

**ALMA PRODUCTS COMPANY**  
**NATIONAL LIMITED WARRANTY**

**ALLISON WARRANTY**

Alma Products Company warrants that it will replace, repair, or refund at its sole option, any remanufactured transmission or part supplied by Alma Products Company, which is defective in material or workmanship, per the Allison model warranty allowed. This warranty is limited to the first retail purchaser of the remanufactured transmission ("the Purchaser"). This warranty covers remanufactured transmissions installed in Allison applications. This warranty is limited to defects in workmanship and material furnished by Alma Products Company, and is not an unconditional guarantee against all hazards or failures (see Exclusions and Limitations to Limited Warranty).

If it is determined that a remanufactured transmission or part furnished by Alma Products Company, is defective in workmanship or material, Alma Products Company, will allow a labor allowance (some restrictions apply, see Warranty Labor Allowance). The labor allowance shall be credited to Purchaser only upon a determination that a remanufactured transmission or a part supplied by Alma Products Company is defective in material or workmanship. The limited warranty period begins on the original date of sale to the retail Purchaser. In the event a replacement remanufactured transmission is provided to the Purchaser, the warranty period does not start over on the date the Purchaser is supplied with the replacement. The warranty period runs from the original date of sale to the Purchaser and is not extended by supply of a replacement.

There are no warranties that extend beyond the description herein. All other warranties express or implied, including but not limited to, all warranties of merchantability and fitness for a particular purpose are hereby disclaimed and excluded by Alma Products Company. Alma Products Company transfers only such title or rights as it has on the goods it sells. No statement or undertaking whether a condition, warranty or otherwise, is given by Alma Products Company that the goods do not comprise or include patented, and registered or protected designs inventions or equipment or trademark or copyright material. The above limited warranty is void and will not apply in the event the Purchaser does not follow the vehicle manufacturer's instruction or in any way abuses the vehicle. The above warranty does not apply to goods supplied to vehicles used for racing or any type of vehicular competition. In the event that any provision of this warranty should be or become invalid or unenforceable because of any laws or court action, the remaining terms and conditions hereof shall remain in full force and effect.

**EXCLUSIONS AND LIMITATIONS TO LIMITED WARRANTY**

This Limited Warranty does not warrant against and does not cover damage or loss due to the following:

1. MISUSE, MAINTENANCE NEGLECT, ABUSE, VANDALISM, ABNORMAL OPERATION, COMMERCIAL SNOW REMOVAL OR ACCIDENTS.
2. DEFECTIVE OR IMPROPER INSTALLATION.
3. ENVIRONMENTAL CONDITIONS, OVERHEATING OR FREEZE CRACKS.
4. LACK OF LUBRICANTS OR FLUIDS.
5. IMPROPER COOLING SYSTEM FLUSHING.
6. FAILURES TO COMPONENTS OR PARTS NOT FURNISHED BY ALMA PRODUCTS COMPANY OR OTHERWISE APPROVED BY ALMA PRODUCTS COMPANY FOR INSTALLATION, OR COMPONENTS OR PARTS UNSUITABLE FOR USE WITH A WARRANTED REMANUFACTURED TRANSMISSION OR PART.
7. ABNORMAL WEAR AND TEAR OR USE OF A REMANUFACTURED TRANSMISSION OR PART FROM WHICH IT WAS ORIGINALLY INTENDED OR A CHANGE FROM ORIGINAL APPLICATION.
8. MODIFICATION WITH AFTERMARKET PERFORMANCE PARTS
9. USE OUTSIDE THE 48 CONTIGUOUS STATES

This Limited Warranty does not cover or provide credit for the following: Replacement fluids or other substances; towing charges, vehicle rental, or other substitute transportation; diagnostic time, labor (except as set forth herein) or service call; gaskets or other parts or items associated with but not included with this limited warranty; transportation charges or lodging; loss of time, income, sales or profits; loss of the use of vehicle; telephone calls or communication expense; lift, truck or storage fees; tune-ups or replacement of hoses or maintenance items; routine or regularly required maintenance; injury or death to persons or damage or destruction of property; or, consequential, incidental or punitive damages.

#### **CONDITIONS TO COVERAGE**

This Limited Warranty is subject to the conditions set forth below. Failure to comply with these conditions will void this Limited Warranty.

1. The Purchaser must follow the claims procedure described when making a claim or this warranty will be void and of no force and effect.
2. A remanufactured transmission or part that is furnished as a replacement under this Limited Warranty for a remanufactured transmission or part found to be defective is warranted only for the unexpired warranty period remaining on the original defective remanufactured transmission or part.
3. Warranty Registration Card must be completed and returned within 30 days of the receipt of the remanufactured transmission.
4. **This warranty is limited to one replacement transmission during the warranty period.**

This Limited Warranty is of no force or effect while any payments for remanufactured transmission or parts remain outstanding. Claims for transmission parts must be made at the initial delivery to the Purchaser of the remanufactured transmission.

#### **WARRANTY UNIT LABOR ALLOWANCE**

A labor allowance may be issued upon request at Alma Products Company's discretion. A labor allowance may only be issued in the warranty period per Allison application in the allowed warranty. Alma Products Company may supply the Purchaser with a replacement, remanufactured transmission. In order to receive a labor allowance, the Purchaser must have first contacted the store where the remanufactured transmission was purchased and speak with the Alma Technical Department. The Purchaser must receive a claim reference number for the transmission. Alma Products Company must have been contacted **prior** to the removal of the transmission that is allegedly defective. Upon receiving the allegedly defective transmission, Alma Products Company will thoroughly inspect, analyze and determine the reason for failure. Valid reasons for an allowance to be issued include remanufacturing error, part failure, and torque converter failure. Installer, vehicle, wrong application or other (no problem found) claims will not receive labor allowance. In addition, Alma Products Company reserves the right to bill the purchaser for any installation damage, abuse and damage due to improper cooling system flushing. Labor allowance credits will be given pursuant to the following schedule:

#### **ALLISON WARRANTY LABOR ALLOWANCE**

Allison Labor Time Guide @ \$50.00 per hour with a cap of \$400 per transmission.

No other labor allowance credit shall be provided by Alma Products Company other than as specified above.

**If you have questions, please call our technical support line, 1-800-428-7726**

**Business hours Monday - Friday 8:00 AM to 5:00 PM (Eastern)  
(Hours subject to change)**

## **WARRANTY CLAIM PROCEDURE**

In the event your Alma transmission doesn't initially perform properly, the following procedure **MUST** be followed: This statement doesn't automatically assume there is a transmission problem, just a performance issue.

- Make certain you have completed and mailed or faxed us your Warranty Registration Card.
- Next call our Technical Hotline at 1-800-428-7726 (option 2) and ask to speak with one of our technicians. He or she will walk you through several important checks. Most problems are easily handled during this process.
- If our technician is unable to resolve the problem, you may request that a Warranty Claim be initiated.
- Our technician will issue you a Claim Reference Number for tracking purposes. Issuing this Claim Reference Number does not in any way imply liability.
- Any unit that is returned to Alma Products Company without a claim reference number by a customer intact and is the same as unit type may receive **CORE CREDIT ONLY** unless the unit is broken then they will receive **NO CREDIT**.
- At this time, you may arrange for a replacement transmission. There will be no charge at this time for a replacement. However, when the failed unit is returned and analyzed, the failure mode will be identified. If the unit did not fail due to remanufacturing workmanship, you will be invoiced for the cost of the replacement unit.
- Drain ALL transmission fluid from the unit, and install the torque converter retaining brackets and the electrical connector protective brackets provided with your remanufactured transmission.
- Following our Core Return Procedure, carefully repackage the transmission as it was originally shipped to you. If it was shipped to you in a plastic POD, carefully place the transmission in the POD and tighten the internal straps to hold the transmission in place. If it was shipped to you on a wooden pallet, place the transmission in the plastic bag, place the bagged transmission on the pallet and secure the transmission to the pallet
- Call our technical hotline, and arrangements will be made to pick up your transmission.

**Failure to follow this procedure may void your warranty.**

## **CORE CREDIT REQUIRMENTS**

A core charge is required. To receive full credit the core must be complete and useable or the following charges will be assessed.

- Torque converter is not returned – 25% of core
- Case damaged or cracked – 50% of core
- Returnable dunnage is not returned -\$100
- Yoke plate is not returned (MD3000 family) -\$75
- If core does not match the transmission and converter sold, **NO CREDIT** will be given

## **CORE RETURN INSTRUCTIONS**

Attach the following to the core before shipping

- Wire the core tag that was wired to the remanufactured transmission. It identifies your core.
- Apply the provided 4" x 6" return label to the outside of the package.
- Include the Reverse Bill of Lading (included with the documents you received)

Cores are to be returned to the following address.

Core Return Center  
150 Court Street  
Alma, MI 48801

Please contact your local Con-Way terminal or call 1-800-421-4007 to schedule a pick-up of your core.

Contact our representative at 1-800-428-7726 if you have questions about returning your core.

# ALMA PRODUCTS COMPANY

## HANDLING WARRANTY CLAIMS

### **Procedure:**

Whenever a warranty situation arises, it is essential that the customer contact our Technical Service Department at 1-800-428-7726. The Technical representative will analyze the problem and determine the next steps. The customer will need to provide us with the serial number of the transmission in question along with the mileage of the vehicle and the original date of sale so that we may access the transmission history (i.e. test data/invoice & vehicle information). In many cases, our technical support personnel will be able to analyze the problem and recommend adjustments that will eliminate the need for a replacement transmission. If a warranty unit is required, the technical department will issue an RMA number for the unit. It is essential that an RMA number be obtained in order for any labor credit to be allowed or approved. The customer may place an order for a replacement unit at this time. In rare situations of repeated failure or inconsistent problem definition, the technical department may choose to issue what we call a "LIVE GREEN TAG" (*Definition: Pick up customer's unit to rebuild, whether it be a defect or "new"*). In these situations, Alma Products Company will request to pick up the defective transmission for analysis. This is done to protect all parties involved as we determine the failure and remedy the problem.

When returning a defective transmission to Alma Products Company, the RMA number, along with the serial number, must be provided on the packing slip for proper identification. In addition, the defective transmission should be fully assembled and include the torque converter and in-line filter (**if supplied**) for full credit to be issued.

### **Invoicing:**

Warranty transmissions will be invoiced at the standard price. Upon receiving and inspecting the defective transmission, a "warranty" credit will be issued for the value of the transmission therefore offsetting the charge. Credit will be issued provided the serial number returned is still under warranty (time and / or miles) and it is a defect in remanufacturing.

### **Customer Repair Labor Credits:**

Alma Products Company offers technical support whenever necessary. It is our goal to educate our customers by walking them through the test procedures and processes used for on-sight repair. In cases where the customer is requesting labor reimbursement, Alma Products Company has instituted a Purchase Order system to track the credits. We have also defined the repairs for which we will issue labor credit and have setup a standard rate defining the amounts. In order to qualify for these credits, the customer must contact our technical support staff and obtained a P.O. number. When parts are found to be the reason for failure, the old parts must be tagged and returned to Alma Products Company for inspection in order for credit to be issued.