



OWNER'S MANUAL

2023/2024
MODEL YEARS

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Welcome

Congratulations on the purchase of your new Contender.

Contender Boats is happy to provide you with this Owner's Manual as a way to help you become familiar with the many systems aboard your boat. The Manual is not intended to be a full explanation of how to maintain and operate your Contender but is instead a supplement to help you along the way.

Also please note that due to the custom nature of all Contender Boats, the information in this manual may vary from what is installed on your boat.

If you have any further questions, feel free to contact your local dealer or Contender directly and a member of our staff will be happy to help.

Background

Introduction

If there's one thing we've proven, it's this: you don't have to be around a long time to be considered a legend. In just 35 years, Contender has redefined all that a sportfishing boat can be.

From our early beginnings, we've evolved from the original hull design of the classic 25' to the sophisticated power and performance of today's tournament proven winners. And unlike some mass production boat builders, we at Contender pride ourselves with a traditional "hands on" boat building philosophy while using the most advanced modern materials and quality components available. But just like the people we aim to please, we too are never satisfied. That is why we will continue to do all we can to refine and improve the concept of the ultimate sportfishing boat.

Why Contender?

You know there is more to it than just luck. There's fishing the right bait, the water temperature, the wind, the season and a host of other factors that stand between you and the scale at the dock. And then there's the boat...

We'll put it simply: the boat matters. To own a Contender is to own the best sport fishing boat on the market. Period.

Since 1984, Contender has been producing the highest quality, most well designed boats. Our popularity among true die-hard fisherman is a testament to Contender's reputation and legendary performance.

However, even the best designed boat, with the highest quality construction materials means absolutely nothing if the hull design is not proven. Every Contender is crafted using our proven deep-V 24.5° deadrise hull that incorporates our reverse radius chine for a dry ride in the roughest conditions. Not only does this create added lift on plane to run faster on less fuel, it also provides a rock steady fishing platform at rest.

A Contender is built by fishermen for fishermen. That means we know how fishermen think. That's why our interior layouts are clean and unobstructed with one level deck allowing quick and easy movement from bow to stern. Below our oversized decks lie large storage compartments with waterproof gaskets. We know that fishermen are very particular about their boats. As a semi-custom manufacturer, Contender, through your dealer, can make modifications to meet your

personal fishing style. Making these boats not just great for fishing, but any boating activity.

Other noteworthy Contender features include raised transom live wells, integrated flush mount bow rails, anchor lockers, walk-through transoms and self-bailing cockpits. And what good would the best fishing boat be without the best outboards to power it? Every Contender is outfitted with Yamaha outboards that are perfectly suited for the Contender model you choose.

So whether you're partial to the canyons, the Outer Banks or the Gulf, we wish you luck. The fish and Mother Nature aren't going to make it easy, that's why you buy a Contender.

Company History

Contender Boats was founded in 1982 by its current owner, Joseph Neber. Incorporated in the state of Florida in 1984, it has operated continuously since then producing over 6000 boats in sizes from 21' to 44' in open and cabin configurations. Contender produces high quality outboard powered offshore performance cruising, luxury, and fishing vessels.

Our Facility

The Contender production facilities are in Homestead, Florida and Ft. Pierce, Florida.

Dedication to Quality

We don't build decent boats.

Decent boats don't win tournaments. Serious fishermen don't buy decent boats. But most importantly, decent boats don't inspire the kind of loyalty that Contender owners display; a loyalty that comes from having 110% confidence in the design and construction of your vessel.

At Contender, we are singularly committed to producing the best boat in the world. That's why every Contender is crafted with hand laminated solid fiberglass using biaxial and triaxial cloths, structural PVC core sandwich construction for lightweight and superior strength as well as vinyl ester resins and specialty formulated gel coats for high gloss mirror-like finishes. We want our boats to perform and look as good as you do with that trophy in your hand.

Warranty Information

Limited Warranty Statement

Contender Boats, Inc. ("Contender") provides the following Limited Warranty to the original retail owners of its boats, subject to the remedies, exclusions, and limitations set forth below, that if purchased from an authorized Contender dealer and operated under normal, non-commercial use, an authorized dealer or Contender's factory will repair or replace, at its sole discretion, any material defect in materials or workmanship in the Contender boat that is reported within the applicable warranty periods.

Disclaimer and Limitation of Implied Warranties

THE LIMITED WARRANTY SET FORTH HEREIN IS IN LIEU OF ALL OTHER WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, CONTENDER BOATS DISCLAIMS, AND THE OWNER HEREBY EXPRESSLY WAIVES, ANY AND ALL OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND OR NATURE, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES WHICH ARE IMPLIED BY, AND ARE INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION UNDER APPLICABLE LAW. THE TERM OF ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED UNDER APPLICABLE LAW, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PERIODS APPLICABLE TO THE RESPECTIVE COMPONENTS. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES AND/OR DO NOT ALLOW LIMITATIONS ON THE AMOUNT OF TIME AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Limited Warranty and Term

Contender warrants to the original retail purchaser that the following components of each new boat shall be free from material defects in materials and workmanship to the extent set forth below, under normal use and when operated and maintained in accordance with Contender's instructions, for the period indicated:

Deck, Hull and Liner – From the date of the original retail purchase, the deck, hull, liner and stringer system (collectively, "Structural Components") is warranted for a period of 10 years to the original retail purchaser of the boat.

Parts and Accessories Manufactured by Contender – Subject to exclusions set forth below, Contender will repair any material defects in materials and workmanship for a period of (1) year to the original retail purchaser of the boat.

Defects covered by this limited warranty will be either repaired or replaced free of charge by an authorized Contender dealer or by Contender's factory at Contender's discretion. Contender reserves the right to choose either option and all decisions are final.

Warranty Period – All express warranties are for the time period set forth in this section, unless a longer warranty period is required by applicable law, in which case such longer warranty period will apply.

Warranty Conditions, Limitations and Exclusions

The Limited Warranty on the Structural Components set forth in the *Limited Warranty and Terms* section of this Warranty does not cover or include any other components fastened or applied to the hull or deck. This Limited Warranty constitutes the final, complete and exclusive statement of warranty terms, and no other person or entity is authorized to make any other warranties or representations on behalf of Contender. Furthermore, the Limited

Warranty set forth in the *Limited Warranty and Terms* section of this Warranty (including all subsections) hereof does not cover the following:

- a) damage to any component parts and accessories not manufactured by Contender, including, but not limited to, engines, outdrives, propellers, controls, cables, pumps, windshields, steering systems, tanks, and instrumentation; however, such items may be warranted by the individual manufacturer;
- b) damage caused by misuse, negligence, accident, collision or impact with any object;
- c) damage caused by any improper alteration or modification to the boat or any of its component parts or accessories;
- d) damage caused by the use of improper or contaminated fuel or fluids;
- e) damage caused by the use of customer-applied chemicals or accidental spills;
- f) damage resulting from the use of the boat for any racing, speed, commercial competition or performance demonstration;
- g) damage resulting from use of the boat for rental, commercial or industrial purposes;
- h) damage caused by fire, theft, freezing, vandalism, explosion, lightning, wind, hail storms, flooding or other natural disaster;
- i) damage caused by improper support of the boat on davits, hoist system, trailer, or boat lift of any kind;
- j) damage to paints, varnishes, gel coat surfaces and colors, chrome-plated or anodized finishes, floor and floor covers and any other surface coatings, as well as damage due to in-water storage without proper barrier coat and bottom paints;
- k) damage caused by dealer installed options or accessories;
- l) damage caused by consumer-installed options and accessories;
- m) any adjustments, realignment or replacement of normal wear component parts or accessories;
- n) damages, defects and/or deterioration caused by environmental or climatic conditions; and/or
- o) damage caused electrolysis, crevice or galvanic corrosion, or any deterioration of underwater equipment.

Liability Limitation: Exclusion of Consequential Damages

This Limited Warranty is for the benefit of the owner and Contender, and shall not create or evidence any right in any third party. THE REPAIR OR REPLACEMENT OF DEFECTIVE COMPONENT PARTS AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL CONTENDER BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES OR LOST PROFITS WHATSOEVER ARISING OUT OF THE USE OR INABILITY TO USE THE BOAT OR ANY COMPONENT PART THEREOF, OR FOR ANY BREACH OF THIS LIMITED WARRANTY OR OTHERWISE, EVEN IF CONTENDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR SUCH DAMAGES COULD REASONABLY HAVE BEEN FORESEEN BY CONTENDER. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Furthermore, the following incidental, consequential, indirect or exemplary damages for which Contender does not have liability include, but not limited to, by this Limited Warranty are:

- a) loss of the use of products;
- b) loss of time;
- c) inconvenience;
- d) mechanic's travel time or expenses;
- e) telephone calls;
- f) towing;
- g) crane or haul out charges;
- h) boat or car rentals;
- i) fuel expense; and/or
- j) food or lodging expense.

Purchase Price Limitation

In Any Event, Contender's entire liability under any provision of this Limited Warranty shall be limited to repair or replacement of the boat, or component part, or the refund of the purchase price paid by the consumer for the boat or component part found to be defective within the applicable warranty period. This shall constitute Contender's sole liability and obligation in the event of any claim arising out of its performance or non-performance of any provision

of this Limited Warranty. Because some states and jurisdictions do not allow the exclusion or limitation of liability, the above limitations may not apply to you.

Product Changes

CONTENDER reserves the right to improve its products at any time through changes in design, materials, and/or component parts of any model without notification, or obligation or liability to owners of boats of similar or the same model of prior manufacture.

Warranty Registration

Any warranty coverage provided by this Limited Warranty is not effective until the purchaser has signed the Warranty Registration, which is a part of this Limited Warranty Statement, and returns the original copy to Contender.

CONTENDER highly encourages all dealers and original purchasers to complete and mail the Warranty Registration within fifteen (15) days after taking delivery of the boat. Failure by original purchaser to return the Warranty Registration to Contender within thirty (30) days after taking delivery may void any warranty coverage.

Warranty Claims

The original purchaser must give written notice of a claimed defect of the boat, component part or accessory to the authorized Contender dealer from which the boat was purchased by the owner. The notice must be given within fifteen (15) days after detecting the claimed defect, within the applicable warranty period.

The boat, including any claimed defective component part or accessory, must be returned to the authorized Contender dealer to which the original purchaser may be directed by Contender within the applicable warranty period for inspection and warranty service.

For questions regarding warranty service or to obtain information regarding warranty service or to obtain information regarding the nearest authorized Contender dealer, please contact Contender at the address or telephone number listed below.

Subject to the terms of this Limited Warranty, any covered boat or component part with a material defect in materials or workmanship that is returned to an authorized dealer's service department or Contender's factory during the appropriate warranty period will be repaired or replaced, at Contender's sole discretion, without charge to the owner for parts and labor. This provision is subject to the following terms and conditions:

- a) CONTENDER shall be obligated only to repair or replace those items that prove defective, in Contender's sole discretion, upon examination by a Contender authorized dealer service department or Contender's personnel, as applicable;
- b) CONTENDER warrants its repair or replacements only for the remainder of the applicable warranty period;
- c) CONTENDER shall, in its sole discretion, fulfill its obligation to repair or replace any defective item at its factory or Contender authorized dealer service department;
- d) The owner shall be responsible for all costs associated with the transportation of the boat to the Contender authorized dealer service department and for any return transportation.

No Modification of Warranty

No oral or written information, advice or communication of any nature by or from Contender or its representatives, employees, dealers, agents, distributors or suppliers shall create a warranty or in any manner increase or modify the scope of this Limited Warranty in any manner whatsoever.

Contender Contact Information

Customer Service
Contender Boats, Inc
1820 SE 38th Avenue
Homestead, FL 33035
(305) 230-1600
(305) 230-1700 FAX

Safety Information

Safe boating is very important to Contender Boats. In addition to the information found in this manual, it is recommended that any boat owner or operator familiarize themselves with state/local laws as well as all U.S. Coast Guard safety guidelines. It is also important to have a good understanding of the Rules of the Road and to exercise good judgment and common sense at all times while on the water.

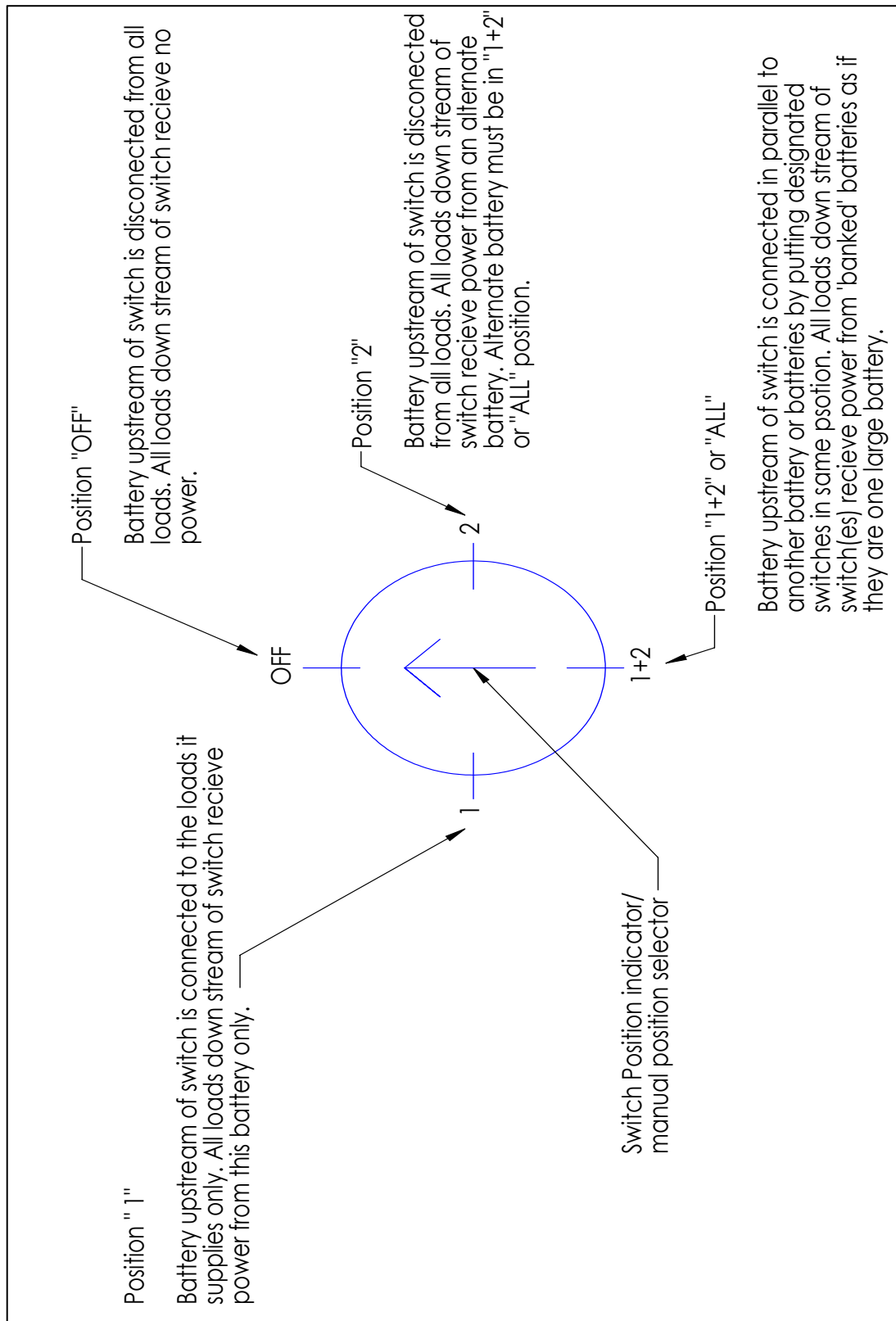
Contender also advises that while on board, all passengers should wear lifejackets, and the vessel's operator should always wear the engine safety lanyard.

You should never operate the vessel under the influence of drugs or alcohol. Additionally, extreme caution should be exercised while operating the vessel in rough water, severe weather, darkness, fog or low visibility.

As per ABYC T-5, the following warning labels are placed on each Contender Boat (where applicable). If any of the below labels is missing, becomes damaged or becomes unreadable, please contact Contender or your dealer for a replacement.

- MAXIMUM CAPACITIES (for boats under 26')
- CARBON MONOXIDE WARNING – at helm
- CARBON MONOXIDE WARNING – at transom
- ROTATING PROPELLER WARNING – at helm
- ROTATING PROPELLER WARNING – at transom
- FUEL SYSTEM WARNING – in bilge
- FUEL SYSTEM PRESSURE WARNING – at fuel fill
- TRASH OVERBOARD REGULATIONS (for boats 26' and over)
- OIL DISCHARGE PROHIBITED (for boats 26' and over)

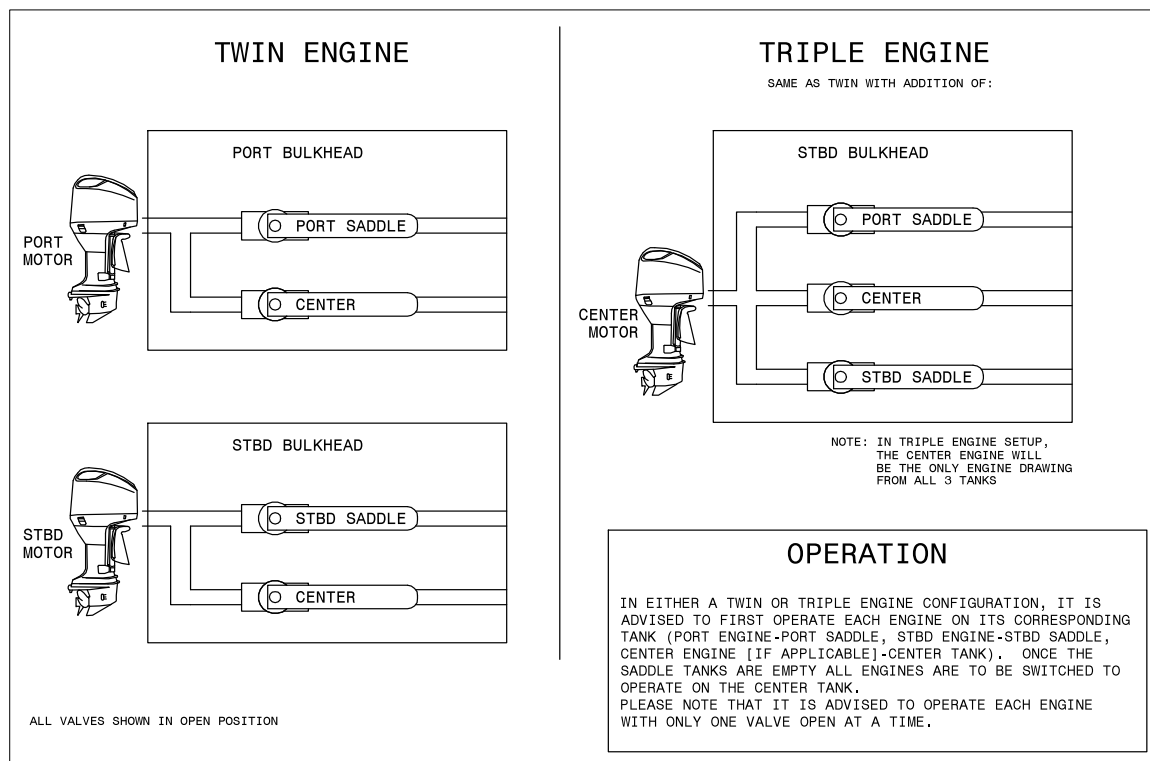
Battery Switch Operation



Fuel System

Many Contenders come equipped with several fuel tanks. Most often, the configuration is a center tank and two saddle tanks.

The following diagram is provided to help understand how the valves (located in the bilge compartment) control fuel flow to each of the boat's motors



When equipped with three fuel tanks, there will be one fill located on the starboard side (for the starboard saddle tank) and two located on the port side. One of the fills on the port side will have a small "C" etched in it, to signify the center tank.

All new Contenders come equipped with a Blu Skies pressure-relief EPA compliant fuel system. The fuel fill also includes a pressure-relieving vent, which releases vapors during the diurnal venting cycle. This means that you may notice a small amount of pressure in the system when opening the fuel cap.

On the following page is a list of standard fuel tank sizes for all current Contender Boats models. It is important to note that in many instances, we build boats with custom-sized fuel tanks. If you are unsure of the fuel capacity of your boat, please contact your local dealer or Contender directly.

Standard Fuel Capacities

24 SPORT	130 GALLONS (CENTER)
25 BAY	90 GALLONS (CENTER)
26 BAY	100 GALLONS (CENTER)
25 TOURNAMENT	175 GALLONS (CENTER)
28 TOURNAMENT	185 GALLONS (CENTER)
30 TOURNAMENT/ST	115 GALLONS (CENTER) 75 GALLONS (SADDLES)
32 TOURNAMENT/ST	130 GALLONS (CENTER) 90 GALLONS (SADDLES)
35 TOURNAMENT/ST	150 GALLONS (CENTER) 125 GALLONS (SADDLES)
39 TOURNAMENT/ST	230 GALLONS (CENTER) 135 GALLONS (SADDLES)
39 FISH AROUND	220 GALLONS (CENTER) 120 GALLONS (SADDLES)
44 ST/CB	320 GALLONS (CENTER) 140 GALLONS (SADDLES)
44 FISH AROUND	335 GALLONS (CENTER) 120 GALLONS (SADDLES)

Please note that due to the various components installed in the fuel system to comply with the EPA Evaporative Emissions Regulations, the actual usable volume of each tank may be less than the values listed above.

All fuel systems have been factory inspected and pressure tested in accordance with regulations in effect at the time of manufacture. This inspection ensures that the system is air tight, leak proof and safe. It is the responsibility of the end user to maintain it in that condition. Make frequent inspections of the entire system to ensure it remains functional for years to come.

Head System

When equipped with a marine toilet, your Contender will include a Y-valve and a holding tank. The Y-valve is typically located on the forward bulkhead of the console interior. When the valve handle is pointed to **port**, the discharge from the toilet is diverted into the holding tank. When the handle is pointed to **starboard**, the discharge is flushed overboard. An easy way to remember this is when the vessel is in port (near shore), federal law requires waste to be collected in the holding tank: in port, handle to port.

Livewell System

Contenders can be built with a wide array of livewell quantities and arrangements. The plumbing of these wells is often specific only to the particular boat or configuration, however, some similarities exist.

Most wells utilize an intake, a drain, and an overflow. The intake is usually from a “high speed water pickup” located on the bottom of the hull. This intake allows the system to receive clean water even while up on plane. This intake is connected to a valve and then a livewell pump. The drain and the overflow are plumbed out the transom, using a seacock valve and a thru-hull fitting.

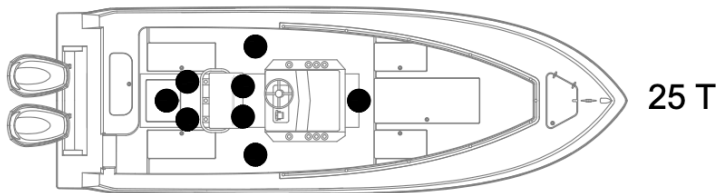
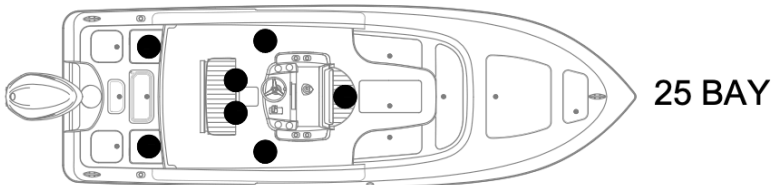
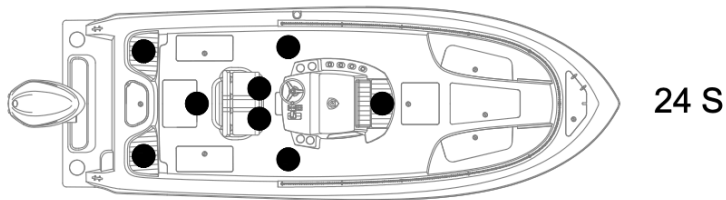
In most cases, when using the livewell, the drain must be closed to allow water to accumulate in the well. The valve for the overflow can also be closed *slightly* to allow the flow from the intake to outpace the overflow. This will create a “pressurized” well where the water will fill up to the livewell lid. This helps to reduce/eliminate sloshing inside of the well and will improve bait health.

Carbon Monoxide Detection

When equipped, if Carbon monoxide detector sounds it is best to get to fresh air outside the cabin or console immediately. Shut down the generator if it is running and ventilate all enclosed areas.

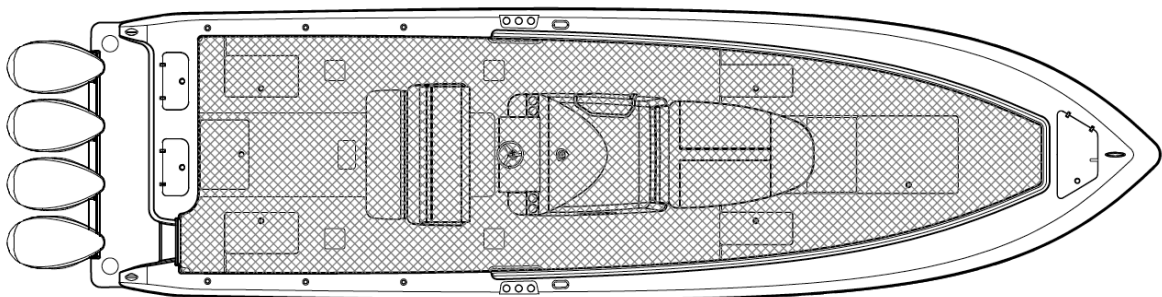
Designated Occupant Positions

As per ABYC H-5.5.2.2, all vessels under 26' which come equipped with a maximum capacity sticker must also identify "designated occupant positions" for that number of passengers. This is to be used as a guideline for passenger placement while underway.



Man Overboard Prevention

As per ISO 15085:2003 /A2:2018, the shaded area in the drawing below is the working deck area with regards to man overboard prevention.



Maximum Outboard Horsepower Ratings

As per ABYC H-26.5.1.3, all vessels over 26' shall have a maximum power capacity rating, to be displayed in the manufacturer's owner's manual. Please note that these values are subject to change and it is advised to contact Contender before performing a repower.

28 T	600 HP
30 T	700 HP
30 ST	700 HP
32 T	800 HP
32 ST	800 HP
35 T	1200 HP
35 ST	1200 HP
39 T	1600 HP
39 ST	1600 HP
39 FA	1600 HP
44 ST	2000 HP
44 FA	2000 HP

Gelcoat Maintenance

Quality through and through

Coatings for maximum life with NRP/NRX, NCP and patented (LE) low emission technology



Your boat's gelcoat finish

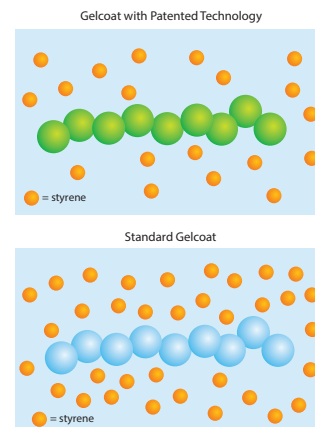
Your new boat with a Maxguard premium marine gelcoat finish will look good for years to come. The unique coating that makes up your boat's beautiful exterior is the result of many years of gelcoat research, testing and development.

Gelcoats have been used for years to make the colored surfaces of fiberglass boats, including hulls and decks as well as other exterior and interior parts. The gelcoat is actually a thin surface coat of a specially pigmented polyester resin used in hand lay-up and spray-up fabrication to provide an attractive and weather-resistant surface to finished parts.

Ashland knows gelcoats. In fact, we are the composite industry leader and have set the standard in high performance gelcoats. Maxguard, Ashland's premium family of gelcoats, is designed with performance and beauty in mind. You can rest assured that your boat is protected with the industry's top-performing gelcoat — providing state-of-the-art protection against ultraviolet radiation and salt water while ensuring the flexibility and toughness required for the demands of boating.

Built from bases that perform

Gelcoats are only as good as the base resin. Ashland produces its gelcoat from a proprietary set of base resins. Only Ashland Maxguard™ gelcoats have the benefit of NRP/NCP, NRX and patented LE technology that allows our gelcoats to stand up to harsh duty, and reduces the presence of styrene — a prime culprit in yellowing and shrinkage.



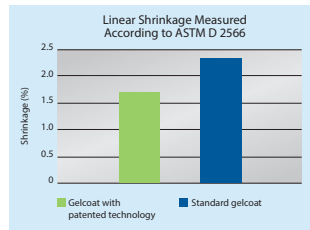
The NRP/NCP, NRX and LE technology allows formulation of gelcoats with minimal total monomer content, which significantly improves the UV performance of final products. In accelerated weathering tests, where QUV equipment simulates sunlight's ultraviolet radiation, these gelcoats show superior yellowing resistance and gloss retention when compared to other high-performance gelcoats.



ASHLAND

Built to last

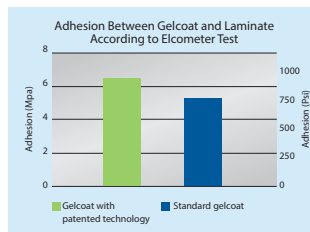
Additionally, NRP/NCP, NRX and LE technology greatly reduces shrinkage and produces a better surface than standard gelcoats. Measurements and tests show 20-30% less shrinkage.



This technology does not influence final mechanical properties. Gelcoats can be designed for optimal balance between flexural and tensile strength, elongation and heat distortion temperature. Gelcoats with NRP/NCP, NRX and LE technology have been formulated to meet the toughest requirements set by classification societies, like Lloyd's Register of Shipping, Det Norske Veritas, ANSI, etc.

Better cosmetics

While a gelcoat must provide an attractive finish and protect the underlying laminate, it also must adhere to the laminate surface. The adhesion between the laminate and a gelcoat with this technology is comparable or better than standard gelcoats. This is verified in the Elcometer test where gelcoats cure for three days before over lamination.



Notice: Your boat incorporates Ashland Inc.'s Maxguard premium gelcoats, the best in gelcoat technology. Proper cleansing and waxing, as outlined in this brochure, is necessary to prolong the beauty of the boat's finish. Repairs to the surface that are beyond routine maintenance should be made only by experienced professionals.

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PC11202-CT

Gelcoat care and maintenance tips

Congratulations on the purchase of your new boat with a new Ashland Maxguard gelcoat finish! We hope that you follow these tips on gelcoat care and maintenance, which will help to preserve the beautiful appearance of your boat.

- Keep your boat cleaned and waxed
- Wash your boat with only mild, non-abrasive detergents
- Wax the exterior of your boat at least twice a year
- Clean and wax your boat prior to placing it in storage
- Use only a high-performance marine wax in accordance with application instructions provided by the manufacturer
- Remove any small scratches or scuffs using a fine rubbing compound. For any major repairs, consult your authorized dealer
- Cover if possible to keep your boat looking its best. Store in a dry, covered area
- Never use any abrasive cleaners or brushes on your boat's exterior surfaces
- Remove any unintentional fuel or oil spills from the gel-coated surfaces as quickly as possible
- Give your boat a fresh water wash after saltwater use
- Never place a non-breathable cover on a boat that is still wet



ASHLAND®

Upholstery Care

The vinyl upholstery used on the seats, cushions, bolsters, and for the headliner in some cabins, should be cleaned periodically with mild soap and water.

Any stain, spill or soiling should be cleaned up promptly to prevent the possibility of permanent staining. When cleaning, always rub gently. Avoid using products containing ammonia, powdered abrasive cleaners, steel wool, ink, strong solvents, acetone and lacquer solvents or other harsh chemicals as they can cause permanent damage or shorten the life of vinyl. Never use steam heat, heat guns or hair dryers on vinyl.

Stronger cleaners, detergents and solvents may be effective in stain removal, but can cause either immediate damage or slow deterioration. Lotions, sunscreen, waxes and polishes, etc., contain oils and dyes that can cause stiffening and staining of vinyls.

Winterization Procedures

For winterization of your vessel, all waste and water tanks should be drained completely and filled with red or pink antifreeze. We recommend red or pink antifreeze so that it can be easily identified in clear water lines.

Raw water systems should be closed at the sea cock and all water removed from the system. The bilge should be thoroughly cleaned and dried as best as possible.

If your vessel is equipped with a refrigerator or freezer, it must be turned off and cleaned throughout. Once clean, the doors should be propped open for ventilation.

Vessels equipped with air conditioning must have the heat exchanger flushed of all water and replaced with antifreeze to prevent water freezing and expanding.

Reboarding Instructions

As per ABYC H-41.10.1.1, each boat model must have a written procedure describing the means of unassisted reboarding. So while most Contender Boats are equipped with boarding ladders, in the event they are not, the following explains how to re-enter the boat should you find yourself overboard with no readily available assistance.

25 Bay, 26 Bay

Either the port or starboard trim tab can be used as a step, again in a temporary, emergency situation. The person reboarding the vessel can then use the gunwale lip surrounding the aft casting deck to pull themselves up where they can put their knee on the jackplate and hoist themselves into the boat.

24S, 25T, 28T, 30T/ST, 32T/ST, 35T/ST, 39T/ST/FA, 44 ST/FA

The starboard side trim tab can be temporarily used as a step in an emergency. The person reboarding the boat can then step on the nearest engine anti-ventilation plate with their other foot and then use the stern cleat to pull himself or herself up on to the swim platform.

Boat/Engine Information

For your convenience, record the information on your boat here:

Model: _____

Hull Identification #: _____

Date Purchased: _____

Dealer: _____

Engine Make/Model: _____

Engine Serial # (1): _____

Engine Serial # (2): _____

Engine Serial # (3): _____

Engine Serial # (4): _____

Trailer Make/Model: _____

Trailer VIN #: _____

Customer Satisfaction Survey

CONTENDER BOATS SALES QUALITY COMMITMENT SURVEY
This questionnaire should be completed by the principal operator of the boat.
THANK YOU FOR TAKING TIME TO ANSWER THESE QUESTIONS.

	Unacceptable				Average				Outstanding		Not Applicable
	1	2	3	4	5	6	7	8	9	10	
1. Please rate the dealer who sold your boat to you based on the following characteristics:											
a. The appearance of the dealership facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Your sales person (e.g., product knowledge, courtesy, honesty)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The paperwork/financing process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Explanation of how to attain service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Your overall <u>buying</u> experience with this dealership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Have you taken delivery of your boat? <input type="checkbox"/> Yes (Continue with Q3) <input type="checkbox"/> No (Please skip to Q5)											
3. Describe your overall satisfaction with the delivery process in the following areas:											
a. Condition and cleanliness of your boat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ready when promised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Instruction on the use of boat including explanation of the features and systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Overall satisfaction with the delivery experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Overall, how would you rate your satisfaction in the following areas?											
a. Overall satisfaction with boat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Overall satisfaction with engine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Overall satisfaction with dealer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The next time you are in the market for a new boat, how likely are you to purchase from your selling dealer?											
6. In the future, how likely are you to recommend your selling dealer?											
7. a. Are you a member of the Contender Boats Owners Club?	<input type="checkbox"/> Yes (If Yes, skip Q7b & Q7c) <input type="checkbox"/> No										
b. If you would like to join the Contender Boats Owners Club, please visit our website and register online or choose to be contacted by email.	<input type="checkbox"/> Contact me by email <input type="checkbox"/> I will register online (Skip Q7c)										
c. At what e-mail address would you prefer to be contacted?	<input type="text"/>										

Your feedback will assist us in future designs of product and implementation of customer programs.

Please return this survey to:
Contender Boats
1820 SE 38th Ave. Homestead, FL 33033

OR

Email:
Survey@Contenderboats.com