/8000 miles	Parts only
Allison transmissions	12 months/unlimited miles	Parts only
Ambulance, police, package deliver, taxi, tow vehicle, and vehicles over one ton, transportation for hire	12 months/unlimited miles	Parts only
All other transmissions including but not limited to off-road	30 days	Parts only

\*Labor not paid to DIY or Non-Licensed repair facility

**All warranty claims must have approval from the warranty department at Powertrain Solutions before warranty work is performed and/or before a defective unit is returned.**

**Contact Powertrain Solutions Technical Service (888)-322-5558 or EMAIL [tech@powertrainsolutions.net](mailto:tech@powertrainsolutions.net). FAX (678)868-1353**

Please send labor requests to fax 678-868-1353 or email to [tech@powertrainsolutions.net](mailto:tech@powertrainsolutions.net). Please include copy of original invoice. Labor requests must be completed and sent within 30 days of obtaining an authorization number from Powertrain Solutions. Powertrain Solutions reserves the right to request a copy of the original repair order before a warranty claim is authorized.

**IMPORTANT: Please read before installation**

Flushing of the original cooler will not guarantee the transmission oil cooler to be 100% free of contaminants. To fully validate your transmission warranty, we require auxiliary external cooler be installed - **Bypassing the existing internal radiator cooler**. Or, you must **replace radiator** with a new OEM or aftermarket version. In the event installer elects to not adhere to request to replace cooler or radiator, Powertrain Solutions reserves right to request that the failed unit be returned to Powertrain Solutions for inspection at purchaser's expense. (Flush provided is intended for line flushing only and not intended for cooler flushing.)

\*\*\*\*\***PLEASE DO NOT RE-USE THE EXISTING COOLER**\*\*\*\*\*

Failure to replace the transmission oil cooler or radiator may or may not result in forfeiture of warranty coverage and/or denial of a warranty claim. In the unlikely event of a failure, we may request the installer to provide clear pictures of the cooler replacement and/or a receipt proving the repair was completed at installation.

**Please note:** Torque converters may become dislodged during shipping. Please make sure converter is properly indexed. Failure due to indexing will result in no labor reimbursement and may void warranty.

## **Powertrain Solutions, LLC Limited Warranty Statement**

*All labor expense for field repairs, removal, and re-installation are based on ALLDATA Manufacturer (Warranty) labor guide at \$50 per labor hour or pre-approved time at the factory approved rate. Maximum labor reimbursement is \$350 per claim. Non-Licensed DIY repairs are not eligible for labor reimbursements. Buyer specifically acknowledges that the transmission purchased may require additional accessories/components and must be properly installed or the warranty may be void. The limited warranty will be void and will not apply to failures caused by (1) overweight towing (2) accident, abuse or an operation for which it was not designed, or alteration, either drive train or suspension, from the original manufacturer's specifications (3) damaged or inefficient parts, components or accessories not included in the sale (4) dirty or improper installation (5) lack of lubricants or fluids. Buyer specifically acknowledges that proper maintenance procedures which include, but are not limited to, changing or calibrating, as applicable, the filter, lubricant, external sensors, external wiring, external switches, must be performed as recommended by the original manufacturer or the warranty will be void. Powertrain Solutions, LLC will not assume any responsibility for the cost of this routine maintenance. Proper installation procedures must be followed to avoid accident or injury. Powertrain Solutions 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. In the unlikely case that a Powertrain Solutions, LLC product experiences multiple and/or repeat failure, and not determined as manufacturer fault after original manufacturer inspection, it is at the sole discretion of Powertrain Solutions, LLC to issue a refund back to original purchaser, at a pro-rated rate based on the time since installation and monies already paid towards the previous warranty claims. Powertrain Solutions limited warranty is in lieu of all other warranties expressed or implied and Powertrain Solutions MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The buyer must notify Powertrain Solutions of any warranty claim prior to repair for assignment of an authorization number. The work will be performed either at Powertrain Solutions' factory in Fairburn, GA or by another selected vendor. It is the sole responsibility of the buyer to pay for such work and submit a claim with the alleged defective parts shipped prepaid to Powertrain Solutions for Powertrain Solutions review and sole determination. Buyer agrees that POWERTRAIN SOLUTIONS will not be responsible for (1) incidental or consequential damages (2) lost profits, sales or income (3) injury to person or property (4) fluids or other substances (5) towing charges (6) lift, dock or storage fees (7) telephone calls (8) freight (9) substitute transportation, lodging, etc. (10) unauthorized repairs. Buyer and seller agree the seller's price is based upon this limited warranty. Buyer and seller also agree the buyer's sole and exclusive remedy against seller on account of breach of contract, warranty or performance shall be for the repair or replacement at POWERTRAIN SOLUTION's factory in Fairburn, GA of defects in POWERTRAIN SOLUTION's factory workmanship or material within the periods of this warranty. The buyer will be responsible for shipment and subject to the limitations and conditions of this warranty. No benefits or remedies are available under this limited warranty while the invoice for the unit or related services remains outstanding. Warranty Card must be completed and returned within 15 days after receipt of transmission acknowledging purchaser has read and understands Limited Warranty and contained guidelines. Failure to register the transmission warranty could result in a void of coverage. Units returned for refund about 180 days from purchase date will be subject to a 20% re-stocking fee and the credit/refund amount could be subject to a pro-rated amount of the original purchase price. This warranty supersedes all other warranties, either expressed or implied, and does not cover any additional warranties expressed or implied by selling merchant/distributor. Powertrain Solutions Limited warranty will be honored only within the continental United States.*