

## CRUISERS' PRIORITY SERVICE PROGRAM™

HERRINGTON HARBOUR, MD



DELTAVILLE, VA



MATHEWS, VA



SOUTHPORT, NC

The ZMI Priority Service Program provides cruisers with a service network of four highly skilled boat yards located in North Carolina, Virginia, and Maryland. All vessel work orders are stored in a shared database, so that your boat's service history is easily accessed from any of the yards. In addition, maintenance alerts and records from WheelHouse Technologies are accessible from each location. Warranty coverage is provided seamlessly across all ZMI locations.

### Here's how it works...

ZMI customers have the opportunity to qualify for the Priority Service Program each year based on the invoice total of work performed on their vessel during the calendar year (Jan 1st – Dec 31st). New customers can benefit immediately by pre-paying toward future services.

	TIER 1	TIER 2	TIER 3
<b>TECH SUPPORT:</b> Direct cell phone contact for tech support to address underway problems .	✓	✓	✓
<b>TRANSIENT PRIORITY SERVICE:</b> 24-hour service response if you are cruising and stop at one of our yards with a problem. *	✓	✓	✓
<b>ANNUAL ENGINE ROOM INSPECTION:</b> Mechanic will go through our inspection checklist once per year.		✓	✓
<b>ANNUAL OIL ANALYSIS:</b> Sampling of main engine oil once per year.		✓	✓
<b>ANNUAL WHEELHOUSE MARINE MAINTENANCE SUBSCRIPTION:</b> Annual subscription with all			✓

*\* ZMI will troubleshoot the problem within 24 hours of your arrival. If the problem can be resolved in 8 hours or less of labor, service will be same day (subject to parts availability). Sundays and holidays excluded.*

### Tier 1

Any existing customer who has already spent more than \$2,500 or any new customer who pre-pays \$500 toward services for the year immediately qualifies for Tier 1 benefits. 100% of the pre-payment is applied to services invoiced.

### Tier 2

Any existing customer who has already spent more than \$3,500 or any new customer who pre-pays \$750 toward services for the year. 100% of the pre-payment is applied to services invoiced. Engine room inspection and oil sample will be invoiced and credited once annual billing reaches \$3,500.

### Tier 3

Any existing customer who has already spent more than \$5,000 or any new customer who pre-pays \$1,000 toward services for the year. 100% of the pre-payment is applied to services invoiced. Engine room inspection and oil sample will be invoiced and credited once annual billing reaches \$3,500. Annual WheelHouse subscription will be invoiced and credited once annual billing exceeds \$5,000.

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*“We work on all types of boats for one kind of customer... people who value a job well done.”*

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**For more information, email [info@zimmermanmarine.com](mailto:info@zimmermanmarine.com) or call (804) 725-3440.**