



Network, Radar, Autopilot Products MARINE WARRANTY POLICY 2009

North & South America
M01-30115-00 12/08

WARRANTY STATEMENT

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES THE OWNER SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

IN NO EVENT SHALL GARMIN BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THIS PRODUCT. Some states do not allow the exclusion on incidental or consequential damages, so the above limitation may not apply to customers in those states.

Garmin retains the right to repair or replace the product or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

WARRANTY/PRODUCT REGISTRATION

Dealers are asked to encourage their customers to register their product within 30 days after the date of sale. The customers can register their product at myGarmin.com. If they do not have internet access, they can contact Garmin directly at (800)-800-1020. Registration is not a replacement for proof of purchase, which is required prior to warranty service.

Product registration cards are not included with some units. Under these circumstances make sure you date your customer's sales receipt as this is his/her proof of purchase.

When the dealer receives a Garmin unit for service, proof of warranty is required. It can be verified in one of two ways:

1. The dealer can keep a record of customer names, serial numbers, and purchase dates; or
2. The customer can present his/her original sales receipt for proof of purchase.

In addition, to qualify for onboard warranty, proof of authorized installation by a National Marine Electronics Association (NMEA) or American Boat and Yacht Council (ABYC) certified installer is required.

GARMIN MARINE WARRANTY

There are two types of Two Year Product Warranty available to the customer

Type 1: Standard Two Year Limited Warranty – Self performed owner installed equipment.

Type 2: Garmin Two Year Onboard Warranty – Professionally installed by a NMEA or ABYC certified installer.

Type 1: Standard Two Year Limited Warranty - Owner Installation

- 1.1.0 Garmin marine products listed in Appendix 'A' are warranted to be free from defects in material or workmanship for a period of two (2) years from the date the product was purchased by the first retail customer. Within this period Garmin International Inc. ("Garmin") will at its sole option repair or replace any components that fail in normal use. Products not listed in Appendix 'A' are covered by the Garmin Non-Aviation one year limited warranty. *GMR 18 Radar, GMR 18HD Radar and GMS 10 Network Port Expander are covered by the standard two year limited warranty.
- 1.1.1 Such repairs or replacements will be made at no charge to the customer for parts and labor, provided that the customer shall be responsible for any transportation cost to Garmin.
- 1.1.2 Garmin will not pay for onboard labor, travel or mileage required for this standard limited warranty.
- 1.1.3 This standard limited warranty does not affect the customer's statutory rights under applicable laws or the customer's rights against the retailer arising from the sales/purchase contract. In the absence of any contrary applicable laws this standard limited warranty will be the customer's sole and exclusive remedy against Garmin, and neither Garmin nor its affiliated entities will be liable for any incidental or consequential damages for breach of any express or implied warranty.

Standard Limited Warranty returns procedure:

- 2.1.0 End users and dealers should first contact a Garmin product support representative for technical assistance. After standard troubleshooting fault tests have been performed, a Return Material Authorization number (RMA) will then be given. This RMA number is to be marked in plain view on the package being shipped to Garmin for the warranty service. This RMA number will act as a reference number for all parties involved. Technical assistance and request for an RMA can be made by contacting Garmin product support directly at:

913-397-8200 / 800-800-1020 or www.garmin.com/support

- 2.1.1 The returned product must be shipped (trackable) to Garmin with proof of purchase and the RMA number marked in plain view on the package at:

Garmin International, Inc.
1200 E. 151st Street
RMA number (insert RMA number here)
Dock Door # (insert Dock Door number here)
Olathe, KS 66062

- 2.1.2 End users or customers may choose to hire a service dealer to perform this return procedure at the customer's expense.

Type 2: Garmin Two Year Onboard Warranty - Approved Installations

- 3.1.0 Garmin onboard warranty period is two (2) years for parts and onboard service labor provided the Garmin marine electronics listed in Appendix 'A' are factory new goods purchased from a Garmin approved dealer and installed by a NMEA (MEI, CMET) or ABYC (Electrical Certification only) certified installation entity.
- 3.1.1 The warranty period commences from the date of product purchase or the date the Garmin marine electronics were purchased by the first retail customer.

- 3.1.2 Garmin onboard warranty is applicable **to specific Garmin marine products only as listed in Appendix 'A'**. (Refer to Appendix 'A') that were installed by a NMEA or ABYC installation entity with at least one certified member on staff.
- 3.1.3 Garmin onboard warranty reimburses labor hours for the service repair and or replacement for particular units at particular rates as defined in Appendix 'A'. The maximum amount of time permitted per incident for a specific warranty repair is defined in Appendix 'A'. In the event that additional time is required, prior approval in writing must be obtained from the Garmin Marine Warranty Administrator by email at marinewarranty@garmin.com. Under the onboard warranty, Garmin provides reimbursement for the cost of the maximum time allowed for that repair, or the actual time for the repair, which ever is shorter. Maximum allowable travel time is listed in Appendix 'A'.
- 3.1.4 Installations made by a third party that is not a NMEA or ABYC certified entity will be classified as owner installations, and will therefore be covered by the Type 1 Standard Two Year Limited Warranty described above.
- 3.1.5 Proof of Garmin onboard warranty coverage is required. Proof of warranty is comprised of:
- Invoice with original date of purchase
 - Product Serial number; and
 - Proof of an authorized NMEA or ABYC installation or OEM/NMEA/ABYC certified install.
- 3.1.6 Garmin onboard warranty does not affect the customer's statutory rights under applicable laws, nor the customer's rights against the retailer arising from the sales/purchase contract. In the absence of any contrary applicable laws, this onboard warranty will be the customer's sole and exclusive remedy against Garmin, and neither Garmin nor its affiliated entities will be liable for any incidental or consequential damages for breach of any express or implied warranty.

Onboard warranty procedure

- 4.1.0 Customers should contact Garmin, a NMEA or ABYC certified installer within 30 days of a product failure for warranty service. All customers and/or NMEA or ABYC certified installers are required to perform standard troubleshooting fault tests in order to determine whether onboard warranty service is appropriate. After standard troubleshooting fault tests have been performed, a Return Material Authorization number (RMA) will then be given. This RMA number is to be marked in plain view on the package being shipped to Garmin for the warranty service. This RMA number will act as a reference number for all parties involved. Technical assistance and request for an RMA can be made by contacting Garmin product support directly at:
- **913-397-8200 / 800-800-1020 or www.garmin.com/support**
- 4.1.1 Marine warranty claim forms must be filled out completely and returned to the Garmin Marine Warranty Administrator by mail. A copy of the original proof of purchase and service report is to be mailed in with the completed claim form.

Mail To:
Garmin International, Inc.
Attn: Marine Warranty Administrator
1200 E. 151st Street
Olathe, KS 66062

- 4.1.2 Service Report - Briefly explain the reported problem and the corrective action that was performed during the service call. The vessel's owner/agent or Captain must provide a signature approval that the reported problem has been resolved and that the product has been returned to normal service.

Warranty Exclusions

- 5.1.0 Installations not in accordance with the installation guidelines provided in the Garmin user/install manual will invalidate the warranty.

- 5.1.1 The warranty policy does not cover costs associated with transducer replacement or haul outs and launches.
- 5.1.2 The warranty policy does not cover product failures due to shipping damage, accident, abuse or misuse, alteration or unauthorized repair, corrosion, products on which the serial number has been tampered with, power spikes, vandalism, water ingress, submersion, other acts of God or weather phenomenon such as lightning, flash floods, etc.
- 5.1.3 Garmin assumes no responsibility for damage incurred during installation.
- 5.1.4 Garmin onboard warranty does not extend to self performed owner installed equipment or installations.
- 5.1.5 The warranty policy does not cover incorrectly specified product, incorrectly specified transducers, incorrect transducer installation, transducer aeration problems, RF interference installation problems, existing onboard electrical systems noise, stray voltages, chart cartography errors, units subjected to or connected to the incorrect voltage supply level or voltage type.
- 5.1.6 The warranty policy does not cover LCD displays that exhibit faulty pixels that are within technical specifications as determined by Garmin or Garmin's approved LCD supplier.
- 5.1.7 The warranty policy does not cover software updates, system checkouts, or calibrations unless these aforementioned activities are done in accordance with the user/installation manual of the product that is being repaired/serviced.
- 5.1.8 The warranty policy does not cover products for which a suitable proof of purchase showing date, dealer/retailer, serial number, installation invoice (if required), cannot be demonstrated at the time of the request for warranty service.
- 5.1.9 The warranty policy does not cover sea trials. If, in exceptional circumstances, you may have a specific case that warrants a sea trial, then please contact Garmin product support for pre-approval by the Marine Warranty Administrator.
- 5.2.0 The warranty policy does not cover freight costs associated with the return of defective equipment to Garmin nor is such freight payable by Garmin.
- 5.2.1 Product Recalls - In the event Garmin chooses to recall a product from the field we reserve the right to establish a fair rate (time, travel, hourly rate) for removal and replacement of such product based on a case by case situation.
- 5.2.2 Garmin reserves the right to refuse any warranty service claim it deems unfair or non-conforming to the policies and procedures set forth in this warranty document. In addition, Garmin reserves the right to refuse to pay warranty labor reimbursement to any service dealer it finds not performing quality work or manipulating this warranty policy in a way that is not in the interest of Garmin or the end user.

Product Returns

- 6.1.0 Any return of defective product must have an RMA number issued in advance.
- 6.1.1 The RMA is valid for 45 days from the date of issuance. Units must be returned to Garmin within this period, otherwise the RMA may be cancelled.
- 6.1.2 Each returned item must have a copy of the RMA and Garmin marine warranty claim form attached to enable faults and returns to be identified and the warranty claim to be processed. Unmarked boxes or returns without RMA's will be returned to shipper.
- 6.1.3 Freight costs - Inbound delivery to Garmin is the responsibility of the NMEA or ABYC certified installation entity or customer. Standard ground outbound shipping freight cost will be paid by Garmin. Overnight or 2nd day express delivery freight service is available at additional cost, paid by the customer.



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Appendix A

Onboard Warranty applies to the following specific products only.

Garmin Marine Products	Time	Travel
Radar Scanners		
GMR 24 Radar Radome	2 Hours	1 Hour
GMR 24 HD Radar Radome	2 Hours	1 Hour
GMR 404 Radar Open Array	3 Hours	1 Hour
GMR 406 Radar Open Array	3 Hours	1 Hour
Network Sounder Modules		
GSD 22 Digital Sounder Module	1 Hour	1 Hour
MFD Chartplotters		
GPSmap 3xxx MFD	1.5 Hours	1 Hour
GPSmap 4xxx MFD	1.5 Hours	1 Hour
GPSmap 5xxx MFD	1.5 Hours	1 Hour
Automatic Pilot		
<u>Garmin GHP 10 / TR-1 Gladiator</u>		
Pump	2.5 Hour	1 Hour
Compass	2.5 Hour	1 Hour
ECU	1 Hour	1 Hour
Deck Mount Switch (Gladiator Only)	1 Hour	1 Hour
GHC 10 Controller (GHP 10 Only)	1 Hour	1 Hour
Shadow Drive	1.5 Hour	1 Hour
<u>Garmin TR-1 Gold</u>		
Deck Mount Switch	1 Hour	N/A
Compass	2 Hour	N/A
Drive Assembly	2 Hour	N/A
GDL-30A Weather/XM Audio Box	1.5 Hour	1 Hour
GPS 17x HVS In Network	1 Hour	1 Hour
GPS 17x NMEA 2000 In Network	1 Hour	1 Hour

***Repair rate is your published shop rate up to a maximum of \$105.00 per hour.

***Travel rate is \$52.50 maximum per hour.

Garmin Onboard Warranty covers labor for the warranty repair/replacement for particular units as defined in Appendix 'A' above. This is the maximum amount of time permitted per incident for a specific warranty repair. Any additional time required must be approved in advance in writing via email by the Garmin Marine Warranty Administrator at marinewarranty@garmin.com. If the repair was made in less time that will be the amount of timed billed to Garmin and not the maximum allowed for that repair. Garmin reserves the right to change products listed in this Appendix 'A' from time to time.



2009 Marine Warranty Claim Form

Owner/Customer Information		Service Center Information	
Name	Name		
Address	Address		
City/State/Zip	City/State/Zip		
Phone Number	Phone Number & Fax Number		
Hull Identification number	Contact		
Failure Date	NMEA or ABYC Certification Number		
RMA Number	Repair Date		
Date of Purchase	Work Order/Invoice Number		
Repair/Exchange Information			
Unit Model	Serial Number	Garmin Part Number	
<u>Complaint</u>			
If Applicable, Correction of Complaint Associated with:	Factory Repair <input type="checkbox"/>	Unit Exchange <input type="checkbox"/>	New Serial Number
<u>Corrective Action</u>			
Labor: (Not to exceed published Max. Rate) _____ Hours @ _____			Total _____ <small>(Labor Rate in USD)</small>
Travel: (Not to exceed Appendix A Max Time) _____ Hours @ \$52.50			
Garmin Pre-Approval: (Extra time requested): YES NO (If applicable a copy of the written approval must be mailed in with the claim form)			
Garmin Support Representative:			
Additional Information:			
Owner/Customer Signature:			Date:
Service Center Signature:			Date:

****Claim form must be completed in full to be valid**

****Attach a copy of the Original Proof of Purchase and Service Report**

Mail To:
Garmin International
Attn: Marine Warranty Administrator
1200 East 151st Street
Olathe, Kansas 66062