

EASTERN™ CATALYTIC

Defect Check-in Procedures

These issues VOID the EMI warranty and are NOT eligible for credit

- Is the part missing one of these stamp codes** that verifies it is an Eastern Catalytic product?
 - Check stamp code for EM or TD

- Shake the part – is it the part rattling inside?**
 - Rattling is typically because the substrate inside is loose or broken
 - Was the part physically damaged due to impact that may have caused the substrate to break?
 - Does the part show visible signs of extreme temperature that would have loss of efficiency, matting failure / loose substrate?

- Look at the tubing and the shell of the converter** – Does it show signs of extreme heat?
 - Deep gray, black, and dark purple are signs of extreme temperature caused by an improper running or mis-firing engine.

- Look inside the converter, is the substrate missing, plugged up, melted?**
 - These are all signs of an improper running engine or contaminants in the exhaust that have plugged the face of the catalyst or melted the catalyst due to extreme heat.

- Check the picture of the part in the Eastern catalog, is it missing any pieces** of the converter tubing or converters?
 - There are some 2 or 3 piece units that must be returned completely with all pieces.

