



Marine

Service Activated Warranty

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Definition Of Words (listed in alphabetical order)

When the following words and phrases appear in this policy document, they have the specific meanings given below. These words are highlighted by the use of **bold** print.

Area of cover

Means **UK and European Economic Area and Switzerland**

Authorised Suzuki Marine Dealer

Means any repairer located in the United Kingdom or the Republic of Ireland that has been authorised by Suzuki to undertake servicing, repair and maintenance work.

Proof of Cover Document

Means the document given to **you by the Authorised Suzuki Marine Dealer**.

Continuation of Cover

Means uninterrupted transition from the last day of the **New Outboard Motor Marine Warranty**, and/or any existing **Service Activated Warranty** to the first day of the new **Service Activated Warranty**.

Covered Outboard Motor

Means the Suzuki outboard motor shown on the **Proof of Cover Document**.

Covered Components

Has the meaning given to it on page 11.

Electrical or mechanical failure

Means the sudden and unexpected failure of a component which is covered by the **Service Activated Warranty** section of this document, and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition.

Lapsed Customer

Means where the **New Outboard Motor Marine Warranty** / or **Service Activated Warranty** has expired or there is a **Lapsed Service Interval**, see below definition (The Service Activated Warranty for a **Lapsed Customer** will begin 30 days from the date the scheduled service has been completed).

Lapsed Service Interval

Means any **Marine Outboard Motor** which has exceeded its recommended service intervals by 10 engine hours or 30 days, whichever occurs first.

New Outboard Motor Warranty

Means the 3-year/unlimited engine hours factory warranty that all new leisure use Suzuki outboard motors sold receive as standard, commencing from the outboard motor's first registration date.

Period of Service Activated Warranty

Means the period shown on **your policy document**.

Private individual

Means a person who is using the **covered outboard motor** for their own personal leisure use only and not for any business purposes (including clubs and associations).

Service Activated Warranty

Means the additional 12-month warranty which, subject to these terms, is automatically activated on completion of a scheduled service at an Authorised Suzuki Marine Dealer.

Suzuki, we, our, us

Means Suzuki GB PLC.

UK

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

You, your

Means the **private individual** named in the warranty registration database held by Suzuki GB PLC, or as replaced by any new owner (who is also a private individual) and who has been correctly declared to **us** by an **Authorised Suzuki Marine Dealer**.

Introduction



Suzuki Service Activated Warranty has been designed to help protect **you** against the costs incurred in the event of an **electrical or mechanical failure** of a **covered component** of the **covered outboard motor** occurring within the **area of cover**.

This document gives **you** full details of **your** cover. Please keep it together with **your Proof of Cover Document** in a safe place.

All the details of how to make a claim together with conditions of the policy are set out in the following pages. If **you** have any questions, **your Authorised Suzuki Marine Dealer** will be able to help **you**. To locate **your** nearest **Suzuki Authorised Marine Dealer** please refer to the 'Find A Dealer' section within Suzuki Marine website.

Summary of Warranty Cover and Limits

Subject to these terms, parts and labour in respect of repair or replacement of **covered components** up to the **maximum claim limit** of the **covered outboard motor**.

Any repair completed under this warranty will be completed by an **Authorised Suzuki Marine Dealer** using Suzuki Genuine Parts, subject to availability.

To determine whether the **maximum claim limit** has been reached we shall calculate the labour costs using the repairing **Authorised Suzuki Marine Dealer** warranty labour rate and the warranty price of any Suzuki Genuine Parts.

For full terms and conditions please read this **Service Activated Warranty** document together with **your Proof of Cover Document**.

Important Information



Thank **you** for servicing **your** Suzuki **outboard motor** with an **Authorised Suzuki Marine Dealer**.

Your Proof of Cover Document will be given to **you** by **your Authorized Suzuki Marine Dealer** on a durable medium no later than completion of the scheduled service that activates **your Service Activated Warranty**. It confirms, subject to these terms, the commencement of the **Service Activated Warranty** and any special terms or conditions that may apply.

It is very important that **you** read the whole of this document together with the **Proof of Cover Document** and make sure that **you** understand what is covered, what is not covered and what to do if **you** need to make a warranty claim or require assistance.

If **you** have any questions regarding this **Service Activated Warranty**, please speak to **your Authorised Suzuki Marine Dealer**.

How This Service Activated Warranty Works

The scheduled service that has now been completed by an **Authorised Suzuki Marine Dealer** is the service that qualifies **you** for the **Service Activated Warranty**. Subject to these terms and provided any rectification work identified during that service has been carried out, **we** will provide **you** with an additional 12-month warranty. If any identified rectification work is not carried out for any reason, the relevant component will not be covered under the **Service Activated Warranty**. This policy and **Proof of Cover Document** must be read together as one document, as they form the contract between **you** and **Suzuki**.

Upon completion of the scheduled service with an **Authorised Suzuki Marine Dealer** and subject to any rectification work to any component identified and carried out, **we** will provide **you** with an additional 12-month warranty. If the identified rectification work is not carried out for any reason, that component will not be covered under the **Service Activated Warranty**. This policy and **Proof of Cover Document** must be read together as one document as they form the contract between **you** and **Suzuki**.

Governing Law (UK)

Subject to the **Governing Law (Republic of Ireland)** section below or unless **you** and **we** agree otherwise English law will apply and all communications and documentation in relation to this warranty will be in English. In the event of a dispute, the English courts shall have exclusive jurisdiction. No term of this warranty agreement is to be enforceable by any third party pursuant to the Contract (Rights of Third Parties) Act 1999. **Your** statutory rights are not affected in any way by this warranty.

Governing Law (Republic of Ireland)

If you are resident in the Republic of Ireland, and unless you and we agree otherwise, the laws of Ireland will apply and all communications and documentation in relation to this warranty will be in English. Without prejudice to your right to bring proceedings in the country where you reside, in the event of a dispute, the Courts of Ireland shall have non-exclusive jurisdiction.

Your statutory rights are not affected in any way by this warranty.



Cancellation Rights / Refunds

Please note that this warranty has no surrender or refund value. Your statutory rights are not affected in any way by this warranty.

Transfer Of Ownership

The **Service Activated Warranty** is transferable to subsequent owners providing the **outboard motor** remains solely in leisure use but not transferable to another outboard motor.

If the **covered outboard motor** is sold, the remaining cover may be transferred to the new owner who is a **private individual** providing the new **private individual** registration is updated by an **Authorised Suzuki Marine Dealer**.

Servicing Requirements for Your Suzuki

Servicing must be carried out by a **UK or Republic of Ireland Authorised Suzuki Marine Dealer** and in accordance with the outboard motor manufacturer's recommendations. Genuine **Suzuki** parts must be used. Oils and other fluids must be of correct specification and supplied or recommended by **Suzuki** or an **Authorised Suzuki Marine Dealer**. Failure to comply with this condition may result in a **Service Activated Warranty** claim being rejected (unless it is clear and obvious that the claim does not relate to or arise from the oils or other fluids used).

Servicing Requirements for All Covered Outboard Motors

We will allow a maximum of 10 engine hours or 30 days in excess of the recommended service intervals, whichever occurs first, to qualify for **continuation of cover**. Outside of these parameters warranty cover will begin 30 days from the date the scheduled service has been completed.

Please ensure that the **Authorised Suzuki Marine Dealer** completes the service record booklet for the **covered outboard motor** and that **you** keep all service receipts as proof of servicing.

Service Activated Warranty

The Suzuki **Service Activated Warranty** (subject to these terms) will commence at no extra cost following expiry of the **New Outboard Motor Warranty**, or previous **Service Activated Warranty** unless you are a **Lapsed Customer** (see below for more information).

Please note this **Service Activated Warranty** does not apply to the **Service Activated Warranty** exclusions below.

Eligibility Criteria

The **Suzuki Service Activated Warranty** is a warranty which, subject to these terms, is activated on completion of the qualifying scheduled service by an **Authorised Suzuki Marine Dealer**. By maintaining the outboard motors recommended service schedule, customers can gain an additional 12-month or 100 engine hours cover (whichever occurs first) **Service Activated Warranty** from the date of each service, until the 7-year/1000 hours (whichever occurs first) limit is reached. Refer to **your** Owner's Manual for the correct service interval for **your** outboard motor.

Please note there will be a delay in **Continuation of cover** for a **Lapsed Customer**.

If you are a **Lapsed Customer**, the **Service Activated Warranty** will begin 30 days from the date the **Authorised Suzuki Marine Dealer** scheduled service has been completed.

The 7-year/1000 engine hours (whichever occurs first) limit runs from date of first registration.

Only **Suzuki** models originally sold through UK and Republic of Ireland **Authorised Suzuki Marine Dealers** qualify for the **Suzuki Activated Warranty** and customers must be residing in the UK or Republic of Ireland.

All repairs must be carried out by an **Authorised Suzuki Marine Dealer**.

All components covered by this policy must be free from defect at time of policy activation (date of service).

If you have any queries in relation to your eligibility for the Suzuki Service Activated Warranty, or how it will apply to your outboard motor, please contact your local Authorised Suzuki Marine Dealer.

Covered Components

Electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure** other than:

- Filters, fuses, spark plugs, control cables, oil, fluids, pipes and hoses, batteries, instruments, gauges or displays, cables or wiring damaged by external factors.
- General oil leaks due to the failure of any seal or gasket.
- Bodywork of any kind, fuel tanks, engine covers or hoods, body panels, paintwork.
- Parts not approved by or equivalent in specification or design to parts supplied by Suzuki.
- Damage or defects as a result of consequential damage caused by non-Suzuki genuine accessories, aftermarket parts or modifications.
- Parts replaced under normal maintenance or servicing procedures or replaced as a result of normal wear and tear or adjustments.
- The cost of repairing components where such components have not been adjusted in accordance with the manufacturer's specifications.
- Covered components with existing defects at time of policy commencement.
- Burnt out, sticking, broken or pitted valves.
- Piston seizure not caused by a manufacturing defect in either materials or workmanship.

Working Materials / Casings

Should a valid claim for a **covered component** require essential replacement or topping up of lubricants, fluids, oils, or oil filters, these items shall be covered as part of the total claim provided that the **covered outboard motor** is not within 10 engine hours or one month of its next due service.

Casings are covered when damaged by a **covered component** which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this warranty.

Service Activated Warranty Exclusions

This warranty does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Environmental damage such as exposure to sunlight, rain, freezing temperatures, tree sap, bird droppings, hail, acid rain, ozone and other natural conditions.
2. Issues resulting from improper use, inadequate maintenance, incorrect storage, exposure to salt water, normal galvanic action, or electrolysis, or any other corrosion.
3. Damage caused by underwater submersion or the ingestion of water through the intake or exhaust system, including (but not limited to) incorrect mounting to the transom bracket, operation in storm conditions or mishandling of the vessel.
4. Damage caused by striking submerged objects, grounding or collision.
5. Freeze damage caused by failure to winterise correctly.
6. Damage caused by marine growth or scale build-up.

7. Any failure related to not following the instructions in the owner's manual with regard to the power trim system and regular engine flushing.
8. Damage to the tilt lock mechanism caused by trailering the covered outboard motor in the tilted position or by using the raised auxiliary motor position.
9. Any defect that existed when the **Service Activated Warranty** period commenced.
10. Wear and tear, normal deterioration, routine servicing, maintenance, adjustments, reprogramming or loading of software.
11. Faulty repairs, incorrect servicing, or failure to have the **covered outboard motor** serviced in accordance with the manufacturer's recommended maintenance schedule.
12. Lack of oil, fuel, lubricants, fluids or additives; contamination or foreign matter entering the fuel, cooling or lubrication systems; or the use of parts, oils, fuels, lubricants, fluids or additives not recommended by the manufacturer of the **covered outboard motor**.
13. Customers applied chemical treatments such as specialised waxes, water repellent protective engine sprays and oil additives.
14. The **covered outboard motor** being modified in any way from the original manufacturer's specification.
15. Any loss where **you**, or anyone else acting on **your** behalf, has tampered with, altered or disconnected the instrument or gauge, or has acted in a way that prevents the engine hours of the **covered outboard motor** from being verified or where **you**, or anyone else acting on **your** behalf, acts in a way that prevents **us** from exercising **our** right to inspect the **covered outboard motor** under this warranty.

16. **Outboard motors** used for competitions (including practice), racing, pacemaking, rallies, speed trials or endurance tests, or power testing.
17. **Outboard motors** used for commercial or business purposes, including hire, charter, clubs or associations.
18. Other outboard motor brands/models, except for Suzuki.
19. Police, rescue organisations, emergency services or military organisations.
20. Loss or damage arising from accidents, misuse, abuse, neglect or any willful or unlawful act or omission, including consequential damage resulting from continued operation after a fault has become apparent.
21. Any component which is subject to recall by **Suzuki**.
22. Cleaning, polishing, routine maintenance, adjustments, modifications, alterations, tampering, disconnection, or improper adjustments or repairs.
23. **We** will pay for damage to a covered part where that damage is directly caused by the failure of another covered part, however, damage caused by a part that is not covered is excluded.
24. **We** will not pay for any depreciation to **your outboard motor**, loss of earnings, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item. Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence or that of an **Authorized Suzuki Marine Dealer**.

- 25.** As this **Service Activated Warranty** is intended to cover the repair and/or replacement of defective or damaged parts, it does not cover any additional losses caused by that defective or damaged part unless otherwise stated in these Terms and Conditions. For example, your **Service Activated Warranty** may cover the repair or replacement of an Engine Control Module but would not cover any loss of earnings while your **outboard motor** is being repaired.
- 26.** You should check whether **you** have any insurance policies that may cover additional damage or related costs or losses not covered by this **Service Activated Warranty**.
- 27.** War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- 28.** Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- 29.** Any costs covered under any insurance guarantee, warranty or similar cover.
- 30.** Failure due to power surges, power overloading, abnormal use and damage due to inappropriate or incorrect battery charging.
- 31.** Claims arising from overloading the covered outboard motor.
- 32.** Any outboard motor that is or has been used as a stationary power source.
- 33.** Differences between similar outboard motors, including power output, acceleration, top speed, fuel consumption, vibration or operating noise, where such differences arise from normal manufacturing tolerances.

Claim Payments

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official **Suzuki** labour times/costs which are necessary to repair or replace covered components.

How to Make a Service Activated Warranty Claim (UK / Republic of Ireland)

Please report any fault under the Suzuki **Service Activated Warranty** immediately to your nearest **Authorised Suzuki Marine Dealer**, advise them that **your covered outboard motor** is protected by the Suzuki Service Activated Warranty and present them with a copy of the Outboard motor Health Check and service invoice.

Make the outboard motor available for examination and provide the **Authorised Suzuki Marine Dealer** with all the information needed or requested to help them identify the issue claimed for.

Always retain the service record booklet and make it available to **your Authorised Suzuki Marine Dealer** as requested.

It is **your** responsibility to authorise any dismantling of the **covered outboard motor** or any other work required to diagnose any faults with the **covered outboard motor**.

We will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this **Service Activated Warranty**.

We will not pay for any boat crange, hoisting, slipping, storage or engine removal / replacement charges.

We will not pay for any travel charges, mileage costs, marina fees, parking charges, or similar third-party costs.

How to Make a Service Activated Warranty Claim (Continental Europe)

Arrange for the **covered outboard motor** to be taken to the nearest **Authorised Suzuki Marine Dealer** and give **your** authority to carry out the necessary repairs. Once the repairs have been completed, **you** must settle the costs with the **Authorised Suzuki Marine Dealer** and retain the invoice. Please also keep the displaced components if possible until **we** have finished processing **your** claim as **we** may need to inspect them.

On **your** return to the **UK / Republic or Ireland**, please visit your local **Authorised Suzuki Marine Dealer** with copies of the invoice and the **covered outboard motor's** service records and the displaced parts. This must be done within 14 days of your return to the UK / Republic of Ireland.

Your claim will then be processed and reimbursed to **you** in pounds sterling/euros at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid. **We** will not pay more than the equivalent **UK / Republic of Ireland** rates for the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

General Terms & Conditions

These conditions apply to all sections of **your Service Activated Warranty** and **you** must meet them before **we** make payment.

Claims - Your Duties

If a failure occurs with the **covered outboard motor**, **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

Claims – Our Rights

We can take over and carry out the defence or settlement of any claim. After **we** have made

a payment, **we** can pay to take legal action to get back any payment **we** have made under this warranty. If **we** want to, **we** will examine the **covered outboard motor** and will test damaged components.

Looking After Your Outboard motor

You must take all reasonable steps to safeguard the **covered outboard motor** against **breakdown/ immobilisation** and/or **electrical or mechanical failure**.

Displaced Parts

Any displaced parts shall become the property of **Suzuki GB PLC**.

These Terms & Conditions should be read in conjunction with **our** website terms of use and privacy policy.

How to Make a Complaint

We sincerely hope that **you** never have reason to complain about our product, but **we** do acknowledge that occasions might arise when, for one reason or another, **you** are not fully satisfied. If this situation should arise, **we** suggest the following will assist in getting the matter resolved as quickly as possible.

Please always keep in mind that almost inevitably **your Authorised Suzuki Marine Dealer** will be involved in the final solution of **your** problem, so it is important to keep them informed throughout.

Your Authorised Suzuki Marine Dealer is willing and able to look after **you** and **your outboard motor**. If there is some matter which concerns **you** about the **Authorised Suzuki Marine Dealer** **you** should always ask to speak to the Dealer Principal or General Manager. Please try to explain the cause of **your** concern as precisely as possible.

We are sure that most matters will be resolved in a perfectly satisfactory and amicable manner in this way.

If the situation cannot be resolved by this means, then please email:

UK Customers: customerservices@suzuki.co.uk

ROI Customers: customerservices@suzuki.ie

or write to:

Suzuki Customer Services

Steinbeck Crescent

Snelshall West

Milton Keynes

Buckinghamshire

MK4 4AE

or call

UK: 08085 011959

ROI: 01800 806300 or international 00353 1800 806300

giving us full and precise details of **your** outboard motor, its history including all services, repairs, accidents etc. and an outline of the nature of **your** concern.

We will do our best to resolve the matter as speedily as possible.

Statutory Rights

You are entitled by law to remedies from the **Authorized Suzuki Marine Dealer** or, where applicable, the seller, free of charge, in the event that your outboard motor is not in conformity with the sales contract, and these statutory remedies are not affected by this **Service Activated Warranty**. The guarantor under this **Service Activated Warranty** is Suzuki GB PLC, whose address is set out in 'How to Make a Complaint' above. To make a claim under this **Service Activated Warranty**, follow the procedure set out in '**How to Make a Service Activated Warranty Claim**' above. This Service Activated Warranty applies to the covered outboard motor described in your Proof of Cover document, subject to the eligibility criteria, covered components and exclusions set out in this document.

Data Protection

Suzuki GB PLC and **our Authorised Suzuki Marine Dealers** care about customers' data and privacy. To view **our** privacy policy please go to:

UK: [Suzuki | Privacy Policy UK](#)

ROI: [Suzuki Privacy Policy Ireland](#)

We may use **Service Activated Warranty** registration information to contact **you** directly should the need arise in the event of a Recall or Service Campaign.

You can view these terms and conditions online at <https://marine.suzuki.co.uk/owners/>