

PHOENIXENGINE.COM® PHOENIX ENGINE REBUILDERS®

21632 N. 7th Ave, Suite 1, Phoenix, AZ 85027 (602) 866-8044

CRATE ENGINE ADJUSTMENT PROCEDURE INSTRUCTIONS

1. Please contact us **first** if we are the dealer from whom the Custom Crate Engine was originally purchased.
2. If you or any other acting agent, shop or facility, installed your engine you must still contact us **first**, along with the installers. **NO EXCEPTIONS.**
3. Once the problem has been diagnosed and responsibility determined, then you must contact Phoenix Engine for authorization before proceeding with any warranty work or tear down.
 - A. Communicate nature of problem, engine number, date of installation, date of delivery, mileage. Example: 72557, a five-digit number assigned to your engine.
 - B. A claim authorization number will be assigned by us for the disassembly or repair. It is most important that this claim and engine number be included in all future correspondence.
 - C. If it is determined the failure was caused by defective workmanship or material furnished by us, we'll make a labor allowance of one hundred dollars per hour (\$100.00) based on the national motors flat rate time guide. (Do not confuse this with retail shop labor.) Maximum adjustments for any labor vary from one hundred fifty dollars (\$150.00) for minor repairs. Maximum repairs for remove and replace engine: We will pay up to 50% of the flat rate, up to and not to exceed one thousand dollars (\$1,000.00).
 - D. Main reason for set labor payout guidelines is to avoid abuse by individual technicians and shops regarding performance engines.
4. All parts used for repair must be furnished by us, unless otherwise directed by our Customer Service Department.
5. After it is determined the failure was caused by defective workmanship or materials furnished by us, call Customer Service at (602) 866-8044.
6. Take reasonable steps to protect the engine or part from further use, damage, or contamination.
7. No allowance will be made for oil, antifreeze, towing, service calls, or any charges other than parts and labor as shown in this Warranty's 4-page contract.
8. When submitting a repair bill, the following information must be included: (third party)
 - A. Dealer, shop, or facility from whom the engine was purchased.
 - B. Owner's name, the date they purchased the engine, and copy of invoice.
 - C. Engine number, Claim number, Serial number if needed.
 - D. Copy of original itemized installation repair order from dealer or shop.
 - E. After diagnosis has been determined, the reason for failure in writing.
 - F. Mileage when installed, and mileage now.
 - G. Claim must be made within 15 days of occurrence, or this warranty becomes void.
 - H. All parts being replaced must be kept, to be returned to Phoenix Engine. **NO EXCEPTIONS.**

ENGINE NUMBER: _____	SPEEDOMETER READING: _____
INSTALLATION DATE: _____	INSTALLER'S NAME: _____
CUSTOMER / AGENT SIGNATURE & DATE: _____ _____	PHONE NUMBER: _____
SHOP OR INSTALLER SIGNATURE & DATE: _____ _____	INSTALLER'S STREET ADDRESS INCLUDING CITY, STATE, & ZIP: _____ _____