Frequently Asked Questions

More Information

- Don't be a Victim
- An International HIN Nightmare
- HIN Formats
- Boat Security Tips
- Tips for Buying a Used Boat
- Report a Loss

Frequently Asked Questions

If you have a question relating to BoatFax, that is not answered here, please contact us.

Dealers

How do I register as a Dealer?

How can I change from a Private User type to a Dealer?

How do I upgrade or change My Dealer Membership?

How do I change My Dealership information?

Hull Identification Number

What is a Hull Identification Number (HIN)?

If I do not have the Hull Identification Number (HIN), can I still do a search on other information?

Where can I find the Hull Identification Number (HIN)?

Validate it

What does the Validation process do?

When is the Validation process used?

Does the Validation process only rely on an exact data-match being found?

How is 'Validate it' Different from 'Check it'?

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Check it/Search

What is the difference between the Standard Check and the Extended Check features?

What is the benefit of a â€œboatfax SmartSearchâ„¢â€•?

What format is the search information required to be entered?

Why do I pay to check my asset?

I am about to buy a used boat. Why should I check its status?

Why don't I get a result from my search entry?

Why should I select a search outside my territory?

Do I have to use the on-line form to check the details of a boat or can I email the data to youÂ

Reward Points

What are Boatfax Reward Points?

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Register it and Protect it

How does registering a vessel, boat or piece of equipment with boatfax protect it?

When entering the details of my asset into the register, what information is required?

Report it - Stolen

I have entered my stolen/missing items. Is there anything else I should do?

What if I find that an asset I have been offered is registered as missing or stolen on this site?

How does entering the details of a lost or stolen item on boatfax help me?

Report a Loss

Territories/Countries

Which countries does boatfax provide a service to?

Where is boatfax located?

Data Protection

Why are no names or addresses displayed when I do an ownership check?

Does boatfax use data encryption?

How is the data retained by boatfax secure?

Advertising

I have a marine industry website. Can I link to boatfax?

I would like to advertise on the boatfax website. How do I do this?

Website

Why did my session time out?