



GardnerCare® Maintenance Contracts



Gardner engines are still one of the best marine engines in use today, and it is vital that they are cared for and maintained correctly to give unrivalled reliability and efficiency.

Gardner Marine are the only company equipped to supply expert, official Gardner service backed up with full in-house overhaul and service facilities, and a worldwide parts distribution capacity.

We are located in the UK, and the provision of service, maintenance, parts and engine consumables worldwide is undertaken from this location.

In order to ensure your engine is in perfect working order and ready when you are, our maintenance contracts allow us to monitor your engines year after year and maintain them through a comprehensive maintenance schedule giving you complete peace of mind.

Some of the key benefits of GardnerCare:

- **Dedicated support from a senior engineer throughout the life of the contract**
- **Support when you most need it – 5 days or 24 hours dependent on service level**
- **Highest standards maintained using only original Gardner parts and consumables**
- **Fixed annual price**
- **Annual test, report and maintenance log kept on file for classification societies or future surveys, increasing the value of the vessel**



There are 3 service agreement levels:

GardnerCare[®] Standard

- Full Annual Service, including all consumable parts *excluding oil
- Annual load test and report
- Telephone and email technical support, 5 days a week 8am-8pm
- Guaranteed same day despatch of service parts
- Annual oil analysis and report
- All work undertaken by Gardner UK specialists

GardnerCare[®] Extra

All the benefits of the Standard service level, plus:

- Telephone and email technical support, 7 days a week 8am-8pm
- Guaranteed engineer call out within 5 days of request
- 10% discount on all parts and labour

GardnerCare[®] Premium

All the benefits of the Extra service level plus:

- Guaranteed engineer call out within 24 hours of request during the season
- 20% discount on all parts and labour

See the following page for more details

● Full annual service:

All of our service level GardnerCare clients will have one full annual service undertaken by a team of our specialist engineers at a time convenient to the vessel, usually during their Winter downtime.

The full service will include:

- Full oil removal and refill of main engine and gearbox
- Gardner oil filter change
- Gardner fuel filter change
- Timing chain tension check and adjust
- Valve and fuel injection timing check and adjust
- Valve tappet clearances checked and reset
- Injector check
- All grease and oil points re-filled
- Gearbox settings checked (where Gardner gearbox is fitted)

All filters and consumables will be supplied as part of the service contract (this does not include oils – it is recommended that Genuine Gardner specific oils be supplied by us to the vessel in advance at an additional cost, or the vessels supply of regular oil will be used)

● Annual Load Test and report:

One of the most important parts of the annual visit to the vessel is that the engines are run and tested under load by a senior Gardner engineer after the service has been completed. This ensures that any issues with the engine can be found and rectified during our visit, or certainly before the next season, and a report can be written to confirm the condition of the engine/s. As part of this report, the recommended maintenance schedule will be completed, and future recommendations highlighted in advance and planned for.

● Telephone and email technical support:

Direct telephone and email contact to a senior engineer who can talk through any problems that might occur and provide advice and guidance to rectify the problem – wherever you might be in the world.

● Annual oil analysis and report

Oil samples will be taken every year from the main engine and reversing gear. The results will be analysed and kept on file to give a year-on-year comparison.

● Guaranteed engineer call out:

Once an engineer request is logged with our team, an engineer will be on site within the guaranteed call out time 5 days or 24 hours (plus travel time), depending on the level chosen. After an initial discussion with a dedicated senior engineer, in most cases, the problem can be fixed in the same day of the engineer's arrival. The 24 hour call out guarantee can be chosen to cover any 6 month period within the covered year.

Vessel Survey

Unless we already know your vessel, we will perform an initial on-site survey. This will enable us to fully evaluate your engine, reversing gear and installation, and ensure that we offer you the correct service plan to suit your needs and offer the correct pricing structure. This is priced as per a pre-purchase survey and provides a comprehensive report on the condition of the engine/s.