



**Warranty  
and  
Policy Manual**

Published: October, 2013  
Updated: February 19, 2014

---

---

## Table of Contents

Overview .....	3
Warranty Claim Process and Procedures .....	4
Warranty Contact Information .....	5
Statement of Warranty .....	6
General Warranty .....	7
Emissions Warranty .....	8
Emissions Performance Warranty .....	9
Emissions Design and Defect Warranty .....	10
Covered Components .....	11
Warranty Limitations and Disclaimers .....	12
Standard Repair Service Rates and Policies .....	13
Warranty Registration Card .....	14
Warranty Claim Form .....	15

---

## Overview

M-Tech Solutions will publish, and update from time to time, a comprehensive Warranty and Policy Manual.

This manual includes the following contents:

- Warranty Claim Process and Procedures
- Warranty Contact Information
- Statement of Warranty
- General Warranty
- Emissions Warranty
- Emissions Performance Warranty
- Emissions Design and Defect Warranty
- Covered Components
- Warranty Limitations and Disclaimers
- Standard Repair Service Rates and Policy
- Warranty Registration Card
- Warranty Claim Form

---

## Warranty Claim Process and Procedures

The following are the steps that must be followed for your claim to be approved. Failure to follow the process and procedures may result in a denial of your warranty claim.

1. Contact M-Tech Solutions Customer Service Department to begin the resolution process.
2. If the vehicle concern is determined to be an M-Tech Solutions covered component, please complete the Warranty Claim Form (attached) and email it with a copy of the repair order to:
  - [igor@m-techsolutions.com](mailto:igor@m-techsolutions.com)
3. Diagnostic data, replacement part(s) and the repair procedure will be reviewed and confirmed by M-Tech Solutions.
4. Once the repair is authorized by M-Tech Solutions, you will receive the Warranty Claim Form back with a Warranty Authorization Number on the bottom of the form.
5. Warranted parts must be returned to M-Tech Solutions following completion of the repair(s).

**NOTE:** M-Tech Solutions may assist in basic vehicle diagnostics to determine if the issue is related to the M-Tech Solutions CNG Fuel System.

---

## Warranty Contact Information

Registration Form and Invoicing Mailing Address:

M-Tech Solutions, Inc  
Warranty Department  
464 Governors View Rd  
Asheville, NC 28805

For all warranty claims, contact M-Tech Solutions Customer Service at:

- Phone: (828) 808-1100
- Email: [igor@m-techsolutions.com](mailto:igor@m-techsolutions.com)

---

## Statement of Warranty

M-TECH SOLUTIONS located at 464 Governors View Rd, Asheville, NC 28805 provides two types of warranty on our alternative fuel (CNG) vehicle systems that have received Environmental Protection Agency (EPA) Certificates of Conformity or California Air Resources Board (CARB) Executive Orders.

The M-TECH SOLUTIONS Warranty has two parts to it – a General Components Warranty and an Emissions Component Warranty. The Warranty applies to all the alternative fuel components and their installation that were supplied as part of the original installation by M-TECH SOLUTIONS or an authorized service facility of the alternative fuel system. Only parts supplied by M-Tech Solutions are covered under this warranty program. The authorized service facility is responsible for Warranty claims for any components supplied and installed that were not purchased from M-TECH SOLUTIONS.

Your vehicle is designed and equipped at the time of the installation on the alternative fuel components to meet EPA or CARB emissions regulations for the alternative fuel. If it is a bi-fuel vehicle (EPA and CARB use the term dual-fuel), the vehicle is designed and equipped to meet EPA or CARB emissions regulations for both fuels.

Warranty repairs can be made at the M-TECH SOLUTIONS authorized service facility that installed the alternative fuel components in your vehicle or any authorized M-TECH SOLUTIONS service facility. If you require assistance in locating one of our authorized facilities please contact us at the telephone number on the letterhead. To obtain warranty service, take your vehicle to an M-TECH SOLUTIONS authorized service facility as soon as possible after a defect has been noticed or after failing an EPA or CARB authorized emission test. If the defect or failure is determined to be on a component other than an M-TECH SOLUTIONS alternative fuel component, the vehicle should be taken to a dealer of the original vehicle manufacturer for repair. M-TECH SOLUTIONS is not responsible for repairs or warranty claims against the gasoline system of your vehicle or other non-alternative fuel components. M-TECH SOLUTIONS is not responsible for repairs or calibration re-flashing fees due to dealer tampering with M-TECH SOLUTIONS alternative fuel system or flashing over M-TECH SOLUTIONS alternative fuel calibrations. If a dealer flashes over the M-TECH SOLUTIONS calibration than the vehicle will not operate on alternative fuel.

---

## General Warranty

The M-TECH SOLUTIONS General Components Warranty warrants that the alternative fuel components and their installation for our EPA or CARB certified alternative fuel systems are free of defects in material and workmanship for a period of one (3) year or 36,000 miles (whichever comes first) from the date of original installation of the system by M-TECH SOLUTIONS or an authorized service facility. Only parts supplied by M-Tech Solutions are covered under this warranty program. The authorized service facility is responsible for Warranty claims for any components supplied and installed that were not purchased from M-TECH SOLUTIONS. The sole obligation of M-TECH SOLUTIONS, under the terms of this warranty, is limited to replacing or repairing any M-TECH SOLUTIONS supplied alternative fuel components, which under normal conditions of use and service, proves to be faulty due to any defect in material or workmanship. If M-TECH SOLUTIONS is unable to repair or replace the alternative fuel components installed by M-TECH SOLUTIONS or an authorized service facility after a reasonable number of attempts, M-TECH SOLUTIONS will provide a full refund of the purchase price from M-TECH SOLUTIONS. This warranty does not cover any travel expenses or labor costs incurred in the diagnosis of defects, removal or reinstallation of the equipment. M-TECH SOLUTIONS is not liable for any other contingent, special, consequential or similar losses, expenses or damages. See section "Warranty Limitations and Disclaimers" for other limitations.

---

## Emissions Warranty

The Emissions Component Warranty coverage period for light duty vehicles and light duty trucks up to 8,500 pounds GVWR is the first eight (8) years or 80,000 miles (whichever occurs first) and commences with the original production date of the vehicle and with zero miles on the vehicle, and not the date when the alternative fuel components were installed on the vehicle and the mileage on the vehicle when this occurred. The sole obligation of M-TECH SOLUTIONS, under the terms of this warranty, is limited to replacing or repairing only M-TECH SOLUTIONS supplied alternative fuel emission components See “Covered Components” section for a description of components covered under the Emissions Warranty which, under normal conditions of use and service, proves to be faulty due to any defect in material or workmanship. This warranty does not cover any labor costs incurred in the diagnosis of defects, removal or reinstallation of the equipment unless M-TECH SOLUTIONS determines that the failure is caused by a defect in design, material or workmanship. M-TECH SOLUTIONS is not liable for any other contingent, special, consequential or similar losses, expenses or damages. See section “Warranty Limitations and Disclaimers” for further limitations.



---

## Emissions Performance Warranty

The Emissions Performance Warranty covers (see “Warranty Limitations and Disclaimers” section) repairs or adjustments to any M-TECH SOLUTIONS supplied alternative fuel emission component (see section “Covered Components”) to your vehicle because your vehicle failed an EPA approved Inspection and Maintenance program for your area during the warranty coverage period.

The General Components Warranty coverage period for light duty vehicles and light duty trucks up to 8,500 pounds GVWR, and medium-duty vehicles over 8,500 lb up to 14,000 lbs GVWR, is the first three (3) years or 36,000 miles (whichever occurs first). See “Covered Components” section for a description of components covered under the General Warranty.

The Emissions Component Warranty coverage period for light duty vehicles and light duty trucks up to 8,500 pounds GVWR is the first eight (8) years or 80,000 miles (whichever occurs first). See “Covered Components” section for a description of components covered under the Emissions Warranty.

All warranty types have coverage periods which commence with the original production date of the vehicle and with zero miles on the vehicle, and not the date when the alternative fuel components were installed on the vehicle and the mileage on the vehicle when this occurred.

If you require more information about the Emissions Performance Warranty or believe that the terms of the Warranty are not being followed you may contact:

Manager, Certification and Compliance Division (6405J)  
Warranty Claims  
Environmental Protection Agency  
Ariel Rios Building  
1200 Pennsylvania Avenue, N.W.  
Washington, D.C. 20460

---

## Emissions Design and Defect Warranty

M-TECH SOLUTIONS warrants that your vehicle is free from defects in the components supplied by M-TECH SOLUTIONS. M-TECH SOLUTIONS also warrants that there are no defects in the workmanship of the authorized service facility that could prevent the vehicle from complying with the EPA or CARB regulations for the alternative fuel when the components were first installed. If an emissions component (see section “Covered Components”) that is part of the alternative fuel system installed on the vehicle is defective, the Emissions Design and Defect Warranty applies (see “Warranty Limitations and Disclaimers”). The warranty coverage period for light duty vehicles and light duty trucks up to 8,500 GVWR, and medium-duty vehicles over 8,500 lb up to 14,000 lbs GVWR, for General Components is the first three (3) years or 36,000 miles (whichever occurs first) of vehicle use, and for Emissions Components the first eight (8) years or 80,000 miles (whichever occurs first). See “Warranty Limitations and Disclaimers” for other limitations.

## M-Tech Solutions Warranty Covered Components

Part Name	General Warranty 3yr / 36k miles	Emissions Warranty 8yr / 80k miles
<b>CNG Fuel Tank Subassembly</b>		
Pressure / Temperature Sensor	X	
Pressure / Temperature Wire Harness	X	
NGV Cylinder with Solenoid Valve	X	
Cylinder Bracket Assembly with Hardware	X	
<b>High Pressure Fuel Line Subassembly</b>		
High Pressure Hose Kit (stainless steel)	X	
Filter Assembly	X	
Pressure Regulator	X	
Regulator and Filter Mounting Bracket	X	
<b>Low Pressure Fuel Line Subassembly</b>		
Low Pressure Hose Kit (stainless steel)	X	
<b>Fuel Rail Sub Subassembly</b>		
Fuel Rail	X	
Fuel Injector(s)	X	
Fuel Injector Jumper Harness	X	
Pressure / Temperature Sensor	X	
Pressure / Temperature Wire Harness	X	
<b>Alternative Fuel Control Module Subassembly</b>		
AFCM - CNG Module		X
AFCM - CNG Switch	X	
AFCM - CNG Main Harness	X	
AFCM Module Mounting Bracket	X	
<b>Miscellaneous</b>		
Refueling Receptacle	X	
Fill Point Cup	X	
Refueling Receptacle Housing Assembly	X	
<b>Vehicle Emissions Control System(s)</b>		
Catalytic Converter(s)		X

---

## Warranty Limitations and Disclaimers

As a condition of this warranty, you are responsible for properly using, maintaining, and caring for your vehicle as outlined in M-TECH SOLUTIONS Owner's Manual and the OEM Owner's Manual. M-TECH SOLUTIONS recommends that you retain all copies of maintenance and service records for your review by M-TECH SOLUTIONS. The warranty covers the original owner and subsequent owners must provide a written request for the transfer of the warranty from M-TECH SOLUTIONS. Specifically excluded from this warranty are products, which have been subject to neglect, abuse, improper application, unsuitable installation environment, unauthorized attachments or modifications, the use of contaminated fuel, or damages caused by disasters such as fire, flood, wind, and lightning. Tampering with the vehicle's odometer either before the alternative fuel components were installed or after the installation may at the discretion of M-TECH SOLUTIONS void the warranty. Also excluded are products which have been repaired or adjusted by persons other than an authorized M-TECH SOLUTIONS representative and where parts or products other than those manufactured or supplied by M-TECH SOLUTIONS have been used unless the original end user can demonstrate to the satisfaction of M-TECH SOLUTIONS that said repair of use on non- M-TECH SOLUTIONS products has in no way contributed to the warranty claim. M-TECH SOLUTIONS is not responsible for repairs or warranty claims against the gasoline emissions system of your vehicle or other non-alternative fuel components.

UNDER NO CIRCUMSTANCES WILL M-TECH SOLUTIONS BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, TORT, OR ANY OTHER LEGAL THEORY OR ANY EXPENSES INCURRED BY REASON OF THE USED OR SALE OF ANY SUCH PRODUCT WHICH INCLUDE BUT NOT LIMITED TO LOSS OF PROFIT, LOSS OF SAVINGS OR REVENUE, LOSS OF USE OF PRODUCT, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT, FACILITIES, OR SERVICES OR DOWN TIME OR THE CLAIMS OF THE PARTIES INCLUDING CUSTOMERS AND DAMAGE TO PROPERTY.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN SET FORTH IN THIS DOCUMENT. THE WARRANTIES CONTAINED HEREIN ARE IN LIEU OF ALL OTHER WARRANTIES IMPLIED BY STATE OR LAW, WHETHER MERCHANTABILITY OR FITNESS FOR A PARTICULAR APPLICATION OR FITNESS FOR A PARTICULAR PURPOSE OF USE OTHERWISE.

Some states do not allow limitations on how long an express warranty lasts; therefore the above limitation may not apply to you. In addition, some states do not allow for the exclusion of limitation of incidental or consequential damages and therefore the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may have other legal rights, which vary state to state.

Some states and/or local governments may charge a tax on either all or a portion of the warranty repairs. Where this is allowed, the tax must be paid by you and not by M-TECH SOLUTIONS or our authorized service facility.

Information in M-TECH SOLUTIONS's catalogues or other documents are given after the exercise of due care in its compilation, preparation, and issuance; however M-TECH SOLUTIONS DISCLAIMS ANY LIABILITY RESULTING FROM SUCH INFORMATION except for the obligation under warranty provided above to replace or repair the product of, at M-TECH SOLUTIONS's option, to refund the purchase price.

---

## Standard Repair Service Rates and Policies

For M-Tech Solutions authorized installation and service centers. These are the regular repair service and charges for labor are made at the following rates in the continental USA.

### Standard Repair Service Rates for Conversion System Products

<b>Product Description</b>	<b>Est. Time</b>	<b>Rate</b>
<b>Removal &amp; Replacement of ECM</b>	15 min.	\$21.25
<b>Reprogramming of ECM</b>	15 min	\$21.25
<b>Removal &amp; Replacement of Regulator</b>	20-40 min.	\$28.50 – 56.75
<b>Removal &amp; Replacement of Fuel Fill</b>	30 min.	\$42.50
<b>Removal &amp; Replacement of Injector(s)</b>	15 min.	\$21.25
<b>Removal &amp; Replacement of Fuel Rail</b>	15 min.	\$21.25
<b>Removal &amp; Replacement of Intercept Wiring</b>	15 min.	\$21.25
<b>Removal &amp; Replacement of Filter</b>	15 min	\$21.25
<b>Trouble Shooting CNG Leak*</b>	15 min	\$21.25
<b>Diagnostics with MyCanic Tools/Software</b>	10 min.	\$14.50
<b>Removal &amp; Replacement of Manifold Spacer Plate</b>	30 min	\$42.50
<b>Removal &amp; Replacement of Catalytic Converter</b>	90 min.	\$127.50
<b>Diagnose Wiring Issues*</b>	30 min.	\$42.50

\*Refers to M-Tech Solutions in-house conversions only.

All service work must be performed by an M-Tech Solutions authorized service center and must be pre-authorized by M-Tech Solutions technical services department. All removed parts must be returned to M-Tech Solutions to receive payment for warranty covered service.



## Warranty Registration Form

To activate the M-Tech Solutions Warranty, you must complete and return this warranty registration form to M-Tech Solutions.

Once complete mail registration form to:

M-Tech Solutions, Inc  
Warranty Department  
464 Governors View Rd  
Asheville, NC 28805

### VEHICLE OWNER NAME:

Business Name (if applicable): \_\_\_\_\_

First: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ Last: \_\_\_\_\_

### ADDRESS

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

### CONTACT INFORMATION

Phone #: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

### VEHICLE INFORMATION

Vehicle Identification Number (VIN): \_\_\_\_\_

(located on Emissions Information Sticker) MS#: \_\_\_\_\_

Model: \_\_\_\_\_ Installation Date: \_\_\_\_\_ Mileage at Installation: \_\_\_\_\_

### INSTALLER INFORMATION

Authorized M-Tech Solutions Installer Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

By submission to M-Tech Solutions of this registration form you are acknowledging that you have read and understand all the terms and conditions of the M-Tech Solutions limited warranty and policy manual.

## Warranty Claim Form

<b>CUSTOMER</b>	<b>Business Name:</b> _____ <b>Name:</b> _____ <b>Address:</b> _____ <b>Phone Number:</b> _____ <b>Email Address:</b> _____		
<b>CLAIM</b>	<b>Claim Date:</b> ____ / ____ / ____ <b>Master Serial Number:</b> _____ <div style="text-align: center; font-size: small;">Month    Day    Year</div> <b>VIN #:</b> _____ <b>Mileage:</b> _____  <b>Vehicle Model Year:</b> _____ <b>Vehicle Model:</b> _____  <b>Warranty Start Date:</b> ____ / ____ / ____ <b>Fill Style (circle)</b> <b>Mech.</b> <b>Elect.</b> <b>Drive.</b> <div style="text-align: center; font-size: small;">Month    Day    Year</div>		
<b>Customer Concern:</b>	Please attach any additional information. _____ _____ _____		
<b>Diagnostic Performed:</b>	Please attach any additional information. _____ _____ _____		
<b>DTCs:</b>	_____ _____ _____		
<b>PART # REQUIRED</b>	<b>QUANTITY</b>	<b>DESCRIPTION</b>	<b>M-Tech Solutions Labor Time</b>
<b>M-Tech Solutions Warranty Authorization Number:</b>			