

# BOAT LIFT BOSS™

QUICK-MOUNT DIRECT DRIVE SYSTEM

## Boat Lift Boss Repair Procedure:

---

The Boat Lift Boss™ Warranty Procedure is in place to expedite warranty claims for Boat Lift Boss™ units. **Please call or e-mail Extreme Max™ prior to sending any units back.**

Boat Lift Boss™ Warranty consists of a 3-year period detailed as follows:

- 3-year warranty period begins at Date of Purchase on all units purchased on or after July 1, 2023.
- Year 1-2 (Months 0-24): Full Unit Replacement
- Year 3 (Months 25-36): Full Unit Repair

All units within the 3-year warranty period will be inspected. Extreme Max™ has the right to deny to any warranty claim due to submersion, misuse, unauthorized tampering or conflicting motor dates.

In the cases where Extreme Max™ approves a replacement warranty unit in advance, the defective unit being replaced must be returned to Boat Lift Boss within 30 days or the RGA will become invalid and the amount of the unit will be due.

For all other warranty claims for credit or replacement, the unit being replaced must be returned to Boat Lift Boss within 60 days or the RGA will become invalid.

The following items are required for warranty processing:

- Completed Boat Lift Boss™ Warranty & Repair Form
- Receipt / Proof of Purchase – Dealer/Customer to Provide
- Boat Lift Boss™ Unit Needing Service – Dealer/Customer to Provide

Forms and a copy of the receipt / Proof of Purchase are to be placed in the same box as the Boat Lift Boss™ unit being shipped. Forms not properly filled out or missing may cause the unit to be issued as “return to sender” or a \$50 charge may be assessed for processing any incomplete or missing forms. All forms must contain a detailed description of the issue needing service.

Before requesting any return authorizations, check for the following conditions that may affect proper Boat Lift Boss™ operation. Some of them can be fixed easily, while others may require an electrician or other professional.

- Is the power properly hooked up?
- 12V/24V – Is the battery too low or dead?
- 120V – Has a fuse been tripped? \*
- 120V – Is the electrical cord large enough to handle the load? \*
- A minimum 14-gauge cable for up to 75'. And minimum 12-gauge cord for up to 100', do not exceed 100'.
- Do not use a generator, convertor or inverter to operate a Boat Lift Boss.

\* Long cable runs and/or small cable sizes with 120V units may contribute to blowing fuses.

A Return Goods Authorization must be created prior to a defective unit being sent in. In order to process this step a retail customer's receipt and detail description of the failure must be provided.

For the quickest response to questions on this procedure, service, repair or unit updates, please contact **boatliftboss@extrememax.com**

**www.extrememax.com • 651-357-1862**



## Warranty & Repair Program Boat Lift Boss™

6800 Otter Lake Road, Lino Lakes, MN 55038

Tech: 651-357-1862

boatliftboss@extrememax.com

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Extreme Max Part Number/Model: \_\_\_\_\_

### \*Contact Information

*\*If Repair form is not properly filled out, a \$50 charge or return of the product may be assessed.*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

*(Proof of purchase required for warranty coverage)*

### Warranty Repair/Replacement Program

- ☐ Warranty Repair/Replace Program
- ☐ Replacement Unit Already Received, Issue Credit

### Non-Warranty Repair Program

- ☐ Repairable Control Box Components (\$175.00) \*(Excludes Motor/Gearhead)
- ☐ Plastic Housing Replacement (\$100.00)

*\* All Non-Warranty repairs carry a 2-4 week lead-time. Newly repaired units do not carry any warranty. Customers are responsible for freight costs incurred shipping the unit to Extreme Max. Extreme Max will return the repaired unit free of charge.*

### "Total Loss" Submerged Unit, Bad Motor/Gearhead, Non-Repairable Damage

- 30% Off Retail of New Unit with Surrender of Old Unit

- |   |  |
|---|--|
| <input type="checkbox"/> 3012.4518 (Gen 5) - 12/24 Key-Turn                   | <input type="checkbox"/> 3014.4524 (Gen 6) - 12/24V DC with Bluetooth Capability |
| <input type="checkbox"/> 3012.4524 (Gen 5) - 12/24 Key-Turn w/Wireless Remote | <input type="checkbox"/> 3014.4512 (Gen 6) - 120V AC with Bluetooth Capability   |
| <input type="checkbox"/> 3012.4509 (Gen 5) - 120V Key-Turn                    | <input type="checkbox"/> 3005.7284 - Corded Pendant Controller                   |
| <input type="checkbox"/> 3012.4512 (Gen 5) - 120V Key-Turn w/Wireless Remote  | <input type="checkbox"/> 3001.9815 - Remote Control Fob                          |

*\* Customers are responsible for freight costs incurred shipping the unit to Extreme Max (U.S. only). Each new unit carries a full three-year warranty and will be shipped free of charge to the customer.*

**Note: All prices subject to change**

### Please write a detailed description of the failure and all circumstances of how it occurred.

---

---

---

---

For Internal Use Only      Order No.: \_\_\_\_\_