

Interlube International, Inc.

Double Warranty Process and Procedures

Interlube's Double Warranty Program on four-cycle engines has been fine tuned over 35 years to provide maximum customer satisfaction with minimum complications.

Registration Procedure

- All Double Warranty registration materials are contained in the cases of oil, consisting of a Double Warranty direction card and an engine sticker. At the time of equipment and oil sale, the dealer applies the engine sticker and inputs the warranty registration details at www.opti2-4.com. It is important that the customer retains their receipts for original and additional oil as proof of purchase. These will be required in the event of a warranty repair.

Claim Procedure

- When an equipment owner with Double Warranty experiences an engine failure, they should return to the original dealer or any other Opti-4 dealer who is authorized to service the engine in question.
- During the original warranty period, the servicing dealer should follow the warranty process appropriate for the engine brand involved.
- During the extended warranty period, the servicing dealer should follow exactly the same process, but call Interlube at 1-800-332-5851 prior to repair. During a Double Warranty call, Interlube will ask for basic customer information, including equipment owner's name, date of purchase, date of failure, etc. Interlube will also ask for proof of customer's Opti-4 oil purchases.
- At this point Interlube will ask the dealer . . . ***“From your analysis as to cause of failure, would this be warrantable under the engine manufacturers printed coverage, had it occurred during their original warranty period?”*** If the answer is yes, Interlube will give the dealer an authorization number and instruct them to send the repair bill directly to Interlube. Interlube will pay exactly the same parts and labor charges as the original warranty covers.

Payment

- Once the repair bill is received, the claim is paid via check directly to the dealer within 30 days of billing.

The above process has been in place for over 35 years and has operated with few complaints. To date, no claims have been refused once it was established that the owner had registered under Double Warranty and the failure was warrantable.

For more information, call 1-800-332-5851.