RevTech® Engine Warranty Policies & Procedures
(Revised 4/24/2015 - This policy supercedes and voids any previous policy.)

Who does the limited RevTech® engine warranty cover?

Only the original retail customer is entitled to warranty consideration. The warranty is non-transferable.

What does the limited RevTech® engine warranty cover?

Custom Chrome warrants the engine to be free from defects in workmanship and materials. In the event of a warranty claim, Custom Chrome reserves the right to repair or replace any or all parts of the engine to bring the engine back to the accepted factory specifications. Any and all warranty work must be performed by the RevTech Repair Center or by an authorized Custom Chrome dealer under the specific instruction and authorization of the Technical Support Specialist.

Length of RevTech® engine warranty coverage:

1. RevTech® 88”, 100”, 110”, 115” & 125” engines are warranted for a period of two (2) years or 20,000 miles, whichever comes first, from the date of purchase by the original retail customer. For the first year, labor to remove and reinstall (R&R) the engine, should it need to be returned to the RevTech Repair Center, will be reimbursed to the authorized dealer in the form of a merchandise credit to their account, if claim is validated by the RevTech Repair Center. After the first year, only parts and labor provided by the RevTech Repair Center will be covered under warranty. Any other parts, freight and labor costs including removal and reinstallation of the engine are the sole responsibility of the retail customer.

2. In the event that the retail customer resides outside of the 48 contiguous United States, the retail customer is responsible for freight costs incurred in shipping the engine to either a local authorized Custom Chrome dealer or the RevTech Repair Center, beginning the date of purchase.

Items not covered under the RevTech® engine warranty:

1. Any and all work performed in the field (other than routine maintenance) unless specifically authorized and directed in writing from the RevTech Technical Support Specialist. This also voids entire warranty.
2. Piston failures caused by excessive heat, wash down conditions (fuel in the oil), or due to incorrect tuning (as determined by the RevTech Repair Center/Technical Support Specialist).

3. Any signs of owner abuse, or customer negligence (as determined by the RevTech Repair Center/Technical Support Specialist).

4. Failures caused by improper maintenance (as determined by the RevTech Repair Center/Technical Support Specialist).

5. Failures caused by improper tuning including; exhaust systems, carburetor jetting, and/or ignition timing (as determined by the RevTech Repair Center/Technical Support Specialist).

6. Oil weeps and seeps (as determined by the RevTech Repair Center/Technical Support Specialist).

7. Failures due to improper break-in procedures (as determined by the RevTech Repair Center/Technical Support Specialist).

8. Incidental and consequential damages including but not limited to, loss of time, inconvenience or loss of use of the vehicle for any breach of any expressed or implied warranty.

9. All painted surfaces.

10. Custom Chrome will not compensate the retail customer or be held responsible for any expenses incurred in towing, hauling, storage, or accommodations.

11. Disassembly of any part or physical modifications to the engine in any way voids entire warranty.

12. Custom Chrome will not consider any warranty claim unless the proper warranty card and other pertinent documentation are on file, with the Technical Support Specialist at Custom Chrome.

13. Custom Chrome must make the arrangements to have the engine picked up for warranty service via truck, ground freight only. Freight to and from the RevTech Repair Center will not be covered if the claim is found to be invalid.

14. Shipping damage as a result of improper crating / packaging of engine being returned for warranty service will not be covered by Custom Chrome.

Troubleshooting, diagnosis, & technical issues:

1. The biggest enemy of an air-cooled engine is heat. Sufficient airflow must be present at all times. Avoid slow moving traffic and do not allow the engine to idle for extended periods as this could lead to piston seizure, which is not warrantable.

2. In the unlikely event the engine begins making strange or unusual noises, as soon as it is safe, the engine should be immediately turned off and the motorcycle should be taken to an authorized Custom Chrome dealer for
service. Continued usage of an engine making noise can create a serious safety factor and could lead to catastrophic engine failure that will not be covered under warranty.

3. The fuel supply valve (petcock) on the motorcycle should be turned off when the engine is not operating. Failure to do so may result in fuel draining into the engine causing pollution of the engine oil and / or engine damage that is not covered under warranty.

4. If an oil leak is discovered, detailed photos must be provided clearly showing where the leak is coming from and the volume of oil leaked. Do not presume that an oil leak is isolated to the engine. The primary, transmission, oil bag and all related connections must be thoroughly checked first.

5. If after careful cleaning and inspection, the leak is determined to be coming from the engine and there are spots of oil on a horizontal surface directly under the engine in a 24-hour period, the engine should be returned / inspected for warranty service. No oil spotting within a 24-hour period is considered normal and within manufacturer’s specified parameters.

6. Engines being returned to the RevTech Repair Center for warranty work due to leaks are subject to inspection by our technicians. We must be able to duplicate the alleged leak. An extensive bench test including running of the engine at full operating temperature under a load is performed on every engine. If the leak cannot be duplicated, the engine will be returned freight collect as received and no labor charges will be credited.

7. Weeps and seeps may occur and are not considered warranty issues and labor to repair will not be reimbursed.

**Steps to be taken if RevTech® engine warranty service is required:**

1. To obtain the limited warranty consideration, the retail customer must contact an authorized Custom Chrome dealer, preferably where the engine was originally purchased.

2. Authorized Custom Chrome dealers may be located by using the dealer locator on [www.customchrome.com](http://www.customchrome.com)

3. The dealer, not the retail customer, must contact the RevTech Technical Support Specialist and together they will make the determination as to whether or not the problem falls under the warranty program.

4. Custom Chrome will not field warranty claims from the retail customer.

5. The engine must be returned to the RevTech Repair Center for warranty consideration and or repair.
6. Any repairs, or costs for repairs made by anyone other than the RevTech Repair Center, or without authorization from the Technical Support Specialist, will not be honored or reimbursed and the warranty will be voided.

**What the retail customer must do to maintain the RevTech® engine warranty:**

1. The warranty period begins on the date of purchase of the original owner.
2. The following items must be mailed back to Custom Chrome within 30 days of the original purchase date to activate the warranty:
   - The completed warranty card
   - A clear legible copy of the purchase invoice showing the date, serial number of the engine and name of the authorized Custom Chrome dealer from whom the engine was purchased.
   - Mail to: Custom Chrome
     155 East Main Ave. Suite 150
     Morgan Hill, CA. 95037
     Attention: RevTech® Warranty
3. In addition, the retail customer must:
   - Adhere to prescribed break-in procedures *(a separate break-in procedure document is provided with the engine).*
   - Make sure engine is properly timed and tuned for climactic conditions, altitude and type of exhaust system used.
   - Exercise responsible ownership of engine *(as recommended by the procedure document provided)*.
   - Use premium-unleaded fuel with an octane rating of 92 or higher.
   - Wash and oil air filter element as needed.
   - Oil & oil filter changes must be performed as stated in warranty paperwork *(a separate break-in procedure document is provided with the engine).*
   - Do not remove or modify any RevTech® engine components including but not limited to:
     1. Carburetor
     2. Air Cleaner Assembly
     3. Supplied ignition module
     4. Camshaft
     5. Heads
   - If all of these procedures are not followed, it could result in a warranty claim denial and / or revocation of warranty.