



TROLLING MOTOR LIMITED WARRANTY POLICY

EMEA Rev. B (03/2025)

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 COUNTRY TO COUNTRY.

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 countries or territories do not allow the exclusion on incidental or consequential damages, so the above limitation may not apply.

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.

This Policy supplements and is in addition to the consumer limited warranty (the "Limited Warranty"). In the event of a conflict between the terms of this Policy and the Limited Warranty, these terms will govern, but solely with respect to marine products listed in Appendix 1: Trolling Motor.

WARRANTY/PRODUCT REGISTRATION

Dealers/Original Equipment Manufacturers (OEM) are encouraged to have their customer register their product within 30 days after the date of sale. Customers can register their Garmin branded products using the [ActiveCaptain App.](<https://www.garmin.com/en-GB/p/573254>)

Product registration cards are not included with some units. Under these circumstances, make sure to date your customer's sales receipt as this is their proof of purchase, or you may register your customer's installation at the DRC.

When the dealer receives a Garmin branded product 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 for Garmin branded products, Garmin requires proof of authorised installation by a Garmin certified entity or an authorised Garmin OEM boat builder. Garmin certified entity is defined as an entity that has attended a Garmin certification training and holds a certificate from the National Marine Electronics Association (NMEA), MEI, AMEI or CMET certification or the American Boat and Yacht Council (ABYC) Electrical certification. Authorised OEM is defined by Garmin; please contact to confirm eligibility.

Note: Products not listed in Appendix 1: Trolling Motor of this policy or an Appendix of another Warranty Policy of the Marine Warranty Policies are covered by the Garmin One-year Consumer Limited Warranty. For avoidance of doubt, this policy only applies to Garmin trolling motor products listed in Appendix 1: Trolling Motor

GARMIN MARINE LIMITED WARRANTY

There are three types of marine limited warranties available to customers within the EMEA region.

Type 1: Standard Marine Consumer Limited Warranty — Self-performed owner-installed equipment Type 2: Marine Certified Dealer Limited Warranty, including Parts and Onboard — Installed by a Garmin and NMEA or ABYC certified installer Type 3: Marine Authorised OEM Limited Warranty, including Parts and Onboard — Installed by an authorised OEM boat builder

TYPE 1: STANDARD MARINE CONSUMER LIMITED WARRANTY — OWNER INSTALLATION

1.1.0 Garmin trolling motor products listed in Appendix 1: Trolling Motor are warranted to be free from defects in material or workmanship for a period of:

- (a) three (3) years from the date the product was purchased by the first customer for recreational, noncommercial use, or
- (b) one (1) year from the date the product was purchased by the first customer and had any commercial use thereafter. Commercial use means any usage associated with income-producing activities or other activities associated with the operation of a business.

The composite shaft of a trolling motor product used only for noncommercial, recreational use is warranted to be free from defects in materials and workmanship for the lifetime of the original customer and is nontransferable. The composite shaft of a trolling motor product used for any commercial use is one (1) year from the date the product was purchased by the first customer. Within the applicable period (lifetime of the original customer who used the trolling motor product only for noncommercial, recreational use or one (1) year from the date a trolling motor product used for a commercial use was purchased), Garmin will, at its sole option, provide a replacement composite shaft for any material or workmanship defects confirmed by Garmin. The customer will be responsible for any costs associated to the removal of the original shaft and installation of the replacement shaft.

1.1.1 Products not listed in Appendix 1: Trolling Motor are covered by the Garmin One-year Consumer Limited Warranty.

1.1.2 Such repairs or replacements of products listed in Appendix 1: Trolling Motor will be made at no charge to the customer for parts and labour, provided that the customer shall be responsible for any transportation costs to Garmin.

1.1.3 Garmin will not pay for onboard labour or travel required for this standard limited warranty.

1.1.4 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 expressed or implied warranty.

STANDARD LIMITED WARRANTY RETURNS PROCEDURE

2.1.0 Customers and dealers should first contact a Garmin Europe product support representative for technical assistance. After standard troubleshooting fault tests have been performed, a return material authorisation (RMA) number 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 visiting the [Garmin Support Centre.](<https://support.garmin.com/en-GB/>)

2.1.1 The returned product must be shipped (insured) to Garmin with proof of purchase and the RMA number marked in plain view on the package. The regional shipping address will be provided by Garmin at the time of RMA.

2.1.2 Customers may choose to hire a certified dealer to perform this return procedure at the customer's expense.

TYPE 2: MARINE CERTIFIED DEALER LIMITED WARRANTY, INCLUDING PARTS AND

ONBOARD — APPROVED DEALER INSTALLATIONS

3.1.0 The Garmin onboard warranty period for Garmin trolling motor products listed in Appendix 1: Trolling Motor that are factory-new goods purchased from a Garmin approved dealer and installed by a Garmin and NMEA or ABYC certified installation entity is:

- (a) three (3) years for parts and onboard service from the date the product was purchased by the first customer for recreational, noncommercial use, or
- (b) one (1) year for parts and onboard service from the date the product was purchased by the first customer and had any commercial use thereafter.

The Garmin onboard warranty period for the composite shaft of a trolling motor product used only for noncommercial, recreational use is for the lifetime of the original customer and is nontransferable. The onboard warranty period for the composite shaft of a trolling motor product used for any commercial use is one (1) year from the date the product was purchased by the first customer. Within the applicable period (lifetime of the original customer who used the trolling motor product only for noncommercial, recreational use or one (1) year from the date a trolling motor product used for a commercial use was purchased), Garmin will, at its sole option, provide a replacement composite shaft for any material or workmanship defects confirmed by Garmin. The customer will be responsible for any costs associated to the removal of the original shaft and installation of the replacement shaft.

3.1.1 The warranty period commences from the date the Garmin branded products were purchased by the first retail customer.

3.1.2 The Garmin onboard warranty reimburses labour and travel for the warranty service repair and/or replacement for specific Garmin Trolling Motor branded products at set rates as defined in Appendix 1: Trolling Motor of this policy or as applicable. If additional time is required, prior approval in writing must be obtained from the Garmin Marine Warranty Administrator by email at marinedts.europe@garmin.com. Under the onboard warranty, Garmin provides reimbursement for the cost of the maximum time allowed for that service or the actual time for the service (whichever is less).

3.1.3 Installations made by a third party that is not a Garmin and NMEA or ABYC certified entity or is not approved by Garmin will be classified as owner installations and will therefore be covered by the Type 1: Standard Marine Consumer Limited Warranty described above or the Garmin One-year Consumer Limited Warranty.

3.1.4 Proof of Garmin onboard warranty coverage is required. Proof of warranty is composed of the following:

- Invoice with original date of device purchase, and
- Product serial number, and
- Proof of an authorised Garmin and NMEA or ABYC certified installation

3.1.5 The 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 expressed or implied warranty.

ONBOARD LIMITED WARRANTY PROCEDURE: CLAIM FORM AND SUPPORTING DOCUMENTATION

4.1.0 Customers should contact Garmin or a Garmin and NMEA or ABYC certified entity within 30 days of a product failure for warranty service. All customers and/or Garmin and NMEA or ABYC certified entities are required to perform standard troubleshooting fault tests to determine whether onboard warranty service is appropriate. After standard troubleshooting fault tests have been performed, an RMA number 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 visiting the [Garmin Support Centre.](<https://support.garmin.com/en-GB/>)

4.1.1 Each onboard warranty service must be accompanied by a warranty claim form, which must be completed in full

and is used to track the claim. It is to be quoted in any matters regarding the claim.

4.1.2 Failure to complete the form fully or missing or insufficient information will delay in processing the claim and may result in claim denial.

4.1.3 A completed service report (invoice/work order) must be attached to the warranty claim form. The service report should include service time, shop rate, fault symptoms, repair remedy and should include reason for additional labour/travel/mileage if approved by Garmin.

4.1.4 Customers shall contact Garmin or an authorised service dealer within 30 days of a Garmin branded marine product failure for service. All customers and/or dealers are required to perform standard trouble-shooting methods before an actual Onboard Warranty situation shall exist. Customers and dealers can be assisted in doing this by contacting Garmin product support directly at (Inside UK) 08082380000 or (outside UK) +44 3708501242 or marinedts.europe@garmin.com

TYPE 3: MARINE AUTHORISED OEM LIMITED WARRANTY, INCLUDING PARTS AND ONBOARD — APPROVED OEM BOAT BUILDER INSTALLATIONS

5.1.0 The Garmin OEM Parts and Onboard Warranty period for Garmin trolling motor products listed in Appendix 1: Trolling Motor that are factory-new goods purchased and installed by an authorised OEM board builder “OEM” is:

(a) three (3) years for parts and onboard service from the date the product was purchased by the first customer for recreational, noncommercial use, or

(b) one (1) year for parts and onboard service from the date the product was purchased by the first customer and had any commercial use thereafter.

The Garmin OEM Parts and Onboard Warranty period for the composite shaft of a trolling motor product used only for noncommercial, recreational use is for the lifetime of the original customer and is nontransferable. The Garmin OEM Parts and Onboard Warranty period for the composite shaft of a trolling motor product used for any commercial use is one (1) year from the date the product was purchased by the first customer. Within the applicable period (lifetime of the original customer who used the trolling motor product only for noncommercial, recreational use or one year from the date a trolling motor product used for a commercial use was purchased), Garmin will, at its sole option, provide a replacement composite shaft for any material or workmanship defects confirmed by Garmin. The customer will be responsible for any costs associated to the removal of the original shaft and installation of the replacement shaft.

5.1.1 The warranty period commences from the date of vessel purchase by the first retail customer.

5.1.2 Customers shall contact Garmin or an authorised service dealer within 30 days of a Garmin branded marine product failure for service. All customers and/or dealers are required to perform standard trouble-shooting methods before an actual Onboard Warranty situation shall exist. Customers and dealers can be assisted in doing this by contacting Garmin product support directly at (Inside UK) 08082380000 or (outside UK) +44 3708501242 or marinedts.europe@garmin.com

5.1.3 Installations made by an OEM selected third party that is not a Garmin and NMEA or ABYC certified entity or is not approved by Garmin will be classified as owner installations and will therefore be covered by the Type 1 Standard Marine Consumer Limited Warranty described above or the Garmin One-year Consumer Limited Warranty.

5.1.4 Proof of OEM parts and onboard warranty coverage is required. Proof of warranty is composed of:

- Invoice with original date of vessel purchase; and
- Product serial number; and
- Vessel hull number from an authorised OEM boat builder

5.1.5 The 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.

OEM PARTS AND ONBOARD LIMITED WARRANTY PROCEDURE: CLAIM FORM AND

SUPPORTING DOCUMENTATION

6.1.0 Customers should contact Garmin or a Garmin and NMEA certified entity within 30 days of a product failure for warranty service. All customers and/or Garmin and NMEA certified entities are required to perform standard troubleshooting fault tests to determine whether onboard warranty service is appropriate. After standard troubleshooting fault tests have been performed, an RMA number 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 visiting the [Garmin Support Centre.](<https://support.garmin.com/en-GB/>)

6.1.1 Each onboard warranty service must be accompanied by a warranty claim form, which must be completed in full and is used to track the claim. It is to be quoted in any matters regarding the claim.

6.1.2 Failure to complete the form or missing or insufficient information will delay in processing the claim and may result in claim denial.

6.1.3 The Vessel Hull Number from an authorised OEM boat builder is required to receive labour reimbursement for products listed in Appendix 1: Trolling Motor.

6.1.4 A completed service report (invoice/work order) must be attached to the warranty claim form. The service report should include service time, shop rate, fault symptoms, repair remedy and should include reason for additional labour/travel/mileage if approved by Garmin.

6.1.5 Customers shall contact Garmin or an authorised service dealer within 30 days of a Garmin branded marine product failure for service. All customers and/or dealers are required to perform standard trouble-shooting methods before an actual Onboard Warranty situation shall exist. Customers and dealers can be assisted in doing this by contacting Garmin product support directly at (Inside UK) 08082380000 or (outside UK) +44 3708501242 or marinedts.europe@garmin.com

WARRANTY EXCLUSIONS

7.1.0 In addition to the limitations above, the warranty exclusions set forth below shall apply to the Standard Marine Consumer Limited Warranty, Marine Certified Dealer Limited Warranty and the Marine Authorised OEM Limited Warranty.

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

7.1.2 The warranty policy does not cover costs associated with non Garmin manufactured transducers, damage due to improper transducer configuration, and transducer replacements or haul-outs and launches. It also does not cover shop supplies, lost production time or collateral damage.

7.1.3 The warranty policy does not cover product failures due to shipping damage, accident, abuse or misuse, improper storage, alteration or unauthorised repair, corrosion, products on which the serial number has been tampered with, power spikes, vandalism, water ingress, submersion, or other acts of God (force majeure) or weather phenomena such as lightning, flash floods, spills of food or liquids, maladjustment of customer controls, etc.

7.1.4 The warranty policy does not apply if Garmin was not notified by the consumer of the alleged defect or malfunction of the product during the applicable limited warranty period.

7.1.5 The warranty policy does not apply if the product was used with or connected to an accessory not supplied by Garmin or fit for use with Garmin branded product or used in a manner other than its intended use.

7.1.6 Garmin assumes no responsibility for damage incurred during installation.

7.1.7 The Garmin onboard warranty does not extend to self-performed owner-installed equipment or installations.

7.1.8 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.

7.1.9 The warranty policy does not cover LCD displays that exhibit faulty pixels that are within technical specifications as determined by Garmin or the Garmin approved LCD supplier.

7.2.0 The warranty policy does not cover luxury 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.

7.2.1 The warranty policy does not cover products for which a suitable proof of purchase showing date, dealer/retailer, serial number or installation invoice (if required) cannot be demonstrated at the time of the request for warranty service.

7.2.2 The warranty policy does not cover sea trials. If, in exceptional circumstances, you have a specific case that warrants a sea trial, please contact the marine warranty administrator via email at marinedts.europe@garmin.com.

7.2.3 The warranty policy does not cover damage or costs resulting from the connection of third-party products.

7.2.4 The warranty policy does not cover freight costs associated with the return of defective equipment to Garmin nor is such freight payable by Garmin.

7.2.5 The warranty policy does not cover water intrusion caused by high-pressure water sprayers or damage to products caused by harsh chemicals.

7.2.6 The warranty policy does not cover Silva branded compasses.

7.2.7 The warranty policy does not cover costs associated with modified or painted products outside of manufacture specifications.

7.2.8 The warranty policy does not cover normal wear and tear or misuse, or cosmetic damage, such as scratches, nicks and dents.

7.2.9 The warranty policy does not cover installations of trolling motor products on vessels outside of manufacture recommended vessel size and weight specifications.

7.3.0 The warranty policy does not cover improper or insufficient care or maintenance. As a result, the warranty policy does not cover trolling motor products that have not been maintained as required by the applicable Trolling Motor Maintenance Manual or any costs associated with performing maintenance required by the applicable Trolling Motor Maintenance Manual.

7.3.1 The warranty policy does not cover damage resulting from or caused by inadequate cleaning or improper service of trolling motor products used in saltwater or brackish water.

7.3.2 The warranty policy does not cover damage caused by accident, incorrect installation, incorrect stowing, abuse, misuse, water, flood, fire, other acts of nature or external causes, or failure to obtain required annual maintenance service of a trolling motor product.

7.3.3 The warranty policy does not cover damage to a product that has been connected to power and/or data cables that are not supplied by Garmin or damage to a product that has been connected to cables that are not certified by Underwriters Laboratories (UL) and are not labelled as Limited Power Source (LPS).

7.3.4 The warranty policy does not cover costs associated with or related to normal maintenance or replacement of parts or accessories that are not defined as a manufacture defect.

7.3.5 The warranty policy does not cover costs associated with or related to the removal and replacement of non Garmin products to gain access to Garmin products requiring replacement.

7.3.6 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 and hourly rate) for removal and replacement of such product based on a case-by-case situation.

7.3.7 Garmin reserves the right to refuse any warranty service claim it deems unfair or nonconforming to the policies and procedures set forth in this warranty document. In addition, Garmin reserves the right to refuse to pay warranty labour 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

8.1.0 Any return of defective product must have an RMA number issued in advance.

8.1.1 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.

8.1.2 Unmarked boxes or returns without RMA numbers will be returned to sender.

8.1.3 Freight costs: Inbound delivery to Garmin is the responsibility of the Garmin and NMEA or ABYC certified installation entity, OEM, dealer or the customer. Standard ground outbound shipping freight cost will be paid by Garmin. Overnight or second-day express delivery freight service is available at an additional cost, paid by the requester.

8.1.3 Freight costs: Inbound delivery to Garmin is the responsibility of the Garmin and NMEA or ABYC certified installation entity, OEM, dealer or the customer. Standard ground outbound shipping freight cost will be paid by Garmin. Overnight or second-day express delivery freight service is available at an additional cost, paid by the requester.

APPENDIX 1: TROLLING MOTOR

EMEA Rev. B (03/2025)

OWNER INSTALLED & GARMIN AND NMEA OR ABYC CERTIFIED INSTALLED PRODUCTS

Three-year Limited Warranty and Onboard Applies to the Following Specific Products

Force® Scissor and Force Pro Scissor Trolling Motor		
Complete Trolling Motor	1.5 hours	N/A
Drive System		
Preparing the Drive Assembly for Service *Only applicable when removed from vessel	0.5 hours	N/A
Functionality Testing	0.25 hours	N/A
Drive Assembly	0.5 hours	N/A
Downshaft+ Prop	0.5 hours	N/A
Prop Drive	1 hour	N/A
Down Shaft (Warranty Only)	1 hour	N/A
Shaft Cap	0.5 hours	N/A
Coil Cable	0.5 hours	N/A
Depth Adjustment Collar	0.5 hours	N/A
Depth Limiter	0.25 hours	N/A
Transducer	1 hour	N/A
Stabilizer	0.5 hours	N/A
Nose Cone	0.5 hours	N/A
Servo	1 hour	N/A
Mount		
Complete Mount	1 hour	N/A
Upper Link	0.5 hours	N/A
Lower Link	0.5 hours	N/A
Lower Link Internal Parts	0.75 hours	N/A
Mount Base	1 hour	N/A
Slide Rails (ea)	0.5 hours	N/A
Shaft Stabilizer	1 hour	N/A
Motor Bumper	0.5 hours	N/A
Latch Kit (Force® Scissor Only)	1 hour	N/A
Gas Spring (ea)	0.5 hours	N/A
Gas Spring Control Arm	1 hour	N/A
Pull Handle and Cable	0.5 hours	N/A
Foot Pedal (Wired Only)	0.5 hours	N/A
Force® Kraken Trolling Motor		
Complete Trolling Motor	1.5 hours	N/A
Drive System		
Preparing the Drive Assembly for Service *Only applicable when removed from vessel	0.5 hours	N/A
Functionality Testing	0.25 hours	N/A
Drive Assembly	0.5 hours	N/A
Downshaft+ Prop	0.5 hours	N/A
Prop Drive	1 hour	N/A
Down Shaft (Warranty Only)	1 hour	N/A
Shaft Cap	0.5 hours	N/A
Coil Cable (Wire Harness)	0.5 hours	N/A
Antenna Box	0.5 hours	N/A
Depth Adjustment Collar	0.5 hours	N/A
Stabilizer	0.5 hours	N/A
Nose Cone	0.5 hours	N/A
Servo	1 hour	N/A
Transducer	1 hour	N/A
Mount		

Complete Mount	1 hour	N/A
Mount Base Shrouds	0.5 hours	N/A
Mount Base	1 hour	N/A
Motor Bumper	0.5 hours	N/A
Shaft Stabilizer	1 hour	N/A
Latch Kit	1 hour	N/A
Foot Lever / Tension Springs	0.5 hours	N/A
Pivot Pin	0.75 hours	N/A
E-Box	0.5 hours	N/A

Notes:

- With the exception of Products subject to Type 1: Standard Marine Consumer Limited Warranty — Owner Installation, the Products listed in Appendix 1: Trolling Motor must be installed by a Garmin and NMEA or ABYC certified entity for eligibility.
- Maximum travel allowance prior to authorisation is 80 kilometres round trip

The above are the maximum allowances. The service report should reflect the amount of time claimed. Warranty service requiring extended labour or travel must have prior authorisation from the Garmin Europe Marine Warranty Administrator via email. If within a reasonable distance, Garmin expects the installing dealer to carry out the onboard warranty service. In other situations, it is expected that the nearest service entity to the vessel will carry out the onboard warranty service, therefore keeping travel costs to a minimum. Should the travel time exceed what is preapproved, prior authorisation from Garmin is required.

Rev. B is valid until superseded by a sequential revision.