



GARMIN[®]
MARINE WARRANTY POLICY
Southeast Asia (SEA) Rev. A 07/2011

WARRANTY STATEMENT

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES THE OWNER SPECIFIC LEGAL RIGHTS, WHICH MAY VARY BY STATE, PROVINCE OR COUNTRY.

IN NO EVENT SHALL GARMIN BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THIS PRODUCT. Some states, provinces or countries do not allow the exclusion on incidental or consequential damages, so the above limitation may not apply to customers in those states, provinces or countries. This warranty gives you specific legal rights, and you may have other rights that vary by state, province or country. This limited warranty is governed by and construed under the laws of the country in which the product purchase took place. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall remain valid and shall not be affected.

Garmin retains the right to repair or replace the product or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY. When a refund is given, the product for which the refund is provided must be returned to Garmin and become Garmin property.

WARRANTY/PRODUCT REGISTRATION

Dealers and Original Equipment Manufacturers (OEMs) are requested to encourage their customers to register their product within 30 days after the date of sale. Customers can register their product at <https://my.garmin.com>. If they do not have internet access, they can contact Garmin Asia Product Support at 886-2-26429199 ext 2 (English & Mandarin). As a service to the customer the dealer can also register online for them. Registration is not a replacement for proof of purchase, which is required prior to warranty service.

Product registration cards are not included with some units. Under these circumstances make sure you date your customer's sales receipt as this is his/her proof of purchase.

When the dealer receives a Garmin unit for service, proof of warranty is required. It can be verified in one of two ways:

The dealer can keep a record of customer names, serial numbers, and purchase dates; or

The customer can present his/her original sales receipt for proof of purchase.

In addition, to qualify for onboard warranty, Garmin requires proof of authorized installation by a Garmin certified installer or a sales receipt from a Garmin Authorized OEM.

GARMIN MARINE WARRANTY

There are three types of Marine Two Year Warranties available to customers within Southeast Asia.

Type 1: Standard Two Year Limited Warranty – Self-performed owner installed equipment

Type 2: Two Year Parts and Onboard – Installed by a Garmin certified installer

Type 3: Two Year OEM Parts and Onboard – Installed by an Authorized OEM Boat Builder

Type 1: Standard Two Year Limited Warranty - Owner Installation

1.1.0 Garmin marine products listed in Appendix 'A' are warranted to be free from defects in material or workmanship for a period of two (2) years from the date the product was purchased by the first retail customer. Within this period Garmin Corporation and its affiliated companies (collectively "Garmin") will, at its sole option, repair or replace any components that fail in normal use. Products not listed in Appendix 'A' are covered by the Garmin One Year Consumer Limited Warranty. *GMS 10 Network Port Expander is covered by the standard two (2) year limited warranty.

1.1.1 Such repairs or replacements will be made at no charge to the customer for parts and labor, provided that the customer shall be responsible for any transportation costs to Garmin.

1.1.2 Garmin will not pay for onboard labor or travel required for this standard limited warranty.

1.1.3 This standard limited warranty does not affect the customer's statutory rights under applicable laws or the customer's rights against the retailer arising from the sales/purchase contract. In the absence of any contrary applicable laws this standard limited warranty will be the customer's sole and exclusive remedy against Garmin, and neither Garmin nor its affiliated entities will be liable for any incidental or consequential damages for breach of any expressed or implied warranty.

Standard Limited Warranty returns procedure:

2.1.0 Customers and dealers should first contact a Garmin product support representative for technical assistance. After standard troubleshooting fault tests have been performed, a Return Material Authorization (RMA) number will then be given. This RMA number is to be marked in plain view on the package being shipped to Garmin for the warranty service. This RMA number will act as a reference number for all parties involved. Technical assistance and request for an RMA can be made by contacting Garmin product support directly at:

886-2-26429199 ext 2 or marketing.asia@garmin.com

2.1.1 The returned product must be shipped (insured) to Garmin with proof of purchase and the RMA number marked in plain view on the package at:

**Garmin Corporation
Attn: Marine Warranty Administration
No.68, Zhangshu 2nd Rd.,
Xizhi Dist., New Taipei City 221, Taiwan (R.O.C.)**

2.1.2 Customers may choose to hire a service dealer to perform this return procedure at the customer's expense.

Type 2: Two Year Parts and Onboard Warranty - Approved Dealer Installations

- 3.1.0 Garmin onboard warranty period is two (2) years for parts and onboard service provided the Garmin marine electronics listed in Appendix 'A' are factory new goods purchased from a Garmin approved dealer and installed by a Garmin certified installation entity.
- 3.1.1 The warranty period commences from the date the Garmin marine electronics were purchased by the first retail customer.
- 3.1.2 Garmin onboard warranty reimburses labor and travel for the warranty service repair and/or replacement for specific devices at set rates as defined in Appendix 'A'. In the event that additional time is required, prior approval in writing must be obtained from the Garmin Marine Warranty Administrator by email at marinewarranty.asia@garmin.com. Under the onboard warranty, Garmin provides reimbursement for the cost of the maximum time allowed for that service, or the actual time for the service (which ever is less).
- 3.1.3 Installations made by a third party that is not a Garmin certified entity or is not approved by Garmin will be classified as owner installations, and will therefore be covered by the Type 1 Standard Two Year Limited Warranty described above or Garmin's One Year Consumer Limited Warranty .
- 3.1.4 Proof of Garmin onboard warranty coverage is required. Proof of warranty is composed of the following:
- Invoice with original date of device purchase, and
 - Product serial number, and
 - Proof of a Garmin certified installer installation
- 3.1.5 Garmin onboard warranty does not affect the customer's statutory rights under applicable laws, nor the customer's rights against the retailer arising from the sales/purchase contract. In the absence of any contrary applicable laws, this onboard warranty will be the customer's sole and exclusive remedy against Garmin, and neither Garmin nor its affiliated entities will be liable for any incidental or consequential damages for breach of any expressed or implied warranty.

Onboard warranty procedure: Claim Form and Supporting Documentation

- 4.1.0 Customers should contact Garmin or a Garmin certified entity within 30 days of a product failure for warranty service. All customers and/or Garmin certified entities are required to perform standard troubleshooting fault tests in order to determine whether onboard warranty service is appropriate. After standard troubleshooting fault tests have been performed, a Return Material Authorization (RMA) number will then be given. This RMA number is to be marked in plain view on the package being shipped to Garmin for the warranty service. This RMA number will act as a reference number for all parties involved. Technical assistance and request for an RMA can be made by contacting Garmin product support directly at:
- 886-2-26429199 ext 2 or marketing.asia@garmin.com**
- 4.1.1 Each onboard warranty service must be accompanied by a warranty claim form which must be completed in full and is used to track the claim. It is to be quoted in any matters regarding the claim.
- 4.1.2 Failure to complete the form fully; missing or insufficient information will delay in processing the claim and may result in claim denial.

- 4.1.3 A completed service report (invoice/work order) must be attached to the warranty claim form. The service report should include service time, shop rate, fault symptoms, repair remedy and include reason for additional labor/travel/mileage if approved by Garmin.
- 4.1.4 Completed onboard warranty claim forms must be mailed to the Marine Warranty Administration including supporting documentation. All service dealers are required to provide the following documents with a claim form: a Service Report (section 6.1.4), a copy of the Original Proof of Purchase/Installation of the device and based on your location an tax form (required with the first claim of the calendar year only). To request a copy please contact the Garmin Marine Warranty Administration via email at marinewarranty.asia@garmin.com. Mail completed claim form and documentation to:
- Garmin Corporation**
Attn: Marine Warranty Administration
No.68, Zhangshu 2nd Rd.,
Xizhi Dist., New Taipei City 221, Taiwan (R.O.C.)
- 4.1.5 Marine warranty claim forms can be found on the Garmin website at <http://www.garmin.com.sg/support/warranty>.

Type 3: Two Year OEM Parts & Onboard Warranty - Approved Boat Builder Installations

- 5.1.0 Garmin OEM Parts and Onboard Warranty period is two (2) years for parts and onboard service provided the Garmin marine electronics listed in Appendix 'B' are factory new goods installed by an authorized OEM Boat Builder.
- 5.1.1 The warranty period commences from the date of vessel purchase by the first retail customer.
- 5.1.2 Garmin onboard warranty reimburses labor and travel for the warranty service repair and/or replacement for specific devices at set rates as defined in Appendix 'B'. In the event that additional time is required, prior approval in writing must be obtained from the Garmin Marine Warranty Administrator by email at marinewarranty.asia@garmin.com. Under the onboard warranty, Garmin provides reimbursement for the cost of the maximum time allowed for that service, or the actual time for the service (which ever is less).
- 5.1.3 Installations made by an OEM selected third party that is not a Garmin certified entity or is not approved by Garmin will be classified as owner installations, and will therefore be covered by the Type 1 Standard Two Year Limited Warranty described above or Garmin's One Year Consumer Limited Warranty.
- 5.1.4 Proof of OEM parts and onboard warranty coverage is required. Proof of warranty is comprised of:
- Invoice with original date of vessel purchase, and
 - Product serial number; and
 - Vessel hull number from an authorized OEM Boat Builder
- 5.1.5 Garmin onboard warranty does not affect the customer's statutory rights under applicable laws, nor the customer's rights against the retailer arising from the sales/purchase contract. In the absence of any contrary applicable laws, this onboard warranty will be the customer's sole and exclusive remedy against Garmin, and neither Garmin nor its affiliated entities will be liable for any incidental or consequential damages for breach of any express or implied warranty.

OEM Parts and Onboard warranty procedure: Claim Form and Supporting Documentation

6.1.0 Customers should contact Garmin, a Garmin certified installer or OEM Dealer within 30 days of a product failure for warranty service. All customers, Garmin certified entities or OEM Dealers are required to perform standard troubleshooting fault tests in order to determine whether onboard warranty service is appropriate. After standard troubleshooting fault tests have been performed, a Return Material Authorization (RMA) number will then be given. This RMA number is to be marked in plain view on the package being shipped to Garmin for the warranty service. This RMA number will act as a reference number for all parties involved. Technical assistance and request for an RMA can be made by contacting Garmin product support directly at:

886-2-26429199 ext 2 or marketing.asia@garmin.com

6.1.1 Each onboard warranty service must be accompanied by a warranty claim form which must be completed in full and is used to track the claim. It is to be quoted in any matters regarding the claim.

6.1.2 Failure to complete the form, missing or insufficient information will delay in processing the claim and may result in claim denial.

6.1.3 **Vessel Hull Number from an authorized OEM Boat Builder is required to receive labor reimbursement for products listed in Appendix 'B'.**

6.1.4 A completed service report (invoice/work order) must be attached to the warranty claim form. The service report should include: service time, shop rate, fault symptoms, repair remedy and include reason for additional labor/travel/mileage if approved by Garmin.

6.1.5 Completed onboard warranty claim forms must be mailed to the Marine Warranty Administration including supporting documentation within 30 days of service completion. All service dealers are required to provide the following documents with a claim form: a Service Report (section 6.1.4), a copy of the Original Proof of Purchase/Installation of the device or vessel containing Garmin marine devices installed by the OEM, and based on your location an IRS tax form (only required with the first claim of the year). To request a copy please contact the Garmin Marine Warranty Administration via email at marinewarranty.asia@garmin.com. Allow 8 to 12 weeks to process the claim.

**Garmin Corporation
Attn: Marine Warranty Administration
No.68, Zhangshu 2nd Rd.,
Xizhi Dist., New Taipei City 221, Taiwan (R.O.C.)**

6.1.6 Marine warranty claim forms can be found on the Garmin website at <http://www.garmin.com.sg/support/warranty>.

Warranty Exclusions

7.1.0 Installations not in accordance with the installation guidelines provided in the Garmin user/install manual will invalidate the warranty.

7.1.1 The warranty policy does not cover costs associated with transducer replacement or haul outs and launches. It also does not cover shop supplies, lost production time or collateral damage.

7.1.2 The warranty policy does not cover product failures due to: shipping damage, accident, abuse or misuse, alteration or unauthorized repair, corrosion, products on which the serial number has been tampered with, power spikes, vandalism, water ingress, submersion, or other acts of God or weather phenomenon such as lightning, flash floods, etc.

- 7.1.3 Garmin assumes no responsibility for damage incurred during installation.
- 7.1.4 Garmin onboard warranty does not extend to self-performed owner installed equipment or installations.
- 7.1.5 The warranty policy does not cover: incorrectly specified product, incorrectly specified transducers, incorrect transducer installation, transducer aeration problems, RF interference installation problems, existing onboard electrical systems noise, stray voltages, chart cartography errors, units subjected to or connected to the incorrect voltage supply level or voltage type.
- 7.1.6 The warranty policy does not cover LCD displays that exhibit faulty pixels that are within technical specifications as determined by Garmin or Garmin's approved LCD supplier.
- 7.1.7 The warranty policy does not cover: luxury software updates, system checkouts, or calibrations unless these aforementioned activities are done in accordance with the user/installation manual of the product that is being repaired/serviced.
- 7.1.8 The warranty policy does not cover products for which a suitable proof of purchase showing date, dealer/retailer, serial number, installation invoice (if required), cannot be demonstrated at the time of the request for warranty service.
- 7.1.9 The warranty policy does not cover sea trials. If, in exceptional circumstances, you have a specific case that warrants a sea trial, please contact the Marine Warranty Administrator via email at marinewarranty.asia@garmin.com.
- 7.2.0 Garmin assumes no responsibility for damage of non-Garmin products connected to the GHP 12 autopilot.
- 7.2.1 The warranty policy does not cover freight costs associated with the return of defective equipment to Garmin nor is such freight payable by Garmin.
- 7.2.2 The warranty policy does not cover water intrusion caused by high pressure water sprayers or damage to products caused by harsh chemicals.
- 7.2.3 Product Recalls - In the event Garmin chooses to recall a product from the field we reserve the right to establish a fair rate (time, travel, and hourly rate) for removal and replacement of such product based on a case-by-case situation.
- 7.2.4 Garmin reserves the right to refuse any warranty service claim it deems unfair or non-conforming to the policies and procedures set forth in this warranty document. In addition, Garmin reserves the right to refuse to pay warranty labor reimbursement to any service dealer it finds not performing quality work or manipulating this warranty policy in a way that is not in the interest of Garmin or the end user.

Product Returns

- 8.1.0 Any return of defective product must have an RMA number issued in advance.
- 8.1.1 The RMA is valid for 45 days from the date of issuance. Units must be returned to Garmin within this period, otherwise the RMA may be cancelled.
- 8.1.2 Unmarked boxes or returns without RMA numbers will be returned to sender.
- 8.1.3 Freight costs - Inbound delivery to Garmin is the responsibility of the Garmin certified installation entity, OEM, dealer or the customer. Standard ground outbound shipping freight cost will be paid by Garmin. Overnight or 2nd day express delivery freight service is available at an additional cost, paid by the requester.

Appendix A

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Garmin Certified Installed Devices ONLY

Onboard Warranty applies to the following specific products only

Garmin Marine Products	Labor	Travel	Garmin Marine Products	Labor	Travel
Radar Scanners			Sensors		
GMR™ 18	2 Hours	1 Hour	GA 30	1.5 Hours	1 Hour
GMR 18HD	2 Hours	1 Hour	GDL™ 30A	1 Hour	1 Hour
GMR 24	2 Hours	1 Hour	GDL 40	1 Hour	1 Hour
GMR 24HD	2 Hours	1 Hour	GXM™ 31	1 Hour	1 Hour
GMR 404 / 404xHD	3 Hours	1 Hour	GXM 51	1 Hour	1 Hour
GMR 406 / 406xHD	3 Hours	1 Hour	GPS 17x NMEA 2000	1 Hour	1 Hour
GMR 60xHD	3 Hours	1 Hour	GPS 17x HVS (NMEA 0183)	1.5 Hours	1 Hour
GMR 120xHD	3 Hours	1 Hour	GSD™ 22	1 Hour	1 Hour
MFD Chartplotters			GSD 24	1 Hour	1 Hour
Required Software Update	.5 Hour	N/A	GSD 26	1 Hour	1 Hour
GPSMAP® 3xxx	2 Hours	1 Hour	Garmin GHP™ 10/ GHP 10V		
GPSMAP 4xxx	2 Hours	1 Hour	Pump (1.2, 2.0, 2.1)	3 Hours	1 Hour
GPSMAP 5xxx	2 Hours	1 Hour	ECU	1 Hour	1 Hour
GPSMAP 6xxx	2 Hours	1 Hour	GHP 10V Gateway	1 Hour	1 Hour
GPSMAP 7xxx	2 Hours	1 Hour	Compass Ball	1 Hour	1 Hour
GPSMAP 7xx	.5 Hour	N/A	Shadow Drive™	2.5 Hours	1 Hour
VHF Radios / AIS			GHC™ 10 Controller	1 Hour	1 Hour
VHF 200 / 200i	.5 Hour	N/A	Garmin GHP™ 12		
VHF 300 / 300i	.5 Hour	N/A	ECU	1 Hour	1 Hour
VHF 300 AIS	.5 Hour	N/A	CCU	1 Hour	1 Hour
AIS 300	1 Hour	N/A	GHC™ 10 Controller	1 Hour	1 Hour
AIS 600	1 Hour	N/A	Class A Drive Unit (Garmin)	2 Hour	1 Hour
Garmin TR-1 Gold			Class B Drive Unit (Garmin)	2 Hour	1 Hour
Deck Mount Switch	1 Hour	N/A			
Compass	2 Hours	N/A			
Drive Assembly	2 Hours	N/A			

- **Products listed in Appendix 'A' must be installed by a Garmin certified Entity to be eligible for the service and travel hours listed above.**
- **The repair and travel rate are varied by region, please contact the Marine Warranty Administration to check your local rate via email at marinewarranty.asia@garmin.com.**

Appendix B

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OEM Installed Devices ONLY

Onboard Warranty applies to the following specific products only

Garmin Marine Products	Labor	Travel	Garmin Marine Products	Labor	Travel
Radar Scanners			Sensors		
GMR™ 18	2 Hours	1 Hour	GA 30	1.5 Hours	1 Hour
GMR 18HD	2 Hours	1 Hour	GDL™ 30A	1 Hour	1 Hour
GMR 24	2 Hours	1 Hour	GDL 40	1 Hour	1 Hour
GMR 24HD	2 Hours	1 Hour	GXM™ 31	1 Hour	1 Hour
GMR 404 / 404xHD	3 Hours	1 Hour	GXM 51	1 Hour	1 Hour
GMR 406 / 406xHD	3 Hours	1 Hour	GPS 17x NMEA 2000	1 Hour	1 Hour
GMR 60xHD	3 Hours	1 Hour	GPS 17x HVS (NMEA 0183)	1.5 Hours	1 Hour
GMR 120xHD	3 Hours	1 Hour	GSD™ 22	1 Hour	1 Hour
Instruments / Sensors			GSD 24	1 Hour	1 Hour
GMI™ 10	.5 Hour	N/A	GSD 26	1 Hour	1 Hour
GMST™ 10	.5 Hour	N/A	Fishfinders		
GWST™ 10	.5 Hour	1 Hour	FF90	.5 Hour	N/A
GFS™ 10	.5 Hour	1 Hour	FF140	.5 Hour	N/A
GC™ 10	.5 Hour	1 Hour	FF160c	.5 Hour	N/A
MFD Chartplotters			FF300c	.5 Hour	N/A
Required Software Update	.5 Hour	N/A	FF400c	.5 Hour	N/A
GPSMAP® 3xxx	2 Hours	1 Hour	ECHO™ 100	.5 Hour	N/A
GPSMAP 4xxx	2 Hours	1 Hour	ECHO 150	.5 Hour	N/A
GPSMAP 5xxx	2 Hours	1 Hour	ECHO 200	.5 Hour	N/A
GPSMAP 6xxx	2 Hours	1 Hour	ECHO 300c	.5 Hour	N/A
GPSMAP 7xxx	2 Hours	1 Hour	ECHO 500c	.5 Hour	N/A
Garmin GHP™ 10/ GHP 10V			ECHO 550c	.5 Hour	N/A
Pump (1.2, 2.0, 2.1)	3 Hours	1 Hour	Sounder/Combo		
ECU	1 Hour	1 Hour	GPSMAP 152	.5 Hour	N/A
Compass Ball	1 Hour	1 Hour	GPSMAP 4x0 / 4x0s	.5 Hour	N/A
Shadow Drive™	2.5 Hours	1 Hour	GPSMAP 4x1 / 4x1s	.5 Hour	N/A
GHC 10 Controller	1 Hour	1 Hour	GPSMAP 5x0 / 5x0s	.5 Hour	N/A
GHP 10V Gateway	1 Hour	1 Hour	GPSMAP 5x1 / 5x1s	.5 Hour	N/A
Garmin GHP™ 12			GPSMAP 5x5 / 5x5s	.5 Hour	N/A
ECU	1 Hour	1 Hour	GPSMAP 5x6 / 5x6s	.5 Hour	N/A
CCU	1 Hour	1 Hour	GPSMAP 620 / 640	.5 Hour	N/A
GHC™ 10 Controller	1 Hour	1 Hour	GPSMAP 720(s) / 740(s)	.5 Hour	N/A
Class A Drive Unit (Garmin)	2 Hour	1 Hour	VHF Radios / AIS		
Class B Drive Unit (Garmin)	2 Hour	1 Hour	VHF 100 / 100i	.5 Hour	N/A
Garmin TR-1 Gold			VHF 200 / 200i	.5 Hour	N/A
Deck Mount Switch	1 Hour	N/A	VHF 300 / 300i	.5 Hour	N/A
Compass	2 Hours	N/A	VHF 300 AIS	.5 Hour	N/A
Drive Assembly	2 Hours	N/A	AIS 300	1 Hour	N/A
			AIS 600	1 Hour	N/A

- **Products listed in Appendix 'B' must be installed by an OEM Boat Builder to be eligible for service labor and travel hours listed above.**
- **Vessel Hull Number is required on the claim form for validation**
- **The repair and travel rate are varied by region, please contact the Marine Warranty Administration to check your local rate via email at marinewarranty.asia@garmin.com.**



Marine Warranty Claim Form

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Owner/Customer Information		Service Center Information	
Name:	Name:		
Address:	Address:		
City/State/ZIP:	City/State/ZIP:		
Country:	Country:		
Phone #:	Phone #:		
Hull #:	Contact:		
Failure Date:	RMA #:		
Repair Date:	Certification #:		
Date of Purchase:	Work Order #:		
E-mail:	E-mail:		
Repair/Exchange Information			
Unit Model	Original Serial Number	Replacement Serial Number	
<u>Reported Problem:</u>			
<u>Corrective Action:</u>			
Labor: (Not to exceed published Max. Rate) _____ Hours @ _____		<div style="font-size: 24pt; font-weight: bold;">Total</div> <hr style="width: 50px; margin: 0 auto;"/> (Labor Rate + Travel)	
Travel: (Not to exceed Appendix Max Time) _____ Hours @ _____			
Garmin Pre-Approval: (Extra time requested): <u>YES</u> <u>NO</u> (If applicable, requested time must be detailed in the Additional Information box below)			
Garmin Support Representative:			
Additional Information:			
Service Center Signature:			Date:
Required Documents for Onboard Warranty Reimbursement: Completed Claim form, Proof of Purchase/Installation or Vessel In-service Invoice, Work Order/ Service Invoice for work completed, Applicable Tax Document only required the 1 st claim of the year			

**Claim form must be completed in full to be valid

Mail To:
Garmin Corporation
Attn: Marine Warranty Administration
No.68, Zhangshu 2nd Rd.,
Zizhi Dist., New Taipei City 221, Taiwan (R.O.C.)