BOOST 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.	Start below 5000 RPM and advance throttle rapidly to wide-open throttle (WOT).
Engine RPM too high at start.	
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 the link titled **Boost Installation Instructions**.
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 a Mercury Marine Authorized 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 authorized device.
Improper propeller setup.	Check the engine specifications for the specified RPM attainment at wide-open throttle.
Inconsistent test conditions	Repeat performance runs under consistent load, trim, and water conditions.

Boost Installation or PCM Update Issues

Possible Causes	Response
Installation interrupted or failed.	1. Close Mercury Marine App. 2. Reopen the Mercury Marine App and attempt to install again. ***NOTE:*** *The App should start the process from where it was last completed successfully.* If the Mercury Marine App does not start from the last completed step, contact Mercury Marine customer service or a Mercury Marine authorized dealer.
Power on the boat was disabled or the key switch turned to off during update.	1. Turn all engine key switches to the **ON** position. 2. Open the Mercury Marine App and attempt to install again. 3. If the Mercury Marine App will not reconnect, look for errors on the helm display or Mercury SmartCraft gauge. If there are errors, or the engine will not start, contact Mercury Marine customer service or a Mercury Marine Authorized Dealer.

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Mercury Marine App Connection Issues

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

Mercury App Will Not Turn Boost On or Off

Possible Causes	Response
Engine software requires an update on 350hp V10.	Contact a Mercury Marine Authorized Dealer.

When to Contact Support

Contact a Mercury Marine Authorized Dealer or distributor if:

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

Contact Mercury Marine customer service or a Mercury Marine Authorized Dealer or distributor if:

- Unlock fails or is interrupted.
- Performance issues persist after calibration and setup.
- The PCM update failed.
- Engine will not start after updating.

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.

United States, Canada		
Telephone	English +1 920 929 5040 Français +1 905 636 4751	Mercury Marine W6250 Pioneer Road P.O. Box 1939 Fond du Lac, WI 54936-1939
Fax	English +1 920 929 5893 Français +1 905 636 1704	
Website	www.mercurymarine.com	

Australia, Pacific		
Telephone	+61 3 9791 5822	Brunswick Asia Pacific Group 41–71 Bessemer Drive Dandenong South, Victoria 3175 Australia
Fax	+61 3 9706 7228	

Europe, Middle East, Africa		
Telephone	+32 87 32 32 11	Brunswick Marine in EMEA, LLC Avenue Mercury 8 B-4800 Verviers, Belgium
Email	BME.service@mercmarine.com	

Mexico, Central America, South America, Caribbean		
Telephone	+1 954 744 3500	Mercury Marine 11650 Interchange Circle North Miramar, FL 33025 U.S.A.
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Asia, Singapore, Japan		
Telephone	+65 680 58100	Mercury Marine Singapore Pte Ltd 11 Changi South Street 3, #01-02 Singapore, 486122
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