



Suncoast Converters, Inc.
Attention Warranty
631 Anchors Street NW
Fort Walton Beach, FL 32548
800-868-0053 • info@suncoastconverters.com

Suncoast Converters, Inc. Limited Warranty Policy - Transmissions

Effective Date: January 1, 2026

This Limited Warranty ("Warranty") applies to Suncoast Converters, Inc. ("SCCI") torque converters sold to the original purchaser/end user. SCCI warrants that covered products will be free from defects in materials and workmanship, subject to the terms below. SCCI may amend this Warranty at any time. SCCI's liability is limited to repair or replacement, at SCCI's option, of parts that, upon inspection, are determined to be defective. SCCI retains sole discretion to determine the course of action for repair and/or replacement.

Purpose & Scope:

This Warranty sets out the coverage terms, limitations, and responsibilities for SCCI torque converters, sold to the original purchaser/end user.

1) Guardian Torque Converters — 2 Years / Unlimited Miles (Parts Only)

- Coverage: SCCI covers the cost of replacement parts found defective for twenty-four (24) months from the original invoice date. Labor and shipping are the customer's responsibility.
- Claim materials: Return the part to SCCI with proof of purchase (invoice), a description of the concern, and service history records. Replaced parts become the sole property of SCCI.

2) Cat 1 Torque Converters — 2 Years / Unlimited Miles (Parts Only)

- Coverage: SCCI covers the cost of replacement parts found defective for twenty-four (24) months from the original invoice date. Labor and shipping are the customer's responsibility.
- Claim materials: Return the part to SCCI with proof of purchase (invoice), a description of the concern, and service history records. Replaced parts become the sole property of SCCI.

3) All Other Torque Converters — 2 Years / Unlimited Miles (Parts Only)

- Coverage: SCCI covers the cost of replacement parts found defective for twenty-four (24) months from the original invoice date. Labor and shipping are the customer's responsibility.
- Claim materials: Return the part to SCCI with proof of purchase (invoice), a description of the concern, and service history records. Replaced parts become the sole property of SCCI.

4) What This Warranty Does Not Cover (Exclusions)

This Warranty is non-transferable and does not apply to any product that has been: tampered with; improperly installed; damaged due to accident, abuse, neglect, contamination, or low-fluid conditions; improperly repaired or altered by the customer or any third party; used in competitive events (e.g., sled pulling, drag racing); or used in commercial applications that tow in excess of the manufacturer's Gross



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Combined Vehicle Weight Rating (GCVWR).

- Broken, sheared, or fractured shafts, cases, or other hard parts—and any damage that results from such failures—are not covered.
- Failure to hot-flush lines and cooler prior to installation of the replacement unit voids coverage.
- Fluids, filters, shop supplies, and miscellaneous shop charges are not covered.
- Towing, rental vehicle, travel/lodging, loss of use, loss of time, or any special, indirect, incidental, or consequential damages are not covered.

5) Warranty Claim Process

- 1) Contact SCCI to obtain an RMA and troubleshooting assistance prior to removal/return.
- 2) Provide documentation: proof of purchase (invoice), description of concern/complaint, and service history records.
- 3) Return the part(s) to SCCI. Shipping responsibilities apply per the coverage terms above.
- 4) SCCI will inspect and, at its option, repair or replace covered parts. Replaced parts become SCCI property.
- 5) Decisions made by SCCI upon inspection are final.

6) Additional Terms

- SCCI reserves the right to amend this Warranty at any time.
- This Warranty provides specific coverage as described; no other warranties, express or implied (including merchantability or fitness for a particular purpose), are made.
- SCCI's total liability is limited to the repair or replacement of defective parts as provided herein.

7) Warranty Registration Requirement

To activate coverage, the Warranty Registry Form must be completed in full and returned to Suncoast within forty-five (45) days of purchase. Failure to register will result in no warranty coverage.

Installer and Customer Responsibilities:

To maintain warranty coverage, customers and installers must hot-flush transmission coolers and lines, verify proper cooler flow and line pressure, and ensure all tuning and wiring are within factory-safe parameters. Failure to document or perform these checks may void warranty coverage.

Contact

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Warranty Registration Form:

To activate coverage, the Warranty Registry Form must be completed in full and returned to Suncoast within forty-five (45) days of purchase. Failure to register will result in no warranty coverage.

Customer name: _____

Date of purchase: _____

Where product purchased: Suncoast direct or Dealer (which dealer): _____

Suncoast invoice number: _____

Part number: _____

Year/Make/Model: _____

Customer address: _____

City: _____

State: _____

Zip code: _____

Phone number: _____

Installer name: _____

Installer address: _____

Cooler flow rating: _____

Line pressure: _____

CVI's: _____

Strategy code: _____

Registration must be received within 45 days of purchase.

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