

# Product and Warranty Information Guide

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[BLACKWATERENGINES.COM](http://BLACKWATERENGINES.COM)

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# Obligations of Purchaser

## Warranty Activation

The purchaser must complete and return a copy of the provided warranty document (Page 7) within thirty days of receiving their long block. The purchaser must retain a copy of all pertinent documents related to the engine purchase and requirements of the warranty. The obligations assumed under this warranty are necessary to uphold all expressed or implied guarantees.

## Core Policy

As the purchaser, you are responsible for the return of your engine core in the container in which it was received, and all necessary parts as outlined to complete a like for like exchange. The core must be assembled and complete. All cores must be returned within **30 days** of verified delivery to the customer. Your warranty terms may be subject to review if core return terms have not been met. Blackwater Engines will not charge installers for cores which are not promptly or properly returned. It is solely the responsibility of the purchaser to return the engine core within **30 days**. Refer to **blackwaterengines.com** for core charges applicable for your specific engine.

## Installation Requirements

Refer to your Technical Service Bulletin Part #: INS-01152021 included in your Engine Information packet included with the long block.

- Use an oil priming tank. Do not prime the engine with the starter as this will cause bearing failure, engine knock, and premature engine failure voiding all warranties.
- Purchase new or remanufactured injectors. Or, have your injectors remanufactured with new nozzles at a Bosch, Delphi, or OE verified fuel injection remanufacturing facility.
- Replace the oil cooler and lines, if applicable, with the long block.
- Replace the air compressor if it is oil fed or if it is cooled by the engine coolant.
- Bleed air from the cooling system using a coolant system pressure test and refill kit.
- Clean the intake system and intercooler. Debris in the intercooler will destroy the engine.
- Change oil after initial start-up and after 500 miles, then follow manufacturers recommended intervals.
- Do **NOT** use synthetic oils.
- Tuners of any kind will automatically void this limited warranty

## Warranty Overview

This warranty does not warrant against substitute transportation, towing, lost sales or income, profits, loss of time, lodging, injury or death to persons, or any additional incidental damages that may occur during operation, maintenance, installation, or repair of vehicle or long block. No reimbursement for fluids, filters, fuel, sensors, belts, hoses, injectors, and any gaskets not supplied by Blackwater Engines. Consumables will not be covered.

No full refunds will be issued after the engine has been installed. It is the installer's responsibility to make sure the engine being installed is correct and is like for like with the existing engine. Labor cost is based on **ALLDATA** labor guide at \$70.00 per hour labor rate.

The extended warranty options are only available at the time of purchase. No warranty claim will be addressed until the core engine has been returned. No warranty payments will be processed until all warranty items have been returned and inspected by Blackwater Engines.

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# Warranty Policies

1. Standard Limited Warranty will cover no more than \$500.00 in out of pocket expenses; shipping, labor, and any other expense associated with a warranty claim.  
\*Blackwater Engines also offers two warranty upgrades; a Gold Plan and a Platinum Plan:
2. **Gold Extended Warranty Plan** increases the payout limit to \$1,750.00, in out of pocket expenses for an additional \$250.00. The Gold Extended Warranty option is available for purchase on all long blocks purchased directly from Blackwater Engines.
3. **Platinum Extended Warranty Plan** increases payout limit \$1,750.00, in out of pocket expenses and increases the time limit by one year for an additional \$500. The Platinum Extended Warranty is not available for on road industrial, motor homes, any vehicle registered over (1) ton, off road industrial, agricultural, marine diesel, commercially registered diesel engines, generator engines, commercially registered vehicles, equipment or any bolt on part not installed by Blackwater Engines.

## Warranty Time Line

PLATINUM THREE (3) YEAR UNLIMITED MILE LONG BLOCK	STANDARD TWO (2) YEAR UNLIMITED MILE LONG BLOCK	ONE (1) YEAR UNLIMITED MILE LONG BLOCK
7.3L POWERSTROKE 6.7L POWERSTROKE 5.9L 12V CUMMINS 5.9L ISB 24V CUMMINS 6.7L ISB 24V CUMMINS 6.6L DURAMAX <b>1 Ton and Below.</b>  Platinum Extended Warranty Plan available for these Long Blocks only.	6.0L POWERSTROKE 6.4L POWERSTROKE 7.3L POWERSTROKE 6.7L POWERSTROKE 5.9L 12V CUMMINS 5.9L ISB 24V CUMMINS 6.7L ISB 24V CUMMINS 6.6L DURAMAX <b>1 Ton and Below.</b>	8.3L 24 V CUMMINS 8.3L 12V CUMMINS 5.9L ISB/QSB 24V CUMMINS 6.7L ISB/QSB 24V CUMMINS 6.4L NAVISTAR MAXXFORCE 7 7.3L NAVISTAR T-444-E All CATERPILLAR Long Blocks <b>Above 1 Ton &amp; Industrial</b>



# Warranty Terms and Exclusions

Blackwater Engines shall not be liable for incidental or consequential damages resulting from breach of this written warranty or any implied warranty.

Any dispute arising under or in connection with the agreement or related to any matter which is the subject of the agreement shall be subject to the exclusive jurisdiction of the General District Court for the City of Virginia Beach or the Circuit Court for the City of Virginia Beach. This Agreement shall be construed and governed in accordance with the laws of the Commonwealth of Virginia. Buyer agrees to pay all attorney fees incurred by Blackwater Engines in connection with any dispute arising under this contract.

- This warranty does not cover issues associated with improper installation and/or reuse of components not included with the new engine. Thus including:
- Damage due to computer codes or check engine light codes not addressed and repaired as per OEM calibrations.
- Damage due to the installer using incorrect gaskets or sealant. Be sure to confirm the gaskets are correct for your engine and application prior to installation.
- Overheating due to a faulty cooling system, fuel system, computer system, or water pressure loss. Do not remove the heat tabs installed on your long block. Melted, damaged, tampered with, or removed heat tabs will void all warranties.
- Engines stored longer than 6 (six) months by a distributor or end user or in a vehicle "not in use" for 6 (six) months require maintenance. Claims arising from loss, or damage due to storage, or lack of use will not be reimbursed by Blackwater Engines.

\*Oil pumps, oil coolers (if purchased from Blackwater Engines), and other bolt on accessories included with the long block have a 6 month warranty. Keep in mind that some parts may carry a longer warranty by the manufacturer, for those cases contact the manufacture.

## Limitations

This warranty applies to products originally supplied by Blackwater Engine. This warranty does not apply to or include any of the following:

1. Problems caused by parts that are not Blackwater Engines parts.
2. Damaged bearings because of overheating, lack of lubrication, fuel wash, or contamination. Bearings are only covered during break-in period. Bearing failure outside the break in period is considered lack of maintenance, lack of lubrication, over fueling, or contamination.
3. Damage resulting from improper injection timing, including but not limited to melted or broken pistons, broken piston rings, damaged cylinder heads, leaking head gaskets, etc.
4. Repair or replacement required as a result of any accident or misuse.
5. This warranty does not cover damage caused by lack of scheduled maintenance. Proper maintenance is noted in your owner's manual and includes; proper levels of fluids. Repair or replacement of any accessory or service item, including specifically but not limited to: all components of the cooling, fuel, electrical, exhaust systems, ignition systems, all belts, hoses, sensors, switches, and filters. Proof of proper maintenance is the owner's responsibility. Keep all maintenance related receipts, as they may be requested during the processing of any warranty claim.

## Limitations Continued

6. Any product used for competition, racing, or related purposes.
7. Any product to which a device or accessory not conforming to original manufacturer's specifications has been installed; Including but not limited to programmers, performance chips, and, non-stock computers. Misapplication including, but not limited to, changing stock air fuel mixture from the original manufacturer's specification.
8. Damage as a result of electrolysis; including but not limited to, deterioration of engine components as a result of excessive electrical current, including corroded freeze plugs, head gaskets, cylinder heads, or blocks.
9. Crankshaft thrust surface worn due to excessive forward pressure placed on the rear of the crankshaft.
10. Damage resulting from improper repair(s) or attempted repair(s) by any service technician.
11. Parts which are scored or broken because an engine was operated with insufficient or contaminated lubricating oil or an incorrect grade of lubricating oil. Check and refill when necessary and change at recommended intervals. Bearing damage may occur if oil level is not properly maintained.
12. Damage or wear to parts caused by dirt which entered the engine because of improper air cleaner maintenance, reassembly or use of a non-original air cleaner element or cartridge. At recommended intervals, clean and/or replace the filter as stated in the owner's manual.
13. Engine or equipment parts broken by excessive vibration caused by a loose engine mount, improper attachment of equipment to engine crankshaft, or other abuse in operation.
14. Lack of routine tune-ups.
15. Products used in manners that violate the terms of the Blackwater Engines Limited Warranty or is used for purposes other than their original intent.
16. Gaskets and seals installed by Blackwater Engines are warranted against normal defects in material and workmanship for the duration of the long block warranty for both parts and labor.
17. Gaskets and seals **NOT** installed by Blackwater Engines are warranted against normal defects in material and workmanship for 12 months/ unlimited miles from the date of purchase for parts (exchange) only. The warranty does not cover labor charges associated with reinstallation.
18. Engines sold or transferred to another owner. Engine warranty is valid for the original engine owner only. Warranty period is non-transferrable.
19. Damage resulting from acts of nature such as fire, freezing, lightning, earthquake, wind storm, hail, flood and other acts beyond the control of Blackwater Engines.
20. Oil cooler, fuel injectors and air compressor (if applicable) not replaced at the time of engine replacement.
21. Defective fuel injectors, clogged fuel lines, sticking valves, or other damage, caused by using contaminated or stale fuel.

## Warranty Service

Once the installer determines that the failure or problem is within the guidelines of the warranty in question the installer must contact Blackwater Engines. Blackwater Engines will then authorize repairs, not monetary reimbursement, as seen fit, in written format. All authorized repairs must be signed or authorized in writing by a Blackwater Engines representative.

Once a repair is authorized, all parts, or the engine in question, must be sent to Blackwater Engines for inspection at the cost of the purchaser. Freight is at the expense of the purchaser for all inbound & outbound warranty shipments.

Blackwater Engines will specify what parts to return for the warranty claim to be processed. Upon inspection of the parts and/or labor in question, Blackwater Engines will determine the cause of the failure in question.

If Blackwater Engines find the parts and/or labor in question to be the responsibility of Blackwater Engines they will issue a claim acknowledgment stating their findings, responsibility, and liability. Blackwater Engines will then repair or replace the parts in question. No claims will be considered if any outstanding money is unpaid, or any cores have not been received.

For any inquires please contact us using one of the following methods:

Toll Free: 1.877.421.4317

Email: [warranty@blackwaterengines.com](mailto:warranty@blackwaterengines.com)



# Warranty Activation Form

The purchaser and installer information must be completed to activate the long block warranty. This information must be returned to Blackwater Engines Inc. within **30 days** of purchase to ensure validation of warranty. Failure to do so may void any warranty from Blackwater Engines. Warranty information can be returned to P.O. BOX 8888 Virginia Beach, VA 23450 or emailed to [Warranty@Blackwaterengines.com](mailto:Warranty@Blackwaterengines.com).

## To Be Filled Out By Purchaser

Order/Invoice # \_\_\_\_\_

Owner Name: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_

Phone Number (including area code): \_\_\_\_\_



Installer Name: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_

Phone Number (including area code): \_\_\_\_\_

VIN# \_\_\_\_\_ Odometer \_\_\_\_\_

Year \_\_\_\_\_ Make \_\_\_\_\_

Model \_\_\_\_\_ Engine Liter (5.9L, 7.3L, 6.6L, ETC.) \_\_\_\_\_

Installation Date \_\_\_\_\_

I have read understand and agree to all information and conditions with regard to this installation sheet and the Blackwater Engines Warranty pages 2 through 6.

\_\_\_\_\_  
Signature of Purchaser

\_\_\_\_\_  
Date Product Was Received

\_\_\_\_\_  
Printed Name of Purchaser

