

LEAD MAGNET

Boat Warranty Claim Checklist

Use this 1-page checklist the moment something fails on your boat. It walks you through what to gather, document, and confirm so your marine warranty claim is approved fast and paid in full.

Step 1 — Gather Your Contract Information

- Service contract / policy number
- Hull Identification Number (HIN) — etched into the transom
- Boat year, make, model, and engine details
- Date and location the failure occurred
- Current engine hours and most recent service date

Step 2 — Document the Failure (Before Anything Is Touched)

- Take 6–10 photos of the affected component from multiple angles
- Take a short video showing the symptom (no-start, smoke, leak, alarm code)
- Write down any error codes, warning lights, or unusual sounds
- Note weather and water conditions when the failure happened
- Save chartplotter or engine display screenshots if available

Step 3 — Contact Claims Support First

- Call the claims line BEFORE authorizing any repair work
- Get a claim number in writing (email or text confirmation)
- Ask which marine repair facilities are pre-approved nearby
- Confirm what the technician diagnosis must include
- Ask about your deductible amount and any per-claim limits

Step 4 — Questions to Ask the Marine Technician

- Will you submit the diagnosis directly to the warranty administrator?
- What is the root cause of failure (wear, defect, impact, neglect)?
- Are all required parts and labor itemized on the estimate?
- Can you wait for written authorization before starting work?
- Will the shop bill the warranty company directly so I only pay the deductible?

Step 5 — Before You Pay or Sign Anything

- Confirm you have the written claim authorization number on file
- Verify the invoice matches the authorized parts and labor
- Confirm the shop is billing the warranty company directly
- Pay only your deductible — keep the receipt
- Save all documentation for at least the remainder of your contract term