



# PERKINS ENGINES COMPANY LIMITED

## WARRANTY MANUAL

### General information

#### Introduction

Perkins Engines Company Limited hereinafter ("Perkins" ) warrants its products in accordance with this manual hereinafter the ("Warranty Manual") which contains the the terms of conditions of Perkins warranty policy hereinafter ("Warranty")

Further supporting Warranty documentation can be found in the Warranty manual supplement Hereinafter ("Warranty Supplement")

Perkins reserve the right to refuse any element of the Warranty if it deems at its sole discretion that the terms and conditions and Warranty processes laid down in the Warranty Supplement have not been adhered to.

For Warranty enquiries, contact:

Warranty Department  
Perkins Engines Company Limited  
Frank Perkins Way  
Eastfield  
Peterborough  
  
PE1 5TP  
United Kingdom  
  
E-mail: [Uk\\_Warranty@perkins.com](mailto:Uk_Warranty@perkins.com)

For details of Perkins Warranty procedures, literature and for assistance in claim submission, refer to the Perkins Warranty System hereinafter ("PWS") Distributor User Guide on the Warranty area of the Perkins secure website

Website Link: <https://customer.perkins.com/warranty>

#### Control

The master copy of the Warranty Manual is held by the Warranty Manager of Perkins.

An electronic copy of the Warranty Manual and subsequent revisions of the Warranty Manual, Warranty Supplement and other Warranty information can be found on the Warranty page of the Perkins Secure website

The Warranty Manual issue number is stated at the bottom of each page of the Warranty Manual . The latest issue supersedes all previous versions.

#### Copying

If the Warranty Manual is copied, then it is the copier's responsibility to ensure that the latest issue is used containing the latest terms and conditions and that the intended user is given copies of all the warranty related documentation for their reference purposes.

#### Engine Warranty Registration

In all instances, the final engine location is required by Perkins to ensure that the highest level of product support is provided for Perkins' products.

Any engine location information, such as company or personal details that are supplied to Perkins through this process, will be used for product support information purposes to improve levels of service and will not be shared with external third parties or for any other purpose without the consent of the data subject.

Engine location information should be provided to Perkins using form PF8533.

**Completed forms should be sent at three month intervals to:**

**Perkins Engines Company Limited  
Peterborough  
PE1 5NA  
England**

### **List of Warranty related documents**

The following documents are all available on the Warranty web sites:

Warranty Manual Supplement  
Feedback form  
Warranty Rejection Report PF8459  
Engine Warranty Registration Form PF8533

# Perkins Liability Under Warranty

## Scope of Warranty

Perkins at its sole discretion will, by repair or replacement, remedy any failure of an engine which is due to a defect in the workmanship or materials. Perkins will, accept responsibility for reasonable travel, labour and material costs that are applied when effecting such remedy. All warrantable repairs must be carried out by an authorised Perkins outlet using trained technicians and genuine Perkins replacement parts.

Engine(s) or components supplied as replacements under warranty will assume the identity of the engine or part being replaced at the time of original failure and therefore will assume any residual warranty term. Any engine or component replaced shall be disposed of in accordance with directions given by Perkins or in accordance with any applicable local laws.

The warranty extends to the costs of engine removal and re-installation in approved applications and will be subject to repair time limitations which can be found in the Warranty Manual Supplement along with specific Repair Time Schedules (RTS) by product range.

## Warranty Periods

Constant Speed (Electric Power Generation)			
Application	Product Series	Duration	Majors Components
Prime Power	400	12 Months	24 Months
	1000		
	1100		
	1200		
	1300 EDI		
	1500		
	1700		
	2200		
	2300		
	2400		
	2500		
	2800		
4000*	24 Months / 6000 hrs		
Standby Only	All Series**	500 hours per year	36 Months

### Warranty hours in the first year are unlimited

\*In cases where the total use of the engine does not exceed 6000 hours in the first year the engine warranty will be extended into a second year and shall last until the end of the second year or until total use reaches 6000 hours whichever occurs first for more detail please see Warranty Supplement

\*\* Standby only In cases where the total use of engines is restricted to 500 hours or less per annum, the engine warranty will extend in to the following year (maximum 3 years)

Constant or Variable Speed			
Application	Product Series	Duration	Majors Components
All Other Applications excluding Electric Power Generation	1100 A	12 Months	36 Months
	400	24 Months or 2000 hrs	
	1700		
	2000		
	800	24 Months or 3000 hrs	
	854		
	904		
	1100		
	1200		

### Warranty hours in the first year are unlimited

## Major Component

The following major components are included in the major component groups without hours limitation: cylinder block casting, cylinder head casting, crankshaft (excluding bearings), camshaft and connecting rods.

## Low Usage Warranty

In cases where the total use of engines is restricted to 500 hours or less per annum, the engine warranty will be extended into a second / third year and shall last until the end of the second / third year or until total use reaches 1000 /1500 hours, whichever is the first to occur.

## Emissions Warranty

Various government agencies including United States Environmental Protection Agency (EPA) and the California Air Resources Board (CARB) require Perkins to provide emissions warranty to end users. Perkins must warrant that the engine is designed, built and equipped so as to conform at the time of sale with applicable regulations and be free from defects in materials and workmanship for a defined period of years or hours of operation, whichever occurs first (Emission Warranty).

Information concerning the Emission Warranty is provided in the Perkins supplements warranty section:

Emission Warranty does not cover, new Re-man, dealer rebuild or dealer exchange engines. Warranty will not be offered for emission (EPA/CARB) compliant engines in certain territories where engines are operated outside of our recommendations. Refer to the table in the Perkins Warranty supplement for more information.

### Emissions Warranty Periods

If your engine is certified as:	And its maximum power is:		And its rated speed is:	Then its warranty period is (whichever occurs first):
Variable speed or constant speed	kW < 19	HP < 25	Any speed	1,500 hours or two years
Constant speed	19 ≤ kW < 37	25 ≤ HP < 50	3,000 rpm or higher	1,500 hours or two years
Constant speed	19 ≤ kW < 37	25 ≤ HP < 50	Less than 3,000 rpm	3,000 hours or five years
Variable speed	19 ≤ kW < 37	25 ≤ HP < 50	Any speed	3,000 hours or five years
Variable speed or constant speed	kW ≥ 37	HP > 50	Any speed	3,000 hours or five years

This warranty is expressly in lieu of any other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose. Remedies under this warranty are limited to the provision of material and services, as specified herein. Caterpillar is not responsible for incidental or consequential damages.

### Emissions Warranty Applies If:

- The engine is operating in the United States, with mandated Ultra Low Sulphur Diesel
- The failure is due to a defect in material or workmanship of a emission-related Perkins component. The cause of the failure must be determined and this may require disassembling of the failed part in the same manner as is required under Standard Warranty.
- The engine or identified emissions component is less than X years old and has less than X hours of operation as defined in the table in the Perkins Warranty Supplement

## Limitations and Exclusions

Under the terms and conditions of the warranty policy, Perkins will not be liable for:

- Any accessories or proprietary equipment not originally fitted or approved in writing for fitment by Perkins
- Any engine used without the prior written approval from Perkins for a purpose for which it was not originally intended
- Any engine or part, which in the opinion of Perkins has been altered, used, maintained, serviced or stored incorrectly or contrary to the Company's recommendations.
- Any engine or part from which the Perkins' part number or component markings have been removed, altered or tampered.
- Engine damage resulting from the acidic corrosion of engine components resulting from poor oil maintenance or as a direct result of operating on gaseous fuels outside the limits as stated in the most recent version of the Perkins 4000 Series Gas Specifications Limits Engines News publication
- The costs of normal maintenance or regular interval servicing of the engine

- Expenses included but not limited to: towing, carriage, subsistence, overtime premiums, owners own labour charges, administration charges, hire of special or loan equipment
- Component parts that are considered by Perkins to be consumable items as identified in the Perkins user handbook. Except where component part replacement is necessary as a result of a failure and at a time when the owner could not reasonably be expected to pay for the item
- Gradual reduction in operating performance commensurate with the age, kilometres covered or operating hours, including but not limited to, gradual loss of engine compression or gradual increase in oil consumption due to normal operating functions
- Perkins is not responsible for damages to parts, fixtures, housings, attachments, and accessory items that are not part of the engine (including any products of other manufacturers packaged and sold by Perkins. Notwithstanding the foregoing, Perkins will cover damages to other engine components proximately caused by a failure under this warranty of any warranted part.

Any failure to meet it's obligations hereunder which is due to circumstances beyond it's reasonable control including but not limited to industrial disputes, fire, severe weather conditions, government decisions, materials shortage, power or machinery breakdown or failure or war.

Perkins reserve the right to refuse Warranty policy for reasons including, but not limited, to force majeure, but also due to environmental hazard, local or political upheaval or owing to Perkins' to its ultimate holding company's policies. In such cases where the warranty policy is refused, alternative product support agreements must be sought that meet the warranty terms of the product concerned without undue personal safety undermined.

From the 1st April 2010 Perkins will exclude Warranty for newly manufactured engines in some territories identified in the Warranty Supplement section.

### **Engines Sold Without Warranty**

Where Perkins sells engines without Warranty under no circumstances will Warranty be reinstated.

Engines sold without Warranty will be recorded in the Perkins Warranty System as having a zero Warranty value and any subsequent claim submissions will be automatically rejected.

### **Non Production engines**

Engines that are considered Project or Prototype are not covered by Perkins standard Warranty, all enquires related to engine failures should be facilitated via the Sales Group as well as the Project team

## **Proprietary Equipment Warranty**

The standard Warranty process covers all proprietary equipment sourced and fitted by Perkins prior to despatch, except the fuel injection pump.

**For further information on the complete fuel injection pump warranty process, see the Warranty Manual Supplement.**

### **Rotating Electrical Components - Alternators and Starter Motors**

The standard Warranty period for rotating electrical components across all engine ranges shall be for a period of 12 months from date of delivery of the engine to the first user.

## **Aftermarket Parts Warranty**

Genuine Perkins new and exchange ("Aftermarket Parts") parts are subject to a 12 month warranty from the date of purchase from the Perkins Distributor/ OEM Dealer.

Warranty on Aftermarket Parts which are supplied by Perkins free of charge, are for the residual period of warranty. A warranty claim involving a replacement Aftermarket Part will only be honoured where the part has been fitted and failed in service on the specified engine. Perkins reserve the right to request a copy of the customer sale invoice to support the warranty claim submission.

Aftermarket Parts forwarded that arrive damaged, distorted or marked in a manner which is not in accordance with Perkins standards and processes should be referred to Perkins Parts Distribution Centre, Irlam.

Any surcharges raised on parts will be recovered from the Perkins Parts Distribution Centre, Irlam and must not be included in the claim submission. Aftermarket Parts surcharges must not be included in warranty claims

Perkins reserve the right to refuse Aftermarket Parts Warranty for any none approved repairs.

## **Shelf life Warranty**

Perkins shelf life is dependant on despatch date. Refer to the Warranty Manual Supplement for further information

Engines despatched after 1<sup>st</sup> April 2011 and are not put into service within 4 years will no longer be considered for warranty.

For engines despatched before 1<sup>st</sup> April 2011 see the Warranty Manual Supplement

## **Storage Procedure**

Perkins requires that engines stored after factory dispatch are thoroughly checked, maintained and serviced in accordance with the storage procedures listed in the respective engine Operation and Maintenance Manual and Warranty Manual Supplement ("Perkins Storage Procedures").

Perkins reserve the right to refuse Warranty resulting from storage which is not in accordance with Perkins Storage Procedures and guidelines including but not limited to: poor storage practice, prolonged shelf-life over the advised period causing failures to include but not limited to the following – fuel injection equipment, seals, hoses, belts, water pumps, compressors, radiators and electrical components. Perkins reserve the right to refuse Warranty for engines in service that have, in Perkins' sole opinion not been subject to Perkins Storage Procedures.

For further information on the complete engine storage procedure, see the Warranty Manual Supplement.

## **Audits**

Perkins reserve the right to annually conduct Warranty claim audits at authorised Perkins outlets, distributors and dealers that administer Perkins Warranty to ensure the Warranty terms, conditions and processes are being adhered to. At least 24 hours advance notice will be given together with a list of the Warranty claims that will be audited. Any Warranty costs that are deemed by Perkins at its sole discretion to be inconsistent with the terms and conditions or processes of the Warranty policy, will be debited from the relevant audited account. The authorised Perkins / OEM dealer outlet must retain all displaced parts for four months after date of Warranty claim submission to Perkins.