For Authorized Distributors and Dealers

PAI Industries, Inc. (PAI) is committed to supporting the reliability and quality of PAI parts. This warranty policy applies to all parts and components purchased directly from PAI by authorized distributors and dealers (referred to as "distributors").

How to Submit a Warranty Claim

We want to make the process as smooth as possible! If you ever need to submit a warranty claim, here is what to do:

- Claims must be submitted by an **authorized PAI distributor.**
- Before sending anything, the distributor must request a **Warranty Claim/Return Authorization Number** from our Warranty Department through our website.
- Once you receive the claim number, please make sure all required parts and documents are sent to PAI **within 45 days.** Engine Kit and Cylinder Head claims must be accompanied by a complete ECM report.
- If we do not receive everything on time, we will not be able to process the claim.

What Our Warranty Covers

We stand behind our products. All PAI parts are covered against defects in **materials and workmanship** when used under normal conditions. Labor reimbursements are based on OEM service manual times.

Labor Reimbursement Rates:

- **Excel Series:** 1 year / unlimited miles - $75/hour
- **PAI Standard:** 2 years / unlimited miles - $100/hour
- **HP - High Performance:** 3 years / unlimited miles - $150/hour

Heads-up: Some parts not made by PAI may be covered by a different warranty from the original manufacturer. Your PAI distributor can help clarify.

Special Cases You Should Know About

- **Major Failures (Catastrophic):** Please contact our Warranty Department **right away** . Do not start repairs until you have received approval from us.
- **Engine Claims:** Be sure to include ECM and diagnostic reports.
- We may request parts back for inspection. Distributors are responsible for the **shipping costs** , but if the part is found to be defective, we will gladly reimburse the freight—just send us the freight bill.

Fast Track Warranty Credit Option

Need to keep things moving? We offer a **Fast Track** option to speed up claims:

- We may issue a credit or send a replacement part **before a full analysis** is completed.
- This does not mean we have confirmed a defect - just that we are helping you move forward quickly.
- Choosing this option means you **waive further claims** (like labor or freight costs).
- Want a full analysis instead? No problem, just let us know and we will review the part thoroughly.

What is Expected from Owners and Installers

To help ensure parts perform at their best:

- Engines, transmissions, and differentials must be **used and maintained** according to the OEM guidelines.
- Report warranty issues to your distributor **within 30 days** of the suspected issue.
- Installations must be made by a **qualified technician** using proper tools.
- It is important to confirm the parts are correct before installation.

Reminder: Our engine parts are made specifically for **on-road truck use.** We do not cover parts used in marine, construction, generator, or other off-highway applications.

What is Not Covered

Here are some things our warranty does not include:

- Diagnostic labor
- Towing, downtime, or other related costs
- Repairs/modifications made without our OK
- Parts from other manufacturers (unless we have preapproved them)
- Fuel, fluids, shop supplies, or core charges

Also, we cannot cover failures caused by:

- Accidents, misuse, or neglect
- Poor lubrication or cooling
- Over-speeding, over-fueling, or overloading
- Improper installation or repair
- Alterations or modifications to the part, engine, emission devices or tuning

If a Claim Is Denied

We do our best to be fair, but if a claim is denied:

- We will hold on to the parts for **15 days.**
- Distributors can request them back in writing:
  - We will return them with your **next stock order** for free, or
  - Ship them sooner via expedited freight (freight prepaid by the distributor)
- After 15 days, any unclaimed parts will be discarded.
- If you have questions or want to appeal the decision, please contact us **within 10 days** in writing.

Limitations of Our Liability

Our responsibility is limited to **repair or replacement** of the faulty part. We are not able to cover:

- Indirect or incidental damage
- Expenses like towing, lodging, or meals
- Business losses, missed profits, or downtime

This is our **exclusive warranty** and replaces all other warranties, including any implied ones. Any implied warranties are limited to the duration of the applicable written warranty.

Updates to This Policy

This warranty policy may be updated. If you are ever unsure, feel free to contact the **PAI Warranty** Department to make sure you have the most current version.