

SEAKEEPER PART RETURNS

PRODUCT ALL SEAKEEPER MODELS

PURPOSE

The purpose of this bulletin is to provide guidance in the return of certain Seakeeper components upon submission of a replacement part order.

BACKGROUND

This policy is designed to enhance our ability to monitor and analyze the performance and durability of Seakeepers. By collecting and inspecting parts that have been replaced in the field, we can identify potential issues, improve product design, and ensure that our products meet the highest reliability and safety standards. The dealer network's cooperation is essential to the success of this program, and we appreciate your support in helping us achieve these goals.

A dealer technician will know a return is necessary for a part by the receipt of a Return Authorization (RA) and a pre-paid return shipping label enclosed with the replacement part ordered. When receiving an RA, one should place a tag or a piece of tape onto the part with the following information:

- Case number if under warranty
- Seakeeper model and serial number
- Brief statement of issue (an alarm code is sufficient)

After tagging the part, return the part in the box in which the replacement part was shipped, if available.

The following is a list of parts that will require an RA each time they are ordered:

Part No.	Description
20216-4 and later	AC Motor Drive Box
20415-10 and later	ConnectBox, MK1
12096-1 and later	Seakeeper 1 Brake Assembly
13104-1 and later	Seakeeper 4/4.5/5 Brake Assembly
14027-1 and later	Seakeeper 10 Brake Assembly
14133-1 and later	Seakeeper 14 Brake Assembly

If an RA is generated for a part and not returned, the DEALER may be invoiced for any warranty Spare Parts if the damaged, defective, or used parts are not returned under an RA within 45 days of completion of warranty work.