



MERCURY[®]

Corporate Dealer Guide



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Please Kindly note

Mercury Marine continuously explores means to improve the products its designs, manufactures and distributes. Changes to the specifications of its engines, boats and accessories are ongoing.

Every effort is made to produce sales and service literature which is current. This brochure should not be regarded as a precise guide to the latest specifications. This brochure is also not an offer for sales of any particular engine, boat, or accessories.

Distributors and dealers are not agents of Mercury Marine and they have no authority to bind Mercury Marine by any express undertaking or representation, including but not limited to representations of a product, sales, applications, or service nature.



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INTRODUCTION

Brunswick Marine *in* EMEA Corporate Quality Service Program

The Brunswick Marine *in* EMEA Corporate Quality Service Program is a service development process designed to help Customer Satisfaction and generate additional income from your Service Department. In the customer oriented environment we work in, Service has become one of the key elements that can drive our business and make the difference to our customers.

The service development requirements and the explanation of requirements, clearly explain what you have to do to achieve, maintain and improve Customer Satisfaction with the products and services that you sell.

This program is organized around three levels:

- Level 1 Service Center
- Level 2 Service Point
- Level 3 Maintenance Point

These three service levels will determine the rate of the warranty reimbursement and our goal is to use this structure as the basis for more future benefits, linked to these service levels.

The requirements listed for the different levels represent a cost effective, common sense approach to the very serious goal of improved Customer Satisfaction. The requirements represent the service basics that every dealer should recognize as musts for doing business in today's market. It is a well-known fact that satisfied customers return to the dealership that provided the satisfaction for additional purchases and service work.

Please review the application guidelines, service development requirements and the explanation of the requirements sections of the program carefully. Then use the program to assess and improve your own service program with the goals of improved customer satisfaction and addition income in mind.

As our business is constantly changing, this Corporate Dealer Guide is a living document and we will adapt it when changes are required.

Please take the time to read it carefully. Do not hesitate to contact your BME or Distributor Service Representative for answers to any questions that you may have.



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WHO IS WHO WHO TO CONTACT

Name
E-mail Address
Responsibility

Name
E-mail Address
Responsibility

Name
E-mail Address
Responsibility

Name
E-mail Address
Responsibility

Name
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MERCURY IS COMMITTED TO IMPROVING THE RETAIL CUSTOMER'S SERVICE EXPERIENCE

Service Level Assessments

Since many years now, Brunswick Marine *in* EMEA announces a proactive effort to work with its distributors/branches/dealers to improve the overall service experience for retail customers. Since the introduction of the program, several updates have been completed and BME continues to make changes internally to improve the support provided directly to the dealer.

Throughout the growth of the program, a cooperative effort has been made with distributors, branches, and marine dealers to help them improve their service organizations and to enhance service profitability.

This process begins with assessments of the existing service operations at each dealership. Technicians use a checklist:

Based on the assessment, BME assigns a service level for each dealer. Each service level designation has specific criteria that must be achieved before a dealership can be considered for the next level. Levels are as follows:

- Level 1 Service Center
- Level 2 Service Point
- Level 3 Maintenance Point

Dealership must meet separate standards for MerCruiser and Outboard products, and multiple-location dealerships must qualify separately at each location.

Every dealership in Europe, Africa, Middle East and C.I.S. is eligible to earn the Level 1 Marine Service Center dealer rating if it meets all established criteria. BME will objectively and consistently apply the criteria to all dealers during the assessment process, and no exceptions will be made. The value of the assessment process comes from the list of service improvement opportunities identified for development action at the dealership.

You'll find hereafter a copy of the BME decision document based on the information gathered during the assessments of the existing operations.



Checklist: Service Level 3 - Maintenance Point

	Outboard	Mercuriser	Diesel	RIB/Infl.	Boat
Customer Satisfaction					
Complies with All Brunswick Pre-delivery Procedures					
Services engines the dealership did not sell.					
Technicians successfully attend certification course					
Menu pricing or hourly rate posted					
Service Department Image and Appearance					
Brand signage visible to customers identifying Mercury product lines sold and serviced.					
Facility, workstations and storage areas clean and suitably organized.					
Mercury Marine Special Tools					
Comply to the Service Level 3 special tools list as described in the Corporate Dealer Guide and properly organized.					
Air Fuel Pressure Gauge (91-881834A1), Electronic Dual Input Pressure Gauge Kit (91-892651A01)					
Boat Fuel Vacuum gauge. (Reference O/B Service Bulletin 99-5 & MC Service Bulletin 99-7)					
Cylinder Leak Down Tester					
Mercury CDS, CDS G3 and appropriate accessories (harness, smartcoms, remote keyswitch harness)					
Parts Inventory and Control System					
A basic inventory control system.					
All engines covered and stored suitably to prevent damage of contents.					
Annual parts purchases to fully and adequately service product lines sold and serviced.					
Service Information and Communications					
Basic use of the BME Extranet (orders, PDI, registration, etc)					
Complies with all Mercury Marine warranty return policies & procedures as described in the Corporate Dealer Guide					
Up-to-date service documentation accessible to technicians.					
A filing system for customer service records, warranty claims, job orders, and pre-delivery check list.					
Engine Testing Capabilities					
Ability to test engines (simple test tank)					
Service Department Equipment					
Requires basic shop equipment for example: compressor, drill press, gear case filler, stern drive dolly, ... Tools (as appropriate) must be operational, accessible, organized and suitably stored					
Fork truck or alternative method of handling equipment capable of unloading boxed motors, pallets, and other					
Your comments					



Checklist: Service Level 2 - Service Point

	Outboard	Mercruiser	Diesel	RIB/Infl.	Boat
Customer Satisfaction					
Committed to customer satisfaction through surveys and CSI scores (Rolling 12 month service index score above 80% CSI score)					
At least one current Mercury Marine Certified Technician employed for products serviced.					
Customer service follow-up system in place, monitored, and used (i.e. Mercury Marine postcards 90-821218 or equivalent)					
Service Department Image and Appearance					
Technicians dress and appearance acceptable and professional.					
Mercury Marine Special Tools					
Comply to the Service Level 3 special tools list as described in the Corporate Dealer Guide and properly organized.					
Service Information and Communications					
Full Utilization of BME Extranet.					
Engine Test Capabilities					
Access to, or within close proximity of water, or dynamometer to verify proper rigging, provide pre-delivery demonstrations, troubleshooting, and to test completed jobs (Service Bulletin OB 97-20 covers modified propellers for the purpose of testing under a load).					
Service Department Equipment					
Additional equipment that adds service capabilities including welders, machine tools, wood,					
Service Department Efficiency and Performance					
Shop layout contains no bottleneck and enables a smooth, positive workflow. (Clean protected Inventory, dedicated dust free area)					
A designated customer contract write-up area away from service area/shop.					
Scheduling or appointment system used to ensure efficiency, performance and smooth flow of service.					
Adequate parking for trailers and boat rigs; parking should not cause obstruction of traffic to and from dealership.					
Your Comments					



Checklist: Service Level 1 - Service Center

	Outboard	MerCruiser	Diesel	RIB/Infl.	Boat
Customer Satisfaction					
Menu pricing or hourly rate posted.					
Technicians Current with all technical education, including advanced level courses.					
Dealer willing to provide offsite services.					
Secure area for customer's equipment.					
Service Department Image and Appearance					
Provide Mercury Marine with prominent product displays, Prominent is defined as a display that, when viewed by a consumer, would demonstrate Mercury/MerCruiser as the major product line for the dealership.					
Mercury Marine Special Tools					
100% of Special Tools defined for the Service Level 1.					
Parts Inventory and Control System					
Display Mercury Precision Parts & Accessories prominently.					
Service Information and Communication					
A formal, documented method that ensures each technician reads and understands all new Mercury Service Bulletins and Advisories.					
Service Department Efficiency and Performance					
Technician's billable hours and service "comebacks" monitored by management.					
Service repairs completed within 5 working days of scheduling (seasonal discretionary allowances acceptable).					
Responds/assist well and in timely manner with service requests by Mercury or Technical Rep.					
Extended service shop business hours, including evenings and weekends as appropriate for local market.					
A dedicated Service Manager that has the lead over the team of coworkers.					
Service Department Equipment					
Additional equipment that adds service capabilities including welders, machine tools, wood,					



Service Level Ratings

All dealers have a service level based on the DSDP rating. Under the Dealer Service Development Program Plan, dealerships are expected to demonstrate service competency at the minimum level required to be a BME Maintenance dealer. Top-performing dealers receive the Marine Service Center designation and as such are entitled to all the benefits attached to the Marine Service Center dealer level. If a dealer does not meet the service level requirements, he will be properly designated to an alternate rating, as his qualifications dictate.

Service Level Adjustment*		Meets/Exceeds Requirements for Rated Level							
		Tools		Parts		Technicians		Facilities	
		Yes	No	Yes	No	Yes	No	Yes	No
Outboard	From _____ To _____ No Change _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MerCruiser	From _____ To _____ No Change _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diesel	From _____ To _____ No Change _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inflatable	From _____ To _____ No Change _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<input type="checkbox"/> CDS owned	<input type="checkbox"/> No	<input type="checkbox"/> Mercury G3 Software	<input type="checkbox"/> EPC Version	<input type="checkbox"/> Data Current to this date:	
<input type="checkbox"/> % Required By Law	<input type="checkbox"/> Yes	<input type="checkbox"/> Extranet Usage	<input type="checkbox"/> Contract Type	Total OB Warranty Labor	€ -
Summary/Explanation Comments:				Total MC Warranty Labor	€ -
Follow-up date: _____				Last Yr. OB Warranty Labor	€ -
Downgrade now <input type="checkbox"/>				Last Yr. MC Warranty Labor	€ -
				Total P&A To Date	€ -
				Total P&A Last Year	€ -
				Outboard units to Date	0
				MerCruiser Units to Date	0

Dealer Signature: _____	<ul style="list-style-type: none"> - Picture of the dealer facilities (front) - Picture of reception area - Picture of general view - Picture P&A stock/inventory area - Picture parking place for customer - Picture from storage for boats / engines - Picture workshop with test tank - Picture tools / toolboard - Picture of the dealers complete team - Picture water access 	Service Representative/Manager: _____
Owner: <input type="checkbox"/>		Date: _____
Manager: <input type="checkbox"/>		
Date: _____		
Signed By: _____		

*Valid upon completion and processing through Mercury Marine.

Revision 1.0 November, 2012 Form DSDP Page 1





Service Level Transition

As a DSDP assessment is completed by the Technician. If the service level is found to be higher than the old rating, the higher rating is processed immediately. If the new rating is lower than the old rating, the lower rating may be processed immediately or, in many cases, deficiencies will be identified and documented, and the Technician will secure a commitment from the dealership to correct them in the next coming 6 (six) months or less. A follow-up assessment is scheduled and, if the deficiencies are not corrected within the agreed-upon time period, the shortfalls are again noted on the DSDP and the service rating is downgraded.

This also applies to dealers where customer complaints, inaccurate warranty registrations or inaccurate warranty claims are noted by BME or its distributors. Structural non-compliance with the « Service Level Audit check List » might result in the loss of the ability to process warranty claims and to act as a Service Dealer representing Mercury/MerCruiser.

The goal of the BME Service organization is to work with distributors, branches and dealerships that understand the value of customer service and are committed to making improvements. Through this process, BME and its dealers will continue to be recognized together as the marine industry leaders in customer service. At the same time, deserving dealerships will be recognized and rewarded for an excellent job from a service perspective.

The ratio of warranty reimbursement depends on the service level linked to the dealer.

Level 1	Service Center	100%
Level 2	Service Point	80%
Level 3	Maintenance Point	70%

The Level 1 Service Center will benefit on a priority basis of potential service programs developed by Brunswick Marine in EMEA.

BME Service Center Criteria

Each service level has a specific set of criteria that must be achieved in order to earn the rating for that level. The details of the criteria are included in the DSDP assessment form. Among other requirements, a Marine Service Center dealer must:

- ◆ Possess all recommended tools, test equipment, have access to the Download Center via the Extranet in order to download and/or view the service manuals, and have installed the last version of the Electronic Parts Catalog to adequately service all contracted products.
- ◆ Purchase and maintain the Computer Diagnostic System/G3.
- ◆ Employ a minimum of one certified technician with Technical Passport valid for each product line who is active in the service shop and is current with all technical education, including advanced classes and Learn.
- ◆ Fully utilize the Extranet for parts ordering, product registration, warn, pre-authorization and warranty claim submissions.
- ◆ Provide timely service for all BME consumers, regardless of sales origin.
- ◆ Offer extended service shop hours of operation and/or mobile service as appropriate for the local market.
- ◆ Use, display and stock an adequate inventory of Quicksilver parts to service engines sold in the local market.
- ◆ Maintain a clean and neat service facility. Special tools and service literature must be displayed, well organized and easily accessible to the technicians.





Service Technical Training

Marine Service Centers requires an on-staff BME certified Technician with a Technician Passport. This technician must also continue with ongoing technical education to stay current with all relevant Mercury University advanced classes, and maintain his or her certification status in order for the dealership to keep its Service Center status. To assist in those efforts, training classes and E-learning are available to meet the growing training demand.

Service Center Benefits

Brunswick Marine in EMEA provides various financial and support benefits for dealer service operations. Generally, the better the dealership's service department operates, the greater the benefits from BME. For example, the percentages of warranty reimbursements increase as the dealerships service level rating increases. You'll find hereunder a chart showing the percentage of retail labor rates paid by service level.

Level	Warranty Reimbursement
Level 1 – Service Center	100% of Actual Labor Rate
Level 2 – Service Point	80% of Actual Labor Rate
Level 3 – Maintenance Point	70% of Actual Labor Rate

Conclusion

All customers require servicing dealers that are focused on providing excellence in customer service. BME is committed to working with all dealers to upgrade service capabilities and to provide incentive to those who demonstrate the highest level of proficiency. Excellence in service keeps customers loyal and earns referral business through word-of-mouth advertising, which in turn promotes sales and profitability growth. BME encourages all dealerships to continuously make critical evaluations of their service operations, then use this information to implement changes that will improve service in all areas.

BME appreciates the commitment to hard work and quality service its dealers have to their service customers because it is this dedication that makes BME and its dealership network the standard by which the rest of the marine industry is judged.

A Boat Dealer could only be appointed by the Mercury organization in agreement with OEM 's which signed a supply agreement contract with Mercury.

A Boat Dealer has to buy the specific tools required (see tools list) attending the devoted training sessions regularly.

The Boat Dealer is accountable for the following activities:

- Perform the PDI checks and register the PDI in the Extranet
- Register the warranty in the Extranet
- Perform the regular maintenance and register the events in the Extranet
- Only if pre-authorized by the Technical Representative, perform minor repair under warranty

The Boat Dealers are not published in the Dealer Locator. They are allowed to deliver the boats equipped with engines produced by Mercury Marine providing service support to their customers.



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REQUIREMENTS

Basic Requirements

Requirements	Level 3 Maintenance Point	Level 2 Service Point	Level 1 Service Center
1. Meets or exceeds contract requirements	✓	✓	✓
2. Meets interior/exterior facility standards	✓	✓	✓
3. Exterior product signage in place	✓	✓	✓
4. Service literature is current & available in shop	✓	✓	✓
5. Special service tools & handling equipment are used and organized, and are:	Minimum	✓	✓
6. Diagnostic Equipment must be utilized for contracted product lines	✓	✓	✓
7. Service Parts stock is:	Minimum	Adequate	✓
8. Completes & maintains signed Pre-Delivery checklists, instructs consumer on operation, maintenance and warranty	✓	✓	✓
9. Completes product registration at delivery	✓	✓	✓
10. Provides warranty service for contracted products	Limited authorization	✓	✓
11. Uses, displays & recommends genuine Quicksilver Parts & Accessories	✓	✓	✓
12. Satisfactorily completes service training program (s) & testing	Certified Technician	Certified Technician	Certified Technician
13. Service department customer follow-up program is active	✗	✓	✓
14. Uses Extranet for parts order & product registration	✓	✓	✓
15. Advertises & promotes quality service	✗	✓	✓
16. Has active internal service personnel training & development program	Minimum	Adequate	✓
17. Provides service to all customers	✗	✓	✓
18. Mercury Marine Performance standards	✗	✓	✓
19. Warranty Labor Rates	70%	80%	100%
20. Dealer focuses on:	Sales & Service	Sales & Service	Service



Explanation of Requirements

1. **Meets or exceeds contract requirements:** The dealer must currently meet all requirements of the contract in effect between the dealer and Brunswick Marine or the distributor in the country.
2. **Meets interior/exterior facility standards:** Building exterior and ground, and building interior are to be neat, clean and orderly to give a favorable image to customers.
3. **Exterior product signage in place:** Dealer is to display, in compliance with local laws, appropriate product signage on the exterior of the building to inform customers of the availability of product or service.
4. **Service literature is current and available in shop:** Service manuals, service bulletins, EPC are to be up-to-date and filed for easy access by dealer service personnel.
5. **Special service tools and handling equipment used are organized and are minimum, adequate or complete:**
 - ◆ Minimum: The common tools and equipment necessary to handle, set-up and tune -up contracted product. Handling equipment must be available to unload products being delivered without incurring damage to the product.
 - ◆ Adequate: The minimum plus the additional common tools necessary to perform most major assembly component repairs on contracted product.
 - ◆ Complete: The adequate + the additional tools and handling equipment necessary to perform all repairs on contracted products. Suspended Tool Board available in workshop for product line.
6. **Diagnostic equipment must be utilized for contracted product lines:** Dealer purchases and utilizes the proper diagnostic equipment for outboard and sterndrive/inboard service requirements.
7. **Service parts stock is: minimum, adequate, complete:** For the products and volume normally expected to be serviced by the dealer. A suitable inventory control system is to be used to control stock. All stock, including engines, parts, lubricants, etc., is to be stored in a manner that prevents deterioration of the contents and packaging while in storage.
8. **Completes & maintains signed Predelivery Checklist, instructs consumer on operation, maintenance and warranty:** Dealer is to complete Predelivery activities with the customer and is to maintain copies of customer-signed Predelivery Checklist on file for review for all engines sold and he needs to register them in the Extranet.
9. **Completes product registration at delivery:** The dealer is to properly register (or re-register) the product sold on the date of delivery to the customer. The dealer is to register the product as recreational, commercial or demo, and complete all other requested information.
10. **Provides warranty service for contracted product:**
 - ◆ Levels 1 & 2: The dealer is to provide prompt and courteous warranty service to all customers in need of and eligible for warranty service regardless of where the product was purchased. The warranty service is to be performed at no charge to the customer under the terms of the applicable product warranty. Warranty claims are to be completed and submitted, and parts must be kept at the dealer place for sixty (60) days or returned to the factory on BME request per current warranty instructions.
 - ◆ Level 3: The dealer assists for minor warranty work related to pre-delivery inspection. Warranty work is not allowed on boats or engines not sold by your dealership unless pre-authorized.
11. **Uses, displays and recommends genuine Quicksilver Parts & Accessories:** Dealer must use Quicksilver parts for warranty repairs and it is to promote the use of Quicksilver Parts & Accessories for maintenance and service through well-stocked instore displays.
12. **Satisfactorily completes service training and testing:** Technicians must successfully complete the product training(s) required for the contracted product lines and current service level. The dealer must provide the required product training for each technician on staff.



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11. **Service department customer follow-up program is active:** Levels 1 & 2:- The dealer is to promptly resolve all legitimate customer concerns voiced card and make any necessary operation changes to assure continuing customer satisfaction. The dealer is to maintain an active customer follow-up program.
12. **Installs and uses Extranet:** Dealer installs and uses a computer system to submit parts orders, PDI survey, product registrations, warn and pre-authorization reports, and warranty claims.
13. **Advertises and promotes quality service:** Dealer is to run a least one externally advertised service promotion (Spring tune-up, winterization, etc.) per year, using appropriate logo.
14. **Has active internal service personnel training & development program:** Dealer is to provide rigging, operation, maintenance, repair and personnel development training for all service personnel. Records are to be maintained to describe all dealer, manufacturer, technical school, home study or seminar training completed by each service person. Each service person must complete at least one training activity per year.
15. **Dealer provides service to all customers:** Dealer must demonstrate a willingness to service all customers regardless of sales origin.
16. **Mercury Marine performance standards criteria:** « Performance standards » means the performance standards established by Mercury Marine in consultation with the dealer which sets forth dealer's service and customer support obligations under the Corporate Quality Service Pro-gram.
17. **Warranty Labor rates:** Refer to « Labor Rate » section.
18. **Dealer focuses on:**
 - ◆ Level 1: The dealer long term success is service .
 - ◆ Level 2: The dealer concentrates on the potential that exists in service as well as sales. Your dealership has clearly determined sales and service directions for his dealership and has made the necessary adjustments to tap the additional business.
 - ◆ Level 3: The dealer focuses on sales and service. He is committed to maintain high standards of product quality through Pre-Delivery Inspection and minor warranty work is allowed.



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TOOLS & MAINTENANCE CRITERIA

Level 1 - Service Center

1. Tools

Are mandatory all diagnostics and repair tools for product usually maintained by dealer (including the special tools listed in service manuals), suspended Tool Boards for contracted product line(s), all parts, tools and equipment mentioned in Level 2.

2. Technical Documentation

CD parts catalogue with Extranet connection and all service manuals are available, updated and filed for easy access by dealer service personnel. Refer to Service Manual Index on the Download Center for details

3. Parts & Maintenance Products

Dealer level 1 must keep substantial parts and maintenance products in stock according to his market and numbers of customers to support, keeping also in mind the possibility to supply parts and maintenance products to dealers level 2 or 3. This in addition to the requirements for Level 2.

Level 2 - Service Point

1. Tools

Adequate service tools and handling equipment are required. Adequate refers to the minimum common tools, including necessary diagnostic tools to perform most major assembly and components repairs on contracted products. Appropriate workshop equipment must be available for timely repairs. Handling equipment must be available to unload products being delivered without incurring damage to products.

2. Technical Documentation

CD parts catalogue with Extranet connection. All service manuals to be available and filed for easy access by dealer service personnel. Refer to Service Manual Index on the Download Center for details.

3. Parts & Maintenance Products

Adequate parts required to be stocked by dealer for contracted products. Adequate refers to the minimum parts added to the volume of products expected to be serviced by the dealer. A suitable inventory control system is to be used to control stock. Dealer must use Quicksilver or Mercury Precision Parts for warranty repairs.



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Level 3 - Maintenance Point

1. Tools

The dealer must have the minimum necessary common tools and equipment to handle, set-up and tune up contracted products. Handling equipment must be available to unload products being delivered without incurring damage to the product.

2. Technical Documentation

CD parts catalogue with Extranet connection and all service manuals are available, updated and filed for easy access by dealer service personnel. Refer to Service Manual Index on the Download Center for details.

3. Parts & Maintenance Products

Minimum parts required to be stocked by dealer for contracted products. Minimum refers to the minimum parts necessary to handle pre-delivery and minor service on the contracted products. Dealer must use Quicksilver or Mercury Precision Parts for warranty repairs.



NON COMPLIANCE WARNING

Dealer code:

Date: ... / ... /

Dealer Name:

Product Line (s):

Current Service Level:

This is to notify that the above named Dealer has not complied with the following Service Development requirement(s):

Requirement # :

Requirement #

Notes:

.....
.....
.....

The dealer agrees to bring the above mentioned requirement(s) into compliance within the next sixty (60) days {Twelve (12) months on the loss of a Certified Technician} or the dealership level and warranty reimbursement rate will be downgraded.

Level	Warranty Reimbursement
Level 1 - Service Center	100% of actual labor rate
Level 2 - Service Point	80% of actual labor rate
Level 3 - Maintenance Point	70% of actual labor rate

Brunswick Marine <i>in</i> EMEA	Dealer Principal
Date:	Date:

Approve downgrade from level to level



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OUTBOARD RECOMMENDED TOOLS

The Special Tool List provides a convenient reference for special tools needed to service Mercury and Mariner Outboards - Order 90-878107R01.

Tool list is available on the Extranet Download Center: divider Tools.

List of tools specific to a model is also available in the first section of the service manuals.

Tools are subject to change without notice.

Always follow the safety precautions and instructions for tool usage found in the Service Manual.



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MERCUISER RECOMMENDED TOOLS

Tool list is available on the Extranet Download Center, divider Tools.

Paper copies can also be ordered. Part numbers are:

Gasoline Engines 90-866948001

CMD Diesel Engines 90-866909

List of tools specific to a model is also available in the first section of the service manuals.

Tools are subject to change without notice.

Always follow the safety precautions and instructions for tool usage found in the Service Manual.



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TOOLBOARD & ORGANIZATIONAL

Quicksilver/Kerr's Marine Tools

Lift & Dollies



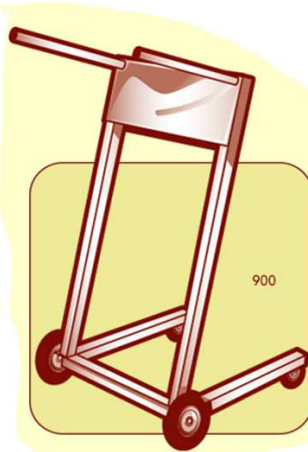
SD-3

• **SD-3 Stern Drive Dolly-Installer**

This installer will make handling most stern drives easier. It is fully adjustable to any position for installation. The unit is raised and lowered by a hand crank screw jack. Large pneumatic tires for outside use. (It will not work with Speedmaster or Black Hawk.)

Shipping weight: 160 lbs.

91-KMSD3



900

• **900 Outboard Motor Dolly**

This dolly is designed to move small outboards in your shop. It is light-weight and easy to maneuver but strong enough for years of service. For shop use up through 40 HP engines.

Shipping weight: 45 lbs.

91-KM900



990

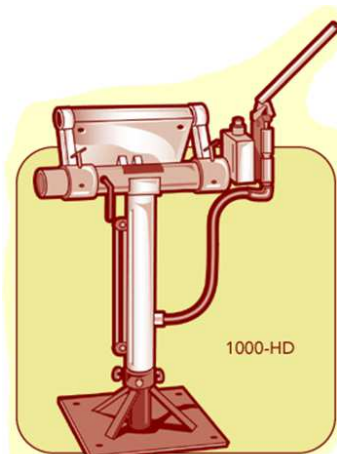
• **990 Heavy Duty Outboard Motor Dolly**

The top mounted plate can be easily removed to adjust the height for long and short shaft motors. Can be used for display, storage or service. For shop use up through 300 HP engines.

Shipping weight: 105 lbs.

91-KM990

Work Stands



1000-HD

• **1000-HD Hydraulic Motor Stand**

This stand will accommodate any size outboard. It comes with these standard features: 18" x 18" floor plate; 360 degree rotation on the stand base. It has a 90 degree rotation for easy lower unit access. Plus built-in adaptability for use with all of our lower unit and power head fixtures.

Capacity: 600 lbs.

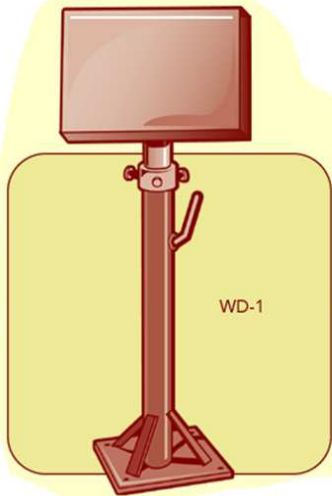
Shipping weight: 130 lbs.

91-KM1000HD

90-877513R4



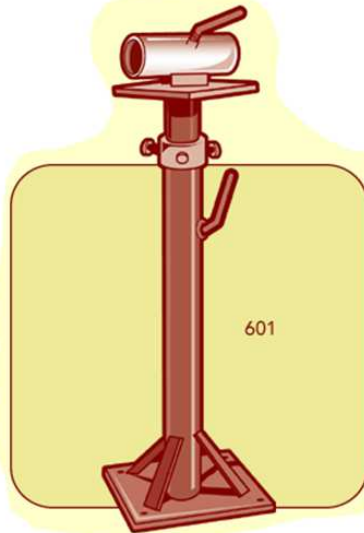
Work Stands (Cont'd)



• **WD-1 Swivel Work Stand**
 This stationary stand adjusts to desired height. It may be rotated 360 degrees and holds any size motor. Lags to the floor. It can also be used for single engine display stand.

Shipping weight: 55 lbs

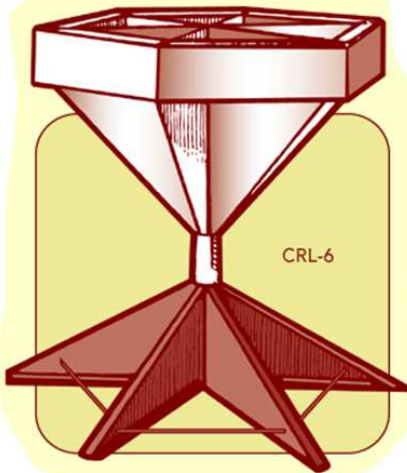
91-KMWD1



• **601 Floor Stand with 600-B Base Adapter**
 For the shops that do lower unit, upper gearcase and powerhead repairs, the #601 Floor Stand, with the #600-B-1 Base will ease the job. This stand rotates 360 degrees and adjusts to any working height. In the #600-B-1 Base, use the #400-#600 series tools.

Shipping weight: 50 lbs.

91-KM601



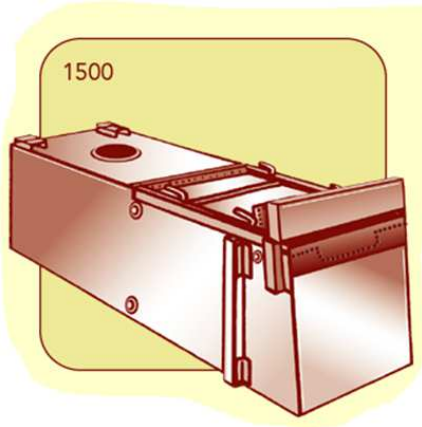
• **CRL-6 Carousel**
 A space saving 6 motor revolving outboard display stand. It will accommodate any size outboard. This stand requires less than 5' diameter of space. It is balanced for safe and easy use.

Shipping weight: 200 lbs.

91-KMCRL6



Test Tanks



1500

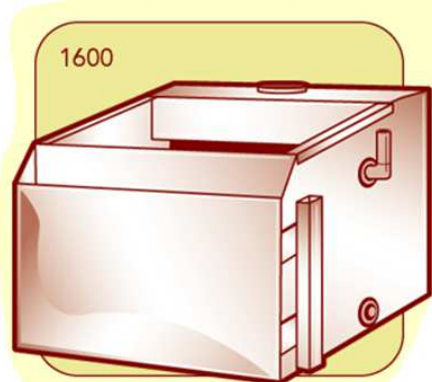
• 1500 Back-Up Test Tank

This all aluminum tank is designed for all outdrives as well as outboards on boats. This tank is versatile and functional. Neoprene rubber across front and sliding lid adjusts to almost any boat and motor. Double lids and baffles. 3' x 10' with 510 gallon capacity. The transom board is made of steel and is removable. Rated up to V-8. The #1500-H may be used on this test tank.

Shipping weight: 350 lbs.

91-KM1500

91-KM1500H Davit Hoist
For lifting motors in and
out of the 1500 tank
Capacity: 600 lbs
Shipping weight: 70lbs



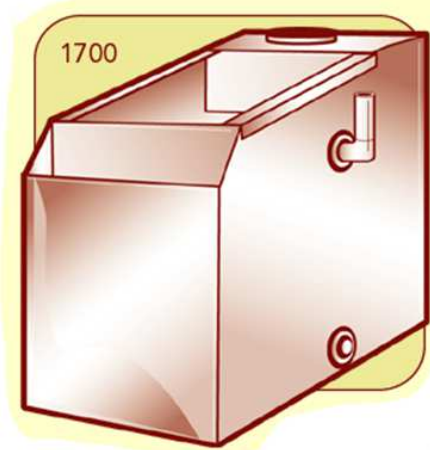
1600

• 1600 Outboard Test Tank

The #1600 Test Tank is for the larger shop. This tank will accommodate three outboards. The ALL ALUMINUM construction, includes the motor mount. This 5' x 5' tank has a 520 gallon water capacity. Rated up to V-6, this tank will accommodate 20" and 25" shafts. The #1600-H, may be used on this test tank.

Shipping weight: 250 lbs.

91-KM1600



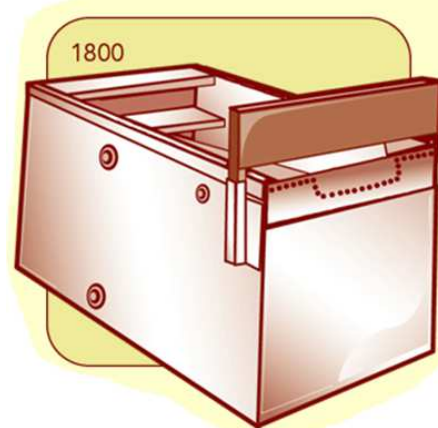
1700

• 1700 Outboard Test Tank

This 3' x 5' space-saving outboard tank offers the solution to smaller dealers who do not require the larger tanks. It is rated to 40 HP. This all aluminum tank will accommodate 20" and 25" shafts and holds 325 gallons. Hoist sockets are not included.

Shipping weight: 200 lbs.

91-KM1700



1800

• 1800 Dyno Tank

This all aluminum test tank is designed for running Dynos on all outboards and outdrives on or off the boat. The tank is 3' x 5' with a 260 gallon capacity. The transom board is made of steel and is removable. Dyno must be present when running engine.

Shipping weight: 150 lbs.

91-KM1800



Holding Fixtures & Outdrive Equipment



600-MT

600-MT Upright

The 600-MT is an accessory used to hold the powerhead upright for final assembly. This tool is a favorite for any Mercury dealer. The 600-MT can be used with the 600-A.

91-KM600MT



600B-1

600B-1 Base Adapter

This bench mount base adapter will hold all lower unit and powerhead fixtures. The 600B-1 is a requirement in order to use our 400 and 600 series.

91-KM600B1



400TR-1

400TR-1 Large Lower Unit Fork

This tool fits most stern drives and outboards 50 HP and up. The design allows the swivel pipe to attach to left or right side.

91-KM400TR1



400TR-2

400TR-2

Large Lower Unit Fork for Mercruiser, Cobra & Large Outboards. Steel and adjustable. The Forks spread apart.

91-KM400TR2

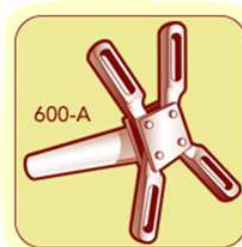


600-SE

600-SE Small Engine Bracket

The 600-SE Small Engine Bracket is a small engine bracket to be used with the 600-B-1 on the bench or motor stand. Capacity: 25 HP

91-KM600MT

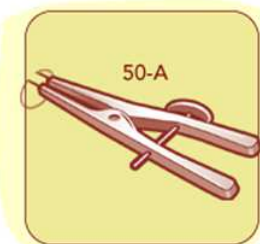


600-A

600-A Powerhead Holder

The 600-A Powerhead Holder is used for outboard powerheads ranging from 35 HP to V-6 outboard blocks. When using with a 600-B-1, it can be rotated 360°. For use with the V-6 engines.

91-KM600A



50-A

• 50-A Kerr Arc Pliers

Micro adjustments for expanding and contracting large snap rings. Improved Kerr Arc pliers will not twist under strain. One pair of tips are furnished with pliers.

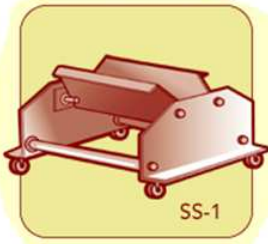
For replacement tips, order #50-T.

91-KM50A

91-KM50T

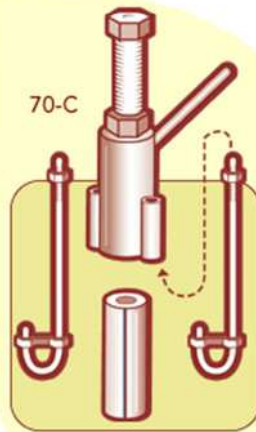


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• **SS-1 Space Saver**
 The #SS-1 will hold all lower units and stern drives. Pivoting plates allow bottom to close tight against the skeg for a positive lock. Casters allow for easy maneuvering. Perfect for storage. Can be bolted together.

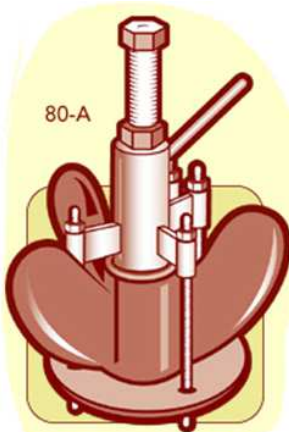
91-KMSS1



• **70-C Combination Puller**
 This puller is for pulling OMC & Mercury lower unit bearing carriers. For replacement hooks, order #70 H.

• **Replacement Pilots for #70-C Pullers**
 #1-OMC #2-OMC V-6 & V-8, Merc.
 #3-Merc V-6 #4-Yamaha & Suzuki

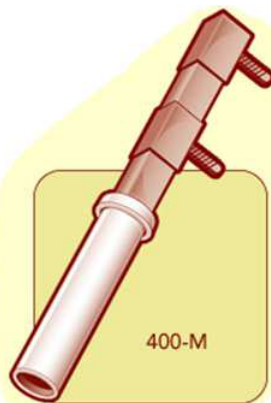
91-KM70C



• **80-A Prop Puller**
 This puller is a replacement for the #80 except it uses plates and studs instead of chains. This one is heavy duty for salt water use.

• **80-A Kit**
 This kit converts older #80 Prop Pullers to the new 80-A version. Not pictured.

91-KM80A



• **400-M Upper Gearcase Holder**
 This Upper Gearcase Holder is for Alphas, Bravos, OMC Cobra, Yamaha and Volvo. Adjustable to fit most stern drives.

91-KM400M

Not displayed:

- 91-KM2 Replacement
- “Pilot
- 91-KM3 Replacement Pilot
- 91-KM4 Replacement Pilot
- 91-KM80P Replacement Pilot



MERCURY



TECHNICAL SERVICES

Your Customers

The Brunswick Marine office or Distributor Technical Service in your country respond to your product application rigging, servicing, warranty pre-approval and repair questions. Simply we are committed to helping you, the Dealer, satisfy your customer's needs.

As a dealer you are the front line to the customer. You handle customer concerns regarding service, operation, maintenance and warranty. Your facilities, training and equipment enable you to provide quality customer solutions promptly. Customers who recognize your commitment to service will continue to return to you for repeated business.

There are occasions, however, when consumers contact our Brunswick Marine *in* EMEA Technical Department directly, either by phone or by mail, using the « Contact Us » button on the website. We will use that opportunity to resolve customer concerns in two different ways:

1. Either we can help without creating a problem between you and the consumer (provide a model year identification, a copy of an old operation manual, a list of dealers in another country for vacations purposes, etc.) and we do it directly.
2. Or we think that it is beyond our responsibility and we revert to you directly, or through the branch/distributor, or we advise the consumer to contact you (for service manual order, technical info, warranty info, etc.).

A contact with a consumer must remain an exception. **DO NOT** provide the consumers with our phone number when you cannot help them. Contact your Area Technician and he will contact us in case of problem.

Your stake in resolving consumer problems is critical. You may lose that customer. Please feel free to call Brunswick Marine office or the distributor in your country yourself when you cannot resolve consumer issues or service problems.

Telephone Technical Assistance

If you need to call your Brunswick Marine office or the distributor in your country, prepare yourself. Have the serial number available, the date of sale, detailed historic and description of the failure, what diagnostic you already performed, the results, etc. Gather the facts before you make the call.



MERCURY



MERCURY

MERCURY MARINE WARRANTY PROGRAM ... OUR JOINT RESPONSIBILITY

Product Owner Responsibilities

1. To maintain your product according to the schedule printed in its Owner's Manual or as stated in the logbook.
 - ◆ Maintenance is essential for the well being of your Product. The Maintenance Schedule assumes you use your product normally. Any other use, i.e. used commercially, used with improper fuels or lubricants etc., will require more frequent inspection and component replacement.
 - ◆ You will have to pay for the maintenance of your product, including service at the scheduled intervals. Failures caused directly by your lack of maintenance or improper maintenance are not covered by our warranty.
 - ◆ We recommend your BME authorized dealer as the best place for fulfilling your maintenance obligation.
2. If warranty repairs are needed, you must have them performed by a BME authorized dealership. You may be asked to provide documentation of proper maintenance, which may consist of one or more of the following:
 - ◆ A Maintenance Record (such as the one in the logbook), which displays each date of service and work performed. Each entry should be signed or stamped by a person who is qualified to service your product.
 - ◆ Copies of repair orders/receipts detailing performance of required maintenance including dates.
 - ◆ A statement that you performed the maintenance yourself, stating the type of work performed and the date of service. This statement should be accompanied by receipts for the replacement parts/filters/fluid, etc. that you used.
 - ◆ All maintenance intervals should be registered through the BME Extranet. This is mandatory to apply to the 5 year warranty program.
NOTE: As an aid to the next owner, keep your receipts with your Mercury Marine product.
3. It is the customer's responsibility to prevent corrosion damage to the product by stray electrical currents (on-shore power connections, nearby boats, submerged metal), or improper application of copper based anti-fouling paint.
 - ◆ Protection against certain types of corrosion damage must be provided by using such systems as the Quicksilver MerCathode System and/or Galvanic Isolator. The types of corrosion damage these systems help to control are: damage due to stray electrical currents (on-shore power connections, nearby boats, submerged metal), or improper application of copper based anti-fouling paint.
4. It is the customer's responsibility to have the correct anti-fouling paint applied to the boat hull.
 - ◆ If anti-fouling protection is required, Tri-Butyl-Tin-Adipate (TBTA) base anti-fouling paints are recommended on MerCruiser boating applications. In areas where Tri-Butyl-Tin-Adipate base paints are prohibited by law, copper base paints can be used on the boat hull and transom. Do not apply paint to the MerCruiser drive unit, transom assembly or the outboard motor. In addition, care must be taken to avoid an electrical interconnection between the MerCruiser or Outboard Product and the paint. Corrosion damage that results from the improper application of copper based paint will not be covered by this limited warranty.



MERCURY

Dealer Responsibility

1. Provide the customer (first owner) with the written warranty (in the Service Assistance and Warranty Information or Owner's Manual) and explain the warranty policy, including all disclaimers and limitations.
2. Provide a completed copy of the Pre-Delivery Inspection (PDI) form at the time of delivery. The Pre-Delivery inspection must be realized by trained technical personnel belonging to your dealership.
The Mercruiser and Outboard Pre-Delivery Inspection documents shown in the logbook list a certain number of points that must be controlled at the time the product is sold, this in order to confirm the good operating condition of the engine. Lack of a proof of a PDI done might result in the rejection of a warranty claim. All PDI details on Mercury/Mariner and Mercruiser products are detailed stated in the different logbooks. These logbooks are available on the Extranet, Internet and can be ordered in a paper form.
3. Explain the owner's responsibilities as outlined in the Owner's Manual.
4. Promptly register new product sales by processing the information directly thru Extranet and providing the owner a copy of the Registration Sheet.
5. Explain to the customer the operating features of the product, its care and use. We suggest you also review the Owner's Manual, with the customer, paying particular attention to the Safety Symbols.
6. Provide timely warranty service on all products for which you are contracted **regardless of whether the product was sold by you.**
7. Ensure that every product for which you provide warranty service is registered at the time of the repair.
8. **Take all necessary service actions to determine if a warranty condition exists before starting warranty repair. Verify that the failure was not caused by something excluded by the applicable warranty statement.**
9. If the product is not registered, the dealer is to request a copy of the Proof of Purchase from the customer to establish warranty eligibility. Dealer should then register through the Extranet the unit and link the Proof of Purchase to the registration.
10. If the product failure does not comply with the terms of the product warranty, **you will advise the customer that warranty does not apply to these failures.**
11. Use only genuine Quicksilver replacement parts, accessories and lubricants when performing warranty service.
12. Complete all repairs following our written instructions as outlined in the appropriate product service manual or applicable Mercury Service Bulletin.
13. Submit the warranty claim within ninety (90) days of the failure date and during the warranty period. If the repair cannot be performed within these ninety days, the claims must be put pending and closed as soon as the repair is finished. The pre-authorization that you might have obtained for some claims will also be valid for six (6) months. The pre-authorization number cannot be used after these six (6) months.
14. Retain parts used in warranty repairs for 60 (sixty) days pending factory recall and for promptly shipping such parts to destinations as specified by Brunswick Marine *in* EMEA.



MERCURY

BME Responsibility

1. BME will promptly approve and honor all legitimate warranty claims on products when the claim is made by the customer through an authorized servicing dealer.
2. We will credit or reimburse the Dealer for the warranty claims submitted that adhere to BME identified warranty policies or pre-authorized by factory representative.

Important Note For Products Used In Work/Light Duty Commercial Applications

The sale of products into work/light commercial applications must be discussed with your Service Manager.

To obtain warranty coverage, it is your responsibility to ensure the purchaser of the product is aware that:

1. The product must be suitable for the application into which it is sold.
2. The product is used and maintained in accordance with the Operation & Maintenance Manual, the Service Logbook and the warranty policy.

Light duty Commercial Application refers to products used in the following manner:

1. Product used in any work, boat rental, time-share, patrol/rescue or employment related application, or any use of the product that generates income for any part of the warranty period.
2. For annual operating time refer to the « Warranty Chart »
3. The « Light Duty Commercial Approval Form » (see page 4 of section 03-1) must be completed and forwarded to the local BME office or distributor.
4. The BME office or the distributor can refuse the right to warranty if the Light Duty commercial Approval form is not submitted, or usage of the product is not consistent with:
 - ◆ Light Duty Commercial Approval Form details,
 - ◆ Light Duty Commercial definition and duty cycles.

Light Duty Commercial rating applies to planing boats where the use of full rated power at maximum rated RPM is limited to 10% of operating time and continuous cruising RPM is limited to 90% at WOT (when propped to the correct maximum RPM).

Examples of Light Duty Commercial Applications include, but are not limited to: search and rescue craft, fast patrol boats, fire boats, dive boats, and limited season fishing boats such as sport-fish charter boats.

Federal Boat Safety Act

The Federal Boat Safety Act of 1971 requires all US “manufacturers” to maintain a list of first purchasers. This list will enable a manufacturer to contact registered owners if activity covered under the scope of the act requires such action.



MERCURY

BRUNSWICK
Marine in EMEA

Light Duty Commercial Approval Form

Dealer Name		Dealer No.	
Tel No.		Fax: No.	
Boat Make/Model		Length	
Hull Type	Mono []	Cat []	Planning []
	Displacement []	Fiberglass []	Aluminum []
	Other		

Proposed Engine Option

Engine Model	
Number of Engines	Gear Ratio
Sterndrive/Type	Inboard

Previous Boat Test Data

Outboard []	Sterndrive []	Inboard []
Boat Weight as tested		Engine Make
Horsepower		Engine RPM
Gear Ratio		Propeller Pitch
Propeller Diameter		Speed

Proposed Operating Usage

Operating Hours	Annual	Weekly
Proposed Application		
Company Name		
Duty Cycle	1/4 Throttle & Below	
	1/4 to 3/4 Throttle	
	3/4 to Full Throttle	
	Maximum Boat Weight (including full fuel & payload)	

Request submitted by	Date
Request Approved by	Date

Comments



MERCURY

WARRANTY REGISTRATION

Extranet User Guide

You will find attached a copy of the Extranet User Guide, as complete as possible. It will explain you how to handle your dealership information, your orders, the warranty claims, the registration cards, etc... the easiest way possible.

Please read it carefully, this User Guide is the answer to most of your questions.

Demonstrator Registration

Any product that you use as a "Demonstrator" (to sell other engines) must be registered to you, the Dealer.

Use the date the product was put into use as a demonstrator as the "Date of Sale". Any remainder of the Product warranty may be transferred to a retail customer. The retail purchaser MUST be informed that his/her product was previously used and registered as a demonstrator.

Commercial Application

The Product Limited Warranties apply to products used in commercial applications. Transfer of warranty, however, does not apply to products used commercially.

Non-Current Outboard & Sterndrive and Inboard Engines

The following is the procedure for inspection, preparation and warranty registration of new, unsold non-current units. Proper inspection and preparation is required to assure that the unit is in good working order and is in warrantable condition to assure customer satisfaction.

1. 1-2 Model Year(s) non-Current
Complete normal inspections and preparations per the Pre-Delivery Checklist with the unit. Complete and submit the warranty registration, per current instructions.
2. 3-5 Model Years Non-Current
 - ◆ Inspect unit for damage, deterioration and corrosion. Correct as necessary.
 - ◆ Drain and refill gear lube.
 - ◆ Replace water pump impeller and lubricate driveshaft and propshaft splines.
 - ◆ Inspect all fuel lines, fuel pump gaskets and spark plugs. Check oil injection lines, if equipped.
 - ◆ Lubricate tilt tube and swivel bracket (outboard).
 - ◆ Spray lubricant into cylinders and crankcase before operating (outboard). Prime oil pump before starting (MerCruiser).
 - ◆ Operate unit and check for leaks and unusual conditions. Correct as necessary.
 - ◆ Complete inspections per the Pre-Delivery Checklist.
 - ◆ Complete and submit the warranty registration per current instructions.

Parts and Labor required to prepare 3-5 model years non-current units
for sale

**6 or More Model Years Non-Current**

Units that are 6 or more years non-current are NOT eligible for factory warranty. Complete items 1 through 8 to insure customer satisfaction. The bill of sale should be marked "Sold Without Factory Warranty". Because Federal Law still requires US manufacturers to maintain a list of current owners, the registration card should be filled out and sent in. Upon receipt of the registration card, Mercury will enter your customer name as current owner of that product.

Primary Use Codes

CODE	DESCRIPTION	WARRANTY PERIOD
C	COMMERCIAL	1 YEAR
CB	COMMERCIAL DEMO BOATS	1 YEAR
CC	CIVIL SERVICES	1 YEAR
CD	DIVING CENTERS	1 YEAR
CF	FIRE BRIGADES	1 YEAR
CL	COMMERCIAL LEISURE (RENTAL, WATER SKI, PARASAIL)	1 YEAR
CO	OIL PLATFORMS, RESEARCH	1 YEAR
CP	PORT AUTHORITIES, HARBOUR SERVICE	1 YEAR
CR	RESCUE	1 YEAR
CS	SAILING SCHOOLS	1 YEAR
CT	TRANSPORTATION, COMMUTING	1 YEAR
CW	WORKBOAT, FIRHING FARMS	1 YEAR
F	FISHING	1 YEAR
G	GOVERNEMENTAL	1 YEAR
GA	ARMY	1 YEAR
GC	CUSTOMS	1 YEAR
GD	GOVERNEMENTAL DEMO BOATS	1 YEAR
GG	COAST GUARDS	1 YEAR
GL	LAW ENFORCEMENT (POLICE/GENDARMERIE)	1 YEAR
GM	MINISTRY	1 YEAR
GN	NAVY	1 YEAR
GO	GOVERNEMENTAL OTHERS	1 YEAR
GP	PURCHASE AGENCY	1 YEAR
GS	SHIPYARDS & NAVAL ORGANIZATIONS	1 YEAR
P	PLEASURE	See Warranty Programs
R	RACING	0 YEAR
O	OTHER	0 YEAR
X	W/O WARRANTY	0 YEAR

NOTE: F—Fishing: Use this code **ONLY** for professional fishing. For pleasure fishing please use P—Pleasure.



MERCURY

PRE-DELIVERY INSPECTION

Customer satisfaction is one of our primary objectives, as you know a satisfied customer is a long time customer.

What better way do you have to ensure that the product you are delivering to your customer meets his full expectation than to be sure your own staff perform a thorough pre-delivery inspection.

The Importance of the Checklist

Some thoughts you may not have took into consideration before.

Sometimes we are asked to use a checklist in order to accomplish tasks such as the PDI checks and we do not understand why we should have to use this tool as we are experienced enough in performing such a kind of activities since we used to work in the industry for many years.

Well, it would be nice to raise the question to an airplane pilot who is facing this situation on a daily basis.

A flight commander could not be defined unexperienced as he has to go through a complex learning path before to get his license and, moreover, he is used to accumulate many hours of flight over his career. In spite of that and even if he is used to the operations, every take off and landing, he is always using a check list in order to complete the checks required either by the plane manufacturer and by the safety authorities.

You would be astonished to listen to the conversations stored in the flight recorder just before an airplane crash. You will always listen to the flight crew reading through a check list!

Reason why is due to the complexity of the tasks performed which, together with the stressful situation, it could be possible for the crew to miss some important information/checks which could dramatically affect the safety of hundreds of passengers.

If this tool is properly working in such circumstances why it could not be worth to be applied in our daily activity too?

A checklist drives you through a logical path which has been determined by the engine manufacturer for the benefit of every user. This will avoid you to waste time and energies in order to make sure you will not forget important steps. It will leave you concentrating on the checks which will have to be properly performed.

Finally, the paper form will be completed, undersigned, provided to the final customer and kept as an evidence that his engine has been properly checked before to be delivered. This will definitely improve the customer confidence on your dealership making him loyal also for the after sales services you could provide him in the years to come.

Pre-Delivery Inspection

The Pre-Delivery inspection must be realized by trained technical personnel belonging to your dealership. The MerCruiser and Outboard Pre-Delivery Inspection documents shown hereafter list a certain number of points that must be controlled at the time the product is sold in order to confirm the good operating condition of the engine.



MERCURY

Outboard PDI

The Outboard Pre-Delivery Inspection document lists a certain number of points that must be controlled at the time the product is sold in order to confirm the good operating condition of the engine. The Pre-Delivery reimbursement program is not applicable to outboard engines.

Pre-delivery inspection, however, is just the start of your customer full satisfaction. For continued troublefree boating, regular maintenance service is of equal importance. You must remind your customer to call on you whenever the time comes to perform these regular service maintenance jobs.

Your customer will find our recommendations concerning regular maintenance service in the Operation & Maintenance manual as well as in the logbook provided with the product. In order for an outboard to be eligible for warranty PDI must be recorded on the Extranet. See the Extranet User Guide in section 3-2 for more details.

In most cases proper maintenance will avoid unnecessary repairs.

MerCruiser PDI

The Pre-Delivery Inspection card is provided in an envelope attached to the engine to help you carry out that task. You should simply check the squares for every element inspected and found OK. If all elements are OK, just record it on the Extranet. Then after recording submit a warranty claim on the Extranet and you will be credited for the amount allowed by MerCruiser for the engine on which the Pre-Delivery Inspection was carried out.

If any of the elements needs to be repaired or replaced, simply fill-in a warranty claim on the Extranet after having corrected the problem. Product Registration and Pre-Delivery Inspection are mandatory in order to validate the MerCruiser product limited warranty.

Brunswick Marine *in* EMEA will reimburse certified dealers for performing Pre-Delivery Inspection on MerCruiser engines as follows:

MerCruiser Sterndrive / Inboard Gasoline	1.0 hr
Mercury Diesel Sterndrive	1.0 hr
Mercury Diesel Inboard	1.5 hrs
VW Legacy	2.0 hrs

Predelivery Inspection Checklists

Outboard Models

Check before running (Please check the boxes or leave blank if not applicable)

- Service Bulletin updates or repairs completed
- Check engine oil level (FourStroke)
- Lower unit lubricant
- Tilt tube and swivel pin lubrication
- Engine tight on transom, height correct, and centered
- Mounting hole number
- Distance cavitation plate to bottom of the hull
- Distance from transom to jack plate
- Proper amount of mounting bolts as per installation manual requirements
- Fuel line and fuel tank installation
- Gasoline-oil mixture for break-in (2-stroke engines only, NOT DFI)
- Co-pilot adjustment
- Steering operation through complete range
- Remote control operation
- Electrical harness installation
- Battery proper rating, fully charged and properly secured, brand & type, Amps/hr, cold cranking Amps
- Battery cable connections tight and protective cover (s) in place
- Instrument connections.



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- Manual tilt operation
- Manual tilt valve operation
- Check for tight steering link and fasteners
- Fill oil injection reservoir(s)
- Adjust trim limit switch
- Purge air from oil injection system (OptiMax only) using CDS or RC
- Check operation of low oil and overheat warning horns using CDS
- Shift cables adjustment
- Select correct propeller, install and torque
- Before fitting propeller grease propeller shaft
- Inform about pitch and diameter, provide P/N
- Check oil level and operation of power trim system and power trim gauge
- Verify the data harness is not routed near sharp edges, hot surfaces, moving parts
- Verify data harness is not routed near ignition components (coils, spark plug leads, and spark plugs, high power VHF coax or radios)
- Ensure the harness connections are fastened within 25.4cm (10 in.)
- If non-Mercury Marine ignition key is used, verify that it passes the ingress protection testing per IEC IP66 specs minimum and having the same functionality and Amps rating as a standard Mercury ignition switch
- Ensure Electronic Remote Control connections are completed following ERC
- Verify that all connectors are properly inserted and locked in their receptacle
- Verify that while moving the remote control handle (full) the harness has unobstructed movement
- Verify that the lanyard stop switch is wired into the system correctly
- Verify that the lanyard stop switch is connected to the DTS command module harness
- Verify that the harness is fastened along the routing path
- Verify that all unused connectors have weather caps to prevent corrosion
- Verify that no wings nuts are used for battery installation
- Verify that all engine battery cables are connected to the correct terminals. Specify section and length
- Verify that the DTS power harness is directly connected to the starting battery without battery switch secured with locknut and that is not spliced
- Ensure that 5 Amp (10 Amps for extended power harnesses) fuse for the DTS power harness is accessible
- Ground wire circuit continuity, check for loose connections

Check while running

- Rewind starter/ neutral interlock operation
- Electrical starter/ neutral safety switch
- Manual choke
- Electric choke
- Tell-tale water stream
- Instrument (s) operation
- Set idle RPM
- Idle RPM _____
- Throttle and shift, ease of operation
- Steering operation throughout range
- Reverse operation and reverse lock hooks
- Shallow water drive
- Power trim operation
- Trim tab adjustment
- Tilt angle adjustment
- Maximum RPM _____
- Stop switch and lanyard stop switch

OptiMax and EFI

- Use CDS laptop to check engine operation
- Attached CDS run files

Check after running

- Oil, Gasoline, or water leakage
- Propeller nut torque
- Power trim and oil injection level
- 4-cycle engine oil level
- Apply Quicksilver Corrosion Guard to the engine package



I certify that above checks and inspections have been completed

Technician Name: _____ Technician Passport No: _____

Date: _____

Dealer Stamp

Dealer Number:

Sterndrive Models

ISE = If so equipped

Check before running (Please check the boxes or leave blank if not applicable)

- Drain plugs in and petcocks closed
- Seawater valve open
- If seawater pickup used, check if transom hose is cut or removed, and block off plate installed
- Engine Mounts tight and properly adjusted
- Engine alignment checked during installation (if applicable)
- Drive unit fasteners torques
- Correct rotation propeller (installed and torqued)
- Inform about pitch and diameter. Provide Propeller P/N
- Power trim cylinder's fasteners tight
- MerCruiser unit oil level
- Battery proper rating, fully charged and properly secured, brand & type, Amps/hr, cold cranking Amps
- All electrical connections tight and not exposed to bilge water
- MerCathode protection system connected direct to battery
- Ground wire circuit continuity – check for loose connections
- Exhaust system hoses and clamps tight
- All water and fuel connections tight
- Throttle and shift system fasteners tightened properly and lubricated
- Throttle blade, electronic throttle levers open and close completely
- Crankcase oil level
- Power trim oil level
- Power trim operation, check trim limit switch range (if applicable)
- Power steering fluid level
- Closed cooling level
- Alternator/circulating pump belt tension
- Power steering belt tension
- Seawater pick up pump belt tension (ISE)
- Audio warning system operation

Check while running

- Starter neutral safety switch operation
- Water pump operation
- Water, fuel, oil and exhaust leaks
- Instrument operation (check RPM gauge position setting)
- Instrument operation second station (ISE)
- Idle RPM _____ (use CDS or G3)
- Forward – Neutral – Reverse gear operation
- Forward – Neutral – Reverse gear operation stop/start second station (ISE)
- Lanyard safety switch operation
- Steering operation throughout the range
- Acceleration from idle RPM
- WOT RPM _____ (measure with CDS or G3, verify with helm tachometer)



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- Power trim operation under load
- Trim tab adjustment (ISE)
- Use CDS or G3 to check engine operation
- Check engine load and report in the PDI report (Diesel only)

Check after running

- Oil, fuel or water leakage
- All fluid levels
- Propeller nut torque
- Coolant level
- Apply Quicksilver Corrosion guard to the engine package

I certify that above checks and inspections have been completed

Technician Name: _____ Technician Passport No: _____

Date: _____

Dealer Stamp

Dealer Number:

Inboard Models

ISE = If so equipped

Check before running (Please check the boxes or leave blank if not applicable)

- Drain plugs in and petcocks closed
- Seawater valve open
- Engine Mounts tight and properly adjusted
- Propeller shaft alignment
- Correct rotation propeller (installed and torqued)
- Inform about pitch and diameter
- Transmission fluid level
- Battery proper rating, fully charged and properly secured, brand & type, Amps/hr, cold cranking Amps
- All electrical connections tight and not exposed to bilge water
- Ground wire circuit continuity – check for loose connections
- Exhaust system hoses and clamps tight
- Check the riser height and the down angle, to report in the PDI review
- All water and fuel connections tight
- Check the riser height and the down angle to report in the PDI review
- Throttle and shift system fasteners tightened properly and lubricated
- Throttle blade, electronic throttle levers open and close completely
- Crankcase oil level
- Power steering fluid level (ISE)
- Closed cooling level (ISE)
- Alternator/circulating pump belt tension
- Seawater pick up pump belt tension (ISE)
- Audio warning system operation

Check while running

- Starter neutral safety switch operation
- Water pump operation
- Water, fuel, oil and exhaust leaks
- Instrument operation (check RPM gauge position setting)
- Instrument operation second station (ISE)
- Idle RPM _____ (use CDS or G3)
- Forward – Neutral – Reverse gear operation
- Forward – Neutral – Reverse gear operation stop/start second station (ISE)



- Lanyard safety switch operation (ISE)
- Acceleration from idle RPM
- WOT RPM _____ (measure with CDS or G3, verify with helm tachometer)
- Trim tab adjustment (ISE)
- Use CDS or G3 to check engine operation
- Check engine load and report in the PDI report (Diesel only)

Check after running

- Oil, fuel or water leakage
- All fluid levels
- Coolant level
- Apply Quicksilver Corrosion guard to the engine package

I certify that above checks and inspections have been completed

Technician Name: _____ Technician Passport No: _____

Date: _____

Dealer Stamp

Dealer Number:

Logbooks

The complete version of the Outboard logbook is available on the Download Center only.

Logbook Outboard—English	90-889158R03
Logbook Outboard—Danish	90-889158A03
Logbook Outboard—Dutch	90-889158B03
Logbook Outboard—Finnish	90-889158C03
Logbook Outboard—French	90-889158D03
Logbook Outboard—German	90-889158E03
Logbook Outboard—Italian	90-889158F03
Logbook Outboard—Norwegian	90-889158G03
Logbook Outboard—Portuguese	90-889158H03
Logbook Outboard—Spanish	90-889158J03
Logbook Outboard—Swedish	90-889158K03
Logbook Outboard—Greek	90-889158M03
Logbook Outboard—Polish	90-889158Q03
Logbook Outboard—Russian	90-889158S03
Logbook Outboard—Turkish	90-889158T03
Logbook Outboard—Czech	90-889158Z03

Logbook MerCruiser—English	90-889160R01
Logbook MerCruiser—Danish	90-889160A01
Logbook MerCruiser—Dutch	90-889160B01
Logbook MerCruiser—Finnish	90-889160C01
Logbook MerCruiser—French	90-889160D01
Logbook MerCruiser—German	90-889160E01
Logbook MerCruiser—Italian	90-889160F01
Logbook MerCruiser—Norwegian	90-889160G01
Logbook MerCruiser—Portuguese	90-889160H01
Logbook MerCruiser—Spanish	90-889160J01
Logbook MerCruiser—Swedish	90-889160K01
Logbook MerCruiser—Greek	90-889160M01
Logbook MerCruiser—Polish	90-889160Q01
Logbook MerCruiser—Russian	90-889160S01
Logbook MerCruiser—Turkish	90-889160T01



WARRANTY COVERAGE

What Is Covered by Warranty

Any part(s) that fails as the result of defects in material and workmanship will be replaced at no charge to the customer under the terms of the Limited Product Warranty. It is your responsibility to determine the facts of a failure to ensure that failures are the result of manufacturing defects.

The satisfaction of the end-user of Mercury Marine products is of primary importance to both of us. Repeated sales and new sales depend upon their satisfaction. Misunderstandings, questions or complaints that your customers may have can be quickly resolved by you, the dealer. If you are unable to resolve these situations, then **YOU**, the dealer, should contact the BME Office or Distributor in the country to seek our assistance.

What Is Generally Not Covered by Warranty

Refer to the Warranty Policy section for a complete list of exclusions by product brand.

- ◆ Shop supplies used in performing warranty work (i.e. rags, perfect-seal, 2-4-C, grease, etc.).
- ◆ Incidental and consequential damages (storage charges, telephone or rental charges of any type, inconvenience or loss of time or income).
- ◆ Minor adjustments and tune-ups; including checking, cleaning, replacing, or adjusting spark plugs, breaker points, condensers, carburetor setting, filters, belts, controls, maintenance items and checking lubrication.
- ◆ Failure caused by neglect, lack of maintenance, accident, abnormal operation, improper installation, improper preparation, improper dealer set-up or improper service.
- ◆ Haul-out, launch, towing charges; removal and/or replacement of boat partitions or material because of boat design for necessary access to the Product.
- ◆ Transportation charges and/or travel time.
- ◆ Service requested by customer other than that necessary to satisfy the warranty obligation.
- ◆ Use of other than Quicksilver Parts replacement parts and labor to install these parts when making warranty repairs.
- ◆ Oils, lubricants or fluids used in normal maintenance.
- ◆ Participation in or preparing for racing or other competitive activity, or operation with a racing type lower unit.
- ◆ Starter motors and/or armatures or field coil assembly, which are damaged from excessive cranking condensation, or submersion.
- ◆ Air freight, next-day or second-day air, use of freight service other than recommended carrier per Dealer Boat-builder Policy and Procedures Manual or any special delivery fees, unless authorized by the BME Office or Distributor in the country prior to ordering of parts.
- ◆ Certain parts may be tested on receipt by Mercury Marine. Parts found to be free of defects will be returned to the dealer and no credit will be issued. If the part has already been credited, the dealer account will be debited.
- ◆ Shipping Damage – Inspect all packages for signs of obvious shipping damage. If this check is not made, and if any specific damage is not noted on the Bill of Lading, the shipment is considered received in acceptable condition. The carrier, then, will be reluctant to claim responsibility.

Look Out For...

Repeated Product Repairs – Claims submitted for repairs resulting from previous Dealer repair errors are not allowed unless the failure was the result of a defective Quicksilver part.



MERCURY

Personal Injury and/or Property Damage Claims

Contact your BME Office or Distributor in the country immediately. Do not begin repairs until you have been given authorization to proceed. Do not scrap allegedly defective parts until you have received authorization to do so.

Repair vs. Replacement

Subject to pre-authorization.

Commercial & Governmental Applications

Engines concerned:

- 2-Stroke (complete engine range)
- OptiMax (except ProXS series)
- 4-Stroke (complete engine range)
- Verado (150 up to 300 HP)

The HPP engines including the 350 SCi Verado are not eligible for the extended warranty.

The above mentioned engine ranges will benefit of a 2 year/1000hrs, Limited Warranty.

Commercial Applications

1. The engines that are either not SmartCraft compatible or which cannot read with the CDS will require an hourmeter to be installed.
2. The PDI has to be performed by a Mercury authorized dealer and registered in the Extranet (PDI form to be attached as a pdf).
3. The scheduled maintenance has to be performed according to the Mercury guidelines and registered in the Extranet.
4. The « Outboard Maintenance Recommendation » manual has to be supplied to the users (pdf file).

Governmental Applications

1. Installation has to be approved by the BME Application Engineer (40HP and above).
2. The PDI has to be performed by a Mercury authorized dealer and registered in the Extranet (PDI form to be attached as a pdf).
3. The boat has to be delivered to the Governmental agency with the presence of a Mercury representative (from either the Branch or the Distributor which sold the engine (s)). A formal training on the engine/boat usage has been held to the boat users. It is the Branch/Distributor responsibility to carry out the training. See « C&G Delivery Training » module
4. The scheduled maintenance has to be performed according to the Mercury guidelines and registered in the Extranet.
5. The « Outboard Maintenance Recommendation » manual has to be supplied to the users (pdf file).

The missing registration of either the PDI or the maintenance log in the Extranet will void the warranty.

Exceptions to the new warranty coverage on **commercial applications** will NOT be accepted.

Exceptions to the new warranty coverage for **governmental applications** will require formalizing an official request by filling out the form hereunder. Enclose the tender notice and any further informationj relative to the application/boat which will be forwarded to the attention of the BME Application Engineer.

The form will be sent back to your attention with the official answer. The form will include a protocol number which you will have to refer to for each and every further communication relative to the specific tender.



At the time of the engine delivery you will be asked to fill out the appropriate fields on the returned form with the engine Serial Number(s), sending them back to BME (irene.vandenhove@brunswick.com, with cc to both : jean-paul .cardon@brunswick.com & massimo.vergagni@brunswick.com).

We will not accept any side agreement relative to the warranty coverage if not routed through the appropriate approval process.

We strongly recommend getting the BME Application Engineer approval for all the Governmental applications, including the ones that did not require an extended warranty.

The actions taken will provide us a competitive advance with the aim to grow our market shares in C&G applications. The investment made by the company will require you to apply to the policy in a strict way in order to avoid technical issues and to take advantage in terms of P&A Sales, thanks to the regular maintenance which will need to be carried out according to what is stated in the technical literature.

Following reference documents are available:

1. Outboard Maintenance Recommendation—on the Extranet, Service Literature
2. Government Application Form—See samples hereunder.

Protocol Number:



Governmental Application Form

Request Extended Warranty		PROTOCOL N°
Date of Issue	Requester	Tender notice issued by
Engine Type & Model	Horsepower	Engine Comments
Quantity	Comments	
Extended Warranty Conditions mentioned in Tender	Comments	

Protocol Number:



Governmental Application Form

Extended Warranty Policy	PROTOCOL N°
<p>1/ BME decided to implement an extended warranty coverage on outboard engines effective January 1, 2014.</p> <p>2/ Engines that can benefit from a 2 year / 1000hrs, Limited Warranty</p> <ul style="list-style-type: none"> * 2-Stroke (Complete Engine Range) * Optimax (Except ProXS Series) * 4-Stroke (Complete Engine Range) * Verado (150 up to 300hp, 350SCI is not eligible for the extended warranty) <p>3/ CONDITIONS:</p> <p style="margin-left: 20px;"><i>Governmental Applications</i></p> <ol style="list-style-type: none"> 1. The installation has to be approved by the BME Application Engineer (40HP and above). 2. The PDI has to be either performed by a Mercury authorized dealer or registered in the Extranet. (PDI form to be attached as a pdf) 3. The boat has to be delivered to the Governmental agency with the presence of a Mercury representative (from either the branch or the distributor which sold the engine/s). A formal training on the engine/boat usage has been held to the boat users. It is the Branch/Distributor responsibility to carry out the training. A new training module "C&G Delivery Training" will be developed and included in the 2014 TTT Guide. 	

Please send document to BME

(massimo.vergagni@brunswick.com / irene.vandenhove@brunswick.com / jean-paul.cardon@brunswick.com)



MERCURY

Protocol Number:

4. The scheduled maintenance has to be performed according to the Mercury guidelines and registered in the Extranet.
 5. The "Outboard Maintenance Recommendation" manual has to be supplied to the users (pdf. file).

Commercial Applications

- The engines that are either not SmartCraft compatible or which cannot read with the CDS will require an hour meter to be installed.
- The PDI has to be either performed by a Mercury authorized dealer or registered in the Extranet. (PDI form to be attached as a pdf)
- The scheduled maintenance has to be performed according to the Mercury guidelines and registered in the Extranet.
- The "Outboard Maintenance Recommendation" manual has to be supplied to the users (pdf. file).

4/ Please note that the missing registration of either the PDI or maintenance log in the extranet will void the warranty.
 5/ Exceptions to the new warranty coverage on commercial applications will not be accepted.

6/ Exceptions to the new warranty coverage for governmental applications will require formalizing an official request by filling out the attached form. You have to enclose the tender notice and any further information relative to the application/boat which will be forwarded to the attention of the BME Application Engineer.

7/ The form will be sent back to your attention with the official answer. The form will include a protocol number to which you will have to refer to for each and every further communication relative to the specific tender. At the time of the engines delivery you will be asked to fill out the appropriate fields on the returned form with the engine s/n's and sending them back to BME (irene.vandenhove@brunswick.com / CC jean-paul.cardon@brunswick.com & Massimo.vergagni@brunswick.com).

8/ We will not accept any side agreement relative to the warranty coverage if not routed through the appropriate approval process.

9/ We strongly recommend getting the BME Application Engineer approval for all the Governmental applications, including the ones that did not require an extended warranty.

10/ The actions taken will provide us a competitive advanced with the aim to grow our market share in C&G applications. The investment made by the company will require you to apply to the policy in a strict way in order to either avoid technical issues and to take advantage in terms of P&A sales thanks to the regular maintenance which will need to be carried out according with what is stated in the technical literature.

Protocol Number:



Governmental Application Form

Approval BME Application Engineer

PROTOCOL N°

Date of Approval	Date Engine Delivery	Application Engineer
Engine Type & Model	Horsepower	Engine Comments
Engine Serial number(s)		Comments
Approved Extended Warranty Conditions Mentioned in Tender		Comments

Please send document to BME
(massimo.vergagni@brunswick.com / irene.vandenhove@brunswick.com / jean-paul.cardon@brunswick.com)



MERCURY

TRANSFERRING WARRANTY

The product warranty is transferrable to a subsequent purchaser, but only for the remainder of the unused portion of the limited warranty. This will not apply to products used for commercial applications.

Direct Sale By Owner

The second owner can be registered as the new owner and retain the unused portion of the limited warranty. He can mail his complete name and address and a copy of the bill of sale to show proof of the ownership to the local BME office or distributor.

Registration records will be changed on the factory computer registration file.

There is no charge for this service.



MERCURY



MERCURY

WARRANTY LABOR RATES

The hourly labor rate for which dealer will be reimbursed for warranty repairs is based on qualifications defined in the Dealer Level Audit Checklist.

Purpose

The retail labor rate is used to establish a legitimate warranty labor rate on a percentage level to reimburse the dealer for warranty repairs. This procedure ensures that an increase is true, accurate and reasonable for the local market.

Scope

This procedure is applicable to all Brunswick Marine *in* EMEA authorized dealers. Labor rates are established separately for each product line. For Italy see BMI Procedure.

Labor Rate

Your hourly warranty labor rate is based on a percentage of your retail (shop) rate. The retail rate as it affects your warranty rate cannot be changed once the affidavit has been signed and mailed by you. Based on your qualifications you will be reimbursed at 70%, 80% or 100% of your retail labor rate.

BME will authorize a labor rate review once a year. You will receive a document (see sample on page 2) named « Affidavit of Retail Labor Rate » by email or by fax. This document must be sent back to local BME office or distributor before the end of January together with at least 3 (three) invoices to justify the request. The new labor rates will be applied from March the first. Maximum increase allowed per year is 5 (five) %.

It is the dealer responsibility to update their Affidavit of Retail Labor Rate.



MERCURY

Sample of Affidavit of Retail Labor Rate



Parc industriel de Petit-Rechain
B - 4800 Verviers - Belgium

Affidavit of Retail Labor Rate

Dealer Code :

Dealership Name :

Street :

City : Zip : Country :

(Full name)

states as follows :

1. I am of the above named dealership.
(Manager, Owner)

2. That in my position, I determine the normal labor rate charged to retail customers by said dealership; which is

Mercury / Mariner Outboard* / hour

MerCruiser* / hour

Mercury Diesel* / hour

MotorGuide* / hour

Quicksilver Mercury Inflatables* / hour

Quicksilver (Included Arvor)* / hour

Other*** / hour, and

3. That all information supplied on this form is true and accurate to the best of my knowledge.

4. That these rates will be valid for one year from date signed.

5. Add 3 (three) invoices to this document for validation.

I agree that the labor rate increase is limited to a maximum of 5 (five) % per year.

I acknowledge that falsification of information supplied in this affidavit constitutes grounds for cancellation of the Brunswick Marine in EMEA contract at the election of Brunswick Marine in EMEA.

.....
Signature

.....
Date

* Local currency

** Please specify

Mail to: **Brunswick Marine in EMEA
After-Sales Service Dept.
Parc Industriel de Petit Rechain
B 4800 VERVIERS - Belgium**



WARRANTY & CLAIMS ADMINISTRATION

Warranty Service Replacement Parts

The following Safety Warning is included in all Mercury Parts Lists, Service Manuals, Operation & Maintenance Manuals.

WARNING
<p>Electrical, ignition and fuel system components on Inboard and Sterndrive Engines, and Sterndrive Units, are designed and manufactured to comply with U.S. Coast Guard Rules and Regulations to minimize risks of fire or explosion.</p> <p>Use of replacement electrical, ignition or fuel system components, which do not comply to these rules and regulations, could result in a fire or explosion hazard and should be avoided.</p> <p>When servicing the electrical, ignition and fuel systems, it is extremely important that all components are properly installed and tightened. If not, any electrical or ignition component opening would permit sparks to ignite fuel vapors for fuel leaks, if they existed.</p>

Customer Warranty Reimbursement

Dealer warranty service should be provided to the customer at no charge provided the failure is due to a defect in material and/or workmanship. If a customer has been charged retail price for repairs pending a warranty decision, the customer is entitled to a full refund if the findings indicate that the failure was defect related.

Claims Requiring Pre-Authorization

Pre-authorization must be asked on Extranet. A Pre-Authorization accepted can be transformed in a Warranty Claim. See instructions in the Extranet User Guide provided in section 03-2.

1. Submit the warranty pre-authorization request before committing to replace, or beginning to repair the engine.

◆ Complete Sterndrive Unit	◆ Complete Inboard Engine
◆ Complete Powerhead	◆ Inboard & Sterndrive Partial Engine
◆ Complete Gear Housing Assembly	◆ Inboard Transmission
◆ Complete Driveshaft Hsg Assembly	◆ Complete Transom Assemblies
◆ Diesel Injection Pumps	◆ Engine Cowls
◆ Complete Power Trim System	◆ ECM
◆ Complete Trolling Motor	◆ Complete Inflatable Boat
◆ Inflatable Boat Skin	◆ Sublet Parts and/or Labor Exceeding 170 Euros



◆ Components Exceeding 450 euros at Dealer Cost	◆ When Claiming Labor Above Flat Rate Allowance
◆ Valiant (boats and spare parts)	◆

2. A Pre-Authorization must also be asked for in case a Product Limited Warranty has expired or the product is not covered by a warranty.
3. In case of personal injury and/or Property damage claims. Contact your Service Representative.

All Other Parts & Assemblies

Hold all defective parts for 60 (sixty) days after your receipt of the warranty credit invoice. Properly tag all parts identifying parts by the claim (serial) number. Your Service Representative or other factory representatives may periodically inspect these parts or we may call requesting return to the factory for inspection and failure analysis. Parts found not to be held for the 60 (sixty) day period will be charged back to the dealer.

Quicksilver Warranty Claims

When keypunching a claim for a part/accessory check the « Quicksilver » box and fill in the warranty as usual. Always mention the serial number in the failure description field. Attach a copy of the customer's original receipt/invoice to verify the validity of the warranty. This includes purchases of parts/accessories made over the counter or by fitment during service/repair/maintenance out of or not covered by warranty. Never introduce a warranty claim as « Quicksilver » for warranty replacement parts on an engine or a boat. In this case the serial number is mandatory. Fr INT and UTE parts, hull number is mandatory.

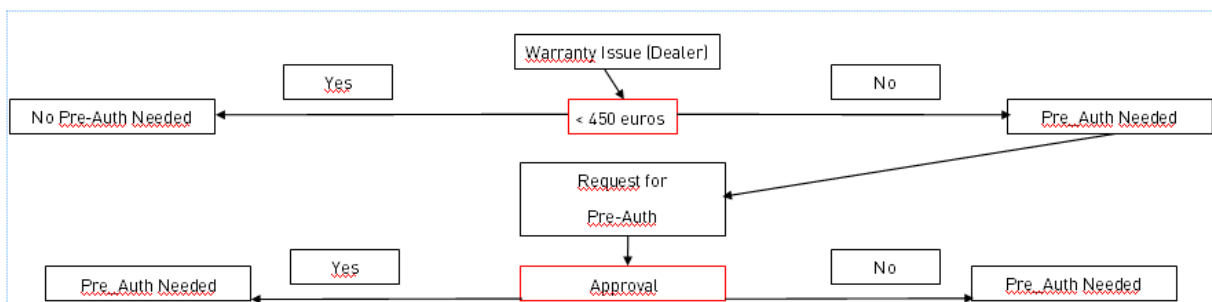
A missing part in a shipment is never subject to a warranty claim. It must be handled either with the carrier, or with the sales office.

Parts claims are no way a substitute to out-of-warranty period engine/boats.

Claims Returns or Rejections ... Claims Appeal

If there is an occasion to suspend a claim for more information or if a claim has been rejected, the claim will be returned to you with an explanation. To appeal a return amend the claim on Extranet with other information and/or the necessary explanation supporting your appeal. If the claim is rejected you'll see it on your screen.

Customer Warranty Reimbursement





VW Marine TDI Legacy Engines

To allow the proper traceability of the repairs under the warranty coverage period, as the VW Marine TDI Legacy engines did not have been sold by the Mercury dealer network, we need you to attach the pdf of the customer invoice in order to prove the purchase date at the time you are registering the warranty in the Extranet.

Warranty Registration
Associated to Serial Number ANH001095 TDI 150 - 5 CYL

No invoice available

Associated Serial Number	Sale Date	Model Number	
<input type="text"/>	00/00/0000 <input type="button" value="dd"/>	<input type="text"/>	<input type="button" value="Register"/>

Credit For Complete Engines/Drives/Boats

There are two possibilities for the credit of complete material:

1. The material has to be returned back to BME.

In this case, the agreement must first be given by the technician in charge (via a Pre-authorization number) and then, the material must be kept at BME disposal at the dealer's / distributor's premises for picking.



Please note that any finished material that is completely reimbursed under warranty **cannot be** used for spare parts !

Our forwarder takes contact with the dealer / distributor concerned to confirm the picking date.

As soon as the material is back at BME and checked by our technician, the credit note is issued (not before). Please note that the claim will not be approved if our technician can determine that the material was damaged due to dealer / distributor / customer responsibility (e.g., no respect of the maintenance rules).

2. The material has not to be returned back to BME & the dealer / distributor is asked to scrap it on his side.

Again, the agreement must first be given by the technician in charge (via a Pre-authorization number) but in this case, the procedure to be followed depends on the material concerned.

- ◆ Complete engine/drive/boat : the dealer / distributor must send the engine serial plate back to BME and also furnish a picture proving the scrap of the engine. Please confirm the new serial number of the engine/drive/boat.
- ◆ Complete inflatable boat : the dealer / distributor must send the boat serial plate and all the valves back to BME and confirm the serial number of the new boat (HIN)
- ◆ Complete fiberglass boat : the dealer / distributor must send the boat serial plate back to BME and also furnish a picture proving the scrap of the boat. As soon as the scrap proves are back at BME, the credit note is issued (not before). Please confirm the serial number of the new boat (HIN).
- ◆ Please note that, in case of complete replacement, **the new material will carry the remaining warranty period of the defective material.**



MERCURY

3. Claims on drive/Transom Failures.?

- ◆ If the drive/transom concerned is part of a MerCruiser package, then claim must be submitted on **ENGINE** serial number, mentioning the drive serial number into the failure description.
- ◆ If the drive/transom concerned is attached to a product **not sold by us**, then claim must be submitted on the **DRIVE/TRANSOM** serial number.

WE NO LONGER ACCEPT PAPER WARRANTY CLAIMS

Completing & Submitting a Warranty Claim

Please refer to the Extranet User Guide.

Reasons for Rejecting Warranty Claims

- ◆ Failure or keypunch date is out of the warranty period
- ◆ Product not properly registered
- ◆ No maintenance done according to the logbook
- ◆ No Pre-authorization when needed
- ◆ Abuse of the product
- ◆ Unauthorized applications
- ◆ See 5 year warranty
- ◆ Missing parts or wrong shipment
- ◆ Transportation damage

In order to avoid your claim to be rejected because the engine is out of the warranty period at the time you keypunch it, although failure occurred in this period, you just need to introduce the claim in the system during the warranty period, even if you do not submit it immediately (for any reason). It can be kept "Pending" until everything is performed and OK to submit it.

RECALL CAMPAIGN

Recall Campaign

The procedure has been issued in order to supply the whole information needed to Branches and Distributors in order to comply with the governmental and company rules. It is a coordinated advertising effort by a manufacturer to notify all owners of a particular product that it should be returned to the manufacturer (or to its network). When the customer traceability is provided by a product registration system, the action is taken through direct mailings. This procedure is also subject to a RAPEX.

RAPEX

RAPEX is the EU rapid alert system for all dangerous consumer products. It allows for the rapid exchange of information between Member States via central contact points and the Commission of measures taken to prevent or restrict the marketing or use of products posing a serious risk to the health and safety of consumers. Both measures ordered by national authorities and measures taken voluntarily by producers and distributors are covered by RAPEX standing for RAPid EXchange - Rapid Alert System for Non-Food Consumer Products (EU). There are 30 countries that adhere to Rapex: 27 members of the European Union plus Iceland, Liechtenstein and Norway.

Every Friday the Commission publishes a weekly overview of the dangerous product reported by the national authorities (the RAPEX notifications). This weekly overview gives all the information on the product, the possible danger and the measures that were taken by the reporting country. We apply this procedure for the recall campaigns and we have to provide a detailed feedback of the actions taken.

Procedures For Branches/Distributors

The listed actions have been issued in order of priority.

BME supplies the product database (from now on called PDB) through an excel file which contains all the data available in its database:

- ◆ List of affected products
- ◆ Product serial numbers
- ◆ Invoice issued by BME (for branches: invoice to the dealer, customer number, complete address)
- ◆ Warranty registrations available at the time of the data sort (name, complete address)
- ◆ Fields to be filled in (letters to the customers – letters to the dealers – w/c# - dealer#)

It is the Branch and Distributor responsibility to allow BME to keep the database updated through the actions described in the following chapters.

BME supplies a Service Bulletin which lists the following information :

- ◆ Problem description
- ◆ Affected products (S/N)
- ◆ Repair procedure
- ◆ Warnings
- ◆ Tools needed
- ◆ Parts needed
- ◆ Failure codes
- ◆ Labour
- ◆ Warranty instructions
- ◆ Customer letter



TARGET: maximise the possibility to get in contact with the customers who own the affected products.

Once you receive the PDB, you will have to sort the products invoiced by dealer and send to each dealer the related list asking to provide you the following feed-back:

- ◆ Confirm you by return if they still have them all in stock
- ◆ For those products that have been already sold to a customer which have not been already registered, ask the dealer to register the warranty into the BME Extranet site.
- ◆ Update the list of affected products with all the registered products and return the information to BME

The information to the network has to be issued through an official document "Circular Letter" with which we can prove that the network has been informed (or any other official method accordingly with the local legislation).

Here below you can find the list of key information to be provided and the actions that need to be taken:

- ◆ Inform the Dealer Network in a detailed way on procedures that have to be applied in order to perform the product update as required by the company through the official document (Service Bulletin) and enclose the list of s/n's of the affected products.
- ◆ Provide to the Service Network clear instructions on how to perform the warranty claim underlining the importance of a quick feed-back that the Company need to have on the products that have already been updated. Product at dealer stock must be updated before to be sold to the customers.
- ◆ Explain the actions that will be taken by the branch/distributor (letter sent to the customers)
- ◆ Provide a feed-back to BME sending the PDB updated on a weekly basis. The data base at BME is available for Rapex Surveyors that will regularly ask for information related to the Recall Campaign in progress.

Once you will complete the actions described at 2.1.3, you will get a clear picture of the engines that have already been sold to final customers.

The customers must be informed with a letter (return receipt is mandatory) that they need to ask our network to update the product.

It is mandatory to handle the communication to the customers as follows:

1st letter _ Send a letter to the customers informing them that the product needs be updated.

- ◆ The letter must be sent out with a return receipt which allows to prove that the customer has been informed (you can also use any equivalent way to contact the customer which allows to prove the customer receipt. If the local legislation recognize other ways to inform the customers you are requests allowed to adopt them (be sure that the receipt could be proven).
- ◆ Provide the follow up to BME (contact person to be confirmed by BME) that needs to be kept in the PDB updated on a weekly basis. Please remember that the PDB is available for Rapex Surveyors that will regularly ask for information related to the Recall Campaign progress.
- ◆ Make sure that as soon as the product update is performed by the dealer, a Warranty Claim is issued on the Extranet. This will allow us to keep our PDB updated to either any Rapex Surveyor request and in order to send a 2nd letter to the proper customers (only to whom did not already performed the product update. This is to avoid waste of time and to avoid asking a customer to do something that has been already done).

2nd Letter _ A second letter needs to be sent to the customers who did not already performed the product update at the time that BME will ask to do this action. See recommendation provided under the above bullet.

3rd Letter _ A third letter will be sent to the customers who did not already performed the product update at the time that BME will ask to do this action.



MERCURY

Conclusions

We recommend you to follow the above described procedures every time that a Product Recall Campaign will be issued by the company.

Be aware that the Company applies the Rapex procedures and needs to provide a regular feed-back to the European Surveyors. Due to this reason it is mandatory to provide BME with a quick feed-back on the communication activities to the Service Network as well as to the customers.

Regarding the products that, after investigation, will result at dealer stock, it will be the dealer responsibility to update them before to sell the products to the customers



MERCURY



WARRANTY GUIDELINES

EUROPE & CIS Warranty Guidelines

OUTBOARDS & JETS

	PLEASURE APPLICATIONS	COMMERCIAL/ GOVERNMENTAL APPLICATIONS
2-Stroke	2 years	2 years/1000 hrs
MotorGuide	2 years	1 year/500 hrs
4-Stroke *	2 years	2 years/1000 hrs
OptiMax * (including Pro XS)	3 years	2 years/1000 hrs
Verado * (including Pro)	3 years	2 years/1000 hrs

* All product lines marked with * are eligible for the 5 year warranty program. Please contact your nearest dealer for more information.

MERCURUISER

	PLEASURE APPLICATIONS	COMMERCIAL/ GOVERNMENTAL APPLICATIONS
Standard	2 years	1 year/500 hrs
Standard Certified**	3 years	1 year/500 hrs
Horizon, Scorpion, Seacore	3 years	1 year/500 hrs
Horizon, S, Seacore Certified**	4 years	1 year/500 hrs
Mercury Diesel QSD	2 years	1 year/500 hrs
Merc Diesel TDI 230, 335 (low rev)	2 years	1 year/1500 hrs
Mercury Diesel TDI 230, 260, 370	2 years	1 year/1000 hrs

** Check our website for the list of IQ certified boatbuilders.

MERCURY HI-PERFORMANCE OUTBOARDS

	PLEASURE APPLICATIONS	RACING APPLICATIONS
Verado 350 Sci	2 years	NO WARRANTY

MERCURY HI-PERFORMANCE STERNDRIVES

	PLEASURE APPLICATIONS	RACING APPLICATIONS
HP600 SCi and HP 662 Sci	2 years	NO WARRANTY

IMPORTANT: Mercury Hi-Performance products are subject to very strict maintenance procedures. Check you owners manual or contact your nearest dealer.

**MERCURY**

MIDDLE-EAST & AFRICA

(ex. South Africa)

Warranty Guidelines

OUTBOARDS & JETS

	PLEASURE APPLICATIONS	COMMERCIAL/ GOVERNMENTAL APPLICATIONS
2-Stroke	1 year	2 years/1000 hrs
MotorGuide	1 year	1 year/500 hrs
4-Stroke *	2 years	2 years/1000 hrs
OptiMax * (including Pro XS)	3 years	2 years/1000 hrs
Verado * (including Pro)	3 years	2 years/1000 hrs

* All product lines marked with * are eligible for the 5 year warranty program. Please contact your nearest dealer for more information.

MERCUISER

	PLEASURE APPLICATIONS	COMMERCIAL/ GOVERNMENTAL APPLICATIONS
Standard	1 year	1 year/500 hrs
Standard Certified**	2 years	1 year/500 hrs
Horizon, Scorpion, Seacore	2 years	1 year/500 hrs
Horizon, S, Seacore Certified**	3 years	1 year/500 hrs
Mercury Diesel QSD	1 year	1 year/500 hrs
Merc Diesel TDI 230, 335 (low rev)	1 year	1 year/1500 hrs
Mercury Diesel TDI 230, 260, 370	1 year	1 year/1000 hrs

** Check our website for the list of IQ certified boatbuilders.

MERCURY HI-PERFORMANCE OUTBOARDS

	PLEASURE APPLICATIONS	RACING APPLICATIONS
Verado 350 Sci	2 years	NO WARRANTY

MERCURY HI-PERFORMANCE STERNDRIVES

	PLEASURE APPLICATIONS	RACING APPLICATIONS
HP600 SCi and HP 662 Sci	1 year	NO WARRANTY
HP525 - HP700 - HP 850 - HP1075 - HP1200 - HP1300 - HP1350	CHECK YOUR OWNERS MANUAL	NO WARRANTY

IMPORTANT: Mercury Hi-Performance products are subject to very strict maintenance procedures. Check you owners manual or contact your nearest dealer.

**MERCURY**

SOUTH AFRICA Warranty Guidelines

OUTBOARDS & JETS

	PLEASURE APPLICATIONS	COMMERCIAL/ GOVERNMENTAL APPLICATIONS
2-Stroke	2 years	2 years/1000 hrs
MotorGuide	2 years	1 year/500 hrs
4-Stroke *	2 years	2 years/1000 hrs
OptiMax * (including Pro XS)	3 years	2 years/1000 hrs
Verado * (including Pro)	3 years	2 years/1000 hrs

* All product lines marked with * are eligible for the 5 year warranty program. Please contact your nearest dealer for more information.

MERCURISER

	PLEASURE APPLICATIONS	COMMERCIAL/ GOVERNMENTAL APPLICATIONS
Standard	2 years	1 year/500 hrs
Standard Certified**	3 years	1 year/500 hrs
Horizon, Scorpion, Seacore	3 years	1 year/500 hrs
Horizon, S, Seacore Certified**	4 years	1 year/500 hrs
Mercury Diesel QSD	2 years	1 year/500 hrs
Merc Diesel TDI 230, 335 (low rev)	2 years	1 year/1500 hrs
Mercury Diesel TDI 230, 260, 370	2 years	1 year/1000 hrs

** Check our website for the list of IQ certified boatbuilders.

MERCURY HI-PERFORMANCE OUTBOARDS

	PLEASURE APPLICATIONS	RACING APPLICATIONS
Verado 350 Sci	2 years	NO WARRANTY

MERCURY HI-PERFORMANCE STERNDRIVES

	PLEASURE APPLICATIONS	RACING APPLICATIONS
HP600 SCi and HP 662 Sci	1 year	NO WARRANTY
HP525 - HP700 - HP 850 - HP1075 - HP1200 - HP1300 - HP1350	CHECK YOUR OWNERS MANUAL	NO WARRANTY

IMPORTANT: Mercury Hi-Performance products are subject to very strict maintenance procedures. Check you owners manual or contact your nearest dealer.



Boats

		Pleasure Limited Warranty	Commercial Limited Warranty
Europe (inc. C.I.S.)	QS Mercury Inflatable	2 years*	1 year
	Valiant	2 years	1 year
	Black Fin	2 years	1 year
	Quicksilver (inc. Arvor)	2 years	1 year
	Uttern	2 years	1 year
Africa	QS Mercury Inflatable	1 year	1 year
	Valiant	2 years	1 year
	Black Fin	1 year	1 year
	Quicksilver (inc. Arvor)	2 years	1 year
	Uttern	2 years	1 year
Middle East	QS Mercury Inflatable	1 year	1 year
	Valiant	2 years	1 year
	Black Fin	1 year	1 year
	Quicksilver (inc. Arvor)	2 years	1 year
	Uttern	2 years	1 year

* For hull and seams extra warranty period refer to the Owner's Manual



WARRANTY POLICIES

Important Information

You'll find hereunder a typical basic warranty policy. What changes:

- ◆ The country/territory.
- ◆ The product designation.
- ◆ The duration of coverage according to the product and the country/territory

Those three variable statements are mentioned in section 3-10 Warranty Guidelines.

In order not to repeat every warranty policy for outboard, sterndrive, inboard engines, jets, boats, etc. we have, in the text hereunder replaced the product name by (*Product*), the territory designation by (*Territory*) and the coverage duration by (*Duration*). Refer to section 3-10 according to your location and the product sold to adapt the warranty to the product and territory you need.

Warranty Policies

Mercury Marine (*Duration*) Limited Warranty (*Territory*)

WHAT IS COVERED

Mercury Marine warrants its new (*Product*) to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

For recreational use customers this Limited Warranty provides coverage for (*Duration for the territory*) year(s) from either the date the product is first sold to a retail purchaser, or the date on which the product is first put into service, whichever occurs first. Commercial users of these products receive coverage for either (*Duration for the territory*) year(s) from the date of first retail sale, or the accumulation of (*Duration for the territory*) hours of operation, whichever occurs first. Commercial use is defined as any work or employment related use of the product, or any use of the product, which generates income, for any part of the warranty period, even if the product is only occasionally used for such purposes. The repair or replacement of parts, or the performance of service under this warranty, does not extend the life of this warranty beyond its original expiration date. Unexpired warranty coverage can be transferred to a subsequent purchaser upon proper re-registration of the product.

CONDITIONS THAT MUST BE MET IN ORDER TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available only to retail customers that purchase from a Dealer authorized by Mercury Marine to distribute the product in the country in which the sale occurred, and then only after the Mercury Marine specified pre-delivery inspection process is completed and documented. Warranty coverage becomes available upon proper registration of the product by the authorized dealer. Routine maintenance outlined in the Operation and Maintenance Manual must be timely performed in order to maintain warranty coverage. Mercury Marine reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT MERCURY WILL DO

Mercury's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with new or Mercury Marine certified re-manufactured parts, or refunding the purchase price of the Mercury product. Mercury reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.



MERCURY

HOW TO OBTAIN WARRANTY COVERAGE

The customer must provide Mercury with a reasonable opportunity to repair, and reasonable access to the product for warranty service. Warranty claims shall be made by delivering the product for inspection to a Mercury dealer authorized to service the product. If purchaser cannot deliver the product to such a dealer, written notice must be given to Mercury. We will then arrange for the inspection and any covered repair. Purchaser in that case shall pay for all related transportation charges and/or travel time. If the service provided is not covered by this warranty, purchaser shall pay for all related labor and material, and any other expenses associated with that service. Purchaser shall not, unless requested by Mercury, ship the product or parts of the product directly to Mercury. The warranty registration card is the only valid registration identification and must be presented to the dealer at the time warranty service is requested in order to obtain coverage.

WHAT IS NOT COVERED

This limited warranty does not cover routine maintenance items, tune ups, adjustments, normal wear and tear, damage caused by abuse, abnormal use, use of a propeller or gear ratio that does not allow the engine to run in its recommended wide-open-throttle RPM range (see the Operation and Maintenance Manual), operation of the product in a manner inconsistent with the recommended operation/duty cycle section of the Operation and Maintenance Manual, neglect, accident, submersion, improper installation (proper installation specifications and techniques are set forth in the installation instructions for the product), improper service, use of an accessory or part not manufactured or sold by us, jet pump impellers and liners, operation with fuels, oils or lubricants which are not suitable for use with the product (see the Operation and Maintenance Manual), alteration or removal of parts, or water entering the engine through the fuel intake, air intake or exhaust system. Use of the product for racing or other competitive activity, or operating with a racing type lower unit, at any point, even by a prior owner of the product, voids the warranty.

Expenses related to haul-out, launch, towing, storage, telephone, rental, inconvenience, slip fees, insurance coverage, loan payments, loss of time, loss of income, or any other type of incidental or consequential damages are not covered by this warranty. Also, expenses associated with the removal and/or replacement

No individual or entity, including Mercury Marine authorized dealers, has been given authority by Mercury Marine to make any affirmation, representation or warranty regarding the product, other than those contained in this limited warranty, and if made, shall not be enforceable against Mercury Marine.

For additional information regarding events and circumstances covered by this warranty, and those that are not, see the Warranty Coverage section of the Operation and Maintenance Manual, incorporated by reference into this warranty.

DISCLAIMERS AND LIMITATIONS

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY. INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY. SOME STATES/COUNTRIES DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS AND EXCLUSIONS IDENTIFIED ABOVE, AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.



MERCURY

3 Year Limited Warranty Against Corrosion (Worldwide)

WHAT IS COVERED

Mercury Marine warrants that each new Mercury, Mariner, Mercury Racing, Sport Jet, M 2 Jet Drive, Tracker by Mercury Marine Outboard, MerCruiser Inboard or sterndrive engine (Product) will not be rendered inoperative as a direct result of corrosion for the period of time described below.

DURATION OF COVERAGE

This limited corrosion warranty provides coverage for three (3) years from either the date the product is first sold, or the date on which the product is first put into service, whichever occurs first. The repair or replacement of parts, or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date. Unexpired warranty coverage can be transferred to subsequent (non commercial use) purchaser upon proper re-registration of the product.

CONDITIONS THAT MUST BE MET IN ORDER TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available only to retail customers that purchase from a Dealer authorized by Mercury Marine to distribute the product in the country in which the sale occurred, and then only after the Mercury Marine specified pre-delivery inspection process is completed and documented. Warranty coverage becomes available upon proper registration of the product by the authorized dealer. Corrosion prevention devices specified in the Operation and Maintenance Manual must be in use on the boat, and routine maintenance outlined in the Operation and Maintenance Manual must be timely performed (including without limitation the replacement of sacrificial anodes, use of specified lubricants, and touch-up of nicks and scratches) in order to maintain warranty coverage. Mercury Marine reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT MERCURY WILL DO

Mercury's sole and exclusive obligation under this warranty is limited to, at our option, repairing a corroded part, replacing such part or parts with new or Mercury Marine certified re-manufactured parts, or refunding the purchase price of the Mercury product. Mercury reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY COVERAGE

The customer must provide Mercury with a reasonable opportunity to repair, and reasonable access to the product for warranty service. Warranty claims shall be made by delivering the product for inspection to a Mercury dealer authorized to service the product. If purchaser cannot deliver the product to such a dealer, written notice must be given to Mercury. We will then arrange for the inspection and any covered repair. Purchaser in that case shall pay for all related transportation charges and/or travel time. If the service provided is not covered by this warranty, purchaser shall pay for all related labor and material, and any other expenses associated with that service. Purchaser shall not, unless requested by Mercury, ship the product or parts of the product directly to Mercury. The warranty registration card is the only valid registration identification and must be presented to the dealer at the time warranty service is requested in order to obtain coverage.

WHAT IS NOT COVERED

This limited warranty does not cover electrical system corrosion; corrosion resulting from damage, corrosion which causes purely cosmetic damage, abuse or improper service; corrosion to accessories, instruments, steering systems; corrosion to factory installed jet drive unit; damage due to marine growth; product sold with less than a one year limited Product warranty; replacement parts (parts purchased by customer); products used in a commercial application. Commercial use is defined as any work or employment related use of the product, or any use of the product which generates income, for any part of the warranty period, even if the product is only occasionally used for such purposes.



MERCURY

Corrosion damage caused by stray electrical currents (on-shore power connections, nearby boats, submerged metal) is not covered by this corrosion warranty and should be protected against by the use of a corrosion protection system, such as the Mercury Precision Parts or Quicksilver MerCathode system and/or Galvanic Isolator. Corrosion damage caused by improper application of copper base anti-fouling paints is also not covered by this limited warranty. If anti-fouling protection is required, Tri-Butyl-Tin-Adipate (TBTA) base anti-fouling paints are recommended on Outboard and Mer-Cruiser boating applications. In areas where TBTA base paints are prohibited by law, copper base paints can be used on the hull and transom. Do not apply paint to the outboard or MerCruiser product. In addition, care must be taken to avoid an electrical interconnection between the warranted product and the paint. For MerCruiser product, an unpainted gap of at least 1.5 inches should be left around the transom assembly. Refer to the Operation and Maintenance Manual for additional details.

For additional information regarding events and circumstances covered by this warranty, and those that are not, see the Warranty Coverage section of the Operation and Maintenance Manual, incorporated by reference into this warranty.

DISCLAIMERS AND LIMITATIONS

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY. INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY. SOME STATES/COUNTRIES DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS AND EXCLUSIONS IDENTIFIED ABOVE, AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.

MotorGuide Two Year Limited Warranty (*Territory*)

KEEP YOUR ORIGINAL PURCHASE RECEIPT

1. To obtain warranty service, the purchaser should deliver or return the unit (postage prepaid and insured) to any MotorGuide authorized service dealer. DO NOT RETURN TO PLACE OF PURCHASE unless they are an authorized service center. Motors purchased in other countries should be returned to place of purchase. Products returned by mail should also be carefully packaged and include a note describing the nature of the problem and/or service requested, customer address, and phone number. A copy of the receipt, Bill of Sale, registration verification, or other proof of purchase is required with the return of the product for warranty consideration. Warranty claims will not be accepted without presentation of purchase receipt for trolling motor, other verification of registration, or Bill of Sale for boat package.
2. MotorGuide electric trolling motors are warranted to the original purchaser to be free from defects in material and/or workmanship for (*Duration for the territory*) year(s). Warranty is NOT transferable to any subsequent purchaser.
3. MotorGuide, at its discretion, will repair or replace items covered under the terms of this warranty. Neither MotorGuide nor MotorGuide Service Dealers are responsible for damages to MotorGuide products due to repairs performed by anyone other than the MotorGuide Factory Service center. Neither MotorGuide nor Mercury Marine is responsible for failure or damage caused by improper installation, set-up, preparation, or previous service or repair errors.



MERCURY

4. Warranty coverage is available only to customers that purchase from a dealer authorized by MotorGuide/Mercury Marine to distribute the product in the country in which the sale occurred. Warranty coverage and duration varies by the country in which the product resides. This Limited Warranty begins on the date the product is first sold to purchaser or the date on which the product is first put into service, whichever occurs first. MotorGuide accessories are covered by this Limited Warranty for a coverage period of one (1 year) from the date of retail sale. The repair or replacement of parts, or the performance of service under this warranty, does not extend the life of this warranty beyond its original expiration date. Promotional warranties are not included in this statement and coverage may vary by promotion. Product either sold or put into service more than six years from date of manufacture is excluded from warranty coverage.
5. This warranty does not apply to normal worn parts, i.e., worn cables, adjustments, or product damage due to 1) neglect, lack of maintenance, accident, abnormal operation, or improper installation or service; 2) abuse, i.e., bent metal columns, bent armature shafts, broken control cables, etc., accidents, modifications, misuse, excessive wear, or damage caused by an owner's failure to provide reasonable and necessary installation or care; 3) use of an accessory or part not manufactured by MotorGuide/Mercury Marine; 4) alteration or removal of parts; 5) opening the lower unit (motor) by anyone other than the Factory Service Center will void this warranty.
6. This warranty will not apply to haul-out, launch, towing and storage, transportation charges and/or travel time, telephone or rental charges of any type, inconvenience, or loss of time or income, or other consequential damages.
7. We reserve the right to improve the design of any Trolling Motor without assuming any obligation to modify any trolling Motor previously manufactured.
8. Serialized « Service-Repair » motors have a one (1) year warranty. Non-serialized « Service-Repair » electric trolling motors are NOT warranted. « Service-Repair » motor denotes a trolling motor sold by MotorGuide that may be « used », but has been inspected and may have had minor repairs. Original retail purchaser of a « Service-Repair » motor is the first purchaser of the motor after it is denoted as « Service-Repair ». « Service-Repair » motors have a blue sticker on the battery cable and box denoting « Manufacturer Certified Service-Repair Motor ».
9. Termination of coverage: Warranty coverage may be terminated for repossessed product, or product purchased at auction, from a salvage yard, from a liquidator, from an insurance company, from unauthorized marine dealers or boatbuilders, or other third party entities.

DISCLAIMERS AND LIMITATIONS

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY. INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY. SOME STATES/COUNTRIES DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS AND EXCLUSIONS IDENTIFIED ABOVE, AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.



MERCURY

(*Product-Inflatable Boat*) Limited Warranty (*Territory*)

WHAT IS COVERED

Mercury Marine warrants its new (*Product-Inflatable Boat*) to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

For all parts of the boat (other than the air holding hull fabric and seams) this Limited Warranty provides coverage for (*Duration for the territory*) year(s) from either the date on which the product is first sold to a retail purchaser or the date on which the product is first put into service, whichever occurs first. This limited warranty also a limited warranty against fabric delamination for the air holding hull fabric and seams (see your Operation & Maintenance Manuals for duration). The fabric is considered delaminated when the outer coating separates from the fabric base or the seam loses its structural strength. The repair or replacement of parts, or the performance of service under this warranty, does not extend the life of this warranty beyond its original expiration date. Unexpired warranty coverage can be transferred to a subsequent purchaser upon proper re-registration of the product.

CONDITIONS THAT MUST BE MET IN ORDER TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available only to retail customers that purchase from a Dealer authorized by Mercury Marine to distribute the product in the country in which the sale occurred. Warranty coverage becomes available upon proper registration of the product by the authorized dealer. Routine maintenance outlined in the Operation and Maintenance Manual must be timely performed in order to maintain warranty coverage. Mercury Marine reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT MERCURY WILL DO

Mercury's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with new or Mercury Marine certified re-manufactured parts, or refunding the purchase price of the Mercury product. Mercury's sole and exclusive obligation under the pro-rated limited warranty against fabric delamination is the replacement of the boat skin (only the boat skin) at the percentages identified on the pro-rated schedule. Mercury reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY COVERAGE

The customer must provide Mercury with a reasonable opportunity to repair, and reasonable access to the product for warranty service. Warranty claims shall be made by delivering the product for inspection to a Mercury dealer authorized to service the product. If purchaser cannot deliver the product to such a dealer, written notice must be given to Mercury. We will then arrange for the inspection and any covered repair. Purchaser in that case shall pay for all related transportation charges and/or travel time. If the service provided is not covered by this warranty, purchaser shall pay for all related labor and material, and any other expenses associated with that service. Purchaser shall not, unless requested by Mercury, ship the product or parts of the product directly to Mercury. The warranty registration card is the only valid registration identification and must be presented to the dealer at the time warranty service is requested in order to obtain coverage.

WHAT IS NOT COVERED

This limited warranty does not cover routine maintenance items, adjustments, normal wear and tear, puncture, damage caused by abuse, abnormal use, neglect, accident, improper service, use of an accessory or part not manufactured or sold by us, or alteration or removal of parts. Use of the product for racing or other competitive activity, at any point, even by a prior owner of the product, voids the warranty.

Expenses related to haul-out, launch, towing, storage, telephone, rental, inconvenience, slip fees, insurance coverage, loan payments, loss of time, loss of income, or any other type of incidental or consequential damages are not covered by this warranty.

No individual or entity, including Mercury Marine authorized dealers, has been given authority by Mercury Marine to make any affirmation, representation or warranty regarding the product, other than those contained in this limited warranty, and if made, shall not be enforceable against Mercury Marine.



MERCURY

For additional information regarding events and circumstances covered by this warranty, and those that are not, see the Warranty Coverage section of the Operation and Maintenance Manual, incorporated by reference into this warranty.

DISCLAIMERS AND LIMITATIONS

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY. INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY. SOME STATES/COUNTRIES DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS AND EXCLUSIONS IDENTIFIED ABOVE, AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.

(*Product*) Fiberglass Boat Limited Warranty (*Territory*)

WHAT IS COVERED

Brunswick Marine in EMEA, Inc., ("BME") warrants each new (*Product*) Fiberglass Boat to be free of defects in material and workmanship during the period described below.

DURATION OF COVERAGE

For recreational use customers this Limited Warranty provides coverage for (*Duration for the territory*) year(s) from either the date the product is first sold to a retail purchaser, or the date on which the product is first put into service, whichever occurs first. Commercial users of these products receive coverage for either (*Duration for the territory*) year(s) from the date of first retail sale. Commercial use is defined as any work or employment related use of the product, or any use of the product, which generates income, for any part of the warranty period, even if the product is only occasionally used for such purposes. The repair or replacement of parts, or the performance of service under this warranty, does not extend the life of this warranty beyond its original expiration date. This warranty is available only to the original retail purchaser of the product, and cannot be transferred to subsequent owners.

CONDITIONS THAT MUST BE MET IN ORDER TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available only to retail customers that purchase from or through a dealer authorized by BME to distribute the product in the country in which the sale occurred. Warranty coverage becomes available upon proper registration of the product by the authorized dealer. Routine maintenance outlined in the Operation and Maintenance Manual must be timely performed in order to maintain warranty coverage. BME reserves the right to make future warranty coverage contingent on proof of proper maintenance.

WHAT BME WILL DO

BME's sole and exclusive obligation under this warranty is limited to, at our option, repairing or replacing a defective part (such as repairing structural hull defects), or refunding the purchase price of the BME product. This coverage includes the repair of any gel coat surface of hull or deck that has laminate blisters caused by a defect in material or workmanship, providing the original factory gel coat surface has not been altered in any way, such as accident, repair, or application of a coating other than marine bottom paint or improper surface preparation for paint (i.e., excessive sanding, sandblasting, etc.). BME reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.



MERCURY

HOW TO OBTAIN WARRANTY COVERAGE

The customer must provide BME with a reasonable opportunity to repair, and reasonable access to the product for warranty service. Warranty claims shall be made by delivering the product for inspection to a BME dealer authorized to service the product. If purchaser cannot deliver the product to such a dealer, written notice must be given to BME. We will then arrange for the inspection and any covered repair. Purchaser in that case shall pay for all related transportation charges and/or travel time. If the service provided is not covered by this warranty, purchaser shall pay for all related labor and material, and any other expenses associated with that service. Purchaser shall not, unless requested by BME, ship the product or parts of the product directly to BME. Any product or part shipped by purchaser for inspection or repair must be shipped with transportation charges prepaid. The warranty registration card is the only valid registration identification and must be presented to the dealer at the time warranty service is requested in order to obtain coverage.

WHAT IS NOT COVERED

This limited warranty does not cover the engine, drive trains, controls, propellers, batteries, or other accessories carrying their own warranties; parts or accessories not installed by BME; plexiglass windshield breakage, rainwater leakage, minor gel coat discoloration, cracks, crazing or air voids; hull blisters that form below the waterline; normal wear and tear including deterioration/corrosion of hardware, plastic, metal or tape trim, vinyl, tops, upholstery, decals, etc.; damage caused by alteration, misuse, accident or striking a submerged object; routine maintenance items, adjustments, abnormal use, neglect, improper service, or use of an accessory or part not manufactured or sold by us. Use of the product for racing, race preparation, or other competitive activity, at any point, voids the warranty. Violation of the maximum horsepower specification on the capacity plate voids the warranty.

Expenses related to haul-out, launch, towing, storage, telephone, rental, inconvenience, slip fees, insurance coverage, loan payments, loss of time, loss of income, or any other type of incidental or consequential damages are not covered by this warranty.

No individual or entity, including BME authorized dealers, has been given authority by BME to make any affirmation, representation or warranty regarding the product, other than those contained in this limited warranty, and if made, shall not be enforceable against BME.

DISCLAIMERS AND LIMITATIONS

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY. INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY. SOME STATES/COUNTRIES DO NOT ALLOW FOR THE DISCLAIMERS, LIMITATIONS AND EXCLUSIONS IDENTIFIED ABOVE, AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.

Parts and Accessories Limited Warranty

WHAT IS COVERED

Mercury Marine warrants each new or factory rebuilt Mercury Precision and Quicksilver Part or Accessory to be free from defects in material and workmanship during the period described below.

DURATION OF COVERAGE

This Limited Warranty provides coverage for one (1) year from either the date on which the product is first sold to a retail customer, or the date on which the product is first put into service, whichever occurs first. For propellers used for high performance/racing this limited warranty provides a coverage of ninety (90) days from the date the product is first sold to a retail customer, or the date on which the product is first put into service, whichever occurs first. The repair or replacement of parts, or the performance of service under this warranty, does not extend the life of this warranty beyond its original expiration date. Unexpired warranty coverage can be transferred to a subsequent purchaser upon proper re-



MERCURY

CONDITIONS THAT MUST BE MET IN ORDER TO OBTAIN WARRANTY COVERAGE

Warranty coverage is available only to retail customers that purchase from a Dealer authorized by Mercury Marine to distribute the product in the country in which the sale occurred. Routine maintenance outlined in the Operation and Maintenance Manual must be timely performed in order to maintain warranty coverage. Mercury Marine reserves the right to make warranty coverage contingent upon proof of proper maintenance.

WHAT MERCURY WILL DO

Mercury's sole and exclusive obligation under this warranty is limited to, at our option, repairing a defective part, replacing such part or parts with new or Mercury Marine certified re-manufactured parts, or refunding the purchase price of the Mercury product. Mercury reserves the right to improve or modify products from time to time without assuming an obligation to modify products previously manufactured.

HOW TO OBTAIN WARRANTY COVERAGE

The customer must provide Mercury with a reasonable opportunity to repair, and reasonable access to the product for warranty service. Warranty claims shall be made by delivering the product for inspection to a Mercury dealer authorized to service the product. If purchaser cannot deliver the product to such a dealer, written notice must be given to Mercury. We will then arrange for the inspection and any covered repair. Purchaser in that case shall pay for all related transportation charges and/or travel time. If the service provided is not covered by this warranty, purchaser shall pay for all related labor and material, and any other expenses associated with that service. Purchaser shall not, unless requested by Mercury, ship the product or parts of the product directly to Mercury. The warranty registration card is the only valid registration identification and must be presented to the dealer at the time warranty service is requested in order to obtain coverage.

WHAT IS NOT COVERED

This limited warranty does not cover routine maintenance items, tune ups, adjustments, normal wear and tear, damage caused by abuse, abnormal use, use of a propeller or gear ratio that does not allow the engine to run in its recommended wide-open-throttle RPM range (see the Operation and Maintenance Manual), operation of the product in a manner inconsistent with the recommended operation/duty cycle section of the Operation and Maintenance Manual, neglect, accident, submersion, improper installation (proper installation specifications and techniques are set forth in the installation instructions for the product), improper service, use of an accessory or part not manufactured or sold by us, jet pump impellers and liners, operation with fuels, oils or lubricants which are not suitable for use with the product (see the Operation and Maintenance Manual), alteration or removal of parts, water entering the engine through the fuel intake, air intake or exhaust system, or damage to the product from insufficient cooling water caused by blockage of the cooling system by a foreign body, running the engine out of water, mounting the engine too high on the transom, or running the boat with the engine trimmed out too far. Use of the product for racing or other competitive activity, or operating with a racing type lower unit, at any point, even by a prior owner of the product, voids the warranty.

Expenses related to haul-out, launch, towing, storage, telephone, rental, inconvenience, slip fees, insurance coverage, loan payments, loss of time, loss of income, or any other type of incidental or consequential damages are not covered by this warranty. Also, expenses associated with the removal and/or replacement of boat partitions or material caused by boat design for access to the product are not covered by this warranty.

No individual or entity, including Mercury Marine authorized dealers, has been given authority by Mercury Marine to make any affirmation, representation or warranty regarding the product, other than those contained in this limited warranty, and if made, shall not be enforceable against Mercury Marine.

For additional information regarding events and circumstances covered by this warranty, and those that are not, see the Warranty Coverage section of the Operation and Maintenance Manual, incorporated by reference into this warranty.



MERCURY

DISCLAIMERS AND LIMITATIONS

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. TO THE EXTENT THAT THEY CANNOT BE DISCLAIMED, THE IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE LIFE OF THE EXPRESS WARRANTY. INCIDENTAL AND CONSEQUENTIAL DAMAGES ARE EXCLUDED FROM COVERAGE UNDER THIS WARRANTY. SOME STATES/COUNTRIES DO NOT ALLOW FOR THE DISCLAIMED, LIMITATIONS AND EXCLUSIONS IDENTIFIED ABOVE, AS A RESULT, THEY MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.

5-YEAR WARRANTY

Contractual Warranty

The standard contractual warranty period depends upon the country in which you purchased this outboard motor.

Warranty coverage becomes available upon proper registration of the product by the Dealer.



Extended Warranty

As of June 1, 2008, Brunswick Marine *in* EMEA extended the warranty coverage up to 5 years on its Verado, OptiMax and 4 stroke outboard engines given that the conditions for this Extended Warranty are fulfilled.

The total period of warranty are factory-backed and give the same comprehensive warranty coverage as Mercury Marine's standard manufacturer's warranty (including labor) for failures caused by defect in material or workmanship. The extended 5 year warranty will repair or replace as required, any part that is proved defective in material or workmanship under normal use during the applicable warranty period. All parts replaced under warranty will be considered as part of the original product and any warranty on those parts will expire coincidentally with the original product warranty. For full details of the warranty coverage and exclusions please refer to the factory warranty policy and conditions which are set out in your Operation and Maintenance Manual (see "Warranty Information").

Provided that the Extended Warranty conditions have been met, the additional warranty becomes effective when the standard factory limited warranty expires. The Extended Warranty will terminate upon failure to meet any of the extended warranty conditions.

Unexpired warranty coverage can be transferred to a subsequent purchaser upon proper re-registration of the product.

Conditions for Extended Warranty

The Mercury Marine specified pre-delivery inspection process for the outboard must be completed and documented by a certified Dealer.

An Authorized Service Centre must perform the recommended routine servicing/maintenance requirements and repairs and log these with Mercury. This warranty applies only to Mercury and Mariner outboards registered through an authorized Mercury or Mariner Distributor or Dealer.- Please check the Brunswick Marine in EMEA website (<http://www.brunswick-marine.com/>) for more details on our authorized dealer network.

The recommended service intervals and maintenance recommendations must be adhered to 3mth, 12mth, 2yr, 3yr, 4yr, 5yr or 20hr, 100 hrs, 200 hrs, 300 hrs, 400 hrs, 500 hrs, 600 hrs...; whatever comes first. The Extended Warranty program will not be limited in terms of hours of usage providing that the conditions are met.

ONLY Mercury Marine certified parts, oils and lubes must be used for service and repairs.

Services must be recorded in your logbook and registered on-line by an authorized dealer.



MERCURY

Modification/Alteration

Products that have been modified or altered from their original production configuration are not eligible for Mercury 5 Year extended Warranty. The addition of, or replacement with, parts or accessories not approved by Mercury Marine, or not installed by an Authorized Service Centre, will be cause for your Mercury Marine Outboard 5 Year extended warranty to be cancelled. This may also affect your rights under the standard factory warranty.



Eligible Products

New 4-Stroke, OptiMax and Verado Mercury & Mariner Outboards (other than non-eligible products) purchased after June 1, 2008, from a dealer authorized by Mercury Marine to distribute the product in Europe, Middle-East, CIS and Africa which are used solely for pleasure applications.

Non-Eligible Products & Uses

Racing and Mercury Performance Products, regardless of length of warranty period. Products used by local, State, or Federal Government or volunteer agencies. Products used in any work, boat rental, time-share/multiple ownership or employment related use, or any use of the product, which generates income, for any part of the warranty period, even if the product is only occasionally used for such purposes.

Exclusions

The warranty does not extend to the following:

1. Cosmetics, corrosion and abuse.
2. Servicing items e.g. filters, anodes etc.
3. Gaskets, seals, hoses and other non metallic parts.
4. Accidental damage, no missing metal, neither water in the fuel system nor engine.
5. Conditions caused by lack of routine maintenance (as outlined in the owner's manual).
6. Conditions caused by the use of propeller(s) that do not allow the outboard engine to run in its recommended full throttle RPM range.
7. Operation inconsistent with the recommended operation/duty cycle (as outlined in the owner's manual).
8. Parts affected or damaged by an accident, submersion and/or collision.
9. Normal wear and tear.
10. Fuel contamination and water entering the engine through the fuel intake, air intake, or exhaust system.
11. Operation with fuels, oils, additives and lubricants which are not suitable for use in the product.
12. Use in an application for which the outboard engine was not designed, such as racing or competitive use or any other misuse or neglect.
13. Incorporation of unsuitable attachments or parts.
14. The unauthorized alteration, improper installation and/or rigging, or any causes other than defects in material or workmanship.
15. Corrosion to steering system or electrical components, corrosion due to electrolysis, water born foreign chemicals, improper service or corrosion caused by damage or abuse.
16. Reimbursement for towing charges, in and out of water charges, or technical travel time.
17. Growth of marine organisms on motor surfaces, external or internal.

Additional Warranty Information & Conditions

Additional information regarding your outboard's factory warranty policy and conditions can be found in your Operation and Maintenance Manual (see "Warranty Information").



MERCURY

Customer Warranty Replacement

Dealer Warranty Service should be provided to the customer at no charge provided the failure is due to a defect in material or workmanship. If a customer has been charged retail price for repairs pending a warranty decision, the customer is entitled to a full refund if the findings indicate that the failure was warranty defect related.



The dealer has to provide sufficient information in order for BME to assess the claim. Based on the information provided, BME will decide to accept or reject the claim. The warranty claim and, more importantly, the quality of information on the claim is the perfect tool for communicating key warranty data to the manufacturer. This data is constantly reviewed and drives our quality improvement programs.



MERCURY



INTRODUCTION

Product knowledge and service training are fundamental when it comes to delivering « Best in class Service » to our customers. On top of other requirements outlined in the corporate Dealer Guide such as clean workshops, complete service equipment, being trained on the Mercury Marine products is the key. Receiving updated trainings will enable technicians to:

- ◆ Have up-to-date knowledge of our products,
- ◆ Have up-to-date knowledge of the new technologies applied on our products,
- ◆ Be able to assess defaults on products and guarantee at « first time right » repair,
- ◆ Be able to make the difference between warranty and non-warranty failures.

In order to support you to acquire these capabilities, BME has developed a training structure that will enable you as a dealer and a technician to support our customer in the best way possible.

Our Mission

Mercury, as the Marine Industry Leader in high quality training, will aggressively seek and deliver worldclass educational practices by:

- ◆ Providing effective and efficient service training methods appropriate to products and technology.
- ◆ Providing technician training that offers tangible and measurable benefits to the dealers by optimizing professionalism, profitability and customer satisfaction.

Training Structure

Certifications are linked to a technician and NOT to a dealership, although it automatically certifies the dealership as far as technical matters are concerned.

In order to confirm the certification, the technician will receive a passport that registers the trainings that were followed. This passport will also be registered and managed in the BME Extranet by a service representative at the BME local branch or by the distributor that manages the market on behalf of BME.

If a technician does not successfully pass the certified test on the first attempt, he can retry it until he gets the certification but before the end of the course.

The passport will enable the technician to enter PDI's and maintenance on the product he received the certification for and that is mentioned on the passport through the BME Extranet. The expiration date will warn you on when you must attend a recertification course.

Training & Service Levels

To have at least one certified technician in the workshop is an important condition to keep or obtain the BME service level. This service level determines the rate of warranty reimbursement. Failure to follow trainings and, as a result of that, not having a certified technician, might result in the lowering of the current service level or even in the cancellation of the service level.

If a new dealership is started or an existing dealer has to hire a new technician, the dealer will get one year to follow the training and to obtain a certification for the technician. If a technician loses his certification due to a lack of training and therefore the dealership would no longer be compliant with the existing service level conditions, a period will be agreed with the BME service representative in which the technician needs to be recertified.



MERCURY

LEARN

The Mercury University Learn website will become your direct source to manage electronic learning and offers the following benefits:



- ◆ « Learn » allows Mercury Marine dealers and partners the ability to complete and register for courses online.
- ◆ « Learn » allows individual users the opportunity to access their learning history and will be available 24 hours a day, seven days a week.
- ◆ « Learn » Provides comprehensive technical and non-technical (sales) training to our dealers and partners worldwide.
- ◆ « Learn » offers the most complete course curriculum including: 1) E-skills training for marine technician fundamentals; 2) training on legacy products, on all current products, on diagnostic tools, on propellers; 3) training on product updates; and this all supported with video material, simulators, final exams and much more.

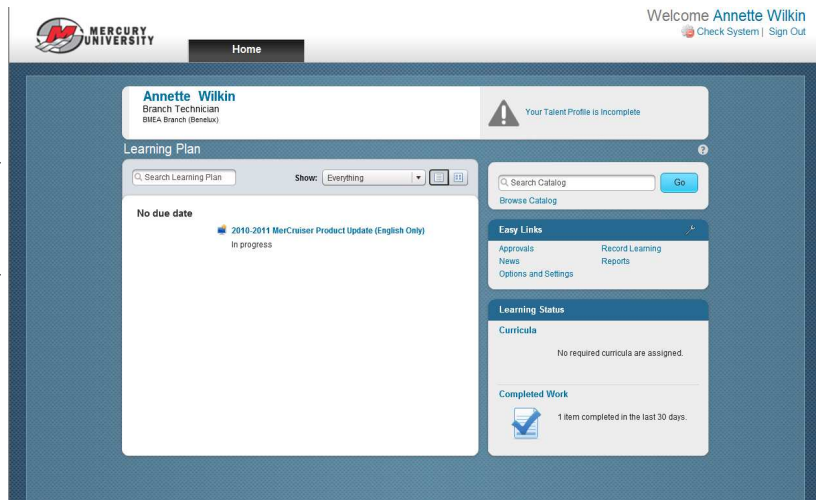
As the Mercury University Learn courses are pre-requisite for the instructor-led courses it is mandatory for the dealer network to sign-up for a Mercury University Learn account.

The Mercury University Learn website is under constant development and demands a huge effort and investment. The main courses are offered in different languages and more languages will become available in the future.

<http://mercuryuniversity.com>

Follow the information requests on the screen and you are in. The header on the home page will allow you to navigate between:

1. **Personal**—The personal menu provides you with tools you need to manage your Profile and Regional Settings, and check on your Order Status
2. **Learning**—The Learning menu contains tools that you will access frequently, the most important of which is the Learning Plan. The Learning Plan allows you to access your assigned online learning or register for instructor-led courses.
3. **Career**—not available for the moment.
4. **Catalog**—The Catalog contains Mercury University's course catalog and all the learning items which you have access to. You can browse, by subject Area, use the Simple or advanced searches to find what you are looking for and self assign learning. Course availability and price will vary according to your ATF.
5. **Reports**—Mercury University Learn offers nine standard reports. You can run reports about your own learning and learning needs. If you are a supervisor you can run reports about your employees.





The learning page is the easiest way to view your training path.

1. Click Learning on the menu bar, then Learning Plan on link below
2. **Title**—click the item title to view the course description and course details.
3. **Type**—Indicates if an item is instructor-led classroom course, online course or a document.
4. **Required By**—Date training is due to be complete. Past due date will appear in orange.
5. **Status**—Shows current registration status.
 - a. Must be registered—an item that you have not yet enrolled in,
 - b. Enrolled—an item with a scheduled offering (class you are enrolled in),
 - c. Available—an online course you are ready to launch,
 - d. In progress—an online course already launched but not completed,
 - e. Prerequisites not met—Your enrollment cannot be completed until you complete the required courses. Click on the title to open the course item details and look under the prerequisites section for specific information. The required courses and action required will be listed.
6. **Action**—Use the choices here to register, view a registration or launch an online course. Click appropriate button to start.
7. **Remove**—If trash can icon is present in this column you can remove the item from your learning plan.

Catalog Search ?

Search Catalog >> Course Calendar

Below are the results of your search of the Calendar of Offerings. You can view the Calendar in a Monthly or Weekly view.

Subject Area: All Subject Areas

Month
Week
Day

< Offerings on Tuesday, February 19, 2013 >

[Calendar Search](#) [Calendar Options](#)

Calendar of Offerings

Subject Area	Title	Facility	Description	Start Time	Duration	Action
Europe Tech Service Courses (Italian)	MerCruiser + EC + DTS (Italian)	Brunswick Marine in Italia S.p.A.	2013 MERCUISER ITALIAN TRAINING (3+1 days as per train the trainer handbook _ edition 1)	2/19/2013 09:30 AM Europe/Rome	4 days	Register
MerCruiser + EC + DTS (Italian)	MerCruiser + EC + DTS (Italian)	Brunswick Marine in Italia S.p.A.	2013 MERCUISER ITALIAN TRAINING (3+1 days as per train the trainer handbook _ edition 1)	2/19/2013 09:30 AM Europe/Rome	4 days	Register

COURSES

We will distinguish between 2 types of courses:

- ◆ Online courses available on LEARN,
- ◆ Dealer-oriented courses (classroom courses at branches/distributors)

We have already explained how LEARN is designed in the section 4-2. Now we will show you its integration in our training course process.

Why LEARN? To reduce the Instructor Led Training (ILT) duration (a 4-day course can be reduced to 2.5 days, because all students will be more or less at the same levels, since they have completed the online courses and exams).

Pre-Requisites

Pre-requisites are online courses and exams that are pushed to a student learning plan PRIOR to an ILT. These are pre-defined for each course and will be added to the learning plan as soon as the student has registered for an ILT. All online courses and exams specified in the pre-requisites must be completed prior to the ILT. Therefore all LEARN registrations must be made at the beginning of the dealer training season.

Trainers have the responsibility to check if these pre-requisites are met, and all courses and exams are registered in LEARN automatically, and can be audited by the trainers at any time. In case of not meeting the pre-requisites, no certification can be granted at the end of the ILT.

ILT Training Courses

1. Outboard 4-Stroke 3.5 - 60 HP (+ SmartCraft)

Duration

2 days

Course description

This Outboard 4-Stroke course is designed to give you a thorough exposure to all the vital systems involved in the 3.5 to 60 horsepower range. Before you leave you will have the opportunity to troubleshoot engines, with real workplace scenarios, using many of the special diagnostic tools that are available to the technicians today.

This course will provide a solid foundation for the more specialized courses that technicians will be attending during the learning process.

Subjects covered

- Outboard 4-Stroke product change updates, service bulletins, plus diagnostic techniques for the latest service requirements are provided
- Technicians will use run files from actual situations encountered in the field to interpret and diagnose engine failures using the Computer Diagnostic System and G3
- The lessons learned from the run file discussions are reinforced by diagnosing running engines with similar faults





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LEARN prerequisites

- Outboard product update in 2013
- CDS orientation + exam
- CDS/G3 orientation on 40-60 EFI Gen III (no exam)
- SmartCraft I + exam
- Propellers + exam
- Outboard rigging + exam

Classroom prerequisites

No classroom prerequisites provided

Test requirements

No test requirements

2. L4N4, Verado and 150 HP (+ SmartCraft/DTS)

Duration

3 + 1 (SmartCraft / DTS) days

Course description

This course is designed to advance technicians up the ladder in their efforts to reach their career goals. Moving into 4-Stroke EFI systems including the new F150 and the Verado supercharged engines, the technicians will learn about the differences in components and complexities as they move up to the higher horsepower categories. The engines management gets more sophisticated, so do the capabilities of our diagnostic tools and equipment. Knowing how to use and interpret these tools will be essential to the technician's survival in today's computerized engine world.



Subjects covered

- Outboard FourStroke product change updates, service bulletins, plus diagnostic techniques for the latest service requirements are provided.
- Technicians will use run files from actual situations encountered in the field to interpret and diagnose engine failures using the Computer Diagnostic System and G3.
- The lessons learned from the run file discussions are reinforced by diagnosing running engines and the Verado simulator with similar faults.

LEARN prerequisites

- Outboard product update in 2013
- Verado introduction + exam
- Verado installation + exam

Classroom prerequisites

Outboard 3.5-60HP ILT needs to be completed before !!!

Test requirements

Exams to be completed DURING the course in LEARN:
Verado troubleshooting exam
DTS 2006 Theory exam

3. OptiMax (+DTS)

Duration

1,5 + 1 (DTS) days



MERCURY

Course description

This course is designed primarily, as a hands-on diagnostic and troubleshooting session. It will have limited lecture time covering the information that will give technicians valuable insights and knowledge about Direct Fuel Injection (DFI) systems.

There will also be some time spent on Optimax DTS, technicians will get at chance to configure, operate, and troubleshoot on the digital throttle and shift system.

There will be opportunity for serious hands-on time with Mercury's Computer Diagnostic System (CDS). Technicians will need to perform different tests with a multitude of diagnostic functions, using the various components and accessories involved with this tool.



Subjects covered

Outboard FourStroke product change updates, service bulletins, plus diagnostic techniques for the latest service requirements are provided.

Technicians will use run files from actual situations encountered in the field to interpret and diagnose engine failures using the Computer Diagnostic System.

The lessons learned from the run file discussions are reinforced by diagnosing running engines and the Optimax simulator with similar faults.

LEARN prerequisites

Outboard product update in 2013

Classroom prerequisites

Outboard 3.5-60HP ILT needs to be completed before !!!

Test requirements

Exams to be completed DURING the course in LEARN:

- Optimax troubleshooting exam
- DTS 2006 Theory exam (optional)

4. DTS and SmartCraft

Duration

1 day

Course description

This course has been revised to include all of the latest in SmartCraft system offerings. Mercury's Digital Throttle and Shift Systems (DTS) have also been added to this course. This advanced fly-by-wire system is finding its way onto more and more Mercury products.



The course will start off by showing technicians how to install, setup and program the various SmartCraft instruments used on Mercury products. It will then shift focus to one SmartCraft Systems, that being Digital Throttle and Shift (DTS).

Technicians will learn how to install and program the various types of remote control and helm configurations, from Single Station / Single Engine applications, to Multi-Station / Multi-Engine applications. You will get a chance to perform the special configuration operations using VesselView, or using the Computer Diagnostic System (CDS). This course will also familiarize you with some of the **DTS diagnostic capabilities that exist within the CDS application.**

Subjects covered

- SmartCraft installation & setup Operation
- 2004 to current DTS system changes
- Programming & helm configuration
- SmartCraft system troubleshooting



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- DTS troubleshooting
- Vessel View
- Electronic Steering Control

LEARN prerequisites

- DTS 2006 Theory & Troubleshooting
- Smartcraft I – Theory and operation
- CDS system & Orientation
- Marine Technician Fundamentals (MTF)

Classroom prerequisites

Outboard 3.5-60HP ILT needs to be completed before !!!

Test requirements

Exams to be completed DURING the course in LEARN:

- DTS 2006 Theory exam

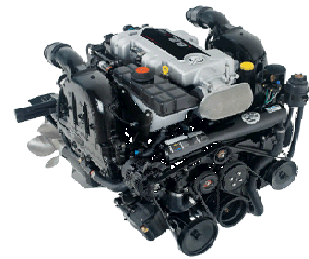
5. MerCruiser and EC (Emission Control)

Duration

3 + 1 days (DTS)

Course description

MerCruiser EFI product change updates, plus diagnostic techniques for the latest service requirements are provided. Technicians will use run files from actual situations encountered in the field to interpret and diagnose engine failures using the Computer Diagnostic System. The lessons learned from the CDS run file discussions are reinforced by diagnosing running engines with similar faults.



MerCruiser Catalyst engine product change updates, detailed emissions control strategy, plus diagnostic techniques for the latest service requirements are provided. Technicians will use run files from actual situations encountered in the field to interpret and diagnose engine failures using the G3 Diagnostic Software. The lessons learned from the G3 run file discussions are reinforced by diagnosing running engines with similar faults.

Subjects covered

- MerCruiser product change updates, service bulletins, plus diagnostic techniques for the latest service requirements are provided.
- Technicians will use run files from actual situations encountered in the field to interpret and diagnose engine failures using the Computer Diagnostic System and G3
- The lessons learned from the run file discussions are reinforced by diagnosing running engines and the MerCruiser EC simulator with similar faults.
- EC systems theory and troubleshooting which is somehow different from non EC equivalents.

LEARN prerequisites

- MerCruiser product update in 2013
- CDS orientation + exam
- CDS/G3 orientation (no exam)
- Smartcraft I + exam
- Propellers + exam

Classroom prerequisites

No classroom prerequisites

Test requirements

Exams to be completed DURING the course in LEARN:

- 496 troubleshooting exam
- DTS 2006 Theory exam



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6. Axis Gen 1 and 2 & Joystick Piloting for Outboards

Duration

2 days

Course description

This course is designed to introduce Mercruiser Certified Technicians to the Axis. The Axis (dual sterndrive package) system represents a new Technology available to the boating public. This system use a joystick based control to aid in maneuvering in marinas and other tight quarters. They tie together the control of both main engines with the individually articulating Bravo Three drives, used in the Axis product to give the operator one handed control of all vessel motions.

Subjects covered

- Understand Axis Gen I and II configurations and differences
- Mechanical troubleshooting on both systems
- Electronic troubleshooting on both systems, hands-on engines and simulator
- Installation and PDI guidelines

LEARN prerequisites

Axis dealer checklist + exam

Classroom prerequisites

Mercruiser + EC ILT needs to be completed before!!!

Test requirements

No test requirements




MERCURY **Joystick Piloting**
FOR OUTBOARDS

Total control at your fingertips

Introducing Mercury® Joystick Piloting for Outboards — the system that allows you to effortlessly move your large outboard-powered boat in any direction with the push of a joystick — taking the stress out of docking and maneuvering in tight spaces and less-than-ideal environments.

Key features

- Easy joystick docking and maneuvering
- Quieter and more capable than bow or stern thrusters
- Proportional joystick allows control of both throttle and steering with one hand
- SmartCraft® Digital Throttle & Shift (DTS) and electro-hydraulic power steering
- System can be maintained while boat is in the water
- Mercury's engine-matched warranty provides confident boating for years to come
- All components manufactured by Mercury

7. Mercury Diesel

Duration

3 (+1) days

Course description

QSD/TDI product change updates, plus diagnostic techniques for the latest service requirements are provided.

Students will learn the about the structural components such as cooling, lubrication and fuel management specific to these engines.

They will use actual situations encountered in the field to interpret and diagnose engine failures using the CDS, G3 and VCDS diagnostic tools.

Also installation procedures will be discussed.

Subjects covered

- QSD/ TDI product change updates, service bulletin, plus diagnostic techniques for the latest service requirements are provided.
- Technicians will use run files from actual situations encountered in the field to interpret and diagnose engine failures using the Computer Diagnostic System, Scandi tool and VAG analyzer.
- The lessons learned from the run file discussions are reinforced by diagnosing running engines and the Mercruiser EC simulator with similar faults.

LEARN prerequisites

CDS orientation + exam

Classroom prerequisites

No classroom prerequisites

Test requirements

Exams to be completed DURING the course in LEARN:

- DTS 2006 Theory exam

8. Zeus

Duration

2 days

Course description

Students will learn the about all mechanical components of pods and drives, and how to service these.

After this course they also will understand the electronic controlling mechanisms and their similarities with Axius and DTS.

A troubleshooting session using the G3 diagnostic tool is part of this training.

Also provided are installation instructions and PDI guidelines.

Subjects covered

- Understand mechanical and electrical components on a Zeus installation
- Mechanical and electronic troubleshooting on Zeus systems
- Installation and PDI guidelines





MERCURY

LEARN prerequisites

Diesel only trainees need to complete the DTS trainings in LEARN

Classroom prerequisites

No classroom prerequisites provided

Test requirements

No test requirements

9. Drives

Duration

1+1 days (outboard + sterndrive)

Course description

Maintenance and servicing procedures will be discussed. Hands-on exercises, covering the teardown, inspection, repair, reassembly and setup of the outboard and Mercruiser gear housings

On the subject of Mercruiser Transom Assemblies, you will learn Hands-on exercises will cover the teardown, inspection, repair, reassembly and set-up of the Alpha and Bravo Transom Units. The power trim and power steering system components and function will be explained and there are hands on procedures to be performed on the trim system components. Additional information on engine alignment, drive unit removal and installation and shift setup will be provided, as required.



Subjects covered

- Understand mechanical components on a drive and what tools are required to service them
- Hands on repair and maintenance

LEARN prerequisites

No prerequisites

Classroom prerequisites

No classroom prerequisites provided

Test requirements

No test requirements

10. Update Training

Duration

1 day outboard + 1 day Mercruiser

Course description

This course contains the latest MerCruiser and outboard Product Updates.



Students will receive up to date information on new product offerings, changes to the existing products and service tips to help better prepare them for issues in the field. This course is MANDATORY every year towards maintaining their certifications.

Subjects covered

Content will be product changes and service issues throughout the previous season.

LEARN prerequisites

No prerequisites



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Classroom prerequisites

No classroom prerequisites provided

Test requirements

No test requirements

11. Outboard Technicians new to marine industry

Duration

Technician can decide.

Course description

This course consists of online items grouped in a curriculum. These courses and exams should bring the technician up to speed on marine specific technology / terminology and tools used. They are accessible through Mercury's LEARN online university. As this is an online event only, a technician can go through these courses at his own pace.



Subjects covered

- LEARN introduction
- Basic marine technology & Fundamentals
- Diagnostic tools
- Rigging and propellers
- Hydraulics
- Troubleshooting marine engines
- Failure Analysis
- Corrosion

LEARN prerequisites

None

Classroom prerequisites

None

Test requirements

None

12. Sterndrive/Inboard Technicians new to the marine industry

Duration

Technician can decide.

Course description

This course consists of online items grouped in a curriculum. These courses and exams should bring the technician up to speed on marine specific technology / terminology and tools used.

They are accessible through Mercury's LEARN online university. As this is an online event only, a technician can go through these courses at his own pace.

Subjects covered

- LEARN introduction
- Basic marine technology & Fundamentals
- Diagnostic tools
- Propellers
- Hydraulics
- Troubleshooting marine engines
- Failure Analysis
- Corrosion



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LEARN prerequisites

None

Classroom prerequisites

None

Test requirements

None

13. EMEA OEM/Boatbuilder Courses

Duration

To be decided by instructor / service representative.

Course description

This is a tailor-made training module, based upon the requirements of a boatbuilder. The location of the training is at the boatbuilders premises. It is targetted at the OEM designers, purchasers, line workers, end-of-line testers and boat testers. This means that not all attendees will go through all segments of the complete training. There will be separate modules for: Outboard, MCM, Diesel, Axius / OB Joystick, Zeus.

Subjects covered

Rules and regulations with regards to RCD and others.
Extranet and other sources of information accessibility.
Data exchange between Mercury and OEM.
Engine installation/ engine room requirements,
Mercury approved engine/ drive/ transmission combinations.
Propeller and drive ratio calculations, propeller characteristics.
Required and optional parts and accessories that can be fitted to an engine.
Helm ergonomics: where to place gauges / levers and why.
Hands on training on engine installation such as transom preparation, engine alignment, steering and shifting installations+ troubleshooting.
Calibration of analog and smartcraft gauges, fuel tanks, priming procedures, trim systems, anti corrosion systems + troubleshooting.
Water tests: check for leakage; propeller selection; engine height corrections; monitoring of operating temperatures and other critical parameters.
IQ certification process.



LEARN prerequisites

None

Classroom prerequisites

None

Test requirements

None

14. C & G Training

Duration

To be decided by instructor / service representative

Course Description

This is a tailor-made training module, based upon the requirements / products of a commercial or governmental customer. The location of the training is at customers premises.



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It is targeted at the customers operators and maintenance technicians

Subjects covered

Rigging of product
Maintenance procedures and products dedicated to application
Engine mechanical components
Engine electronic components
Basic troubleshooting with and without Mercury diagnostic tools
Mercury contacts & documentation
Operator training on Mercury engines

LEARN prerequisites

None

Classroom prerequisites

None

Test requirements

None

14. Boat Dealer Course

Duration

1 day

Course description

The training module consists of all info required to perform the PDI, maintenance and basic troubleshooting of all Mercury product (OB, MCM, Diesel)
It is targeted at the boatdealer technician.

Subjects covered

Model overview
PDI procedures
Maintenance procedures and products
Extranet registration
Engine mechanical components
Engine electronic components
Basic troubleshooting with and without Mercury diagnostic tools
Extended storage & winterization procedures.

LEARN prerequisites

No prerequisites

Classroom prerequisites

No classroom prerequisites

Test requirements

No test requirements



2014 Training Legend

Product	Training Description	Duration	
FourStroke	Outboard 4-stroke 3,5 hp -> 60 hp (+ SmartCraft)	2 days	16 hours
VERADO	Verado, L4NA & 150 hp	3 days	24 hours
	Verado, L4NA & 150 hp (+ SmarCraft / DTS)	4 days	32 hours
	Optimax engines	1,5 day	12 hours
	Optimax engines (+ DTS)	2,5 days	20 hours
	MerCruiser and Emission Control	3 days	24 hours
	MerCruiser and Emission Control (+ DTS)	4 days	32 hours
	Drives (outboard & sterndrive)	2 days	16 hours
	Axius Gen 1 & 2	2 days	16 hours
	Mercury Diesel	3 days	24 hours
	Mercury Diesel (+ DTS)	4 days	32 hours
ZEUS	Zeus	2 days	16 hours
	Update Training (all products)	2 days	16 hours

- Day Off (no possible training session)
- Training sessions
- Update Trainings

Address of BME Training Center : BRUNSWICK MARINE in EMEA
 Parc Industriel de Petit-Rechain / Rue de Gelée
 4800 VERVIERS
 BELGIUM



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PASSPORT

Numerical reference on the passport is the technician identification and will be used to keypunch PDI and maintenances on the Extranet. It will also allow the dealer to appear as Service Certified for the product his technician received the certification for.

In order to receive a passport and be certified, technicians must attend one or more of the courses mentioned in section 04-3.



Recertification

Training courses certifications are valid 1 (one) year. Technician who are already certified (who have already received a passport for at least one product) come every year and attend an update meeting to be recertified et keep their passport active for this (those) product(s). Update meetings are not only information days. If certified technicians do not attend these meetings **they will not longer be certified.**

DATE	LOCATION & INSTRUCTOR NAME	TRAINING SUBJECT & LEVEL	EXPIRATION DATE

When a technician does not attend the mandatory update meeting, his passport is deactivated and he can no longer keypunch PDI or maintenances on the Extranet.

The dealer concerned will also lose the certification for the products his technicians have not attended the update meeting. This means that the dealer will not be displayed anymore on the Extranet with a certification for the products linked to the previous trainings followed by his technicians.

If a new technician is willing to attend an update training although he has no passport he can do it but he will not get any certification for this attendance. To be certified he must first attend a complete course (several days) - see section 04-3.

What has changed

In the previous years the training so also the passport was valid 2 years. Before expiration of those 2 years the certified technician had to mandatorily follow a complete training course to recertify. Now the update meeting acts as annual recertification for the trainings already attended by the technicians.

This is also the reason why **NO** passport is delivered to technicians attending update meetings and who do not already have their passport. For them update meetings are only information sessions. For certified technicians update meetings are also update to their certification and a way to have their passport kept up-to-date.



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TRAINING AT BME

Training Rules

Transport and hotel booking are student's responsibility. After the confirmation of their inscription, the students receive a list of the hotels with whom we have special prices. They can be helped with the hotel booking when it is necessary. Please find on page 4 a list of the hotels we are used to work with.

Concerning the transport, no shuttle is foreseen from the Hotel to Brunswick and back, as well as from the airport and back. Transportation can be organized at request but the cost of this service will be invoiced to the dealer after the training.

Any participant gets access to our facilities if he has previously duly registered. Any replacement must be confirmed prior to the training starts and only announced participants are authorized to access the training facilities.

Any cancellation must be confirmed to the BME Training Administration (phones calls or e-mails to the trainer are not sufficient) at least 2 weeks before the training starts. Without prior cancellation on due time training fee will be due.

Training Administration

First day of the training, the trainer receives notebooks and an attendance sheet. He has to ask students to check it and correct it when necessary (passport no., name spelling, ...) and to sign it. Then immediately after checking this attendance sheet has to be returned to BME Training Administration for creation of the training certificates and passport updates.

Before the training starts, the trainer must ask BME Training Administration for the security presentation. This will allow BME team to improve the quality of its Training Center.

USB sticks are given to the students at the end of the training (together with passports and certificates).

The last day of the training, the students are requested to fill in the two (2) pages of the evaluation form.

Lunch is provided to the students each training day (except when the training starts at 1:00 pm). If you have special diet or food requirements please advise BME Training Administration at least two weeks before the training starts.

Visitors Management

The access to all the pedestrian zones (9 gates) is secured by electrical closing doors, which can be activated thanks to a badge.


Warning: It is MANDATORY that the student registers himself EVERY DAY at check-in AND at check-out.

In case of technical trainings two generic badges “Training Center Student” can be activated. These ones will be distributed to the Trainer and will be under his responsibility. The first one will be a trainer personal badge, and the other one will be a “key” badge intended for students when needed. The trainer will thus be responsible for the recovery of that “key” badge after each use.

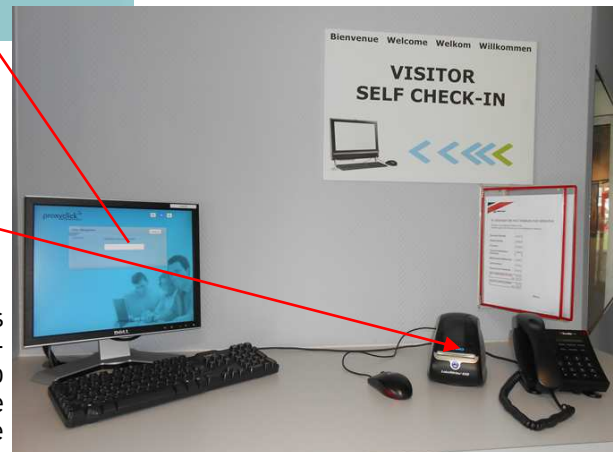
A visitor list must be created in our system prior to visitors arrival. This is one of the reasons why dealer technicians must be registered to the training no later than one week before the start of this training course.

Manage a visit

At arrival the previously registered technician has to self check-in at the PC in the lobby, by introducing his last name.



Stickers printer



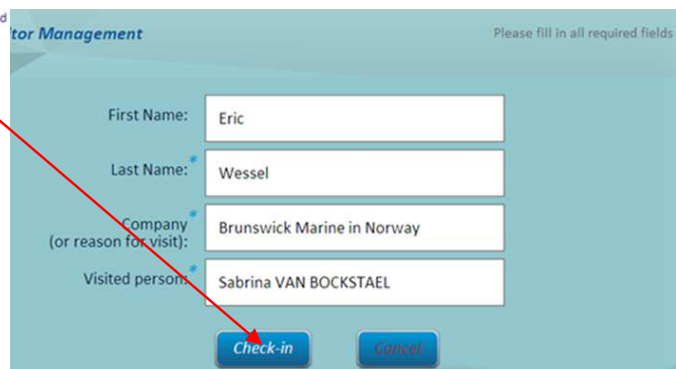
Then the technician has to accept the Terms & Conditions. All information previously registered will appear and visitor just has top “check-in” in order to print his sticker (name sticker must be always kept visible on the clothes).

Company Terms & Conditions

Terms & Conditions when visiting BRUNSWICK MARINE in EMEA

General alarm regulations :

- * The alarm is sounded by a continuous signal (As opposed to the alert which is a discontinued signal).
- * The alarm is an evacuation order for everybody.
- * the alert is intended for the « Safety Actors » to inform them of a possible danger.
- * Fire alarms are tested once a month, every first Thursday, 2 pm



I accept the Terms & Conditions



That check-in will automatically send an e-mail to the visited person so that he can come and welcome the visitor waiting in the lobby.



[Proxyclick] - Eric Wessel has checked in
Proxyclick Auto-Send to: Sabrina.vanbockstael

Your visitor Eric Wessel (Brunswick Marine in Norway) has arrived and is waiting for you at Lobby.

Powered by Proxyclick

The instructor will open the door and join you in the lobby. Should you go out and come back in alone during your stay pay attention that a badge is mandatory to come back. That's the purpose of the "key" badge that will be under the instructor's responsibility. Badge in the lobby, just next to the sliding door.

To open the sliding doors to the lobby, just push the switch located next to the badging machine.



EVERY DAY visitor has to check-out at the PC in the lobby. Process is the same as for the check-in, except that the visitor can check-out either with his name or with his check-out number (mentioned at the right bottom of the sticker).

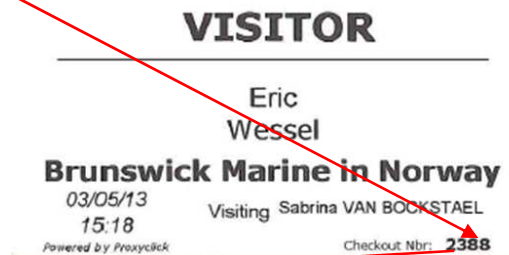
Visitor Management Check-out

Check-in

Visitor Management Check-in

Check-out

Eric Wessel
2388





List of Hotels

Where to sleep ? Où dormir ? Wo schlafen ? Waar slapen ? (*)



HOTEL LE MIDI

Rue du Midi, 9 - 4800 PETIT-RECHAIN(Verviers)-BELGIUM

Phone +32(0)87/32.17.50 - Fax +32 (0)87/32.17.59

info@hotellemidi.be - www.hotellemidi.be

Price : single 48,00 € - Double 51,00 € (Breakfast + 7,00 €)



BEST WESTERN UNIVERS HOTEL

Rue des Guillemins, 116 - 4000 LIEGE - BELGIUM

Phone +32(0)4/254.55.55 - Fax : +32(0)4/254.55.00

univershotel@skynet.be - www.univershotel.be

Brunswick price : single + BF 72,00 € / Double + BF 88,00 €



HOTEL VERVIERS

Rue de la Station, 4 - 4800 VERVIERS - BELGIUM

Phone +32(0)87/30.56.56 - Fax : +32(0)87/30.56.57

reception@hotelverviers.be - www.hotelverviers.be

Brunswick price : single + Breakfast 75,00 €



NOVOTEL MAASTRICHT

Sibemaweg, 10 - 6227 AH MAASTRICHT - NETHERLANDS

Phone +31(0)43/202.90.00 - Fax +31(0)43/361.60.44

H0991@accor.com - www.novotel.com

Brunswick price : single + Breakfast 87,00 €

* Please take care of your hotel booking and mention you come for Brunswick Training in order to receive the special rate.
* Nous vous remercions d'effectuer votre réservation d'hôtel par vous-même. Mentionnez que vous venez pour une formation Brunswick pour obtenir le tarif préférentiel.
* Bitte kümmern Sie sich um die Buchung und vermelden Sie, daß Sie für Brunswick Training kommen, um der Vorzugpreis zu erhalten.
* Gelieve uw hotel boeking zelf te maken en vermelden dat u voor Brunswick Training komt, om van het speciaal tarief te genieten.



MERCURY

Brunswick Marine *in* EMEA Inc.
A Brunswick Company

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