

Pier Tender- Frequently Asked Questions

Q. Does the Pier Tender come completely assembled?

A. No, however, there is minimal assembly required which consists only in having to attach the lower arm assembly to the base.

Q. Is the Pier Tender guaranteed?

A. Yes. The Pier Tender has a 100% satisfaction guarantee along with a 1 year guarantee on material and workmanship. See the Pier Tender Owner's Manual for details.

Q. What size watercraft will the Pier Tender hold?

A. The Pier Tender will work on watercraft up to 24' in length and 5000 lbs. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. Will Pier Tender work on both floating and fixed docks?

A. Yes. Care must be taken when mounting to either a floating or fixed pier. When mounting the Pier Tender (especially to a fixed dock or pier), one must be sure that the application is not such that it would allow the Pier Tender's bungee assembly to stretch to more than the allowable 26' overall length due to wind, waves, current, water levels or embarking or disembarking. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. Will the Pier Tender work in salt water environments?

A. Yes. The Pier Tender's extruded, aluminum arms and base assembly are protected by a very durable TCI Polyester powder coating which will withstand 1000 hours in a salt spray test. Typical anodized aluminum will only withstand 336 hours of salt spray. The Pier Tender hardware is all 303 stainless steel.

Q. Can I mount the Pier Tender on any dock?

A. The Pier Tender is only as good as the quality of the dock or pier to which it is mounted. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. Can I get on and off my boat with the Pier Tender hooked up?

A. The Pier Tender is designed to hold your boat or watercraft anywhere from 18'-32' away from the dock or pier. Extreme caution and common sense should always be used when embarking or disembarking. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. Will the Pier Tender's Pier Locks (portable mount option) work on all slotted docks?

A. The Pier Tender Pier Locks will work on most slotted docks although the dock slots will need to have a minimum of a 1/4' space between the boards. Make sure that the boards are securely fastened to the dock and that they are not rotted, cracked or panelized such that the entire dock panel could be lifted off of the dock by the Pier Tender.

Q. Will the Pier Tender's Pier Locks (portable mount option) work on any dock?

A. No. The Pier Locks are designed to work on slatted piers only with a minimum of a 1/4' space between the boards.

Q. Will the Pier Tender wreck my dock?

A. The Pier Tender is only as good as the dock or pier to which it is mounted. With proper installation and proper use, the Pier Tender will not damage your dock or pier. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. Will the Pier Tender withstand wind, waves, current, and embarking and disembarking?

A. Yes. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. Will the Pier Tender's Pier Locks (portable mount option) come loose over time?

A. Yes. Having to periodically re-tighten the Pier Locks is a function of the quality of the pier or dock boards, the abuse that the Pier Tender is getting from wind, waves, current, embarking and disembarking etc. Pier Lock washers are highly recommended and will certainly lengthen the time between tightening.

Q. Can I use Pier Tender on my 36' cabin cruiser?

A. No. The Pier Tender is designed for use on boats or watercraft up to 24' in length and 5000 lbs.

Q. Can I use Pier Tender as my primary means for mooring my boat?

A. No. Pier Tender is a supplemental mooring system and must be used in conjunction with a primary means for mooring your boat or watercraft. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. How much pre-load tension is required on the bungee assembly?

A. Each Pier Tender application is different however a typical pre-load on the bungee would be such that the bungee would stretch roughly 2'-3' from its relaxed length.

Q. Can I disable the gravity drop locking sleeve on the Pier Tender?

A. No. The Pier Tender's gravity drop locking sleeve is a safety feature and may not be disabled.

Q. How far will the Pier Tender's bungee assembly stretch?

A. The Pier Tender's bungee assembly is roughly 14' long in its relaxed state. You may not stretch, or use the Pier Tender in applications where the bungee assembly would stretch more than 12' (26' overall length)

Q. What part of my boat do I attach the Pier Tender strap loop to?

A. Typically, the Pier Tender strap is attached to the front and rear cleats on your boat or watercraft. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. I have my Pier Tender strap attached to the front cleat of my boat but the strap and bungee assembly are rubbing on my hand rail. Is this ok?

A. No. The Pier Tender's strap, bungee assembly or the Pier Tender itself should never be allowed to come in contact with any portion of your boat or watercraft except the cleat to which it is attached.

Q. What will happen if I the Pier Tender's bungee assembly stretches more than the allowable 26' overall length?

A. Applications or conditions that would permit the Pier Tender's bungee assembly to stretch more than the allowable 26' overall length MUST be avoided. Applications or conditions such as wind, waves, current, water levels, embarking or disembarking that would cause the Pier Tender's bungee assembly to stretch more than the allowable 26' overall length could cause damage to the pier or dock to which the Pier Tender is mounted or could damage the boat and/or boat cleat or may damage the Pier Tender itself. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.

Q. After years of use and abuse, my boat cleats are kind of beat up and rough. Is this ok?

A. No. The boat cleats must be in PERFECT condition and be free of rust, scratches, dings etc. Anything other than a perfectly smooth boat cleat will cause premature wear on the loop end of the Pier Tender strap.

Q. I bent the upper arm on my Pier Tender. Is it still safe to use?

A. No. The Pier Tender should never be used if it is not in "like new" condition. Repair parts are available for your Pier Tender. Please contact your nearest dealer or authorized Pier Tender service center for any service work.

Q. Will the Pier Tender lift my watercraft out of the water?

A. No. The Pier Tender Supplemental Mooring System is designed to be used in conjunction with a primary mooring system and should never be used to lift your watercraft out of the water but rather to stabilize your watercraft and hold it anywhere from 18' – 32' away from the dock or pier.

Q. Can I use Pier Tender on my pontoon boat?

A. Yes. The Pier Tender will work on any watercraft up to 24' in length and 5000 lbs. For additional information on the uses, limitations, and warnings please see the Pier Tender Owner's Manual.