

Volvo Penta Yacht Series Support

How it works

Volvo Penta Yacht Series Support provides assistance 24 hours a day, 7 days a week. With support of our dealer network, we are prepared to help you with repairs all over the world.

Whatever happens, you just make one single phone call. Our Yacht Series Support operators, who are specially trained to assist Volvo Penta IPS customers, will take your call. These operators have access to your yacht's technical details and will help locate the closest Volvo Penta trained technician to address the service needs of your Volvo Penta product.

Yacht Series Support is available to you throughout the coverage period of your Volvo Penta limited warranty. If a service need is not covered during the Volvo Penta limited warranty, Yacht Series Support can help locate qualified technicians to provide you with retail service.

For terms and conditions, refer to next page.

How to use Volvo Penta Yacht Series Support

1. One phone call

If a problem occurs while using your yacht, make one single phone call. Whether you are in your home country or abroad, just call the indicated phone number.

2. The case coordinator steps in

You will get connected to a dedicated case coordinator who has access to your yacht's technical details. The coordinator will be your contact during the whole case and keep you updated on the progress.

3. The work starts

The case coordinator will contact the most suitable Volvo Penta Service dealer and provide information to start the work. The coordinator will also assist to send spare parts directly from one of our central warehouses.

4. When the work is done

When the case is completed, the technician contacts the case coordinator to provide a status report. You will then be informed that the work is carried out and that the case will be closed.

Terms and conditions

Yacht Series Support applies only for the following products:

- Volvo Penta IPS 400–650 Triple and Quad installations.
- Volvo Penta IPS 700–1350, Twin, Triple and Quad installations.

Application type

Only leisure applications and non-revenue use.

Warranty registration

Prerequisite to receive Yacht Series Support:

- The pre-delivery commissioning and warranty registration have been performed by an authorized Volvo Penta dealer.
- Service has been performed according to the maintenance schedule.

Information about this can be found in the Volvo Penta International Limited Warranty Marine Leisure documents delivered together with your Volvo Penta products, or refer to: www.volvopenta.com.

Registration and Identification

Your yacht will automatically be registered at delivery.

Warranty terms

The terms are in accordance with the Volvo Penta International Limited Warranty Marine Leisure, which is delivered together with your Volvo Penta products, or refer to: www.volvopenta.com.

Volvo Penta Extended Coverage

For Volvo Penta products delivered with Volvo Penta Extended Coverage, Yacht Series Support is also valid year three to five.

No charge for Volvo Penta Yachts Series Support

The service is free of charge throughout the period of the Volvo Penta International Limited Warranty Marine Leisure.

After the warranty period

Even if a service need is not covered during the Volvo Penta Limited Warranty or Extended Coverage - Yacht Series Support can help locate qualified technicians to provide you with retail service.

Update of owner info

If there are changes to the owner information, contact Volvo Penta Yacht Series Support.