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ATTENTION ALL BH-USA CUSTOMERS
Regarding: Wakeboard and Ski Boats
Purpose: Follow up to previous letter titled "Company Action on Wakeboard Boats."

When considering a warranty issue, liability, or trouble-shooting problem, BH-USA will only recognize the maximum weight of the boat being referenced.

If your customer is experiencing any of the following, the lift has more weight on it than it is designed to have:

- Cable making a "popping" noise
- Cable breaking
- Hoist coasting*
- Any metal pieces bending or breaking
- Cradle chock angles slipping
- Lift is unable to get the boat out of the water

When determining what size of lift to install for a customer you must factor the following:

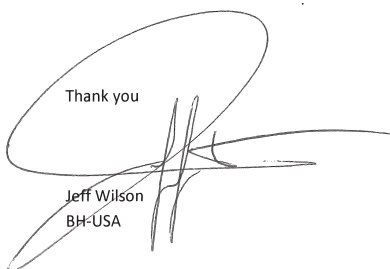
- Dry weight
- Full tank of fuel
- Full ballast tanks
- Full live wells
- Any aftermarket equipment (wakeboard tower, speakers etc., Personal gear)
- The weight of the cradle that the boat is sitting on

Always compound the cable on any type of wakeboard boat including but not limited to; Nautique, Tige, Moomba, Mastercraft, Malibu, Centurion, Colbalt, Sanger, Wakesetter, Supra, Axis, Chapaaral and any other boat used for wakeboarding with a wakeboard tower. These boats are too heavy for any type of straight-line application.

BH-USA highly encourages you to purchase a pre-engineered lift and not to attempt to design and engineer the lift yourself. If you choose to design and engineer your own lift, BH-USA will only offer equipment support, warranty, or any trouble shooting after we have determined the lift is compounded and installations follow our published guides.

Thank you for your attention to this important matter. If you have any questions please feel free to contact our customer service department and they will be happy to help. 1-800-259-8715

*Dynamic Load Coast is when a hoist is lowering the boat and the operator attempts to stop the lift but the lift continues to lower until boat is in the water. This will only happen if too much weight is on the hoist. Once this happens the hoist will need to be replaced.

Thank you

Jeff Wilson
BH-USA