



FAQ's Sheet

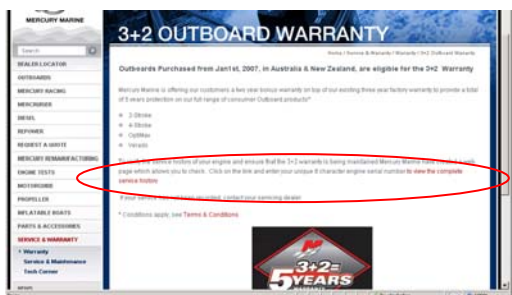
(Frequently Asked Questions)

- **How are services registered for 3+2 Warranty?**

Services must be logged by your dealer on the Mercury 3+2 Service Log after your key services have been performed

- **How do I know if my dealer has logged my engine services in order to be eligible for 3+2 Warranty?**

You can check the status of your engine warranty by logging on to www.mercurymarine.com.au [service&warranty/warranty/3+2](http://www.mercurymarine.com.au/service&warranty/warranty/3+2) warranty and clicking on the view the complete service history link and entering the engine serial number



Enter Your Engine Serial Number - 1BXXXXXX

[Click Here to Check 3+2 Service History](#)

Service Number	Service Description	Service Date
1	20hr/3 mth	2007-11-14
2	100hr/12 mth	2008-11-06
3	200 hr/24 mth	2009-12-14

- **Are all service records required to be logged to be eligible for 3+2 Warranty?**

The 3+2 only applies to key services. These are:

- *First 20hr of use or 3mths from date of purchase (whichever occurs first)*
- *Each 100hrs or 12mths (which ever or occurs first)*

Services must be registered within 3 months of the designated period

- **If the engine has been used Commercially does the 3+2 Warranty still apply?**

No. Use in an application that is not "Pleasure" use (eg. commercial, racing, etc) at any time during the 3+2 period, immediately invalidates the 3+2 Warranty

- **Are all engine models offered with a 3+2 Warranty?**

Generally, all new Mercury or Mariner engines that are eligible for Mercury's standard 3 Year Warranty will be eligible for the program. The following models and applications are excluded:

Non-Eligible Products and Uses:

- *Racing and Mercury Performance Products, regardless of length of warranty period.*
- *Products used by local, State, or Federal Government or volunteer agencies.*
- *Products used in any work, boat rental, time-share/multiple ownership or employment related use, or any use of the product, which generates income, for any part of the warranty period, even if the product is only occasionally used for such purposes*

- **Is 3+2 Warranty Transferable?**

Yes. Unexpired warranty coverage can be transferred to a subsequent purchaser upon proper re-registration of the product

- **How will Mercury determine if genuine parts are being used?**

Logging services enables a comparison of products serviced versus purchase of service parts by a dealer. If the purchase of parts is not consistent with the number of logged services, the customer will be notified to arrange an inspection

- **What if my services haven't been entered on the 3+2 Service Log?**
Provided the Terms and Conditions have been met and receipts or invoices can be provided you will still be eligible for the 3+2 Warranty
- **What if my usual dealership has closed?**
Any Mercury Authorised Dealer will be able to assist with your 3+2 services and Warranty queries