

NOTICE 2K22 0509

AFER SALES SUPPORT

To owners of Suzuki outboards

Congratulations and thank you for choosing a Suzuki outboard motor to power your boat.

We believe that you have received complete instructions, (from an authorized dealer, as well as from authorized Suzuki service where you installed and commissioned your outboard) how to use and maintain your outboard motor from 2.5 HP to 350 HP, as well as instructions on whom to contact for after sales support.

If we compare an outboard motor with a car, especially an outboard motor of medium and high power, we will find that a team of engineers participate in the car assembly, and they worked out all the details, and it is further followed by trained services.

The values of the complete car and boat with outboard motor are comparable.

But as it is mentioned in comparison with the car, there are more elements that require coordinated work of different teams as well as legal entities.

The boat-builder make a boat that in this case will be powered by an outboard motor, for example 350 HP - power of engine which is almost non-existing in the serial production of cars.

The boat has its own characteristics and is defined by certain parameters. The outboard motor must fit as well as possible into the set parameters of the boat. The outboard motor and equipment must be adapted to the boat.

A good boat-builder has defined important positions and there should be close and coordinated cooperation between the boat-builder and the authorized and trained service in achieving optimal adjustment.

Some things are defined and given, and some things, particularly on the first boat, needs to be determined during instalation and approved at the test drive.

The first and most important thing is to determine the position (height) of outboard on the transom.

There are certain rules but the little things brings to the optimum. We can compare this to a spice in cooking.

Many things, like hight of outboard on transom, can be determined by certain rullles, experiance and the eye, but there are tools which can help to obtain optimum.

For example, when testing a new model for the first installation, it is recomended to use Hydraulic Power Jack.

Motonavis has a Hydraulic Power Jack that authorized services can use for testing. The height of the outboard motor can be adjusted at full speed and thus the right height can be selected.

Of course it is the decision of the boat-builder, and almost every boat-builder strive to the optimum.

This is the minimum investment to achieve optimal performance in use, and for the long life of outboard motor. Of course, you also need to choose the right propeller.

If all this is done in accordance with the Suzuki's instructions, the prerequisites are met that the outboard motor will serve you long and well, of course, if you follow other instructions of Suzuki.

All this is determined and confirmed on the test drive and during the handover of the boat to the owner.

By handing over the boat to the owner, all rights and obligations pass to the owner.

Same as with the car the warranty is s covered by warranty certificate, but by the boat there are mainly two separate warranty certificate one for the boat and one for outboard.

In relation to the owner and legal regulations, Motonavis is the holder of the warranty for Suzuki outboards that Motonavis has placed on the market in Croatia. Motonavis is also the holder of the obligation of after sales support for Suzuki outboards that came on the Croatian market, and the holder of the warranty is Suzuki, ie the seller of a certain outboard motor.

There is a Suzuki program that monitors the outboard motor from assembly onwards. This task is taken over by authorized service. Considering the number of inhabitants, Croatia is comparable to Milan and the surrounding area and a few service points would be enough, but given the prevalence of Croatia and the number of inhabited islands, Motonavis currently has more than 60 contract services divided into categories.

Service of a certain category is equipped and qualified for a certain category.

The list of authorized services is available on the www.suzuki-marine.hr, and each delivery of the outboard motor is accompanied by the current list of authorised services at the time of delivery.

It is our recommendation that the owner contact a specific service before each service intervention to arrange certain service activities.

When handing over the outboard on service, the authorized service is obliged to check the documents, the proof of ownership, best is invoice from which the serial number is visible, and the documents that accompany the outboard motor from installation onwards.

For outboards sold by Motonavis and installed by an authorized service, Motonavis has a copy of all documents as well as computer diagnostic records of the outboard, but it is still best for the owner to present all the documents that accompany the outboard. In case the owner loses the warranty certificate, it can be reconstructed on the basis of issued invoices of certain legal entities.

If the owner, at the given moment, does not have the appropriate documents, the authorized service, at the request of the owner, will perform certain actions, issue an invoice, submit copies to Motonavis. It is up to the owner to clear up the situation with the dealer who sold the outboard or with Motonavis.

It is essential that every owner of a Suzuki outboard motor, regardless of where the outboard came from, has the support of Motonavis and Suzuki in Croatia at all times, with equal rules.

In order to shorten the time required for the service, we would recommend that the owner submits to a particular service all the information as well as the details of the observations and remarks he has in a particular case.

It should be noted that Suzuki outboard motors of the new generation owner can, by reading the QR code with a smartphone, send all the data to a particular service, practically all the data as if the serviceman came on board and recorded data directly from the outboard.

Croatia as a tourist country is a destination for many boaters and our goal is that every owner with Suzuki outboard, regardless of where the outboard came from, sails our seas carefree and safe and has the support of Motonavis and Suzuki in Croatia at all times.

SERVICE NETWORK MOTONAVIS - SUZUKI MARINE is at your disposal.

Your satisfaction with Suzuki outboard motors is both our satisfaction and our commitment.

Unexpected situations can always happen, so we are here to find the optimal solution at a given moment together with you.

We wish everyone a pleasant voyage and we are at your disposal for additional information.

Please use Croatian or English for communication.

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