

DISTRIBUTOR WARRANTY CLAIM FORM

All sections must be completed in full.

Distributor information:

Company Name _____	State/Province _____
Contact Name _____	Zip/Postal Code _____
Address _____	Phone _____
City _____	Email _____

End User information:

Name _____	State/Province _____
Address _____	Zip/Postal Code _____
City _____	Phone _____
Replacement date _____	
Reason for replacement _____	

Checklist before replacing:

- | | | |
|--|--------------------------|------------------------|
| 1. Check spark plugs, wires, and ignition system | <input type="checkbox"/> | (attach documentation) |
| 2. Check timing and idle adjustments | <input type="checkbox"/> | (attach documentation) |
| 3. Check air/fuel adjustments | <input type="checkbox"/> | (attach documentation) |
| 4. Check fuel type used | <input type="checkbox"/> | (attach documentation) |
| 5. Check if any additives were used | <input type="checkbox"/> | (attach documentation) |
| 6. Check for excessive oil burning | <input type="checkbox"/> | (attach documentation) |
| 7. Check for RTV silicone contamination or antifreeze leak into combustion chamber | <input type="checkbox"/> | (attach documentation) |
| 8. Check oxygen sensor reading | <input type="checkbox"/> | (attach documentation) |
| 9. Temperature test | <input type="checkbox"/> | (attach documentation) |
| 10. Check for vacuum leaks | <input type="checkbox"/> | (attach documentation) |

Part information:

UltraFit part # _____	Year _____
Competitor part # _____	Make _____
Quantity _____	Model _____
Engine displacement _____	
Gross vehicle weight _____	

Warranty information:

Original date of purchase _____

Defective Codes:	A Leaking D Loose Internals G Signs of Overheat	
(Please circle appropriate code)	B Broken Converter Body E Engine Light - need vehicle diagnostics H Other - describe below	
	C Broken Pipe F Black Soot in Pipes	

Other description: _____

For UltraFit Use Only	Date received at UFM _____	
	Warranty approved	<input type="checkbox"/> _____ <input type="checkbox"/> _____ Y - Signature N - Warranty refusal code (see back of form)

Fax completed form to ATTN: Warranty/Claim Department: (905) 795-0346 or Phone (905) 795-0344 / (888) 340-5643. Pending review a sales representative will determine warranty eligibility and issue credit if authorized. Returns will not be accepted unless accompanied by this form.

WARRANTY REFUSAL CODES:

- R1 - Engine tune up not performed - see description below
 - R2 - Fluids entered converter - see description below
 - R3 - Melted substrate
 - R4 - Converter overheat
 - R5 - Damage to converter due to accident, negligence or misuse
 - R6 - Oxygen sensor not working properly
 - R7 - Vacuum leak
 - R8 - Other (describe)
-

REASONS FOR CATALYTIC CONVERTER FAILURE:

Engine tune up required

A number of problems could occur to the catalytic converter as a result of an engine that is out of tune. Any time an engine operates outside proper specifications, unnecessary wear and damage may be caused to the catalytic converter as well as the engine itself. The damage is often the result of an incorrect air/fuel mixture, incorrect timing, or misfiring spark plugs. Any of these conditions could lead to a catalytic converter failure or worse.

Excess fuel entering exhaust

The fuel that powers your vehicle is meant to burn in the combustion chamber only. Any fuel that leaves the combustion chamber unburned will enter the exhaust system and light-off when it reaches the catalytic converter. This can super-heat the converter far above normal operating conditions and cause a **Converter Meltdown**. Possible causes are an incorrect fuel mixture, incorrect timing, corroded spark plugs, a faulty oxygen sensor, sticking float, faulty fuel injector or a malfunctioning check valve.

Oil or antifreeze entering exhaust

Oil or antifreeze entering the exhaust system can block the air passages by creating heavy carbon soot that coats the ceramic catalyst. These heavy **Carbon Deposits** create two problems. First, the carbon deposits prevent the catalytic converter from reducing harmful emission in the exhaust flow. And second, the carbon deposits clog the pores in the ceramic catalyst and block exhaust flow, increasing backpressure and causing heat and exhaust to back up into the engine compartment. Your engine may actually draw burnt exhaust gasses back into the combustion chamber and dilute the efficiency of the next burn cycle. The result is a loss of power and overheated engine components. Possible causes are worn piston rings, faulty valve seals, failed gaskets, or warped engine components.

Deteriorated spark plug or spark plug wires

Spark plugs that don't fire or misfire cause unburned fuel to enter the exhaust system. The unburned fuel ignites inside the converter and could result in a partial or complete meltdown of the ceramic catalyst. Spark Plugs and Spark Plug wires should be checked regularly and replaced if damaged or if wires are worn or cracked.

Oxygen sensor not functioning properly

An oxygen sensor failure can lead to incorrect readings of exhaust gasses. The faulty sensor can cause a too rich or too lean condition. Too rich and the catalyst can melt down. Too lean and the converter is unable to convert the hydrocarbons into safe elements and may not pass an emission inspection.

Road damage or broken hangers

The ceramic catalyst inside a catalytic converter is made from a light-weight, thin-walled, fragile material. It is protected by a dense, insulating mat. This mat holds the catalyst in place and provides moderate protection against damage. However, rock or road debris striking the converter or improper or broken exhaust system support can cause a **Catalyst Fracture**. Once the ceramic catalyst is fractured, the broken pieces become loose and rattle around and break up into smaller pieces. Flow is interrupted and backpressure in the exhaust system increases. This leads to heat build up and loss of power. Possible causes of a catalyst fracture are road debris striking the converter, loose or broken hangers, potholes or off-road driving.