



Moore's Cylinder Heads

NAPA Product Warranty

Moore's Cylinder Heads, LLC (MCH) warrants its remanufactured cylinder heads to be free from defects in materials or workmanship for 12 months or 12,000 miles. The coverage period begins on the invoice date that MCH's customer sells the unit to his or her customer.

MCH authorized repairs will be compensated at a rate not to exceed the Mitchell Repair Manual's applicable flat rate warranty schedule or \$50.00 whichever is less. Hourly rates for all authorized labor claims will be paid in accordance with the original installation rate, not to exceed \$50.00 per flat rate hour approved on warranty claims. Do-it-yourself repairs and repairs performed by unlicensed repair facilities do not qualify for labor reimbursement.

The warranty covers the original purchaser of the cylinder head and their business customers. The warranty is not assignable.

- MCH does not warrant its products for use on motor homes, recreational vehicles, industrial vehicles and implements, agricultural vehicles and implements, emergency vehicles, law enforcement vehicles and ambulances.
- MCH does not warrant its remanufactured cylinder head products for use on trucks, vans and other vehicles with turbocharged diesel engines.
- MCH does not warrant its products for marine applications or modified performance applications.
- MCH does not warrant its products for either professional or amateur racing or for installation with non-OEM parts such as aftermarket intake manifolds, headers, modified fuel or ignition systems, camshafts, lifters or other such parts used in, on or attached to the cylinder head
- MCH does not warrant its products if the cylinder head(s) is installed on a vehicle or engine which is not compliant with the original equipment specifications of the vehicle or engine.
- MCH warranty does not cover any products shipped outside the 50 states of the United States and Puerto Rico.
- MCH does not warrant its products for use on engines powered by the following fuel types: Compressed Natural Gas (CNG), Liquid Propane Gas (LPG) and Propane.
- MCH warrants its products for use on engines powered by the following fuel types: Gasoline, Diesel Fuel and Flex Fuel with up to 10% Ethanol content.
- MCH warrants its products for use on Hybrid Electric engines for the non-electric element of the engine only if the hybrid system is powered by any of the fuel types warranted above.
- MCH warranty coverage period for all vehicles with a load capacity of 1 ton or greater is 3 months or 3,000 miles for MCH remanufactured cylinder heads and 12 months or 12,000 miles for MCH new casting heads.

Every cylinder head is shipped with a heat tab attached. The heat tab contains a center section that melts if the cylinder head is heated over 255 degrees. If the center of the heat tab is partially or completely melted, the warranty is void. If the heat tab is missing or has been tampered with, the warranty is void.

Due to the number and frequency of changes by original equipment manufacturers, the applications shown in the catalog may not be 100% correct. It is the installer's responsibility to make certain he has ordered the correct cylinder head before installation. Check the casting number, intake/exhaust port shapes, bolt patterns, etc. Some

cylinder head casting numbers will interchange. If the installer is uncertain, call the MCH technical assistance number: **1-800-331-7220, Ext. 1** and speak to an MCH sales representative to confirm the application.

It is the installer's responsibility to compare the MCH remanufactured cylinder head or new casting cylinder head with the damaged cylinder head (core) after it has been removed from the engine. If the installer puts the wrong head on the vehicle without comparing the unit with the core, he is responsible for all costs associated with any installation and/or any operating problems that occur.

MCH is responsible only for warranty issues specific to the parts originally shipped with the cylinder head. Camshafts, valves, springs, rocker arms, etc. not originally included with the part by MCH are the responsibility of the installer. If the MCH product is a bare cylinder head, MCH warrants the part is ready for assembly with new valves and springs. Reuse of old parts with the bare cylinder head is strictly the responsibility of the installer; any part failure other than the casting is not the responsibility of MCH.

The installer is responsible for reading this warranty document and all other documents and information included in the shipping carton. Failure to read all the documents included with the MCH remanufactured cylinder head will void the warranty. If the customer receives or picks up the MCH remanufactured cylinder head from the parts store without receiving the shipping carton and all pertinent documents, any problems that may occur and costs incurred are the responsibility of the installer and the parts store from which he purchased the MCH remanufactured cylinder head.

During the warranty period, MCH will repair or replace an MCH cylinder head determined to be defective by an MCH employee at no cost to the customer. All repairs and/or replacements covered by this warranty must be approved and authorized by MCH prior to the repair and/or replacement being performed. MCH is not responsible or liable for any repairs, work performed or replacements on or of the MCH unit prior to contact with an authorized representative of MCH. MCH will not, under any circumstances, be liable for any incidental costs or damages including, but not limited to, rental cars, lodging, loss of revenue, economic loss, and/or towing.

No warranty claims will be considered unless the alleged defective unit is returned to MCH with all the component parts that were shipped with the original MCH remanufactured cylinder head. The alleged defective head and all the component parts must be returned to MCH in the same condition, and the head in the same assembled state as the parts and head were when removed from the engine block. If the alleged defective head has been disassembled, cleaned or any repairs made or attempted the product warranty is void. MCH retains the right to request any information regarding the alleged defective cylinder head concerning the claim, the use of the head and the circumstances of the alleged failure. Failure to provide any requested information can cause the product warranty to be void.

MCH may, at its sole discretion, provide adjustment for labor costs incurred from a defective cylinder head as determined by MCH. MCH will use industry standards to determine the time required to perform the repairs necessary. Labor claims will be considered only for MCH product purchased and installed by professional installers. Labor claims will not be considered for "do it yourself" repairs and/or non-professional individual's repair work. No labor adjustments will be made for labor costs for parts removal, repair and/or installation for MCH products sold over-the-counter to vehicle owners who then take the head to a professional installer.

Alleged defective units must be returned to MCH fully assembled for warranty consideration within thirty (30) days of discovery if so determined by an authorized representative of MCH. The returned unit must include a copy of the original sales receipt documenting the purchase date of the cylinder head and/or installation of the cylinder head. Defective parts must be shipped to:

Moore's Cylinder Heads
323 Corban Ave, St 515
Concord, NC 28025

This warranty applies to the original purchaser only and may not be transferred. Any cylinder head or part that is furnished as a replacement for a warranty unit is covered only for the unexpired time remaining on the original product. MCH will provide a written report for each alleged defective unit returned. MCH will be the sole judge relative to all decisions on defective materials and/or workmanship concerning warranty settlements. This limited warranty is in lieu of and excludes all other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose.

If you have a question or need assistance, please call 1-800-331-7220, Ext. 1.

Oct. 3, 2011