

ez Drive warranty

The equipment manufactured is warranted to be free of defects in workmanship and materials under normal use and service as follows:

1. ez Drive Thruster issues to the original purchaser, a 2 year limited warranty for pleasure use and 1 year for commercial use on the purchase of the ez Drive
2. The warranty period starts on the date of delivery to the first user or the date of invoice to purchaser whichever is later and is not transferable.
3. In case of deficiency, covered by the warranty, ez Drive is authorized to choose either to remedy the deficiency himself or by an authorized partner or to replace a defective product by an equal substitute upon its return to ez Drive. Shipping at purchaser's expense Replaced spare parts or products become property of ez Drive.
4. The following applies when processing a warranty claim:
 - a) The Purchaser must mail or e mail a detailed description of the fault(s) including the date and place of purchase, photographs of all connections to device box, battery, etc. and the installer's address to ez Drive.
Photos of the interior fastening of the thruster (if the boat is out of the water, the outside fastening as well) must be included with a request for warranty, photos of the electrical connections at the i-Box and a photo of the defective part/s (e.g. the joystick), if necessary, as well as a photo of the i-box connection to the on-board power supply.
 - b.) After evaluating the photo material and the description of the issue, ez Drive may ask the customer to send at their expense the potentially defective part(s) for further evaluation by issuing an approved RMA
 - c.) Based on evaluation of the returned parts, ez Drive will decide on the further procedure within a brief period of time. This can be:
 - The customer receives a new part if an accessory (e.x. accessory part such as joystick, i box, switch, etc.) and returns the old part
 - The customer receives a new replacement thruster after the old part and i box is returned to ez Drive along with photographs taken from all 8 sides (to rule out that any transport damage which is the owners expense), and the returned part is deemed to be under warranty after examination by ez Drive technical team. All thrusters must be accompanied by the corresponding i box control.
 - The customer receives notification of determination of warranty claim. (This can also happen as soon as the photo material has been evaluated.)
Costs incurred in evaluating warranty claims will be charged to the customer if it is found there are no warranty issues.
5. There is no warranty coverage if the defect or the damage was caused by incorrect or inadequate installation, incorrect operation or use, improper maintenance or repair, excessive heat/cold or damaged by the elements, or dismantling of the product, moving the product off the original boat on which it was installed or adaptations or modifications to the product, by unauthorized persons. This includes in particular shortening the shaft, improper wiring or faulty electrical protection, modification of the tunnels or connecting any non ez drive branded parts to the thruster in any manner. Only the main circuit protection offered by ez Drive may be used for electrical protection.
6. Expenses involved for installation, re installation, cranes, hauling labor of any kind or other expenses involved in warranty claims shall not be reimbursed. If a warranty claim is valid only the defective device will be provided for replacement free of charge.
7. No other expressed warranty is hereby given and there are no warranties which extend beyond those described above. This warranty is expressly in lieu of any other express or implied warranties, including any implied warranty of merchantability, fitness for the ordinary use of which such goods are used, or fitness for a particular purpose, and any other obligations on the part of the warrantor or its employees and representatives.
8. There shall be no responsibility or liability whatsoever on the part of the warrantor or its employees for injury to any person or persons, or damage to property, loss of income or profit, loss of use, or any other consequential or resulting damage or cost which may be claimed to have been incurred through the use or sale of this equipment, including any any possible failure or malfunction of the equipment, or part thereof.
9. The warrantor assumes no liability for any and all all types of claims for compensation due to incidental or consequential damages including any kind of damages arising from collision with other vessels or objects..
9. This warranty gives you specific legal rights and you may also have other rights which vary from state to state and country to country. Any controversy or claim involving this warranty will be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules in Dade County, Florida.

By submitting a warranty request, the customer agrees to the procedure used for the warranty process and is aware that the costs listed above will be billed to him if the warranty claim is not valid.

ez Drive 4545 Ponce De Leon Blvd, Coral Gables, Fl. 33146 tel 305.667.5811