

# WARRANTY



# Limited Lifetime Warranty

***SIERRA INTERNATIONAL INC. warrants its products to be free of defects in workmanship and materials for the useful life of the product***

- Product Replaced at no charge
- Sierra pays posted labor rate for the repair
- Sierra pays for the parts associated with the repair
- Sierra pays for incidental charges including towing, haul-out, and travel time
- Sierra pays for the claim with a check



# Warranty Claim – without labor

- If no labor claim is associated with the allegedly defective product, return to local distributor
- Distributor will replace the part or credit customer
- Sierra will credit distributor



# Warranty Claim – with labor

- Call Sierra Tech Support (217-324-9428)
- Receive RGA
- Tech will review bullet points A-E in Sierra Catalog
- Dealer will ship the part to Sierra
- Process will take up to 30 days
- Labor payment goes to dealer in form of check
- Parts used for repair will have credit issued to the distributor



# Magnuson Moss Warranty Act

- The Magnuson Moss Warranty Act states that an Original Equipment Manufacturer may not require the use of any brand of product unless the manufacturer provides the item free of charge under the terms of the warranty
- Aftermarket Replacement Oil and Parts will NOT void the warranty on your customer's engines!



# Magnuson Moss Warranty Act

## Magnuson-Moss Warranty Act

Consumer purchasers of marine products are sometimes told by an O.E. marine dealer's service writer or mechanic that a brand of replacement product cannot be used in the consumer's marine engine during the warranty period. The claim is made that use of the brand will "*void the warranty*", with the statement or implication that only the original equipment brand of product may be used. This, of course, tends to cast doubt on the quality of the replacement product.

That claim is simply not true. If the consumer asks for the statement in writing, he will not receive it. Nevertheless, the consumer may feel uneasy about using replacement products that are not original equipment. With the large number of do-it-yourselfers who prefer to install their own products, this misleading claim should be corrected.

Under the Magnuson-Moss Warranty Act and general principles of the federal trade commission act, a manufacturer may not require the use of any brand product (or any other article) unless the manufacturer provides the item free of charge under the terms of the warranty.

So if the consumer is told that only the original equipment product will not void the warranty, he should request the O.E. product be supplied free of charge. If he is charged for the product the manufacturer will be violating the Magnuson-Moss Warranty Act or other applicable law.

By providing this information to consumers WE can help to combat the erroneous claim that a brand of replacement product other than original equipment will "*void the warranty*".

It should be noted that the Magnuson-Moss Warranty Act is a federal law that applies to consumer products. The federal trade commission has authority to enforce the Magnuson-Moss Warranty Act, including obtaining injunctions and orders containing affirmative relief. In addition, a consumer can bring suit under the Magnuson-Moss Warranty Act.

