Warranty Procedure

1. First, identify the problem with the Power-Pole™.

2. Next, determine if any parts need to be repaired or replaced, If necessary, call our tech support hotline (813) 689-9932 for assistance.

3. If any parts need to be replaced; locate the Power-Pole serial # on the stern bracket, call the tech support hotline to obtain a return material authorization (RMA) number. When returning an item you must include a copy of the **original purchase receipt** and have the **RMA #** written on the outside of the box in order to insure proper credit. Ship the bad part back to JL Marine Systems, Inc. (JLM). A warranty invoice will be generated and the replacement parts will be shipped to the dealer.

4. (JLM) will extend warranty credit to all dealers for 30 days; no payment will be required upon receipt. After receiving and testing a bad part, JLM will apply a credit to the balance on the warranty invoice, If JLM does not receive the bad part within 30 days, a bill for the balance of warranty invoice will be sent to the dealer.

5. ***NOTE*** In an effort to get replacement parts out quickly**,** often the new part ,and the bad part will cross in the mail, so please be sure about the status of a part being covered by the JLM warranty policy prior to fixing a customers Power-Pole! **Water damage parts, or parts out of the warranty period are not covered**. If a dealer installs parts prior getting warranty approval, and they are later determined not to be covered**, the dealer will be responsible for paying for the new parts.**

6. If a dealer is not sure about a part being covered by the JLM warranty; there are two options:

   - *Option 1*- A dealer may pay for a new replacement part first; then if the part is covered, a credit will be issued by JLM to the dealer. Charge or credit the customer accordingly.

   - *Option 2*- Ship the part to JLM, wait for the part to be tested, and JLM will notify you if the part is covered, or not covered. Then the dealer can order the new parts and charge the customer accordingly.

7. In an effort to keep dealer margins as high as possible, JLM does not cover the dealer labor costs for repairing JL Marine products. It will be up to each dealer to charge or not charge a customer for labor expenses. JLM will always strive to manufacture the most reliable products possible, keeping repairs to a minimum.

If you have any questions about our warranty policy please call us at (813)689-9932