

Keeping Your JETSURF Warranty Intact

A plain-language checklist of what the manufacturer requires — and the handful of mistakes that actually void coverage. Built from JETSURF's own owner's manuals and the Owner's Agreement you signed at delivery.

Applies to Adventure 2 DFI · Race DFI SL · Race DFI Ski · Cruiser DFI · Electric 2 · Electric 2 Ski | jtsrfclub.com

1 How the warranty actually works

JETSURF (MSR Engines) gives a **12-month** quality warranty on construction materials and workmanship of the board and engine. In the US, emission-related engine parts carry a longer term (roughly 30 months / evaporative components 12 months from entry into service). The warranty starts the day you receive the board.

The catch: it **only** applies to a board that has been "properly maintained, properly cared for, used wisely and in accordance with the user manual," and serviced on schedule by the manufacturer or an authorised dealer. Break that chain and JETSURF is entitled to decline the claim. Everything below is how you hold up your end.

Golden rule: if the manual tells you to do something before, during or after a ride, do it every time — and keep your service stamps current. A documented service history is your evidence that the chain wasn't broken.

2 Rules for every board — gas and electric

Use it the way it was designed

- **Design category D only.** Protected/sheltered water — bays, lakes, rivers, canals, sheltered coast. Wind up to force 4, waves up to 0.3 m (occasional 0.5 m). Going out in more than that is "use contrary to the manual."
- **One rider, within the load limit.** The manuals specify a single rider up to **100 kg**; never exceed the load figure on your board's plate.
- **Recreational use only.** Damage from using the board for anything other than recreation is excluded. Organised racing is its own category — talk to us first.
- **Never jump the board.** Jump damage is called out by name as not covered.
- **Avoid shallow, rocky, weedy or debris-filled water.** If the cooling telltale weakens or stops, stop immediately and clear the cooling system. A cooked motor or engine from a blocked intake is on the rider.

Keep it standard

- **Genuine parts only.** Non-original parts, or accessories not approved by JETSURF, void coverage on anything they affect.
- **No unauthorised opening or modification** of the engine, ICU/ECU, motor or the sealed motor/battery compartment. "Any unauthorized intervention will lead to termination of the warranty."
- **Repairs and mods by qualified people only,** documented. If you're not sure, call an authorised dealer before you touch it.

Service on time, every time

- Run the **before-ride** and **after-ride** checklists from the manual on every outing.
- Hit the scheduled intervals (see section 3 / 4) and get the **50-hour / 12-month shop service** done at an authorised centre so the stamp goes in the JETSURF system.
- Winterise / prep for storage the correct way — **frost and improper-storage damage is excluded.**

Instant voiders, any board: non-genuine parts · opening the engine, ICU or battery · jumping the board · skipping documented servicing · using the board commercially or for racing without arrangement · ignoring a JETSURF recall or repair notice.

3 Gas / DFI boards — Adventure 2, Race DFI SL, Race DFI Ski, Cruiser DFI

Fuel — the most common claim-killer

- **RON 95 unleaded** mixed **50:1** with an approved 2-stroke oil (NMMA TC-W3 / API TC / ISO-L-EGD / JASO FD-FC, e.g. MOTOREX OCEAN). Wrong oil, wrong ratio or wrong petrol = "damage caused by low-quality or wrongly mixed fuel," which is excluded.
- **No fuel older than 60 days.** Stale fuel gums the DFI system.
- Drain the tank for storage; never store or fly with old fuel in it.

Transport

- **Never transport the board with the fuel tank inside it.**
- **Never fly with the ICU inside the board.** Pack it separately as the manual shows.
- Fins off, board padded — carbon is strong but brittle; transport damage is not covered.

Engine care

- **Spark plug NGK BPR 7HS,** gap 0.7–0.8 mm, **replaced every 6 running hours.** Check the main bearing at the same time.
- Clean the exhaust silencer roughly every 10 machine-hours.
- **After every ride:** rinse, flush the cooling system, dry the engine bay. In salt, flush thoroughly.
- Never stop the engine by jamming it with a tool or your body; never let a large object strike a running turbine.
- Winter: charge the electronics battery every ~3 months; keep the tank breather / storage prep per the manual.

4 Electric boards — Electric 2, Electric 2 Ski (and the older Electric)

On an electric board the **battery** is where warranties are won or lost. Water in the cooling system and bad charging habits cause permanent, uncovered damage.

The battery — never do these

- **Never store or transport the board with the battery connected.**
- **Drain ALL water from the cooling system before you remove the battery** after a ride. Residual water in the cooling system "can result in permanent damage to the battery, connector and controller" — not covered.
- Always fit the **plug cover and socket cover** the moment the battery is out.
- **Never use a mechanically damaged battery** — cracks, scratches, a damaged connector. Stop and call the dealer.
- Enter the water only with a **100% charged** battery.

Charging

- **Original JETSURF charger only.** No adapters, no extension cords. On 110 V, use a circuit rated 1500 W (14 A).
- **Never charge straight after a ride** — let the battery cool first.
- Don't charge above **30 °C**, in direct sun, or within 2 m of anything flammable.
- **Never leave a charging battery unattended.**
- Don't open the charger; don't use it with a damaged cable, connector or dirty pins.

Storage & transport

- Store the battery at **10–30 °C**, out of frost and sun, charged to **≤50%** for long-term (**≥30%** short-term). High storage temperature or a full battery ages it fast.
- For any third-party / air transport: discharge to **≤30%** (Travel mode), UN-standard packaging, hazard labels fitted.
Battery never goes in hand luggage.

On the water

- Follow the **inspection-lid routine** — unscrew it before every battery insertion, close it after. Riding with it open damages the board, and the board *logs* lid and battery events.
- Use **"safe return" mode only** for getting back to shore, not as a riding mode.
- Watch the cooling telltale on the sides of the battery while riding; no flow = stop and inspect.

5 What JETSURF never covers

Wear & tear	Normal wear of any component, engine or board; consumables and maintenance items.
Accidents	Impacts and collisions with any object, negligence, misuse, incorrect use, transport damage.
Fuel & fluids	Low-quality or wrongly mixed fuel; leaks or spills of fuel / powertrain fluids.
Parts & mods	Non-original parts; anything added, altered or repaired without authorisation.
Environment	Heat, fire, explosion, frost; lightning, hail, rain, wind, sand, flood, natural disaster.
Foreign objects	Sand, debris or objects drawn into the jet pump or cooling system.
Cleaning	Cleaning agents not expressly approved by JETSURF.
Maintenance	Insufficient or incorrect maintenance; ignoring a JETSURF instruction to repair or replace a part.
Use	Any use other than recreational, including jumps.

6 If you think you have a warranty issue

- Contact the **authorised dealer you bought the board from** without undue delay — **within 30 days** of noticing the defect.
- You deliver the board to the point of purchase and cover that transport cost.
- JETSURF assesses the claim within 90 days and repairs or replaces the defective part, or (if unrepairable) replaces the board or refunds, less wear.
- Keep your signed Owner's Agreement, your service stamps and any photos of the fault.

Not sure whether something you did or plan to do affects your coverage? Ask before you ride. It's a two-minute message and it can save a claim.

This guide is a JTSRF CLUB summary written for our riders. It is **not** a JETSURF document and does not change your warranty terms. The authority is the owner's manual for your specific board and the JETSURF Owner's Agreement you signed at delivery — sources here: DFI Part A/B (versions 25-DFI004 / 25-DFI002), Adventure Part B (POP1867), Electric 2 manual (v2.13.1), JETSURF Electric manual (v2.11.1) and the Owner's Agreement (POP1864, v25-DFI003). Warranty terms and local law vary by country.

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