



The Best Boat Brands

Lifetime + 6 Warranty Policy

For 2013 model boats

Smokercraft Family of Products/Starcraft Marine Lifetime Limited Warranty

Smokercraft Family of Products/Starcraft Marine Limited Lifetime warranties are extended to the original retail purchaser when the boat is sold through an authorized SMOKERCRAFT FAMILY OF PRODUCTS/STARCRAFT MARINE boat dealer and are not transferable to any subsequent owner.

Aluminum Riveted Hulls

Leakage resulting from defects in material or workmanship on double riveted main hull seams is covered by a lifetime limited warranty to the original consumer. This includes all side to bottom, transom to hull side, and transom to bottom double row riveted seams. Structural damage to the hull seam caused by striking an object, is not covered.

The warranty period for all other portions of aluminum riveted boat hulls is ten (10) years and covers labor and material costs on the following depreciation schedule.

Year	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
Starcraft Pays	100%	100%	80%	70%	60%	50%	40%	30%	20%	10%
Owner Pays	0%	0%	20%	30%	40%	50%	60%	70%	80%	90%

Aluminum Welded Hulls

The Smokercraft Family of Products/Starcraft Marine “leak-proof-for-life” hull warranty covers material and labor costs to repair any problem of water intrusion through the hull caused by defects in material and workmanship for the life of the boat while owned by the original consumer. The “leak-proof-for-life” hull warranty is not transferable and is available to the original consumer only. **Structural damage to the hull caused by striking an object, is not covered.**

The length of warranty for items which haven’t caused a leak, but are covered by warranty such as welds on hulls is pro-rated for ten (10) years from the date of purchase to the original consumer for defects in material and workmanship. This covers labor and material costs according the following depreciation schedule:

Year	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
Starcraft Pays	100%	100%	80%	70%	60%	50%	40%	30%	20%	10%
Owner Pays	0%	0%	20%	30%	40%	50%	60%	70%	80%	90%

Pontoons

The DECK, TUBES, and TRANSOMS are covered under warranty for defects in material or workmanship for as long as the original purchaser owns the boat. Warranted plywood decking material will be replaced including labor, carpet/vinyl, and glue for a period of 10 years. After 10 years the material itself will be replaced.

Fiberglass Hulls

Any Structural Hull Defect, as defined below, which is caused by a defect in factory materials or workmanship, for as long as the original purchaser owns the boat. For purposes of this limited warranty: 1) The "Hull" shall mean the single fiberglass molded shell and integral structure within that shell, including stringers, floorboards and related structural reinforcements, all of which are below the hull flange; and 2) a "Structural Hull Defect" shall mean a substantial defect in the boat's Hull which causes the boat to be unfit or unsafe for general use as a pleasure craft under normal operating conditions.

Limited Six Year Parts and Components Warranty for all types of boats

Excluding electronic items such as Stereos, Gauges, Minn Kota, Lowrance and Humminbird products, all parts or components which are manufactured or installed by Smokercraft Family of Products/Starcraft Marine are covered for parts and labor for a period of six years if found to be defective in factory material or workmanship.

The 6 year period starts from the date of delivery of the boat to the original retail purchaser. Smokercraft Family of Products/Starcraft Marine's obligation under this limited warranty shall be limited to the repair or replacement of parts that are found to be defective in materials or workmanship. Such equipment or accessories may also carry its own individual warranty provided by its manufacturer and/or distributor ("Component Manufacture"). Such additional warranties by the Component Manufacturer are hereby assigned to the retail purchaser, to the extent permitted by the Component Manufacturer. Smokercraft Family of Products/Starcraft Marine will, at its option, repair or replace any part covered by this warranty that is found to be defective. This warranty shall become effective only upon Smokercraft Family of Products/Starcraft Marine receipt of the Warranty Registration which shall identify the boat by the hull identification number.

Stereos, Gauges, Minn Kota, Humminbird, and Lowrance products:

These components are covered by their original manufacturer's warranty policies and procedures. Smokercraft Inc. has negotiated extended warranty coverage for many of these products beyond their normal OEM warranty. Due to the rapid change in models and equipment variations Smoker Craft/ Starcraft Marine cannot guarantee model or service part availability. These parts warranties are handled by the original manufacturer so that equivalent equipment can be exchanged if necessary and expertise in diagnostic assistance given. See the Electronic Equipment Manufacturers specific warranty programs on pages 11-21 of this manual.

Aftermarket parts will have the remainder of their OEM, New Boat Warranty, or a 1 year parts replacement warranty from Smokercraft Inc. whichever is longer.

This Limited Warranty does not apply to:

1. Component parts not manufactured or installed by Smokercraft Family of Products/Starcraft Marine, including but not limited to: engines, drive trains, electronic equipment, trolling motors, controls, props, depth finders, batteries, trailers, and trailer tires. Such equipment or accessories may carry their own individual warranties provided by the respective Component Manufacturer. The warranties provided by the Component Manufacture on such component parts are hereby assigned to the retail purchaser, to the extent permitted by the Component Manufacturer, as the retail purchaser's sole and exclusive remedy with respect to such items.
2. Window damage, alignment, breakage or water leakage, including water leakage through convertible tops
3. Engine installation (when installed by others)
4. Electrolysis or galvanic corrosion
5. Canvas zippers
6. Damage or deterioration of cosmetic surface finishes, including cracking, crazing, discoloration, air voids, fading or oxidation of gel coat, wood finishes (varnishes, stains, and paints) plastics, trim tape, plated or painted metal chips or scratches
7. Gel Coat cracks, or stars
8. Tears and/or fading in vinyl, upholstery, carpet or canvas
9. Damage, shrinkage, or deterioration of carpet, upholstery and exterior canvas tops, enclosures, and weather covers (including rainwater leakage) due to exposure to the elements.
10. Damage or deterioration due to time spent in dealer inventory exposed to the elements.
11. Any discoloration or damage due to environmental exposure or micro-organisms creating "pinkening", "greening", "browning", "yellowing", "burning" etc.
12. Damage resulting from use of cleaners, protectants, or other chemicals not compatible with the damaged surfaces or finishes
13. Mildew, mold, or other environmental affects from micro-organisms, moisture, dirt, or heat.
14. Any boat which has been altered or modified from Smokercraft Family of Products/Starcraft Marine factory specifications
15. Any boat initially sold at retail by a party other than an authorized Smokercraft Family of Products/Starcraft Marine factory dealer;
16. Any boat which has been used for racing or any military purposes, or which has been overpowered according to Smokercraft Family of Products/Starcraft Marine factory or USCG specifications for such boat.
17. Use of a jack plate not installed by Smokercraft Family of Products/Starcraft Marine
18. Any boat used for commercial purposes
19. Any unauthorized repair, installation, or attempted disassembly
20. Damages due to inadequate trailer support, transom support or improperly designed or assembled trailers.
21. Any failure or defect caused by an accident; product abuse or misuse; failure of the owner to use, maintain, or store the boat as specified in Smokercraft Family of Products/Starcraft Marine's owner's manual(s); normal wear and tear, and any other failure to provide reasonable care and maintenance

Limited Warranty does not apply to:-Continued-

22. Any transportation, haul out, or other expenses incurred in returning the boat to the selling dealer or to the Smokercraft Family of Products/Starcraft Marine factory for warranty service
23. Any representation or implication relating to speed, range, fuel consumption or estimated performance characteristics
24. Any failure or defect caused by an act of nature resulting in damage, cost, or expense
25. Any boat which has been salvaged or declared a total loss or a constructive total loss for any reason not covered by this Limited Warranty

Other Limitations and Disclaimers

1. All other warranties, expressed or implied, including the implied warranties of merchantability and fitness, are expressly excluded.
2. Smokercraft Family of Products/Starcraft Marine further disclaims any liability for economic loss arising from claims of product failure, negligence, defective design, manufacturing defect, failure to warn and/or instruct, lack of seaworthiness, and any other theory of liability not expressly covered under the terms of this limited warranty.
3. To the extent any implied warranty of merchantability or fitness for a particular purpose is implied by law and can not be disclaimed under applicable law despite the disclaimer herein, such warranties shall be limited to the duration of one year from the date of delivery of the boat to the first retail owner.
4. Neither Smokercraft Family of Products/Starcraft Marine nor the selling dealer shall have any responsibility for any incidental or consequential damage; loss of use of the boat; loss of time, profits or income; inconvenience; commercial or economic loss; or any other consequential or incidental damages.
5. In no event shall any repair or replacement under this limited warranty exceed the fair market value of the customer's boat as of the date the customer provides notification of the defect.
6. Some jurisdictions do not allow limitations on how long any implied warranty lasts, so the above limitation may not be applicable. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not be applicable. This limited warranty gives the owner specific legal rights, and the owner may also have other rights, which vary from state to state.
7. Owners in the European Union (EU) may have legal rights under applicable national legislation governing the sale of consumer goods which are not affected by this express limited transferable warranty. If these laws apply to the owner of the boat, then the boat may be returned to any authorized Smokercraft Family of Products/Starcraft Marine dealer in the EU, at the owner's expense. Information relating to authorized EU dealers may be obtained by contacting Smokercraft Family of Products/Starcraft Marine at 574-831-2103.

Other Limitations and Disclaimers-Continued-

8. The terms and conditions contained herein, as well as those of any documents prepared in conjunction with the sale of Smokercraft Family of Products/Starcraft Marine boat may not be modified, altered, or waived by any action, inaction or representations, whether oral or in writing, except upon the express, written authority of an executive management employee of Smokercraft Family of Products/Starcraft Marine.
9. Smokercraft Family of Products/Starcraft Marine reserves the right to make changes in or additions to the boats built or sold by them at any time without incurring any obligation to make the same or similar changes or additions to boats previously built or sold.
10. Smokercraft Family of Products/Starcraft Marine and its dealers also reserve the right to provide post-warranty repairs, conduct recalls, or extend the warranty coverage period for certain boats or boat populations, at the sole discretion of Smokercraft Family of Products/Starcraft Marine. The fact that Smokercraft Family of Products/Starcraft Marine has provided such measures to a particular boat or boat population in no way obligates Smokercraft Family of Products/Starcraft Marine to provide similar accommodations to other owners of similar boats

The Owner's Obligations

To obtain warranty service, the consumer must return the boat, together with proof of original purchase to their authorized Smokercraft Family of Products/Starcraft Marine dealer. If the selling dealer is unavailable, or unable to accomplish the repairs, additional service center choices can be obtained by using thebestboatbrands.com website dealer locator for your brand, to find other dealers in your area. All warranty work must be performed by an authorized Smokercraft Family of Products/Starcraft Marine dealer. Certain warranty repairs require special training though, so not all dealers are authorized to perform all warranty repairs. This means that depending on the warranty repair needed, the boat may need to be taken to another authorized dealer or returned to Smokercraft Family of Products/Starcraft Marine. Smokercraft Family of Products/Starcraft Marine must receive written notice of any remaining warranty claims from the owner prior to the expiration of the owner's limited warranty, and the owner must allow Smokercraft Family of Products/Starcraft Marine an opportunity to resolve the matter. The Owner must notify Smokercraft Family of Products/Starcraft Marine of any boat being repaired by an authorized Smokercraft Family of Products/Starcraft Marine dealer which has been at the dealership for (30) days, or of any claimed defect which was not corrected after one repair attempt.

The consumer must pay for related transportation charges and/or travel time to and from an authorized service center, and any copayments or deductibles assigned by component manufacturers. All haul-out launching, de-rig/re-rig, phone, rental, inconvenience, loss of time/income, motel accommodations, meals or other expenses incurred by the consumer are not covered by warranty.

Transferability

The lifetime coverage of Limited Lifetime Structural Hull Warranty extends only to the first retail purchaser. The Limited Structural Hull Warranty may be transferred by the first retail purchaser once to a second retail purchaser, but upon transfer, it will expire ten (10) years from the date of original purchase by the first retail purchaser, as reflected in Smokercraft Family of Products/Starcraft Marine's records. The Limited Six Year Parts and Components Warranty may be transferred by the first retail purchaser once to a second retail purchaser. To activate a transfer under this Limited Warranty, the second retail purchaser must send a written request to Smokercraft Family of Products/Starcraft Marine within thirty (30) days of the purchase of the boat, accompanied by payment of a transfer fee to Smokercraft Family of Products/Starcraft Marine in the amount of \$300. Smokercraft Family of Products/Starcraft Marine reserves the right to reject any warranty transfer request, including those for a boat that has been damaged, neglected, or otherwise previously excluded from warranty.

Warranty Procedures

Warranty Registration

Warranty Card

This form will be completed by the dealer after the boat has been retail sold. This form ensures that the customer is registered in our system and receives warranty benefits. This form must be submitted within 30 days of boat sale. Proof of purchase date or bill of sale may be required on non-current registrations. The customer and dealer may keep a copy for their records. As an alternative, dealers can register a boat online.

Online Registration

This will be submitted by the dealer after the boat has been retail sold on the website www.marinedealertrader.com. This will initiate an email to be sent to the factory and ensures that the customer is registered in our system and receives warranty benefits. This must be submitted within 30 days of boat sale. Proof of purchase date or bill of sale may be required on non-current registrations. The customer and dealer may keep a copy for their records.

Warranty Claims

Our dealers are compensated for warranty repairs by submitting warranty e-claim forms or from our website based submittal forms. Instructions for submitting the form are on the form itself which can be found on our Dealer's Edge website. We require warranty claims be submitted within 30 days of the repair completion date. Please do not fax warranty claims to us. **If the warranty repair is for Electronic components, contact the manufacturer for warranty submittal and replacement parts.** If the total labor to repair any one failure is less than five hours, the repair should be made as required and a warranty claim submitted. If it is apparent the labor hours will exceed five hours, or there is no flat rate for the repair, the dealer is required to obtain an authorization prior to beginning the repair. The flat rate schedule for all repairs and brands is available on our Dealers Edge website. A prior authorization request must be submitted through the website or on an e-claim. In addition, if the repair will include painting, welding, or carpet, the claim must also be pre-approved. Hull serial number, description of the problem and the estimated cost to repair (parts and labor) must be provided.

We will not accept return parts send back by common carrier freight collect.

Warranty claims that are incomplete, have incorrect information or are submitted for retail sold boats that have not been registered under warranty will be returned as an unprocessed claim, along with a request for additional or correct information.

Once the warranty claim is processed the amount approved is either posted on the dealer's account in the form of a credit or you may request a check from our Credit Department. A copy of a credit memo will be emailed to you.

Shortage/Damage Procedure -

Shortages and/or damages must be reported on the I.C.R. (Inspection and Claim Report) Form. We request that you remove the shrink wrap and check for shortages or damages within 30 days of delivery of the product. Shrink wrap is for shipping purposes only. It is not UV inhibiting, nor does it breath. If used for storage, mildew could cause seat stains, damages to exterior finishes, etc. and will not be covered under warranty. Any exterior or interior finish flaws, scratches, or missing items reported after the 30 day period are considered the dealer's responsibility and you will be charged for replacement parts.

Repair Boat Return Procedures

When returning a boat to the factory service center, prior arrangements must be made with the Customer Service/Warranty Department. Our driver(s) will not load a boat for return to the factory without the proper paperwork.

Boats are repaired in the order in which they are received at the factory. Our goal is to have repairs completed in less than 90 days, but this may extend if the boat is returned in winter or spring months due to back log.

Please note the following rules for sending boats in for repair:

- All transportation costs to and from the authorized service center or factory; all haul-out, launching and rigging costs will be at the expense of the owner
- Please remove all personal property
- Place protective plastic wrap on pontoon fence panels, painted finishes, and motors prior to shrink wrapping to prevent chafing damage.
- Do not ship boats back with mooring or playpen covers installed.
- Shrink wrap all boats being returned to prevent damage from storms, road dirt and debris, and loss of cushions and other loose items. Please place gap wedges between pontoon fence and gates to prevent shrink wrap from altering gaps.
- Please remove all fuel from boats being returned for repair
- Please disconnect batteries prior to returning for repair
- Any boat returned to the factory between October 1st and May 1st must be winterized
- A written list detailing problems should be provided and faxed to the Customer Service/Warranty Department prior to the return of any repair boat
- Digital pictures of the complete exterior and interior of the boat prior to shrink wrapping, must be e-mailed to the service manager at Smoker Craft Inc.

An electronic version of this form is available at www.mydealeredge.com in the warranty documents section or by contacting your Customer Service Representative.



BOAT RETURN FORM

email form and pictures to: joe.warstler@smokercraftinc.com

1	Date			
2	Dealer Name			
3	Dealer Phone Number			
4	Boat return address			
5	Dealer's contact name			
6	Dealer's email address			
7	Boat Owner's Name			
8	Boat Model			
9	Boat Serial number			
10	Purchase Date			
11	Is This a Warranty Repair? (Y/N)	Is this a Return for Credit? (Y/N)	Is This a Non-Warranty Repair? (Y/N)	

12	SMOCK Driver's Name			
13	Trailer #			

	Included equipment with boat : (Y/N)	Did you:
14	Trailer	Remove personal items?
15	Motor	Disconnect Batteries?
16	Batteries	Winterize boat between Oct 1 and May 1?
17	Windshield	Put protective wrap on fence, motors, etc. prior to shrink wrapping?
18	Mooring/Playpen cover	Remove mooring covers/playpen covers prior to shrink wrap?
19	Batteries	Put gap wedge in gates to prevent shrink wrap from closing gaps?
20	Other (list below)	Remove fuel from boat?
		Include digital pictures of boat (4 corners and interior)?
		Shrink wrap to protect boat during travel?

21	List items to be repaired:	
	1	
	2	
	3	
	4	
	5	
	6	
	7	
	8	

WARRANTY PROCEDURE

Warranty on Minn Kota Trolling Motors

Minn Kota Limited Lifetime warranty on Composite Shaft and Limited Two-Year warranty on entire product

Composite Shaft

Johnson Outdoors Marine Electronics, Inc. warrants to the original purchaser that the composite shaft of the purchaser's Minn Kota trolling motor is free from defects in materials and workmanship appearing within the original purchaser's lifetime. Johnson Outdoors Marine Electronics, Inc. will provide a new shaft, free of charge, to replace any composite shaft found to be defective more than two (2) years after the date of purchase. Providing such a new shaft shall be the sole and exclusive liability of Johnson Outdoors Marine Electronics, Inc. and the sole and exclusive remedy of the purchaser for breach of this warranty; and purchaser shall be responsible for installing, or for the cost of labor to install, any new composite shaft provided by Johnson Outdoors Marine Electronics, Inc.

Entire Product

Johnson Outdoors Marine Electronics, Inc. warrants to the original purchaser that the purchaser's entire Minn Kota trolling motor is free from defects in materials and workmanship appearing within two (2) years after the date of purchase. Johnson Outdoors Inc. will, at its option, either repair or replace, free of charge, any parts, including any composite shaft, found to be defective during the term of this warranty. Such repair or replacement shall be the sole and exclusive liability of Johnson Outdoors Marine Electronics, Inc. and the sole and exclusive remedy of the purchaser for breach of this warranty.

Terms Applicable to Both Warranties

These limited warranties do not apply to motors used commercially or in saltwater, nor do they cover normal wear and tear, blemishes that do not affect the operation of the motor, or damage caused by accidents, abuse, alteration, modification, misuse or improper care or maintenance. DAMAGE TO MOTORS CAUSED BY THE USE OF REPLACEMENT PROPELLERS OR OTHER REPLACEMENT PARTS NOT MEETING THE DESIGN SPECIFICATIONS OF THE ORIGINAL PROPELLER AND PARTS WILL NOT BE COVERED BY THIS LIMITED WARRANTY. The cost of normal maintenance or replacement parts which are not defective are the responsibility of the purchaser.

To obtain warranty service in the U.S., the motor believed to be defective, and proof of original purchase (including the date of purchase), must be presented to a [Minn Kota Authorized Service Center](#) or to Minn Kota's factory service center in Mankato, MN. Any charges incurred for service calls, transportation or shipping/freight to/from the Minn Kota Authorized Service Center or factory, labor to haul out, remove, re-install or re-rig products removed for warranty service, or any other similar items are the sole and exclusive responsibility of the purchaser. Motors purchased outside of the U.S. (or parts of such motors) must be returned prepaid with proof of purchase (including the date of purchase and serial number) to any Authorized Minn Kota Service Center in the country of purchase. Warranty service can be arranged by contacting a [Minn Kota Authorized Service Center](#) or by contacting the factory at 1-800-227-6433 or fax 1-800-527-4464. Note: Do not return your Minn Kota motor to your retailer. Your retailer is not authorized to repair or replace products.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THESE LIMITED WARRANTIES. IN NO EVENT SHALL ANY IMPLIED WARRANTIES (EXCEPT ON THE COMPOSITE SHAFT), INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, EXTEND BEYOND TWO YEARS FROM THE DATE OF PURCHASE. IN NO EVENT SHALL JOHNSON OUTDOORS MARINE ELECTRONICS, INC. BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations and/or exclusions 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.



HUMMINBIRD

One Year Limited Warranty & Service Policy Information

Humminbird® 1-Year Limited Warranty

We warrant the original retail purchaser that products made by Humminbird® have been manufactured free from defects in materials and workmanship. This warranty is effective for one year from the date of original retail purchase. Humminbird® products found to be defective and covered by this warranty will be replaced or repaired free of charge at Humminbird's option and returned to the customer freight prepaid. Humminbird's sole responsibility under this warranty is limited to the repair or replacement of a product that has been deemed defective by Humminbird®. Humminbird® is not responsible for charges connected with the removal of such product or reinstallation of replaced or repaired parts.

This warranty does not apply to a product that has been:

- Improperly installed;
- Used in an installation other than that recommended in the product installation and operation instructions;
- Damaged or has failed because of an accident or abnormal operation;
- Repaired or modified by entities other than Humminbird®.

Please retain your original receipt as a proof of the purchase date. This will be required for in-warranty service.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES ON THE PART OF HUMMINBIRD® AND WILL BE THE CUSTOMER'S EXCLUSIVE REMEDY, EXCEPT FOR ANY APPLICABLE IMPLIED WARRANTIES UNDER STATE LAW WHICH ARE HEREBY LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE. IN NO EVENT WILL HUMMINBIRD® BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY RELATING TO THE PRODUCTS.

Some states do not allow limitations on an implied warranty, or the exclusion of incidental or consequential damages, so the above exclusions may not apply to you. You may also have other rights, which vary from state to state.

Humminbird® Service Policy

Even though you'll probably never need to take advantage of our incredible service policy, it's good to know that we back our products this confidently. We do it because you deserve the best. We will make every effort to repair your unit within three business days from the receipt of your unit at our factory. This does not include shipping time to and from our factory. Units received on Friday are typically shipped by the following Wednesday, units received Monday are typically shipped by Thursday, etc.

All repair work is performed by factory-trained technicians to meet exacting factory specifications. Factory-serviced units go through the same rigorous testing and quality control inspections as new production units.

After the original warranty period, a standard flat rate service charge will be assessed for each repair (physical damage and missing parts are not included). Any repairs made after the original warranty will be warranted for an additional 90 days after service has been performed by our factory technicians. You can contact our Customer Resource Center or visit our web site to verify the flat rate repair fee for your product (visit the Product Support section):

<http://www.humminbird.com>

We reserve the right to deem any product unseizable when replacement parts are no longer available or impossible to obtain. This Service Policy is valid in the United States only. This applies only to Humminbird® products returned to our factory in Eufaula, Alabama. This Service Policy is subject to change without notice.

DOMESTIC (USA) CUSTOMERS:

PLEASE DO NOT RETURN THIS PRODUCT TO STORE FOR SERVICE

For all technical issues please call 1-800-633-1468 or visit www.humminbird.com, click SUPPORT. Please reference product serial number and model number when contacting Humminbird®.

Returning Your Unit for Service

Before sending your unit in for repair, please contact the factory, either by phone or by email, to obtain a Repair Authorization Number for your unit.

NOTE: Please do not return your Humminbird® to the store for service.

Please have your product model name and serial number available before calling the factory. If you contact the factory by e-mail, please include your product model name and serial number in the e-mail, and use Request for Repair Authorization Number for your e-mail subject header. You should include your Repair Authorization Number in all subsequent communications about your unit.

For IN-WARRANTY service, complete the following steps:

- Obtain a Repair Authorization Number from Humminbird® Customer Resource Center.
- Tag product with your name, street address, phone number and your assigned Repair Authorization Number.
- Include a brief written description of the problem.
- Include a copy of your receipt (to show proof and date of purchase).
- Return product freight prepaid to Humminbird®, using an insured carrier with delivery confirmation.

For OUT-OF-WARRANTY service, complete the following steps:

- Obtain a Repair Authorization Number from the Humminbird® Customer Resource Center.
- Include payment in the form of credit card number and expiration date, money order or personal check. Please do not send cash.
- Tag product with your name, street address, phone number and your assigned Repair Authorization Number.
- Include a brief written description of the problem.
- Return product freight prepaid to Humminbird®, using an insured carrier with delivery confirmation.

Contacting Humminbird®

Contact the Humminbird® Customer Resource Center in any of the following ways:

By Telephone (Monday - Friday 8:00 a.m. to 4:30 p.m. Central Standard Time):
1-800-633-1468

By e-mail (typically we respond to your e-mail within three business days):
service@humminbird.com

For direct shipping, our address is:

Humminbird
Service Department
678 Humminbird Lane
Eufaula, AL 36027 USA



Seaworthy, JBL, Infinity Stereo 6 Year Warranty, supported by Smokercraft Inc.

Dealer Support Process

Prospect will repair or replace the defective products with either new or refurbished product. This warranty will not extend to products deemed defective due to misuse, abuse, or personal disaster. Further, the warranty is null and void to products that have been tampered with. When in doubt, always consult your owner’s manual for a list of troubleshooting guidelines and, if unable to correct the issue, please contact Prospect Electronics for further help. The warranty begins with the end consumer’s date of purchase of the boat.

In the event of a failure of a 118 or 119 model stereo, it will be replaced with an infinity PRV250 or equivalent model stereo in order to keep the 6 year warranty program intact.

Dealer Support.

- A. If a unit is experiencing a problem, contact Prospect’s support department for further troubleshooting (843-416-2417 or e-mail twells@prospecelectronics.com). Our team will go through a series of checklists in order to fix the issue. If unable to fix the issue, we will ship out the defective product via ground within 1 business day of receiving a phone call/e-mail/fax. Upon receipt of the product at the dealer, we will allow 30 days upon which to return the product back to Prospect.
- B. What paperwork is involved?
 - Submit our *30 Day Hold* form via fax (843-849-9054) or e-mail (twells@prospecelectronics.com or prospecwarranty@prospecelectronics.com)
 - Once the form is received and has been completely filled out, Prospect will send out the product prepaid via UPS ground. Any expedited requests will be charged to the dealer.
 - Once the product is received by the dealer and the product is replaced, return the defective product to Prospect using the pre-paid shipping label to: **Prospect Electronics 3325 South Morgans Point Rd. Mount Pleasant, SC, USA 29466** Tel: 843-849-9037/Fax: 843-849-9054
 - Use the packaging that the replaced product was returned in. DO NOT just loosely throw defective product in a box and ship back. Doing so will result in damage to the product.
 - Be sure to mark the RA# (Return Authorization number) clearly on the outside of the box and include a copy of the original packing slip as well.
 - Prospect will evaluate the returned product and submit our findings to the manufacturer. **Returned units that have failed under warranty will have the dealer’s labor rate paid for the flat rate time period.** *Failure to return the product within 30 days will result in a possible delay of the next 30 day hold request and associated shipping of product. If the product has not been returned within 30 days, a reminder phone call will be placed.*

Flat Rate Fee as part of the Extended Warranty Program.

No problem found units/abused units will be returned and will not receive credit or labor.

<u>Time (hours)</u>	<u>Product</u>
.2	Speaker
.2	Faceplate portion of black box product
.3	Antenna, wired remote
.3	Black Box
.5	If both black box and faceplate need replacement



Jensen Radio 6 Year Warranty supported by Smokercraft Inc.

Hassle Free Dealer Exchange Program

ASA Electronics, LLC (“ASA”) warrants that its products are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, ASA will replace any part of its products that prove defective by reason of improper workmanship or materials. Replacement products will be provided by ASA on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. This warranty does not cover any damage to this product that results from accident, abuse, misuse, natural or personal disaster, or any unauthorized disassembly, repair, or modification.

1. 6-Year Warranty:

This warranty covers only repair or replacement of defective ASA products, as provided above. ASA will not discontinue support of its products, nor obsolete its products, as long as there are component materials available in the marketplace and reasonable customer demand for the products. The warranty period begins from the date of original retail sale and is subject to a one year shelf life, as measured from the manufacture date code in the serial number.

2. Free Technical Support:

- a. *If you experience difficulty during the installation or subsequent use of ASA product(s), contact ASA's Technical Support department prior to servicing your system.* ASA provides free English-language technical support to its customers worldwide.
- b. ASA's Technical Support in the United States can be contacted directly by calling toll-free at: 877-845-8750 (U.S. and Canada only), or by e-mail at: techinfo@asaelectronics.com.

3. Warranty Claim Procedures and Requirements:

For merchandise returned within the terms of this Warranty, **Starcraft Marine / Smoker Craft** or its authorized dealer, may obtain a Return Authorization Number to return any defective unit(s) by:

- Submitting the form in the *Contact Us* section on www.asaelectronics.com
- Faxing the form to (574) 266-1533
- E-mailing the form to customerservice@asaelectronics.com
- Calling a customer service professional at (800) 274-1886

Please have the following information available to speed the processing of your return request:

1. **Starcraft Marine / Smoker Craft** Dealer address, contact name and phone number
2. Model number of ASA product
3. Serial number of ASA product
4. Date of retail sale and date of failure
5. Hull identification number
6. Posted labor rate
7. Detailed description of defect
(Including operating environment that led to failure; i.e. unit shuts down after two hours of use)

Upon issuance of a Return Authorization Number, ASA will send replacement product(s) to the **Starcraft Marine / Smoker Craft** authorized dealer. The **Starcraft Marine / Smoker Craft** authorized dealer must return, within a 30 day time period, the defective product(s), including the unused accessories and literature in the replacement's box and packaging to ASA using the supplied pre-paid shipping label, utilizing the following procedure:

1. The defective product may be returned utilizing the packaging from the replacement unit or other suitable packaging. Please Note: The pre-paid return label is included inside the replacement package.
2. Please write the Return Authorization Number clearly on the outside of the box. Also, apply the pre-paid return label to the outside of the box.
3. Retain the detachable receipt from the pre-paid label for your records.
4. Please present the box to the carrier specified on the pre-paid label.

The **Starcraft Marine / Smoker Craft** authorized dealer will not be invoiced for the replacement product. **However, failure to return the defective unit within the 30 days may result in denial of future warranty with the specific authorized dealer.**

4. Exclusions

Excluded from the warranty coverage, but not limited by, are the following items:

1. Non-defective product.
2. Adverse effects caused by:
 - a. Externally generated noise or static.
 - b. Poor reception due to antenna (antenna is covered if purchased from ASA).
 - c. Improper installation or wiring.
3. Incidental damage caused to:
 - a. Tapes, CD's or DVD's.
 - b. Speakers (speakers are covered if purchased from ASA).
 - c. Accessories (accessories are covered if purchased from ASA).
 - d. Electrical system.
4. Loss of use.
5. Defective product, which in the opinion of ASA, has been physically damaged, either internally or externally, through alteration, tampering, modification, mishandling, misuse, neglect, accident or any other action taken by the customer which caused the unit to fail or function improperly.

Disclaimer:

THE FOREGOING IS THE COMPLETE WARRANTY FOR ASA'S PRODUCTS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO ASA'S PRODUCTS AND ASA EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL ASA BE LIABLE TO THE PURCHASER OR TO THE USER OF AN ASA PRODUCT FOR ANY DAMAGES, EXPENSES, LOST REVENUES, LOST SAVINGS, LOST PROFITS, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THE ASA PRODUCT, EVEN IF ASA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.



Exhibit A

LABOR CLAIMS

All labor claims must meet the following ASA requirements

The following information **is required and must be submitted** with each labor claim:

1. ASA Return Authorization Number (RA)
2. Model number of the product
3. Serial number of the product
4. Proof of Purchase (POP) (original Dealership or Consumer)
5. OEM Claim number, if applicable
6. Dealer activity (such as, removing the product)
7. Repair activity (why and what was repaired), if applicable
8. Time charged and Labor Hourly Rate
9. Copy of dealer paperwork.

Labor claims that will **not** be covered under the ASA policy:

1. Claims dated beyond 90 days of original service.
2. Product that is determined to be out of warranty.
3. Product that has been physically damaged or altered by the Dealer or Consumer
4. Product where no defect is found
5. Product that has not been returned to ASA unless instructed not to be returned (such as, Canadian, European, other International locations, speakers, antennas, etc.)
6. Parts

Authorized Labor Rates**

<u>Time (in hours)</u>	<u>Product Description</u>
0.2	Speakers, Non-wired Remotes
0.3	Antenna (except Omni), Wired Remotes
0.5	CD Changer
0.5	Omni Antenna
0.5	Radios (Including Satellite), Cassette/CD, DVD

*Labor rates will be paid at the dealer’s actual hourly rate.

** Time allotted on labor agreement is for removal and installation. These are not to be charged separately. (Example: 0.5 is for removal and installation of radio; not 0.5 for removal and 0.5 for installation)



Electronics and Marine LLC

(Dash Gauges)

Dealer Warranty Procedure

- Call Veethree if you are having difficulty with a Veethree Marine gauge or sensor product. Veethree phone number is **941-538-7775**. Technical support is available at extension **350**.

- Be prepared to supply the following information:

- a) Dealer name, address, contact name and contact information
- b) Product part number (printed on the side of the gauge)
- c) Manufacturing date code (printed below part number)
- d) Boat make & model
- e) Boat HIN number
- f) Date of original sale of the boat (if available)
- g) Reason for return

- If the problem cannot be resolved over the phone with the technician, Veethree will send a new replacement gauge to the dealer immediately, and issue a Return Authorization number (RMA) to the dealer.

- Return the alleged defective product to:

Veethree Electronics & Marine

2420 Trailmate Drive

Sarasota, FL 34243

ATTN: Returned Goods Dept.

- Veethree will test the product upon return. If the product fails testing and failure is a result of materials or workmanship, the dealer's full retail labor rate will be paid according to the Smokercraft Inc. flat rate guide.

- If the product passes testing, or is not within the warranty period, the dealer will be notified. If the dealer requests the gauge to be returned, it will be returned at the dealer expense. No labor will be paid.

NOTE:

Product manufactured by Veethree Electronics and Marine, when installed by Smokercraft Inc. Family of Products/ Starcraft Marine, carries a warranty period of 6 years after retail sale of the boat. Veethree manufactured gauges carry a manufacturing date Code of 09/1/09 or later. Product manufactured by Teleflex Marine carries a warranty period of 2 years after retail sale of the boat. Veethree will process all valid claims related to Teleflex Marine manufactured product in the same process as noted above.