

## Why not choose spare parts and service from independent sources?

Imagine your engine has come out of warranty and you need parts and service. You might have heard some scary stories from engine builders about non-OEM companies. But should you believe them?

As a customer, it is vital to not burn your boats with any potential supplier, especially with the engine builder, as long as they support your engine. But this does not mean that you have to ignore all the other sources of parts and service besides the original ones. Will the engine builder always have the parts you need in stock? Will there be an incentive to replace whole new units instead of a more cost-efficient repair with a smaller replacement part? Are they going to have engineers always ready to install those parts or service your engine? There is also the question of generic problems for different engine models. Will the engine builder hide them initially and blame them on your operation of the engine instead of on their design once they come up?

If you look for non-OEM parts and service, the choice is plentiful. Many non-OEM companies offer expertise, excellent quality, and lower prices. Their technicians are well-trained and well-aware of updates and upgrades to specific components and processes. An added benefit might also be the personal touch – working with a small company means that you, as a customer, will receive the necessary attention and a personalised solution.

In short, working with a non-OEM company can have numerous benefits, including:

- Competitive prices of parts and services;
- Good quality and technical expertise;
- Innovative solutions;
- Wider variety of choice;
- Worldwide service;
- Client-based approach, focused on building a strong connection.

When it comes to service, many non-OEM companies have what it takes to make sure your engine is well looked-after. Their technicians are skilled and trained, in many cases ex-employees of the engine builder. Specialisation is also relevant, as many non-OEMs are specialised in servicing certain engine

brands/models. New technology allows non-OEMs to inspect your engine, even without disassembling it. All they need is a small opening for a videoscope to get a full picture of the engine's condition from the inside. This way the inspection company can tell you exactly which parts you need to change, providing an efficient way to service your engine.

There are claims from engine builders that non-OEM companies lack the up-to-date knowledge to carry out inspections and service. But, in some cases, non-OEMs are contracted by engine builders to carry out inspections. In fact, almost all engines serviced by non-OEMs run well and obviously retain their certification. Apparently engine builders and surveyors trust the quality of these non-OEM companies, so why shouldn't you?

When it comes to parts, we all know that most engine builders do not manufacture many of the wear items fitted to their engines. In some cases, they do not even design them (e.g. the detailed design of pistons is often left to the piston manufacturer). Yet, once again, engine builders opportunistically claim that non-original parts are of poor quality, even when the parts come from the same factory, made on the same machinery, according to the same drawings and same quality control procedures, and even in the same batch as the parts which are to be shipped to the engine builder. What gives?

Many non-OEM suppliers and manufacturers have a large stock, provide worldwide shipping and even offer installation, service, and customer support on a global scale. Most importantly, many of these non-OEMs are specialised in one type or brand of components, which means their expertise is difficult to deny.

At the same time, low-quality components do exist on the aftermarket. The bottom line is to be smart about parts and service. Talk to the independent supplier to confirm the origin of the parts. Ask for references. Established independent companies have only survived because they offer high levels of quality and service at an attractive price. Seek them out, they offer the best value.