



# **BI-FUEL and DEDICATED Compressed Natural Gas Systems**

## **Warranty and Policy Manual**

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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 the part(s) 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.

## 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)

## 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 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 uses 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

## 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.

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.

## Emissions Warranty

The Emissions Warranty is made up of two parts – an Emissions Performance Warranty and an Emissions Defect Warranty. The warranty periods under this section apply based on the vehicle's age in years and on the vehicle's odometer reading. The warranty period expires based on the specified age or mileage, whichever comes first.

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 and related components and emission control module and 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

## Emissions Performance Warranty

The emissions performance warranty covers repairs or adjustments to any ALTECH-ECO supplied alternative fuel emission component (see section “Covered Components”) to your vehicle because your vehicle failed to conform to an EPA-approved emissions test during the warranty coverage period.

The emissions performance warranty for light-duty vehicles, light-duty trucks and medium-duty passenger vehicles up to 8,500 lbs GVWR is 2 years or 24,000 miles, whichever comes first, except for specified major emission control components which has a warranty period of 8 years or 80,000 miles, whichever comes first. See the “Covered Components” section for the list of components covered during that coverage period.

The emissions performance warranty for medium-duty vehicles greater than 8,500 pounds up to 19,500 pounds GVWR is 5 years or 50,000 miles, whichever comes first, except for specified major emission control components which has a warranty period of 8 years or 80,000 miles, whichever comes 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.



## Emissions 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 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 defect warranty for light-duty vehicles, light-duty trucks and medium-duty passenger vehicles up to 8,500 lbs GVWR is 2 years or 24,000 miles, whichever comes first, except for specified major emission control components which has a warranty period of 8 years or 80,000 miles, whichever comes first. See the "Covered Components" section for the list of components covered during that coverage period.

The emissions defect warranty for medium-duty vehicles greater than 8,500 pounds up to 19,500 pounds GVWR is 5 years or 50,000 miles, whichever comes first, except for specified major emission control components which has a warranty period of 8 years or 80,000 miles, whichever comes 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 & Emissions Components Warranty 3yr / 36k miles	Major Emissions Control Components Warranty 8yr / 80k miles
<b>CNG Fuel Tank Subassembly</b>		
Pressure Sensor	X	
Pressure / Rear Wire Harness	X	
NGV Cylinder with Solenoid Valve	X	
Cylinder Bracket Assembly with Hardware	X	
<b>CNG High Pressure Fuel Line Subassembly</b>		
High Pressure Hose Kit	X	
Filter Assembly	X	
Pressure Regulator	X	
Regulator and Filter Mounting Bracket	X	
<b>CNG Low Pressure Fuel Line Subassembly</b>		
Low Pressure Hose Kit (stainless steel)	X	
<b>CNG Fuel Rail Sub Subassembly</b>		
Fuel Rail	X	
Fuel Injector(s)	X	
Fuel Injector Jumper Harness	X	
Pressure / Temperature Sensor	X	
Pressure / Temperature Wire Harness	X	
<b>CNG Alternative Fuel Control Module Subassembly</b>		
AFCM - CNG Control Module		X
AFCM - CNG Switch	X	
AFCM - CNG Main Wire Harness	X	
AFCM Module Mounting Brackets	X	
<b>CNG Fueling Subassembly</b>		
Refueling Receptacle	X	
Refueling Brackets, Fittings, Hardware	X	
Refueling Receptacle Housing Assembly	X	
<b>Vehicle Emissions Control System</b>		
OEM Catalytic Converters and related components	X	X
OEM Emission Control Module	X	X

## 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 of 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.



## 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

All claims will be processed within 24 hrs.

## CUSTOMER

Business Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Phone #: \_\_\_\_\_ E-mail: \_\_\_\_\_

Ship To Address: \_\_\_\_\_

Choose Shipping Method:  UPS Overnight  UPS 2nd Day  UPS Ground (Free) \_\_\_\_\_

## CLAIM

CNG System Install Date: \_\_\_\_\_ Date of Claim: \_\_\_\_\_

CNG System MS#: \_\_\_\_\_ VIN: \_\_\_\_\_

Vehicle Year & Model: \_\_\_\_\_ Mileage: \_\_\_\_\_ Unit # \_\_\_\_\_

## REASON FOR THE CLAIM:

## DIAGNOSTIC RESULTS / PERFORMED:

DTC's:

PART #	QTY	DESCRIPTION	Labor Time	Technician Name	Date Completed

## TO BE COMPLETED BY ALTECH-ECO WARRANTY DEPT.

Warranty Claim:  Approved      Warranty Authorization #: \_\_\_\_\_

Denied      Reason for denial: \_\_\_\_\_

Submit this completed form to Yuriy Barva at [barva@altecheco.com](mailto:barva@altecheco.com) for review.  
If approved you will be given a warranty authorization Number.

See Warranty & Policy Manual for more details. Call Altech-Eco if you have any questions at 828-654-8300.