



## Sierra International, LLC OWNER'S LIMITED WARRANTY

### WHO MAY USE THIS WARRANTY

Sierra International, LLC ("Sierra") extends this Limited Lifetime Warranty to the consumer ("owner" or "you") who originally purchased the Sierra manufactured product or component subject to this Limited Lifetime Warranty (the "Sierra Product") for his or her own use. It does not extend to any subsequent owner or other transferee of the Sierra Product.

### WHAT'S COVERED

**What does the Limited Lifetime Warranty cover?** SIERRA INTERNATIONAL INC. ("SIERRA") warrants its products to be free of defects in workmanship and materials for the useful life of the product (the "Warranty"). If a SIERRA product fails to comply with the Warranty, SIERRA will repair or replace the defective product free of charge. The Warranty is subject to the additional terms, conditions and limitations set forth below.

The Sierra Products subject to this Limited Lifetime Warranty are warranted to be free from defects in material and workmanship at the time of sale and under normal use for the expected lifetime of the product. Normal use excludes use in any racing or commercial applications. If Sierra determines to its satisfaction that the Sierra Product contains such a defect during the applicable Warranty Coverage Period, then Sierra shall, at Sierra's sole option, repair or replace the Sierra Product, or refund the original purchase price. Sierra reserves the option to replace the Sierra Product with an equivalent tested and certified Sierra Product.

**Labor and Towing Charges** - No Labor or Towing costs are eligible for coverage under this Limited Lifetime Warranty if you purchase the Sierra Product for self-installation (i.e. "cash and carry"), or if the Sierra Product is not otherwise originally installed by an Authorized Dealer or an Original Equipment Manufacturer (OEM). An Authorized Dealer is a dealer that has completed Sierra technical training related to the Sierra Product at issue and holds a certificate validating this training. An OEM is a boat manufacturer that purchases the Sierra Products directly from Sierra.

**The following Labor and Towing charges are covered if the Sierra Product was originally installed by an Authorized Dealer or OEM:**

**Labor** - Labor will be paid based on the Servicing Dealer's posted shop rate that is competitive and reasonable in the local market. Hours paid will not exceed the posted OEM flat rate. The original work order along with the original invoice and a copy of the new re-work order must be provided to Sierra to file a claim for payment of labor expenses. Charges will be paid directly to the Servicing Dealer and will not be paid to the owner. Sierra is not responsible for additional labor charges associated with the removal, reinstallation, or replacement of any equipment or furnishings beyond the covered Sierra Product.

**Towing** - Towing charges will be paid if based on reasonable and customary rates in the local market. A copy of the original invoice for the towing service must be provided to Sierra to file a claim for reimbursement of towing expenses.

**Exceptions to Labor and Towing Coverage:** Labor or Towing costs are not covered, regardless of the method of original installation, for Above Deck Tanks or Bilge Pumps.

## **Application of this Limited Lifetime Warranty**

This Limited Lifetime Warranty is made in lieu of all other express warranties, obligations, or liabilities on the part of Sierra. In those instances, in which Sierra chooses to make a cash refund of the original purchase price, such refund shall affect the cancellation of the contract of sale without reservation of rights on the part of the owner. Such a refund shall constitute full and final satisfaction with all claims which the owner has or may have against Sierra resulting from any actual or alleged breach of warranty, either express or implied.

**IN NO EVENT SHALL SIERRA BE LIABLE FOR EITHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS INCLUDES ANY DAMAGE TO ANOTHER PRODUCT OR PRODUCTS RESULTING FROM SUCH A DEFECT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

**ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR ANY PURPOSE, IS LIMITED TO THE DURATION OF THIS LIMITED LIFETIME WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

**THIS WARRANTY GIVES SPECIFIC LEGAL RIGHTS; YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**

## **WHAT'S NOT COVERED**

**This Warranty Shall Not Apply to:**

- Failures resulting from improper or faulty installation, installation that does not comply with Sierra's instructions or otherwise, installation that does not comply with any American Boat and Yacht Council ("ABYC") standards, and any damage resulting from such.
- Failures resulting from abuse, misuse, accident, fire, submergence, improper application or use contrary to instructions.
- Failures resulting from lack of regular preventative maintenance as outlined within the Operator's Manual specific to your Sierra Product.
- Any Sierra Product, altered to impair its original characteristics.
- Items not manufactured by Sierra.
- Sierra Products used by or applied by the owner as an integral part of products not manufactured by Sierra.
- If coverage for labor costs is available based on the original installation, labor charges associated with the removal, reinstallation, or replacement of any equipment or furnishings beyond the covered Sierra Product are excluded. The original installer or OEM is responsible for the accessibility of the Sierra Product.
- If coverage for labor costs is available based on the original installation, the Servicing Dealer's travel costs for more than 1.0 hour are excluded.
- Ordinary wear and tear
- Damage due to unauthorized repair.
- Damage due to transportation and or storage.

Installation and application of Sierra products are not warranted by Sierra because Sierra has no control or authority over the selection, location, application, or installation of Sierra products.

## **COVERED PRODUCTS AND WARRANTY PERIODS**

**What is the Warranty Coverage Period?** - The Warranty Coverage Period is the expected life of the Sierra Product. It begins with the date of possession of the boat by the owner (if OEM installed) or from the date of installation by an Authorized Dealer (if the Sierra Product is installed by an Authorized Dealer). Otherwise, the Warranty Coverage Period begins on the date of purchase of the Sierra Product. You should retain a copy of a dated bill of sale or receipt, as applicable to your purchase, as evidence of the date of purchase or date of delivery. The Warranty Coverage Period does not re-start following any repair or replacement of the Sierra Product.

## **GETTING SERVICE**

**How do you get service under this Limited Lifetime Warranty?** - To obtain the benefits of this Limited Lifetime Warranty, the owner has the following three options during the applicable Warranty Coverage Period:

**Preferred option:** Have a Sierra authorized Servicing Dealer perform the work needed. The customer may contact the Sierra Customer Service Department for a recommendation as to the closest authorized Servicing Dealer. If the customer already knows of an authorized Servicing Dealer, the Servicing Dealer should be contacted directly.

**Second option:** If the customer contacts the Sierra Customer Service Department for an authorized Servicing Dealer and there are none in the area, Sierra may allow the use of a local Servicing Dealer, in which event Sierra will work with the local Servicing Dealer to assist in any way possible.

**Third option:** The customer may send the Sierra Product back to the factory to have the repair work done. Sierra will make every effort to return the equipment to the customer within a three-week period. If the claim represents a valid warranty issue, Sierra will pay the freight both ways. Refer to the Sierra Customer Service Department section below for contact information.

Any Sierra product returned in the manner described above will be examined by the Servicing Dealer and/or by Sierra. If it is found that the returned item was defective in material and workmanship at the time of sale, Sierra shall, at Sierra's sole option, repair or replace the Sierra product, or refund the original purchase price. If Sierra determines that repairs to the Sierra product are to be made, then only authorized Sierra parts will be used. **Sierra does not authorize any person or company to create any warranty obligations or liability on its behalf.** No action to enforce this Limited Lifetime Warranty shall commence later than ninety (90) days after the expiration of the applicable Warranty Coverage Period.

**How to Submit a Warranty Claim to Sierra** - Claims must be submitted in writing to the Sierra Technical Support Department by going to: [www.sierraparts.com/pages/warranty-information](http://www.sierraparts.com/pages/warranty-information) and completing the Warranty Form. You may also call 800-730-4082, option 0, or send an e-mail to [MarineTech@Dometic.com](mailto:MarineTech@Dometic.com).

**The information below is required to file a warranty claim:**

1. The allegedly defective product and any related damaged parts.
2. The year, model, and serial number of the warranted engine or drive.
3. The name and address of the distributor or dealer that the products were purchased from.
4. The name and address where any reimbursements should be made.
5. Contact name and email address.
6. The original receipt detailing the initial installation of the allegedly defective product.
7. Any receipts detailing additional expenses.

Failure to provide required documentation and information may void all or part of the Limited Lifetime Warranty coverage.

Note: Sierra reserves the right to extend only the market value of the OEM product on all older products that cannot be rectified due to the unavailability of the OEM replacement parts.

## **How to Return a Sierra Product**

**Once a Return Merchandise Authorization (RMA) is issued, RETURN MATERIAL TO SIERRA WITHOUT DELAY.** In the event Sierra requests the return of your Sierra Product in connection with a claim under this Limited Lifetime Warranty, you will be issued an RMA number. No product return will be accepted without prior issuance of an RMA number.

1. The RMA number must be prominently displayed on the outside of the package, on the packing slip, and on all other correspondence.
2. Each unit must be clearly tagged with the RMA number.
3. Product **MUST** be properly packaged to avoid freight damage.

Once the equipment is returned, it will be evaluated to determine the cause of the failure. If it is determined to be a defect in parts or workmanship, the RMA will be approved, and a refund will be issued. If the equipment fails for any other reason, the RMA will be denied, and the Service Dealer/Owner will be notified and asked if they want the equipment returned. The equipment will be held for 20 days, pending a purchase order to cover return freight costs. If we do not receive an answer by the end of the 20-day waiting period, the equipment will be disposed of. No refund will be issued for equipment if it does not fail due to a defect in parts or workmanship.

**Sierra reserves the right to improve or change the design of any Sierra Product without notice and with no obligation to make corresponding changes to Sierra Products previously manufactured.**

### **SIERRA CUSTOMER SERVICE DEPARTMENT CONTACT INFORMATION**

#### **Sierra Technical Support Division**

Telephone: 800-730-4082, option 0

E-mail: [MarineTech@Dometic.com](mailto:MarineTech@Dometic.com)

#### **Sierra Customer Support Division**

Telephone: 800-648-3976, option 2

E-mail: [LIT-MarineCS@dometic.com](mailto:LIT-MarineCS@dometic.com)

#### **Mailing Address:**

Sierra Technical Support Division

1 Sierra Place

Litchfield, IL. 62056

**A copy of this Limited Lifetime Warranty can be found at:**

[www.sierraparts.com/pages/warranty-information](http://www.sierraparts.com/pages/warranty-information)