

Eska

COMPANY DUBUQUE, IOWA 52001
2400 KERPER BOULEVARD 319/556-4460

June 14, 1974

Stiefvater Electric Co., Inc.
Clinton Road
New Hartford, New York 13413

Attn: Service Manager

Dear Service Manager:

We have received your Eska Service Dealer Agreement and wish to welcome you as the newest member of our growing Eska Service organization.

Enclosed is our Eska Service Manual which includes all data required to service Eska products. Periodically you will receive literature updating your Service Manual. Please place it in your manual promptly so that you will always have current information at your fingertips.

You will be working with the following Eska Central Warehouse Parts Distributor for purchase of Eska parts, orders, literature, guidance, warranty claims, etc.

Pitt Auto Electric Company

5135 Baum Blvd.

Pittsburgh, Pa. 15224

Tel. 412-682-3313

If at any time you have a problem with any phase of our service, please do not hesitate to call us collect.

Yours very truly,

THE ESKA COMPANY



KEN KAFAR

Assistant Service Director

Enclosure

SUBSIDIARY OF **TALLEY** Industries Inc.



February 5, 1982

Dear Dealer:

We wish to take this opportunity to thank you for your business over the past year and are looking forward to serving you this year.

We have reorganized our parts bins and shipping area enabling us to better serve you.

Our aim is to move parts out to you efficiently and as quickly as possible.

To assist us in picking parts, we request the following information be given when placing an order by mail or phone:

1. State your Dealer No. 33-2524.

2. List Eska parts separately in numerical order.

3. List Tecumseh parts separately in numerical order.

We thank you for your cooperation.

Sincerely,

THE ESKA COMPANY

A handwritten signature in cursive script that reads "Theresa Huinker".

THERESA HUINKER (Mrs.)

Parts Dept. Manager

Eska

COMPANY DUBUQUE, IOWA 52001
2400 KERPER BOULEVARD 319/556-4460

March 15, 1976

TO: ESKA OUTBOARD AND TROLLER SERVICE ACCOUNTS

Subject: Flat Rate

Gentlemen:

As part of Eska's continuing program to assist and develop our service network, Eska has established the "Eska Flat Rate Manual" to be used as a guide line for all Eska warranty credit. This manual was prepared sepcifically for Eska by Technical Editorial Consultants. They produce similar publications for other members of the outboard industry.

The times allocated are designed to be sufficient for getting parts and tools and checking operation after repairs have been completed. If additional problems arise, these conditions and the time involved can be explained in the "Remarks" section of our warranty form.

The specific job number (A-1, F-8, etc.) should be cited in the "Work Performed" location on the Eska warranty claim.

Eska's warranty package now pays your shop rate on labor and full profit on parts used for warranty service. These two features combine to give you the profitability on warranty work that you normally expect on all non-warranty work. Eska's warranty package is the leader in the industry.

We value our service dealers and will continue to offer programs that will protect your profitability and allow you to grow with Eska.

Sincerely,

THE ESKA COMPANY



RON HOLCOMBE
Director of Service

RH:eg

Eska

COMPANY DUBUQUE, IOWA 52001
2400 KERPER BOULEVARD 319/556-4460

March 15, 1976

TO: ALL AUTHORIZED ESKA SERVICE ACCOUNTS

Subject: Shop Rate

Gentlemen:

The Eska Company announces that effective March 15, 1976, we will pay you shop rate for warranty labor. The rates paid will be the hourly rate submitted by our dealers on our Shop Rate Survey card.

Please be sure that you have submitted your rate, so we can incorporate it into our warranty records. All claims prepared after March 15, 1976 will be paid at the new rate.

Eska will also continue to pay you full profit on all warranty parts. These two exceptional features combine to bring Eska to the forefront of the outboard industry with a warranty package that will be as profitable to you as a servicing dealer as your normal non-warranty work.

Eska is proud to have you as a part of our service team, and we are working to prove it to you.

Sincerely,

THE ESKA COMPANY

Ron Holcombe

RON HOLCOMBE
Director of Service

RH:eg

WARRANTY CLAIM REPORT PROCEDURES**1. FILING WARRANTY CLAIMS:**

- a. Central Warehouse Distributors forwarding Warranty Claim Reports which are filed by service accounts, will state to whom credit should be payable.
- b. Service accounts filing Warranty Claim Reports directly with the factory will be issued credit in the form of a check, or the amount due will be credited against their factory account.
- c. Eska Warranty Claim Report forms only will be processed. All other forms of documents and information will be returned.
- d. Refer to Warranty Policy to determine unit failure coverage.

2. FORM PREPARATION:

- a. A separate Warranty Claim will be filed on each unit repaired.
- b. All information, as cited on the reverse side example, is required to be entered prior to being received at factory for processing.
- c. Refer to Eska Master Parts Price List for the correct part numbers.

3. LOWER UNIT FAILURE:

- a. Failure due to defective Eska parts only will be approved.
- b. Eska parts will be purchased through your source of supply.
- c. Defective Eska parts to be properly tagged with part number and model number. Retain parts for a period of 15 days from date Warranty Claim Report is mailed. Unless recalled by factory, parts can be scrapped after time period has elapsed.

4. WARRANTY PARTS PROFIT:

A full profit (list price) will be extended on genuine Eska warranty parts used.

5. WARRANTY LABOR RATE:

- a. U.S.A. and Canada: Prevailing shop rate will be honored on Eska products (except engine) warranty repair for all Eska contracted service accounts.
- b. All other countries filing Eska warranty claims will continue until further notice to be processed under present Eska service agreement labor rate.
- c. U.S.A. and Canada: Thirty (30) days prior written notification to the factory is required for review before change in shop rate will be applied against warranty claims.

6. FLAT RATE TIME TABLE:

- a. The Flat Rate Time Table has been established for standardizing the time necessary to perform repairs in most areas of the lower unit on the outboard motor.
- b. Under normal conditions, repairs are to be guided by the Flat Rate Time Table for filing Warranty Claim Reports.
- c. It is understood that there can be exceptions on repairs encountered requiring additional time to complete the job. In cases of this nature, enter information on Warranty Claim Report explaining additional time.
- d. Be sure to enter the specific job number on warranty claim form from the Eska Flat Rate Manual in section headed "Work Performed."

7. ENGINE FAILURE:

Failure due to defective engine parts, Warranty Claim Report should be filed with Tecumseh Products Co., Grafton, Wisconsin 53024, for their review.

FACTORY
COPY

THE ESKA CO., Inc.

2400 Kerper Blvd.
DUBUQUE, IOWA 52001

Nº 54290

NOT TO BE USED
ON ANY ENGINE
WARRANTY SERVICE

WARRANTY CLAIM REPORT

Product
Model No.
Serial No.
Warranty Tag No.
Date of Purchase
Date of Failure
Where Purchased
Date Repaired
WAS ITEM EVER REPAIRED BEFORE?.....

Owner's Name
Address
City..... State..... Zip Code.....

SUBMIT CLAIMS PROMPTLY

Claims should be accumulated and forwarded to the factory at least once each month. No claims will be accepted at the factory if submitted ninety days from the date the repairs were made.

WORK PERFORMED:

Describe in detail the extent and cause of the damage. Include any information the customer supplied to justify this claim for warranty repairs.

PARTS REPLACED

Quan.	Part No.	Part Name	List Each	Total List	After Disc.	TOTAL	FOR FACTORY USE ONLY

LABOR ALLOWANCE at \$7.00 per hour:..... Hours \$.....

Total Amount after Parts Discount and Labor _____ COMPLETE TOTAL HERE  \$

NOTE: Defective Parts may be scrapped by account performing the repairs after a period of 15 days from date report is submitted if not contacted by Factory or Central Distributor within that time.

Signature Authorized Account Performing Above Work Without Charge to Customer

Repaired by:

Street Address

City and State

Zip Code

This space For Remarks or
Special Data Required by the Factory:.....

WARRANTY FORM MUST BE FILLED IN COMPLETELY STIPULATING TOTAL LABOR AND TOTAL AMOUNT OF PARTS USED.

EskaCOMPANY DUBUQUE, IOWA 52001
2400 KERPER BOULEVARD 319/556-4460**WARRANTY CLAIM REPORT****FACTORY COPY****Nº 00000**This Number must appear
on all correspondenceManufacturer (Not Engine).....(Submit within 30 days).....Repair Date **January 10, 1975**

1	Owner's Name Allen J. Fish
Street Address 200 West Pine St.	
City State Ocean City, Md.	Zip Code 21842
Owner's Signature <i>Allen J. Fish</i>	

2	Model No. 1707B	Serial No. 200894
Trade Name of Equip. Eska		Hours Used 20
Date Purchased 2/18/74		Type of Equip. Outboard
Date Repaired Before 11/10/74		Date Unit Failed 12/15/74

3	Central Distributor Nation-Wide Parts
Street Address 1000 Maple Avenue	
City State Ocean City, Md.	Zip Code 21842

4	Unit Orig. Sold By W. T. Grant #1050
Street Address Ocean City Plaza	
City State Ocean City, Md.	Zip Code 21842

5	Parts Have Been: <input type="checkbox"/> Returned to Factory <input type="checkbox"/> Returned to Central <input checked="" type="checkbox"/> Retained and Tagged for 15 Days
----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

6	CONDITIONS FOUND: (Word "Defective" Not Sufficient)
----------	-----------------------------------------------------

Defective clutch spring.

PROBABLE CAUSE OF FAILURE:

7	WORK PERFORMED:	Hrs.	Min.	Factory Use
Removed engine and replaced with new clutch and gaskets. (A1)		18		
Additional 1/2 hour due to salt water corrosion freezing (D1)		1	06	
clutch to drive shaft. (Additional)		30		

8	Part No.	PART NAME	Qty.	List Price	Total
	56026	Clutch	1	31.50	31.50
	96498	Gasket Set	1	2.30	2.30
	511	Screw	2	.10	.20

9	WARRANTY CREDIT
Parts	
Labor	
Freight/Postage Allowance	
Less..... %	
Total Credit	

10	FACTORY USE ONLY
Year Mfd.	
Repair Code	
Defect Code	
Salvage	

11	WARRANTY PERFORMED BY
Firm Name	Big John's Marina
Address	2000 Bay Avenue
City	Ocean City
State	Maryland
Zip Code	21842
Signed	<i>John C. Doe</i>
Class Of Acct.	<input type="checkbox"/> Central Distributor <input type="checkbox"/> Service Distributor <input checked="" type="checkbox"/> Service Dealer

12	FACTORY USE ONLY
Approved By:	Date:

13	WARRANTY CODE NO.
-----------	-------------------

Eska

COMPANY DUBUQUE, IOWA 52001

FILE IN: DIV. 2

Section : 3

Page : 1-C-1A1

Issued : Feb, 1973

Revised : Sep, 1975

OUTBOARD MOTOR LIMITED WARRANTY**LIMITED WARRANTY**

The Eska Company (Eska) will, at its option, repair or replace without charge to the ORIGINAL RETAIL PURCHASER ONLY any part or parts manufactured by Eska and found upon examination by its Authorized Service Agent to be defective in material and/or workmanship within a period of ONE (1) YEAR from date of purchase in the case of an original retail purchaser for personal use and within a period of THIRTY (30) DAYS from date of purchase in the case of an original retail purchaser for commercial or rental use.

ESKA does not manufacture and DOES NOT WARRANT THE ENGINE OR ENGINE PARTS. FOR LIMITED WARRANTY OF THE ENGINE, PLEASE REFER TO **LIMITED TECUMSEH ENGINE WARRANTY**. For service and availability of parts for TECUMSEH ENGINE, refer to yellow pages in Telephone Directory under "ENGINE-GASOLINE."

All trade accessories purchased for use with the outboard are subject to the warranties of their manufacturer.

All transportation charges on, and damages and loss incurred in connection with transportation of units or parts submitted for replacement or repair under this warranty SHALL BE BORNE BY THE ORIGINAL PURCHASER.

This warranty SHALL NOT APPLY to any unit or part which shall have been repaired or altered in any way by persons other than ESKA or ESKA'S Authorized Service Agent, NOR SHALL THIS WARRANTY APPLY to any damage resulting from accident, alteration, misuse or abuse, NOR SHALL THIS WARRANTY APPLY to any damage resulting from failure to follow ESKA'S Instructions for operation and maintenance of the unit and parts.

ESKA HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE, IF AND TO THE EXTENT BUT ONLY IF AND TO THE EXTENT THAT SUCH DISCLAIMER IS NOT FORBIDDEN BY ANY APPLICABLE LAW AND ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE WHICH ESKA IS SO FORBIDDEN TO DISCLAIM BY ANY APPLICABLE LAW, ARE LIMITED TO THE PERIODS OF THE EXPRESS WARRANTY AS DEFINED IN THE FIRST PARAGRAPH OF THIS WARRANTY.

ESKA WILL NOT ASSUME LIABILITY FOR ANY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES AND/OR EXPENSES. THE WARRANTY SHALL BE EFFECTIVE ONLY IF THE WARRANTY CARD IS PROPERLY FILLED OUT AND RETURNED TO ESKA AT THE TIME OF PURCHASE.

NO UNIT OR PART IS TO BE RETURNED TO THE FACTORY WITHOUT WRITTEN PERMISSION.

Once the unit has been used, the only recourse is service under terms of Warranties. Refer to the Service Directory for a LIST OF ESKA AUTHORIZED SERVICE AGENTS.

WHAT IS NOT CONSIDERED ESKA WARRANTY

Eska's worldwide service organization has been developed to provide you, the customer, with convenient fast service for Eska products. If your component has failed within the warranty period because of faulty workmanship and/or material, it will be repaired at Eska's expense. There are certain conditions, however, that can damage the unit which cannot be considered as faulty workmanship and/or material. This damage is the Owner's responsibility, and the full expense of any necessary repairs must be borne by owner. They are:

GASOLINE OUTBOARD MOTOR (Except Engine)

1. Failure to lubricate the unit as prescribed in Owner's Manual.
2. Clamp screws must be tightened by hand only and not by pliers, or other tightening devices.
3. Broken or bent parts from hitting objects.
4. Rust and corrosion due to tilting the lower end of the outboard above the Engine.
5. Failure to rinse the outboard with fresh water after each use in salt water.
6. Failure to use correct shear pin.
7. Failure to keep all screws and nuts tight.
8. Running the outboard out of water.
9. Normal wear.
10. Pickup and delivery charges.

LIMITED TECUMSEH ENGINE WARRANTY

The Lauson-Power Products Engine Divisions of Tecumseh Products Company (Tecumseh) will, at its option, replace or repair without charge to the original purchaser for materials and labor any part or parts manufactured by Tecumseh found upon examination by any Tecumseh Authorized Service Outlet or at Tecumseh's Factory at Grafton, Wisconsin to be DEFECTIVE IN MATERIAL AND/OR WORKMANSHIP if received for such examination within ONE YEAR from date of original purchase, EXCEPT THAT NO EXPRESS WARRANTY SHALL APPLY (1) in the case of engines for use on chain saws unless received for examination within THIRTY (30) DAYS from the date of original retail purchase; and (2) in the case of engines used on two wheeled riding type vehicles (such as mini-bikes, trail bikes and scooters) unless received for examination within NINETY (90) DAYS from the date of original retail purchase AND EXCEPT NO EXPRESS WARRANTY SHALL APPLY IN ANY RESPECT, to engines used to power any vehicles used in competitive racing or used on commercial or rental tracks.

All transportation charges on, and damages and loss incurred in connection with the transportation of parts submitted for inspection for replacement or repair under this warranty shall be borne by purchaser.

The EXPRESS WARRANTY contained herein SHALL NOT APPLY to any engine or part which shall have been altered in any way NOR SHALL SUCH EXPRESS WARRANTY APPLY to any damages resulting from accident, misuse or abuse. NOR SHALL SUCH EXPRESS WARRANTY APPLY to any damages resulting from failure to follow the Tecumseh's instructions for operation and maintenance of engines and parts.

The foregoing EXPRESS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. Tecumseh neither assumes nor authorizes any other person, natural or corporate, to assume for it any other obligation or liability in connection with or with respect to any engines or parts.

TECUMSEH HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE, IF AND TO THE EXTENT, BUT ONLY IF AND TO THE EXTENT, THAT SUCH DISCLAIMER IS NOT FORBIDDEN BY ANY APPLICABLE LAW AND ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE WHICH TECUMSEH IS SO FORBIDDEN TO DISCLAIM BY ANY APPLICABLE LAW, ARE LIMITED TO THE PERIODS OF THE EXPRESS WARRANTY AS DEFINED IN THE FIRST PARAGRAPH OF THIS WARRANTY.

TECUMSEH SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES AND/OR EXPENSES.

WHAT IS NOT CONSIDERED TECUMSEH ENGINE WARRANTY

Tecumseh's worldwide service organization has been developed to provide you, the customer, with convenient fast service for Tecumseh engines. If your engine has failed within the warranty period because of faulty workmanship and/or material, it will be repaired at Tecumseh's expense, and we thank you for bringing it to our attention.

There are certain conditions, however, that can damage an engine or part which cannot be considered as faulty workmanship and/or material. This damage is the owner's responsibility and any necessary repairs must be borne by the owner. Failure caused by, but not necessarily limited to, the following is not warranty.

1. Bent or broken crankshaft.
2. Vibration due to bent or broken crankshaft.
3. Crankshaft that has been straightened. (Tecumseh does not recommend or approve straightening of crankshafts).
4. Accident, abuse or neglect.
5. Insufficient oil or dirty oil. (4 cycle)
6. Improper fuel mixture. (2 cycle)
7. Carburetor set too lean. (2 cycle)
8. Improperly serviced air cleaner.
9. Missing or punctured air cleaner element.
10. Overheating due to dirty engine.
11. Operating engine above speed recommended by Tecumseh.
12. Damage resulting from repairs by an unapproved service account unless expressly and specifically approved in writing by Tecumseh.
13. Normal maintenance and adjustments to magneto points, carburetor, fuel tank, fuel line and spark plug.
14. Damage or loss of parts due to owner failing to keep external nuts, bolts and screws tight.
15. Use of other than factory approved repair parts and/or procedures.
16. Normal wear. The total number of hours an engine has been used will ultimately determine its life.
17. Engines used to power any vehicle used in competitive racing or on commercial and/or rental tracks are not warranted.
18. Pickup and delivery charges.

Tecumseh's liability is limited to the engine itself and other parts such as decks, wheels, drive mechanisms, chains, belts, pulleys, sprockets, kick starters, remote control, battery and cables, etc., and any damage to the engine itself caused by the failure of any accessory, unless expressly and specifically approved in writing by Tecumseh, is the responsibility to the respective manufacturer(s) and/or owner.

ELECTRIC TROLLER MOTOR LIMITED WARRANTY**LIMITED ESKA WARRANTY**

The Eska Company (Eska) will, at its option, repair or replace without charge to the ORIGINAL RETAIL PURCHASER ONLY any part or parts manufactured by Eska and found upon examination by its Authorized Service Agent to be defective in material and/or workmanship within a period of ONE (1) YEAR from date of purchase in the case of an original retail purchaser for personal use and within a period of THIRTY (30) DAYS from date of purchase in the case of an original retail purchaser for commercial or rental use.

All transportation charges on, and damages and loss incurred in connection with transportation of units or parts submitted for replacement or repair under this warranty SHALL BE BORNE BY THE ORIGINAL PURCHASER.

This warranty SHALL NOT APPLY to any unit or part which shall have been repaired or altered in any way by persons other than ESKA or ESKA'S Authorized Service Agent, NOR SHALL THIS WARRANTY APPLY to any damage resulting from accident, alteration, misuse or abuse, NOR SHALL THIS WARRANTY APPLY to any damage resulting from failure to follow ESKA's Instructions for operation and maintenance of the unit and parts.

ESKA HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE, IF AND TO THE EXTENT BUT ONLY IF AND TO THE EXTENT THAT SUCH DISCLAIMER IS NOT FORBIDDEN BY ANY APPLICABLE LAW AND ANY IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE WHICH ESKA IS SO FORBIDDEN TO DISCLAIM BY ANY APPLICABLE LAW, ARE LIMITED TO THE PERIODS OF THE EXPRESS WARRANTY AS DEFINED IN THE FIRST PARAGRAPH OF THIS WARRANTY.

ESKA WILL NOT ASSUME LIABILITY FOR ANY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES AND/OR EXPENSES. THE WARRANTY SHALL BE EFFECTIVE ONLY IF THE WARRANTY CARD IS PROPERLY FILLED OUT AND RETURNED TO ESKA AT THE TIME OF PURCHASE.

NO UNIT OR PART IS TO BE RETURNED TO THE FACTORY WITHOUT WRITTEN PERMISSION.

Once the unit has been used, the only recourse is service under terms of Warranties. Refer to the Service Listing on back cover for ESKA AUTHORIZED SERVICE AGENTS.

WHAT IS NOT CONSIDERED ESKA WARRANTY

Eska's worldwide service organization has been developed to provide you, the customer, with convenient fast service for Eska products. If your component has failed within the warranty period because of faulty workmanship and/or material, it will be repaired at Eska's expense.

There are certain conditions, however, that can damage the unit which cannot be considered as faulty workmanship and/or material. This damage is the Owner's responsibility, and the full expense of any necessary repairs must be borne by owner. They are:

1. Failure to lubricate the unit as prescribed in Owners Manual.
2. Clamp screw must be tightened by hand only and not by pliers, or other tightening devices.
3. Broken or bent parts from hitting objects.
4. Rust and corrosion due to tilting the lower end (Motor) above the control head.
5. Failure to clean exterior surfaces of motor and coat with light weight oil after each use in salt water.
6. Failure to keep all screws and nuts tight.
7. Normal wear.
8. Pickup and delivery charges.

ESKA COMPANY
2400 Kerper Boulevard
Dubuque, Iowa 52001