



GARMIN®

AUDIO WARRANTY POLICY

Americas and Caribbean Ver. A (08/2024)

WARRANTY STATEMENT

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 FROM COUNTRY TO 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 do not allow the exclusion on incidental or consequential damages, so the above limitation may not apply to customers in those states.

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.

WARRANTY/PRODUCT REGISTRATION

Dealers/Original Equipment Manufacturers (OEM) are encouraged to register their customer's installation at the [dealer resource center](#) or to encourage their customer to register their product within 30 days after the date of sale. Marine Customers can register their Garmin Fusion branded products using the [Active Captain App](#).

Product registration cards are not included with some units. Under these circumstances, make sure to date your customer's sales receipt as this is their proof of purchase, or you may register your customer's installation at the DRC registration page.

When the dealer receives a Garmin/Fusion® branded product for service, proof of warranty is required. It can be verified in one of three ways:

1. The dealer can keep a record of customer names, serial numbers and purchase dates; or
2. The customer can present his/her original sales receipt for proof of purchase; or
3. The dealer can go to the Garmin dealer registration portal (DRC) at <https://dealers.garmin.com/drc>.

In addition, to qualify for onboard warranty for Garmin/Fusion branded products, Garmin requires proof of authorized installation by a Garmin certified entity or an authorized Garmin OEM boat builder and coach builders. Garmin certified entity is defined as an entity that has attended a Garmin certification training and holds a certificate from the National Marine Electronics Association (NMEA), MEI, AMEI or CMET certification or the American Boat and Yacht Council (ABYC) Electrical certification or RV Industry Association (RVIA). Authorized OEM is defined by Garmin; please contact to confirm eligibility.

GARMIN MARINE WARRANTY

There are three types of warranties available to customers within the Americas and the Caribbean.

Type 1: Standard Consumer Limited Warranty — Self-performed owner-installed equipment

Type 2: Certified Dealer Limited Warranty, including Parts and Onboard — Installed by a Garmin and NMEA or ABYC certified installer or RVIA certified installer

Type 3: Authorized OEM Limited Warranty, including Parts and Onboard — Installed by an authorized OEM boat builder or coach builder

Note: This policy only applies to Garmin/Fusion® branded Audio products listed in Appendix 1: Audio. For JL Audio products, please refer to the JL Audio Support Center found [here](#).

Type 1: Standard Consumer Limited Warranty — Owner Installation

- 1.1.0 Fusion branded products listed in Appendix 1: Audio are warranted to be free from defects in material or workmanship for a period of three (3) years from the date the product was purchased by the first customer. Within this period, Garmin will, at its sole option, repair or replace any components that fail in normal use.
- 1.1.1 Garmin/Fusion Audio Products not listed in Appendix 1: Audio are covered by the Garmin One-year Consumer Limited Warranty unless listed in the Marine or RV policies.
- 1.1.2 Such repairs or replacements of products listed in Appendix 1: Audio will be made at no charge to the customer for parts, provided that the customer shall be responsible for any transportation costs to Garmin.
- 1.1.3 Garmin will not pay for onboard labor or travel required for this standard limited warranty.
- 1.1.4 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/Fusion 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 visiting the [Garmin Support Center](#).
- 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. The regional shipping address will be provided by Garmin at the time of RMA.
- 2.1.2 Customers may choose to hire a certified dealer to perform this return procedure at the customer's expense.

Type 2: Certified Dealer Limited Warranty, including Parts and Onboard — Approved Dealer Installations

- 3.1.0 The Garmin onboard warranty period is three (3) years for parts and onboard service, provided that the Fusion branded products listed in Appendix 1: Audio are factory-new goods purchased from a Fusion approved dealer and installed by a Garmin and NMEA or ABYC certified installation entity or an RVIA certified entity.
- 3.1.1 The warranty period commences from the date the Garmin/Fusion branded products were purchased by the first retail customer.
- 3.1.2 The Garmin onboard warranty reimburses labor and travel for the warranty service repair and/or replacement for specific Garmin/Fusion branded products at set rates as defined in Appendix 1: Audio, as applicable. If additional time is required, prior approval in writing must be obtained from the Garmin Marine Warranty Administrator by email at marinewarranty@garmin.com for marine or the RV Warranty Administrator by email at rvwarranty@garmin.com for RV. 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 (whichever is less).
- 3.1.3 Installations made by a third party that is not a Garmin and NMEA or ABYC certified entity or RVIA certified entity is not approved by Garmin and will be classified as owner installations and will therefore be covered by the Type 1: Standard Consumer Limited Warranty described above or the Garmin 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 an authorized Garmin and NMEA or ABYC certified installation for Marine, and
- Proof of RVIA certification for RV

3.1.5 The 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 and NMEA or ABYC certified entity or RVIA certified entity within 30 days of a product failure for warranty service. All customers and/or Garmin and NMEA or ABYC certified entities or RVIA certified entities are required to perform standard troubleshooting fault tests to determine whether onboard warranty service is appropriate. After standard troubleshooting fault tests have been performed, an 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 visiting the [Garmin Support Center](#).

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 or 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 should include reason for additional labor/travel/mileage if approved by Garmin.

Completed onboard warranty claim forms **must be** submitted to the Marine Warranty Administrator or the RV Warranty Administrator, including supporting documentation within 30 days of service completion. Garmin will only accept the online claim form, located using the following link: [Garmin Marine Claim Form](#) or the [RV Claim Form](#). Garmin reserves the right to deny claims submitted outside of this period. All service dealers are required to provide the following documents with a claim form: a Service Report (section 4.1.3), a copy of the Original Proof of Purchase/Installation of the device and, based on your location, an IRS tax form (required with the first claim of the calendar year only). Allow 4 to 6 weeks to process the claim.

Type 3: Authorized OEM Limited Warranty, including Parts and Onboard — Approved OEM Boat Builder or Coach Builder Installations

5.1.0 Garmin OEM Parts and Onboard Warranty period is three (3) years for parts and onboard service, provided the Fusion® branded products listed in Appendix 1: Audio are factory-new goods installed by an authorized OEM boat builder "OEM."

5.1.1 The warranty period commences from the date of vessel or coach purchase by the first retail customer.

5.1.2 The Garmin onboard warranty reimburses labor and travel for the warranty service repair and/or replacement for specific Garmin/Fusion branded products at set rates as defined in Appendix 1: Audio, as applicable. If additional time is required, prior approval in writing must be obtained from the Garmin Marine Warranty Administrator or the RV Warranty Administrator by email at marinewarranty@garmin.com or rvwarranty@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 (whichever is less).

- 5.1.3 Installations made by an OEM selected third party that is not a Garmin and NMEA or ABYC certified entity for marine or a RVIA certified entity for RV is not approved by Garmin will be classified as owner installations and will therefore be covered by the Type 1 Standard Consumer Limited Warranty described above or the Garmin One-year Consumer Limited Warranty.
- 5.1.4 Proof of OEM parts and onboard warranty coverage is required. Proof of warranty is composed of:
- Invoice with original date of vessel purchase; and
 - Product serial number; and
 - Vessel hull number from an authorized OEM boat builder or Coach number from an authorized OEM coach builder
- 5.1.5 The 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/Fusion®, a Garmin and NMEA or ABYC certified installer, RVIA certified installer or OEM dealership within 30 days of a product failure for warranty service. All customers, Garmin and NMEA, ABYC or RVIA certified entities or OEM dealerships are required to perform standard troubleshooting fault tests to determine whether onboard warranty service is appropriate. After standard troubleshooting fault tests have been performed, an 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 visiting [the Garmin Support Center](#).
- 6.1.1 Each onboard warranty service must be submitted using the online 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 or missing or insufficient information will delay in processing the claim and may result in claim denial.
- 6.1.3 **The Vessel Hull Number from an authorized OEM boat builder is required to receive labor reimbursement for products listed in Appendix 1: Audio.**
- 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 should include reason for additional labor/travel/mileage if approved by Garmin.

Completed onboard warranty claim forms **must be** submitted to the Marine Warranty Administrator or the RV Warranty Administrator, including supporting documentation within 30 days of service completion. Garmin will only accept the online claim form, located using the following link: [Garmin Marine Claim Form](#) or the [RV Claim Form](#). Garmin reserves the right to deny claims submitted outside of this period. All service dealers are required to provide the following documents with a claim form: a Service Report (section 4.1.3), a copy of the Original Proof of Purchase/Installation of the device and, based on your location, an IRS tax form (required with the first claim of the calendar year only). Allow 4 to 6 weeks to process the claim.

- 6.1.5 Marine warranty claim forms can be found on the Garmin website at [Marine Claim Form](#). RV warranty claim forms can be found on the Garmin website at [RV Claim Form](#).

Warranty Exclusions

- 7.1.0 In addition to the limitations above, the warranty exclusions set forth below shall apply to the Standard Consumer Limited Warranty, Marine/RV Certified Dealer Limited Warranty and the Marine/RV Authorized OEM Limited Warranty.
- 7.1.1 Installations not in accordance with the installation guidelines provided in the Garmin/Fusion® branded user/install manual will invalidate the warranty.
- 7.1.2 The warranty policy does not cover product failures due to shipping damage, accident, abuse or misuse, improper storage, 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 (force majeure) or weather phenomena such as lightning, flash floods, spills of food or liquids, maladjustment of customer controls, etc.
- 7.1.3 The warranty policy does not apply if Garmin/Fusion was not notified by the consumer of the alleged defect or malfunction of the product during the applicable limited warranty period.
- 7.1.4 The warranty policy does not apply if the product was used with or connected to an accessory not supplied by Garmin/Fusion or fit for use with Garmin/Fusion branded product or used in a manner other than its intended use.
- 7.1.5 Garmin assumes no responsibility for damage incurred during installation.
- 7.1.6 The Garmin onboard warranty does not extend to self-performed owner-installed equipment or installations.
- 7.1.7 Digital switching systems are extremely flexible and highly configurable. As such, Garmin does not, and cannot, accept responsibility for providing guidelines for every circumstance and eventuality that may be encountered when designing and installing a digital switching system.
- 7.1.8 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.
- 7.1.9 The warranty policy does not cover LCD displays that exhibit faulty pixels that are within technical specifications as determined by Garmin or the Garmin approved LCD supplier.
- 7.2.0 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.
- 7.2.1 The warranty policy does not cover products for which a suitable proof of purchase showing date, dealer/retailer, serial number or installation invoice (if required) cannot be demonstrated at the time of the request for warranty service.
- 7.2.2 The warranty policy does not cover damage or costs resulting from the connection of third-party products.
- 7.2.3 The warranty policy does not cover freight costs associated with the return of defective equipment to Garmin nor is such freight payable by Garmin.
- 7.2.4 The warranty policy does not cover water intrusion caused by high-pressure water sprayers or damage to products caused by harsh chemicals.
- 7.3.0 The warranty policy does not cover costs associated with modified or painted products outside of manufacture specifications.

- 7.3.1 The warranty policy does not cover normal wear and tear or misuse, or cosmetic damage, such as scratches, nicks and dents.
- 7.3.2 The warranty policy does not cover damage to a product that has been connected to power and/or data cables that are not supplied by Garmin or damage to a product that has been connected to cables that are not certified by Underwriters Laboratories (UL) and are not labeled as Limited Power Source (LPS).
- 7.3.3 The warranty policy does not cover costs associated with or related to normal maintenance or replacement of parts or accessories that are not defined as a manufacture defect.
- 7.3.4 The warranty policy does not cover costs associated with or related to the removal and replacement of non Garmin products to gain access to Garmin products requiring replacement.
- 7.4.0 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.
- 7.4.1 Garmin reserves the right to refuse any warranty service claim it deems unfair or nonconforming 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 canceled.
- 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 and NMEA, ABYC or RVIA certified installation entity, OEM, dealer or the customer. Standard ground outbound shipping freight cost will be paid by Garmin. Overnight or second-day express delivery freight service is available at an additional cost, paid by the requester.

Appendix 1: Audio

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Garmin and NMEA or ABYC and OEM Certified Installed Products

Three-year Warranty and Onboard Applies to the Following Specific Products

Garmin Marine Products	Labor	Travel
<u>Fusion® Entertainment</u>		
<u>Stereos</u>		
RA770 / RA670 / WB670 / BB100	0.5 Hour	0.5 Hour
AV755 / UD755 / AV650 / UD650 /WB675	0.5 Hour	0.5 Hour
<u>Remotes</u>		
ERX400 / SRX400 / NRX300	0.5 Hour	N/A
<u>Amplifiers - Signature and Apollo™ Series</u>		
DA12250 / DA41400 / DA51600 / DA82000	0.5 Hour	0.5 Hour
DA61500 / 24DA61500	0.5 Hour	0.5 Hour
AP12000 / AP41200 / AP61800 / AP82400	0.5 Hour	0.5 Hour
DA214	0.25 Hour	N/A
<u>Speakers - Signature / XS Series and 3i</u>		
FL652SPW / F652W / FL652SPC (ea)	0.25 Hour	N/A
FL772SPW / F772W / FL772SPC (ea)	0.25 Hour	N/A
FL882SPW / F882W / FL882SPC (ea)	0.25 Hour	N/A
XS-F655PGW / XS-F77SPGW (ea)	0.25 Hour	N/A
Signature Series 3i (tweeters not included) (ea)	0.25 Hour	N/A
EL-F653W / EL-F653B / EL-F653SPG	0.25 Hour	N/A
<u>Wake Tower Speakers</u>		
FLT652SPW / FLT652SPC / FLT772SPW (ea)	0.5 Hour	N/A
FLT772SPC / FLT882SPW / FLT882SPC (ea)	0.5 Hour	N/A
SG-FLT653SPW / SG-FLT653SPB	0.5 Hour	N/A
SG-FLT883SPW / SG-FLT883SPB	0.5 Hour	N/A
<u>Subwoofers - Signature / XS Series and 3i</u>		
SL102SPW / SL102SPC / S102W	0.25 Hour	N/A
SL122SPW / SL122SPC / S122W	0.25 Hour	N/A
XS-S105PGW	0.25 Hour	N/A
Signature Series 3i	0.25 Hour	N/A

Notes:

- Products listed in Appendix 1: Audio must be installed by a Garmin and NMEA or ABYC certified entity or an authorized OEM boat builder for eligibility.
- The vessel hull number is required on the claim form for validation.
- Repair rate is your published shop rate up to a maximum of \$135.00 per hour.
- Travel rate is \$70.00 maximum per hour.

The above are the maximum allowances. The service report should reflect the amount of time claimed. Warranty service requiring extended labor or travel must have prior authorization from the Garmin Marine Warranty Administrator via email. If within a reasonable distance, Garmin expects the installing dealer to carry out the onboard warranty service. In other situations, it is expected that the nearest service entity to the vessel will carry out the onboard warranty service, therefore keeping travel costs to a minimum. Should the travel time exceed what is preapproved, prior authorization from Garmin is required.