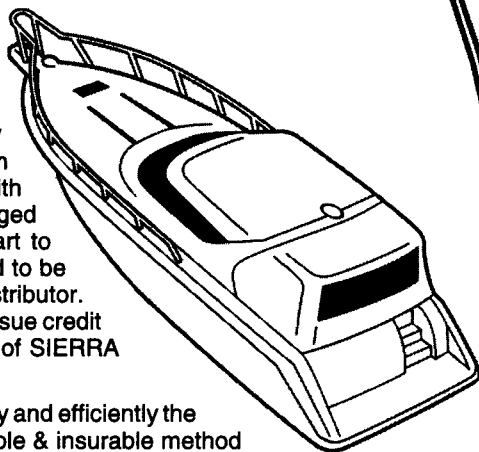


# WARRANTY



**WITHOUT LABOR CLAIM** - The dealer should return any allegedly defective SIERRA part to the distributor from whom it was purchased, for analysis. The part shall be tagged with the SIERRA part number, date of purchase and the alleged cause of failure. The distributor will then forward the part to SIERRA with a request for credit. If the part is determined to be under warranty, SIERRA will issue credit for the part to the distributor. The distributor will reimburse the dealer. SIERRA will not issue credit for any parts that are not returned to SIERRA. Parts not of SIERRA manufacture will be held for disposition for 30 days.

**WITH LABOR CLAIM** - In order to process all claims quickly and efficiently the following must be shipped directly to SIERRA via a trackable & insurable method (i.e. UPS, Federal Express, Registered U.S. Mail, etc.) **(Prior authorization is required for any claim which exceeds \$250.00, call 217-324-9521)** Preliminary information can be faxed to our Technical Service Department at 217-324-9455.

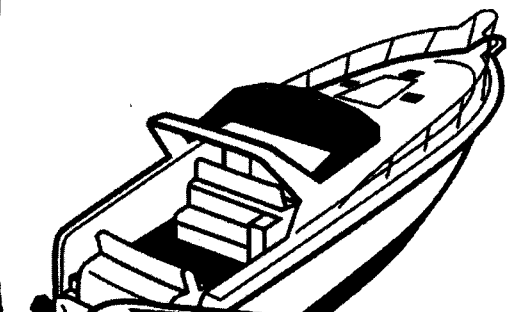
1. The allegedly defective part and any related damaged parts.
2. A written estimate detailing the following information.
  - a. A complete list, including part numbers of all parts required for the warranty repair.
  - b. The shop labor rate and a breakdown of the time required for the repair.
  - c. The year, model and serial number of the warranted engine or drive.
  - d. The name and address of the distributor the parts were purchased from.
  - e. The name, address and phone number of the customer.
3. The original work order or receipt detailing the initial installation of the allegedly defective part.
4. Any receipts detailing additional expenses.

**Proof of delivery will be required on all lost shipments.**

If the claim for warranty is valid, SIERRA will advise the dealer as to the extent of SIERRA'S responsibility. SIERRA will settle all labor claims directly with the dealer. Credit for the defective part and parts related to the warranty repair only, will be issued to the distributor. The distributor will then reimburse the dealer.

**NOTE:** Concerning labor claims on older products that cannot be rectified due to the unavailability of O.E.M. replacement parts; SIERRA reserves the right to extend only the market value of the O.E.M. product.

**Send claims to:**  
**TECHNICAL SERVICE**  
**SIERRA INTERNATIONAL INC.**  
1 Sierra Place  
Litchfield, IL 62056-3029  
**(217) 324-9428**



**PHONE NUMBERS:**

Main Switchboard ..... **217-324-9400**  
Customer Service ..... **217-324-9400**  
Shields Marine Hose ..... **217-324-9400**