

# **Power Solutions International, Inc.**

## **Heavy Duty (GE & GV Series)**

### **Warranty Policy and Procedures Manual & Certified Engine Responsibility**

Products included in this manual are shown below.

**GE Series (8.1L, 11L)**

**GV Series (14.6L, 18.3L, 21.9L)**

NOTE: THIS MANUAL MAY BE UPDATED FROM TIME TO TIME BY  
POWER SOLUTIONS INTERNATIONAL, INC.

Power Solutions, Inc.  
201 Mittel Drive  
Wood Dale, IL 60191

# TABLE OF CONTENTS

<b>SECTION 1: PSI WARRANTY STATEMENT AND COVERAGE</b> .....	<b>3</b>
MANUFACTURER’S WARRANTIES .....	3
PSI LIMITED WORKMANSHIP WARRANTY .....	3
<b>Summary of Warranty Coverage</b> .....	<b>5</b>
<b>US EPA EMISSION CONTROL WARRANTY STATEMENT</b> .....	<b>6</b>
<b>REQUIREMENTS FOR SUBMITTING A WARRANTY CLAIM</b> .....	<b>10</b>
Requirements of the Retail Purchaser.....	10
Warranty Parts Return Program.....	11
Mandatory Return Parts List.....	11
Warranty Exclusions .....	12
Service Labor Rates.....	13
Labor Time Reimbursement .....	13
Travel Policy.....	13
Parts Reimbursement .....	13
Returning Denied Parts (30 Day Window).....	14
<b>WARRANTY REGISTRATION</b> .....	<b>14</b>
Responsibilities for Registration .....	14
How to Register an Engine.....	15
Warranty Start Date & Shelf Life Warranty .....	15
<b>Warranty Procedures</b> .....	<b>16</b>
Claim Submission .....	16
Warranty Pre-Approval.....	16
Claim Reminders.....	17
Service Parts Warranty Procedure.....	17
Sublet Repairs .....	17
<b>OEM RESPONSIBILITIES FOR PSI SUPPLIED CERTIFIED LSI ENGINES</b> .....	<b>18</b>
<b>APPENDIX 1 END OF LINE TEST PROCEDURE</b> .....	<b>20</b>
<b>APPENDIX 2 Roles and Responsibilities (Development)</b> .....	<b>22</b>
<b>Appendix 3 Roles and Responsibilities (Commercial &amp; Requirements)</b> .....	<b>23</b>

## SECTION 1: PSI WARRANTY STATEMENT AND COVERAGE

**MANUFACTURER'S WARRANTIES:** To the extent that the Products or portions or parts thereof may be covered by manufacturers' warranty, Power Solutions International, Inc. referred to herein as "PSI" or "Supplier" hereby agrees to assign all rights and benefits under such manufacturers' warranties to Buyer. PSI shall assume responsibility to administer all warranty claims filed by customer. Buyer shall be subject to all conditions and limitations of such manufacturer's warranties. A summary listing of the current manufacturer's warranties (identified by general component type) is set forth in this Manual. Manufacturer's warranties are subject to change from time to time.

**PSI LIMITED WORKMANSHIP WARRANTY:** PSI warrants to the Buyer that the components installed by PSI will be properly installed in accordance with PSI's standard specifications for a period beginning upon the shipment of the Products by PSI and ending upon the first to occur of (i) one (1) year from the date of shipment of the Products by PSI or (ii) six (6) months from the date the Products are placed in service. There is no warranty in cases of negligence, abuse, abnormal usage, misuse, corrosion, over-loading, altered Products, accidents, fair wear and tear, failure to follow Supplier's instructions or improper installation, storage or maintenance. PSI's limited workmanship warranty is subject to the exclusions and limitations provided herein. Buyer's remedies for breach of the PSI limited workmanship warranty are specifically limited to the remedies provided for herein.

**DISCLAIMER OF WARRANTY:** Except as expressly provided herein, Supplier makes no further warranty of any kind with respect to the Products. SELLER DISCLAIMS AND EXCLUDES ALL WARRANTIES, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OF CONFORMITY TO SPECIFICATIONS, MODELS, SAMPLES OR OTHERWISE. SELLER WILL NOT BE LIABLE FOR ANY GENERAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY DAMAGES FOR LOSS OF USE OR LOSS OF PROFITS.

**BUYER'S REMEDIES:** Supplier's liability for any breach of any provision hereof is limited to either (i) repair or replacement of any nonconforming components of the Products, or (ii) upon return of the nonconforming Products to Supplier, credit to the Buyer of the amount paid therefore, whichever Supplier shall elect. Supplier's liability arising for any reason under this Agreement shall in no event be greater in the aggregate than the price paid by Buyer for the Products during the immediately preceding twelve (12) month period and, except as otherwise provided in this Power Solutions, Inc. Certified Engine Responsibility, Warranty and Procedures Manual, shall not include any labor, shipping or other costs incurred in connection with any repair, replacement, reinstallation or reshipment. Buyer shall provide Supplier access to the Products as to which Buyer claims a purported defect or nonconformance. Supplier's obligation to repair, replace or credit shall only apply to Products that examination by Supplier or Supplier's representatives determines to have been defective under ordinary and normal use. Upon request by Supplier, Buyer shall, at Buyer's own risk and expense (subject to reimbursement as set forth herein), promptly return the Products in question to Supplier's facility. Any Products that are repaired or replaced by Supplier shall be re-delivered to Buyer at Supplier's risk and expense. Supplier shall not be required to repair or replace

more than the Products actually found by Supplier to be defective. No allowance shall be made for any expenses incurred by Buyer in repairing defective parts or supplying any missing parts except on the written consent of Supplier. Buyer is responsible for determining the suitability of Supplier's products for Buyer's use or resale, or for incorporating them into objects for applications that Buyer designs, assembles, constructs or manufactures. THE REMEDY SET FORTH IN THIS PARAGRAPH SHALL BE BUYER'S SOLE AND EXCLUSIVE REMEDY AGAINST SUPPLIER AND BUYER WAIVES ALL OTHER REMEDIES AGAINST SELLER. Buyer shall not debit, deduct, or withhold payment for issues regarding warranty work or parts or engines. This includes Product sent for warranty purposes. Warranty issues are separate from payment of invoices that are due within the payment terms. Warranty issues are to be resolved through Supplier's Warranty Department.

**LIMITATION OF LIABILITY IN GENERAL:** In no event whatsoever shall Supplier or any of its shareholders, directors, officers, affiliates, predecessors, successors and assigns, be liable to Buyer or any third party or any of their shareholders, directors, officers, affiliates, predecessors, successors and assigns, for any incidental, indirect, consequential, exemplary or special losses, damages, costs or expenses of any kind relating in any way to the manufacture and sale of the Products, the use of or inability to use such Products, or acts or omissions in connection herewith (including, without limitation, lost profits or the use of or the loss of use of any of the Products or other property). In no event shall Supplier's liability arising under this Agreement for any reason exceed, in the aggregate, the purchase price of the Products purchased hereunder during the immediately preceding twelve (12) month period.

## Summary of Warranty Coverage

Component	Coverage <sup>1</sup>	Comments
<b>Standby specifications:</b>  Used in emergency standby applications only	1 year or 500 hours from in-service date	Labor paid per Labor Time Guide  All warranties start no later than 12 months from product ship date from PSI. In the event the engine is not put into service 12 months after ship date, the warranty will automatically begin.
<b>Prime / Continuous Specifications</b>  Used in non-emergency applications.	1 year or 8,760 hours from in-service date	Excludes catalyst, fuel system, & emissions components.  All warranties start no later than 12 months from product ship date from PSI. In the event the engine is not put into service 12 months after ship date, the warranty will automatically begin.
Certified Engine Emissions warranty <sup>2</sup>	<b>Emissions Warranty</b> 3 years or 8,760 hours	Labor paid per Labor Time Guide
	<b>High Cost Emissions Warranty</b> 5 years or 8,760 hours	OEM must assist in high cost parts identification.
Starters	12 Months or 3,500 Hours	Parts Replacement Only
Alternators	12 Months or 3,500 Hours	Parts Replacement Only
Radiators	12 Months or 3,500 Hours	Parts Replacement Only
Aftermarket Service Parts	90 Days from invoice date to end user	Parts Replacement Only
Replacement Service Engine	12 months/500 hours from date of installation <b>OR</b> 15 months/500 hours from date of engine sale from PSI	Labor paid per Labor Time Guide
<sup>1</sup> Time or Hours, whichever occurs first		
<sup>2</sup> Emissions components are not included in base engine warranty		

Warranty Policy Adjustments: PSI may from time to time, at its sole discretion, provide coverage for claims on engines or parts that fall outside of the stated warranty. This coverage is granted at the sole discretion of PSI and is handled on a case-by-case basis. Warranty Policy Adjustment claims require the prior written approval of PSI in all cases.

## US EPA EMISSION CONTROL WARRANTY STATEMENT YOUR WARRANTY RIGHTS AND OBLIGATIONS

The **United States Environmental Protection Agency** and **Power Solutions International, Inc.** are pleased to explain the **emission control system warranty** on your 2019 PSI heavy duty large spark-ignition (LSI) engine. New LSI engines must be designed, built and equipped to meet the US EPA's stringent emission standards. Power Solutions International, Inc. must warrant the emission control system on your LSI engine for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your LSI engine.

Your emission control system may include parts such as the carburetor, regulator or fuel-injection system, ignition system, engine computer unit (ECM), catalytic converter and air induction system. Also included may be sensors, hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Power Solutions International, Inc. will repair your LSI engine at no cost to you including diagnosis, parts and labor.

### MANUFACTURER'S WARRANTY COVERAGE

The 2018 and later large spark-ignition engines are warranted for **8760 hours** or **three years**, whichever occurs first (**8760 hours** or **five years** for high cost warranty parts). If any emission-related part on your engine is defective, the part will be repaired or replaced by Power Solutions International, Inc.

### OWNER'S WARRANTY RESPONSIBILITIES

As the equipment and LSI engine owner, you are responsible for the performance of the **required maintenance listed in your owner's manual**. Power Solutions International, Inc. recommends that you retain all receipts covering maintenance on equipment and LSI engine, but Power Solutions International, Inc. cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

As the equipment or LSI engine owner, you should however be aware that Power Solutions International, Inc. may deny you warranty coverage if equipment or LSI engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

Your engine is designed to operate on Natural Gas and/or LPG. Use of any other fuel may result in your engine no longer operating in compliance with the US EPA's emissions requirements.

You are responsible for presenting your equipment or LSI engine to a Power Solutions International, Inc. distribution center as soon as a problem exists. The warranty repairs should be completed by the dealer as expeditiously as possible.

If you have any questions regarding your warranty rights and responsibilities, you should contact Power Solutions International, Inc. via telephone at **1-800-551-2938** or contact Power Solutions International, Inc. in writing at:

**Power Solutions International, Inc.**  
**201 Mittel Dr.**  
**Wood Dale, IL 60191**

**o r**

**Fax: 888-331-5764**

#### **DEFECTS WARRANTY REQUIREMENTS:**

- (a) The warranty period begins on the date the engine or equipment is delivered to an ultimate purchaser.
- (b) **General Emissions Warranty Coverage.** Power Solutions International, Inc. must warrant each LSI engine to the ultimate purchaser and each subsequent owner that the engine is:
  - (1) Designed, built, and equipped so as to conform with all applicable regulations adopted by the US EPA; and
  - (2) Free from defects in materials and workmanship that causes the failure of a warranted part for a period of 8760 hours or three years, whichever occurs first (8760 hours or five years for high cost warranty parts).
- (c) The warranty on emissions-related parts will be interpreted as follows:
  - (1) Any warranted part that is not scheduled for replacement as required maintenance in the written instructions required by subsection (d) must be warranted for the warranty period defined in Subsection (b)(2). If any such part fails during the period of warranty coverage, it must be repaired or replaced by the manufacturer according to Subsection (4) below. Any such part repaired or replaced under the warranty must be warranted for the remaining warranty period.
  - (2) Any warranted part that is scheduled only for regular inspection in the written instructions required by subsection (d) must be warranted for the warranty period defined in Subsection (b)(2). A statement in such written instructions to the effect of "repair or replace as necessary" will not reduce the period of warranty coverage. Any such part repaired or replaced under warranty must be warranted for the remaining warranty period.

- (3) Any warranted part that is scheduled for replacement as required maintenance in the written instructions required by subsection (d) must be warranted for the period of time prior to the first scheduled replacement point for that part. If the part fails prior to the first scheduled replacement, the part must be repaired or replaced by the engine manufacturer according to Subsection (4) below. Any such part repaired or replaced under warranty must be warranted for the remainder of the period prior to the first scheduled replacement point for the part.
- (4) Repair or replacement of any warranted part under the warranty must be performed at no charge to the owner at a warranty station.
- (5) Notwithstanding the provisions of Subsection (4) above, warranty services or repairs must be provided at all manufacturer distribution centers that are franchised to service the subject engines.
- (6) The owner must not be charged for diagnostic labor that leads to the determination that a warranted part is in fact defective, provided that such diagnostic work is performed at a warranty station.
- (7) The manufacturer is liable for damages to other engine components proximately caused by a failure under warranty of any warranted part.
- (8) Throughout the emissions warranty period defined in Subsection (b)(2), the manufacturer must maintain a supply of warranted parts sufficient to meet the expected demand for such parts.
- (9) Any replacement part may be used in the performance of any warranty maintenance or repairs and must be provided without charge to the owner. Such use will not reduce the warranty obligations of the manufacturer.
- (10) Add-on or modified parts that are not exempted by the US EPA and may not be used. The use of any non-exempted add-on or modified parts will be grounds for disallowing a warranty claim. The manufacturer will not be liable to warrant failures of warranted parts caused by the use of a non-exempted add-on or modified part.

**(d) Emission Warranty Parts List.**

(1) Fuel Metering System

- (i) Fuel injection system
- (ii) Air/fuel ratio feedback and control system
- (iii) Carburetor system (internal parts and/or pressure regulator or fuel mixer or injection system)

(2) Air Induction System

- (i) Intake manifold(s) or air intake system \*
- (ii) Turbocharger systems \*
- (iii) Air filter

(3) Ignition Control System

- (i) Engine Wire Harness \*
- (ii) Ignition coil and spark plugs

(4) Positive Crankcase Ventilation (PCV) System

- (i) PCV Valve.

(5) Catalyst System

- (i) Exhaust manifold
- (ii) Catalytic converter \*
- (iii) Engine Control Module (ECM) \*
- (iv) Electronic Pressure Regulator (EPR)

(6) Miscellaneous items Used in Above Systems

- (i) Vacuum, temperature, and time sensitive valves and switches
- (ii) Sensors used for electronic controls
- (iii) Hoses, belts, connectors, assemblies, clamps, fittings, tubing, sealing gaskets or devices, and mounting hardware
- (iv) Pulleys, belts and idlers

\* Indicates high cost warranty item

## REQUIREMENTS FOR SUBMITTING A WARRANTY CLAIM

The OEM/Buyer must substantiate the in-service date for all engine and service part claims. PSI, at its sole discretion, may require the Service Dealer, Distributor or

OEM/Buyer to provide a proof of purchase receipt.

The engine **In-Service date** should be registered in the PSI Cloud Based Portal or at the public customer portal ([www.psiengines.com/service](http://www.psiengines.com/service))

The OEM/Buyer must assess all repairs for warranty eligibility. PSI, at its sole discretion, may audit the OEM/Buyer for compliance with its warranty policy.

The OEM/Buyer must file all claims with PSI within 30 days of the date of repair.

The OEM/Buyer must maintain, in readily available format, all claim supporting records for 12 months from the credit/payment date of the claim. Supporting records from denied claims should be archived and maintained for 4 years from the date the claim was denied.

The OEM/Buyer must adhere to the Warranty Parts Return Program procedures specified in this manual. Any parts not requiring return must be retained for 90 days following the repair.

Claims must be submitted to PSI by the OEM or OEM dealer directly in the PSI Cloud based warranty system.

### Requirements of the Retail Purchaser

The retail purchaser shall notify the OEM/Buyer or PSI of any such defective part that the purchaser obtains knowledge of within 30 days from the time the purchaser obtains such knowledge.

## Warranty Parts Return Program

Parts are required to be returned to PSI within 30 days after the date PSI provides an RMA.

OEM/Buyers are required to return certain components that are replaced under warranty.

A list of mandatory return parts is shown below. Reimbursement for freight is allowed on approved warranty claims provided parts are returned by United Parcel Service (“UPS”) ground or other economical, nationally recognized delivery service. In addition, freight receipts are considered claim supporting documentation and must be held with the claims supporting records in accordance with the retention policy for supporting documentation.

PSI warranty representatives will send an electronic reminder to the submitter, for any parts requiring return, while processing the claim. It is in the submitter’s best interest to ship the mandatory return parts back to PSI as soon as possible when the RMA is issued.

Credit or payment for any claim will not be processed until the parts have been received back by PSI. The parts and package being returned to PSI must both be clearly marked with the PSI Warranty RMA number. Parts should be shipped to: Warranty Department, Power Solutions, Inc., 1465 Hamilton Pkwy, Itasca, IL 60143.

### Mandatory Return Parts List

- Alternators
- Starters
- Electronic Modules
- Wire Harnesses
- Fuel Pumps
- Fuel Regulators
- Fuel Mixers
- Catalytic Converter Mufflers
- Solenoids
- Fuel Trim Devices
- Injectors and Fuel Rails
- Injector Throttle Bodies
- Fuel Lock Offs
- Governors
- Electronic Throttle Bodies
- Sensors
- Carburetors
- Engine Assemblies

Additional components may require return. PSI retains the right to modify the Mandatory Return Parts List from time to time, or request parts be returned that are not on the list. These returns will be requested during claim processing, and an electronic message will be sent to the submitter from the PSI Warranty System.

## Warranty Exclusions

Under the PSI warranty terms, the following scenarios are not eligible for reimbursement:

- Repairs on engines surpassing the specified warranty period in hours or time.
- Failures stemming from application issues rather than defects in PSI's materials or workmanship.
- Failures due to coolant, engine oil, or fuel not meeting PSI specifications.
- Failures due to inadequate maintenance.
- Engine use exceeding designated parameters, including surpassing power ratings, operational hours, or deviating from intended duty cycles.
- Claims subject to denial at PSI's discretion if deemed a result of misapplication.
- Misrepresentation of engine hours or in-service date.
- Altered hour meters obscuring true engine hours.
- Misrepresentation of service date to claim out-of-warranty repairs as within warranty.
- Engine damage from Acts of God or force majeure.
- Routine maintenance and repairs affected by environmental factors or application variations.
- Damage from improper storage practices.
- Repairs due to external poor workmanship not affiliated with PSI.
- Performance adjustments beyond PSI's normal standards.
- Use of non-genuine OEM parts, except in emergencies.
- Repairs to non-defective parts upon analysis.
- Engine repairs for unauthorized applications such as on-road vehicles, marine vessels, or unapproved uses.
- Consequential expenses like lodging, food, downtime, or replacement equipment rental.
- Use of emergency engines for prime or continuous duty.
- Misuse or misapplication of the product as determined by PSI.
- Towing or transportation costs for relocating engines or equipment for repair.
- Exclusion of prototype, development, validation, and engineering project engines from warranty coverage.

## Service Labor Rates

Subject to the terms and conditions contained in this manual, the service labor rate is that rate that will be applied to all warranty repairs performed by the OEM/Buyer at Supplier's request. PSI will establish service labor rates with the OEM/Buyer. These rates shall be equal to Buyer's retail labor rate and will be limited to the average geographical labor rates that are already established in the OEM/Buyer's area of operation. In no case shall the labor rate exceed \$90.00/hr USD.

## Labor Time Reimbursement

Labor time will be allowed per PSI component supplier's manufacturer's warranty guidelines. When a standard repair time ("SRT") exists, the SRT will be visible in the cloud based warranty system in the labor tab.

In no case will labor time to gain access or close access to an engine or piece of equipment be reimbursable by PSI. Labor times are equivalent to replacing a part from an exposed engine. PSI will not reimburse for labor to gain access or close access to an engine or a piece of equipment.

When a repair operation is not listed in a labor time standard manual, reimbursement will be based on actual time. Actual time must be fully explained on the claim. Such time must be realistic and consistent with accepted industry practices. Actual time submitted may be adjusted at the sole discretion of PSI.

## Travel Policy

Travel expenses are not covered under the standard warranty terms and conditions. However, PSI may reimburse travel costs if permitted by the manufacturers' warranty from the component supplier or upon explicit written approval from PSI.

## Parts Reimbursement

Subject to the terms and conditions contained in this manual, PSI will reimburse the OEM/Buyer at their acquisition cost of the part.

Occasionally, an emergency repair may require the use of service parts supplied through other channels. PSI will review these instances on a case-by-case basis. If PSI elects to extend coverage for parts on such repairs, reimbursement will be limited to the acquisition cost, up to the cost of like PSI parts. In cases where the base engine has failed, the engine should be replaced with a service engine, not a fully dressed engine. Costs associated with using a completed dressed engine is not reimbursable. Ground freight will be covered on approved claims if submitter claims the ground freight costs.

Transportation costs for returning Mandatory Return Parts is reimbursable at actual cost, providing parts are returned via United Parcel Service ground or other nationally recognized delivery service. Service agents must have freight receipts available upon request of PSI.

### Returning Denied Parts (30 Day Window)

In instances where a warranty claim is denied due to the determination of a non-warrantable failure, or if the returned part or engine is classified as 'No Trouble Found' (NTF), PSI reserves the right to reject the claim. **Upon denial of the claim, the claimant has a 30-day period from the date of denial to request the return of the part(s) or engine.** To initiate a return, the claimant must submit a written request within this 30-day period, accompanied by the following specified information. Should the claimant fail to meet these requirements within the allotted timeframe, PSI will proceed to scrap the part(s) or engine. It is important to note that PSI bears no obligation or responsibility for the return of the part(s) or engine after the expiration of the 30-day period.

#### Required information

- Full contact information
- Company Name, Address, phone number.
- UPS Account Number or provide PSI with a return label with shipping prepaid

For engine returns or parts over 70LBS the requestor is responsible for issuing a Bill of Lading (BOL) and arranging the return freight to their destination. The BOL should be provided to the PSI Warranty department within 30 days of the date of claim denial.

## WARRANTY REGISTRATION

### Responsibilities for Registration

OEM's, OEM Dealers, or end users all have the ability to register the engine warranty. Failure to register the engine warranty may result in the product receiving a shorter warranty than allowed per the standard warranty terms in this document.

In-Service Dates are automatically calculated based on the date of sale from PSI to OEM Customer. The calculation is such that the in-service date will automatically be estimated as 90 days from the date of sale. The OEM, OEM Dealer, or End user is responsible for registering the engine in which the correct/accurate in-service date will then be applied to the engine warranty.

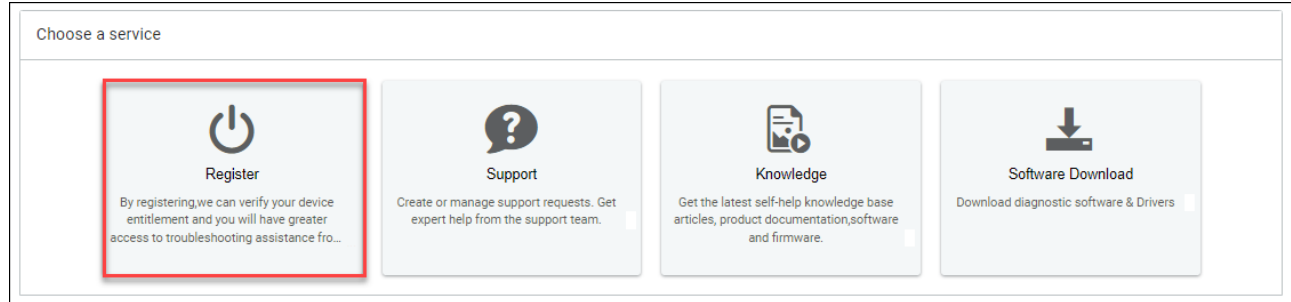
Failure to register the engine with the correct in-service date may lead to a shorter warranty term for the product since the in-service date may be at a later date than what is calculated automatically.

## How to Register an Engine

OEM Customers can use the credential based PSI Portal to update the in-service date

OEM Dealers or End Users will use the non-credential based website [www.psiengines.com/service](http://www.psiengines.com/service) to register the engine warranty.

The training video on this process can be viewed in the public portal knowledge section which is also [linked here](#).



## Warranty Start Date & Shelf Life Warranty

The warranty period will begin when the engine is sold to the end user ("In-Service Date").

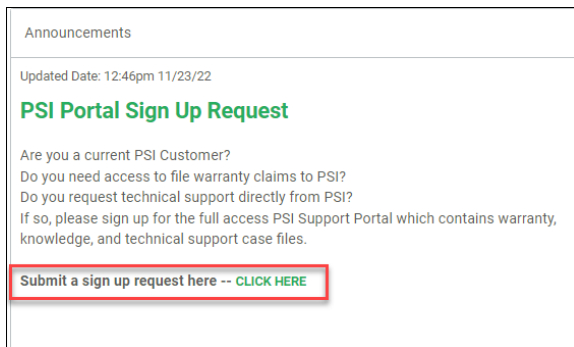
The engine shelf life warranty is a maximum 12 months from ship date from PSI. In cases where the engine is not put into service after 12 months from ship date from PSI, the warranty will automatically start after 12 months have expired.

## Warranty Procedures

### Claim Submission

Warranty claims are required to be submitted directly into the PSI Cloud based portal. OEM dealers can file claims directly to PSI in cases where PSI supports the OEM dealer in a tier 1 support role. OEM dealers which are supported by the OEM in a tier 1 role are required to file warranty claims to the OEM.

If you require credentials to the cloud based system please reach out to PSI by submitting a request for access in the announcements section of [www.psiengines.com/service](http://www.psiengines.com/service)



The Buyer must substantiate the in-service date for all engines and service part claims. PSI, at its sole discretion, may require the Buyer to provide a proof of purchase receipt. PSI may request additional information or failed parts returned during claim processing, and the Buyer must answer all such requests and return requested parts within 14 days. Failure to comply may result in claim denial.

- **Maintenance records if requested**
- **Photo of engine serial number plate must be submitted with claim**
- **Photo(s) of all failed parts must be submitted with claim**

### Warranty Pre-Approval

Generally, pre-approval is not required from PSI. PSI will typically not provide a pre-approval or denial when requested. In situations where PSI does require pre-approval we will communicate this requirement to you based on the situation.

## Claim Reminders

Claims must be received by PSI electronically within 30 days of the repair date. Failure to comply may result in claim denial.

PSI may request additional information during claim processing, and the OEM must answer all such requests within 14 days. Failure to comply may result in claim denial.

OEMs must maintain, in readily available format, all supporting documents for claims for 12 months from the credit/payment date of the claim. Supporting documents for denied claims are required to be archived and maintained for 4 years from the date the claim was denied. All claims and supporting documents are subject to audit by PSI. If supporting documents are not available, or do not support a claim, the claim is subject to charge-back.

If an engine is not registered in the PSI Warranty System, a proof of purchase receipt must be supplied by the customer to the Dealer.

Sublet labor, freight or non-PSI part receipts must be retained by the OEM. Any OEM submitting manual claims must attach such receipts to the claim.

PSI reserves the right to alter our Policies & Procedures from time to time at our sole discretion.

## Service Parts Warranty Procedure

Service parts receive a part only warranty. Labor, failure due to wear, and travel are not covered by PSI.

Warranty claims for service parts should be processed through the PSI warranty department. The claim should indicate that it is for a service parts warranty. All warranty claims should include the original invoice and should include a date stamp on the invoice.

The service part warranty is 90 days from the invoice date to the end user or 90 days from the date the dealer installs the service part in cases where the dealer performed the repair.

The part purchase date should be filled out in the claim as the date the part was sold to the end user or date the dealer installed the service part. The invoice for the sale of the part should be uploaded into the claim. The invoice number should be documented in the claim itself.

## Sublet Repairs

Reimbursement for sublet repairs is at the actual cost of the repair within the guidelines of the labor SRT guidelines.

## OEM RESPONSIBILITIES FOR PSI SUPPLIED CERTIFIED LSI ENGINES

### SPARK IGNITED (LSI) ENGINES:

As the OEM installing the certified engine sold by PSI, Buyer is required to document and provide certain information to both the end user of the Product and Power Solutions, Inc. The actions required by the OEM are listed in section 2. Buyer will bear the responsibility of insuring that their products that ship from their factory with the PSI certified engine installed are in compliance when they ship.

Buyer/OEM Requirements:

- Comply with installation guidelines specified by PSI
- Record and maintain records of all certified engines installed and delivered to end users
- Complete an End of Line (EOL) hot test in accordance with Appendix 1
  - o Appendix 1 applies to stationary certified customers
- Share data specific to the certified engine and the equipment which it is installed in
- Comply with the roles and responsibilities outlined in Appendix 2

### **2A Certified engine installation requirements.**

In the event PSI has specific installation requirements of the certified engine into the OEM equipment, the OEM/Buyer must meet the installation requirements.

### **2B Record keeping**

The OEM/Buyer must record and maintain accurate records of all certified engines installed and delivered to the end users. This data may be reviewed at the request of PSI and should be readily available. The required data will be specified on the PSI supplied End of Line test document, required data may be changed from time to time at the discretion of PSI.

### **2C End of Line (EOL) test requirements**

The OEM/Buyer is required to perform an End of Line hot test at the OEM production facility. The purpose of the EOL test is to ensure the engine is still in compliance with the emissions regulations after installation is complete into the OEM application. The OEM/Buyer is responsible for performing the EOL test and repairing any non-conformances on the engine prior to the machine shipping from their facility. The test must be performed on every engine/machine. The EOL test will be specified in a separate document (Appendix 1) provided to the OEM/Buyer.

In some situations, PSI will require the OEM/Buyer to record engine performance data. This requirement will be documented on the End of Line (EOL) hot test document. The OEM/Buyer will be required to share the data in a format and at a frequency that PSI prescribes.

## **2D. Data collection and reporting for the certified engine and equipment assemblies**

The OEM/Buyer is required to provide PSI with a monthly engine shipment report. The monthly engine shipment report will show every machine shipped with the certified engine in a specific month. This report should be provided to PSI by the end of the first week of each month and should contain the previous month's shipments.

The monthly shipment report should be documented on the PSI supplied monthly engine shipment report template. The template contains the following fields and should be filled out completely before sending the report to PSI. Failure to comply with this process is a violation and will result in the engine not being registered for warranty.

- Chassis or Equipment serial number
- Engine serial number
- Engine control module (ECM) serial number
- Catalytic convertor serial number
- Date of shipment from OEMs facility
- Ship to zip code of equipment

## **2E Engine modifications**

The OEM/Buyer is not allowed to modify the engine or engine assembly.

## **2F. OEM compliance Audit**

PSI may, at its discretion, perform a compliance audit at the OEM/Buyer's location. The purpose of the audit is to ensure the OEM/Buyer is in compliance with the policies outlined in this manual. PSI personal or designated representative will perform the audit; the OEM/Buyer will be advised of the audit schedule.

## **2G. OEM Equipment requirements**

The OEM/Buyer is required to have the appropriate equipment which is capable of performing the End of Line (EOL) test along with the recording and sharing requirements outlined in section 2D of this manual.

The equipment must be capable of interfacing with a data line to allow the End of Line (EOL) test data to be uploaded at the request and discretion of PSI.

## APPENDIX 1 END OF LINE TEST PROCEDURE

### **Summary:**

Beginning 1/1/2009, all stationary applied spark-ignited engines supplied by Power Solutions Inc. will be EPA and CARB certified. There are many requirements and regulations that are associated with this changeover, one of them being data reporting and an end of line test for each engine that is built and installed into a generator, pump, or any other stationary application. All OEM's using the PSI stationary certified engine will be required to follow the guidelines set for the EOL (end of line) testing and data reporting. This reporting will be mandatory for all fuels including NG, LP, and LPV.

### **Purpose:**

The purpose of the EOL test is to identify any assembly deficiencies, malfunctioning components, or operational issues that may cause the engine to perform outside the regulated emission guidelines. It also serves as an information collection for the component serial numbers and shipping location.

### **Hardware/Software:**

For OEM's to perform the PSI EOL test, there will be both hardware and software requirements to ensure the successful collection of engine data. The required is as follows:

### **Engine Records:**

There is a defined set of records that will need to be captured off of each engine. The following information will need to be recorded by the OEM:

- **Ship Date**
- **Engine Serial Number**
- **Electronic Pressure Regulator Serial Number Engine Control Module Serial Number Mixer Serial Number**
- **Catalyst Serial Number (if applicable)**
- **Zip Code (where the product is being shipped) Country Application Serial Number**
- **PSI Part Number**
- **Calibration Number**
- **Time/Date Stamp at the time of testing**

This information will need to be recorded and supplied to PSI via the online database. (Other options may be available for OEM's not utilizing the online database.)

Note: There will also be available fields in the reporting database that will allow OEM's to capture and populate additional fields at their request.

## Engine Prep (Post Installation)

Prior to starting the engine, the OEM will should consider performing a standard pre-start check of the engine. The following items should be checked:

- Mixer and Throttle Body assembly checked for any shipping or assembly damage
- Regulator mounted and secured tightly
- ECU mounted and secured
- LPG fuel filter properly installed and secured (if applicable)
- All fuel lines are installed and routed correctly
- Leak check the fuel system
- Electrical connections are connected and seated properly
- All harness routings are clear of hot objects such as turbochargers and exhaust manifolds
- All fluids are checked (oil, coolant, etc..)
- Check all air inlets/cleaners for damage and tightness

## Engine Test

The engine test procedure will be called out in the PSI test cell manual and will be supplied by PSI to all OEM’s using the PSI certified stationary engines. This manual will be a step by step guide of how to capture and record the necessary data involved with the end of line test.

**NOTE:** Engines equipped with dual fuel will need to be checked and tested while operated on each fuel. Engine Data

There will be several sets of engine performance data that the PSI collection software will be gathering during the hot test. Some of these parameters are (but not limited to):

Engine Operating Temperature
Pre Oxygen Sensor Reading
Post Oxygen Sensor Reading
Closed Loop 1
Adaptive 1
MAP Pressure
Barometric Pressure
Intake Air Temp

The PSI software will collect this data during the hot test, evaluate it, and give the engine either a pass or fail status. Engines that receive a “fail” evaluation will be required to be diagnosed and repaired prior to shipping the engine.

## APPENDIX 2 Roles and Responsibilities (Development)

Activity	PSI Responsibility	OEM Responsibilities
Emission/Fuel System Definition	<ul style="list-style-type: none"> <li>PSI to specify engine and fuel/emission control system BOM to comply with applicable emission regulation.</li> </ul>	<ul style="list-style-type: none"> <li>Review and approve complete engine and fuel/emission system BOM</li> <li>Order engine prototype and pilot builds for production implementation</li> </ul>
Emissions System Calibration	<ul style="list-style-type: none"> <li>PSI will provide as part of the certified engine assembly an emissions calibration that meets the applicable emission standards</li> </ul>	<ul style="list-style-type: none"> <li>To provide their specific application based calibration requirements to PSI.</li> </ul>
Emissions System Durability (EPA/CARB)	<ul style="list-style-type: none"> <li>PSI is responsible for providing a certified system that has been tested to the applicable emission regulation's durability period</li> </ul>	<ul style="list-style-type: none"> <li>OEM may be asked to assist in coordinating end user fleets for fleet durability testing at PSI request</li> </ul>
Vehicle Packaging	<ul style="list-style-type: none"> <li>PSI will provide component/engine packaging guideline to the OEM. PSI will work with OEM to provide CAD drawings as required.</li> </ul>	<ul style="list-style-type: none"> <li>OEM to provide equipment design information to allow packaging of engine and emissions/fuel system.</li> <li>OEM to follow all packaging guidelines provided by PSI to insure end equipment compliance with applicable</li> </ul>
Vehicle Performance & Drivability	<ul style="list-style-type: none"> <li>PSI to develop engine performance calibrations that meet the OEM's requirements while conforming to applicable emission regulations.</li> </ul>	<p>OEM must provide vehicle performance requirements to PSI. OEM must complete PSI Application Review Form and provide completed form back to PSI.</p> <ul style="list-style-type: none"> <li>OEM may need to provide vehicles for performance calibration development</li> <li>OEM must approved final performance calibration</li> </ul>
Emissions Certification	<ul style="list-style-type: none"> <li>PSI to provide emission labels on engines that meet the applicable emission regulations for all OEM equipment that have been approved for production use by PSI.</li> </ul>	<ul style="list-style-type: none"> <li>OEM is responsible to insure that production of equipment with PSI certified engines is conducted in a manner to insure the engine's compliance with the applicable regulations.</li> <li>OEM is also responsible to install supplemental emission label as required.</li> </ul>
Engine Cooling	<ul style="list-style-type: none"> <li>PSI specifies equipment cooling system performance requirements. These requirements are listed in the PSI Application Review Form.</li> </ul>	<ul style="list-style-type: none"> <li>OEM to specify a vehicle cooling package based on engine heat rejection requirements.</li> <li>OEM must document engine cooling system performance per the guidelines in the PSI Application Review Form.</li> </ul>

## Appendix 3 Roles and Responsibilities (Commercial & Requirements)

Component	Description	Responsibilities	
		PSI/ (MOR)	BUYER (OEM)
-	-	-	-
<b>LOI / Supply Contract</b>	Required supply contract	PSI requires signed contract.	OEM needs to commit and sign agreement
<b>Logistics</b>	<p>Certified Engine dressing/testing must comply to CARB/EPA requirements</p> <p>Method must be approved by CARB/EPA</p>	<p>PSI will dress engines. Engines will be shipped from PSI to the OEM's desired location. Catalysts will be shipped direct from PSI with the engine assembly</p> <p>PSI will specify OEM hot testing requirements</p>	<p>OEM needs to inform PSI of ship to locations. OEM is responsible for all shipping costs out of PSI</p>
<b>Documentation / Manuals</b>	Service Manual; Operators Manual; Installation Guidelines; Installation Drawing	PSI to provide applicable documentation to the OEM at an agreed upon price	OEM will utilize documentation per agreement.
<b>Labeling</b>	Emission Control System Label; PSI Engine S/N Label	PSI to apply required applicable emission labeling to the certified engine.	OEM will ensure labels are visible in equipment and will add supplemental emission control system label as required.

Component	Description	Responsibilities	
		PSI/ (MOR)	BUYER (OEM)
<b>Catalyst Assembly</b>	Installation of a catalyst assembly to the engine/equipment	PSI will either provide catalyst assemblies as part of the certified engine assembly or as a ship loose part with the certified engine	The OEM is responsible to insure in all cases that the correct catalyst assembly is installed with the certified engine in the equipment. The OEM will bare the all emissions compliance repercussions if they fail to perform this step.
<b>In-field Audit Testing</b>	The sampling and testing of in-field engine to insure ongoing compliance to the applicable emission regulations.	PSI will be responsible for conducting in-field audit testing as required by the regulatory authorities	The OEM may be asked to assist PSI in conducting in-field audit testing
<b>Data Reporting Requirements</b>	The reporting of engine and engine component serial numbers and the equipment serial numbers and shipping information	PSI will require OEM's to provide serial number data and shipping information for production equipment shipped from their facility with a PSI certified engine. PSI will specify a report format to include all information required. PSI will require OEM's to record this information as part of their production process. PSI will train OEM's as required	The OEM is responsible to perform the reporting requirements as specified by PSI.  The OEM must provide the end of line data reports to PSI on a monthly basis or as directed by PSI
<b>End-of-Line Test (EOL)</b>	End of production line engine test requirements	PSI will specify an end of line engine test procedure for the OEM to follow. PSI will outline all equipment required for the OEM to purchase. PSI will train OEM on conducting the end of line test.	The OEM is responsible to purchase all equipment necessary, as specified by PSI, to conduct the end of line test.  The OEM is responsible to insure that every certified engine that leaves their facility in a piece of equipment has been tested and has passed the PSI end of line

Component	Description	Responsibilities	
		PSI/ (MOR)	BUYER (OEM)
<b>Production Line Test (PLT)</b>	Random Sample; C-2 Test; Production Quarter Reporting	PSI is responsible to execute their PLT plan and file all necessary paperwork with regulatory authorities	The OEM may be asked to provide engine assemblies back to PSI for PLT's.
<b>Warranty/Tracking Database Reporting</b>	Captures applicable data to track and support certified engine systems	PSI will maintain warranty database.	The OEM will file warranties to PSI as outline in the PSI Warranty and Policy Procedures Manual
<b>Service Parts</b>	Parts availability and lead time	PSI will provide service parts to support OEM requirements.	OEM will procure all service parts directly from PSI OEM will maintain a sufficient quantity of service parts on hand.
<b>Warranty</b>	Emissions Warranty	PSI will provide the OEM with emissions warranty statements, as outlined in the PSI Warranty and Policy Procedures Manual.	OEM to extend "same" emissions warranty to their end-users.