



# **INDUSTRIAL ENGINE LIMITED WARRANTY**

**Engines Delivered After January 1st, 2024**

# STANDBY GENERATOR ENGINE 3 YEAR LIMITED WARRANTY SA, SB, SR & SH SERIES Engines Delivered After January 1<sup>st</sup>, 2024

## INDUSTRIAL ENGINE LIMITED WARRANTY

### Engines Delivered After January 1<sup>st</sup>, 2024

Mitsubishi Turbocharger & Engine America, Inc. (MTEA) warrants to the first User Purchaser / Owner that each new SA, SB, SR & SH Series Standby Generator Engine marketed by MTEA as a separate power source and used in electrical generation applications in North America, under normal use and maintenance, shall operate without defects in material or workmanship for the period described in this schedule:

	WARRANTY PERIOD		WARRANTY ADJUSTMENT	
	Months*	Engine hours*	Parts	Repair labor**
<b>Engine</b>	0 – 24	0 – 1000	100 %	100 %
<b>Instrument gauges</b>	0 – 6	0 – 1000	100 %	100 %
<b>Optional accessories</b>	0 – 12	0 – 1000	100 %	100 %
<b>Major components warranty***</b>	25 – 36	0 – 1500	100 %	None

\*Warranty period limited by whichever interval occurs first.

\*\*Engine removal and replacement labor limited to 10 hours.

\*\*\*Warranty for major castings only, which consist of the Crankcase, Crankshaft, Connecting Rods.

**Excluding** Crankshaft Main Bearings, Camshaft Bushings, Connecting Rod Bearings and Bushings.

## APPLICATION DEFINITION AND WARRANTY STARTING DATE

SA, SB, SR & SH Series Standby Generator Engine applications are electrical generator sets, which are used only as a source of power when commercial power is interrupted. Industrial Engine and Marine applications are excluded from this warranty. The Standby Generator Engine warranty and warranty coverage on optional accessories and instruments supplied by MTEA with the new engine begins on the date the start-up form is filled out and submitted to MTEA. If there is no start-up form submitted, then the warranty will start from the invoice date to OEM. In any case, the warranty period shall not exceed over 30 months from delivery to the OEM.

## DEFINITION OF A STAND-BY GENERATOR

Rating	Overload	Definition	Allowable average load per 24 hours	Yearly average load factor	Yearly operating hours	Application
Stand-by	None	Applicable for the supply of emergency power with varying load for the duration of a normal power interruption. (Equivalent to Fuel Power Stop in accordance to ISO8528)	- 80 % of rated power. - 100 % of rated power is available in case of emergency	Less than 60 %	Less than 500 hrs.	Stand-by power source

## STAND-BY GENERATOR ENGINE AND MAJOR COMPONENTS

Standby Generator Engines consist of internal and external components supplied by MTEA and include fan drive, water pump, thermostat, vibration damper, injection pump and nozzle assemblies, turbocharger, oil pump, flywheel and flywheel housing. This Standby Engine Warranty applies only to components supplied by MTEA. Major Components consist of the crankshaft, crankcase and the connecting rods and exclude connecting rod bearings and bushings, crankshaft main bearings and camshaft bushings.

## WARRANTY ADJUSTMENTS

Standby Generator Engine warranty adjustments are provided through MTEA Authorized Engine Distributors' factory trained technicians. During the warranty period, provided that the engine is installed and operated according to MTEA 's and or its related companies' manual(s) and instruction(s), MTEA will provide at its exclusive election, for any part determined by MTEA to be defective, either (1) a new or remanufactured replacement or repaired part, or (2) reimbursement for the cost of the part repair or replacement. All claims for failure to conform to specifications or defect in material or workmanship under this warranty must be made in writing promptly after discovery and must be received by MTEA not later than 30 days after the repair of the failure has been concluded. Defective items must be held for inspection by MTEA or its authorized distributor and, if requested, be returned to MTEA freight prepaid.

Repair labor provided under the Standby Generator Engine Warranty includes labor expenses necessary to complete a warranted repair, including reasonable labor (as defined by MTEA) incurred for Engine removal and re-installation when necessary to perform a warranted repair. Labor expenses will be reimbursed according to Mitsubishi's flat rate manual and at regular daytime labor rates. MTEA will reimburse travel expenses for a MTEA Engine Distributor Technician, when travel is necessary to complete a warranted repair including lodging, meals and mileage to readily accessible North American locations during the warranty period when repair labor is provided; however, round trip mileage is limited to 400 miles per warranted repair.

MTEA's responsibility during the Major Component Warranty is limited to repair or replacement of the defective qualifying part. MTEA shall not be responsible for labor costs incurred for repairs covered under the Major Component Warranty nor shall MTEA be responsible for parts other than the qualifying parts.

# PRIME POWER GENERATOR ENGINE

## SA, SB, SR & SH SERIES

Engines Delivered After January 1<sup>st</sup>, 2024

### INDUSTRIAL ENGINE LIMITED WARRANTY

Engines Delivered After January 1<sup>st</sup>, 2024

Mitsubishi Turbocharger & Engine America, Inc. (MTEA) warrants to the first User Purchaser / Owner that each new SA, SB, SR & SH Series Generator Engine marketed by MTEA as a separate power source and used in electrical generation applications in North America, under normal use and maintenance, shall operate without defects in material or workmanship for the period described in this schedule:

	WARRANTY PERIOD		WARRANTY ADJUSTMENT	
	Months*	Engine hours*	Parts	Repair labor**
<b>Engine</b>	0 – 12	Unlimited	100 %	100 %

\*Engine removal and replacement labor limited to 10 hours.

### APPLICATION DEFINITION AND WARRANTY STARTING DATE

SA, SB, SR & SH Series Generator Engine applications are electrical generator sets, which are used only as a source of power. Industrial Engine and Marine applications are excluded from this warranty. The Generator Engine warranty supplied by MTEA with the new engine begins on the date the start-up form is filled out and submitted to MTEA. If there is no start-up form submitted, then the warranty will start from the invoice date to OEM. In any case, the warranty period shall not exceed over 30 months from delivery to the OEM.

## **WARRANTY ADJUSTMENTS**

Generator Engine warranty adjustments are provided through MTEA Authorized Engine Distributors' factory trained technicians. During the warranty period, provided that the engine is installed and operated according to MTEA 's and or its related companies' manual(s) and instruction(s), MTEA will provide at its exclusive election, for any part determined by MTEA to be defective, either (1) a new or remanufactured replacement or repaired part, or (2) reimbursement for the cost of the part repair or replacement. All claims for failure to conform to specifications or defect in material or workmanship under this warranty must be made in writing promptly after discovery and must be received by MTEA not later than 30 days after the repair of the failure has been concluded. Defective items must be held for inspection by MTEA or its authorized distributor and, if requested, be returned to MTEA freight prepaid.

Repair labor provided under the Generator Engine Warranty includes labor expenses necessary to complete a warranted repair, including reasonable labor (as defined by MTEA) incurred for Engine removal and re-installation when necessary to perform a warranted repair. Labor expenses will be reimbursed according to Mitsubishi's flat rate manual and at regular daytime labor rates. MTEA will reimburse travel expenses for a MTEA Engine Distributor Technician, when travel is necessary to complete a warranted repair including lodging, meals and mileage to readily accessible locations during the warranty period when repair labor is provided; however, round trip mileage is limited to 400 miles per warranted repair.

# SMALL INDUSTRIAL ENGINE 2 YEAR LIMITED WARRANTY

Effective January 1<sup>st</sup> 2024

## L, SL, SQ, SS, & D0 SERIES

### INDUSTRIAL ENGINE LIMITED WARRANTY

#### L, SL, SQ, SS & D0 SERIES

Mitsubishi Turbocharger & Engine America, Inc. (MTEA) warrants to the User Purchaser / Owner that each new Mitsubishi Industrial Engine marketed by MTEA as a separate power source and used in Industrial applications in Mexico, Central, and South America, under normal use and maintenance, shall operate without defects in material or workmanship. Except as otherwise provided herein, the warranty period begins at the time of the earlier to occur of (1) the first retail sale of the engine or the product into which the engine is incorporated or (2) the accumulation of 100 engine demonstration hours. As used herein "First Retail Sale" includes rental or lease. This warranty, subject to an inspection of the engine is transferable to a second owner. The buyer may assign its rights under this limited warranty if approved by MTEA after MTEA's inspection and registration of the second owner. The duration for this warranty is the warranty period shown in the schedule below;

	WARRANTY PERIOD		WARRANTY ADJUSTMENT	
	Months*	Engine hours*	Parts	Repair labor**
<b>Engine</b>	0 – 24	0 – 2000	100 %	100 %
<b>Electrical parts</b>	0 – 12	0 – 1000	100 %	100 %
<b>Instrument gauges</b>	0 – 12	0 – 1000	100 %	100 %
<b>Optional accessories</b>	0 – 12	0 – 1000	100 %	100 %
<b>Major components warranty***</b>	36	0 – 3000	100 %	None

\*Warranty period limited by whichever interval occurs first.

\*\*Engine removal and replacement labor limited to 5 hours.

\*\*\*Warranty for major castings only, which consist of the Crankshaft, Connecting Rods and Connecting Rod Bolts

### APPLICATION DEFINITION AND WARRANTY STARTING DATE

L, SL, SQ and SS, D0 Series Industrial Engine applications include standby generators, prime power electrical generation, construction equipment, stationary power units, agricultural equipment and all land based rental equipment. Marine applications are excluded from this warranty.

The Industrial Engine warranty begins on the date of delivery to the first Owner and extends for the period in the schedule.

## INDUSTRIAL ENGINE

Industrial Engines consist of internal and external components supplied by MTEA and include fan drive, water pump, thermostat, vibration damper, injection pump and nozzle assemblies, turbocharger, oil pump, flywheel and flywheel housing. This Industrial Engine Warranty applies only to components supplied by MTEA.

## WARRANTY ADJUSTMENTS

Engine warranty adjustments are provided through MTEA Authorized Engine Distributors' factory trained technicians. During the warranty period, provided that the engine is installed and operated according to MTEA's and or its related companies' manual(s) and instruction(s), MTEA will provide at its exclusive election for any part determined by MTEA to be defective, either (1) a new or remanufactured replacement or repaired part, or (2) reimbursement for the cost of the part repair or replacement. All claims for failure to conform to specifications or defect in material or workmanship under this warranty must be made in writing promptly after discovery and must be received by MTEA not later than 30 days after the repair of the failure has been concluded. Defective items must be held for inspection by MTEA or its authorized distributor and, if requested, be returned to MTEA freight prepaid.

Repair labor provided under the Industrial Engine Warranty includes labor expenses necessary to complete a warranted repair, including reasonable labor (as defined by MTEA) incurred for Engine removal and re-installation when necessary to perform a warranted repair. Labor expenses will be reimbursed according to Mitsubishi's flat rate manual and at regular daytime labor rates.

**Stationary equipment** MTEA will reimburse travel expenses for a MTEA Engine Distributor Technician, when travel is necessary to complete a warranted repair including mileage to readily accessible South American locations during the warranty period when repair labor is provided; however, round trip mileage is limited to 250 miles per warranted repair.

**Portable equipment:** Repairs shall be offered at a Mitsubishi authorized service facility as determined by MTEA. Therefore no compensation or reimbursement for transportation cost of any kind will be allowed.

MTEA's responsibility during the Major Component Warranty is limited to repair or replacement of the defective qualifying part. MTEA shall not be responsible for labor costs incurred for repairs covered under the Major Component Warranty nor shall MTEA be responsible for parts other than the qualifying parts.

## OWNER RESPONSIBILITIES

The Owner must advise a MTEA Engine Distributor of a failure and potential warranty claim within the warranty period and have the repairs completed by an Authorized MTEA Engine Distributor. The Owner is responsible for normal wear, adjustments and scheduled maintenance including injection nozzle cleaning and engine valve adjustments. The Owner is responsible for maintaining the Industrial Engine according to recommendations contained in the Mitsubishi Industrial Engine Operations and Maintenance Manual and all other manuals and instructions supplied by MTEA and or its related companies. Maintenance parts and fluids including lubricating oil, antifreeze and belts are the Owner's responsibility unless the materials were damaged by the failure and cannot be reused. The Owner is responsible for all labor costs and other costs not specifically described herein as MTEA's responsibility, including overtime or holiday repair labor, lodging and transportation to remote sites and premium transportation expenses. During the Major Component Warranty, the owner is responsible for all parts and labor costs, except for the parts covered by the Major Component Warranty.

## **WARRANTY LIMITATIONS**

The following operational practices damage the engine and any failures resulting from these operational practices are not covered by this warranty: operating the engine at fuel rates higher than established by MTEA; over speeding; operation without adequate or specified lubricating oil, coolant or fuel; operating the engine beyond published MTEA coolant or lubricant temperatures; inadequate maintenance of cooling systems, and failure to keep the engine air intake free of foreign material, improper storage, warm-up, shutdown or run-in practices; and/or other practices which damage the engine.

Neither MTEA nor its related companies are responsible for failures resulting from the alteration or modification to engines by anyone who has not been so authorized by MTEA in writing. MTEA is not responsible for failures resulting from improper repairs.

Neither MTEA nor its related companies shall be liable for claims attributable to the following: replacement of a complete assembly instead of repairing the assembly unless replacement was approved by MTEA; repairs necessary due to use of parts not supplied by MTEA; repairs caused by abuse, misuse, accidents, acts of God or unauthorized modification; repairs made by unauthorized repair shops; corrections of alleged defects where documentation is inadequate to support the claim or the failed parts needed for analysis have been improperly preserved rendering failure analysis impossible; and unnecessary repairs caused by improper diagnosis. Normal wear that occurs to parts during use of the engine is not covered by warranty including but not limited to these parts: pistons, liners, piston rings, valves, valve seats, valve guides, gears, bearings, crankshaft, camshaft, nozzle and plunger. The following items are not covered by warranty because they are deemed to have resulted from normal engine use or to have been caused by environmental exposure or pollution: rusting or deterioration of plated parts, discoloration, fading or rusting of painted parts, damage or deterioration due to extended storage of the engine after shipment by MTEA.

**THE WARRANTIES LISTED HEREIN ARE THE ONLY WARRANTIES APPLYING TO MTEA'S ENGINES AND WITH RESPECT TO INDUSTRIAL ENGINES, THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

**IN NO EVENT SHALL MTEA, OR ANY PARENT OR AFFILIATED COMPANY OF MTEA BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING FROM CONTRACT, TORT OR STRICT LIABILITY, AT LAW OR IN EQUITY, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUE, ECONOMIC LOSS, "DOWN TIME", LOST PRODUCTION, OR FAILURE TO MEET CONTRACTUAL OBLIGATIONS. THE TOTAL LIABILITY OF MTEA AND OF ANY PARENT OR AFFILIATED COMPANY OF MTEA, SHALL IN NO EVENT EXCEED THE AMOUNT ACTUALLY PAID BY THE OWNER FOR THE PRODUCTS OR SERVICES WHICH GAVE RISE TO THE ALLEGED CLAIM, LOSS OR DAMAGE.**



This Limited Warranty and the rights and obligations of MTEA and the Owner concerning products or services supplied by MTEA shall be governed and construed in accordance with the internal laws of the state of Illinois, without regard to its choice of law rules. Any and all claims, suits or demands asserted by the Owner concerning this Limited Warranty and/or products or services supplied by MTEA shall be submitted to arbitration in Chicago, Illinois before the American Arbitration Association (“AAA”) before a panel of three (3) arbitrators. The arbitrators will not have authority to award damages beyond the remedies provided for in this Limited Warranty. The arbitrators will not have authority to award punitive or exemplary damages or attorneys’ fees to any party. Any action or claim arising out of or relating to this Limited Warranty or the supply of products or services by MTEA must be brought within one (1) year of the alleged failure or shall be deemed waived.

The terms of this Limited Warranty and any obligation of MTEA relating to this Limited Warranty may not be modified except as in writing signed by an authorized officer of MTEA. This Limited Warranty shall supersede any prior or contemporaneous oral or written warranties, representations or statements made concerning products or services supplied by MTEA. MTEA makes no other warranty except as set forth herein.

***THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.***

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