



# **Bi-Fuel and Dedicated Compressed Natural Gas Systems**

## **Warranty and Policy Manual**

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## Overview

Altech-Eco will publish, and update from time to time, a comprehensive Warranty and Policy Manual.

This manual includes the following contents:

- Warranty Claim Process and Procedures
- Warranty Contact Information
- Statement of Warranty
- General Warranty
- Emissions Warranty
- Emissions Performance Warranty
- Emissions Design and Defect Warranty
- Covered Components
- Warranty Limitations and Disclaimers
- Warranty Registration Card
- Warranty Claim Form

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## Warranty Claim Process and Procedures

The following are the steps that the Altech-Eco authorized service facility must follow for your claim to be approved. Failure to follow the process and procedures may result in a denial of your warranty claim.

1. Contact Altech-Eco Customer Service Department to begin the resolution process.
2. If the vehicle concern is determined to be an Altech-Eco covered component, please complete the Warranty Claim Form (attached) and email it with a copy of the repair order to:
  - [Customerservice@altecheco.com](mailto:Customerservice@altecheco.com)
3. Diagnostic data, replacement part(s) and the repair procedure will be reviewed and confirmed by Altech-Eco.
4. Once the repair is authorized by Altech-Eco, you will receive the Warranty Claim Form back with a Warranty Authorization Number on the bottom of the form.
5. Warranted parts must be returned to Altech-Eco following completion of the repair(s) within 10 business days. If part is not returned the customer will be charged retail price for parts shipped for warranty claim.

**NOTE:** Altech-Eco may assist in basic vehicle diagnostics to determine if the issue is related to the Altech-Eco CNG Fuel System.

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## Warranty Contact Information

Registration Form and Invoicing Mailing Address:

Altech-Eco Corporation  
Warranty Department  
101 Fair Oaks Road  
Arden, North Carolina 28704

For all warranty claims, contact Altech-Eco Customer Service at:

- Phone: (828) 654-8300
- Email: [Customerservice@altecheco.com](mailto:Customerservice@altecheco.com)

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## Statement of Warranty

ALTECH-ECO located at 101 Fair Oaks Road, Arden NC 28704 provides two types of warranty on our alternative fuel (CNG) vehicle systems that have received Environmental Protection Agency (EPA) Certificates of Conformity.

The ALTECH-ECO Warranty has two parts to it – a General Components Warranty and an Emissions Warranty. The General Components Warranty applies to all the alternative fuel components and their installation that were supplied as part of the original installation by ALTECH-ECO or an authorized service facility of the alternative fuel system. Only parts supplied by Altech-Eco are covered under the General Components Warranty program. The authorized service facility is responsible for warranty claims for any components supplied and installed that were not purchased from ALTECH-ECO.

In compliance with Federal regulations, Altech-Eco also provides an Emissions Warranty. The Emissions Warranty has two parts – an Emissions Performance Warranty and an Emissions Design and Defect Warranty. Your vehicle is designed and equipped at the time of the installation on the alternative fuel components to meet EPA emissions regulations for the alternative fuel. If it is a bi-fuel vehicle (EPA use the term dual-fuel), the vehicle is designed and equipped to meet EPA emissions regulations for both fuels.

Warranty repairs can be made at the ALTECH-ECO authorized service facility that installed the alternative fuel components in your vehicle or any authorized ALTECH-ECO service facility. If you require assistance in locating one of our authorized facilities please contact us at the telephone number on the letterhead. To obtain warranty service, take your vehicle to an ALTECH-ECO authorized service facility as soon as possible after a defect has been noticed or after failing an EPA authorized emission test. If the defect or failure is determined to be on a component other than an ALTECH-ECO alternative fuel component, the vehicle should be taken to a dealer of the original vehicle manufacturer for repair. ALTECH-ECO is not responsible for repairs or warranty claims against the gasoline system of your vehicle or other non-alternative fuel components other than what is referenced in this document. ALTECH-ECO is not responsible for repairs or calibration re-flashing fees due to dealer tampering with ALTECH-ECO alternative fuel system or flashing over ALTECH-ECO alternative fuel calibrations. If a dealer flashes over the ALTECH-ECO calibration then the vehicle will not operate on alternative fuel.

### **Items Not Covered Under ALTECH-ECO warranty:**

- Parts not supplied by ALTECH-ECO
- Modified or altered parts
- Improperly installed parts
- Any part installed on a non-approved vehicle
- Parts that have been exposed improper fuel or refueling procedure
- Part involved with improper operation, abuse or collision damage
- Vehicle pick-up and delivery charges (including towing charges)
- Standard shop supplies, including but not limited to, antifreeze and grease

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## General Components Warranty

The ALTECH-ECO General Components Warranty warrants that the alternative fuel components and their installation for our EPA certified alternative fuel systems are free of defects in material and workmanship for a period of three (3) years or 36,000 miles (whichever comes first) from the date of original installation of the system by ALTECH-ECO or an authorized service facility. Only parts supplied by Altech-Eco are covered under this warranty program. The authorized service facility is responsible for warranty claims for any components supplied and installed that were not purchased from ALTECH-ECO. The sole obligation of ALTECH-ECO, under the terms of this warranty, is limited to replacing or repairing any ALTECH-ECO supplied alternative fuel components, which under normal conditions of use and service, proves to be faulty due to any defect in material or workmanship. If ALTECH-ECO is unable to repair or replace the alternative fuel components installed by ALTECH-ECO or an authorized service facility after a reasonable number of attempts, ALTECH-ECO will provide a full refund of the purchase price from ALTECH-ECO. See "Covered Components" section for a description of components covered under the General Components Warranty. ALTECH-ECO is not liable for any other contingent, special, consequential or similar losses, expenses or damages. See section "Warranty Limitations and Disclaimers" for other limitations.

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## Emissions Warranty

The Emissions Warranty is made up of two parts – an Emissions Performance Warranty and an Emissions Design and Defect Warranty. The sole obligation of ALTECH-ECO, under the terms of this Emissions Warranty, is limited to replacing or repairing only ALTECH-ECO supplied alternative fuel emission components See “Covered Components” section for a description of components covered under the Emissions Warranty which, under normal conditions of use and service, proves to be faulty due to any defect in material or workmanship. This Emissions Warranty covers the original equipment manufacturer (OEM) catalytic converter(s), electronic emission control unit and on-board emissions diagnostic device only if it is determined that the ALTECH-ECO conversion system caused the failure. This warranty does not cover any labor costs incurred in the diagnosis of defects, removal or reinstallation of the equipment unless ALTECH-ECO determines that the failure is caused by a defect in design, material or workmanship. ALTECH-ECO is not liable for any other contingent, special, consequential or similar losses, expenses or damages. See section “Warranty Limitations and Disclaimers” for further limitations.

If you require more information about the Emissions Warranty or believe that the terms of the Warranty are not being followed you may contact:

Manager, Certification and Compliance Division (6405J)  
Warranty Claims  
Environmental Protection Agency  
Ariel Rios Building  
1200 Pennsylvania Avenue, N.W.  
Washington, D.C. 20460



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## Emissions Performance Warranty

The Emissions Performance Warranty covers (see “Warranty Limitations and Disclaimers” section) repairs or adjustments to any ALTECH-ECO supplied alternative fuel emission component (see section “Covered Components”) to your vehicle because your vehicle failed an EPA approved Inspection and Maintenance program for your area during the warranty coverage period. The Emissions Performance Warranty for light duty vehicles and light duty trucks up to 8,500 lbs GVWR is 2 years or 24,000 miles (whichever occurs first). See the “Covered Components” section (General Components Warranty) for the list of components covered during that coverage period. Some components are covered for 8 years or 80,000 miles (whichever occurs first). See the “Covered Components” section for the list of components covered during that coverage period. For The Emissions Performance Warranty for heavy duty vehicles greater than 8,500 pounds up to 19,500 pounds GVWR is 5 years or 50,000 miles (whichever occurs first). See the “Covered Components” section for the list of components covered during that coverage period. The warranty period for both types of vehicles commences with the original production date of the vehicle and with zero miles on the vehicle, and not the date when the alternative fuel components were installed on the vehicle and the mileage on the vehicle when this occurred.

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## Emissions Design and Defect Warranty

ALTECH-ECO warrants that your vehicle is free from defects in the components supplied by ALTECH-ECO. ALTECH-ECO also warrants that there are no defects in the workmanship of the authorized service facility that could prevent the vehicle from complying with the EPA or CARB regulations for the alternative fuel when the components were first installed. If an emissions component that is part of the alternative fuel system installed on the vehicle is defective, the Emissions Design and Defect Warranty applies.

The Emissions Design and Defect Warranty for light duty vehicles and light duty trucks up to 8,500 lbs GVWR is 3 years or 36,000 miles (whichever occurs first). See the “Covered Components” section for the list of components covered during that coverage period. Some components are covered for 8 years or 80,000 miles (whichever occurs first). See the “Covered Components” section for the list of components covered during that coverage period. For The Emissions Performance Warranty for heavy duty vehicles greater than 8,500 pounds up to 19,500 pounds GVWR is 5 years or 50,000 miles (whichever occurs first). See the “Covered Components” section for the list of components covered during that coverage period. The warranty period for both types of vehicles commences with the original production date of the vehicle and with zero miles on the vehicle, and not the date when the alternative fuel components were installed on the vehicle and the mileage on the vehicle when this occurred.

## Altech-Eco Warranty Covered Components

| Part Name   | General Components Warranty<br>3yr / 36k miles | Emissions Warranty Light Duty Vehicles & Light Duty Trucks <sup>1</sup><br>8yr / 80k miles | Emissions Warranty Heavy Duty Vehicles <sup>2</sup><br>5yr/50,000 miles |
|---|--|--|---|
| <b>CNG Fuel Tank Subassembly</b>                    |  |  |   |
| Pressure / Temperature Sensor                       | X  |  | X   |
| Pressure / Temperature Wire Harness                 | X  |  |   |
| NGV Cylinder with Solenoid Valve                    | X  |  |   |
| Cylinder Bracket Assembly with Hardware             | X  |  |   |
| <b>High Pressure Fuel Line Subassembly</b>          |  |  |   |
| High Pressure Hose Kit (stainless steel)            | X  |  |   |
| Filter Assembly                                     | X  |  |   |
| Pressure Regulator                                  | X  |  |   |
| Regulator and Filter Mounting Bracket               | X  |  |   |
| <b>Low Pressure Fuel Line Subassembly</b>           |  |  |   |
| Low Pressure Hose Kit (stainless steel)             | X  |  |   |
| <b>Fuel Rail Sub Subassembly</b>                    |  |  |   |
| Fuel Rail   | X  |  |   |
| Fuel Injector(s)                                    | X  |  | X   |
| Fuel Injector Jumper Harness                        | X  |  |   |
| Pressure / Temperature Sensor                       | X  |  | X   |
| Pressure / Temperature Wire Harness                 | X  |  |   |
| <b>Alternative Fuel Control Module Subassembly</b>  |  |  |   |
| AFCM - CNG Module                                   |  | X  | X   |
| AFCM - CNG Switch                                   | X  |  |   |
| AFCM - CNG Main Harness                             | X  |  |   |
| AFCM Module Mounting Bracket                        | X  |  |   |
| <b>Miscellaneous</b>                                |  |  |   |
| Refueling Receptacle                                | X  |  |   |
| Fill Point Cup                                      | X  |  |   |
| Refueling Receptacle Housing Assembly               | X  |  |   |
| <b>Vehicle Emissions Control System(s)</b>          |  |  |   |
| OEM Catalytic Converter(s)                          |  | X  | X   |
| OEM Electronic Emission Control Unit                |  | X  | X   |
| OEM On-board Emissions Diagnostic Device (Computer) |  | X  | X   |

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## Warranty Limitations and Disclaimers

As a condition of this warranty, you are responsible for properly using, maintaining, and caring for your vehicle as outlined in ALTECH-ECO Owner's Manual and the OEM Owner's Manual. ALTECH-ECO recommends that you retain all copies of maintenance and service records for your review by ALTECH-ECO. The warranty covers the original owner and subsequent owners must provide a written request for the transfer of the warranty from ALTECH-ECO. Specifically excluded from this warranty are products, which have been subject to neglect, abuse, improper application, unsuitable installation environment, unauthorized attachments or modifications, the use of contaminated fuel, or damages caused by disasters such as fire, flood, wind, and lightning or damages caused by accidents or collisions. Tampering with the vehicle's odometer either before the alternative fuel components were installed or after the installation may at the discretion of ALTECH-ECO void the warranty. Also excluded are products which have been repaired or adjusted by persons other than an authorized ALTECH-ECO representative and where parts or products other than those manufactured or supplied by ALTECH-ECO have been used unless the original end user can demonstrate to the satisfaction of ALTECH-ECO that said repair or use on non-ALTECH-ECO products has in no way contributed to the warranty claim. ALTECH-ECO is not responsible for repairs or warranty claims against the gasoline emissions system of your vehicle or other non-alternative fuel components other than what is covered in this document.

UNDER NO CIRCUMSTANCES WILL ALTECH-ECO BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, TORT, OR ANY OTHER LEGAL THEORY OR ANY EXPENSES INCURRED BY REASON OF THE USED OR SALE OF ANY SUCH PRODUCT WHICH INCLUDE BUT NOT LIMITED TO LOSS OF PROFIT, LOSS OF SAVINGS OR REVENUE, LOSS OF USE OF PRODUCT, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT, FACILITIES, OR SERVICES OR DOWN TIME OR THE CLAIMS OF THE PARTIES INCLUDING CUSTOMERS AND DAMAGE TO PROPERTY.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN SET FORTH IN THIS DOCUMENT. THE WARRANTIES CONTAINED HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES IMPLIED BY STATE OR LAW, WHETHER MERCHANTABILITY OR FITNESS FOR A PARTICULAR APPLICATION OR FITNESS FOR A PARTICULAR PURPOSE OF USE OTHERWISE.

Some states do not allow limitations on how long an express warranty lasts; therefore the above limitation may not apply to you. In addition, some states do not allow for the exclusion of limitation of incidental or consequential damages and therefore the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may have other legal rights, which vary state to state.

Some states and/or local governments may charge a tax on either all or a portion of the warranty repairs. Where this is allowed, the tax must be paid by you and not by ALTECH-ECO or our authorized service facility.

Information in ALTECH-ECO's catalogues or other documents are given after the exercise of due care in its compilation, preparation, and issuance; however ALTECH-ECO DISCLAIMS ANY LIABILITY RESULTING FROM SUCH INFORMATION except for the obligation under warranty provided above to replace or repair the product of, at ALTECH-ECO's option, to refund the purchase price.

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## Standard Repair Service Rates and Policies

For Altech-Eco authorized installation and service centers. These are the regular repair service and charges for labor are made at the following rates in the continental USA.

### Standard Repair Service Rates for Conversion System Products

| <b>Product Description</b>                                | <b>Est. Time</b> | <b>Rate</b>     |
|---|------------------|-----------------|
| <b>Removal &amp; Replacement of ECM</b>                   | 15 min.          | \$21.25         |
| <b>Reprogramming of ECM</b>                               | 15 min           | \$21.25         |
| <b>Removal &amp; Replacement of Regulator</b>             | 20-40 min.       | \$28.50 – 56.75 |
| <b>Removal &amp; Replacement of Fuel Fill</b>             | 30 min.          | \$42.50         |
| <b>Removal &amp; Replacement of Injector(s)</b>           | 15 min.          | \$21.25         |
| <b>Removal &amp; Replacement of Fuel Rail</b>             | 15 min.          | \$21.25         |
| <b>Removal &amp; Replacement of Intercept Wiring</b>      | 15 min.          | \$21.25         |
| <b>Removal &amp; Replacement of Filter</b>                | 15 min           | \$21.25         |
| <b>Trouble Shooting CNG Leak*</b>                         | 15 min           | \$21.25         |
| <b>Diagnostics with MyCanic Tools/Software</b>            | 10 min.          | \$14.50         |
| <b>Removal &amp; Replacement of Manifold Spacer Plate</b> | 30 min           | \$42.50         |
| <b>Removal &amp; Replacement of Catalytic Converter</b>   | 90 min.          | \$127.50        |
| <b>Diagnose Wiring Issues*</b>                            | 30 min.          | \$42.50         |

\* Refers to conversion installed at Altech-Eco facility only. It is responsibility of the initial system installer to repair any leaks on a vehicle.

All service work must be performed by an Altech-Eco authorized service center and must be pre-authorized by Altech-eco technical services department. All removed parts must be returned to Altech-Eco to receive payment for warranty covered service.

Repair of Replacement Parts: ALTECH-ECO may use new or remanufactured parts when making warranty repairs.

Warranted parts must be returned to Altech-Eco following completion of the repair(s) within 10 business days. If part is not returned the customer will be charged retail price for parts shipped for warranty claim.



## Warranty Registration Form

To activate the Altech-Eco Warranty, you must complete and return this warranty registration form to Altech-Eco.

Once complete mail registration form to:

Altech-Eco Corporation  
Warranty Department  
101 Fair Oaks Road  
Arden, North Carolina 28704

### VEHICLE OWNER NAME:

Business Name (if applicable): \_\_\_\_\_

First: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Last: \_\_\_\_\_

### ADDRESS

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

### CONTACT INFORMATION

Phone #: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

### VEHICLE INFORMATION

Vehicle Identification Number (VIN): \_\_\_\_\_

(located on Emissions Information Sticker) MS#: \_\_\_\_\_

Model: \_\_\_\_\_ Installation Date: \_\_\_\_\_ Mileage at Installation: \_\_\_\_\_

### INSTALLER INFORMATION

Authorized Altech-Eco Installer Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

By submission to Altech-Eco of this registration form you are acknowledging that you have read and understand all the terms and conditions of the Altech-Eco limited warranty and policy manual

## ALTECH-ECO WARRANTY CLAIM FORM

Must be submitted by 3:00 PM EST. All claims after 3:00 PM will be processed the next day.

| <b>CUSTOMER</b>                                  | Business Name: _____<br><br>Name: _____<br><br>Phone Number: _____<br><br>Email Address: _____<br><br>Shipping Address: _____<br>_____<br><br>Choose a Shipping Method: [ ] Overnight, [ ] 2nd Day or [ ] Regular Ground (Free) |   |                       |                             |
|--|---|---|-----------------------|-----------------------------|
| <b>CLAIM</b>                                     | Claim Date: _____<br><div style="text-align: center; font-size: small;">Month   Day   Year</div>  | Master Serial Number: _____                   |                       |                             |
|  | VIN #: _____  | Mileage: _____                                |                       |                             |
|  | Vehicle Model Year: _____   | Vehicle Model: _____                          |                       |                             |
|  | Warranty Start Date: _____<br><div style="text-align: center; font-size: small;">Month   Day   Year</div>   | Fill Style (circle)   Mech.   Elect.   Drive. |                       |                             |
| <b>Customer Concern:</b>                         |   |   |                       |                             |
| Please attach any additional information.        |   |   |                       |                             |
| <b>Diagnostic Performed:</b>                     |   |   |                       |                             |
| Please attach any additional information.        |   |   |                       |                             |
| <b>DTCs:</b>                                     |   |   |                       |                             |
| PART # REQUIRED                                  | QUANTITY  | DESCRIPTION                                   | Altech-Eco Labor Time | Date Completed / Technician |
|  |   |   |                       |                             |
|  |   |   |                       |                             |
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|  |   |   |                       |                             |
| <b>Altech-Eco Warranty Authorization Number:</b> |   |   |                       |                             |

Warranty claim forms must be submitted by 3:00 PM EST. All claims after 3:00 PM will be processed the next day.

Return completed form to Yuriy Barva, email: barva@altecheco.com