

RINEHART RACING®
LIMITED LIFETIME WARRANTY

AMERICAN CRAFTSMANSHIP. AMERICAN PRIDE. AMERICAN MADE. By the hard-working hands of the men & women of Rinehart in Asheville, North Carolina. And we've raised the bar on proving the fact that we are the very best in quality – second to none.

The Passion & Performance of Rinehart

At Rinehart Racing, our business isn't just built on performance. Equally important to our legendary reputation of proven performance is our reputation for the highest quality and the best customer service in the V-Twin industry. For years, Rinehart has been the industry leader in maintaining the strictest and tightest specifications for manufacturing and cosmetics, and our products are handcrafted with passion and precision by the men and women of Rinehart in Asheville, North Carolina. In 2009 when other exhaust manufacturers had a 90-day warranty, Rinehart was the first in its industry to introduce an 18-month warranty and then others followed. Now 7 years later, we want to go beyond expectation and instill in you the same confidence and comfort that we have in our unmatched quality. It's one thing to say that our quality is the best, but it's another thing to back it up and stand behind it. So, in an effort to stand behind the performance products that bear the name "Rinehart", we are proud to announce our new offering of a warranty that will cover our product – not for a set amount of time – but FOR LIFE.

Rinehart's new Limited Lifetime Warranty will cover product not just going forward from today, but also on product that was previously manufactured all the way back to September 2009. As with any warranty, there are a number of requirements that must be met, and these are outlined below:

The coverage date for this new lifetime warranty is retroactive! - why?

Rinehart began manufacturing its own product in September 2009 and this is the reason for the effective retroactive date for coverage. It's simple - If we manufactured it, we will stand behind it. Period. Prior to 2009, Rinehart Racing was manufactured by BUB Enterprises under a licensing agreement, and Rinehart was contractually uninvolved in the manufacturing processes and specifications. As such, Rinehart Racing trademarked product that was manufactured by BUB is not covered retroactively under the warranty. There are several product markers that can help identify whether parts were manufactured by BUB or Rinehart. As situations arise and warrantability is being established, Rinehart can provide clues to help identify these parts, and is even able to assist a customer service representative directly.

What is covered under the warranty?

The warranty warrants that product shall be "free of defects in materials and workmanship during the lifetime of the product". This means that Rinehart Racing product will perform and function for the purpose that were intended and the product will not be defective. It also

means that Rinehart will stand behind any defect in manufacturing for life. Below are just a few examples of items that are covered:

- broken welds
- peeling or flaking paint off of endcaps
- peeling or flaking chrome
- exhaust leaks caused by improper or inadequate welds
- bubbling or peeling chrome on heatshields that is not a result of improper care
- rattling baffles in mufflers
- broken clamps

What is not covered under the warranty?

As with any limited warranty, there are a few items that are not covered under the warranty, such as normal wear and tear. Exhaust systems are subject to environmental and atmospheric conditions and require regular maintenance and cleaning. Failure to do so results in oxidation which leads to visible rust and this is not an item covered under the warranty.

At times, people take Rinehart exhaust and modify it to fit improper bike fitment years. Additionally, people will sometimes modify Rinehart product by adding or removing internal parts to create a different sound or performance condition. Modifications such as these will void the warranty because the product was not used for its intended purpose or installed pursuant to the manufacturer's instructions. Also, people will occasionally try and fit Rinehart mufflers onto another brand's header pipe or vice versa. This can result in problems like exhaust leaks, or placing the product in a bind which can lead to a failure. Of course, this would void any warranty.

What about discoloration or blueing of the chrome?

Discoloration is exclusively caused by improper air/fuel ratio, long periods of idling, or slow speed travel under load. It is not the result of a manufacturing defect, inadequate nickel-chrome thickness, or plating processing. As such, Rinehart Racing does not warrant against bluing or discoloration. Rinehart Racing uses industry standard specifications for nickel thickness and processing pursuant to the International ASTM, which is an international standards organization that develops and publishes voluntary consensus technical standards for a wide range of materials, products, systems, and services. Dealers who are tuning the motorcycle using a dynamometer should be encouraged to use a "takeoff" or test set of headers to tune the bike to avoid discoloration during the tuning process. If a particular dealer does a substantial amount of tuning work, please contact Rinehart to see if a test set might be available to send the dealer.

Are black pipes and mufflers covered under the warranty?

As with all exhaust manufacturers, Rinehart's black paint has a ceramic base and ceramic coatings are invariably produced from powders and contain variable particle size distributions. The coatings are applied by handheld sprayers and contain ceramics which may cause minor differences in the finish. Small flaws and/or marks or inclusions in the finish are customary for exhaust industry coatings and do not always constitute an issue covered by warranty or a

flawed product. Additionally, as with all ceramic paints, ceramics are porous and allow microscopic particles of salt, dirt, grime and other foreign substances to “eat away” at the coating and eventually come in contact with the substrate metal, thus resulting in oxidation or adhesion issues between the metal and the paint. Because the porosity associated with black paint will eventually lead to corrosion, the warranty for black coatings is limited to 2 years. With that said, Rinehart Racing is not liable for coatings that have been damaged due to abuse, neglect, adverse road and environment conditions, accident and improper installation, shows of evidence of adverse conditions such as high heat temperatures encountered during engine break in or dynamometer testing or under lean conditions.

Coating damage usually occurs during the first engine run, specifically in dynamometer testing, when the exhaust temperatures exceed threshold heat levels exceeding normal riding conditions. Unusually high exhaust temperatures are normally caused by excessively lean or excessively rich air/fuel mixtures and/or incorrect ignition timing. For this reason, we strongly suggest that the technician uses an alternate set of headers and mufflers or remove your heat shields for dynamometer testing. Again, please contact Rinehart if you have circumstances where a dealer is performing substantial amounts of dyno tuning.

Is the warranty transferable?

The warranty is exercisable only by the original retail purchaser of Product and is not transferable to any successor owner or other party. In other words, if someone sells their bike fitted with Rinehart product that is still within the warranty period, the warranty terminates upon the sale of the bike and the new owner does not have any rights pursuant to the limited lifetime warranty.

How is a warranty claim processed?

To obtain authorization to return a part under warranty, contact Rinehart Racing at 828-350-7653. Customer Service will provide a Return Merchandise Authorization number (RMA), together with details explaining how to return the product. All shipping costs must be prepaid. For full warranty information please visit www.rinehartracing.com/warranty-product-info/

Rinehart Racing
Attn: Warranty
260 Rutledge Road
Fletcher, NC 28732

If a claim is validated, what is covered under the warranty?

As with most warranties, refund or replacement with a similar or like kind product is the sole remedy of the purchaser under the warranty. Cost of, or associated with, removal and installation of Products are not included as part of this Warranty and the purchaser assumes sole responsibility for such removal and installation costs. In the event a claim is not validated, Rinehart is still committed to providing the best customer service in our industry, and we will work with customers and dealers to offer a compromise that will help the customer and dealer.

Why is Rinehart offering a warranty for the life of the product?

We recognize that Rinehart has the very best quality in the industry and in an effort to put our wallet where our mouth is, we want the dealer and the rider to have the confidence to trust us. For years, when isolated issues have arisen outside of the 18-month warranty period, Rinehart has backed the product and honored claims even though they were not within the warranty period. Why? Because the owner of Rinehart Racing recognizes the trust that dealers and bikers place in our company, and they exhibit that trust when they sell or ride Rinehart Racing products. His philosophy is "if it's not good enough to be on my bike, then it's not good enough to be on anyone else's bike." This warranty exudes the level of excellence we demand in our name. It's the reason we trademarked the phrase, "Trust the Name. Trust the Pipe. Legendary Reputation of Proven Performance."