

Post-Sale Checklist

Thanks for your purchase and giving ES Engines the opportunity to be a part of your project.

Use this checklist to 1) Activate your Warranty, 2) Receive your engine, 3) Prepare your core for pick-up

- Engine Purchase
 - Engine, core deposit and shipping adjustments paid
 - Purchase receipt(s) emailed to you
 - Tracking number and this Welcome Packet emailed to you

- 1) Activate your warranty within 10 days of purchase.
 - Review the Warranty Terms and Conditions
 - Review the Installation, Break-in, and Maintenance Requirements
 - Review the Core Pick-up and Core Deposit Refund Procedures
 - Initial, sign and return the attached stub.

- 2) Receive and install your new engine
 - Monitor your tracking number and be present on the day allocated for your "curbside" delivery
 - Inspect for shipping damage and verify it is the correct engine for your application
 - Proceed with installation and break-in procedures

- 3) Return Core
 - Prepare your core. Call ES Engines when the core is ready to be picked-up at our expense.
 - Place one shipping label on the core, and hand the other to the driver (return labels are shipped with the engine)
 - ES Engines will call you directly to schedule a "curbside" pickup
 - Receive core deposit refund

We're here to help! Please contact us when you have questions or need assistance

1-800-328-7294 voice and fax

Sales Ext 1 sales@esengines.com	Billing & Core Refunds Ext 2 billing@esengines.com	Shipping & Core Pickups Ext 3 shipping@esengines.com	Customer Service Ext 4 service@esengines.com	Tech Support Ext 5 tech@esengines.com
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Warranty Activation Slip

Please complete and return this form to ES Engines by email or postal mail using the enclosed envelope within 10 days of purchase



Customer Name	Engine	Purchase Date	Warranty Expiration

IF THIS INFORMATION IS INACCURATE, PLEASE CALL US IMMEDIATELY

PLEASE INITIAL EACH:

- _____ I have read and understand the Remanufactured Engine Limited Warranty Policy (attached).
- _____ I have read and understand the Installation, Break-in and Maintenance Procedures (attached).
- _____ I have read and understand the Core Deposit and Refund Procedures (attached).
- _____ I understand that recycled engines contain blemishes and imperfections that are guaranteed to be functional when installed properly
- _____ I acknowledge that any and all labor expenses for engine installation, diagnosis, repair, removal and reinstallation are incurred at my discretion.
- _____ I understand that included shipping is for "curbside" delivery/pickup only (near the entrance of the facility), and not for "inside" delivery/pickup.

- _____ I acknowledge that installation mistakes and shortcuts can result in poor performance, component failures, leaks, and possibly permanent damage.
- _____ I acknowledge that some installers do not warranty their own labor. I will choose an installer that gives me the protection that I need.
- _____ I will contact ES Engines immediately for questions or engine issues that arise before, during and after installation.
- _____ I will shut the engine off when I hear unexpected noises or see warning indicators. I will not try to "make it home" even if its a short trip.
- _____ I will contact ES Engines before attempting to diagnose or repair my engine.
- _____ I understand that diagnosing a mail-order engine for installation mistakes or defective components can be inconvenient, and can incur some cost.

Customer Signature _____

Date _____

Please print, sign, scan and email this to service@esengines.com

OR

Please print, sign and mail this to:

Attn: Warranty Activation

ES Engines

21744 Marilla St

Chatsworth, CA 91311

Once received, we will reply promptly with activation confirmation

Remanufactured Engine Limited Warranty Policy



This warranty is assigned to the following customer and engine:

Customer Name	Engine	Purchase Date	Warranty Expiration

General Limited Warranty Period and Applicability

This warranty is provided to the customer at no cost.

It is the customer’s responsibility to review, accept and activate the warranty.

The warranty must be activated within 10 days of the purchase date (emailed or postmarked)

The duration of this warranty extends 36 months from the date of purchase.

This warranty cannot be transferred to another party without prior written authorization by ES Engines.

Opening, repairing, modifying or enhancing your engine without prior authorization by ES Engines voids your warranty

Returns, Exchanges and Cancellations

There are no cancellation fees. There are no restocking fees.

All sales and exchanges are final within 14 days of the purchase date

Returns must be unused and fully functional to be eligible for a full refund.

Exchanges must be unused and fully functional to be eligible for a credit.

Customer to pay shipping expenses when cancelling or exchanging an engine at their own discretion

Customer to pay for shipping expenses when exchanging an inaccurately purchased engine and/or parts

It is the Buyer’s responsibility to verify the accuracy of the engine and/or part selections

Customer to pay for shipping expenses to exchange an engine that was damaged during delivery

It is the Buyer’s responsibility to inspect and refuse damaged shipments.

What is Not Covered

Delivery Surcharges. The prearranged shipping cost included in your purchase is for “curbside delivery”: typically on the ground near the entryway to your facility. Do not invite the driver to deliver the pallet inside your facility. Do not keep the driver waiting for more than 10 minutes. When these surcharges are incurred, we are required to collect those from you.

Engine damage attributed to shipping. This applies to freight shipments, local pickups and local deliveries

It is the Buyer’s responsibility to inspect and refuse damaged shipments.

Engine damage attributed to installation errors or shortcuts.

It is the Buyer’s responsibility to ensure the installation is performed accurately with or without a hired mechanic.

Engine damage attributed to oil starvation.

It is the Buyer’s responsibility to avoid prolonged exposure to low oil pressure.

It is the Buyer’s responsibility to ensure the engine is operating with sufficient oil at all times.

Engine damage attributed to overheating

It is the Buyer’s responsibility to avoid prolonged exposure to temperatures above normal operating temperatures

Blown Head gaskets are not covered under any circumstances

It is the Buyer’s responsibility to avoid prolonged exposure to overheating that leads to a blown head gasket.

Engine damage attributed to engine timing settings (the position of timing chains, belts, tensioners)

It is the Buyer’s responsibility to ensure that the belts, chains, sprockets, and tensioners are set properly

Accessories on your engine that did not accompany the long block at the time of purchase. Examples:

- We do not sell or provide emissions systems, fuel management systems, cooling systems, electrical systems, etc.
- We frequently sell engines without oil pans
- We frequently sell engines without valve covers
- We frequently sell engines without rear main oil seals installed
- We frequently sell engines without timing belts and tensioners

Ancillary expenses used to obtain or purchase parts, or for additional services such as storage or towing

Labor expenses incurred by customers for the installation, removal, diagnostics, repair or replacement of an engine

Commercial Use Vehicles

Engines installed on commercial use vehicles are not warranted unless the vehicle is street legal and compliant with local, state and federal laws. The vehicle must have and maintain a registration for street use.

Performance Use Vehicles

Engines installed on performance use vehicles are not warranted regardless of any warranty period specified on this policy

Installation, Break-in and Maintenance Requirements

For the first 500 miles, use any synthetic or non-synthetic oil that meets your factory weight and viscosity requirements

Oil and Filter Change required at approximately 500 miles.

Vehicle speed should remain at or under all posted speed limits.

Engine rpm must be kept well below redline at all times, before during and after installation.

After Break-in period has completed, oil changes are required at factory specified intervals.

After Break-in period has completed, use only factory recommended oil.

Warranty Claim

Claims must be accompanied by a copy of the original purchase receipt

This is usually an email delivered from PayPal or the credit card processing company.

Claims must be accompanied by a copy of the warranty that was activated within 10 days of purchase.

Claims must be accompanied by a copy of the oil change receipt performed at the end of the break-in period.

Claims must be accompanied by a copy of the current registration of the vehicle to determine vehicle use compliance

Warranty Claim Fulfillment

The defective engine or a deposit must be secured by ES Engines prior to sending a repaired/replacement engine to the customer

When ES Engines determines the cause of engine failure is a specific defective part or component, it will be repaired/replaced at no cost to the customer. We will, in most cases, include specific necessary gaskets needed to reinstall the engine.

When ES Engines determines the cause of engine failure is attributed to customer negligence (see "What is Not Covered"), it will be repaired/replaced at the customer's expense. In this case, the customer may request photos and information used to substantiate the cause of failure. The customer has the right to either accept or refuse this work and the associated expense. If refused, the customer may request to have the engine returned with no repair/replacement.

Customer to pay for shipping expenses when sending an engine to ES Engines for diagnostics and repair/replacement

ES Engines to pay for shipping expenses when returning an engine to the customer after diagnostics and repair/replacement

Additional Important Information

These terms shall be construed and enforced in accordance with the laws of the state of California and the United States of America without regard to any choice of law or conflict of laws principles, regardless of where you live. All actions or proceedings arising in connecting with, touching upon or relating to these terms, or the site, or the breach of these terms and/or the scope of the provisions of this arbitration clause, shall be submitted to ES Engines for final and binding arbitration under its streamlined arbitration rules, to be held in Los Angeles County, California before a single arbitrator who shall be a retired judge in accordance with California Code of Civil Procedure 1280 Et. Seq. The Arbitrator shall be selected by mutual agreement of the parties, or if the parties cannot agree, then by striking from a list of arbitrators supplied by ES Engines. The arbitration shall be a confidential proceeding, closed to the general public. The arbitrator shall issue a written opinion stating the essential findings and conclusions upon which the arbitrator's award is based. The arbitrator shall have the power to enter temporary restraining orders and preliminary and permanent injunctions. neither party shall be entitled or permitted to commence or maintain any action in a court of law with respect to any matter in dispute until such matter shall have been submitted to arbitration as herein provided and then only for the enforcement of the arbitrator's award.

*You understand that to the extent permitted under applicable laws, in no event will ES Engines or any of its affiliates or any of their respective offers, employees, directors, shareholders, agents, or licensors be liable to you or anyone else under any theory of liability (whether in contract, tort, statutory, or otherwise). For any indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of revenues, profits, goodwill, use, data or other intangible losses (even if such parties were advised of, knew of, or should have know the possibility of such damages), resulting from misuse of equipment by owner.

Installation, Break-in and Maintenance Procedures

Installation

For each engine that we remanufacture, we draw from a complete gasket set. We use some of the gaskets during the assembly of the long block. The remaining gaskets are provided to you at no additional charge. The engine and gaskets will ship together and arrive on the same pallet.

Some engines require valve adjustment. This is your responsibility.

Some engines have lifters. It is your responsibility to ensure they fill with oil. In some cases they should be primed by hand.

Some engines have lifters that can get “stuck” prior to oiling. It is your responsibility to verify that the lifters move freely.

Some engines use timing belts. We don’t provide timing belts, and we don’t install timing belts.

It is your responsibility to verify engine timing has been set accurately

- Skip this step if disassembly is required to align timing marks. Do not disassemble any part of your engine.
- When rotating your engine to TopDeadCenter, you are required to rotate the engine forward only (never backwards)
- Backward rotation can cause the chain to jump on certain engines.
- Please call us if your engine timing is not set accurately before you attempt to make changes.

Some engines use variable valve timing systems. We often don’t provide the sensors or solenoids. It is your responsibility to verify that your sensors and solenoids are operational. If we provide them, contact us if you need assistance with this.

We do not install rear main oil seals on most engines. If a rear main oil seal is provided to you in your gasket set, you are responsible for inspecting it for damage prior to installation, and you are responsible if the seal is damaged during installation.

Some engines do not have an oil scavenger tube provided or installed. It is your responsibility to install these with the proper gaskets provided. If this component was not provided with your long block, you may reuse your own.

Some engines do not have an oil pan provided or installed, because there are too many different versions due to brackets and clearances required for steering/drive/suspension. You may reuse your own oil pan. Make sure your oil scavenger is installed.

Some engines do not have valve covers provided or installed, because there are too many different versions due to brackets and engine management systems, or because they get warped and leak with age. Reuse your own or buy new valve covers.

Some engines do not have timing covers (“front covers”) provided and installed, because there are too many different versions due to engine management systems. Reuse your own, or contact us to purchase a used part that is a match for you.

It is critical that you ***clean or replace your intake and exhaust manifolds***, so that they are clean and clear of any debris. Your engine can be ruined in seconds from old chips gasket material, shrapnel from your last engine, or rodent nesting.

Once installation is complete, you are required to rotate the engine forward by hand 5 full turns. This verifies that the engine can rotate freely, and helps to prime the engine with oil.

Upon first startup, verify engine timing using an OBD2 tool, or observe that there is no check engine light (“no codes”)

Recommendation: Don’t reuse components that are old and due for replacement: water pump, etc.

Recommendation: Don’t reuse components that caused your last engine to fail: thermostat, oil pump, etc.

Recommendation: Don’t take short-cuts: buy replacement parts, gaskets, seals so that there is no “weak-link”.

Recommendation: Ensure that your fuel injectors and ECU are not sending more fuel than necessary. Excess fuel will thin out your oil and cause permanent damage faster than you would like to believe. Consider replacing the o-rings on your injectors.

Break-in

For the first 500 miles, use any synthetic or non-synthetic oil that meets your factory weight and viscosity requirements

Vehicle speed should remain at or under all posted speed limits.

Engine rpm must be kept well below redline at all times, before during and after installation.

Oil and Filter Change required at approximately 500 miles. Save the receipt - it is required for any warranty claim.

Note: It is normal to have fine metallic particles in the oil and on the magnetic oil drain plug after the first oil change.

Post-installation and Maintenance

After Break-in period has completed, oil changes are required at factory specified intervals; use only factory recommended oil.

1-800-328-7294 voice and fax

Sales Ext 1 sales@esengines.com	Billing & Core Refunds Ext 2 billing@esengines.com	Shipping & Core Pickups Ext 3 shipping@esengines.com	Customer Service Ext 4 service@esengines.com	Tech Support Ext 5 tech@esengines.com
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Core Deposit and Refund Procedures

Shipping Your Engine Core

Return your core promptly, please. Your deposit will be forfeit if your core cannot be picked up within 30 days after purchase.

The core is picked up at our expense. There are no additional shipping charges for you.

You may prepare your core for delivery either before, during or after your new engine arrives. We do not need to simultaneously pick up your core at the same time that we deliver your new engine.

Please make sure your core includes all of the required components necessary for a full refund: block, pistons, connecting rods, cylinder heads, head bolts, timing cover, timing cover bolts, etc. In some cases, you should also include the oil pan and valve covers (please call us if you are unsure).

Please do not send us scrap metal or an unexpected engine without prior authorization.

Ship your core using the Core Preparation and Shipping Guide (attached)

If the core is not ready when the driver arrives, there will be a surcharge for a "missed-trip". It is your responsibility to make sure that you or your shop has the core prepared for pickup at the scheduled time.

The prearranged shipping cost included in your purchase is for "curbside pickup": typically on the ground near the entryway to your facility. Do not invite the driver to collect the pallet from inside your shop. Do not keep the driver waiting for more than 10 minutes. When these surcharges are incurred, we are required to collect reimbursement from you.

Engine Core Refund Process

"But it was running when I sent it to you!" Even so, there is often internal damage on running engines that cannot be repaired.

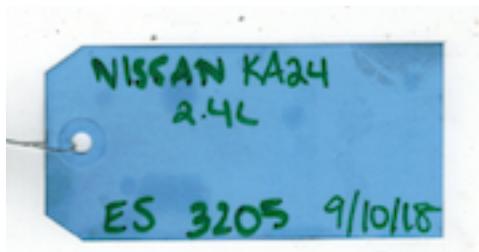
All core engines shipped to our facility are immediately identified, tagged and staged for processing. The inspection is normally initiated and completed within 6-15 business days after arrival. Each engine is fully disassembled and examined both internally and externally for severe damage. Each component that appears to be rebuildable is then cleaned and sent to the machine shop for a second inspection. The quality of our products depends on this thorough and accurate process.

Each component must be functional and machined within factory tolerances in order to be put back into service for the next customer. When a component can't be remanufactured to acceptable tolerances because of excessive wear or damage, we have to locate a used replacement. This results in a deduction to your core deposit in an amount that is consistent with the fair market value of a used part purchase. For example, we may deduct \$100 to replace your broken camshaft.

There are never deductions for standard machining that is performed on every rebuild. There are never deductions for parts such as pistons, rings, bearings, main bearings, valve seats, valve seals, valve guides, valve springs, timing belt/chain, chain tensioners, etc. that are always replaced as part of the standard rebuild process.

Your refund payment will be sent along with a detailed letter that explains any deductions that were made. It will also include a copy of the toe tag and inspection report.

Example "Toe Tag" that is attached to your core when it arrives at our facility



Example Inspection Report that follows your core as it passes through inspection and machining stations

Inspection Report										
Tracking Number	Arrival Date	Clerk Number								
9302	9/24/18	6								
Component	Good	Wet	Broken	Cracked	Bent	Scored	Missing	Noted		
1. Block	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
2. Cylinders	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
3. Main Bearing Races	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
4. Bearings	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
5. Crankshaft	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
6. Main Journals (Pins)	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
7. Rod Journals	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
8. Flywheel/Belt	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
9. Connecting Rods	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
10. Timing Cover	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
11. Timing Cover Bolts	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
12. Cylinder Heads	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40							
13. Camshaft	<input checked="" type="checkbox"/>	<input type="checkbox"/>	25							
14. Lashes	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
15. Journals (Pins)	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
16. Head Bolts	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
17. Valve	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
18. Head Bolts	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
19. Head Bolts	<input checked="" type="checkbox"/>	<input type="checkbox"/>								
20. Shipping / Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>								

1-800-328-7294 voice and fax

Sales
Ext 1

sales@esengines.com

Billing & Core Refunds
Ext 2

billing@esengines.com

Shipping & Core Pickups
Ext 3

shipping@esengines.com

Customer Service
Ext 4

service@esengines.com

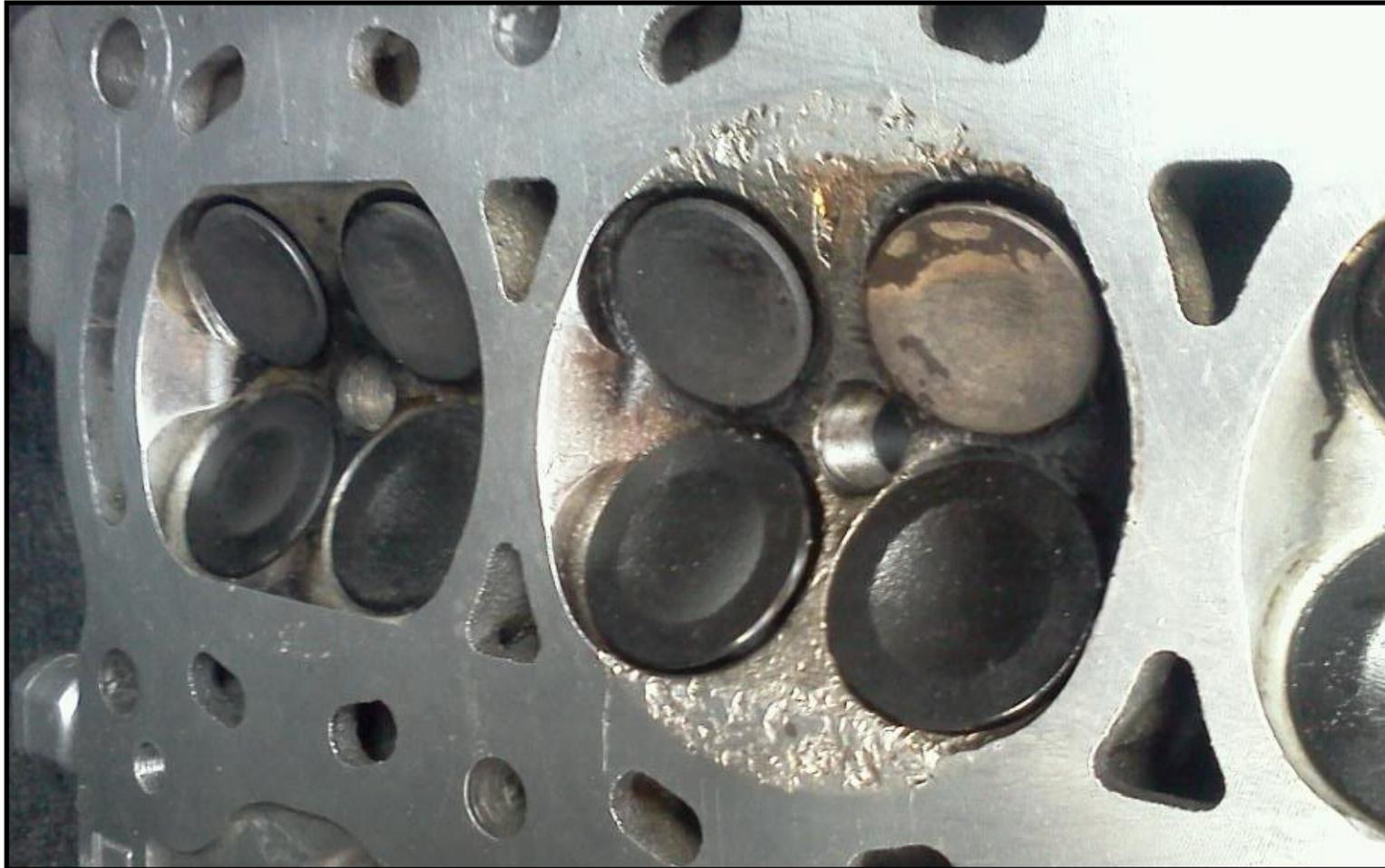
Tech Support
Ext 5

tech@esengines.com

INSTALLATION CHECKLIST

- ADJUST VALVES**
** This may not apply to your engine*
- PRIME LIFTERS WITH OIL**
** This may not apply to your engine*
- VERIFY LIFTERS ARE OILED (NOT STUCK)**
** This may not apply to your engine*
- VERIFY ENGINE TIMING**
** Rotate Engine FORWARD Only! Never Backward!*
** Skip this step if disassembly is required - do not disassemble your engine*
- INSPECT REAR MAIN OIL SEAL**
- REMOVE DEBRIS FROM
INTAKE AND EXHAUST MANIFOLDS (see back)**
- AFTER BEING FILLED WITH OIL,
ROTATE ENGINE BY HAND 5 FULL TURNS**
** Rotate Engine FORWARD ONLY! Never Backward!*

This is what happens when debris from your old manifold gets into your new engine.



CLEAN OR REPLACE YOUR MANIFOLDS

THIS IS NOT COVERED UNDER WARRANTY!

Core Return Instructions

Shipping Your Engine Core

Please return your core promptly. Your deposit will be forfeit if your core cannot be picked up within 30 days after purchase.

The core is picked up at our expense. There are no additional shipping charges for you.

You may prepare your core for delivery either before, during or after your new engine arrives. We do not need to simultaneously pick up your core at the same time that we deliver your new engine.

Please make sure your core includes all of the required components necessary for a full refund: block, pistons, connecting rods, cylinder heads, head bolts, timing cover, timing cover bolts, etc. In some cases, you should also include the oil pan and valve covers (please call us if you are unsure).

Please do not send us scrap metal or an unexpected engine without prior authorization.

Ship your core using the Core Preparation and Shipping Guide (attached)

If the core is not ready when the driver arrives, there will be a surcharge for a “missed-trip”. It is your responsibility to make sure that you or your shop has the core prepared for pickup at the scheduled time.

The prearranged shipping cost included in your purchase is for “curbside pickup”: typically on the ground near the entryway to your facility. Do not invite the driver to collect the pallet from inside your shop. Do not keep the driver waiting for more than 10 minutes. It is your responsibility to avoid “Inside” delivery surcharges. When these surcharges are incurred, we are required to collect reimbursement from you.

Return Shipping Checklist

- Prepare your core.

Make sure that your core includes all necessary components to qualify for a full refund:

block, crankshaft, connecting rods, cylinder head, timing cover, bolts, oil pan, etc.

Call us if you’re not sure what to send.

- Place the pallet near the entryway of your facility.
- Put your engine on the pallet.
- Tie down the engine using heavy duty twine or rope.
- We’ve provided two shipping labels. Attach one label to the engine.
- Call our Shipping Department 24 hours before the engine is ready to be picked up:
800-328-7294 Ext 3
- Someone must be present when the core is being picked up.
- We’ve provided two shipping labels. Give one label to the driver.

1-800-328-7294 voice and fax

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