

BOOST UPGRADE—TROUBLESHOOTING AND SUPPORT

NOTE: After completing installation, place these instructions with the product for the owner's future use.

Troubleshooting and Support

Boost Icon Does Not Appear During Acceleration

Possible Causes	Response
Throttle not advanced quickly enough. Engine RPM too high at start.	Start below 5000 RPM and advance throttle rapidly to wide-open throttle (WOT).
Mercury Marine App not properly connected.	a. Verify the Mercury Marine App is connected and displaying live data. b. Confirm SmartCraft Connect is installed and functioning.
Boost not calibrated.	Repeat Boost calibration

Boost Will Not Activate

Possible Causes	Response
Calibration not completed.	Complete Boost Calibration . Refer to 8M0246878 - Boost Upgrade—Boost Unlock .
Throttle not advanced quickly enough.	Move the throttle lever to WOT in one quick motion to activate Boost.
Throttle demand not reaching 97% at the engine or a fault occurred during acceleration.	Contact an authorized Mercury Marine dealer.

Boost Active but No Performance Improvement

Possible Causes	Response
Boat not equipped with compatible GPS.	Verify the boat has a compatible Mercury Marine GPS or equivalent device.
Improper propeller setup.	Check propeller selection against engine specifications.
Inconsistent test conditions	Repeat performance runs under consistent load, trim, and water conditions.

Boost Unlock Process Issues

Possible Causes	Response
Installation interrupted or failed.	Contact Mercury Marine customer service or an authorized Mercury Marine dealer.

Mercury Marine App Connection Issues

Possible Causes	Response
Poor Bluetooth connection.	a. Ensure the smartphone is connected to the boat.
SmartCraft Connect not detected.	b. Verify SmartCraft Connect is powered and functioning. c. Restart the Mercury Marine App and reconnect.
SmartCraft Connect encountered an error.	d. At the next opportunity, turn the key to off for 15 minutes. If the issue persists contact an authorized Mercury Marine dealer.

Mercury App Will Not Turn Boost On or Off

Possible Causes	Response
Engine software requires update on 350hp V10.	Contact an authorized Mercury Marine dealer.

When to Contact Support

Contact an authorized Mercury Marine dealer or distributor if:

- Boost cannot be unlocked or purchased through the Mercury Marine App.

Contact Mercury Marine customer service or a authorized Mercury Marine dealer or distributor if:

- Unlock fails or is interrupted.
- Performance issues persist after calibration and setup.

Contact Information for Mercury Marine Customer Service

For assistance, call, fax, or write to the geographic office in your area. Please include your daytime telephone number with mail and fax correspondence.

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