

May 2, 2025

To: The Committee on Housing and Economic Development

RE: LD 1296 – An Act to Amend the Law Governing Watercraft Franchisor Warranty Reimbursements

Senator Curry, Representative Gere, and members of the Committee on Housing and Economic Development,

My name is Jason Curtis. I am the Vice President of Operations at Portland Yacht Services, Portland Ship Yard that is located in Portland and White Rock Outboard which is located in Gorham. I have been in the marine service business since I was 13 years old except for a four-year stint in the USAF. This warranty re-imbursement shortfall has been a subject among dealers since I started in the business. After all this time has passed, I'm pleased to see this being addressed appropriately.

We represent over 20 manufacturers including all major outboard motor manufacturers. Each year, as dealer representatives, complete hundreds of warranty work orders. Since 2020, we have completed \$390,037 worth of retail warranty work on outboard motors alone, but we were only re-imbursed by the manufacture \$249,153. We believe at PYS that our job is to make the manufacturer look good in the eyes of the public, and we do that, but it's over a \$140,000 price tag.

We all understand how competitive the workforce is in Maine, so we have an incentive program that rewards our technicians for a certain billable ratio. All the technicians know that if they do warranty work it will negatively affect their bonus, so they don't really want to do warranty work, but we have a contractual obligation by the manufacturer and a responsibility to our customers. Again, we absorb the shortfall.

I think this would be more difficult to ask for LD1296 if our technicians weren't highly trained. PYS has invested over \$197,000 in employee training over the last two years alone. I don't think anyone could complete these warranty jobs any faster than our highly trained technicians and therefore I believe our time on each warranty job is justified and we should be fully re-imbursed.

Portland Yacht Services, Portland Ship Yard and White Rock Outboard would like to thank the committee for your time. We are absolutely in support of LD1296 and hope that you will support it also.

Respectfully,



Jason Curtis

Vice President of Operations

Portland Yacht Services, Portland Ship Yard & White Rock Outboard