

# Warranty

The MasterCraft warranty department functions as an extended service to you. Services include offering continual technical support, troubleshooting theory and administration of all warranty issues related to MasterCraft products. As an additional service, Indmar Products has provided a technical service employee at MasterCraft to administer the MasterCraft Power Train warranty for your convenience and faster processing.

Another landmark that leads the boat manufacturing industry is our progressive warranty program that offers up to 100% of your approved retail shop labor rate. This is explained in greater detail later in this section.

The following information is provided as an overview for a better understanding of the warranty policies and procedures. Please read and refer to these pages as necessary in the future.

## Limited Warranty Statement

- 1. Disclaimer and Limitation of Implied Warranties.** THE EXPRESS LIMITED WARRANTY SET FORTH HEREIN IS IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MASTERCRAFT DISCLAIMS, AND THE OWNER HEREBY EXPRESSLY WAIVES, ANY AND ALL OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND OR NATURE, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES WHICH ARE IMPLIED BY, AND ARE INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION UNDER APPLICABLE LAW. THE TERM OF ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED UNDER APPLICABLE LAW, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PERIODS APPLICABLE TO THE RESPECTIVE COMPONENTS. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES AND/OR DO NOT ALLOW LIMITATIONS ON THE AMOUNT OF TIME AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.



- 2. Limited Warranty and Term. MasterCraft Boat Company, LLC.** ("MasterCraft") warrants to the original retail purchaser that the following components of each new boat shall be free from material defects in materials and workmanship to the extent set forth below, under normal use and when operated and maintained in accordance with MasterCraft's instructions, for the period indicated:
  - 2.1. Deck, Hull, Liner and Stringers.** From the date of the original retail purchase, the deck, hull, liner and stringer system (collectively, "Structural Components") is warranted for as long as the original purchaser owns the boat.
  - 2.2. Gel Coat.** On condition that the consumer has provided maintenance and care as described in the Corrosion and Cleaning the Boat sections of the MasterCraft Owner's Manual, the gel coat, which is applied to all MasterCraft boats at the factory, will be warranted for a period of one (1) year from the date of the original retail purchase of the boat or the initial use of the boat, whichever first occurs, for stress crazing of the gel coat. However, no warranty is provided, and MasterCraft expressly disclaims any warranty for, scratching, discoloration or fading of the gel coat because environmental operating conditions and customer maintenance/care are factors that have a significant effect on the condition and durability of the gel coat.
  - 2.3. Other Component Parts (Excluding Engine and Transmission.** MasterCraft provides the following warranty for other component parts of your MasterCraft boat:
    - (a) Instrumentation is warranted for three (3) years, except depth finders and Zero Off;



- (b) marine carpeting for five (5) years;
- (c) upholstery vinyl material for five (5) years, plus upholstery stitching for one (1) year; and
- (d) fuel pump assembly for two (2) years provided the customer follows maintenance and care requirements.

All other components (excluding engine and transmission), including upholstery stitching, are warranted for a period of one (1) year. All warranties are from the date of the original retail purchase of the boat or the initial use of the boat, whichever first occurs.

**2.4. Trailer and Trailer Component Parts.** The brake calipers are warranted for a period of two (2) years; all other components are warranted for a period of one (1) year from the date of the original retail purchase of the boat or the initial use of the boat, whichever first occurs. See the Trailer Owner's Manual for more details.

**2.5. Warranty Period.** All express warranties are for the time period set forth in this Section 2, unless a longer warranty period is required by applicable law, in which case such longer warranty period will apply.

**3. Engine and Transmission.** The engines used in MasterCraft boats are supplied by Indmar Products Company, Inc., in Millington, Tennessee ("Indmar"); ILMORMARINE L.L.C., in Mooresville, North Carolina ("ILMORMARINE"); or Volkswagen Marine Engines in Tampa, Florida ("Volkswagen Marine"). These companies provide a separate warranty of three (3) years from the date of the original retail purchase of the boat or the initial use of the boat, whichever first occurs, for the engine and transmission. A statement of the Indmar Power Train Warranty, ILMORMARINE Limited Warranty or the Volkswagen Marine Warranty is provided separately to the original retail purchaser. MasterCraft provides no independent warranty with regard to the engine and transmission; however, the owner may contact MasterCraft at the address or telephone number listed in Section 7 of this Limited Warranty to obtain contact information for making claims or inquiries under the applicable engine manufacturer's warranty. Contact information for Volkswagen Marine is provided in the warranty statement provided at the time of purchase to the original retail purchaser.

**4. Warranty Conditions, Limitations and Exclusions.** MasterCraft boats are manufactured by trained craftsmen from high-quality materials and components. However, conditions outside MasterCraft's control require specific limitations on, and exclusions from, coverage under this Limited Warranty. The Limited Warranty on the Structural Components set forth in Section 2 of this Warranty does not cover or include any other components fastened or applied to the hull or deck. This Limited Warranty constitutes the final, complete and exclusive statement of warranty terms, and no other person or entity is authorized to make any other warranties or representations on behalf of MasterCraft. Furthermore, the Limited Warranty set forth in Section 2 (including all subsections) hereof does not cover the following:

- (a) damage caused by misuse, negligence, accident; collision or impact with any object;
- (b) damage caused by any improper alteration or modification to the boat or any of its component parts or accessories, including damage resulting from alteration, modification, repair or replacement in such a way as to increase the cubic-inch capacity or horsepower output of the engine and boat as originally manufactured;
- (c) damage caused by the use of improper or contaminated fuel or fluids;
- (d) damage caused by the use of customer-applied chemicals or accidental spills;
- (e) damage caused by failure to maintain the boat in accordance with the maintenance provisions in the Owner's Manual or improper maintenance of the boat;
- (f) damage caused by the failure to comply with any recall or request for repair;
- (g) damage resulting from the use of the boat for any racing, speed, commercial competition or performance demonstration;
- (h) damage resulting from use of the boat for rental, commercial or industrial purposes;
- (i) damage to hardware and other components fastened or adhered to the hull, deck or liner;
- (j) damage caused by fire, theft, freezing, vandalism, explosion, lightning, wind, hail storms, flooding or other natural disaster;



- (k) damage to any component parts and accessories not manufactured by MasterCraft, including but not limited to, the engine, drivetrain, transmission, propeller, shift and throttle control levers and cables, pumps, blowers, windshields, canvas, upholstery, tower and accessories, instrumentation and steering systems; however, such items may be warranted by the individual manufacturer, and if possible, MasterCraft will provide the owner with a copy of the manufacturer's warranty;
- (l) damage caused by use of any non-MasterCraft trailer;
- (m) damage caused by improper support of the boat on davits, hoist system or boat lift of any kind;
- (n) damage to paints, varnishes, gel coat surfaces and colors, chrome-plated or anodized finishes, floor and floor covers and any other surface coatings, as well as damage due to in-water storage without proper barrier coat and bottom paints (NOTE: Although MasterCraft uses the highest-grade gel coat materials, a condition may develop where the bottom of the boat may show signs of discoloration and/or blisters if the boat is left in the water for long periods of time, which is defined as in excess of thirty (30) days); therefore, a proper barrier coat and bottom paint should be used whenever it is anticipated that the boat will be left in the water for an extended period of time);
- (o) damage to the trailer and its parts or components due to abrasions, rock chips, rust, improper care or maintenance, or use in salt or brackish water; however, the finishes of galvanized trailers, which are designed for use in salt or brackish water, are warranted to be free from damage resulting from use in salt or brackish water for one (1) year from the date of the original retail purchase or the initial use of the trailer, whichever first occurs;
- (p) damage caused by dealer-installed options or accessories;
- (q) damage caused by consumer-installed options or accessories;
- and/or
- (r) all warranty coverage will expire after ninety (90) days on boats used for commercial purposes.

## 5. **Limitation of Liability.**

**5.1. Liability Limitation: Exclusion of Consequential Damages.** This Limited Warranty is for the benefit of the owner and MasterCraft, and shall not create or evidence any right in any third party. THE REPAIR OR REPLACEMENT OF DEFECTIVE COMPONENT PARTS AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL MASTERCRAFT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES OR LOST PROFITS WHATSOEVER ARISING OUT OF THE USE OR INABILITY TO USE THE BOAT OR ANY COMPONENT PART THEREOF, OR FOR ANY BREACH OF THIS LIMITED WARRANTY OR OTHERWISE, EVEN IF MASTERCRAFT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR SUCH DAMAGES COULD REASONABLY HAVE BEEN FORESEEN BY MASTERCRAFT. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**5.2. Purchase Price Limitation.** In any event, MasterCraft's entire liability under any provision of this Limited Warranty shall be limited to the repair or replacement of the boat, trailer or component part, or the refund of the purchase price paid by the consumer for the boat, trailer or component part found to be defective within the applicable warranty period. This shall constitute MasterCraft's sole liability and obligation in the event of any claim arising out of its performance or non-performance of any provision of this Limited Warranty. Because some states and jurisdictions do not allow the exclusion or limitation of liability, the above limitations may not apply to you.

**6. Transfer of Limited Warranty.** Upon the first sale, conveyance or other transfer of the boat or trailer by the original retail purchaser, any remaining unexpired Limited Warranty coverage shall be transferred to the second owner and shall remain in effect for the remainder of the applicable warranty period(s) set forth in Sections 2.1, 2.2, 2.3 and 2.4 hereof (which warranty periods begin to run from the date of the original retail purchase of the boat or trailer, or the



first use of the boat or trailer, whichever first occurs, as applicable), upon delivery of the warranty transfer card and payment of the applicable warranty transfer fee to MasterCraft. With respect to the Lifetime Limited Warranty (granted only to the original retail purchaser) on the Structural Components set forth in Section 2.1 hereof, if the sale, conveyance or other transfer of the boat by the original retail purchaser to another person or entity occurs within three (3) years of the date of the original retail purchase of the boat by the original retail purchaser, then the Limited Warranty on the Structural Components shall be transferred to the second owner and shall continue in effect for a period of ten (10) years from the date of the original retail purchase of the boat by the original retail purchaser. If the sale, transfer or conveyance of the boat by the original retail purchaser occurs more than three (3) years after the date of the original retail purchase of the boat, then the Limited Warranty on Structural Components (as well as all other warranties) shall be void as of the date of transfer and shall not be transferable to the second owner.



Only one (1) transfer under the provisions of this Section 6 (from the original retail purchaser to the second owner), within the applicable time period, may be made. In the event of a sale or transfer of the boat or trailer by a second owner to a subsequent purchaser, all coverage under this Limited Warranty shall immediately be terminated and the Limited Warranty shall become null and void. No transfer of this Limited Warranty will operate to extend the warranty periods set forth in Section 2 hereof. In order to effectuate the transfer of the Limited Warranty, the original retail purchaser and the new owner must properly fill out the warranty transfer card found in the back of the Owner's Manual and deliver the completed card, together with a check made payable to "MasterCraft Boat Company, LLC." in the amount of the warranty transfer fee, via U.S. Mail, postage prepaid, to MasterCraft at the address shown on the warranty transfer card. The card and check for the warranty transfer must be post-marked within the time period specified above in this Section 6 in order for the warranty transfer from the original retail purchaser to the second owner to be effective.

7. **Warranty Claims.** In order to maintain warranty service under this Limited Warranty, the owner must return the defective boat or component part to an authorized MasterCraft dealer's service department, or to MasterCraft's factory at the below address, within the applicable warranty period. For questions regarding warranty service or to obtain information regarding warranty service or to obtain information regarding the nearest authorized MasterCraft dealer, please contact MasterCraft at the following address or telephone number:

MasterCraft Boat Company, LLC  
Attention: Warranty/Customer Service Department  
100 Cherokee Cove Drive  
Vonore, Tennessee 37885  
1-423-884-2221

Subject to the terms of this Limited Warranty, any covered boat or component part with a material defect in materials or workmanship that is returned to an authorized MasterCraft dealer's service department or MasterCraft's factory during the appropriate warranty period will be repaired or replaced, at MasterCraft's sole option, without charge to the owner for parts and labor. This provision is subject to the following terms and conditions:

- (a) MasterCraft shall be obligated only to repair or replace those items that prove defective, in MasterCraft's sole discretion, upon examination by a MasterCraft authorized dealer service department or MasterCraft's own personnel, as applicable;
- (b) MasterCraft warrants its repairs or replacements only for the remainder of the applicable warranty period;
- (c) MasterCraft shall, in its sole discretion, fulfill its obligation to repair or replace any defective item at its factory or authorized service department;
- (d) The owner shall be responsible for all costs associated with the transportation of the boat, towing bills, trailer or component part(s) to the authorized MasterCraft service department and for any return transportation.



8. **No Modification of Warranty.** No oral or written information, advice or communication of any nature by or from MasterCraft or its representatives, employees, dealers, agents, distributors or suppliers shall create a warranty or in any manner increase or modify the scope of this Limited Warranty in any manner whatsoever.

## Indmar Power Train Warranty

Indmar Products Company, Inc., administers the Indmar engine warranty on marine propulsion engines sold by it (the "product"):

- A. For a period of thirty-six (36) months commencing from the date of purchase or the date of commencement of the product use, whichever occurs sooner, in the case of non-commercial use.
- B. For a period of three (3) months commencing from the date of purchase or the date of commencement of the product use, whichever occurs sooner, in the case of commercial use.

These are warranted only in the United States—excluding its territories.

### A. Persons Applicable

This warranty is extended only to the original retail purchaser, except in instances of a transfer to the second owner only for a fee. Warranties of any nature to any other person are hereby specifically excluded.

### B. Implied Warranties

All implied warranties of merchantability and fitness for the particular purpose are specifically limited in duration to the foregoing periods of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

### C. Coverage

The product is warranted to be free from defects in material and workmanship under normal use and service during the period of this Limited Warranty. If the product or defective part thereof is, upon examination, determined to be thus defective, MasterCraft (Indmar) shall repair or, at its option, provide a replacement of equivalent quality (new or rebuilt, at its option).

### D. Procedure

For warranty claims to be asserted hereunder, the product or defective part thereof, together with a written notice of itemized defects must be returned to the retailer from whom the product was purchased or to any other convenient Indmar dealer.

To obtain the location of an authorized dealer or service center in your area, write to Indmar requesting such information.

In the event that the local Indmar dealer is unable to remedy a warranty defect in the product, the product or defective part thereof, together with a written notice of itemized defects, must be returned to Indmar with freight and insurance charges pre-paid.

All insurance and freight charges for return by Indmar of the product (or its substitute) to the original retail purchaser shall be paid by the original retail purchaser.

Expenses for labor incurred by Indmar in the repair of any warranted products shall be paid by the original retail purchaser to the extent that such expenses for labor exceed the specified service rates of Indmar may be obtained from any authorized Indmar dealer.

### E. Consequential Damages

This warranty shall not extend to consequential or incidental damages or costs incurred by the original retail purchaser. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.



#### F. Trade Accessories

No warranty of any character is made with respect to trade accessories not manufactured by Indmar.

#### G. Voiding Warranty

This warranty is specifically voided and shall NOT apply under the following conditions:

- I. When the product or any part thereof is subjected to accident, alteration, abuse, misuse, neglect or improper maintenance.
- II. When the product is serviced by unauthorized persons.
- III. When damage to the product results from causes not arising out of defects in material or workmanship.

Indmar does not authorize any person, firm or corporation to alter this Limited Warranty or create any other obligation relating to the product. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## ILMOR MARINE, LLC, Limited Warranty

1. **General.** ILMOR Marine, LLC ("ILMOR Marine") provides this limited warranty to customers purchasing a MasterCraft ski or wakeboard boat equipped with an ILMOR Marine engine and power train system (the "ILMOR Products"). This warranty may be transferred to a second retail purchaser for only the unused portion of the warranty. ILMOR Marine must be notified in writing at the time the second purchaser takes possession. Notice must be sent to: ILMOR Marine, LLC, 186 Penske Way, Mooresville, NC 28115, Attn: Warranty Department within fifteen (15) days after the second sale. At the time of warranty transfer, ILMOR may require an inspection of the ILMOR Products at an authorized MasterCraft dealer service center, at the second purchaser's expense, to verify the condition of the ILMOR Products. If any ILMOR Products cannot pass inspection, ILMOR Marine may reject the transfer of this warranty. Any approved transfer of the warranty will not extend the warranty term.



2. **Warranty.** Subject to all terms of this Limited Product Warranty, ILMOR Marine represents that the ILMOR Products will conform to published ILMOR Product Specifications and be free from defects in material and workmanship under normal use and service during the warranty period set forth herein.

3. **Warranty Term.** The term of ILMOR Marine's limited warranty is thirty-six (36) months. The warranty begins upon the date of delivery of the MasterCraft ski or wakeboard boat installed with ILMOR Products to the original retail purchaser of that boat. In the event that the MasterCraft ski or wakeboard boat is purchased used from a MasterCraft Dealer as a demonstrator or boat show display, this warranty begins at the earlier of the date of delivery or such time as the boat installed with the ILMOR Products attains more than one-hundred hours of use (regardless of the source of such use).

4. **Warranty Exclusions.** This warranty shall not apply to defects or damages to the ILMOR Products as a result of use for a

purpose or in a manner for which they were not intended, which are altered in any way, which are not maintained in accordance with ILMOR Marine recommended maintenance requirements or procedures or which are subject to misuse, negligence, accident or neglect, or unreasonable exposure to the environment, so as to affect adversely the condition, performance or value of such items. ILMOR reserves the right to retrieve data from the ILMOR Products Engine Control Module prior to granting warranty coverage and in determining warranty eligibility. This warranty shall only apply to ILMOR Products purchased with and installed in MasterCraft ski and wakeboard boats. In addition, the warranties shall not apply to defects or damages to the ILMOR Products as a result of:

- (a) Routine maintenance items, tune ups, adjustments, normal wear and tear, damage caused by abuse, abnormal use, or failure to comply with requirements or specifications with regard to installation, maintenance, startup, break-in, operation and safety, both at the time of delivery and thereafter;



(b) Neglect, accident, improper installation, improper service, use of an engine transmission or other powertrain accessory or engine, transmission or other powertrain part not manufactured or sold by ILMOR, operation with fuels, oils, lubricants or filtration systems which are not suitable for use with the product or alteration or removal of parts or components;

(c) Use of the ILMOR Products with any product, component or part incorporated into the ILMOR Products that is not manufactured by ILMOR or provided for in ILMOR Product Specifications, including the use of non-ILMOR specified service parts, unless such modification or use of parts is requested and approved in advance by ILMOR in writing;

(d) Engine, transmission or other powertrain repair or service by a dealer not approved or authorized by OEM;



(e) Damage due to abuse, negligence, misuse, mishandling, the use of improper, poor quality or contaminated fuel or lack of or dilution of lubricants or fluids or other operating conditions, including causing excessive wear due to uses for which the products were not originally designed;

(f) Incidental and consequential damages, including, but not limited to, storage charges, rental charges, inconvenience, loss of time or use, or loss of income. Some states do not allow the exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you;

(g) Water pump impellers, water hoses, cooling system anodes or any component determined by ILMOR to be a result of failure of such items;

(h) Cost of transporting ILMOR Products or the vessel in which such products are installed to and from designated service facilities for warranty repair and other haul out, launch or towing charges;

(i) Oils, lubricants, fuels, or fluids used for normal maintenance and shop supplies such as filtration systems;

(j) Defects to the starter motor, armatures, or field coil assembly determined by ILMOR to be caused by excessive cranking, condensation or submersion;

(k) Defects due to water entering the ILMOR Products through the intake or exhaust system or as a result of submersion or lack of cooling resulting from engine starting outside of the water or with foreign materials blocking intake passages;

(l) Any other damages to ILMOR Products which ILMOR Marine, in its sole discretion, determines are not the result of defects in ILMOR Products material and workmanship;

(m) Damage resulting from running aground;

(n) Damage resulting from sand, debris or any foreign material being drawn into the water pump and components;

(o) Costs that are related to changing gear ratios and/or the modification of any other system to meet altitude requirements or the changing of sacrificial anodes and/or cooling system content when transferring vessels between fresh and salt water operations; and

(p) Travel to or from the product by servicing dealer or the transportation costs of the product to and from the servicing dealer; any charges for towing, haul-out, launch, storage, fuel or lubricant usage, premium freight charges; any excessive time for removal of boat partitions, hatches, decks to gain necessary service access to engine, transmission, or other powertrain part or component; or, any subsequent expenses resulting from the loss of the use of the vessel or its components, loss of income, or inconvenience.

5. **Warranty Procedure.** Within ten (10) days from the date of purchase by the original purchaser of a MasterCraft ski or wakeboard boat containing ILMOR Products, the purchaser shall be required to (i) complete and mail to ILMOR, an ILMOR Marine Warranty Registration Card; or (ii) complete the on-line warranty registration at the ILMOR Marine web site ([www.ILMORmarine.com/warrantyregistration](http://www.ILMORmarine.com/warrantyregistration)). Warranty claims will not be processed, and are conditioned upon, registration of the purchase with ILMOR Marine. If you believe your ILMOR Products fail to perform in accordance with specifications, have defects in material or workmanship, or are otherwise eligible for coverage under ILMOR Marine's warranty, you must contact an authorized MasterCraft Dealer within thirty (30) days of discovering the alleged defect. Your MasterCraft Dealer will provide you with the location and contact information of the service facility where you should take your ILMOR Products for inspection and repair. You are solely responsible for transporting your ILMOR Products to the designated service facility. The MasterCraft Dealer may arrange for the necessary inspection and repair to be made on-site, at ILMOR Marine's sole discretion. For questions regarding warranty service or to obtain information regarding warranty service or to obtain information regarding the nearest authorized MasterCraft dealer, please contact MasterCraft at the following address or telephone number:

MasterCraft Boat Company, LLC  
Attention: Warranty/Customer Service Department  
100 Cherokee Cove Drive  
Vonore, Tennessee 37885  
1-423-884-2221

ILMOR Marine may repair or replace parts under this warranty with new, remanufactured or refurbished parts, in its sole discretion. Any replaced item under this warranty shall be the property of ILMOR Marine.

*(See also ILMOR Owner's Manual for details regarding Emissions Warranty.)*

## Warranty Policies and Procedures

### Submitting a Warranty Claim

1. All claims must be submitted via the Dealer Link. This new system significantly improves the process as it will not take a claim that is missing required information. This means that claims will not be delayed or returned for critical information. Overall, this has already proven to be a significant step forward in processing claims and crediting dealership accounts on a quicker basis.
  - **Submit claims with adequate information to process the claim.** Please verify that the submitted claim is well-documented in the "problem description" area in DealerLink. Documentation such as "R&R, repair and replace, bad, failed or inoperable" is not sufficient information. DealerLink will notify the dealer if there is not enough information to process the claim.
  - A checklist for proper claim submission is available on DealerLink to aid the dealership.
2. **File all claims within 30 days from the date of repair.**

3. **In order to avoid denial of a claim, any claim relating to fiberglass, gel coat or upholstery components must meet the following criteria:**

- The dealer will contact a MasterCraft warranty representative regarding the issue.
- The dealer will submit a photograph and estimate to repair for each part affected.
- Please provide the unit's serial number and customer name at the time of contact with the MasterCraft representative.
- Upon MasterCraft's receipt and review of the photos and estimate, a MasterCraft warranty representative will contact your dealership's service department and advise.
- Upon approval of the claim, the representative will provide the dealer with an authorization number to be referenced in the claim.





4. **All claims of \$1,000 or more require a prior authorization number assigned by a warranty technical service representative.** A prior authorization number may be obtained by contacting MasterCraft warranty at (877) 240-1638.
5. **All dealers will receive notification via DealerLink if the claim has been approved, denied or if parts have been called back to MasterCraft for inspection.**
6. If the claim is approved and a request for parts to be returned to MasterCraft was not issued, the dealer must hold part(s) for 30 days. Because parts are required to be held for 30 days, MasterCraft may request parts even if you have already been paid for them.
7. After the claim has been processed the dealer has 30 days to petition the decision. If no petition is received within 30 days, the claim is finalized.
8. **If MasterCraft requests the dealer to send the warranty part(s) for inspection, a call tag will be issued to the dealer via e-mail. At that point, dealerships will need to follow a procedure outlined below.**
9. **MasterCraft reserves the right to debit the dealer within 30 days if the part is not covered under warranty.**



NOTE: Many policies implemented over the past few years are the result of requirements established by suppliers and vendors.

## Warranty Part(s) Return Procedure

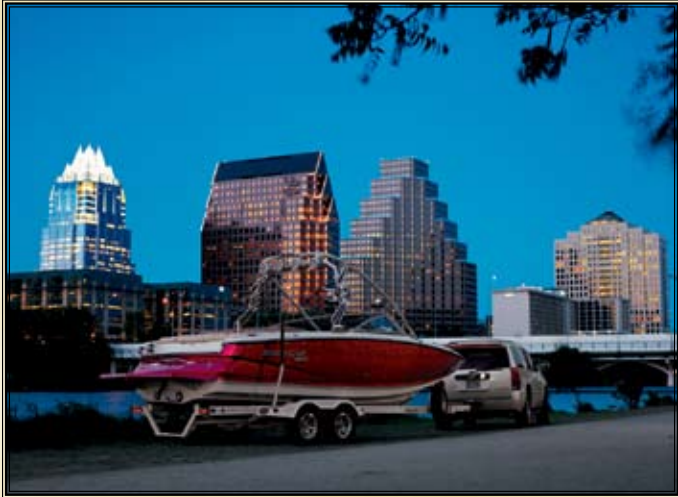
1. A call tag will be issued via DealerLink. A call tag is a pre-paid shipping tag by way of UPS that allows the dealer to return a part(s) to MasterCraft. The call tag contains important information such as:
  - **Claim number**
  - **Description of part to be called back**
  - **Return date**
  - **UPS tracking number**
  - **NOTE: Print the call tag within 10 days of receiving it or the tag becomes null and void.**

**ALL PARTS RETURNED TO MASTERCRAFT LATER THAN 20 DAYS FROM THE DATE THE CALL TAG IS ISSUED TO THE DEALER WILL BE DENIED.**

*NOTE: All parts requested for return by MasterCraft warranty will be returned via UPS unless the carton size exceeds UPS limitations. In instances of over-sized returns, the warranty department will complete a MasterCraft Bill of Lading form. This form MUST accompany the part(s) being returned. The MasterCraft driver will not accept a warranty return without the form. If a MasterCraft truck will not be available at your dealership within 10 days of receipt of the Bill of Lading, call 1-800-874-4723 and ship the part FedEx Freight Collect. If the return is by a commercial carrier, still attach the return bill of lading in order to have the part(s) accepted with it/them upon arrival at the factory.*

2. If a part has not been received within 10 days of the call tag issuance to the dealer, DealerLink will notify the dealer via e-mail as a reminder that only 10 days remain to return the part. Again at 5 days, and repeatedly each day until the due date, e-mail will be sent. Dealerships will be notified when the expiration date arrives and the claim is denied due to failure to return the part.
3. **All parts must be tagged with a MasterCraft warranty tag.**
4. **Print a copy of the claim that was submitted via DealerLink and attach it to the part.**

5. Package the part(s) appropriately. If the part is damaged as a result of poor packaging, the claim will be denied. **Affix the UPS call tag to the box. If the call tag does not match the claim number and part in the box, the claim will be denied.**
6. Upon receipt of the part, MasterCraft will credit the dealer within two (2) business days. (This includes Powertrain claims.)
7. MasterCraft reserves the right to debit the dealer within 30 days in instances where the part is found to not be covered under warranty after testing and inspection.



8. On occasion, a company representative may audit your warranty parts. If you have failed to tag parts for which claims were submitted, you will be debited for warranty claim payments. The dealer will be required to provide a copy of the dealership's work order with valid customer names, addresses and phone numbers to verify warranty claims.

9. After a claim has been processed, the dealer has 30 days to petition a decision.

Important factors to remember:

- Dealers are responsible for notifying a MasterCraft warranty representative of any changes in e-mail addresses. Failure to notify MasterCraft of any e-mail address change will result in your dealership not receiving electronic UPS call tags or claim notification status (i.e., approved, denied, etc.), which also results in a denial of your claim.
- Dealerships are required to notify MasterCraft within three days if a call tag is not received.
- Dealerships must notify MasterCraft of any Internet problems that could cause a delay in a dealership receiving call tags or claim status notification.

## 2011 Warranty Reimbursement Labor Rate

In conjunction with the 2011 model year we have a revised and simplified approach to warranty labor rate reimbursement. All dealerships will receive either \$36 per hour or 100% of posted shop rate. To qualify for the higher rate, it will be necessary for your dealership to meet the following requirements:

- Have at least one (1) fulltime technician with 10 training credits on staff throughout the reporting period. *NOTE: Technician credits are valid for a period of five years. If a dealership is combining credits from multiple technicians, the requirement is calculated over a period of five rolling years.*
- Complete the security application and maintain access within MasterCraft's DealerLink.
- Use DealerLink to register boats and the warranty claims during the 2011 model year.
- Complete gel coat and upholstery repairs in-house or have an acceptable sub-let agreement.
- Document gel coat and upholstery repairs with digital pictures transmitted to MasterCraft via e-mail.
- Maintain the list of required tools as published in the Service Parts section of the Dealer Manual.
- Stock GMP inventory as published in the Service Parts section of the Dealer Manual.
- Maintain a service-only dedicated e-mail address for receiving service information.
- Comply with MasterCraft's published policy for return parts (this has not changed since 2002).
- **Keep your parts account paid within net thirty (30)-day terms.**
- **Labor rates can be adjusted upward only once per rolling 12-month period.**

A significant consideration in the process is how the boat owner feels about the job we all do in servicing the boats. Separating out warranty work from regular service is not routinely possible in the CSI ratings that are reported to MasterCraft, so we are not including it as a factor at this time. However, we will be reviewing the reports and if there appear to be recurring issues reported by customers, we reserve the right to discuss the matter with you. If a more refined methodology is developed, we may include CSI ratings in future warranty labor rate reimbursement considerations.



We ave the ability to file claims within the DealerLink. You will find this to be a significantly better system than filing handwritten forms. Part of the advantage of an online claim system is that necessary information has to be included in order for the claim to register. After it is accepted, processing and credit are expected to flow much more quickly than in the past.

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## Application for 2011 Warranty Reimbursement Labor Rate

Dealership \_\_\_\_\_ Contact Person \_\_\_\_\_

Location \_\_\_\_\_ Phone Number (\_\_\_\_) \_\_\_\_\_

(If dealership has more than one location, applications must be filed for each)

I hereby certify that the information below is correct and accurate to the best of my knowledge. I agree to abide by the 2011 Warranty Labor Rate Requirements and to report any changes affecting our dealership's rate to MasterCraft technical services in a prompt manner.

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<i>Dealership Representative and Title</i>	<i>Date</i>
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- We have completed the required security form to access the DealerLink: \_\_\_\_yes \_\_\_\_no  
(if no, complete the form and return promptly.)
- Our dedicated e-mail address for service information is:  
\_\_\_\_\_
- Does the dealership have at least one technician who has completed at least 10 credits of Master-Craft approved or sponsored  
training? \_\_\_\_yes \_\_\_\_no
- Does dealership have the required tools, in working order, as indicated on the attached breakdown for 100% rate?  
\_\_\_\_yes \_\_\_\_no (Attach digital picture to verify.)
- Are you ordering parts on DealerLink? \_\_\_\_yes \_\_\_\_no
- Are you qualified for gel coat/fiberglass repairs? \_\_\_\_yes \_\_\_\_no  
If yes, repairs are done: \_\_\_\_in-house \_\_\_\_sub-let  
If sub-let, firm name and telephone number: \_\_\_\_\_
- Are you qualified for upholstery repairs? \_\_\_\_yes \_\_\_\_no  
If yes, repairs are done: \_\_\_\_in-house \_\_\_\_sub-let  
If sub-let, firm name and telephone number: \_\_\_\_\_
- Do you document all gel coat and upholstery issues with digital photography? \_\_\_\_yes \_\_\_\_no  
(MasterCraft verify: \_\_\_\_yes \_\_\_\_no)
- Do you file warranty claims on DealerLink? \_\_\_\_yes \_\_\_\_no  
(MasterCraft verify: \_\_\_\_yes \_\_\_\_no)
- Do you comply with parts and GMP stocking requirements? \_\_\_\_yes \_\_\_\_no  
(MasterCraft verify: \_\_\_\_yes \_\_\_\_no)
- Is your parts account paid within net-thirty day terms? \_\_\_\_yes \_\_\_\_no

Please attach a digital picture of your current posted shop rate and one of the required tools. Mail to: Technical Services, MasterCraft Boat Company, 105 Cherokee Cove Drive, Vonore TN 37885.

**For Technical Services Use Only:**  
**Posted Rate:** \_\_\_\_\_  
**Approved at:** \_\_\_\_\_ \$36./hr. \_\_\_\_\_ 100% posted rate  
**Approved by:** \_\_\_\_\_  
**Date:** \_\_\_\_\_  
**Attachments:** \_\_\_\_\_ yes \_\_\_\_\_ no

## Demo Boat Warranty

Boats that have been used for demonstration purposes at dealerships will still have warranty eligibility, but it will be altered as follows:

The retail purchaser must be informed that his/her product was previously used as a demonstration boat.

- A boat that has 50 hours or less can be sold with a new boat warranty.
- A boat with more than 50 hours will have the warranty start from the factory ship date to the dealer and will have the remaining warranty when the boat is sold.
- To register a demo boat, dealerships will need to complete the information below along with the original registration card. (Demo boats cannot be registered online.) The information should be sent by regular mail to:

**MasterCraft Boat Company**  
**100 Cherokee Cove Drive**  
**Vonore TN 37885**  
**Attn: Connie Sweet**

Dealer Name \_\_\_\_\_  
Boat Serial Number \_\_\_\_\_  
Boat Owner's Name \_\_\_\_\_  
Hours on Boat \_\_\_\_\_ Customer's Signature \_\_\_\_\_  
Dealer's Signature \_\_\_\_\_ Date \_\_\_\_\_

## Tournament Team Boats Warranty Transfer

All MasterCraft tournament team boat warranty transfers are directed to Aarne Clow, team and event manager. Aarne has sole authority to review, accept or decline each warranty transfer.

A processing fee of \$300 is required when a tournament boat is sold by someone other than an authorized MasterCraft dealer. If the boat was sold by an authorized MasterCraft dealer, the \$300 processing fee will be waived.

All questions should be directed to: Aarne Clow, MasterCraft Boat Company, 100 Cherokee Cove Drive, Vonore TN 37885, (423) 884-2221, ext. 1192.



# Application for Transfer of Warranty for Tournament Team Boats

Date \_\_\_\_\_

Tournament Team Owner \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

New Owner \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Serial Number of the Boat \_\_\_\_\_ Serial Number of the Trailer \_\_\_\_\_

Serial Number of the Engine \_\_\_\_\_ Serial Number of the Transmission \_\_\_\_\_

Engine hours at the time of sale \_\_\_\_\_ Dealership of the original purchase \_\_\_\_\_

For the warranty to be valid, this form must be completed in its entirety. Send the completed form along with a check for \$300 payable to MasterCraft Boat Company. Please send the form and check to: MasterCraft Boat Company, 100 Cherokee Cove Drive, Vonore TN 37885.

This transfer warranty will be in effect immediately upon receipt and approval of this form and the application fee (approximately 14 days). **It will offer the exact coverage and be governed by the exact restrictions as the original warranty for the remainder of the original warranty period.**

# 2011 Serial Numbers

**U S M B C A X A A 1 K 0 1 1**  
 1 2 3 4 5 6 7 8 9 10 11 12 13 14

- 1, 2 = **US** for origin in the United States
- 3 = **M** for MasterCraft
- 4 = **B** for Boat
- 5 = **C** for Company
- 6 = **Engine Type:**

## INDMAR

A = Chevy 5.7 RTP 1 1:1/1.5:1/VRS	Z = L96 VRS - Single & Twin
C = Chevy 5.7 RTP 1.26:1	D = L96 VRS (SWS) Single & Twin
M = MCX 1:1/1.5:1	F = Twin RTP
J = MCX 1:1 (SWS)	G = Twin MCX
N = MCX VRS/MCS 1.26:1	L = Twin MCX (SWS)
B = MCX VRS (SWS)	V = VW Diesel 1/51:1 - Twin and Single
U = L96 1.22:1/1.5:1	R = Cummins Diesel (Twin)
K = L96 1.22:1 (SWS)	

## ILMOR

2 = 5.7L 1:1	7 = 6.0L Vs/Twin
3 = 5.7L 1.26:1/Vs/Twin	8 = 6.0L 1.22:1 (SWS)
4 = 5.7L 1:1 (SWS)	9 = 6.0L Vs (SWS)/Twin (SWS)
5 = 5.7L 1.26:1 (SWS)/Vs (SWS)/Twin (SWS)	S = 6.2L Vs
6 = 6.0L 1.22:1	T = 6.2L Vs (SWS)

## 7 = Boat Model:

A = ProStar 190	E = 225V/X-25/Salt
B = ProStar 190 Tournament Team	V = 235V/X-35/Salt
X = ProStar 197/X-7	W = 235V/X-35/Salt-Seat Option
C = ProStar 107 Tournament Team	J = 245V/X-45/Salt
T = ProStar 214/X-14	G = 255V/X-55/Salt
U = ProStar 214V/X-14V	H = 255V/X-55/Salt-Seat Option
2 = X-1	D = CSX 220/Salt
L = X-Star/Salt	F = CSX 265/Salt (Twin)
R = 200V/X-2/Salt	S = 280V/X80 STS (Twin)
M = 215V/X-15/Salt	K = 300 (Twin)

## 8, 9, 10 = Sequential Series Numbers (never repeated in a Model Year)

### 11 = Month Made:

A = January	D = April	G = July	J = October
B = February	E = May	H = August	K = November
C = March	F = June	I = September	L = December

### 12 = Year Made:

**2010** (built July through December 2010)  
**2011** (built January through June 2011)

### 13, 14 = Model Year: **2011**



# Trailer Serial Numbers

**1 9 M S B 2 2 2 5 B 2 D 6 0 1 2 5**  
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

**1, 2, 3 = United State Assigned Trailer Code**

**4 = S = Steel Trailer**

**5 = B = Boat Trailer**

**6, 7 = Trailer Length (Ft) - Model Specific**

**8 = Axles: 1 = SA; 2 = TA**

**9 = Check Digit - Assigned by NMMA, based on their formula**

**10 = Model Year: 8/2008; 9/2009; A/2010; B/2011, etc.**

**11 = Company Code**

**12, 13 = Trailer Model**

A1 = PS 190-PS 197 SA

E5 = MS 225 TA

B2 = PS 190-PS 197 TA

F2 = MS 230 TA

F3 = PS 214 SA

E4 = MS 235 TA

F4 = PS 214 TA

D4 = MS 215 TA

F5 = PS 214V SA

E1 = MS 245 TA

F6 = PS 214V TA

E6 = MS 255 TA

C5 = X-1 SA

D3 = X-Star TA

C6 = X-1 TA

E2 = CSX 220 TA

D5 = MS200 SA

PHOENIX = CSX 265 - TA/TR

D6 = MS 200 TA

PHOENIX = MS 280 - TA/TR

E5 = MS 225 TA

PHOENIX = MS 300 - TR

**14, 15, = Trailer Sequential Serial Number - Assigned at MasterCraft**

**16, 17**