



Warranty Information For Department Of Boost Super Duper Alternators

You technically have a 30 day warranty on your alternator. But, depending on circumstances you have a zero or three hundred-sixty-five-day warranty. Everything is explained below.

For starters the alternator you received is hand built with the best components available then put on a alternator “dyno” and run through a full diagnostic regiment. This is very important, we know that when the alternator left here, it was perfect. Additionally, the alternator you received is by far the most durable base design available. In short, if you smoke the alternator right out of the gate there is a 99.9% chance it was because of a “fault” on your end. And you will be required to prove that’s it’s not. Not the other way around. We know that sounds harsh, but there are a whole bunch of ways that you can destroy a perfect alternator because of other things in the charging system (your car). And we can’t obviously control or be responsible for those. We’re not Auto Zone selling the lowest quality alternators that can be produced and just warranty them hand over fist because that was built into the cost structure. So, enough doom and gloom. If the correct procedures and prep are followed you won’t have an alternator issue (with this alternator). Now we go over the correct procedures.

Testing/Battery:

The battery is a large part of the charging system. And because it is a large part of the charging system it can cause a lot of damage. A weak/damaged/underperforming battery can quickly kill an alternator because it will require the alternator to run wide open all the time. Just like the motor in your car, if you hold it wide open for a long time, it will fail.

If you’re replacing a bad/underperforming alternator you will need to get a new battery. An underperforming alternator can kill a battery just like a battery can kill an alternator. If you’re replacing a bad/underperforming alternator your battery is most likely weak/damaged/smoked. Buy a new battery and save yourself a lot of heartache. If you don’t you may end up with a dead alternator (that we won’t warranty) and a dead battery. We have seen people put 3-4 alternators on their car before they wised up and put a new battery in too. If you’re starting with a fresh battery take a picture of it in the car and save your receipt. If you have an alternator warranty issue, we will ask for that information. But, a new battery doesn’t mean that your guaranteed it is charged correctly off the shelf. Follow the

“car off” battery test procedure below on your new battery to be 100% sure that you are working with a good/fresh battery.

If your alternator your replacing is charging correctly you most likely don't have a battery issue (the alternator hasn't killed the battery yet). That doesn't mean that the battery isn't on the way out though. You can do a simple test at home to check the quality of your battery. This does require a multi meter though. Which are inexpensive, easy to get, and not a bad thing to have in your toolbox anyway (a lot of you probably already have them). Here is one from Harbor Freight for \$3.97. You can pick them up just about anywhere (Lowe's, Home Depot, Amazon, etc) for very reasonable pricing.

<https://www.harborfreight.com/7-function-digital-multimeter-92020.html>

Once you have your multi meter you're going to do two tests. Without starting the car (“car off”) test the battery voltage across the two battery posts (pos/neg). You want to see an absolute minimum of 13.0v. If it's under 13.0v you're dealing with a battery that is on it's way out. This could hurt or prematurely wear your alternator out. The second test is to start the car and let it idle. Test it again across the battery posts. You should see a minimum of 14.2v which is the point that the ECU tells the alternator to run. If it's under 14.2v your battery is on it's way out and you need to replace it. Of course, you can't do this second test if your alternator is already smoked. But if your alternator is already smoked, you need to replace your battery anyway.

Take pictures of the readings on the volt meter. If you have a warranty issue we will ask for them. Additionally, take pictures of your battery, cables, connections, etc at the battery.

We know this sounds like a lot of hoops to jump through. In comparison the manufacturer that we designed and built these alternators with REQUIRES that you put a new batter in with their alternator or your warranty is void. And they make the customer prove that it had a new battery. We didn't want to require that you replace your battery because a lot of these will be going on cars that don't currently have charging issues (unlike most cases. Who replaces an alternator before it goes bad?). We want to provide you with a situation where you don't have to buy a new battery to get warranty coverage. But that situation does require some hoops for you to jump through. We apologize, We understand it's inconvenient. But we can't warranty alternators hand over fist at the pricing these sell for. That sort of cost was not built in. Alternator companies build about \$100 into the cost of each alternator to cover the massive amounts of warranty claims that they get due to customers damaging them by putting them on cars with compromised charging systems. We didn't think that you wanted to pay another \$100 to have warranty coverage for a year on an alternator that has a infinitesimally small chance of failre due to the alternator itself.

Removal:

- Disconnect the battery ground cable (negative).

WARNING

Failure to disconnect the negative battery cable prior to installation could result in permanently damaging this alternator by causing a short in the regulator (“spike”) and will void your warranty.

-Disconnect the positive battery cable.

-Remove wires from alternator. Tag them if it's necessary for you to remember what goes where, this shouldn't be an issue, it's hard to get wrong.

Prep:

-Because some of the cars that these are going on are 12+yrs old you probably have some oxidation at all of your connections. If you have oxidation the power will not transfer efficiently which will require the alternator to run at much higher loads. This will prematurely kill the alternator. If your connections are really bad they can kill the alternator very quickly. Remove all of your ground strap connections and sand the surfaces so you have good metal to metal contact. You have a ground strap at the back of the drivers side head that goes to the fire wall and one that goes from the engine mount "ear" on the passenger side to the chassis. Sand/clean all of those connections. And while you're down there do yourself a favor and clean the connections at the starter. This is all very easy. Time well spent. Then clean the connections at the battery. There are cheap tools for this or you can use sand paper. And lastly clean the ground connection at the passenger side strut tower. After you're done with the freshly cleaned/sanded connections take a few pictures with your phone and save them. If you have a potential warranty situation we will ask for them.

Inspect all cables and grounds for damage, wear, rot, oxidation, etc. If the cables are in poor condition they could cause a premature alternator death. Replace if bad. Take pictures if you replace them or not.

-This one is a bit tricky. And it took forever to figure out back when these cars were new. There were a lot of "alternator problems" that were traced back to this situation. This situation can also kill an alternator. The three-pin connector on the alternator has male pins and the three-pin connector on the wiring harness side has female pins. We have seen the "spring loaded" female pins get less "spring-ey" and wreak all sorts of havoc. Those three wires are the control wires for telling the alternator where to run at as far as output goes. It's tricky, but you can de-pin the wiring harness side plug and pry the "spring" portion of the pin "closed" so that there is betteror SOME contact between the male and female pins. If you're having any issues, attack that first. Or if you're OCD like us, attack it when you install your alternator anyway.

Installation:

-Be sure the battery is at full charge (13v+). Do not attempt to let the alternator recharge a discharged battery, to do so will damage the alternator.

-When reconnecting wiring be sure all connections are clean and tight.

-Re-connect the battery cables at the battery last. Positive first, negative second.

Warranty Returns:

It is really in your best interest to follow all of the above procedures. The cost of shipping warranty returns is your responsibility (this is industry standard). And once the alternator is in house and disassembled/tested it's generally very clear what went wrong. If the alternator is smoked, it will have

been because the procedures above were not followed correctly. The cost of repair will be your responsibility.

There will be no warranty replacement alternators sent out. If there is a warranty issue your existing one will be repaired and sent back to you. This will add time to the situation. Certainly, something you would like to avoid. If you follow the above procedures it is incredibly likely that you won't have to.

Obviously if once the alternator is tested/opened up there is a manufacturing defect detected we will take responsibility for it. That is incredibly unlikely though. These alternators were picked, right down to every last component because they are 99.9% bulletproof. And as mentioned above, they have already been tested.

If you do have a warranty issue email us at departmentofboost@yahoo.com. Describe the situation and please attach all the photos you took during installation.

Thanks a lot, and enjoy your new POWA!

Department Of Boost