

BOAT LIFT BOSS™

QUICK-MOUNT DIRECT DRIVE SYSTEM

Boat Lift Boss™ Warranty 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™ to obtain an RGA number prior to sending any units back.***

Units with in the 2-year warranty period will be repaired. The unit in question will be inspected. We have the right to deny to any warranty claim due to submersion, mis use or conflicting motor dates.

If a warranty unit has to be sent in advance, the unit being replaced must be returned to Boat Lift Boss within 30 days or the RGA will become invalid and the amount of the new unit will be due.

In the cases were 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 replacemet, 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:

- Boat Lift Boss™ Warranty Form – Completed by Extreme Max™
- 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 authorziations, 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 service@extrememax.com.

EXTREME MAX PRODUCTS

Warranty Boat Lift Boss™

6800 Otter Lake Road, Lino Lakes, MN 55038

Tech: 651-357-1862

service@extrememax.com

Date: ____/____/____

Extreme Max Part Number/Model: _____

*Dealer Information

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

Name: _____

RGA No.: _____

(Must contact Extreme Max for the RGA number)

Address: _____

City, State, Zip code: _____

Home Phone: _____ Cell Phone: _____

Email: _____ Date Purchased: _____

(Proof of purchase required)

*Customer Information

**If Warranty 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)

Product Information

Brand

Boat Lift Buddy Shoremaster

Boat Lift Boss™ Direct Drive Winch Box _____

Integrated 5K Limit Switch *(Model)*

Integrated 7K

Unit/Model Type

120V Buddy 12V Buddy

120V Key Turn 12/24V Key Turn

120V with Corded 12/24V with Corded

120V with Wireless 12/24V with Wireless

Pendant Controller Pendant Controller

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

For Internal Use Only Order No.: _____

Action to be taken: Replacement Unit Repair Replace Housing Other

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