



## FREQUENTLY ASKED QUESTIONS

**Q. What are the benefits of buying a JetDock system?**

**A.** Please visit [www.jetdock.ca](http://www.jetdock.ca)

**Q. How do you get the boat on and off the dock?**

**A.** The Jet Dock is a safe, convenient drive-on docking system. The process is similar to driving on to your boat trailer. To get your craft on top of our dock, you simply approach the dock at idle speed and allow your momentum to slowly begin the drive-on process. At this point, the dock is "cradling" the craft. From here, gently apply the throttle to hold your boat in the "safety pause" position, about 1/3rd of the way on the dock. When ready, firmly throttle on the rest of the way. After a few tries, you will know exactly how much thrust you need to get the craft on the top of the dock. Inboard engine boats require nearly the same approach with the only difference being you have to winch the craft forward for less than two feet at the conclusion of the drive-on. Take your time when driving on the dock. Its tracking system will help control your boat, even in wind, wakes or water currents. The winch systems found on all of our universal docks can assist you at any point to help get the craft forward if necessary. Remember that practice makes perfect and after a few tries, "parking" your boat on our waterfront driveway will be as easy as parking your car in the driveway of your house.

To get the craft off the dock:

1) For personal watercraft (PWC) you simply stand in the stern (backside) of the dock and lightly tug at the craft, lifting up as you are pulling back at the same time. As you are doing this your body weight will cause the dock to begin "flexing" down in the stern; therefore, it will only take a slight amount of pressure when you begin to lift the PWC and pull it back for it to begin sliding off the dock. From here, you can step on anytime as the PWC launches in a slow, controlled manner.

2) For boats (outboard, stern drive I/O, inboard) 12' - 30', simply lower your drive unit, shift into reverse and drive-off the dock. For boats that are too far on the dock to drive off (and also for inboard ski boats), a convenient winch-assisted launch system located at the front of the dock allows you to move the craft off the dock. This "Z-pulley" design on the winch system works in reverse and puts pressure on the bow eye of your craft to bring it back to a teetering point, at which you can hand launch your craft or start your engine, shift into reverse and drive off the dock.

**Q. Does the dock come in any color other than black? Because your cubes are black, doesn't the dock get hot being in the sun all day?**

**A.** All drive-on docks are available in beige or black colour. Also, consider these aesthetic advantages or questions for help deciding whether to purchase either the black or beige colour cubes:

- *Our black cube makes the stains from dirt, grime and marine growth less conspicuous than on white or light colored floats.*
- *The low-angle reflection of water is "dark" or "black"; therefore, the black JetDock cubes blends in attractively with the "seascape" .*
- *The black color of the cube is "classic" and will not clash with your boat or surroundings.*
- *Beige cube will remain cool to the touch in the summer months.*
- *While the black cube dock can get hot being in the sun all day, keep in mind the majority of it is covered by the shadow of your boat, making much of the dock cool to the touch. Ask yourself the following questions in regards to use of your JetDock system:*

*a) Am I using the dock for sunbathing purposes or am I using it to preserve my watercraft investment?*

*b) After all, isn't my drive-on dry docking system a boat lift?*

*c) When I'm boating, shouldn't I be wearing proper foot gear?*

*d) Couldn't I just throw some indoor/outdoor carpet on the dock if it were really that big an issue? Jet Dock does recommend the light-colored beige modules for use as a floating walkway, boat dock, swim platform or sundeck..*

**Q. Can I leave it in all year (warm weather sites)?**

**A.** The dock can be left in all year (yes, even in salt water; we have systems that have been in place for nearly ten years and have never been put on land for dry storage). In some warm weather sites, where the water is completely drained (typically inland lakes or reservoirs at the end of the boating season), you may need to contact a Jet Dock customer support representative for assistance in getting your system up and running the next season.

**Q. Can I leave it in all year (cold weather sites)?**

**A.** In cold weather sites (where the water freezes regularly during winter), the dock can be left in all year. When the water freezes, the Jet Dock rises up above the ice and rests on top. Protocol for winterizing the Jet Dock is simple: 1) move the craft to its dry storage location during the off-season, 2) remove the mooring poles. By leaving the dock in all year, ice and cold water will act as a natural "sanitizer" by helping to keep the dock clean.



**Q. How does ice impact the Jet Dock?**

**A.** The central issue when it comes to ice and its impact on the Jet Dock is water flow. If there is a heavy current or moving water/ice, the key question to ask yourself is, "When the ice thaws out, does it just dissipate back into the water level or are there large blocks of heavy flow ice moving around that would severely damage stationary docks?" If you answer "yes" to the first part of the question, you can leave our dock in all year. We have a number of customers who can attest to this. If you answer "yes" to the second part of the question, then your next move is as obvious as the ice will tear out and wash away any structure. For boat docks, if the water does freeze and you leave it in, you will have to remove one section of cubes that resides on the underside of the dock. Contact a Jet Dock customer support representative with any additional questions.



**Q. What about marine growth (barnacles, algae, etc.)?**

**A.** Marine growth will occur on the underside and other parts of the dock that is constantly submerged in water. However, this will not impact the overall buoyancy of the dock in any way, shape or form. Remember that the reason you buy the Jet Dock is that it is virtually maintenance free. Therefore, cleaning the dock's underside is simply an extra chore that you do not have to worry about.



**Q. What about high winds, wakes/waves and water surges?**

**A.** When it comes to high winds, again, we have a number of testimonials from customers who can tell their tale about how the Jet Dock was the only item that survived the latest hurricane or 100 mph winds. Because the dock is modular, it rolls with waves/water as Mother Nature imparts her wrath on the dock. Water surges can be handled with our tide manager system. Should the water rise above normal levels, simply let out enough of the line that is being used to secure the Jet Dock and allow it to be less restricted to its mooring location. We suggest the dock at the very least be in an area where the waves are 4' or less. Common sense suggests that if you are currently keeping the watercraft in the water, the Jet Dock can be located there as well. The Jet Dock is ideally suited where normal dock or dry-docking procedures are difficult or unsafe. Where water currents might cause the watercraft to bump up against the seawall or existing dock or mechanical lift, the Jet Dock drive-on docking system allows a safe, protected approach, contact and dry-docking procedure.

**Q. How does the sun impact the Jet Dock?**

**A.** The sun will not destroy or alter the cube in any way, shape or form.

**Q. Doesn't the dock mark up the hull of my watercraft?**

**A.** No, the cube itself is made up of materials (HDPE) softer than the hull on your boat. If you keep the dock clean, you will experience no damage. This can be accomplished by simply hosing down the dock when you are done using the craft for the day. Should you allow debris (sand, mud, etc.) to accumulate on the surface of the dock, those elements will form an abrasive, which could potentially scratch or mark your hull. Interestingly enough, this is also true for your boat trailer, rack storage surfaces and bunks on a boat lift. Boat hulls of normal integrity will not incur damage by interacting with the Jet Dock surface.

***Q. Does the propeller hit the dock when you pulling on top of the dock?***

**A.** No, for outboard and inboard/outboard boats, the propeller is facing aft and cannot impact the dock. For inboard engines, the dock is configured with a wider opening in the stern of the dock directly in the center and remains open approximately a third of the way up towards the bow of the dock.

***Q. Do I need a consent or a permit for this?***

**A.** The Jet Dock is a floating device that need not be installed as a permanent structure and is simply an extension of your boat. If you currently have your boat in the water, the Jet Dock resides in the footprint of the boat. Typically, regulatory authorities have approached the subject reasonably and logically. In many instances, these authorities feel a net environmental gain since watercraft docked with our system do not need anti-fouling, bottom paint. If necessary, check your regulations regarding the use of Jet Dock in your area, or contact us for advice.

***Q. How long is the guarantee on the product? Does my warranty transfer should I sell the dock?***

**A.** Each dock comes with a [Lifetime Limited Warranty](#), virtually unheard of in the marine environment. The Lifetime Limited Warranty means that as long as you own the dock, we guarantee the Jet Dock module. We will gladly assist you with any issues that may arise. Should you sell the dock or buy used Jet Dock material, be advised that the warranty is non-transferable. The Jet Dock's warranty is specific to the configuration required by the original craft it was intended for. Using the dock for a craft other than that specified during the original purchase could void the warranty. Consult with a qualified Jet Dock representative should your craft or dry-docking needs change.

***Q. Installation of the dock. Do I have to put all the parts together if it is shipped to me? Is it hard to assemble by myself? How is the dock moored and secured on site? Can the dock be reconfigured should I decide to change the type of watercraft I have? How easy is it to change the dock as my boating needs change? Who do I contact in the event I wanted to reconfigure my existing dock?***

**A.** Depending on the location and size of your JetDock, we are happy to install your dock for you (there is an installation charge). Alternatively, we can ship your dock to you pre-assembled, which you connect together and install in-water. For example, it takes less than thirty minutes to "seam" two PWC docks together.

The assembly process is fast and straightforward in addition to being well documented in the Owner's Manual, instruction sheets and our instructional video. While it is not impossible for a person to assemble a Jet Dock by him or herself, having another person to assist you with assembly and installation is optimal. The Jet Dock is moored in several ways, depending on your current dock situation:

- Floating dock-hard tie the Jet Dock right to your dock in the same manner you would tie your watercraft up; both structures will float up and down together.
- Stationary dock (with regularly fluctuating water levels)-our tide manager rigid mooring system, which consists of vertically placed, galvanized steel poles encapsulated in pvc sleeves and mounting brackets at the top of those poles, is mounted to your existing dock and the Jet Dock is then tethered to the poles; this system allows the dock to move uninhibited and right along with the up and down with your water levels.
- Stationary dock (with constant water levels)-hard tie (same approach as if it were a floating dock)
- No existing dock-we have standalone mooring modules whereby we insert a sleeve/shaft into the Jet Dock cube and place our tide manager pole through the opening. Our mooring poles are then driven directly into the sea floor. These installations require calm, shallow waters (less than 6') with a minimal amount of change in the water level (less than 2-3' fluctuation).

Consult with a Jet Dock sales associate for assistance regarding the type of mooring for your specific installation. One of the true beauties of the Jet Dock is that it can be reconfigured at a moment's notice. A PWC dock can become a 16' boat dock which can become a 26' boat dock in an afternoon's work. Add-ons to your existing PWC dock can be done by yourself. In general, boat dock reconfigurations will take longer than PWC dock reconfigurations. A good rule of thumb is to simply contact our corporate office or the local dealer that assisted you regarding reconfiguration matters.

***Q. How long does it take for the dock to be shipped/installed once the order is placed?***

**A.** We deliver and install docks promptly, but exact timing depends on the location of your dock site, the type of dock and will be agreed with you at the time you place your order.

***Q. Physical characteristics of the Jet Dock cube. Weight? Size? Buoyancy? Foam-filled? Puncture proof?***

**A.** Each cube weighs approximately 14 pounds (6.4 kg's), has a surface area of 20" x 20" (500mm x 500mm) and has over 200 pounds (90 kg's) of buoyancy. The cube is air filled (basically a rigid, hollow compartment) with a wall thickness of approximately ¼" (6mm). While the likelihood of a cube being punctured or damaged is virtually non-existent, should this happen and fall within the guidelines of our warranty, we will replace the cube at no cost.

***Q. Does the Jet Dock work in shallow water? How much does the dock draft with and without the watercraft on top?***

**A.** The dock only "draws" about 2 to 4 inches of water with the craft off it. The minimum functional water depth is measured at the back of the dock where the drive-on takes place. The dock needs to be able to flex in order to drive on top of it. With this in mind, anticipate needing about 20-25 inches for a PWC and 30-60 inches of depth for a boat. The mid and forward sections of the Jet Dock can sit on the ground during low water levels! -an extraordinary feature of the Jet Dock system.

The PWC dock will draft about 3-6" with the craft on top of it. The static boat docks draft 20"-25" due to the buoyancy beams. The airlift docks draft 30"-40" due to the performance pontoons. Our standard response to people who ask if they

can put our dock in their shallow water site is, "If your watercraft is already sitting in the water at the location our dock would go, then the Jet Dock can be installed there safely, but slightly deeper water will be needed for the lift to raise and lower during dry-docking or launch."

***Q. Can it be towed to another location? Are they easy to take out of the water if I need to?***

**A.** The dock can easily be moved to another location, either by towing it with your PWC or boat, loading it up on your boat trailer, or by disassembling it and having it moved to its new location.

The dock can be removed from the water in the same manner your boat is removed (tow it to a boat ramp and pull it on top of your trailer) or by disassembling it either in water or land and moving it to its storage location. The dock can be left outside if needed.

***Q. Walk-around issues. How many cubes wide for a stable walking platform? How stable is it when I walk on the dock? Is the dock slippery when you walk on it?***

**A.** The cubes can be used as a floating platform, gangway, finger pier or any other type of customized configuration you so desire. A stable, walking platform must be a min. three cubes wide or 5'. King Industries recommend that docks and walkways be a min. 4 cube wide or 6.6'. The dock is extremely stable to walk on and will support your body weight due to the buoyancy contained within each cube (which is 200 pounds). Therefore, every square inch of "walkable" space will support your body weight. Also, the dock's flexibility dampens movement on one end from reaching other areas of the dock. Lastly, the non-skid surface makes the dock very safe to walk on even when it is wet.

***Q. How much maintenance is required to keep the Jet Dock clean and functional?***

**A.** The only maintenance you will ever have on the dock is threefold: a) make sure the surface remains free from debris by hosing it down after using your craft, b) periodic check-ups of the dock and mooring lines just as you do for your watercraft when it is tied up to an existing dock and spraying our PWC or boat winches with an anti-corrosion treatment.

***Q. Do I still need to anti-foul (bottom) paint my watercraft or the Jet Dock? If my boat is already anti-foul painted, how hard is it to drive on top of the dock?***

**A.** One of the main reasons you buy our product is for this very reason: you will never have to anti foul paint your craft again. The same holds true for the Jet Dock, as the underside does not need to be anti foul painted. Keep in mind that our goal is for you to be able to put the dock in and have to do as little work to it as possible.

If your watercraft has already been treated with a anti-foul paint, we require that it be removed prior to using the Jet Dock. The drive-on procedure for boats will be "slowed" down if the anti-foul paint is left on, and damage may occur.

***Q. Security issues. How do I secure my watercraft to the dock? Isn't it easy for someone to steal the entire dock?***

**A.** You have several options when it comes to securing your craft to the dock and securing the Jet Dock to your existing dock. First, we can pre-install a heavy-duty chrome alloy steel chain into an actual cube thereby giving you the option of locking your craft to the dock. Second, you can actually lock the Jet Dock to your existing dock with the same type of chain we would use to lock your craft to the dock. We also have after-market security systems should you decide to add that at a later date.

Although we have never had a customer call us and say, "My Jet Dock is missing," please check with your insurance company regarding theft coverage.

***Q. Is electricity needed to use the dock?***

**A.** Most of our docks are electricity free. Craft are simply docked and launched under their own power. For longer and/or heavier craft, we have Jet Dock "Air Lift Aqua Pad" and "Performance Series Aqua Pad" docks which have electrically driven, partially submersible sterns to make docking and launching a breeze.

***Q. If I live in a remote location, do you have a dealership network that would service me if necessary?***

**A.** While we cannot promise next day service to all customers, we can promise that we have worldwide representation of our product. Which means that if there is not a dealer close to you, our corporate office will take care of you from top to bottom.

***Q. What makes your product different from other dry-docking alternatives?***

**A.** Innovation. Jet Dock's patented design provides the only modular, changeable, expandable dock system with built in flex motion (Sequential Flex Technology™). During drive-on, the dock flexes down and allows the watercraft (even boats up to 50' in length) to safely gain access to the Dock surface. Ask yourself if you are ready to usher in the new millennium with the docking system that will change the face of the boating industry. Well, are you?