

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, Yacht Series Support operators 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. Even if a service need is not covered under the Volvo Penta limited warranty, Yacht Series Support can help locate qualified technicians to provide you with retail service.

For terms and conditions please see below.

How to use Volvo Penta Yacht Series Support

1. Just make a phone call

If a problem occurs while using your yacht, just make one single phone call regardless if you are in your home country or abroad. You will find the phone number and your unique PIN code on the Volvo Penta Yacht Series Support card, which is sent to you after registration.

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.

Volvo Penta Yacht Series Support

Terms and conditions

Yacht Series Support applies only for the following products:

- Volvo Penta IPS 500–650 Triple and Quad installations.
- Volvo Penta IPS 800–1350, Twin, Triple and Quad installations.

Application type

Only leisure applications and non-revenue use

Warranty registration

Prerequisite to receive Yacht Series Support;

- Pre-delivery commissioning (PDC) and warranty registration have been performed by an authorized Volvo Penta dealer
- Service 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 see www.volvopenta.com

Registration and Identification

Your yacht will automatically be registered at delivery.

Identification has to be made through your unique PIN code, which is provided together with your confirmation mail.

Warranty terms

Warranty terms are in accordance with the Volvo Penta International Limited Warranty – Marine Leisure, which is delivered together with your Volvo Penta products or see 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 under 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

In case of changes to the owner information, contact Volvo Penta Yacht Series Support. Contact details are shown on your registration card.