



### TerraClean Lifetime Protection Plan

This protection plan is an agreement between the consumer and CPS Products, Inc. (CPS). This plan is separate from and does not extend or replace the vehicle manufacturer's warranty. In the event of a claim otherwise covered under the vehicle manufacturer's warranty, and if compliance with the terms of the TerraClean Lifetime Protection Plan is met, then CPS will pay the deductible amount (vehicle owner's required payment) up to but not exceeding the coverage limit expressed within this program.

#### Platinum Plus Plan

- Initial service occurs between 0-50,000 miles / 0-80,000 km
- Coverage is effective immediately upon completing the initial service
- \$4,000 USD / \$5,000 CDN
- \$5,000 USD / \$6,000 CDN for qualifying engine oil service

#### Gold Plan

- Initial service occurs between 50,001-100,000 miles / 80,001-160,000 km
- Coverage shall commence 3-months or 500 miles (800 km) following the initial service (whichever occurs first)
- \$2,000 USD / \$2,500 CDN
- \$2,500 USD / \$3,000 CDN for qualifying engine oil service

### Services Covered & Service Intervals

Any one or more of the following services are protected under the terms of this TerraClean Lifetime Protection Plan

#### Fuel System Cleaning Service (gasoline engines):

Interval: Maximum of every 30,000 miles (50,000 km) after the initial service

Components Covered: Oxygen sensors, fuel injectors and intake valves damaged by deposits Not Covered: intake valves on GDI engines

Products Required: 201210/201220 or for engines 2.0 liters or less in displacement only 201410/201420

#### Engine and Fuel Service (gasoline engines):

Interval: Maximum of every 10,000 miles (16,000 km) after the initial service, or where OEM specifies a different interval in conjunction with an oil change service. \*If either 206210 or 206230 is used for each service; a claim may qualify for an additional \$1000/\$500 in coverage. (Platinum Plus = \$5,000 USD / \$6,000 CDN; Gold = \$2,500 USD / \$3,000 CDN)

Components Covered: Pistons, rings, cam shafts, and bearings, turbo bearings, lifters, oil pumps, wrist pins, bushings, push rods, crankshaft and bearings, rods and rod bearings, timing chains, timing gears or sprockets, cylinder liners or bores, rocker arms and pivots and distributor drives. Also covers oxygen sensors, fuel injectors and intake valves to the extent that any damage to same occur as a result of deposits thereon. Not Covered: Timing belts and damage from broken belts; intake valves on GDI engines.

Products Required: 206220 AND 201235 \*(206220 PLUS 206210 or 206230 required on each service for additional coverage)

#### GDI Intake Valve Cleaning Service:

Interval: Maximum of every 15,000 miles (25,000 km) after the initial service

Covered: Intake valves (Port fuel injected, Sequential fuel injected, GDI or carbureted engines) only to the extent that any damage to same occurs as a result of deposits thereon. \*Intake Valve Deposits on GDI engines are covered to a maximum of \$2,000.00 for a complete manual cleaning of carbon deposits on the intake valves using 201232 and following TerraClean recommended procedures. OEM service requirements will also be honored

Products Required: 201457 GDI Kit or 201458 GDI Kit (\*201232)

#### Diesel Fuel Service (diesel engines only):

Interval: Maximum of every 15,000 miles (25,000 km) after the initial service - Must perform oil changes as recommended by OEM to a maximum of 1 year after the first TerraClean Service.

Covered: Fuel injectors to the extent that any damage to same occurs as a result of deposits thereon.

Products Required: 201250, 201251, or 201253 PLUS 201255 or 201256

#### Automatic Transmission / CVT Service:

Interval: Every 30,000 miles (50,000 km) after the initial service

Covered: Lubricated parts contained within the automatic transmission housing or case. The transmission housing will be covered only when damaged by an internally lubricated part that is covered under this TerraClean Protection Plan. Not Covered: Leaking transmission seals and gaskets

Products Required: 204210 or 206235 PLUS 204131, 204220, 204230, or 204235. For CVT type transmissions, this service includes 204285 Terra Clean Synthetic CVT Fluid without the use of any additives

#### Cooling System Service:

Interval: Maximum of every 30,000 miles (50,000 km) for standard coolant after the initial service; OR, every 48,000 miles (80,000 km) where the OEM specifies Long Life Coolant

Covered: Heater core, water pump, freeze plugs, and radiator. Not Covered: Hoses, clamps, thermostats and engine components

Products Required: 202210 PLUS 202220 or 202235

#### Power Steering Fluid Service:

Interval: Maximum of every 30,000 miles (50,000 km) after the initial service

Covered: Lubricated parts contained within the power steering gear box, rack & pinion gear, and power steering pump when damaged by an internally lubricated part. Not Covered: Hoses, belts, brackets, seals and leaking gaskets.

Products Required: 207210 PLUS 207220, 207225, 207230, 207235, or 207265

#### Engine Oil Service:

Interval: Maximum of every 10,000 miles (16,000 km) or OEM specified interval in conjunction with an oil change

Coverage: Platinum Plus = \$4,000 USD / \$5,000 CDN; Gold = \$2,000 USD / \$2,500 CDN

\*If either 206210 or 206230 is used for each service; a claim may qualify for an additional \$1000/\$500 in coverage. (Platinum Plus = \$5,000 USD / \$6,000 CDN; Gold = \$2,500 USD / \$3,000 CDN)

Covered: Pistons, rings, camshafts, and bearings, turbo bearings, lifters, oil pumps, wrist pins, bushings, push rods, crankshaft and bearings, rods and rod bearings, timing chains, timing gears or sprockets, intake valves and guides (port fuel injected, sequential fuel injected or carbureted engines only), cylinder liners or bores, rocker arms and pivots and distributor drives. Not Covered: Timing belts and damage from broken belts.

Products Required: 206220; \*(206220 PLUS 206210 or 206230 required on each service for additional coverage)



### Brake Fluid Service:

**Interval:** Maximum of every 30,000 miles (50,000 km) after the initial service

**Covered:** Pump, valves, master cylinder, calipers, and metalized hoses. **Not Covered:** Pads, rotors, shoes, ABS sensors, controller or other electrical parts.

**Products Required:** 205220, 205204 (DOT-4); or 205203 or 205230 (DOT-3)

### Differential Fluid Service:

**Interval:** Maximum of every 30,000 miles (50,000 km) after the initial service

**Covered:** Lubricated parts contained within the differential housing or case. **Not Covered:** The housing or case, CV and U Joints, boots, pre-packed axel bearings and drive shafts

**Products Required:** Either 204250, 204255 used in conjunction with the vehicle's specific differential fluid; OR, 204240, 204244, 204290, or 204294 may be used

### Transfer Case / Manual Transmission Service:

**Interval:** Maximum of every 30,000 miles (50,000 km) after the initial service

**Covered:** The lubricated parts contained within the transfer case / manual transmission housing or case. **Not Covered:** CV and U-joints, pre-packed axle bearings and drive shafts, pressure plate, clutch plate and flywheel.

**Products Required:** Either 204250 or 204235 used in conjunction with the vehicle's specific transfer case/manual transmission fluid; OR, 204280 may be used.

### TERMS & CONDITIONS:

This program is subject to the following terms & conditions:

- All services referred to in the TerraClean Protection Plan must be performed by technicians using TerraClean maintenance products as specified in the description herein of the particular service
- A professional fluid exchange machine must be used to perform this service where applicable
- The TerraClean GDI Dual Canister Induction Tool or 201160 Decarbonizing machine in conjunction with GDI adapters must be used for GDI coverage
- You may not change your own oil.
- A grace period of 500 miles (800 km) will be extended in order to comply with the prescribed service intervals
- Only legally registered passenger cars, vans, motorcycles, SUVs and pick-up trucks with a GVW of 11,500 pounds or less are eligible for coverage under the TerraClean programs.

- In order to maintain the coverage service must be performed at the intervals specified for that system
- One claim per service interval is permitted
- In order to maintain the coverage of the TerraClean Lifetime Protection Plan for Engines and the TerraClean Protection Plan for Engine and Fuel under the terms of this agreement, a TerraClean Service must be performed according to OEM Oil Change mileage requirements to a maximum interval of one year from the date of the prior service, (whichever occurs first) after the first Terra Clean Engine Oil Service or the first TerraClean Engine and Fuel Service. The vehicle's engine must be serviced using only the vehicle manufacturer's recommended grade and weight of oil. The timing belt or chain and air and oil filter must be replaced and the emission control system maintained in accordance to the vehicle manufacturer's recommendations.
- In order to maintain the coverage of the TerraClean Protection Plan for Diesel Fuel Systems under the terms of this agreement, a TerraClean Service must be performed according to OEM requirements for oil changes to a maximum of 1 year after the first TerraClean Service

### EXCLUSIONS:

TerraClean Lifetime Protection Plan coverage is not available and will cease for:

- Vehicles that have been modified or used in competition, or those in agricultural use
- Vehicles where the odometer has seized, malfunctioned or shows signs of tampering
- Claims resulting from collision, theft, fire, contamination of fluids, vandalism, misuse, acts of God, freezing, riot, abuse, negligence, lack of normal maintenance required by vehicle manufacturer
- Vehicles with pre-existing conditions and/or damage to system components prior to the service (as determined through independent parts analysis by CPS Claims Administrator)
- Flood/Salvage, "Gray Market" or junk titled vehicles (as determined through independent parts analysis by the CPS Claims Administrator)

- Vehicles where any in-house maintenance/repair facilities have been used
- Leased vehicles where the leaser is primarily responsible for repairs and maintenance
- Vehicles that are used for towing a trailer or other vehicle or object, and that are not equipped with a factory-installed tow package or equivalent
- Failure to provide all necessary records
- Failure of a covered part that is a direct result of a mechanical or structural flaw that the manufacturer acknowledges through any means, such as public recalls or factory service bulletins, or that the manufacturer will repair at its expense
- Storage fees, core charges, shipping costs and rental vehicle costs incurred during repair of a covered part are not covered

### PROCEDURES FOR SUBMITTING A CLAIM:

In the event of submitting a claim, you must contact the TerraClean Claims Administrator (the "Claims Administrator") prior to having any repairs conducted: Contact [claims@terraceclean.net](mailto:claims@terraceclean.net). In order to successfully process a claim, you must contact the Claims Administrator prior to having any repairs made to your vehicle. Any repairs done without the Claims Administrator's authorization will not be covered under the TerraClean™ Lifetime Protection Plan. In order for your claim to be processed, you must provide the Claims Administrator with the following information - Note that all relevant work orders must show the VIN, Year, Make and Model of the Vehicle:

1. All service repair orders including all applicable TerraClean part number stated in the "Fluid Services" Section, showing vehicle was serviced in accordance with the terms and conditions of this TerraClean Lifetime Protection Plan.
2. All service repair orders showing vehicle was serviced in accordance with the terms and conditions of previous protection programs or service warranties (excluding OEM extended warranties) and proof of previous plan (if applicable).
3. A complete statement of damage and an estimated repair cost statement. The estimate must include component part numbers.
4. Vehicle purchase date verification or lease agreement, if vehicle is leased.
5. If requested, the damaged parts along with a sample of system fluid must be shipped as directed by the Claims Administrator for analysis to an address specified by the Claims Administrator.

A claim number will be issued upon initial contact with the Claims Administrator. All documentation must be received by the Claims Administrator within 30 days of a claim number being assigned. If vehicle ownership changes, the TerraClean Lifetime Protection Plan and the coverage provided is transferable between consumers (automotive resellers are not eligible for coverage). Only authorized repairs made to vehicles operated in the United States of America and Canada are eligible for coverage under the TerraClean Protection Plan. The TerraClean Protection Plan will not cover any incidental or consequential damages.

### APPRAISAL AND ADJUSTMENTS:

Payment of claims under the TerraClean Lifetime Protection Plan will not exceed the cost of labor made necessary for repairs or to replace any irreparably damaged engine part listed as determined by Mitchell's Flat-Rate Guide or other industry accepted flat rate guides, and shall be consistent with the commercial repair shop's posted labor rate, along with the reasonable cost of replaced parts of like kind and quality.

### DISPUTE RESOLUTION:

In the event that any dispute arises between the parties in relation to the agreement, and the dispute is not resolved by negotiation, the parties agree to submit the dispute to binding mediation. Any party to the dispute may give written notice to the other party of his or her desire to commence mediation, and a mediation session must take place within 90 days after the date that such notice is given. Mediation will take place at CPS Products Inc. world headquarters. The parties must jointly appoint a mutually acceptable mediator. If the parties are unable to agree upon the appointment of a mediator within 7 days after a party has given notice of a desire to arbitrate the dispute, any party may apply to a recognized mediation service organization located in Miramar, Florida agreed to by the parties in writing, for appointment of a mediator. The parties further agree to share equally the costs of mediation, which will not include costs incurred by a party for representation by counsel at the mediation.